



## NEW AI INTELLIGENT COLOR ENGINE SYSTEM

### 19+ CORE PATENTS

CUTTING-EDGE TECHNOLOGY | PROFESSIONAL TEAM | INGENIOUS RESEARCH AND DEVELOPMENT



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ONE-CLICK COLOR MIXING · INTELLIGENT AESTHETICS · HAIR SALON ONLY

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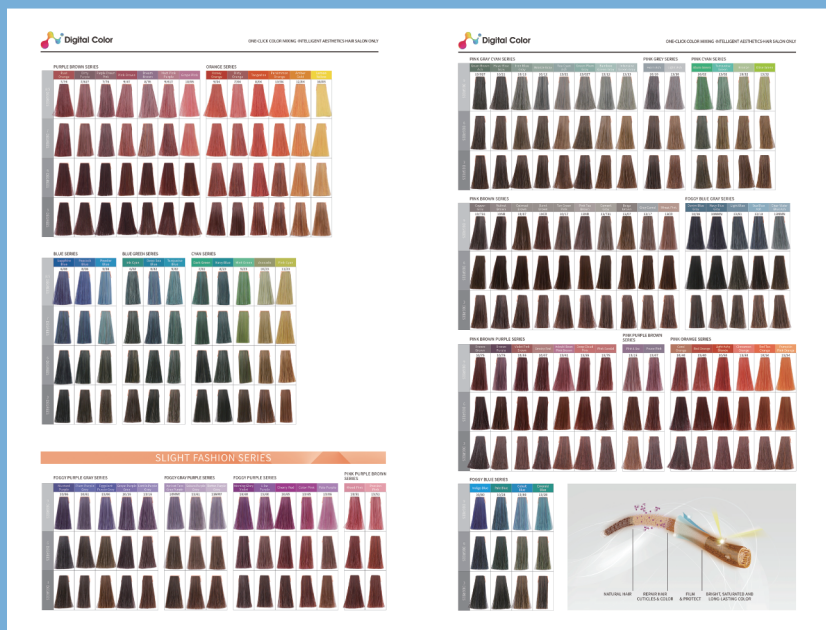
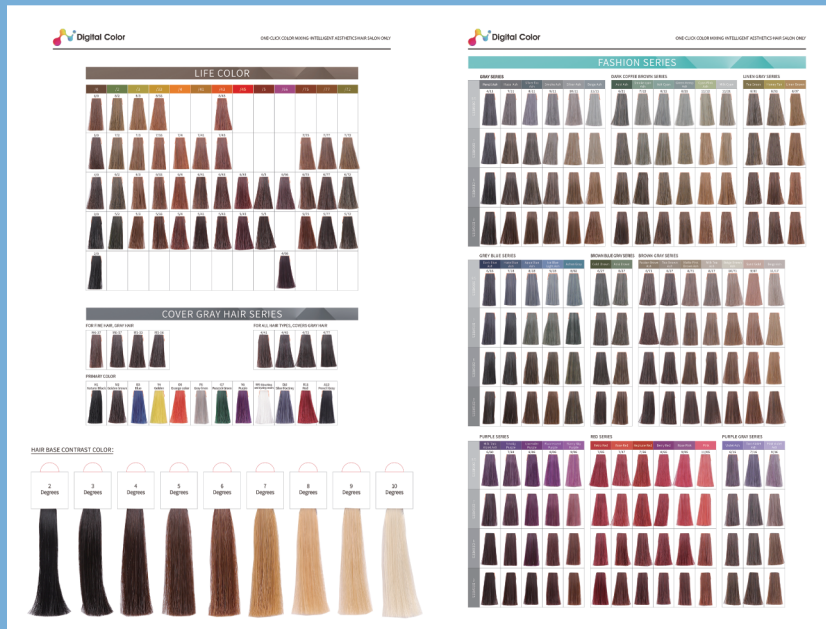
## Digital Color

INSTRUCTIONS FOR  
DIGITAL COLOR AI INTELLIGENT COLOR  
MIXING MACHINE



NEW AI INTELLIGENT COLOR ENGINE SYSTEM

SMART COLOR MASTER



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## Introduction

Thank you for choosing and using the Digital Color AI Intelligent Color Mixing Machine! This product is an innovative smart hair-coloring device that integrates advanced artificial intelligence, modern biotechnology, and professional hair coloring technologies. The Digital Color AI Intelligent Color Mixing Machine is dedicated to providing you with an unprecedented hair-coloring experience. Its core design aims to simplify operation processes, ensure excellent coloring results, achieve personalized customization, and guarantee highly precise color formulation. Additionally, the product features intelligent anti-counterfeiting functionality, a vast color formula library, and rapid responsiveness to fashion trends, continually updating with the latest popular colors.

We firmly believe the Digital Color AI Intelligent Color Mixing Machine will bring a technological revolution to the hairdressing industry, empowering hairdressers to efficiently and precisely meet customers' diverse hair coloring needs. To ensure you can fully utilize all functionalities of this equipment and guarantee safe usage, please thoroughly read the entire contents of this manual before beginning use. This manual provides detailed information on product features, installation procedures, operating methods, maintenance, precautions, and common troubleshooting.

Please note that to continuously enhance product performance and user experience, our company reserves the right to make improvements to the product. Consequently, the contents of this manual may change with product updates without prior notice. For the latest product information, please refer to the actual functions of your device. Thank you once again for choosing our product. We look forward to the Digital Color AI Intelligent Color Mixing Machine bringing new vitality to your hairdressing career!

## Chapter 1 Product Features

The Digital Color AI Intelligent Color Mixing Machine, with its advanced technology and user-friendly design, offers users an exceptional hair-coloring experience. Its main features include:

**Easy Operation, Professional Results at the Touch of a Button:** The device adopts a one-touch operation design, allowing users without professional hair styling skills to quickly and effortlessly achieve ideal hair color formulations. The results rival those of professional hairstylists, significantly lowering the entry barrier and increasing work efficiency.

**Remarkable Results, Lasting and Vibrant Color:** Using high-performance hair-coloring ingredients, this mixing machine ensures rapid, even coloring, resulting in vibrant, glossy hair color. Additionally, its unique color-lock technology keeps the color vivid and resistant to fading from washing or sun exposure, maintaining its brilliance over time.

**Personalized Customization to Meet Individual Needs:** The Digital Color AI Intelligent Color Mixing Machine intelligently recommends and formulates personalized hair coloring solutions based on individual hair texture, original hair color, skin tone, and personal preferences. Whether users prefer a natural, understated look or a trendy, avant-garde style, everyone can find their exclusive, most suitable color to express their unique charm.

