



# Operating and Maintenance Manual

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COLOP e-mark go



# CONTENT

<b>INTRODUCTION</b>	<b>2</b>
<b>1 LEGAL DETAILS</b>	<b>2</b>
1.1 Liability	3
1.2 Intended use	3
1.3 Principle	4
<b>2 SAFETY</b>	<b>5</b>
2.1 Signal words used in safety notices	5
2.2 Symbols used in safety notices	5
2.3 Residual hazards	6
2.4 Safety notices on the product	9
<b>3 DESCRIPTION</b>	<b>11</b>
3.1 Scope of supply	11
3.2 Layout	12
3.3 Technical specifications and dimensions	13
3.4 Battery	14
3.5 Operating systems	14
<b>4 OPERATION AND FUNCTIONALITY</b>	<b>15</b>
4.1 Transport	15
4.2 Unpacking	15
4.3 Assembly and switching on	15
4.4 Software Setup	17
4.5 WIFI connection	17
4.6 Image transfer	18
4.7 Online mode	18
4.8 Offline mode	18
4.9 Printing	18
4.10 Sleep mode	19
4.11 Warning mode	19
4.12 Light indicators and symbols	19
<b>5 SOFTWARE</b>	<b>22</b>
5.1 Overview of the app	22
5.2 Printing at a glance	25
5.3 Sharing imprints	26
5.4 Continual Printing	26
<b>6 MAINTENANCE</b>	<b>27</b>
6.1 Print head cleaning	27
6.2 Charging the battery	28
6.3 Changing the ink cartridge	29
6.4 Reset	31
6.5 Storage	31
6.6 Troubleshooting	32
6.7 Repairs & Return	34
6.8 Spare and wear parts	35
<b>7 SHUTDOWN AND DISPOSAL</b>	<b>36</b>
<b>8 APPENDIX</b>	<b>39</b>



# LIST OF FIGURES

- Fig. 1: Safety instructions on the underside of the e-mark go .....10
- Fig. 2: Content..... 11
- Fig. 3: Flex PCB..... 11
- Fig. 4: COLOP e-mark go 1..... 12
- Fig. 5: COLOP e-mark go 2..... 12
- Fig. 6: Docking station..... 13
- Fig. 7: Insert Cartridge..... 16
- Fig. 8: App logo ..... 17
- Fig. 9: Example test imprint with SSID and password ..... 17
- Fig. 10: On/off switch..... 18
- Fig. 11: Ready to print light..... 18
- Fig. 12: Printing from left to right..... 19
- Fig. 13: Light indicators..... 19
- Fig. 14: Start page ..... 22
- Fig. 15: Settings page..... 23
- Fig. 16: Editor..... 24
- Fig. 17: Editor bottom sheet..... 25
- Fig. 18: How to clean the print head ..... 27
- Fig. 19: USB-C cable..... 28
- Fig. 20: Change ink cartridge ..... 30
- Fig. 21: Reset hole..... 31
- Fig. 22: Removing the battery from the e-mark go ..... 37



## VERSIONS

Version	Date	Description
0.1	13.05.2022	Draft version e-mark go
1.0	05.09.2022	Version delivered to docusolutions
1.1	28.09.2022	Updated information
2.0	05.12.2022	Print head cleaning updated
2.1	23.12.2022	Images updated
2.2	31.01.2023	Final version (with declaration of conformity)
2.3	03.08.2023	Updated information

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## INTRODUCTION

With the COLOP e-mark go 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 go 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 go 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 go is clearly identified on both the product and the packaging.

## 1 LEGAL DETAILS

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## 1.1 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.

## 1.2 Intended use

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

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

The e-mark go must be returned to the docking station after each use. The last saved imprint can also be saved on the device so that it can be used without the app (offline mode). The rechargeable battery (supplied) is recharged using the USB-C cable (supplied). Only use original replacement ink cartridges.

After extended periods between uses, the ink cartridge must undergo a cleaning cycle. The e-mark go should be used at least once a month.

## **Target groups and previous knowledge**

Users are able to recharge the e-mark go with the USB-C cable (supplied) and replace ink cartridges. Users are not authorised 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 <https://emarkgo.colop.com/usermanual> for information.

This documentation contains the relevant information for e-mark go assembly, commissioning, operation, maintenance and disposal. This documentation is intended to ensure hazard-free work with the e-mark go.

Compliance with the instructions contained within this document enables hazard-free working and avoids damaging the e-mark go.

## **Limits of use**

The limits of use for the e-mark go 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 95 °F / 15 °C to 35 °C
- Humidity range 5 % to 100 % (storage 5 % to 80 %)
- The e-mark go is a marking device to print imprints sent via a software application
- It can print 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 go is fitted with a LED positioning indicator to visualise the printing area.
- The rechargeable battery of the e-mark go is recharged using the USB-C cable.

## 1.3 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

The user of the e-mark go is responsible for complying with safety-related information in this documentation.

