

eufyMake E1

Complete Frequently Asked Questions

Product • Applications • Maintenance • Warranty • Local Service • Consumables

A practical customer guide for evaluating, operating and supporting the eufyMake E1 UV printer.

**CMYK + White + Gloss/Clear
Up to 1440 DPI
Amass3D raised texture
Rotary and UV DTF workflows
Local spare parts, consumables and technical support**

Specifications, warranty conditions and accessories may be updated by the manufacturer. Application testing is recommended before commercial production.

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1. General Information

1. What is the eufyMake E1?

The **eufyMake E1** is a compact desktop UV printer designed for personalization, creative production, prototyping, short-run manufacturing, retail customization, gifts, signage and promotional products.

It can print full-color images directly onto a wide variety of rigid and flexible materials and can also create raised, textured and three-dimensional print effects.

2. What makes the eufyMake E1 different from a normal printer?

Unlike conventional paper printers, the E1 uses **UV-curable ink** that is cured immediately during printing.

This allows it to print directly onto materials such as acrylic, wood, metal, glass, ceramic, plastic, leather, canvas, coated substrates, promotional products and gift items.

It also incorporates **White ink and Gloss/Clear ink**, allowing printing on dark or transparent materials and the creation of special effects.

3. What is Amass3D?

Amass3D is eufyMake's technology for building multiple layers of UV ink to produce raised and tactile print effects.

- Raised lettering
- Textured artwork
- Simulated brush strokes
- Decorative patterns
- Embossed-style effects
- Relief artwork
- Transparent gloss textures
- Colored 3D effects

Depending on the application and artwork, raised textures can reach approximately **5 mm**.

4. What is the maximum flatbed printing area?

The standard flatbed printing area is approximately **330 x 420 mm** (about **13 x 16.5 inches**).

5. What print resolution does the eufyMake E1 support?

The printer supports printing resolution of up to approximately **1440 DPI**, depending on the selected print mode and application.

2. Materials & Applications

6. What materials can the eufyMake E1 print on?

The E1 can print on hundreds of different materials. Typical examples include:

- Acrylic
- Wood and bamboo
- Metal and aluminum
- Glass and ceramic
- Plastic and PVC
- Genuine and artificial leather
- Canvas
- Coated boards and film
- Promotional and gift products

Material compatibility should always be tested before commercial production.

7. Can the E1 print on dark or colored materials?

Yes. The E1 includes **White ink**, which can be printed underneath the CMYK colors.

This allows bright and vibrant color reproduction on black materials, dark-colored materials, transparent materials, colored acrylic, colored plastics, metal and wood.

8. Can it print on transparent acrylic?

Yes. White ink can be used behind the CMYK image to maintain correct color density on transparent acrylic.

Different layer combinations can also be used to create premium effects.

9. Can it print on glass?

Yes, depending on the type and surface treatment of the glass.

Some glass surfaces may require cleaning, preparation or an adhesion promoter to achieve the required durability. A test is recommended before production.

10. Can it print on metal?

Yes. The E1 can print on many coated and uncoated metal surfaces.

Depending on the surface, an adhesion promoter or pretreatment may be recommended.

11. Can it print on wood?

Yes. Wood is one of the most popular applications for UV printing.

- Gifts
- Nameplates
- Decorative panels
- Signs
- Boxes
- Awards
- Personalized products

Because wood surfaces can vary considerably, print results depend on the material finish and texture.

12. Can the E1 print on leather?

Yes. The printer can be used for various genuine and synthetic leather applications.

For flexible leather products, the material and intended use should be tested before commercial production.

13. Can the E1 print on fabric?

Certain fabrics and canvas materials can be printed.

However, UV printing should not be confused with textile printing technologies such as DTF, DTG or sublimation. For washable garments and highly flexible textile applications, a dedicated textile printing technology may be more suitable.

14. Can I print directly on phone cases?

Yes. Phone cases are a common personalization application for the E1.