**Precision Color Mixing with an Error Margin within 0.20 grams:** Equipped with a high-precision measurement system, the device rigorously controls the usage of each coloring material, ensuring that the resulting dye matches the target color with high accuracy. Its color mixing precision has an error margin within 0.20 grams, significantly superior to traditional manual mixing, ensuring stable and replicable color results.

**Intelligent Anti-counterfeiting Ensures Authenticity and Market Order:** To protect user interests and maintain market integrity, this product employs an intelligent anti-counterfeiting mechanism. Each dedicated "Digital Color" dye container bears a unique QR code. Users must verify this code using the "Digital Color" mobile app before inserting the dye can into the machine. Only verified, authentic dye containers will be accepted by the machine for color mixing. This measure effectively prevents color discrepancies and machine damage resulting from the misuse of incorrect, non-exclusive, or counterfeit dyes, while also eliminating market misconduct such as counterfeiting and unauthorized distribution.

**Abundant Colors, Massive Formulas at Your Fingertips:** The device comes preloaded with up to 711 classic and trending color formulas meticulously selected and tested by professional colorists. The extensive color library accommodates diverse customer needs across different ages and styles, ensuring unlimited color selection possibilities.

**Rapid Color Updates, Keeping Pace with Fashion Trends:** Recognizing the rapidly evolving nature of fashion trends, Digital Color's professional color team closely tracks global hairstyling trends and regularly updates the device's built-in color formulas. Annual trending colors and seasonal exclusives are promptly delivered to your equipment, ensuring your hair coloring services remain at the cutting edge of fashion and continuously meet market demand for new colors.

## Chapter 2 Safety Instructions

To ensure your safety, as well as that of others, and to prevent damage to the Digital Color AI Intelligent Color Mixing Machine, please strictly observe the following safety guidelines. Before operating the device, carefully read and fully understand all safety information.

### 1. Usage Environment Requirements:

- Always use the machine in a dry and well-ventilated indoor environment. Avoid operation in direct sunlight, high-temperature, high-humidity, or dusty conditions.
- Using this machine in wet environments (such as bathrooms or near sinks) is strictly prohibited to avoid electric shock hazards.

### 2. Power Supply Safety:

- Before connecting the power supply, always verify the voltage requirements indicated on the machine's nameplate. Ensure the input voltage you are using exactly matches the specified voltage on the machine's label (e.g., AC100-120V/50-60Hz or AC200-240V/50-60Hz). Incorrect voltage input may cause equipment damage or even lead to a fire.
- Please use only the original power cord supplied with the machine. If the power cord becomes damaged, immediately discontinue use and contact after-sales service for replacement. Do not attempt repairs yourself or use unauthorized alternatives.
- When plugging or unplugging the power cord, grip the plug itself; never pull on the power cord.
- Ensure the power outlet is properly grounded to prevent the risk of electric shock.

### 3. Operational Safety:

- During machine operation, never insert your hands or foreign objects into the machine, especially near moving components such as the dispensing outlet or dye can replacement port, to avoid accidental injury or equipment damage.
- Do not allow children or untrained individuals to touch or operate this machine to avoid accidental injury or misuse.
- Avoid color mixing operations in areas with strong direct airflow, as wind may move the dye bowl, affecting the weighing sensor's accuracy and resulting in inaccurate color mixing.
- While the machine is mixing colors, do not touch, move, or remove the dye bowl placed on the dispensing tray to avoid compromising accuracy or causing dye spills.
- The dispensing tray is a precision component designed for loads under 400 grams.

## Chapter 2 Safety Instructions

Never place heavy objects on it or apply excessive force. The tray has a precision weighing sensor underneath; damage to it will result in inaccurate dye weights or prevent normal color mixing operations.

### 4. Product Usage Guidelines:

- Always use dedicated "Digital Color" brand dyes and developers. Using non-designated products may result in color inaccuracies, clogging of the dispensing outlet, internal component damage, or disruption of the intelligent anti-counterfeiting system.
- When installing dye cans and developers, strictly follow the instructions provided in the manual to ensure correct models and positions.

### 5. Maintenance and Cleaning:

- Before performing any cleaning or maintenance, always turn off the machine and unplug the power cord.
- Clean the machine's surface using a soft dry cloth or a slightly dampened soft cloth. Never use corrosive or abrasive cleaning agents.
- Regularly inspect and clean the dispensing outlet to prevent dye residue blockage.

### 6. Troubleshooting Abnormal Situations:

- If you notice abnormal machine behavior, such as unusual noises, odors, or smoke, immediately turn off the power, unplug the power cord, and contact professional after-sales service personnel for inspection and repair. Do not attempt to disassemble or repair the machine yourself.
- In the event of an unexpected power outage, please follow the instructions provided in the manual regarding the power failure memory function.

### 7. Storage and Transportation:

- If the machine will not be used for an extended period, clean it thoroughly, pack it securely, and store it in a dry, cool place out of reach of children.
- When transporting the machine, handle it carefully to avoid severe vibrations or impacts.

Keep these safety instructions properly and ensure that all operators have read and understood their content. Failure to comply with these safety regulations could result in personal injury, equipment damage, or affect product warranty coverage.

## Chapter 3 Product Structure and Components

Understanding the components and their functions of the Digital Color AI Intelligent Color Mixing Machine will help you operate and maintain the equipment better. Below is an introduction to the main structures and components of the device. Refer to the diagram below for identification:

**1. Color Mixing Machine (Main Unit):** This is the core component of the device, integrating the intelligent color mixing system, dye storage and delivery units, developer storage and delivery units, and the control circuitry.

**2. LED Display Screen:** Located on the front of the main unit, it displays machine status, operational instructions, dye remaining quantity, network connection status, and error messages. Users can select language, configure network settings, and confirm installation or removal of dye cans via the touchscreen.

**3. Dispensing Chamber:** Located at the bottom of the main unit, this is the outlet for mixed hair dye. A dedicated dye bowl is placed on the dispensing tray here to receive the dye.

**4. Dispensing Tray:** Situated within the dispensing chamber, it holds the dedicated dye bowl. The tray includes a high-precision weighing sensor underneath to accurately measure the dye and developer quantities. Ensure the tray remains clean and avoid applying excessive pressure to it.

**5. Dye Can Replacement Port:** Located at the upper-right side of the main unit, used for installing and replacing the exclusive "Digital Color" dye cans. An internal rotating mechanism positions the desired dye can location to this port for convenient handling.