### 2.1 Signal words used in safety notices

	<p>A safety notice with the signal word <b>DANGER</b> points to an <b>immediately threatening hazard</b> to the life and limb of people!</p> <p><i>This signal word denotes a hazard with a high level of risk, which, if not avoided, can result in death or serious injury.</i></p>
	<p>A safety notice with the signal word <b>WARNING</b> denotes a <b>dangerous situation</b> that could cause personal injury (of a serious nature) and may cause damage to items of capital equipment!</p> <p><i>This signal word denotes a hazard with a moderate level of risk, which, if not avoided, can result in death or serious injury.</i></p>
	<p>A safety notice with the signal word <b>CAUTION</b> denotes a <b>potentially hazardous situation</b> that can result in slight injuries or damage to items of capital equipment!</p> <p><i>This signal word denotes a hazard with a low level of risk, which, if not avoided, can result in minor or moderate injury.</i></p>
	<p>A safety notice with the signal word <b>NOTICE</b> denotes a situation that could result in damage to items of capital equipment!</p> <p><i>This signal word denotes a hazard, which, if not avoided, can result in damage to items of capital equipment or damage to the device.</i></p>

### 2.2 Symbols used in safety notices

	<p>General warning symbol, this symbol warns of <b>risks of injury</b>. Follow all measures designated with this warning symbol to prevent serious or fatal injuries!</p>
	<p>This safety notice draws attention to <b>the possible hazards of electrical voltage</b>.</p>
	<p>This safety notice draws attention to <b>possible hazards of hot surfaces!</b></p>





Reference to the obligation to read the Operating Manual!

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Danger symbol for environmentally hazardous substances

---



Notice relating to additional information and/or to cross references!

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### 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!**

**Hazard from electric shock. There is a 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.

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**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!**

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**Hazard from cleaning.**

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

Cleaning the outside of the e-mark go:

- Ensure that the mains cable of the e-mark go 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 go.
  - Do NOT use cleaning agents containing ammonia.
- 



**WARNING!**

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**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.

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**WARNING!**

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**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 go, certain parts can be hot. Do not touch the print head on the underside of the marking device. Leave to cool before replacing.

 **CAUTION!**

**Hazard from hot surfaces.**



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.

 **CAUTION!**

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



Dispose of used batteries according to the instructions.

**NOTICE**



Only insert the cartridge when the e-mark go is switched off and avoid any contact with the contacts on the flex PCB!

## NOTICE



Always return the e-mark go to the docking station to prevent the print head from drying out and damaging the e-mark go.

## 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.

Consumable materials like ink cartridges must be disposed of in accordance with the respective regulations.

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 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 Printer	Warning: hot surface.	The print head surface may become hot. Do not touch the print head!
	Battery, cartridge, e-mark go	Indications on disposing of electronic waste	Dispose of the appliance in accordance with legislation and recycle wherever possible.



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

### 3 DESCRIPTION

#### 3.1 Scope of supply



Fig. 2: Content

The packaging of the e-mark go contains the handheld printer with a build-in rechargeable battery (1), docking station (2), ink cartridge (3), USB-C cable for charging (4), the Quick Setup Guide (5), the Tips and Tricks brochure (6) and the Safety Notes (7).

The mobile handheld printer comprises the housing with a door on the front that can be opened (access to compartment for ink cartridge), an on/off switch on the underside, a USB-C port, LED indicator lights on the top and on the left as well as on the right side, sliding wheels on the underside for stable movement, magnets for secure docking, a light sensor for position guiding and a WIFI module.

The docking station comprises rubber lips and flap to prevent the ink cartridge from drying out.

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



Fig. 3: Flex PCB

#### NOTICE

Only insert the cartridge when the e-mark go is switched off and avoid any contact with the contacts on the flex PCB!