The material must be compatible with UV ink and fit within the printer's dimensional requirements. Some plastics may require surface preparation.

15. Can I print on promotional products?

Yes. Typical applications include:

- Keychains and name badges
- Awards and pens
- Boxes and phone cases
- Coasters and acrylic products
- Corporate gifts and souvenirs
- Personalized merchandise
- Small signs and decorative products

16. Does every material print without preparation?

No. Different materials have different surface characteristics.

Some surfaces may require cleaning, degreasing, pretreatment, adhesion promoter or surface testing.

Testing is strongly recommended before accepting large commercial orders.

3. Object Size & Positioning**17. How thick can the material or object be?**

On the standard flatbed, substrates can be approximately **60 mm high**.

Depending on the configuration and accessory used, taller objects may also be accommodated. Actual suitability depends on the shape and printable surface.

18. Can the printer print on uneven surfaces?

The standard flatbed is intended primarily for relatively flat printing surfaces.

Small variations may be acceptable, but highly irregular or strongly curved objects may not be suitable for direct flatbed printing.

19. How does the E1 position the artwork on the object?

The E1 incorporates an intelligent visual positioning system.

This helps the operator position artwork relative to the object and reduces the need for complicated manual alignment procedures.

20. Can I print several objects at the same time?

Yes, depending on the size of the objects and how they are arranged on the printing platform.

This makes the E1 useful for batch personalization of smaller products.

4. Rotary Printing**21. Can the E1 print on bottles, mugs and tumblers?**

Yes. With the optional **Rotary Printing Attachment**, the E1 can print on compatible cylindrical and conical objects.

Typical applications include tumblers, bottles, cups, mugs and containers.

22. What size objects can be used with the rotary attachment?

Compatible objects are generally within an approximate diameter range of **40-100 mm**.

Suitability also depends on the object's shape, length and surface.

23. Can it print around the circumference of a bottle or tumbler?

Yes. The rotary attachment rotates the object while printing, allowing artwork to cover a substantial portion of the curved surface.

Actual printable coverage depends on the object's geometry and artwork.

5. UV DTF**24. Can the eufyMake E1 produce UV DTF transfers?**

Yes. The E1 ecosystem can be used for **UV DTF transfer applications**.

This is particularly useful for objects that cannot easily be placed directly inside the printer.

25. What is UV DTF?

UV DTF allows a design to be printed onto special film and then transferred onto another object.

It is useful for irregular products, curved objects, larger items, objects difficult to position inside the printer and promotional merchandise.

26. Do I need additional equipment for UV DTF?

Yes. UV DTF typically requires the correct film system and a suitable laminating process or equipment.

27. Why would I use UV DTF instead of direct printing?

Direct printing is generally preferred when the object can be placed safely inside the printer.

UV DTF is useful when the object is too large, has an irregular shape, cannot be positioned correctly or cannot safely be placed inside the printer.

6. Color, White & Gloss**28. What ink configuration does the eufyMake E1 use?**

The E1 uses **CMYK + White + Gloss/Clear**.

This provides considerable flexibility for both conventional printing and special effects.

29. Why is White ink important?

White ink allows the printer to produce accurate colors on black materials, dark-colored materials, transparent acrylic, glass, colored plastics and metal.

It can also be printed independently as a design element.

30. What is Gloss/Clear ink used for?

Gloss/Clear ink can be used to create gloss highlights, selective varnish, raised transparent effects, premium decorative finishes, texture and relief effects.

31. Can I print White only?

Yes. White-only artwork can be printed directly onto compatible substrates.

32. Can I combine color, White and Gloss?

Yes. Different combinations can be used to create premium effects such as:

- CMYK over White
- White under CMYK
- Gloss over color
- Selective Gloss
- Raised color
- Raised Gloss
- Layered effects

7. Software & Artwork**33. What software does the E1 use?**

The printer works with the **eufyMake Studio** ecosystem.