**6. 12% Developer Storage Chamber:** Located on the left side of the main unit, this stores and supplies the 12% concentration "Digital Color" exclusive developer. Regularly monitor levels and replenish promptly.

**7. 1.5% Developer Storage Chamber:** Located on the right side of the main unit, this stores and supplies the 1.5% concentration "Digital Color" exclusive developer. Regularly monitor levels and replenish promptly.

**8. Color Mixing Machine (Display Stand) (Optional):** Some models may include a dedicated display stand for placing the main unit, enhancing overall aesthetics and convenience. Please refer to your purchased model for specific configurations.

### Internal Components:

**9. Dye Can Rotation and Selection System:** Automatically selects and positions the required dye can according to given instructions.

**10. Precision Measurement and Pumping System:** Responsible for accurately extracting and transporting dye and developer.

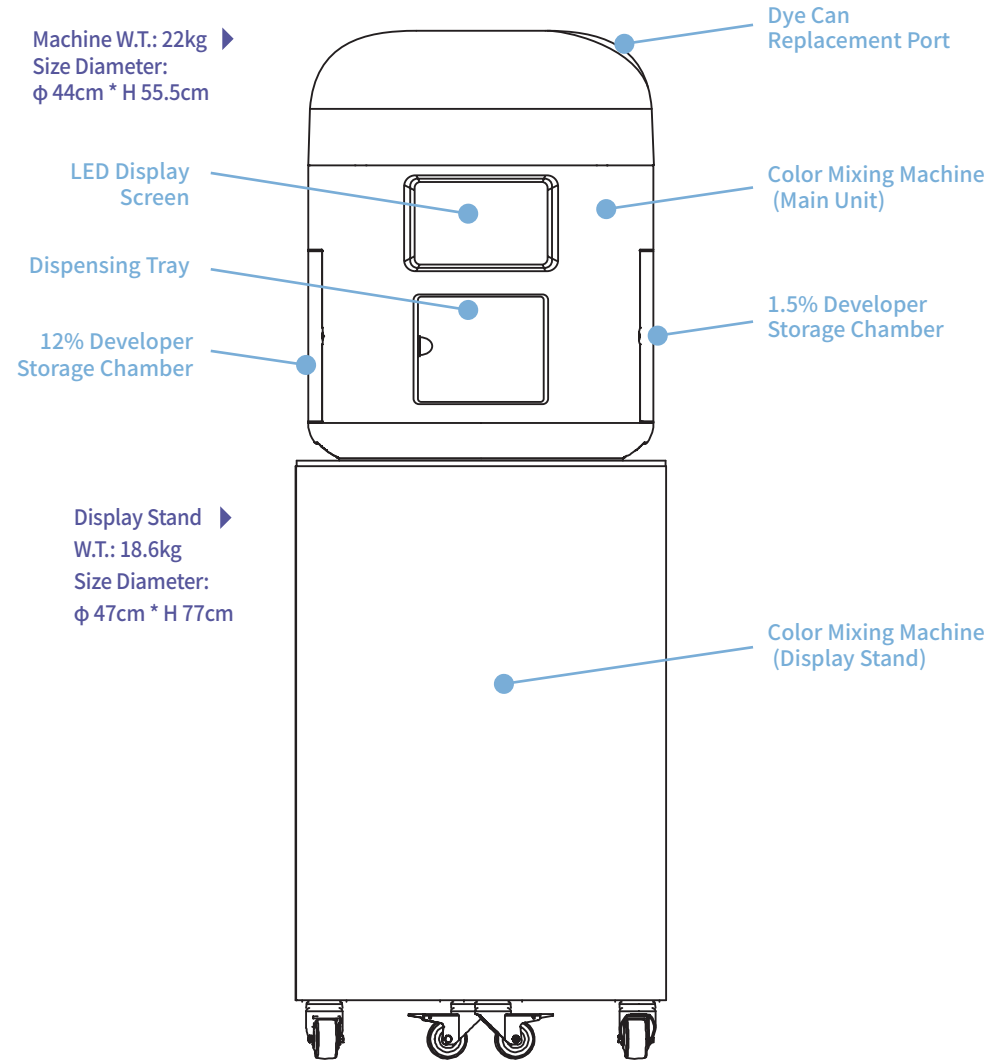
**11. Intelligent Control Motherboard:** Integrates CPU, memory, and other components, managing the operating system, data processing, and controlling various machine functions.

**12. Network Module:** Used for connecting to Wi-Fi networks, enabling data synchronization and remote management via the "Digital Color" App.

**13. Power Supply Module:** Provides stable electrical power supply to all components of the machine.

Familiarity with these components will facilitate smoother subsequent installation, operation, and maintenance tasks.

## Chapter 3 Product Structure and Components



## Chapter 4 Accessory Product Introduction

To ensure optimal performance of the Digital Color AI Intelligent Color Mixing Machine and guarantee the accuracy of color mixing and excellence of dyeing results, it is essential to use official accessory products designated by Digital Color. Using non-specified products could result in color discrepancies, machine malfunction, or even affect warranty coverage. The primary accessory products include:

### 1. "Digital Color" Exclusive Dye Container:

- **Specifications:** Each container has a capacity of 300 ml.
- **Color Varieties:** The device supports 12 base dye colors. By mixing these base colors in different proportions, a wide range of desired colors can be created. Reference colors mentioned in the original document include natural black, golden brown, blue, golden yellow, orange, flax gray, peacock green, purple, bleaching cream, silver fox gray, maroon red, pencil gray, etc. Actual loadable colors depend on the product configuration.
- **Intelligent Anti-counterfeiting:** Each dye container features a unique QR code for scanning verification and container installation through the "Digital Color" App, ensuring authenticity and preventing incorrect installations.



### 2. "Digital Color" Exclusive Developer:

- **Specifications:** Each bag has a capacity of 1500 ml. (12% & 1.5%).

Please purchase the above accessory products from Digital Color authorized channels to ensure product quality and normal operation of the machine. Regularly check the remaining dye and developer quantities, and replenish or replace them promptly according to machine notifications or actual usage.



## Chapter 5 Installation and Initial Setup

Proper installation and initial setup are critical steps for ensuring normal operation and optimal performance of the Digital Color AI Intelligent Color Mixing Machine. Please carefully follow the instructions below:

### 1. Power Connection and Parameter Verification

- **Voltage Verification:** Before connecting the machine to a power supply, carefully verify the power parameters indicated on the nameplate at the back or bottom of the machine. Ensure the local supply voltage matches exactly with the voltage specified on the nameplate (e.g., AC100-120V/50-60Hz or AC200-240V/50-60Hz). Incorrect voltage input can cause serious equipment damage or even safety hazards.