### 3.2 Layout



Fig. 4: COLOP e-mark go 1

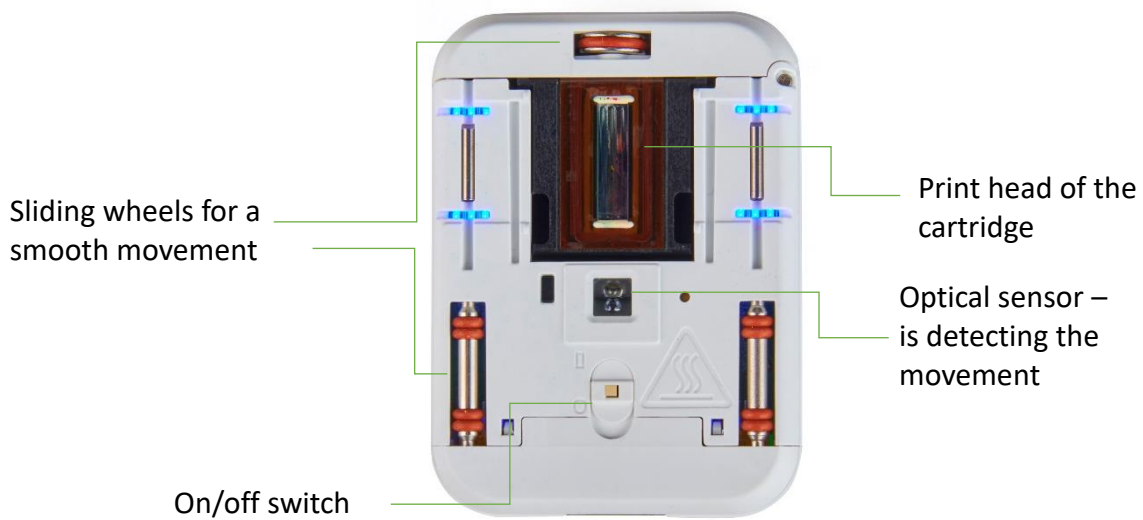


Fig. 5: COLOP e-mark go 2



Fig. 6: Docking station

### 3.3 Technical specifications and dimensions

<b>Technical specifications of the e-mark go</b>	
Weight	178 g (approx. 408 g incl. packaging)
Dimensions L x W x H	2.89" x 2.15" x 2.74" / 73.5 x 54.5 x 69.7 mm
Rechargeable battery	7.4 V Li-Ion with 800 mAh
Energy content of battery:	5.92 Wh
Power consumption from USB while charging:	438 mA
WIFI interface	WIFI IEEE 802.11b, IEEE 802.11g, IEEE 802.11n
USB interface	USB-C
Optimum print speed	4 in/s 0.1 m/s
Maximum print speed	11 ¾ in/s 0.3 m/s
Print quality	600 dpi
Print head 3-colour (cyan, magenta, yellow)	COLOP 3-color Ink Cartridge C2 (3UB55A)
Storage temperature range	41 °F to 122 °F / 5 °C to 50 °C
Operating temperature range	59 °F to 95 °F / 15 °C to 35 °C
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



### 3.4 Battery

The lithium ion rechargeable battery lasts for up to 3.6 hours of continuous printing and can be recharged approximately 1,000 times. Battery charging takes up to around 3.25 hours from 0 % to 100 %.

### 3.5 Operating systems

The COLOP e-mark go app is available for mobile devices using Android and iOS. Please check the following site for the compatible versions:

<https://emarkgo.colop.com/osversion>

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

## 4 OPERATION AND FUNCTIONALITY

### 4.1 Transport

When transporting the product, please use the original packaging.

### 4.2 Unpacking

Carefully remove the e-mark go from the packaging. Keep the original packaging for storing or transporting the e-mark go. 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!**

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



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

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

#### **NOTICE**



Only insert the cartridge when the e-mark go is switched off and avoid any contact with the contacts on the flex PCB!

### 4.3 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? - docking station, e-mark go body, ink cartridge, USB cable, the Quick Setup Guide, Tips and Tricks and Safety Notes
- Is the product damage-free? Look for any deformations and cracks on the housing, cable damage, in particular.

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

## Commissioning

1. Remove the e-mark go from the packaging.
2. Remove the ink cartridge from the packaging and dispose of the packaging responsibly.
3. Pull off the strip from the print head and dispose of responsibly.
4. Insert ink cartridge
  - Lift the e-mark go out of the docking station.
  - Open the front door of the e-mark go.
  - Insert the cartridge.

### NOTICE



Only insert the cartridge when the e-mark go is switched off and avoid any contact with the contacts on the flex PCB!

5. Close the front door
6. ALWAYS place the e-mark go in the docking station.



Fig. 7: Insert Cartridge

## NOTICE

ALWAYS place the e-mark go in the docking station after use.  
Otherwise, the print head dries out, affecting print quality.



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

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

### 4.4 Software Setup

1. Download the e-mark go app and install it on the mobile device.

<https://emarkgo.colop.com/appdownload>



Fig. 8: App logo

2. Create an account/login or continue without login
3. Type in the login code you received via e-mail
4. Accept the Privacy Policy and the Terms and Conditions and click on "Confirm code"
5. The start screen will open

### 4.5 WIFI connection

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

1. Pay attention that the WIFI on your smartphone or tablet is switched on
2. Open the e-mark go app
3. Click on "Setup e-mark go" on the start screen
4. Read the information carefully and click on "Connect"
5. Click on "Scan QR code", scan the QR code and click on "Connect" or manually enter the SSID and password that came with your e-mark go (to be found on the label, the preserved imprint or the imprint after a reset (Fig. 9))
6. On iOS devices you will be asked to join the WIFI connection the e-mark go generates - click "Join"



CONNECT YOUR E-MARK GO TO THE APP:

**SSID: emarkgo123456**

**PASSWORD: 12345678**



Fig. 9: Example test imprint with SSID and password

If you are having trouble in setting up a connection, refer to the troubleshooting chapter (see *chapter 6.6*), visit our homepage and have a look in the help centre or contact our Customer Helpline.

<https://emarkgo.colop.com/helpcenter>

<https://emarkgo.colop.com/support>

#### 4.6 Image transfer

The e-mark go takes time to save the newly transferred image to the internal flash memory. Do not switch off the e-mark go before you hear the beep confirming the saving process has been successful, otherwise saving is interrupted.

Refer to the software description in chapter 5 for details.

#### 4.7 Online mode

In **online mode (active connection to the app)** the e-mark go is able to receive and print an imprint as soon as the user has created and sent it.

#### 4.8 Offline mode

In **offline mode (without connection to the app)** the e-mark go is ready to print the last sent imprint at any time.

#### 4.9 Printing

1. Switch on the e-mark go by sliding the switch from the 0 to the I position (Fig. 10). Wait until the ink indicator light indicates that printing can begin (Fig. 11)



Fig. 10: On/off switch



Fig. 11: Ready to print light

2. An automatic self-cleaning process starts when removed from the docking station.
3. Position the e-mark go on the selected printing surface. The blue light stripes indicate the upper and under limit of the printing area to both, the left and the right side, as printing can be done either to the left or to the right.
4. Move the e-mark go slowly and in a straight line from left to right or from right to left over the surface (Fig. 12).



Fig. 12: Printing from left to right

5. The e-mark go automatically detects the direction of movement (the blue light stripes on the opposite side of the printing direction will fade away) and starts printing. A signal sounds when printing is complete (end position is reached).
6. Return the e-mark go to the docking station immediately after printing.

