

COLOP[®] digital



Operating and Maintenance Manual

e-mark create

Electronic marking device

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Versions

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1.0	09/08/2018	Revised version
1.1	17/04/2019	Revised version
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1 INTRODUCTION

With the COLOP e-mark marking device you have a product that is exemplary in terms of safety for users and leading edge in terms of technology. In spite of this, the e-mark may be hazardous if used incorrectly or not as intended. We refer to potential hazards in [Section 2 'Safety'](#) and with safety notices throughout the entire documentation.

Preface

This original documentation is intended to assure safety-aware work on and with the product. It contains safety notices that must be followed! Everybody who works with the e-mark create must have access to this documentation and must observe the relevant specifications and instructions. The documentation must always be complete and easily legible.

COLOP Digital GmbH is not liable for technical or printing-related defects in this documentation, nor will it accept any liability for damage caused directly or indirectly by the delivery, performance or usage of this documentation.

Identification

The COLOP e-mark create is clearly identified on both the product and the packaging. Even if the illustrations in this document correspond to the e-mark (an additional product within the COLOP product range) and not the e-mark create, they are equally valid for the respective function as for the e-mark create.

1.1 Legal details

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1.2 Liability

The details in this documentation describe the properties of the product without assuring those properties.

No liability is accepted for damages that arise from:

- unintended use of the product.
- failure to follow the documentation.
- improper work on and with the product.
- operating the product while in a defective condition.
- defective monitoring of parts of the product that are subject to wear.
- improperly conducted repair work.
- unauthorized modification of the product.
- natural disasters, the action of foreign bodies and force majeure.

1.3 Intended use

The COLOP e-mark create, hereafter referred to as e-mark create, is a battery-operated mobile marking device. The device can be operated by smartphone, tablet or stationary computer. It can make imprints directly on a variety of absorbent surfaces including paper or cardboard. The e-mark create is suitable for making individual imprints and for occasional multiple use.

The multicolor ink cartridge (CMY) uses inkjet technology. Surface navigation and/or speed control is managed by an optical sensor. The marking content is sent to the device directly from an application (App) or computer software (SW). Transfer is via a WIFI connection from a smartphone or tablet or USB interface on a computer. Marking begins automatically if the e-mark create is in print mode and the device is moved over the marking background by hand. If rotation or height of the device above the surface exceeds a maximum range, marking is interrupted. When returned to the normal range, printing restarts.

The e-mark create must be returned to the docking station after each use. Several imprints can also be saved on the device so that it can be used without the App or software (offline mode). The rechargeable battery (supplied) is recharged using the power adapter (supplied). Only use original batteries and original replacement ink cartridges. After extended periods between uses, the ink cartridge must undergo a cleaning cycle. The e-mark create should be used at least once a month.

Target groups and previous knowledge

Users of the e-mark create are non-professionals, aware of the hazards associated with using the device via the safety pictograms on the e-mark create and instructions in the Quick Setup Guide and in this Operating and Maintenance Manual. Users are able to recharge the e-mark create with the power adapter (supplied) and replace ink cartridges. Users are not authorized to carry out repairs on the product.

Inspection and maintenance and/or repairs must only be carried out by qualified electricians.

The content and purpose of this documentation

Users can download this original Operating and Maintenance Manual at www.emark.colop.com for information. This documentation contains the relevant information for e-mark create assembly, commissioning, operation, maintenance and disposal. This documentation is intended to ensure hazard-free work with the e-mark create. Compliance with the instructions contained within this document enables hazard-free working and avoids damaging the e-mark create.

Limits of use

The limits of use for the e-mark create are defined as follows:

- The device is intended for use in enclosed, clean and dry areas (offices, warehouses, private residences)
- Horizontal place of use on level, firm ground
- Ambient temperature: +59 °F to 89 °F
- Humidity range 5 % to 100 % (storage 5 % to 80 %)
- The e-mark create is a marking device to print imprints sent via a software application
- It can mark directly onto a variety of absorbent surfaces including standard paper, cardboard, fabric, wood, cork, dry wall, high-gloss paper, photo paper and other surfaces with special coatings.
- The e-mark create is fitted with an LED light strip.
- The rechargeable battery of the e-mark create is recharged using the power plug.

1.4 Principle

This product incorporates state-of-the-art technology and complies with applicable health and safety regulations. Nonetheless, the following hazards can arise as a result of incorrect transport, improper use, or failure to observe the safety instructions contained in this Operating and Maintenance Manual or in the event of misuse:

- fatal or serious injury to users or third parties
- damage to the product and other items of capital equipment
- impairment to the efficient operation of the product

2 SAFETY

This documentation is structured in accordance with valid US standards and contains safety notices. The user of the e-mark create is responsible for complying with safety-related information in this documentation. This Section contains a general description of the warning and safety instructions, and important safety notices.

2.1 Signal words used in safety notices



DANGER!

A safety notice with the signal word **DANGER** points to an **immediately threatening hazard** to the life and limb of people!

This signal word denotes a hazard with a high level of risk which, if not avoided, can result in death or serious injury.



WARNING!

A safety notice with the signal word **WARNING** denotes a **dangerous situation** that could cause personal injury (of a serious nature) and may also cause damage to items of capital equipment!

This signal word denotes a hazard with a moderate level of risk which, if not avoided, can result in death or serious injury.



CAUTION!

A safety notice with the signal word **CAUTION** denotes a **potentially hazardous situation** that can result in slight injuries or damage to items of capital equipment!

This signal word denotes a hazard with a low level of risk which, if not avoided, can result in minor or moderate injury.

NOTICE

A safety notice with the signal word **NOTICE** denotes a situation that could result in damage to items of capital equipment!

This signal word denotes a hazard which, if not avoided, can result in damage to items of capital equipment or damage to the device.

2.2 Symbols used in safety notices



Warning of possible hazards of electrical voltage!



Reference to the obligation to read the Operating Manual!



Warning of **possible hazards of hot surfaces!**



Warning of environmentally hazardous substances

2.3 Residual hazards

Even when the greatest care and attention is paid to the design and build of the product, and when full account is taken of safety-related factual content, residual hazards can still exist, which were evaluated in a risk assessment.



DANGER!



Risk of a fatal electric shock in wet conditions.

Never handle the charger mains plug with wet hands.

Never use the device in humid areas.

Never expose the battery and charger, including USB port, to water and/or rain.



WARNING!

Danger of suffocation from plastic film.

The packaging is not a toy.

Dispose of packaging materials immediately and in an environmentally appropriate manner.



WARNING!

Risk of asphyxiation from small parts for children below the age of three.

The device is not a toy.

Do not leave children alone with the device unsupervised.



WARNING!

Hazard from cleaning.

NEVER use inflammable substances near the e-mark. This may cause a fire or an electric shock.

Cleaning the outside of the e-mark:

- Ensure that the mains cable of the e-mark charger has been removed from the socket and the device is switched off.
- Use neutral cleaning agent. Using liquids such as thinners or petrol damages the outer surface of the e-mark.
- Do NOT use cleaning agents containing ammonia.

**WARNING!****Hazard from damaged electrical components or damaged insulation.**

In the event the device, housing or insulation is damaged, stop using the device and have it tested and repaired by an electrician or the manufacturer's customer service.