- **Example of Nameplate Information (Actual values depend on your equipment):**

- **Input:**
- **Rated Voltage:** AC100-120V / 50-60HZ, Rated Current: 6.8A, Rated Power: 748W
- **or Rated Voltage:** AC200-240V / 50-60HZ, Rated Current: 3.4A, Rated Power: 748W
- **Output:** 24V — 14.6A

- **Power Connection:** After confirming voltage compatibility, connect the machine's original power cord to the power input port on the machine, and plug the other end into a properly grounded power outlet meeting safety standards.

- **Turning On:** Press the power switch on the machine to start the device.

### 2. Language Selection

- **Initial Language Setup:** Upon the first startup of the Digital Color AI Intelligent Color Mixing Machine, after the boot sequence completes, a "Language Selection" dialog box will automatically appear on the LED display screen. Select your preferred language (e.g., Simplified Chinese, English, etc.) according to your usage preference, then confirm your choice.

- **Changing Language Later:** If you need to change the display language at a later stage, navigate to the machine's "Settings" menu, select the "Language Settings" option, choose your desired language, and confirm your selection.

### 3. Network Connection (Wi-Fi)

The Digital Color AI Intelligent Color Mixing Machine must connect to the internet to enable essential features such as remote APP control, formula updates, and data synchronization.

- **Initial Connection:** Once the machine is powered on and completes its startup sequence, a network connection prompt will usually appear automatically. Tap the "Connect" button (or similar) on the screen to access the Wi-Fi settings interface. The system will scan for available wireless networks. Select your store's Wi-Fi network name (SSID) and enter the correct Wi-Fi password as

## Chapter 5 Installation and Initial Setup

prompted. You may also choose to connect via a personal hotspot from your mobile device.

· **Switching Networks:** If you need to switch Wi-Fi networks or the initial connection fails, navigate to the machine's "Settings" menu and select "Wi-Fi Settings" or "Network Settings." From here, you can view the current connection status, choose another available network, or re-enter a password to reconnect.

· **Automatic Reconnection:** Once successfully connected to a Wi-Fi network, the machine will typically attempt to reconnect automatically to that network upon subsequent startups, eliminating the need for repeated setups.

### 4. Downloading the "Digital Color" App

The "Digital Color" mobile application is an essential tool for controlling the color mixing machine, managing formulas, reviewing data, and performing intelligent anti-counterfeiting operations.

· **Download Methods:**

· **Apple Devices (iOS):** Open the App Store, type "Digital Color" in the search box, locate the official app, and then tap to download and install.

· **Android Devices:** Open your device's built-in browser or app store (e.g., Google Play Store; if unavailable, try searching through the officially recommended browser). Search for "Digital Color" to locate the official application download link or APK installation file. Ensure downloads are from official or trustworthy sources to avoid malware.

### 5. Registration and Login for Hairdresser Account

**1. Distributor Account:** Created by Digital Color headquarters.

**2. Store Account:** After logging in with the distributor account, click "Add" under the store account section, enter the required information such as account name and password, then confirm to complete account creation.

**3. Hairdresser Account:** Both distributor and store accounts can add hairdresser accounts. To add, click on "Hairdresser Management," tap the "Add" button at the top-right, fill in the required information, and confirm. Hairdressers then log into the app, receive a verification code, and complete registration.

For standardized management and permission control, hairdressers must log into the "Digital Color" app using accounts created by the store manager via the backend management platform.

· **Store Manager Backend Operations (Creating Hairdresser Accounts):**

· The store manager must first log in to the "Digital Color" backend management platform (refer to the platform guidelines for specific login instructions).

## Chapter 5 Installation and Initial Setup

· After entering the backend management interface, find and select "Hairdresser Management" or a similar option.

· Select the specific "store" for which you want to add a hairdresser.

· Click the "Add Hairdresser" button located at the top-right corner of the interface.

· In the pop-up form, accurately fill out the following information in sequence:

· Select "Country Code" (e.g., +86 for Mainland China).

· Enter the hairdresser's "Mobile Number" (this will be used as the login account).

· Set and input a "Password".

· Enter "Employee ID" (optional, depending on store management requirements).

· Set the account status to "Active".

· After confirming that all information is correct, click "Confirm" or "Save." The hairdresser account is now successfully created.

· **Hairdresser App Login:**

· Hairdressers should open the installed "Digital Color" app on their mobile device.

· On the login screen, enter the mobile number and password provided by the store manager.

· Tap "Login" to start using the various functions of the app.

· **Account Permissions Management:** The store manager can change a hairdresser account's status from "Active" to "Disabled" at any time through the "Hairdresser Management" section of the backend management platform. Once disabled, the hairdresser will no longer be able to log into the app or operate the color mixing machine. This feature helps stores effectively manage permissions during personnel changes.

After completing all the above installation and initial setup steps, your Digital Color AI Intelligent Color Mixing Machine is now ready, and you can proceed with the installation of dye cans and developer.

## Chapter 6 Operating Instructions

After completing the installation, initial setup, and successfully logging into the "Digital Color" App, you are now ready to start mixing hair dyes using the Digital Color AI Intelligent Color Mixing Machine. This chapter provides detailed instructions for installing dye cans and developers, color mixing via the mobile app, replacing consumables, and other important operating functions.

### 1. Installing Dye Cans (First-time or When Empty)

When using the machine for the first time or when prompted by the machine that a dye can position is empty, follow the steps below. Ensure the machine is powered on, connected to the network, and the mobile app is logged in.

- **Selecting Dye Can Position:** On the machine's LED display screen, you'll see status or quantity icons for dye cans numbered 1 through 12. If an icon appears red (or otherwise indicates an empty position), it means this position requires a new dye can. Tap the red icon on the screen corresponding to the position needing installation.

- **Confirming Rotation:** After tapping the icon, a confirmation prompt may appear on the screen. Tap "Confirm" or a similar button, and the internal dye can carousel will automatically rotate the selected empty position to the "dye can Replacement Port" for easy installation.

- **Scanning Dye Can via Mobile App:**

- Open the "Digital Color" app on your mobile device.
- From the app's main interface, select "Device" or a similar menu option.
- In the device list, select the device matching the SN serial number displayed on your color mixing machine's screen.
- Tap the "Scan and Install Bottle" button.
- The app will display 12 dye can icons corresponding to the machine's screen. Select the dye can icon that you just activated (or that indicates the need for installation) on the machine's screen.
- Point your mobile phone camera at the QR code located on the "Digital Color" dedicated dye can to scan it.