The software is designed to simplify artwork importing, object positioning, print setup, White layer creation, texture creation and print management.

34. Do I need professional RIP software?

For most normal E1 applications, users can work within the eufyMake software ecosystem without operating a conventional industrial RIP workflow.

35. Do I need graphic-design experience?

No. The system is designed to be accessible to new users.

However, knowledge of resolution, artwork preparation, color, White layers, material preparation and print quality will help professional users achieve better results.

36. Can I use Adobe Illustrator or Photoshop artwork?

Yes. Artwork created in applications such as Adobe Illustrator and Photoshop can be prepared and imported into the eufyMake workflow using compatible file formats.

37. What types of artwork can I print?

Typical artwork includes photos, logos, text, illustrations, vector graphics, personalized names, decorative patterns, textures and corporate branding.

8. Print Quality & Productivity**38. Does the E1 have different print-quality modes?**

Yes. Different settings can be selected depending on whether the priority is higher quality, faster production, greater texture or standard commercial output.

39. How long does one print take?

Printing time depends on several factors, including print dimensions, artwork coverage, resolution, White ink usage, Gloss usage, number of layers, texture thickness and number of objects.

A simple CMYK print will generally be faster than a heavily textured Amass3D print.

40. Can every product have a different design?

Yes. Because the system is digital, every item can carry different names, photographs, designs, logos, numbers or messages without preparing printing plates or screens.

41. Is there a minimum order quantity?

No. A major advantage of digital UV printing is the ability to economically produce even **one customized item**.

9. Maintenance**42. Does the E1 require maintenance?**

Yes. All UV printers require correct maintenance because UV ink can cure if the printer is not operated and maintained properly.

The E1 incorporates automatic maintenance functions to simplify the process.

43. Does the E1 have automatic cleaning?

Yes. The printer includes automated cleaning and maintenance functions designed to help protect the printing system and maintain nozzle condition.

44. Should I switch the printer off every day?

For regular operation, the printer should be operated according to eufyMake's recommended power and maintenance procedures so automatic maintenance cycles can function correctly.

For extended shutdown periods, the recommended shutdown procedure should be followed.

45. Does automatic cleaning consume ink?

Yes. Like professional UV printers, maintenance cycles consume a limited amount of ink and cleaning fluid.

This is part of maintaining printhead reliability.

46. Does the E1 use cleaning solution?

Yes. Cleaning solution is part of the printer's maintenance system and should always be maintained at the required level.

47. Are there maintenance components that require replacement?

Yes. Depending on usage, certain maintenance components may require periodic inspection or replacement.

These may include components associated with cleaning, wiping, filtration, waste ink and ink delivery.

The printer and service team can advise when maintenance is required.

10. Operating Environment

48. Where should the E1 be installed?

The printer should be installed in a clean, stable, well-ventilated, temperature-controlled and low-dust environment.

It should be placed on a suitable stable working surface.

49. Is air-conditioning recommended?

Yes. Operating the printer inside an appropriate climate-controlled environment is strongly recommended.

Stable temperature and humidity are important for UV-printing consistency and equipment reliability.

50. Does the printer require ventilation?

Yes. The E1 should be operated in a properly ventilated environment according to the manufacturer's installation and safety recommendations.

51. Is it suitable for a retail shop or studio?

Yes. Its compact format makes it particularly suitable for personalization studios, retail shops, gift shops, creative studios, corporate-gift businesses, print shops and maker spaces, provided the installation environment meets operating requirements.

11. Food, Drinkware & Safety

52. Can I print on mugs and tumblers?

Yes. Compatible drinkware can be personalized using the appropriate printing method and rotary attachment.

53. Can UV ink be printed directly on a food-contact area?

Printed UV areas should not normally be used as direct food-contact surfaces.

For cups and drinkware, designs should therefore be positioned away from drinking and direct-contact areas unless the finished application has been specifically certified for such use.