**WARNING!****Hazard from rechargeable batteries (short-circuit, overheating, fire).**

- Do not expose lithium batteries to heat, cold or water (do not leave in direct sunlight or charge or store outdoors).
- Do not (forcibly) open or expose to large impacts or shocks.
- Only use charging systems as recommended by the manufacturer.
- The manufacturer's safety instructions must be complied with throughout the entire disposal process.
- Battery contacts (outside the device) must not come into contact with metallic objects such as coins or keys to prevent a short circuit.
- The marking device and/or rechargeable battery must never get wet.
- Burning batteries can cause blow-outs, causing a battery to be blown away. Battery fires give off extremely thick, particularly toxic smoke.
- Following extended periods in storage or before taking to a collection point, the poles on lithium rechargeable batteries should be covered with adhesive tape to prevent short circuits. Maximum protected storage, e.g. in the original packaging and quick deposit in a collection point are recommended.
- Visually damaged, overheated or blown out batteries must not be reused and must not be stored in the house, flat or garage.

**WARNING!****Hazard posed by improper use.**

Read the Operating Manual before switching on the device.
Pay attention to all safety notices.
The Operating Manual must be kept!

**CAUTION!****Hazard from hot surfaces.**

Immediately after using the e-mark, certain parts can be hot.
Do not touch the print head on the underside of the marking device.
Leave to cool before replacing.
Pay attention when cleaning the print head. Never touch the print head directly.

**CAUTION!****Possible hazard from substances, slight eye and skin irritation from ink.**

- Do not direct the print head towards the eyes, face or skin.
- Do not open the ink cartridges.
- Do not swallow! Keep ink cartridge out of the reach of children.

Risk of explosion if battery is replaced by an incorrect type.

Dispose of used batteries according to the instructions.

NOTICE



Packaging materials (paper, plastic) must be disposed of separately. Dispose of components of the device in accordance with legislative stipulations. Dispose of materials separately and recycle as much as possible.

Electrical components of the product must be sent for recycling as waste of electrical or electronic equipment. Dispose of batteries at collection points in accordance with legislation.

NOTICE



The electrical components of the product must be sent for recycling as waste of electrical or electronic equipment.

2.4 General safety instructions and regulations

Without exception, observe the following safety provisions and obligations when working at or on the product:

- Always operate the product in operationally perfect and clean condition.
- It is prohibited to convert or modify the product.
- Faults must be remedied immediately.
- Always use genuine spare parts for repair work or when replacing damaged components.
- Always pay careful attention to the safety notices and operating instructions.

2.5 Safety notices on the product

Safety notice panels are fitted to the product to draw attention to potential hazards. Always pay attention to and comply with the safety designation instructions on the product. During the service life of the product, if the safety designation label fades or gets damaged, you must shut down the product.

The pictograms for warnings, prohibitions and stipulations on the product, together with their meaning:

Pictograms	Location	Designation	Description
	Underside Marking device	Warning: hot surface.	The print head surface may become hot. Do not touch the print head!
	Underside Marking device	Prohibition: Do not touch.	Do not touch the print head!
	Battery, cartridge, e-mark	Indications on disposing of electronic waste	Dispose of the appliance in accordance with legislation and recycle wherever possible.
	Battery	Indications on handling batteries	Do not disassemble or modify, do not short-circuit, do not dispose in fire and do not expose to high temperature



Fig. 1: Safety instructions on the underside of the e-mark create

3 DESCRIPTION

The following chapter presents an overview of parts, assembly and function including technical specifications and product components.

NOTICE

Even if the illustrations in this document correspond to the e-mark (an additional product within the COLOP product range) and not the e-mark create, they are equally valid for the respective function as for the e-mark create.

3.1 Scope of supply



Fig. 2: Package content

The packaging of the e-mark create contains the marking device with rechargeable battery (1), docking station (2), charger and cable (3), ink cartridge (4) and the Quick Setup Guide (5).

The marking device comprises the housing with top section that can be opened (access to compartment for battery and ink cartridge), an on/off switch on the underside, a micro USB port, an LED light guide, sliding wheels on the

underside for stable movement, 3 magnets for secure docking, contacts for charging on the docking station, a light sensor for position guiding, a WIFI module.

The docking station comprises a charging socket for the power adapter, contacts for charging the e-mark, rubber lips and flap to prevent the ink cartridge from drying out, an opening to access the on/off switch on the e-mark when docked, non-slip pads and an extendible wiper to wipe the underside of the ink cartridge.

The rechargeable battery is supplied with a plastic cover on the contacts. This prevents short-circuiting the contacts during transport. This cover must be removed before use.

The ink cartridge is packaged separately and must be inserted before use.

3.2 Components

The following section contains an overview of main components of the e-mark create:



Fig. 3: e-mark create parts

Main constituent elements			
No.	Description	No.	Description
(1)	Docking station	(4)	Battery
(2)	Electronics compartment	(5)	Ink cartridge
(3)	Cover		

3.3 Layout

Marking device:



Fig. 4: Marking device assembly underside

Main components of the e-mark			
No.	Description	No.	Description
(1)	Cover	(7)	Magnet
(2)	Cover opening	(8)	Print head
(3)	USB port*	(9)	Position sensor
(4)	Contacts (docking station connection)	(10)	On/off switch
(5)	Safety indications	(11)	Sliding wheels
(6)	Print position display lug	(12)	Light guide

NOTICE

The USB port for the e-mark create is enabled! Its function is only given to the colop e-mark but not to the colop emark create.

Docking station:

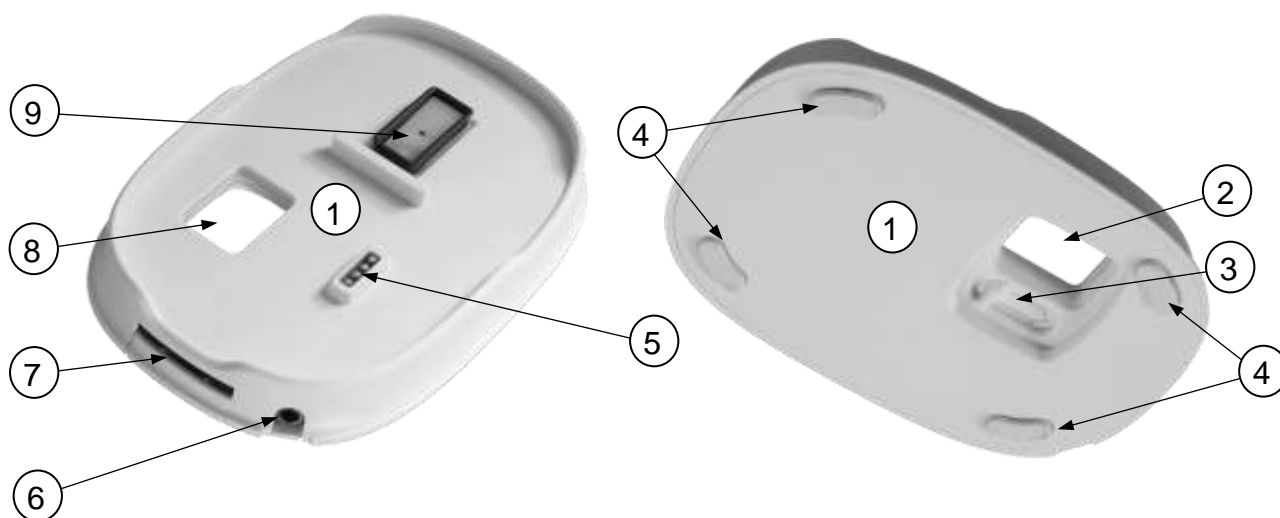


Fig. 5: Docking station assembly top section and underside

Main components of the docking station			
No.	Description	No.	Description
(1)	Docking station	(5)	Battery contacts
(2)	Opening for on/off switch	(6)	Charging socket
(3)	Slider to extend the print head wiper	(7)	Print head wiper
(4)	Non-slip feet	(8)	Opening for on/off switch
		(9)	Protective cap to prevent print head from drying out