- Wait for the app to confirm "Scan Successful." If scanning fails, please verify network connection, clarity and completeness of the QR code, and authenticity of the dye can.

- **Physically Installing the Dye Can:**

- Open the cover of the "Dye Can Replacement Port" located at the upper-right side of the machine.



## Chapter 6 Operating Instructions

- **Important Verification:** Before placing the dye can, carefully verify that the color code (or name) on the dye can label matches exactly the corresponding slot code displayed on the machine's fixed sleeve or screen. Incorrect installation can lead to significant deviations in color mixing results.

- Correctly place the scanned and verified dye can into its designated slot.
- Close the cover of the "Dye Can Replacement Port".

- **Machine Screen Confirmation:** Return to the machine's LED display and tap the "Confirm" or "Installation Complete" button. The machine will record that the dye can has been installed. At this point, the corresponding slot icon should turn green, indicating successful installation, and this slot will no longer be selectable for installation.

- **Installing Remaining Dye Cans:** Following steps 1 through 5 above, sequentially install the remaining dye cans into their respective slots. Note: All 12 slots must be fully loaded with scanned and correctly installed dye cans before proceeding with subsequent color mixing operations. Even if not all colors are immediately needed, each slot must contain a properly installed and scanned dye can.

### 2. Installing Developer

The machine requires two different concentrations of "Digital Color" exclusive developers to function properly.

- **Confirming Types and Positions:**

- **12% Developer:** Installed on the left side of the machine. Locate the developer storage chamber labeled "12%" or with a corresponding marking.

- **1.5% Developer:** Installed on the right side of the machine. Locate the developer storage chamber labeled "1.5%" or with a corresponding marking.

- **Adding Developer:**

- Open the filling cap of the appropriate developer storage chamber.
- Slowly pour the 1500 ml package of "Digital Color" exclusive developer (ensuring correct concentration matching the chamber) into the storage chamber until the proper liquid level is reached.
- Close the filling cap securely.



## Chapter 6 Operating Instructions

- **Capacity:**Each developer storage chamber has a capacity of 1.5 liters.

### 3. Color Mixing Operation via Mobile App

Once all dye cans and developers have been correctly installed and recognized by the machine, color mixing operations can be performed through the "Digital Color" App.

- **Preparations:**

- **Placing the Dedicated Dye Bowl:**Take a clean, dedicated "Digital Color" dye bowl and place it firmly at the center of the dispensing tray inside the dispensing chamber, ensuring the bowl's base fully contacts the tray.

- **Handle Position Caution:** Ensure the bowl's handle does not touch any surrounding plastic or other components inside the dispensing chamber to avoid interfering with weighing or causing jams.

- **App Color Mixing Entry:**Open the "Digital Color" app and log into your hairdresser account. You can select or customize colors according to customer needs and your professional judgment via any of the following entry points:

- **"Electronic Color Chart":** Choose directly from 711 built-in preset color formulas.

- **"Color Family Selection":**Filter colors according to color families (e.g., red series, brown series, blue series, etc.).

- **"Master Customization":**May offer advanced color parameter adjustments or allow inputting specific formula codes (specific functions depend on the actual app version).

- **Color Selection and Confirmation:**

- After selecting the target color in the app, the interface typically displays a preview of the color effect and required dye quantities.

- Once confirmed, tap the "Start Mixing," "Confirm Mixing," or similar button on the app.

- **Automatic Color Mixing:**After receiving the command from the app, the Digital Color AI Intelligent Color Mixing Machine will automatically measure precisely and pump the required dyes and developers into the dye bowl according to the selected formula. During the mixing process, avoid the following operations:

- **Avoid Environmental Interference:** Ensure no strong wind blows directly onto the dye bowl to maintain weighing accuracy.

- **Do Not Touch or Move the Dye Bowl:**Do not touch, move, or remove the dye bowl until the machine has fully completed the mixing process, or it may result in mixing failure or inaccurate dye

## Chapter 6 Operating Instructions

quantities.

- **Completion of Color Mixing:**Once mixing is complete, notifications usually appear on the LED screen and/or mobile app. Carefully remove the bowl containing the mixed dye.

### 4. Replacing Empty Dye Cans

During or prior to color mixing, if the machine detects insufficient dye remaining in a bottle for the current or next mixing, the machine screen and/or app will prompt: "Please replace bottle X" (X refers to the dye can slot number). Follow the steps below to replace it:

- **Identify Bottle to Replace:**Confirm the dye can slot that needs replacement based on the machine screen prompt.

- **Open Replacement Port:**Open the cover of the machine's "Dye Can Replacement Port."

- **Remove the Empty Bottle:**Take out the Dye Can indicated as empty from its slot.

- **Scanning New Bottle with Mobile App:**

- Open the "Digital Color" app, enter the "Device" management interface, and select the corresponding mixing machine SN.

- Tap the "Scan and Install Bottle" function.

- From the app's dye can icons, select the bottle icon that was just prompted for replacement and is now empty (or indicated by a specific prompt color).

- Scan the QR code on the new dedicated "Digital Color" dye can and wait for the app prompt indicating "Scan Successful."

- **Physically Installing the New Bottle:**

- **Double-check Code:**Before placing the newly scanned dye can into its corresponding empty slot, verify once again that its color code matches exactly the fixed label on the machine's slot.

- Correctly place the new dye can into the slot.

- Close the cover of the "Dye Can Replacement Port."

- **Machine Screen Confirmation:** Return to the machine's LED display and tap "Confirm" or "Replacement Complete." The machine will update the dye information for that slot. Bottle replacement is complete, and the machine is now ready to continue mixing.



## Chapter 6 Operating Instructions

### 5. Refilling Developer

When the machine detects insufficient developer in one of the storage chambers, the machine screen and/or app will display a prompt stating "Developer X Low" (X represents either 12% or 1.5%). Follow the steps below to refill:

- **Identify Developer Type:** Based on the machine prompt, confirm whether 12% or 1.5% developer needs replenishing.
- **Open Storage Tank:** Open the filling cap of the corresponding developer storage chamber.
- **Add Developer:** Slowly add 1.5 liters of "Digital Color" exclusive developer with the matching concentration into the storage chamber.
- **Machine Screen Confirmation:** After refilling, securely close the cap. Return to the machine's LED screen and tap the "Confirm" button. The machine is now ready to resume color mixing. Developer replenishment is complete.