54. Can UV-printed products be placed in a dishwasher?

UV-printed products should generally not be assumed to be dishwasher safe unless the particular substrate, preparation and application have been tested and approved for that purpose.

Hand washing is normally safer for personalized drinkware.

12. Business Applications

55. Is the eufyMake E1 suitable for starting a personalization business?

Yes. The E1 is particularly attractive for businesses offering:

- Personalized and corporate gifts
- Promotional merchandise

- Customized phone cases
- Awards and souvenirs
- Wedding and event products
- Signs and decor
- Short-run products
- Retail personalization

56. Can I produce just one customized item?

Yes. This is one of the key benefits of digital UV printing.

A customer can order just **one personalized item** without requiring printing plates or high minimum quantities.

57. Can I produce short commercial runs?

Yes. The E1 is particularly suitable for customized and short-to-medium production runs where flexibility is more important than mass-production speed.

58. Is the E1 intended for industrial mass production?

The E1 is primarily positioned for personalization, creative production, prototyping, customized production, short runs and retail production.

For continuous large-volume industrial production, a larger industrial UV printer may be more appropriate.

13. Inks & Consumables

59. What consumables does the E1 require?

The main consumables include:

- Cyan ink
- Magenta ink
- Yellow ink
- Black ink
- White ink
- Gloss/Clear ink
- Cleaning solution
- Maintenance consumables where applicable

60. How long does an ink cartridge last?

Ink consumption depends on image size, image coverage, number of prints, White ink usage, Gloss usage, texture height, number of layers and maintenance cycles.

A standard flat CMYK print consumes significantly less ink than a heavily textured print.

61. Does 3D texture use more ink?

Yes. Amass3D effects are created by building multiple layers of ink.

The higher and more detailed the texture, the greater the ink consumption.

62. Can UV ink expire?

Yes. UV ink has a defined shelf life and should be stored and used according to the manufacturer's recommendations.

63. Should I use third-party inks?

For reliability, print quality and protection of the ink-delivery and printhead system, the use of approved eufyMake consumables is recommended.

14. Local Ink & Consumable Stock

64. Do you keep CMYK, White, Gloss/Clear and Cleaning consumables in local stock?

Yes. We maintain local stock of the required **eufyMake inks and cleaning consumables**, including:

- Cyan
- Magenta
- Yellow
- Black
- White

- Gloss/Clear
- Cleaning solution

Our objective is to maintain regular local availability so customers do not have to depend on individual overseas consumable orders.

For unusually large quantities, stock availability should be confirmed in advance.

65. How many ink cartridges are supplied with the printer bundle?

The supplied bundle includes **one complete set of inks**, each **100 ml**:

- 1 x Cyan - 100 ml
- 1 x Magenta - 100 ml
- 1 x Yellow - 100 ml
- 1 x Black - 100 ml
- 1 x White - 100 ml
- 1 x Gloss/Clear - 100 ml

Cleaning solution is also supplied as part of the initial bundle.

15. Warranty

66. How long is the eufyMake E1 warranty?

The **main printer components are covered by a 1-year warranty**, subject to the applicable warranty terms and conditions.

The **printhead is covered for 3 months**.

67. Does the warranty cover the printhead?

Yes. The printhead carries a **3-month warranty**, subject to the warranty terms, correct printer operation, approved consumables and required maintenance procedures.

68. Are the UV lamp, pumps and other major parts covered?

The main printer components are covered under the applicable **1-year warranty**, subject to the warranty terms and conditions.

Coverage of a specific component can be confirmed by our service team when required.

69. What may not be covered by warranty?

Warranty may not cover damage resulting from factors such as:

- Misuse or accidental damage
- Improper maintenance
- Failure to follow operating procedures
- Unauthorized modifications
- Non-approved inks or consumables
- Incorrect materials or object positioning
- Damage caused by external factors
- Normal consumable wear

Warranty eligibility is confirmed after technical inspection.