#### 4.10 Sleep mode

If the e-mark go is switched on and is not used for 3 minutes, the device goes into sleep mode. The e-mark go is not going into sleep mode as long as it is connected to the app.

#### 4.11 Warning mode

If the e-mark go is not in the docking station and is not used for more than one minute, a warning signal sounds to prevent the print head from drying out. Please return the device to the docking station immediately.






#### 4.12 Light indicators and symbols









Fig. 13: Light indicators

**Light Guide and signal tone table:**

Colour code, flashing code, direction code and signal tones

Light indicator	Designation	Description
	Green light	Battery level is between 41 and 100 %
	Yellow light	Battery level is between 11 and 40 %
	Red light	Battery level is lower than 10 %
	<b>During charging</b>	Charge indicator light
	Green light	The battery is fully charged (100 %)
	Green flashing light	Battery is charging
	Green light	Ready to print
	Green flashing light	Transmitting print job
	Flashing Red light	No ink cartridge inserted
		The ink cartridge must be inserted (correctly)
	Blue light	e-mark go has an active WIFI connection
	Blue flashing light	Establishing WIFI connection
		WIFI connection
	White flashing light	Firmware update
	Single beep	Print job is transmitted
		Print job is completed
		Cleaning cycle is finished
	Continuous beep	Please return the e-mark go into the docking station Device error: switch e-mark go off and on

**Symbols in the app:**

<b>Symbol</b>	<b>Designation</b>	<b>Description</b>
	Battery level display green	Battery level between 41 and 100 %
	Battery level display yellow	Battery level between 11 and 40 %
	Battery level display red	Critical battery level, below 10 %
	Ink level display green	Ink level between 21 and 100 %
	Ink level display yellow	Ink level between 11 and 20 %
	Ink level display red	Critical ink level (below 10 %)



## 5 SOFTWARE

After downloading the application (app) from the App Store (Google Play Store or AppStore) (<https://emarkgo.colop.com/appdownload>) and installing it on their mobile device the users can start using the e-mark go. Due to continuous improvement on the app, the display on the users' devices may differ from the one illustrated below.

### 5.1 Overview of the app

#### Start page

On the top right of the start page the users can open the settings page (1).

On the top section the users see a "Set up e-mark go" or a "Connect" button (2) if an e-mark go has already been set up.

By clicking on "Store" (3) the template and clipart store for the e-mark go app opens. The users only have access to the store when they have already created an account in the app. The store will offer a range of free sets consisting of imprints and clipart as well as sets available for purchase.

The "+" button (4) takes the users immediately to the editor where they can create their own imprint from scratch.

In the imprint list (5) all imprints including the users' downloaded/purchased imprints are sorted after last edited. In this list, the users can add tags to the imprint, print it directly, open it in the editor for further editing or delete it.

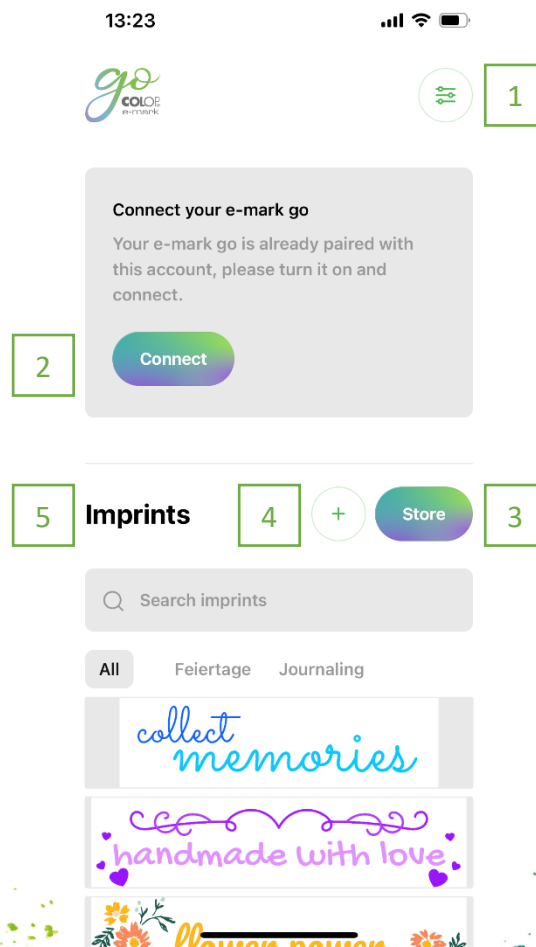


Fig. 14: Start page

## Settings page

In the settings, the users can turn on and off notifications (1).

When opening the help register (2) the users can directly open our FAQs with further help and explanations about the e-mark go and the app. The users can directly open the COLOP website or contact the customer service.

In the account register (3), the users can either login or logout, delete their account and restore their purchases in case the account was accidentally deleted. When deleting an account, all created imprints with this account are permanently deleted.

By clicking the “Online shop” button (4) the COLOP online shop will open where the users can buy all accessories and consumables for the e-mark go.

In the “Your device” section (5) the users get information about their e-mark go, such as firmware number and serial number. Furthermore, the print head cleaning can be started. In this section the users can actively disconnect their e-mark go or delete its connection to the account.