### 6. Power Failure Memory Function

The Digital Color AI Intelligent Color Mixing Machine is equipped with a user-friendly power failure memory function to handle unexpected power outages.

- **Function Description:** If an unexpected power outage occurs during the color mixing process (e.g., the power cord is disconnected or an area-wide blackout), the machine's built-in system automatically saves the data of the formula being mixed.
- **Memory Duration:** This power failure memory function typically retains data for approximately 10 minutes. You must restore power to the machine within this period.
- **Resuming Operation:** When power is restored and the machine is restarted within 10 minutes, a prompt usually appears on the machine's LED display, asking if you wish to continue with the previously unfinished formula. Follow the on-screen instructions (usually by tapping "Continue" or "Yes"), and the machine will resume mixing precisely from where it left off.
- **Important Reminder:** After a power failure, if you wish to use the power failure memory function to resume color mixing, do not remove or reposition the dye bowl placed on the dispensing tray. Keeping the bowl exactly in place is crucial for successfully resuming the mixing process.

Familiarizing yourself with and correctly performing the above operating instructions will ensure you can efficiently and safely use the Digital Color AI Intelligent Color Mixing Machine, providing customers with precise and satisfying hair-coloring services.

## Chapter 7 Maintenance and Cleaning

Regular maintenance and cleaning of the Digital Color AI Intelligent Color Mixing Machine are essential measures to ensure its long-term stable operation, maintain mixing accuracy, and extend its service life. Please follow these guidelines for routine maintenance:

### 1. Cleaning and Unclogging the Dispensing Outlet

- **Symptom:** When you observe slow dispensing, skewed dispensing direction, or no dispensing during the color-mixing process, it usually indicates blockage caused by dye residue in the dispensing outlet.
- **Solution:**
  - **Preparation Tool:** Use the specialized dispensing outlet needle provided with the machine.
  - **Unclogging Procedure:** Gently insert the needle into the dispensing outlet and move it up and down to clear any internal blockages. Handle gently to avoid damaging the dispensing outlet.
  - **Cleaning Residues:** After unclogging, clean the external surface and surrounding area of the dispensing outlet using a soft cloth or cotton swab to remove residual dye.
  - **Inspection:** After cleaning, perform a small color-mixing test to verify whether normal dispensing has resumed.
  - **Frequency:** Regularly inspect the dispensing outlet condition, particularly after finishing daily tasks or immediately upon noticing abnormal dispensing.



### 2. Calibration of the Dispensing Tray Precision

The weighing sensor beneath the dispensing tray is a critical component ensuring mixing precision. If you notice inaccuracies in mixed weights or if the machine shows weight readings without a dye bowl present, recalibration may be necessary.

- **Entering Calibration Mode:**
  - On the machine's LED display, access the "Settings" menu.
  - In the "Settings" screen, rapidly tap the area displaying the time in the top-left corner several times. A password input window will appear.
  - Enter the password "0912" and confirm.
- **Calibration Procedure (Using a 50g Standard Weight):**
  - After entering the calibration mode, the screen will display corresponding prompts guiding

## Chapter 7 Maintenance and Cleaning

your actions.

- Following the screen prompts, place a 50g standard weight precisely at the center of the dispensing tray.
- Wait for the machine to automatically perform weighing and calibration.
- **Judging Successful Calibration:**
  - When the weight is placed on the tray, after calibration, the displayed value on the screen should be "0.0" or very close to zero (exact display may slightly vary based on machine models; follow the screen prompt).
  - After removing the 50g weight, the displayed value on the screen should show "-50.0" or approximately -50 grams. Meeting both conditions indicates successful calibration of the weighing sensor.
- **Exiting Calibration:** After confirming successful calibration, follow the on-screen prompts to exit the calibration mode.
- **Precautions:**
  - Always use a standard 50-gram calibration weight for calibration to ensure precision.
  - During calibration, ensure the machine is placed steadily without vibrations or airflow interference.
  - If the issue persists after calibration, or if calibration fails, contact after-sales service promptly.

### 3. Routine Shutdown

- **Recommendation:** To save energy and protect machine components, it is recommended to properly shut down the machine using the standard shutdown procedure at the end of each working day or when the machine will not be in use.

### 4. Cleaning the Exterior of the Machine

- Regularly wipe the machine's exterior with a soft, dry cloth to keep it clean. For stains, use a slightly damp soft cloth followed by drying with a dry cloth. Do not use corrosive cleaning agents or organic solvents.

### 5. Checking Consumables

- Regularly check the remaining quantity of dye cans and developer to ensure sufficient supplies for daily use, and order or replenish them promptly as needed.

Following these simple maintenance and cleaning measures effectively ensures your Digital Color AI Intelligent Color Mixing Machine remains in optimal working condition

## Chapter 8 Common Troubleshooting

During the use of the Digital Color AI Intelligent Color Mixing Machine, you may encounter some common malfunctions. This chapter lists typical faults and their potential solutions to help you quickly identify and resolve issues. If these methods do not resolve your issue, or you encounter faults not mentioned in this manual, please contact Digital Color official after-sales service center promptly for professional assistance.

### 1. Fault Symptom: Dispensing tray does not have a dye bowl placed, yet the machine indicator light remains lit, or normal color mixing cannot proceed.

- **Cause:**
  - The weighing sensor beneath the dispensing tray has drifted or malfunctioned.
  - Foreign objects or residual dye on the tray cause sensor misjudgment.
- **Solution:**
  - Clean the Tray: Inspect and clean the dispensing tray surface and underside thoroughly, ensuring no foreign objects or dye residue affect the sensor.
  - Precision Calibration: Follow the instructions in the "Maintenance and Cleaning" chapter under "Calibration of the Dispensing Tray Precision," using a 50-gram calibration weight to recalibrate the machine's weighing sensor.
  - Contact After-sales Service: If the indicator remains lit or the dispensed dye weight remains inaccurate after cleaning and calibration, this may indicate a more serious weighing sensor issue. Immediately stop using the machine and promptly contact Digital Color after-sales service personnel for professional inspection or component replacement.

### 2. Fault Symptom: The weight of dye dispensed by the machine is inaccurate.

- **Cause:**
  - The weighing sensor beneath the dispensing tray needs calibration.
  - Wind in the mixing environment is causing the dye bowl to move, affecting weight measurement.
  - The dye bowl is incorrectly positioned, not fully contacting the tray, or its handle is touching surrounding components.
  - The dispensing outlet is partially blocked, causing inconsistent flow.
- **Solution:**
  - Check Environment and Positioning: Ensure there is no strong airflow directly affecting the dye bowl during mixing, and that the bowl is correctly placed at the center of the tray without the handle touching other components.
  - Clean the Dispensing Outlet: Inspect and clean the dispensing outlet, ensuring there is no blockage from residual dye. Refer to the "Maintenance and Cleaning" chapter for detailed instructions.
  - Precision Calibration: Follow the steps in the "Maintenance and Cleaning" chapter under "Calibration of the Dispensing Tray Precision" to calibrate the machine's weighing sensor.