3.4 Technical specifications and dimensions

Technical specifications of the e-mark	
Weight	224.5 g (approx. 450 g incl. packaging)
Dimensions L x W x H	4 3/8 x 3 x 2 7/8 in
Rechargeable battery (3 cells, each 3.7 V)	11.1 V Li-Ion with min. 600 mAh
Power consumption while operation with battery supply	Max. 10 W
Power consumption while battery is charging (WIFI activated)	15 V, 400 mA
WIFI interface	WIFI IEEE 802.11bgn
USB interface	Micro USB – ENABLED
Optimum print speed	4 in/s
Maximum print speed	11 3/4 in/s
Print quality	600 dpi
Protection class	III, Extra low voltage
Mains connection charger	100-240 V, 50/60 Hz
Print head 3-colour (cyan, magenta, yellow)	COLOP 3-color Ink Cartridge C2P06AE
Storage temperature range	-40 °F to 140 °F
Operating temperature range	59 °F to 89°F
Non-Operating humidity range	20 to 80 %
Print on absorbent surfaces such as	Plain paper, cardboard, fabric, wood, cork, dry wall, high-gloss paper, photo paper

Range:

The range of an ink cartridge is dependent on several factors, including size and coverage of the imprints. An ink cartridge lasts approximately 5,000 imprints (1/2 x 4 in test imprint) in normal use and self-cleaning frequencies before replacing.

The lithium ion rechargeable battery lasts for up to 5 hours of continuous printing and can be recharged approximately 1,000 times. Battery charging takes up to around 3 hours from 0 % to 100 %.



Fig. 6: Reference imprint 1/2 x 4 in

Surfaces:

The e-mark create can print directly onto a variety of absorbent flat surfaces including standard paper, cardboard, fabric, wood, cork, dry wall, high-gloss paper, photo paper and other surfaces with special coatings.

3.5 Operating systems

The COLOP e-mark create App is available for mobile devices using Android and iOS and is compatible from the following versions:

- Android 5.0
- iOS 11

Please always make sure to use the latest software version. There may be issues with previous versions and certain functions may be limited.

4 INITIAL OPERATION

This chapter explains using the e-mark create for the first time and includes unpacking, visual inspection, assembly, switching on and performance testing the e-mark.

4.1 Transport and unpacking

When transporting the product, please note the following points:

Battery contacts are protected against short-circuits with insulating plastic tape. The plastic tape must be removed before using for the first time.

The ink cartridge is packaged separately. It must be inserted before using for the first time.

Unpacking

Carefully remove the e-mark create from the packaging. Keep the original packaging for storing or transporting the e-mark create. Dispose of other packaging materials appropriately. Never let children play with the packaging or with parts of it, since there is a risk of asphyxiation from small parts or plastic film.



WARNING!

Risk of suffocation from small parts and plastic film for children below the age of three.

The packaging is not a toy. Dispose of packaging materials immediately and in an environmentally appropriate manner.

Preparing for transport

Preparing the e-mark create in its original packaging for transport. See below before sending or transporting the e-mark create:

1. Remove the rechargeable battery
2. Protect the battery contacts against short-circuit with insulating tape.
3. Return the battery back to the housing.
4. Return the e-mark to the original packaging (1) and secure it with the foam ring (2).



Fig. 7: Packaging

4.2 Assembly and switching on

Check the following points before commissioning:

Visual inspection:

- Ensure that the Quick Setup Guide is legible and is available in full.
- Are all product parts present: battery, docking station, e-mark create body, power adapter, ink cartridge, USB cable and the Quick Setup Guide
- Are all parts required for assembly present?
- Is the product damage-free? Look for any deformations and cracks on the housing, cable damage, in particular.
- Are the charging cable, mains plug and charging socket OK?

The product must not go into operation if it has any visible defects or signs of damage.

Commissioning

1. Remove the e-mark create from the packaging.
2. Remove the mains plug and ink cartridge (in a pouch) which are under the inner base of the packaging.



Fig. 8: Opening and removing the cover

3. Open the e-mark create cover as shown above and remove it.
4. Remove the battery from the battery compartment by pressing the lever on top of the battery to the rear



Fig. 9: Opening the battery compartment and remove battery

5. Lift the battery
6. Remove the tape from the battery contacts and dispose of responsibly.



Fig. 10: Battery contact insulating tape

7. Pull down the lower flap.

- Slide the underside of the e-mark create in the direction of arrow 1.
- Press the panel downwards at an angle in the direction of arrow 2.



Fig. 11: Opening the sliding panel

NOTICE

Always press open the lower panel first, otherwise the ink cartridge cannot be removed or inserted without damaging the e-mark create!

8. Remove the ink cartridge from the packaging and dispose of the packaging responsibly.
9. Pull off the strip from the print head and dispose of responsibly.



Fig. 12: Ink cartridge

10. Insert ink cartridge
 - Press towards the front end of the compartment (NOT downwards)
 - Cartridge snaps in.



Fig. 13: Insert ink cartridge

11. Close lower flap cover

- Close the cover (click).
- The cover moves against the spring into the closed position.



Fig. 14: Close lower flap cover

12. Insert battery

- Push towards the ink cartridge.
- Press the battery forward until the lever on the top snaps in.



Fig. 15: Insert battery

13. Close cover.

14. ALWAYS place the e-mark in the docking station.

NOTICE

ALWAYS place the e-mark create in the docking station after use.

Otherwise, the ink cartridge head dries out, affecting print quality.

If the e-mark create is not placed in the docking station immediately:

- switched **on**: a warning signal sounds (return to docking station!)
- switched **off**: NO warning signal sounds

Download and run the App, see below.

A QR code and link to the App-Download are provided on the Quick Setup Guide.

Set up the WIFI connection, see below.

Performance test:

1. Is the battery properly inserted and can the battery be charged with the power adapter?
2. Does the LED light work?
3. Does the print function work?
4. Make a test imprint.

4.3 Software

Download the App and install on the mobile device, *see chapter 5.6*.

<https://getemarkcreateapp.colop.com/>

4.4 WIFI connection

Setting up the connection between your device and the App starts with entering SSID and password.

The SSID and password (fig.16) are automatically saved as an image on the e-mark create and can be found in the Quick Setup Guide. Password should be remember or save it in a secure location. The password can be changed in the software.



Fig. 16: Example test imprint with SSID and password

If you are having trouble in setting up a connection, refer to the troubleshooting chapter (*see chapter 6.4*) or visit our homepage and see the FAQ (Frequently Asked Questions).

Homepage www.emark.colop.com/faq

5 OPERATION

The product is designed for printing stamp templates and marking.

