EPSON

EXCEED YOUR VISION

SC-F2000 Series

User's Guide

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Introduction

Important Safety Instructions

Read all of these instructions before using the printer. Also be sure to follow all warnings and instructions marked on the printer.

When choosing a place for this product

❏ Place this product on a flat, stable surface that is larger than this product. This product will not operate properly if it is tilted or at an angle.

❏ Avoid places subject to rapid changes in temperature and humidity. Also keep it away from direct sunlight, strong light, or heat sources.

❏ Avoid places subject to shocks and vibrations.

❏ Keep this product away from dusty areas.

❏ Place this product near a wall outlet where the plug can be easily unplugged.

When setting up this product

❏ Do not block or cover the openings in this product's cabinet.

❏ Do not insert objects through the slots. Take care not to spill liquid on this product.

❏ This product's power cord is for use with this product only. Use with other equipment may result in fire or electric shock.

❏ Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as copiers or air control systems that regularly switch on and off.

❏ Avoid electrical outlets controlled by wall switches or automatic timers.

❏ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

❏ Use only the type of power source indicated on the product's label.

❏ Use only the power cord that comes with this product. Use of another cord may result in fire or electric shock.

❏ Do not use a damaged or frayed power cord.

❏ If you use an extension cord with this product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

❏ Do not attempt to service this product yourself.

❏ Unplug this product and refer servicing to qualified service personnel under the following conditions:

The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the cabinet damaged; the product does not operate normally or exhibits a distinct change in performance.

❏ If you plan to use the printer in Germany, observe the following:

To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 10 or 16 amp circuit breaker.

❏ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.

When using this product

❏ Do not touch the carriage scale.

❏ Do not put your hand inside this product or touch the ink cartridges during printing.

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❏ Do not move the print heads by hand; otherwise you may damage this product.

❏ Always turn the product off using the Power button on the control panel. When this button is pressed, the Power light flashes briefly then goes off. Do not unplug the power cord or turn off the product until the Power light stops flashing.

When handling the ink cartridges

❏ Keep ink cartridges out of the reach of children and do not drink.

❏ Do not touch the IC chip on the side of the cartridge. This may affect normal operation and printing.

❏ The IC chip on this ink cartridge retains a variety of cartridge-related information, such as the ink cartridge status, so that the cartridge may be removed and reinserted freely. However, each time the cartridge is inserted, some ink is consumed because the printer automatically performs a reliability check.

❏ If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust, and store it in the same environment as this product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink supply port or surrounding area.

Note on this Guide

Meaning of Symbols

⚠ *Warning*	Warnings must be followed to avoid serious bodily injury.

⚠ *Caution*	Cautions must be followed to avoid bodily injury.

⚠ *Important*	Important must be followed to avoid damage to this product.

Note	Notes contain useful or additional information on the operation of this product.

Operating System Versions

In this documentation, the following abbreviations are used.

Windows refers to Windows 8, 7, Vista, XP.
❏ Windows 8 refers to Windows 8, Windows 8 Pro, and Windows 8 Enterprise.

❏ Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, and Windows 7 Ultimate.

❏ Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.

❏ Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.

Macintosh refers to Mac OS X.
❏ Mac OS X refers to Mac OS X 10.6.8 and later versions.

Printer Parts

Front section
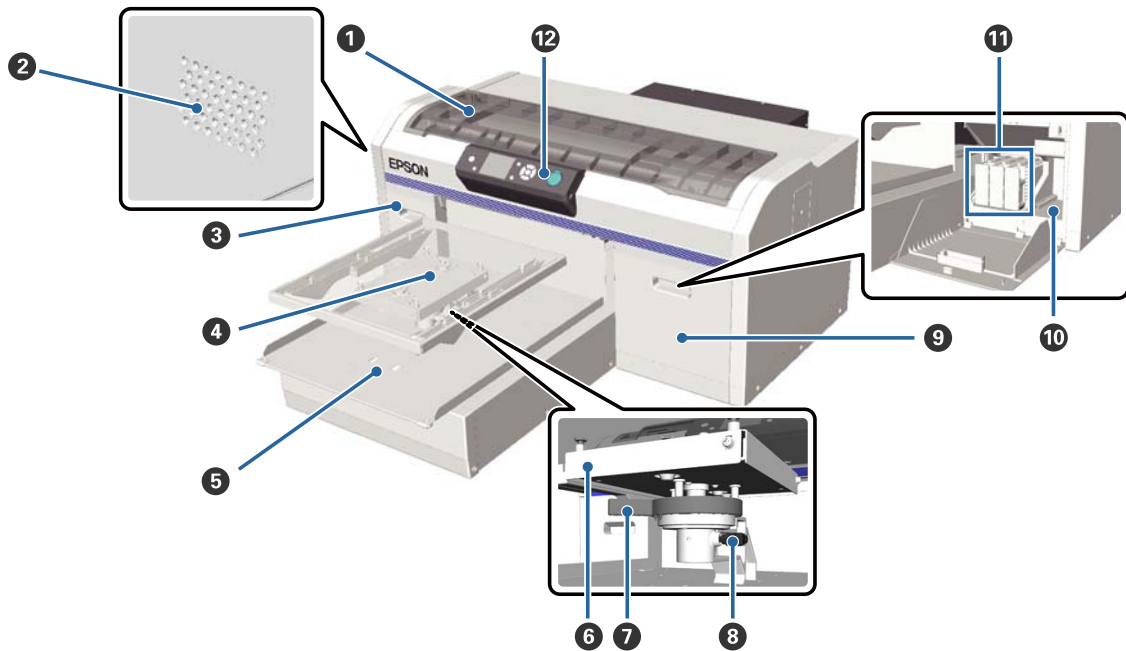
❶ **Printer cover**
Open when cleaning the inside of the printer.