## Chapter 8 Common Troubleshooting

· Contact After-sales Service: If the weight remains inaccurate after performing the above steps, stop using the machine and promptly contact Digital Color after-sales service for assistance.

### 3. Fault Symptom: Abnormal dispensing, such as slow dispensing, skewed dispensing, or no dispensing at all.

- **Cause:**
  - The dispensing outlet is clogged by dried dye residue.
  - The corresponding dye can is depleted or nearly empty.
  - The dye itself has deteriorated (e.g., expired, moisture exposure). Although the machine primarily uses dedicated dyes, quality should still be monitored.
- **Solution:**
  - Check Dye Quantity: First, verify there is sufficient dye remaining in the relevant bottle.
  - Clear Dispensing Outlet: Use the specialized needle provided with the machine and follow the method outlined in the "Maintenance and Cleaning" chapter to clear the affected dispensing outlet.
  - Cleaning: After clearing, thoroughly wipe away any residual dye around the dispensing outlet.
  - Check Dye Condition: If using dye stored improperly or unused for a long period, verify its condition is suitable for use.
  - Contact After-sales Service: If none of the above methods resolve the issue, there may be an internal problem with the pumping system. Contact after-sales support.

### 4. Fault Symptom: The machine cannot connect to the Wi-Fi network.

- **Cause:**
  - Incorrect Wi-Fi password entered.
  - Router malfunction or weak network signal.
  - Machine network configuration issues.
- **Solution:**
  - Verify Password: Ensure the Wi-Fi password entered is accurate, paying attention to case sensitivity.
  - Check Router and Network: Restart the router and check if other devices can connect normally to the same Wi-Fi. Position the machine closer to the router to improve signal strength.
  - Reset Network Settings: Navigate to "Wi-Fi Settings" within the machine's "Settings" menu, select "Forget Network," then search and reconnect to the network.
  - Attempt Mobile Hotspot Connection: Test connection using a mobile phone hotspot to determine if the store's Wi-Fi network is the issue.
  - Contact After-sales: If connection issues persist, please contact after-sales support.

### 5. Fault Symptom: The mobile app cannot connect to or control the machine.

## Chapter 8 Common Troubleshooting

- **Cause:**
  - Either the machine or the mobile phone is not connected to the internet.
  - The app version is outdated or contains bugs.
  - The hairdresser account may have issues (such as being disabled).
- **Solution:**
  - Check Network: Ensure both the machine and mobile phone are successfully connected to the internet.
  - Restart App and Machine: Try closing and reopening the "Digital Color" app, and reboot the color mixing machine.
  - Update the App: Check if there is an updated version of the app available.
  - Confirm Account Status: Contact the store manager to ensure that the hairdresser account is set to "Active."
  - Contact After-sales: If the problem persists, please contact after-sales support.

### 6. Fault Symptom: Failure to scan and install the dye can.

- **Cause:**
  - The QR code on the dye can is dirty or unclear.
  - The dye is not a genuine "Digital Color" product.
  - Issues with the phone's camera or app permissions.
  - Unstable network connection.
- **Solution:**
  - Clean the QR Code: Ensure the QR code on the dye can is clean, clear, and unobstructed.
  - Confirm Authenticity: Make sure you are using genuine "Digital Color" dye provided officially.
  - Check Mobile Device: Ensure your phone's camera functions correctly and the app has permission to access the camera. Test the camera using another QR code scanner if necessary.
  - Check Network: Verify stable network connections on both the phone and the machine.
  - Manual Selection (if supported by app): Some systems might allow manual dye color selection if scanning fails, but resolving the QR scanning issue first is strongly recommended for authenticity and accuracy.
  - Contact After-sales: If scanning consistently fails with multiple dye cans, contact after-sales service.

Before performing any troubleshooting procedures, please thoroughly read the safety precautions in the related chapters. For complicated issues that you cannot resolve yourself, do not attempt to disassemble the machine to avoid further damage or voiding the warranty.

## Chapter 9 Technical Specifications

The following are partial technical specifications of the Digital Color AI Intelligent Color Mixing Machine for reference purposes. Actual parameters may vary by model or due to updates. Always refer to the information on your machine's nameplate and actual configuration.

### • Power Supply Requirements:

- Input Voltage/Frequency: AC100-120V / 50-60HZ 或 AC200-240V / 50-60HZ (Always verify with machine's nameplate)
- Rated Input Current (Example): 6.8A (在AC100-120V时) / 3.4A (at AC200-240V时)
- Rated Input Power (Example): 748W
- Machine Operating Voltage (Internal system output, example): DC 24V
- Machine Operating Current (Output to internal system, example): 14.6A

### • Color Mixing Performance:

- Color Mixing Accuracy: Tolerance  $\leq 0.20$  grams
- Supported Dye Types: 12 base-color specialized dyes
- Dye Container Capacity: 300 ml per container
- Developer Types: 2 types (12% and 1.5%)
- Developer Storage Tank Capacity: 1500 ml per tank
- Number of Preset Color Formulas:  $\geq 711$

### • Hardware Configuration (partial):

- Display Screen: LED touchscreen display
- Network Connectivity: Supports Wi-Fi (IEEE 802.11 b/g/n)
- Weighing Sensor: High-precision weighing module
- Anti-counterfeit System: QR code scanning verification

## Chapter 9 Technical Specifications

### • Operating Environment:

- Recommended Temperature: Please adhere to local comfortable indoor temperatures, avoiding extreme heat or cold.
- Recommended Humidity: Operate in a dry environment, avoiding conditions of high humidity.

### • Additional Features:

- Power Outage Memory: Supports formula memory and continuation of mixing for approximately 10 minutes after power loss.
- APP Remote Control: Operated through the "Digital Color" smartphone app.

Please note: The above specifications are for reference only. Our company reserves the right to change designs and specifications due to product improvements without prior notice.

## Chapter 10 Certification Information

The Digital Color AI Intelligent Color Mixing Machine has passed multiple international and regional product safety and quality certifications, ensuring compliance with relevant standards and regulatory requirements. These certifications confirm the product's reliability and safety in design, manufacturing, and performance. Certification details may slightly vary by sales region and product model; please refer to certification marks on the product itself or packaging.