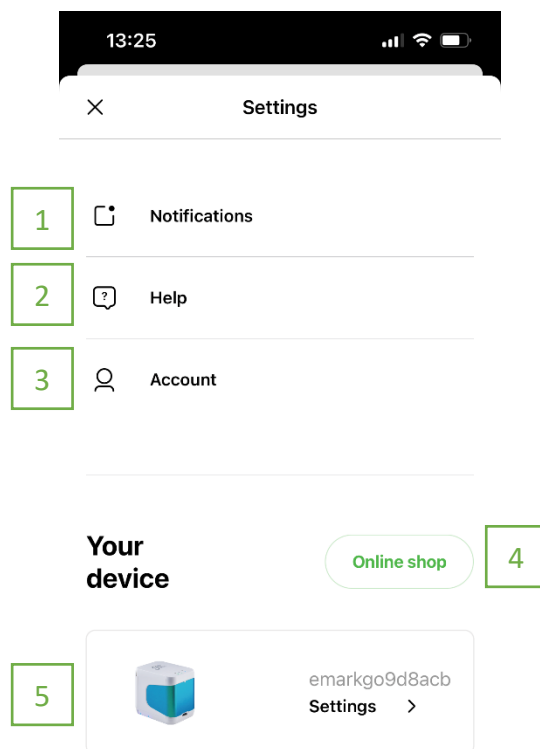


Fig. 15: Settings page

## Editor

When the users open the editor to start creating from scratch, an empty canvas opens.

Underneath the canvas, a ruler shows the length in either inch or cm, the unit can be defined by the users. The users can insert clipart, text elements, images from their phone or shapes (triangle, circle, square, and polygon) by clicking on the respective element.

After the users inserted an element the size, colour, rotation, roundness, stroke width and colour can be varied as preferred. For text elements, the users can additionally change the font to a font provided in the app or one uploaded by themselves.



Fig. 16: Editor

When the users did not select an element and open the editor bottom menu (Fig. 17), they can change general settings of the imprint, as well as see the name of the imprint and directly send it to the e-mark go by clicking “Print”. Furthermore, the background colour and canvas width can be changed as preferred. The users can change the measurement unit, choose the start position of the imprint, activate auto snapping of elements, activate continual marking and remove the whitespace left and right of the canvas.

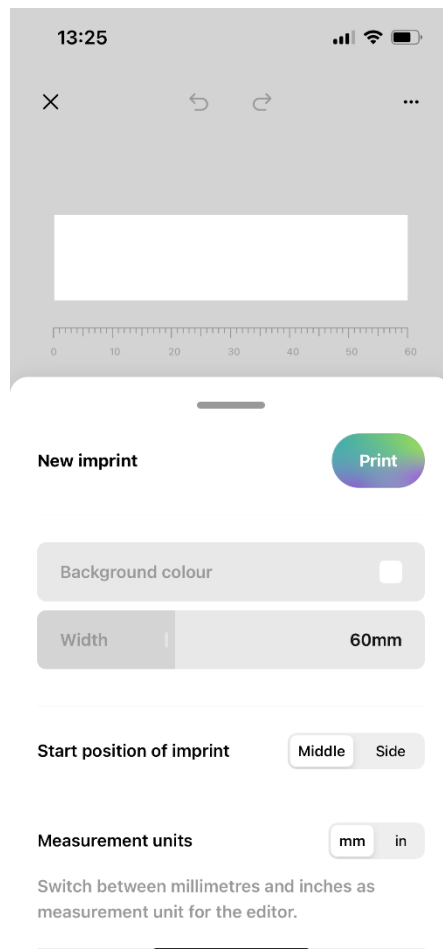


Fig. 17: Editor bottom sheet

## 5.2 Printing at a glance

1. Click on the “+” button on the start screen to create an imprint from scratch
2. Arrange or change your artwork in the editor
3. Once your design is ready to go, click on “Print” in the bottom menu
4. The e-mark go will beep and the app will indicate when your print has been received
5. Put the device on a plain surface and simply swipe it either to the left or right to print your design
6. On both sides of the printer blue LED lights indicate the position of the imprint
7. A short beep signals that the imprint is finished

### 5.3 Sharing imprints

1. Click on one of your saved imprints on the start screen of the e-mark go app and then on the menu button.
2. Click on “Share”. Now you can send an image of your imprint via e-mail or WhatsApp, ideal to exchange your beautiful artworks with other e-mark go users.

### 5.4 Continual Printing

Continual Printing is a special printing mode where your imprint is printed endlessly, ideal for printing on ribbons, endless labels, wrapping paper and more.

1. Activate “Continual printing” in the bottom menu
2. Once your design is ready to go, click on “print” in the bottom menu
3. The e-mark go will beep and the app signals when your print has been received
4. Swipe the e-mark go to print your design. The device will continue to print as long as it is in motion

## 6 MAINTENANCE

The following sections describe the tasks required for maintenance purposes.

### 6.1 Print head cleaning

If the imprint quality deteriorates (e. g. smears, colours not clear, imprint becomes reddish) or the e-mark go is not used for a longer time, print head cleaning is necessary. In the case of irregular use, it is recommended to clean the print head at least once a week.



**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.

#### Start print head cleaning manually in the app

1. Go to settings
2. Click on the e-mark go settings
3. Select “start cleaning”
4. Follow the instructions in the app

#### Clean the print head and the docking station

To clean the print head and docking station manually, use a damp lint free piece of cloth. It is important that the cloth is only moved from the top of the print head to the bottom to avoid colour smears (Fig. 18).