Online mode: The e-mark create is controlled using software. Imprints can be loaded or created via the software, transferred to the e-mark create and then printed. The software application (App) displays status symbols for the e-

mark create, including battery charge level, ink level, cleaning cycle request etc. Details can be found in the software description.

In **offline mode** the e-mark create is ready to print previously uploaded images at any time. Every printing operation follows these steps in the sequence below:

1. Switch on and wait until e-mark create is ready
2. Take the e-mark create out of the docking station.
3. Wait until completion of the automatic self-cleaning cycle (*see chapter 5.4*).
4. Place onto the paper (or the printable background) and slide to the right or left.
5. Printing starts and a signal sounds when the end position is reached.

NOTICE

ALWAYS place the e-mark create in the docking station after use.

Otherwise, the ink cartridge head dries out, affecting print quality.

If the e-mark create is not placed in the docking station immediately:

- switched **on**: a warning signal sounds (return to docking station!)
- switched **off**: NO warning signal sounds

6. Return the e-mark create to the docking station immediately.

If the print quality is unsatisfactory, complete a manual cleaning cycle or clean the printhead with a damp cloth.

Sleep mode:

If the e-mark create is switched on and is not used for 3 minutes, the device goes into sleep mode. In the app this time can be set up to 15 minutes or turned off.

Warning mode:

If the e-mark create is not in the docking station and is not used for one minute, a warning signal sounds to prevent the print head from drying out. The Light Guide flashes red and has a warning signal sounds. Please return the device to the docking station immediately.

5.1 Image transfer

To transfer standard templates or customized imprints to the e-mark create, refer to the software description.

Prerequisites:


1. The e-mark create is connected via WIFI to the mobile device.
2. The Light Guide displays a steady blue light confirming a WIFI connection.
3. In the App, the WIFI symbol  confirms a WIFI connection.

Image transfer:

Refer to the software description for details.

Acoustic and optical signals:

- During image transfer to the e-mark create, the Light Guide flashes blue continuously and a long signal sounds when the transfer is complete.

NOTICE

Saving the image file can take several seconds.

Do not switch off the e-mark create before you hear the double beep confirming the saving process has been successful, otherwise saving is interrupted.

Image saving:

The e-mark create takes time to save the newly transferred image to the internal Flash memory. During the saving time, the Light Guide displays a continuous purple flashing LED. Do not switch off the e-mark create during the saving process, otherwise the image will not be saved correctly. A brief signal sounds at the end of the saving process.

5.2 Printing

Switch on the e-mark create (in the docking station) by sliding the switch from OFF to ON. The Light Guide shows that the e-mark create is powering up (flashing green LED).

The e-mark create is held in the docking station by magnets.



Fig. 17: On/off switch

1. Switch on the e-mark create by sliding the switch from the OFF to the ON position (Fig. 17).
2. Wait until the Light Guide indicates that marking can begin (back left green light on continuously)



Fig. 18: Remove e-mark create from the docking station

3. Remove the e-mark create from the docking station (Fig. 18).
4. An automatic self-cleaning process starts when removed from the docking station. Then place the e-mark create on the background to be marked.
5. Marking can be done from right to left or from left to right.

6. The e-mark create automatically detects the direction of movement (indicated by a white LED to the right or left) and starts printing. A signal sounds when printing is complete (end position reached).

Use the e-mark for marking as follows:

1. Position the e-mark create with the lugs on the left edge of the selected printing area. The recesses in the lugs indicate the middle of the printing area.



Fig. 19: Marking from left to right

2. Move the e-mark create slowly and in a straight line from left to right over the background (Fig. 19). Optimum printing speed is 4 in per second.
3. Position the e-mark create on the right edge.



Fig. 20: Marking from right to left

4. Move the e-mark create slowly and in a straight line from right to left (Fig. 20).
5. When the end position is reached printing stops and a signal sounds.
6. Return the e-mark create to the docking station immediately after printing.

Multi-line imprint option:

The e-mark create can also make 2-line or 3-line imprints. Proceed as follows:

1. Starting from the left, move the e-mark create to the right until the signal sounds, indicating the end of the line has been reached.

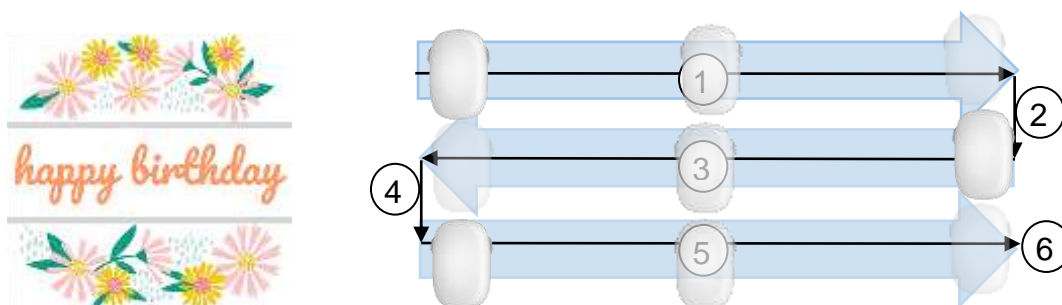


Fig. 21: Multi-line imprint procedure

2. Then move the e-mark create downwards until the signal sounds, indicating the next line has been reached.
3. Move the e-mark create to the left until the signal sounds, indicating the end of the second line has been reached.
4. and 5. For another line, repeat steps 2 and 1 until the signal sounds, indicating the end of the third line has been reached number 6 (Fig. 21).



Fig. 22: Place into docking station

If the e-mark create is switched on and is not placed in the docking station for one minute, a warning signal sounds and the Light Guide displays a flashing red warning light. A warning is also displayed in the App interface in online mode. Return the e-mark create to the docking station. (Fig.22)

ALWAYS place the e-mark create in the docking station after use! Otherwise, the ink cartridge print head dries out.

If the e-mark create is switched off, NO warning signal sounds. Even when switched off, the e-mark create must always be placed in the docking station, otherwise the ink cartridge print head dries out, considerably affecting print quality or it may be damaged.

Recommendation: Always place the e-mark create in the docking station first and then switch it off

5.3 Light Guide and symbols



Fig. 23: Light Guide

Light Guide: Direction of the RGB LEDs and white bright light LEDs

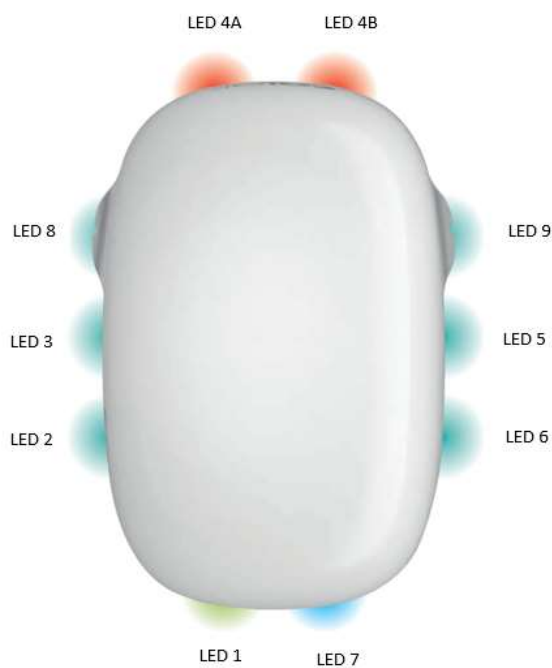








Fig. 24: Light Guide directions





The color LEDs 1 to 7 (right angle RGB LEDs) on the Light Guide indicate the e-mark create operating modes depending on the color, light position and light pattern (Fig.24)

The white bright light LEDs 8 and 9 indicate the movement direction and light up through the viewing window rather than the Light Guide.











