

## Causes

- Make sure the ambient temperature is within the recommended operating temperature (15 – 32°C). Excessively high temperatures accelerate the drying process, while too low temperatures can cause the ink to freeze. If the cartridge was exposed to such temperatures, place it in an operating temperature environment and allow it to acclimatize for a period of time (at least half an hour).
- After a shutdown period of several days, the print head may be dried out.
- If the e-mark has not been put into the docking station, it will dry out.
- If the docking station's protection cap does not seal properly, it may cause the print head to dry out.
- If the protection cap of the docking station is too dirty, it may cause the print head to dry out.



# Dried Print head

## How to clean the print head

- Take a damp, lint-free cloth and wipe with it over the print head from top to bottom.



- Then perform the automatic print head cleaning process via the App.



- Start the cleaning process via App.
  - 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.
  - Carefully wipe the print head from top to bottom once with the print head wiper (or with the damp cloth).
  - Place the e-mark on paper.
  - Press "Start quick cleaning" again.
  - The e-mark is now ready for use again. A test imprint can be printed to test the print quality.
- If the problem is not resolved after the first cleaning, do it a second time or replace the printhead.