All plastic parts of the e-mark go can be easily cleaned with a moistened cloth.



Fig. 18: How to clean the print head

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## NOTICE



Only use pure water without cleaning agent to clean your e-mark go and the print head.

---

### General 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.

### 6.2 Charging the battery

Check the charge indicator light on the LED Light Guide (*see chapter 4.12*):

- The battery LED shines 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 USB-C cable from the packaging and unwind.



Fig. 19: USB-C cable

**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 USB-C cable to a charger.
3. Connect the charger to the mains power supply.
4. Connect the USB-C cable to the e-mark go.
5. Place the e-mark go in the docking station.

**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 go can be charged when switched on or off.

1. Observe charging indicator light
  - green flashing indicator light means that the battery is charging
  - continuous green indicator light means that the battery is fully charged


The indicator light also shows the battery level when not charging

- Red light indicates very low battery level (below 10 %)
- Yellow light indicates low battery level (between 10 and 39 %)
- Green light indicates sufficient/high battery level (between 40 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.

2. Disconnect the charger when fully charged.

### 6.3 Changing the ink cartridge

An empty ink cartridge is indicated with a red flashing indicator light and in online mode with the symbol  in the app. Change the ink cartridge as follows:

1. Lift the e-mark go out of the docking station.
2. Open the front door of the e-mark go.
3. Remove the old ink cartridge and dispose of responsibly.



4. Remove the new ink cartridge from the packaging and dispose of the packaging responsibly.
5. Pull out the strip from the print head and dispose of responsibly.
6. Insert new ink cartridge.
7. Close the front door.

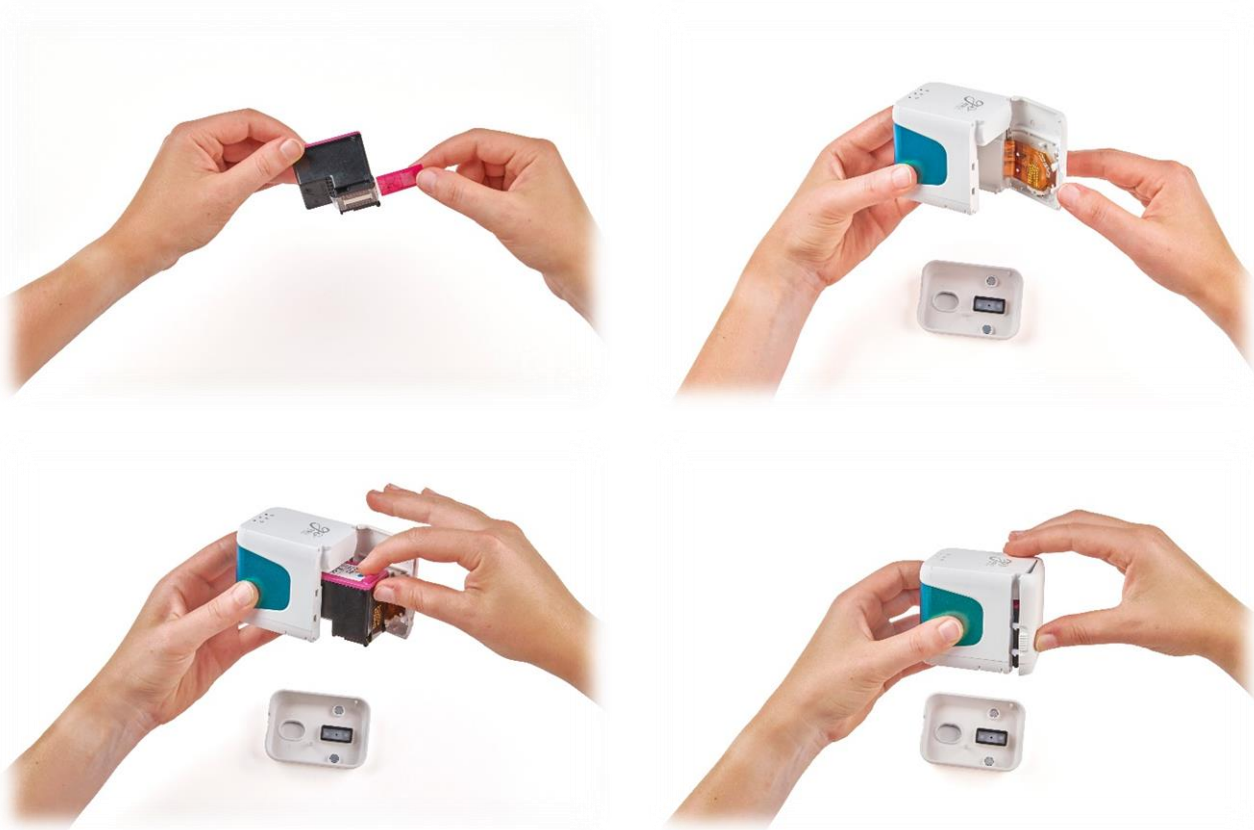


Fig. 20: Change ink cartridge

## NOTICE

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

If the e-mark go 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 go in the docking station first and then switch it off.



## 6.4 Reset

1. Take the e-mark go out of the docking station and turn it upside down, switch it on.
2. You will find a small hole. Use a paper clip or similar thin item to press inside this hole for several seconds. (Fig. 21)
3. The e-mark go will be restarted and brought to its initial state. Do not switch it off until it has restarted.
4. Then print on a blank piece of paper.
5. On the imprint you will find the initial SSID and password of your e-mark go as well as a QR code containing the same information.