Light Guide and signal tone table:

Color code, flashing code, direction code and signal tones

Light Guide		Designation	Description
 LED 1, 7	Green light (only LED 1)	Battery level indicator (sufficient)	The battery level is between 25 and 100 %
	During charging Green light	Charge indicator light	The battery is fully charged (100%)
	During charging Flashing Green light	Charge indicator light	The battery is charged (between 50% and 99%)
 LED 1, 7	Yellow light (only LED 1)	Battery level indicator (low)	The battery level is between 10 and 24 %
	During charging Flashing Yellow light	Charge indicator light	The battery is charged (between 0 % and 49 %)
 LED 1	Red light	Battery level indicator (very low)	The device must be charged battery level lower than 10%
 LED 4A, 4B, 8, 9	Flashing Red light front and side	No ink cartridge inserted	The ink cartridge must be inserted (correctly)
 LED 4A, 4B, 8, 9	Flashing Yellow light front and side	Wrong ink cartridge inserted	The right ink cartridge must be inserted
 LED 7	Blue light	WIFI connection	e-mark create has an active WIFI connection
	Flashing Blue lights and sounds	WIFI connection	The WIFI connection has just been established
	Continuous blue flashing light, sound at the end	An image is being transferred	An image is being transferred to the e-mark via WIFI. A long signal sounds when transfer is complete

Light Guide		Designation	Description
 <p>LED 1, 7</p>	Red double flashing of all lights and sounds	Warning: cartridge is drying out	The e-mark create must be returned to the docking station immediately
 <p>LED 8, 9</p>	green flashing light (left or right side)	During printing mode	Printing to the right or left side. A short signal sounds when the end of the imprint has been reached
 <p>LED 3, 5, 2, 6</p>	green light	Ready to print	The e-mark create has been removed from the docking station and powered up. Ready for marking.
	No lights	e-mark create switched off	
		Battery empty	
		Battery contacts are covered	
		Sleep mode	

Symbols in the App:

Symbol	Designation	Description
	WIFI symbol	Excellent WIFI connection to the e-mark create
	WIFI symbol	Good WIFI connection
	WIFI symbol	Poor WIFI connection
	WIFI symbol	No WIFI connection
	Battery level display green	Battery level between 25 and 100%
	Battery level display yellow	Battery level between 10 and 24%
	Battery level display red	Critical battery level, below 10%
	Ink level display green	Ink level between 40 and 100%
	Ink level display yellow	Ink level between 20 and 40%
	Ink level display red	Critical ink level (below 20%)

5.4 Automatic cleaning cycle

Print head cleaning is required for optimum device performance. This can be run automatically and manually.

Print head cleaning:

A print head cleaning cycle is automatically activated when the e-mark create is taken from the docking station. Ink drops in Pico liter range (depending on the downtime) are released when the device is raised. These are dispersed as a thin mist in the air. This is necessary to ensure constant print quality. This process can also be found inside an inkjet printer. Do not rotate the e-mark create directly after raising from the docking station. The automatic cleaning cycle is run when the e-mark is in a level position. No print head cleaning is completed for safety reasons if the e-mark create is rotated more than 90°.

Do not touch the e-mark create print head. Do not place on or immediately above light backgrounds or light surfaces or clothing – ink stains can be hard to wash out!

If ink gets into the print head rest pad, it can stick together. This may happen if the e-mark create has just been removed from the docking station (print head cleaning is activated) and is returned to the docking station without marking. Always print on a suitable background after removing.

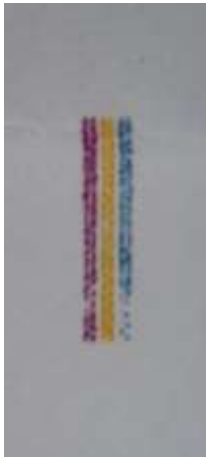


Fig. 25: Color sample released by automatic print head cleaning



Fig. 26: Do not direct towards eyes, face or skin. Light irritation possible



CAUTION!

Possible hazard from substances, slight eye and skin irritation from ink.

Do not direct the print head towards the eyes, face or skin. Do not open the ink cartridge. Do not swallow! Keep ink cartridge out of the reach of children.

The print head and housing must always be placed in the docking station when not in use to prevent drying out. The docking station contains a special pad with rubber lips to prevent drying out. ALWAYS place the e-mark create in the docking station after use! Otherwise, the ink cartridge print head dries out.

Recommendation: ALWAYS place the e-mark create in the docking station first and then switch it off. If the e-mark create is switched off, NO warning signal sounds, but the e-mark create should always be placed in the docking station even if switched off.

5.5 Manual cleaning cycle

Wiping:

If printing quality drops and/or excessive ink can be seen on the print head, wiping is required. This cleans the print head.

Proceed as follows:

1. Before starting the manual cleaning cycle, place the e-mark create on paper which can be disposed of after the cleaning cycle.
2. In the App settings, press "Start quick cleaning" to activate the print head cleaning.
3. Slide the print head wiper out (wiper, rubber lip) on the underside of the docking station. A lint-free cloth can also be used, moistened with distilled water.

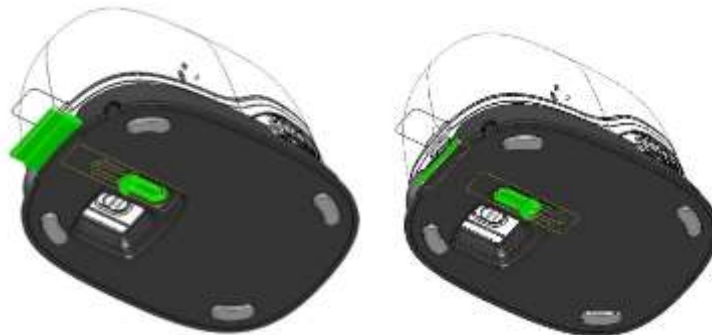


Fig. 27: Slide out print head wiper

Carefully wipe the print head from back to front once with the print head wiper (or with the damp cloth) as shown in Fig. 28: Clean print head with wiper



Fig. 28: Clean print head with wiper



Fig. 29: Clean print head with damp cloth

4. Place the e-mark create on paper.

5. Press "Start quick cleaning" again in the App.
6. The e-mark create is now ready for use again.
Do NOT wipe the print head with the wiper again after the second self-cleaning cycle, otherwise this will dry it out.

5.6 Software

After downloading the application (App) from the App Store (Google Play Store or AppStore) or website (<https://getmarkcreateapp.colop.com/>) and installing on your mobile device you can start using the e-mark create. The display on your device may differ from the one illustrated here. Button names may differ due to continuous improvement on the App.

The software wizard helps you configuring your device:



Fig. 30: Software wizard – Welcome page



Fig. 31: Software Wizard – WIFI information

1. Select a language and press "Next".
2. Confirm the WIFI information by clicking on the box and click press "Continue".