16. Local Spare Parts

70. Do you keep eufyMake E1 spare parts in local stock?

Yes. We maintain a local inventory of essential eufyMake E1 spare parts and critical service components to support faster maintenance and minimize equipment downtime.

Availability of a specific component can be confirmed with our service team when required.

71. Do you stock printheads locally?

Yes. Printheads are among the critical components we maintain locally to support customers and minimize downtime.

Availability at the time of service can be confirmed by our technical team.

72. Do you keep pumps, dampers, UV lamps and other critical components locally?

Yes. We maintain essential and critical service parts locally as part of our after-sales support strategy.

Specific component availability can be confirmed when required.

17. Local Technical Service

73. If the printhead fails, does the printer have to be sent overseas?

Normally, **no**.

Our technical team can diagnose the printer and perform printhead replacement and related repairs **locally at our service center**.

This significantly reduces dependence on overseas repair facilities.

74. Can you replace the printhead locally?

Yes. Printhead diagnosis and replacement can be handled locally by our trained technical team at our **service center**.

75. Do you have a local service center?

Yes. We operate a dedicated **local service center** equipped to support eufyMake E1 customers with diagnostics, maintenance, spare parts and technical repairs.

76. What is the average turnaround time for a repair?

Repair time depends on the nature of the fault, troubleshooting required, parts required and complexity of the repair.

Once the printer has been inspected, our technical team will identify the issue and provide an estimated repair timeframe.

Maintaining spare parts and technical resources locally allows many service requirements to be handled without sending equipment overseas.

77. Do you provide on-site technical service?

Support depends on the nature of the technical issue.

Initial troubleshooting may be provided remotely, and on-site assistance may be considered where appropriate.

For hardware-related repairs and detailed technical diagnosis, the printer will normally need to be brought to our **local service center**, where our engineers have access to the required equipment, spare parts and service facilities.

78. Why might the printer need to be brought to the service center?

A UV printer is a precision printing system. Certain repairs require:

- Controlled service conditions
- Diagnostic equipment
- Spare parts
- Calibration
- Proper cleaning facilities
- Technical tools

Performing these procedures at the service center allows repairs to be carried out correctly and reduces the risk of additional damage.

79. What is the typical technical-support response time?

Response time depends on the type and urgency of the service request.

Our support team will first assess the issue and coordinate the appropriate troubleshooting or service action with the customer.

80. Can technical problems be diagnosed remotely?

Yes. Many operational and software-related issues can initially be reviewed remotely.

If the issue requires hardware inspection, printhead work, calibration or replacement of internal components, the printer may need to be inspected at our local service center.

18. Replacement / Loan Machine

81. If my printer stays in the service center for several days or weeks, do you provide a replacement machine?

This depends on the nature of the technical issue, expected repair duration, machine availability and the individual customer situation.

For extended repairs, our team will review the case and discuss the most appropriate available solution with the customer.

82. Is a replacement or loan machine automatically included with the warranty?

No. A replacement or loan unit is **not automatically guaranteed as part of the standard warranty**.

Any temporary replacement arrangement will be reviewed on a case-by-case basis.

19. Training & Customer Support

83. Do I receive training when I purchase an E1?

Customers receive appropriate orientation and training covering the key aspects of operating the printer. This may include:

- Printer operation
- Software workflow
- Artwork preparation
- Material positioning
- White ink and Gloss printing
- Maintenance and cleaning
- Basic troubleshooting

The applicable training package can be confirmed at the time of purchase.

84. Is support available after installation and training?

Yes. Our objective is not simply to supply the printer but to support customers in operating it correctly and reliably.

Customers have access to our **local technical and after-sales support team**.

85. Can you help me test my application before buying?

Yes. A demonstration is strongly recommended for professional customers.

Where practical, customers can bring their own material, product and artwork so the application can be evaluated before making a purchasing decision.