Fig. 21: Reset hole

### NOTICE



If you reset your e-mark go, the stored imprint (last sent) is deleted.

## 6.5 Storage

Store the product in a dry place. When storing the e-mark go, always place in the docking station to prevent drying out the print head.

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 go at least once a week 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. If the test imprint quality is poor, complete a manual cleaning cycle.

**NOTICE**

Always place the e-mark go in the docking station during storage. It is recommended to activate the e-mark go at least once a week and to complete the automatic cleaning process (or manual cleaning process, if required).

## 6.6 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 (<https://emarkgo.colop.com/helpcenter>). 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
Print quality deteriorates or individual colours are pale or no longer printed  Red flashing indicator light  Empty ink drop symbol display in the app	Ink cartridge empty	Change ink cartridge <a href="#">see chapter 6.3</a>
Unsatisfactory imprint colour gradient/quality  Parts of imprint missing and/or imprint not straight  Imprint too pale  Individual thin lines are missing in the imprint	Print head is (slightly) dried out  Uneven surface  Ink cartridge contact problem  Ink cartridge empty  Excessive printing speed	Manual cleaning cycle <a href="#">see chapter 6.1</a>  Use flat surface for printing  Remove ink cartridge and insert correctly <a href="#">see chapter 6.3</a>  Change ink cartridge <a href="#">see chapter 6.3</a>  Adjust printing speed: Move the e-mark go by hand from right to left or from left to right 4 in/s, max. 11 ¾ in/s (0.1 m/s, max. 0.3 m/s)
Imprint blurred	Unsuitable base, e. g. smooth plastic surface, glass etc.	Use absorbent surfaces as a base only <a href="#">see chapter 3.3</a>

Problem	Cause	Action
e-mark go leaves spots	Automatic print head cleaning	Place e-mark go in the docking station. After raising for the self-cleaning cycle, hold in the air and then return to the printing surface
Imprint is not printed even though it was sent and e-mark go is ready	Print head has dried out because e-mark go was not placed in the docking station for too long	Clean print head with damp cloth or wiper, <a href="#">see chapter 6.1</a>  Always place the e-mark go in the docking station
Battery light lights up red  Empty battery symbol display in the app	Battery almost empty	Charge battery <a href="#">See chapter 6.2</a>
All lights flash red  Empty ink level display in the app	No ink cartridge inserted or not inserted properly	Insert ink cartridge or check position <a href="#">See chapter 6.3</a>
Ink indicator light flashes red  Empty ink level display in the app	Wrong ink cartridge inserted	Insert an original COLOP ink cartridge
No data transfer possible	No WIFI connection possible	Check settings in the app or WIFI settings on the mobile device <a href="#">See chapter 4.5</a>
No WIFI connection possible	Other e-mark go already connected with the mobile device  e-mark go is connected with other device via WIFI  Wrong password	Disconnect the other device and connect with e-mark go    Enter right password
e-mark go password entry not possible	Wrong password or password forgotten	Reset e-mark go to factory settings see <a href="#">chapter 6.4</a>
Data transfer takes too long	Poor WIFI connection between e-mark go and mobile device	Use the mobile device alongside the e-mark go

Problem	Cause	Action
e-mark go signal sounds continuously	Not placed in the docking station; e-mark go signal sounds after one minute	Always place the e-mark go in the docking station
e-mark go does not switch on	Battery is completely discharged	Charge device <a href="#">See chapter 6.2</a>  The print head also needs cleaning, depending on printing quality <a href="#">See chapter 6.1</a>
e-mark go does not charge	Battery is completely discharged or defective  Charger or USB-C cable is defective	Contact dealer if battery is defective  Change defective charger or USB-C cable
No data transfer, even though e-mark go switched on  Positioning indicators do not light up	e-mark go has gone into sleep mode	Remove e-mark go from the docking station, it switches on again automatically
Housing damaged	e-mark go has been dropped	Send device away for repair <a href="#">See chapter 6.7</a>

## 6.7 Repairs & Return

Repairs (e. g. replacing the battery) may only be carried out by a licensed electrician. Contact the dealer you purchased the e-mark go from for information on spare parts and procedures.

In case of returning the e-mark go, put it back in its original packaging or in similar quality packaging. Ensure that the e-mark go is firmly secured and protected against impacts and other damage.



**WARNING!**

**Repair activities can be hazardous.**



Repairs may only be carried out by an electrician. The e-mark go must not be dismantled.

## 6.8 Spare and wear parts

The cartridge available as spare part for the e-mark go, which can be ordered from the manufacturer and other retailers. More information are available here:

<https://emarkgo.colop.com>



**Unauthorised repairs on the product may be dangerous.**

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

### Spare parts

Ink cartridge



## 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.

Consumable materials such as ink cartridges must be disposed of in accordance with the respective regulations.

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.

### Steps when shutting down:

The product has to be dismantled into individual parts as far as possible. These have to be disposed of separately.