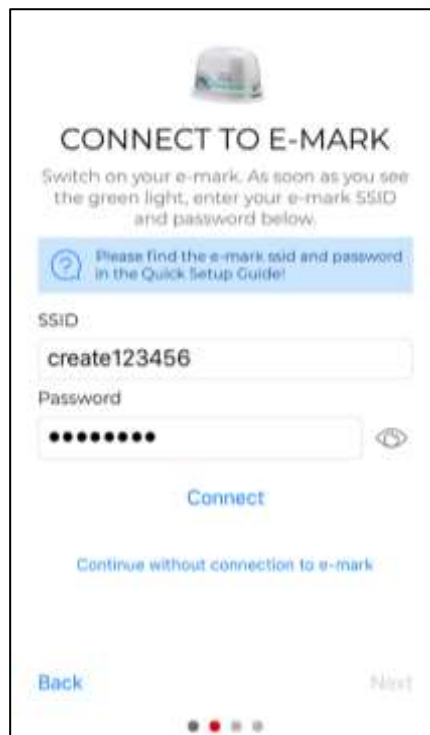


Fig. 32: Software wizard – Connection to e-mark create

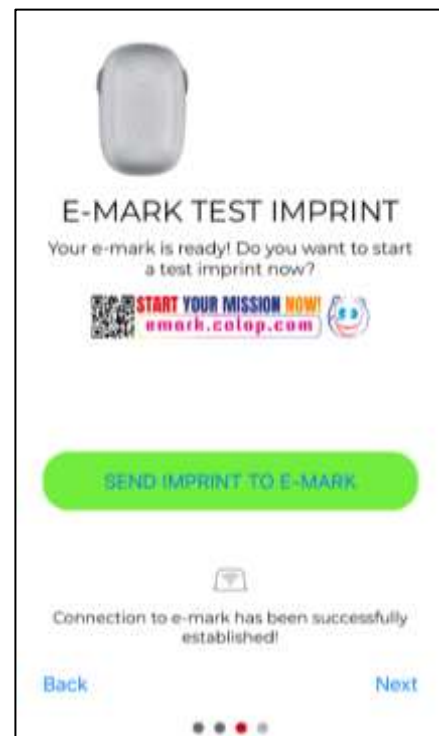


Fig. 33: Software wizard – Test imprint

3. Connect the e-mark create via the WIFI interface. Enter the SSID and password and press "Connect" to set up the connection. The SSID and password can be found on the Quick Setup Guide in the packaging and have been saved as a test imprint on the e-mark create. SSID stands for "Service Set Identifier" and provides information on the name of the WIFI network to your e-mark create.
4. Press "Continue without e-mark connection" to continue without setting up the connection to the e-mark create. The e-mark create can also be used without connecting to the App.
5. Then press "Next".
6. The e-mark create is connected to your device via WIFI. A test imprint can now be made.
7. Then press "Next".
8. The "e-mark create my imprints" page will now be visible. From here you can directly start to create your own imprints, or you can switch to the "e-mark create connect" page to get further information about your e-mark create.

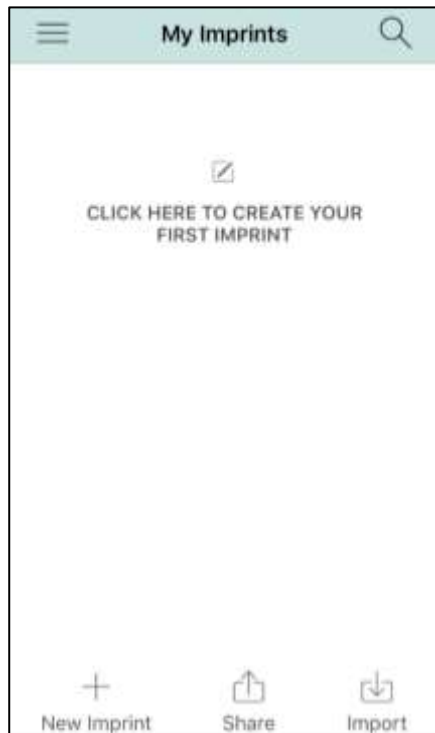


Fig. 34: e-mark create my imprints page



Fig. 35: e-mark create connect page

9. The "e-mark create connect" page is the App homepage. On the upper side you can choose the e-mark create to which you want to be connected, you can see the status of the connection, ink and battery level. Below you are able to step into your "Queue" or into the editor of the app.
10. Press "Queue" to see the queue of imprints which are ready to be send to the e-mark create
 - Press "Add Imprints" to add other imprints to the queue.
 - Press "X" to clear an imprint out of the queue.
 - The "Start position lateral" setting precisely positions an imprint using the lugs on the side of the e-mark.
 - "Continual marking" prints a selected marking consecutively.

5.7 WIFI connection

If instructions on the wizard are followed when installing the App, the WIFI connection is set up and the software automatically connects with the device when required. Several devices can also be added and one of them selected from a list.

In the event the connection set up via the App is unsuccessful, the WIFI connection can also be set up manually via the settings on a computer, smart phone or tablet. The e-mark create must be switched on.

Select the SSID on your e-mark create in the WIFI settings on your mobile device, click "Connect" and enter the password. The actual illustration of the activated WIFI connection depends on the mobile device and the software installed and may differ from the example illustration below.



Fig. 36: Example image of WIFI connection in the settings of the mobile device

The e-mark create is now connected by WIFI to the mobile device.

5.8 Storage

Store the product in a dry place. When storing the e-mark create, always place in the docking station to prevent drying out the print head. Store batteries only when charged.

When stored for extended periods, keep it in the original packaging or in the additionally available transport case to protect it. It is recommended to activate the e-mark create at least once a month to prevent the print head from completely drying out. Batteries should be charged, if required. Complete the self-cleaning process and make a test imprint. In the event the test imprint quality is poor, complete a manual cleaning cycle.

ALWAYS place the e-mark create in the docking station during storage.

Recommendation: activate the e-mark at least once a month and to complete the automatic cleaning process (or manual cleaning process, if required).

6 MAINTENANCE

The following sections describe the tasks required for maintenance purposes.

Inspection:

An inspection is required to ensure proper maintenance is carried out on the device. For more details on visual inspection and performance inspection at initial start-up, [see chapter 4](#).

- Product cleanliness (general condition, damage, contamination)
- Check the e-mark create housing, docking station, charger and cable, LED light bar, contacts and battery for any obvious signs of damage or excessive dirt etc.
- If any damage is detected, stop using the product. If damaged, please contact your distributor.

6.1 Charging the battery

Check the charge indicator light on the LED Light Guide ([see chapter 5.3](#)):

- The rear LEDs flash red when battery charge is lower than 10%

NOTICE

The battery must not be deep discharged. This may cause damage.
Fully charge the battery before an extended downtime period.

Proceed as follows to charge the device battery:

1. Remove the charging cable from the packaging and unwind.



Fig. 37: Power plug



WARNING!

Hazard from rechargeable batteries (short-circuit, overheating, fire).

Only use charging systems as recommended by the manufacturer.

The battery must not be deep discharged!

The battery must not be short-circuited. Fire risk!

2. Connect the charging cable to the docking station.
3. Place the e-mark create in the docking station.



Fig. 38: Charge battery

4. Connect the charger to the mains power supply.

**DANGER!****Risk of a fatal electric shock in wet conditions.**

Never handle the charger mains plug with wet hands. Never use the device in humid areas. Never expose the battery and charger, including USB port, to water and/or rain.