20. Before Purchasing

86. Who is the eufyMake E1 best suited for?

The E1 is particularly suitable for entrepreneurs, gift shops, print shops, sign companies, corporate-gift suppliers, creative studios, retail stores, photographers, artists, event companies, promotional-product companies, online personalization businesses, schools, maker spaces and small manufacturers.

87. What should I consider before purchasing the E1?

You should consider:

- Products you intend to print
- Product dimensions
- Expected production volume
- Material compatibility
- Need for rotary printing
- Need for UV DTF
- Ink consumption
- Texture requirements
- Workspace conditions
- Maintenance requirements
- Consumable availability
- Spare-parts availability
- Local technical support

88. Should I test my own materials before commercial production?

Yes. Even materials that appear visually identical can use different coatings, plastics, surface treatments, paints and finishes.

Testing the actual product is the safest way to confirm adhesion, color, print quality, scratch resistance and overall suitability.

89. Can I request a live demonstration before purchasing?

Yes. A live demonstration is one of the best ways to evaluate the printer.

Where possible, bring your own product and artwork so you can evaluate image quality, color, White ink, Gloss, texture, positioning, adhesion and production workflow on an application relevant to your business.

21. Why Buy Locally?

90. Why should I buy the eufyMake E1 locally instead of purchasing it online from overseas?

A UV printer is different from purchasing a normal consumer electronic product.

Long-term operation depends on having access to technical support, spare parts, printheads, consumables, maintenance knowledge, troubleshooting and repair capability.

Buying locally provides access to an established support infrastructure rather than relying entirely on international shipping and remote assistance.

91. What local support advantages do you provide?

Customers benefit from:

- Local technical service center
- Locally trained technical support
- Local spare-parts inventory
- Local printhead availability
- Local ink inventory
- Local cleaning consumables
- Printhead replacement capability locally
- Technical diagnosis and repair locally
- Regional after-sales support
- Application guidance and training

92. Why is local spare-parts availability important?

Downtime can directly affect a customer's business.

Having essential parts locally can significantly reduce the time associated with international shipping, customs clearance, overseas repair and waiting for individual spare-part orders.

93. Why is local technical support especially important for a UV printer?

UV printers combine precision printheads, UV-curable ink, White-ink circulation, ink-delivery systems, UV curing, mechanical motion, software and calibration.

Correct maintenance and professional technical support are therefore important for reliable long-term operation.

22. Final Recommendation

94. Is the eufyMake E1 suitable for professional commercial use?

Yes, particularly when used for the applications it is designed for:

- Personalization
- Customized products
- Creative production
- Short-run production
- Retail customization
- Prototyping
- Premium decorative printing

The key is matching the printer to the correct production requirement.

95. What is the best way to decide whether the E1 is right for my business?

The best approach is to evaluate the printer using your **actual products and applications**.

Rather than looking only at specifications, consider:

- What products you want to sell
- What materials you will print

- How many pieces you expect to produce
- Whether you require White or Gloss
- Whether you require raised texture
- Whether you need rotary printing
- Whether you require UV DTF
- Your expected selling price and production cost
- Availability of local consumables
- Availability of local technical service and spare parts

A practical demonstration using your own product is often the best final evaluation.

Important Notice

Material compatibility, adhesion, durability and finished print quality depend on substrate composition, surface coating, pretreatment, artwork, print settings, environmental conditions, handling and intended application.

Testing is recommended before commercial production.

Specifications, software functionality, accessories, warranty conditions, consumables and product configurations may be updated by the manufacturer.

Warranty claims remain subject to the applicable manufacturer/distributor warranty terms and technical inspection.

Local After-Sales Support

For commercial users, purchasing a UV printer is not only about the equipment specification.

Consumables, spare parts, technical expertise and response capability are equally important.

With an established **local service center, locally stocked spare parts and consumables, and trained technical support**, customers have access to the resources required to operate and maintain their eufyMake E1 with greater confidence.