The battery has to be removed without destroying it:

1. Open the front door of the e-mark go and remove the cartridge
2. Remove the two screws inside the e-mark go
3. Remove the handle label
4. Remove the other front door by using tweezers or a pin on the underside of the e-mark go
5. Unplug the white plug
6. Unplug the black plug
7. Remove the battery

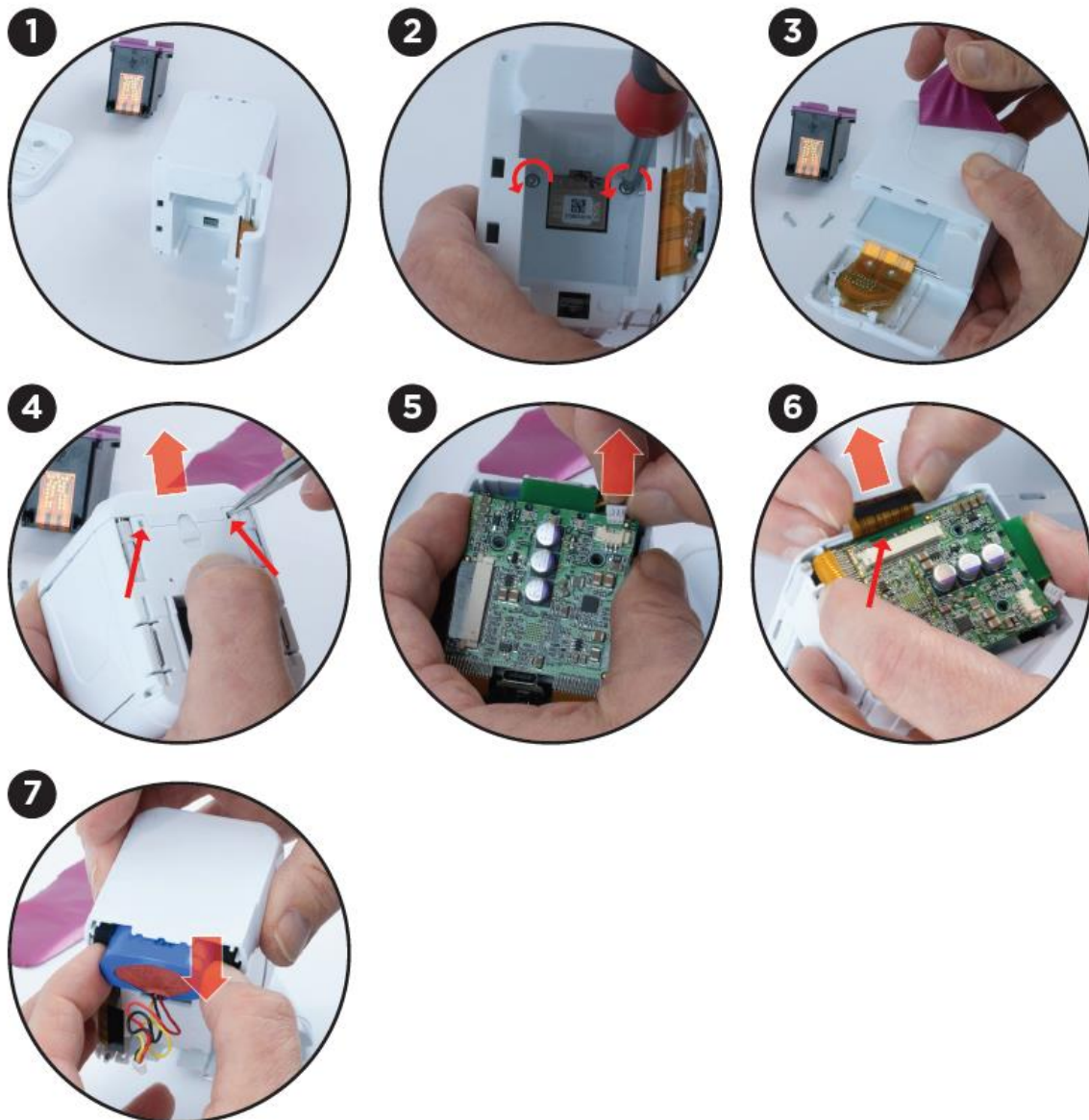


Fig. 22: Removing the battery from the e-mark go

**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.

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8 APPENDIX

## EU – Declaration of Conformity

We

<b>Manufacturer:</b>	COLOP Digital GmbH Dr.-Arming-Straße 5 A-4600 Wels
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declare under our sole responsibility that the product(s)

<b>Product Name:</b>	Electronic Marking Device
<b>Model:</b>	COLOP e-mark go
<b>Electrical Rating:</b>	7.4 V, 800 mAh

is (are) in conformity with the essential requirements of EU Directive(s) and Regulation(s)

2014/53/EU & 2011/65/EU; 2015/863/EU

by applying the following standards

EU Directive(s)	Reference of standard(s) and amendment(s)	
2014/53/EU	<b>Article 3.2 (Radio)</b>	
	ETSI EN 300 328 V2.2.2:2019	
	<b>Article 3.1 (Safety, EMC)</b>	
	ETSI EN 301 489-1 V2.2.3:2019	EN 55032:2015
	ETSI EN 301 489-17 V3.2.4:2020	EN 55035:2017
	EN 62311:2008	EN 62368-1:2018
2011/65/EU ; 2015/863/EU	EN63000:2018	

**Person responsible for documentation:**

**Distributor:**

COLOP Digital GmbH  
Dr.-Arming-Straße 5  
A-4600 Wels

Wels, 18 January 2023

(Place, date)



(CEO, Christoph Skopek)



(CSO, Franz Ratzenberger)