The e-mark create can be charged when switched on or off. Charging starts whenever it is placed in the docking station.

5. Observe charging indicator lights on the Light Guide. The power adapter needs to be connected to the e-mark create and mains supply and the e-mark needs to be switched on:
 - yellow flashing next to the charging plug forwards continuously: Charge indicator light, battery charge between 0% and 49%, battery charging
 - green flashing next to the charging plug forwards continuously: Charge indicator light, battery charge between 50% and 99%, battery charging
 - continuous green light next to the charging plug: Battery is fully charged (100 %). Charging stops automatically and the charger can be removed.

The light guide also shows the battery level when not charging

- Red flashing around the e-mark indicates low battery charge (below 10 %)
- Continuous yellow light next to charging socket indicates low battery level (between 10 and 24 %)
- Continuous green light next to charging socket indicates sufficient/high battery level (between 25 and 100 %)

If the App is on and there is a WIFI connection with the device, the charging process is also displayed in the App.

6. Disconnect the charger when fully charged.



WARNING!


Hazard from rechargeable batteries (short-circuit, overheating, fire).

- Do not expose lithium batteries to heat, cold or water (do not leave in direct sunlight or charge or store outdoors).
- Do not (forcibly) open or expose to large impacts or shocks.
- Only use charging systems as recommended by the manufacturer.
- The manufacturer's safety instructions must be complied with throughout the entire disposal process.
- Battery contacts (outside the device) must not come into contact with metallic objects such as coins or keys, to prevent a short circuit.
- The marking device and/or rechargeable battery must never get wet.
- Burning batteries can cause blow-outs, causing a battery to be blown away. Battery fires give off extremely thick, particularly toxic smoke.
- Following extended periods in storage or before taking to a collection point, the poles on lithium rechargeable batteries should be covered with adhesive tape to prevent short circuits. Maximum possible storage, e.g. in the original packaging and quick deposit in a collection point are recommended.
- Visually damaged, overheated or blown out batteries must not be recycled and must not be stored in the house, flat or garage.

NOTICE

Charging is only possible using the main adapter and charger.

6.2 Changing the ink cartridge

An empty ink cartridge as indicated on the Light Guide as a red light and in online mode with the symbol  in the App. Change the ink cartridge as follows:

1. Open and remove the e-mark create cover.



Fig. 39: Open and remove cover

2. Remove the battery from the battery compartment.



Fig. 40: Battery

3. Press the lever on top of the battery to the rear.



Fig. 41: Open battery compartment

4. Lift the battery and remove it
5. Open the lower sliding panel.

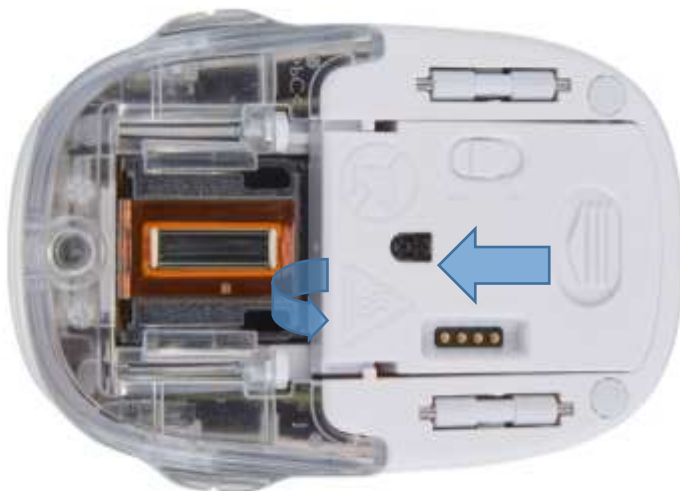


Fig. 42: Opening the sliding panel



Fig. 43: Sliding panel open

6. Pull down the lower sliding panel.
 - Slide the underside of the e-mark create in the direction of the arrow.
 - Press the panel downwards at an angle.
7. Remove the old ink cartridge and dispose of responsibly.
 - Pull the ink cartridge to the rear using the ridges
 - Remove the ink cartridge from the e-mark create



Fig. 44: Pull out ink cartridge

ALWAYS press open the lower panel first, otherwise the ink cartridge cannot be removed without damaging the e-mark create!

8. Remove the new ink cartridge from the packaging and dispose of the packaging responsibly.
9. Pull out the strip from the print head and dispose of responsibly.



Fig. 45: Ink cartridge

10. Insert new ink cartridge. New original ink cartridges available from your distributors
 - Press towards the front end of the compartment.
 - Cartridge snaps in.



Fig. 46: Insert ink cartridge

11. Close lower flap cover
 - Shut with a click.
 - The cover moves against the spring into the closed position in the opposite direction of the arrow.

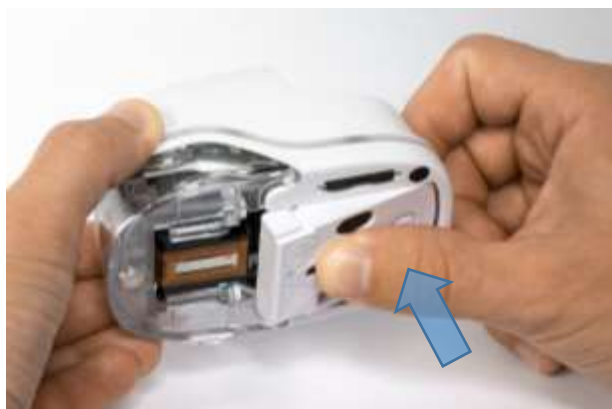


Fig. 47: Close lower flap cover

12. Insert battery
 - Push towards the ink cartridge.

- Press the battery forwards until the lever on the top clicks in.



Fig. 48: Insert battery

13. Close cover.



Fig. 49: Cover closed

14. ALWAYS place in the docking station.



Fig. 50: Put into docking station

NOTICE

ALWAYS place the e-mark create in the docking station after use.

Otherwise, the ink cartridge head dries out, affecting print quality.

If the e-mark create is not placed in the docking station immediately:

- switched **on**: a warning signal sounds (return to docking station!)
- switched **off**: NO warning signal sounds

Tip: Always place the e-mark create in the docking station first and then switch it off.

6.3 Cleaning

**WARNING!**

Cleaning could make electrical components damp, causing injury to people through electric shock.

During cleaning work, avoid any ingress of water, steam or cleaning agent in the electrical components of the product.

Wipe down the product with a damp cloth.

All cleaning work on the product must be carried out by people who have read this Operating and Maintenance Manual and who are informed of the hazards that can result from this product.

For cleaning purposes, the product can be vacuumed, brushed or wiped with a damp cloth that does not contain an aggressive cleaning agent.

Regardless of general cleaning activities, the following cleaning operations must be performed at the stipulated intervals:

Cleaning activity	Interval
Wiping/dusting	Daily and/or after every time in use
Cleaning	Every week or as required

6.4 Troubleshooting

Problems may occur with the product as listed in the table below, which includes their causes and actions to be taken. More troubleshooting tips can be found on our homepage (www.emark.colop.com). These are continuously expanded and updated.

**WARNING!**

Maintenance activities can be hazardous.