Based on the provided reference documents, this product may include the following certifications (specific certification numbers should be verified from the actual product):

- **CE Certification:** Indicates compliance with the health, safety, and environmental protection standards of the European Economic Area (EEA).
  - Example certification numbers for reference: DQC240710016E, DQC240710016S
- **PSE Certification:** A Japanese safety certification for electrical appliances, confirming compliance with Japan's Electrical Appliance and Material Safety Law.
  - Example certification numbers for reference: DQC240710017S, DQC240710017E
- **RED Certification (Radio Equipment Directive):** A European Union directive specifically for radio equipment, ensuring compliance regarding health, safety, electromagnetic compatibility, and efficient use of the radio spectrum.
  - Reference Certification Number Example: DQC240720012Q

Please note, the certification numbers listed above are illustrative examples only. For precise certification details, refer to the official documents provided with your product or contact our customer service for the latest information. These certifications demonstrate our commitment to product quality and user safety.

## Chapter 11 After-Sales Service and Warranty

Thank you for choosing the Digital Color AI Intelligent Color Mixing Machine. We are dedicated to providing high-quality products and excellent after-sales support. Please carefully read the following information regarding our after-sales services and warranty policy.

### After-Sales Service Commitment:

If you encounter any issues or require technical support while using the Digital Color AI Intelligent Color Mixing Machine, please feel free to contact our professional after-sales team through the following methods. We are committed to providing consultations, troubleshooting, and maintenance services, ensuring your equipment runs smoothly and enhances your hairstyling business.

- **After-Sales Service Hotline:** 0760-23761558
- **Contact Address:** 1st Floor, No. 210, Dongfu South Road, Nantou Town, Zhongshan City, Guangdong Province

### Warranty Policy:

- **Warranty Period:** In strict accordance with national "Three Guarantees" policies, this product enjoys a free warranty service period of 12 months from the date of purchase.
- **Warranty Coverage:** Within the warranty period, if the product experiences performance failures due to defects in design, manufacturing, or materials, confirmed by our technical personnel, we will provide free repair or replacement services with an identical or equivalent model. Replaced parts will become property of our company.
- **Exclusions from Warranty:** The following situations are not covered under the free warranty, and repair fees may apply even within the warranty period:
  - Product malfunctions or damages resulting from failure to follow the installation, usage, maintenance, and storage instructions specified in this manual.
  - Product malfunctions or damages caused by accidental events (such as dropping, squeezing, impact, liquid spills, fire, earthquakes, lightning strikes, or other force majeure) or improper handling.
  - Product malfunctions or damages resulting from using accessories or consumables (such as dyes and developers) not officially approved by Digital

## Chapter 11 After-Sales Service and Warranty

Color.

- Product malfunctions or damages caused by unauthorized personnel disassembling, repairing, modifying, or upgrading the device.
- Serial numbers, anti-counterfeit labels, warranty labels, etc., on the product are altered, torn, or unreadable.
- Warranty period has expired.
- Normal wear and tear (such as natural wear or aging of the outer shell).
- **Warranty Documentation:** When applying for warranty services, please provide valid proof of purchase (e.g., invoice) and the product warranty card. Please keep these documents safe.

### Repair Process:

If your device experiences a malfunction requiring repair, please first contact our after-sales service hotline. Our technicians will attempt to guide you through basic troubleshooting via phone. If the issue cannot be resolved remotely, we will arrange follow-up repair services, such as mail-in or on-site service, depending on the situation as confirmed by our after-sales support.

### Important Notice:

- The content of this user manual is for reference only; actual operation and functionality may vary based on the specific product. Due to continuous improvements, we reserve the right to change the product without prior notice.
- Before sending your product for repair, please ensure you have backed up or removed any personal data or sensitive information stored on the device (if applicable). Our company is not responsible for data loss or leaks during the repair process.

We value each user and will continuously strive to enhance product quality and service. Thank you once again for your trust and support!

## Chapter 12 Machine Accessories

After unboxing, please check the accessories of the Digital Color AI Intelligent Color Mixing Machine against the following list. If any accessories are missing or damaged, contact your supplier or Digital Color after-sales support promptly.

Standard Accessory List (Contents may vary slightly depending on product model or sales batch; please refer to the actual items received):

- **Power Cord:** 1 piece (for connecting the device to a power outlet)
- **Developer Filling Heads:** · 2 pieces (for assisting in adding developer to storage tanks, preventing spills)
- **Dispensing Port Cleaning Needle:** 1 piece (for cleaning and clearing blockages in the dispensing ports)
- **User Manual:** 1 copy (this manual)
- **Product Warranty Card:** 1 copy (please keep safe as proof of warranty)
- **Certificate of Quality:** 1 copy

**Optional Accessories** (may be included based on your purchase configuration):

- **Color Mixing Machine Display Stand:** 1 unit (for placing and displaying the main unit)
- **Standard 50g Calibration Weight:** 1 piece (for calibrating dispensing tray accuracy; some models may not include this accessory and may require separate purchase)

Please store all accessories carefully for future use or maintenance needs.

## Chapter 13 Product Warranty Record Card

Packaged with the Digital Color AI Intelligent Color Mixing Machine is a "Product Warranty Record Card". This card is one of the key documents required to claim warranty services, so please store it carefully.

The Product Warranty Record Card usually contains information such as product model, serial number, purchase date, and seller details. You may be required to present this card along with valid proof of purchase (such as an invoice) when applying for warranty services.

After purchasing the product, carefully read the terms stated on the warranty card and ensure all relevant details are correctly filled out (for parts requiring customer completion). If you have any questions, please consult the salesperson or Digital Color's after-sales service center promptly.

### Product Warranty Card

Product Name \_\_\_\_\_ Product Model \_\_\_\_\_

Factory Serial Number \_\_\_\_\_ Manufacturing Date \_\_\_\_\_

Customer Name \_\_\_\_\_ Tel \_\_\_\_\_

Customer Address \_\_\_\_\_

1. Warranty Details \_\_\_\_\_ After-Sales Service \_\_\_\_\_

Customer Signature \_\_\_\_\_  Satisfied  Unsatisfied

2. Warranty Details \_\_\_\_\_ After-Sales Service \_\_\_\_\_

Customer Signature \_\_\_\_\_  Satisfied  Unsatisfied

3. Warranty Details \_\_\_\_\_ After-Sales Service \_\_\_\_\_

Customer Signature \_\_\_\_\_  Satisfied  Unsatisfied