Problems and unexpected changes to the product must be resolved immediately. Refer to the instructions in this documentation.

Problem	Cause	Action
<p>Print quality deteriorates or individual colors are pale or no longer printed</p> <p>Light Guide lights up red on the front</p> <p>Empty container symbol display in the App</p>	<p>Ink cartridge empty</p>	<p>Change ink cartridge see chapter 6.2</p>
<p>Unsatisfactory imprint color gradient/quality</p> <p>Parts of imprint missing and/or imprint not straight</p> <p>Imprint too pale</p> <p>Individual thin lines are missing in the imprint</p>	<p>Print head is (slightly) dried out</p> <p>Uneven surface</p> <p>Ink cartridge contact problem</p> <p>Ink cartridge empty</p> <p>Excessive printing speed</p>	<p>Manual cleaning cycle see chapter 5.5</p> <p>Use flat base for printing</p> <p>Remove ink cartridge and insert correctly see chapter 6.2</p> <p>Change ink cartridge see chapter 6.2</p> <p>Adjust printing speed: Move the e-mark create by hand from right to left or from left to right 4 in/s (max. 11 ¾ in/s) see chapter</p>
<p>Imprint blurred</p>	<p>Unsuitable base, e.g. smooth plastic surface, glass etc.</p>	<p>Use absorbent surfaces as a base only see chapter 3.4</p>
<p>e-mark create leaves spots</p>	<p>Automatic print head cleaning</p>	<p>Place e-mark create in the docking station. After raising for the self-cleaning cycle, hold in the air and then return to the printing surface see chapter 5.4</p>
<p>Imprint is not printed even though it was sent and e-mark create is ready (self-cleaning cycle does not come)</p>	<p>Print head has dried out because e-mark was not placed in the docking station for too long</p>	<p>Clean print head with damp cloth or wiper, see chapter 5.5</p> <p>Always place the e-mark in the docking station</p>
<p>Light Guide lights up red on the rear (USB connection)</p> <p>Empty battery symbol display in the App</p>	<p>Battery almost empty</p>	<p>Charge battery See chapter 6.1</p>
<p>Light Guide flashes red at front and side</p> <p>Empty ink level display in the App</p>	<p>No ink cartridge inserted or not inserted properly</p>	<p>Insert ink cartridge or check position See chapter 6.2</p>

Problem	Cause	Action
Light Guide flashes yellow at front and side Empty ink level display in the App	Wrong ink cartridge inserted	Insert an original COLOP ink cartridge
Cannot remove ink cartridge	Lower flap closed	Open lower flap see chapter 6.2
No data transfer possible	No WIFI connection possible	Check settings are "My e-mark create" or WIFI settings on the mobile device See chapter 5.7
No WIFI connection possible	Other e-mark already connected with the mobile device e-mark create is connected with other device via WIFI Wrong password	Disconnect the other device and connect with e-mark Enter right password
e-mark create password entry not possible	Wrong password or password forgotten	Reset e-mark create to factory settings see chapter 6.5
Data transfer taking too long	Poor WIFI connection between e-mark and mobile device	Use the mobile device alongside the e-mark create
e-mark create signal sounds and flashes red	Not placed in the docking station; e-mark create signal sounds after one minute	Always place the e-mark create in the docking station
e-mark create sounds a signal and flashes red even though it is in the docking station	Contact problem e-mark create is not correctly positioned in the docking station	Change e-mark position in the docking station
e-mark create does not switch on	Battery is completely discharged	Charge device See chapter 6.1 The print head also needs cleaning, depending on printing quality See chapter 5.5
e-mark create does not charge	Contact problem between e-mark create and	Charge e-mark create for several hours and switch on again

Problem	Cause	Action
	docking station or mains adapter Battery is completely discharged or defective Mains adapter defective	Contact dealer if battery or mains adapter defective
No data transfer, even though e-mark create switched on Light Guide does not light up	e-mark create has gone into sleep mode	Remove e-mark create from the docking station, it switches on again automatically
Housing damaged	e-mark create has been dropped	Send device away for repair See chapter 6.6

For further details and more problems, click here:

6.5 Reset

The e-mark create must be switched on for the reset to be successful. There is a small opening on the top next to the battery and ink cartridge compartment (fig.51). Press here with a small thin object (e.g. paper-clip) to reset the e-mark create to its original factory settings. By that the SSID and password are reset, the image memory is deleted and initial test imprint with SSID and password will come when printing.



Fig. 51: Opening for device reset

6.6 Repairs & Return

Repairs may only be carried out by a licensed electrician. Contact the manufacturer for information on spare parts and procedures.

In case of returning the e-mark create, the contacts of the battery (fig. 52) need to be covered. A standard adhesive tape can be used for that. Put the battery back into the e-mark create and pack it ideally in its original packaging or in similar quality packaging. Ensure that the e-mark create is firmly secured and protected against impacts and other damage.



Fig. 52: Cover the contacts of the battery



WARNING!

Repair activities can be hazardous.

Repairs should only be carried out by an electrician. The e-mark create should not be dismantled further than is indicated in these instructions. The e-mark create housing and docking station must not be dismantled. The battery must never be dismantled!

6.7 Spare and wear parts




There are various spare parts available for the e-mark create which can be ordered from the manufacturer. More information is available here: www.e-mark.colop.com



WARNING!

Unauthorized repairs on the product may be dangerous.

Repairs should only be carried out on the product by an electrician. Only original spare parts should be used. All modifications to the product are prohibited.

Spare parts		
<p>Ink cartridge</p> 	<p>Docking station Black/white</p> 	<p>Cover Black/white</p> 
<p>Battery Black/white</p> 	<p>Power adapter</p> 	

7 SHUTDOWN AND DISPOSAL

This chapter contains information about discontinuing use and disposal of the product at the end of its service life.

Principle:

Before disposing of product parts, check to see whether they can be recycled. Send away as much as possible for recycling. Negligent or improper disposal can result in unforeseeable consequences. Dispose of product materials and components in a manner that is verifiably compatible for mankind, the natural world and the environment. Comply with details provided by the manufacturer and with corresponding legislation and regulations.

NOTICE



Packaging materials (paper, plastic) must be disposed of separately. Dispose of components of the device in accordance with legislative stipulations. Dispose of materials separately and send as much as possible away for recycling.

Electrical components of the product must be sent for recycling as waste of electrical or electronic equipment. Dispose of batteries in accordance with legislative stipulations.

NOTICE



The electrical components of the product must be sent for recycling as waste of electrical or electronic equipment.

Product materials and parts:

Dispose of the segregated materials and components of the product separately:

1. Plastics
2. Return battery to collection point with taped contacts
3. Send electrical and electronic components away for recycling as electrical scrap, in accordance with the Waste Electrical & Electronic Equipment Directive (WEEE)



WARNING!

Hazard from rechargeable batteries (short-circuit, overheating, fire).

The poles on lithium rechargeable batteries should be covered with adhesive tape to prevent short circuits before taking to a collection point. Maximum possible storage, e.g. in the original packaging and quick deposit in a collection point are recommended.



CAUTION!

Risk of explosion if battery is replaced by an incorrect type.

Dispose of used batteries according to the instructions.

8 APPENDIX

USA FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, see:

emark.colop.com

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by COLOP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Statement

This device complies with RSS of the Industry Canada Rules.

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference received, including interference that may cause undesired operation.