❷ **Airflow vents**
Lets out air from the printer. Do not block the airflow vents.

❸ **Cartridge cover (left)**
Open when replacing or shaking ink cartridges.

U "Replacing and Shaking Cartridges" on page 58

❹ **Platen**
A plate for loading T-shirts. In addition to the one supplied with the printer, two more sizes are available as options.

U "Options and Consumable Products" on page 80

❺ **Movable base**
Moves backwards and forwards when printing starts or when you press the ⬆ button.

❻ **Parallel adjustment plate**
A plate that supports the platen. Insert the platen here.

❼ **Height adjustment lever**
Adjusts the height of the platen. The height can be selected from nine stages.

U "Adjusting the Height" on page 36

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❽ **Fixing lever**
Fixes the height adjustment lever in place. You can adjust the angle of the lever.

❾ **Cartridge cover (right)**
Open when replacing or shaking ink cartridges.

❿ **Tool storage space**
Stores tools such as the supplied tweezers. Do not place anything in here when moving or transporting the printer.

⓫ **Ink cartridges**
Install ink cartridges into all slots.

⓬ **Control panel**

Interior
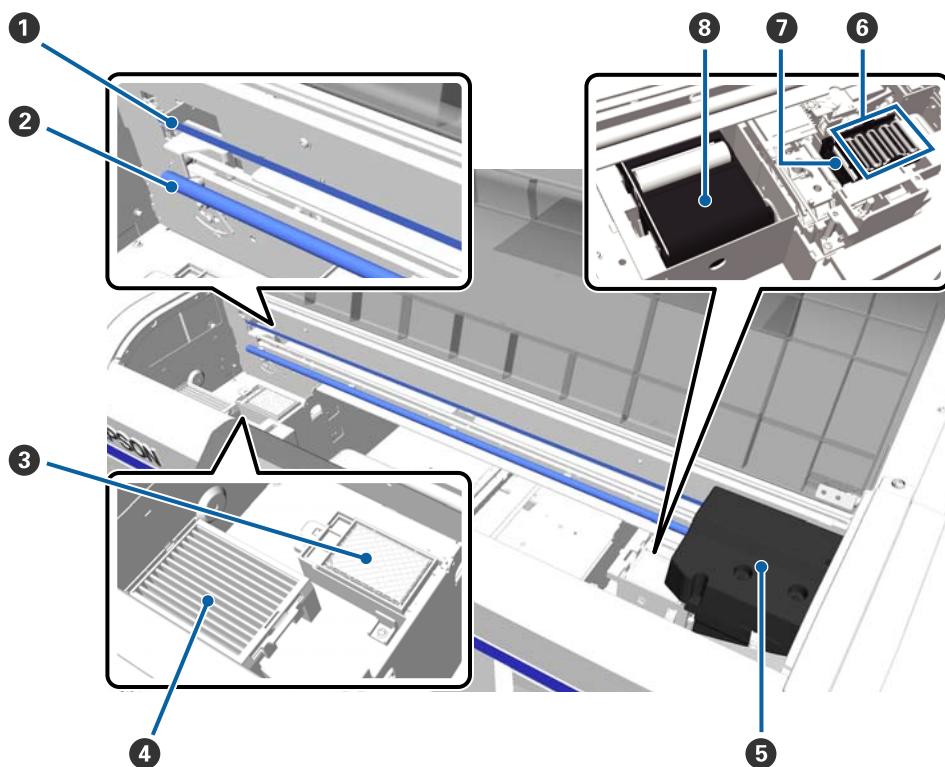
A **Carriage scale**

Guides the print head when it is operating. Do not touch this during maintenance and so on; otherwise, it could be damaged or soiled which may cause a malfunction.

B **Carriage shaft**

A metal shaft that supports the carriage. Do not touch this during maintenance and so on; otherwise, a malfunction could occur.

C **Flushing pad**

The ink is ejected to here during flushing. The flushing pad is a consumable product. Replace it if a message is displayed.

U "Replacing the Head Cleaning Set" on page 53

D **Air filter**

The air from the printer passes through this filter during operation.

If a message on the control panel prompts you to replace the air filter, contact your dealer or Epson Support.

E **Print head**

Fires ink while moving left and right to print.

F **Anti-drying caps**

Caps that close the print head nozzles to prevent them from drying while not printing. Replace it if a message is displayed.

U "Replacing the Head Cleaning Set" on page 53

Introduction

❼ **Suction cap**
Sucks out the ink during head cleaning to unclog the nozzles.

❽ **Wiper unit**
Wipes the ink from the print head nozzles. The wiper unit is a consumable product. Replace it if a message is displayed.

U "Replacing the Head Cleaning Set" on page 53

Rear section
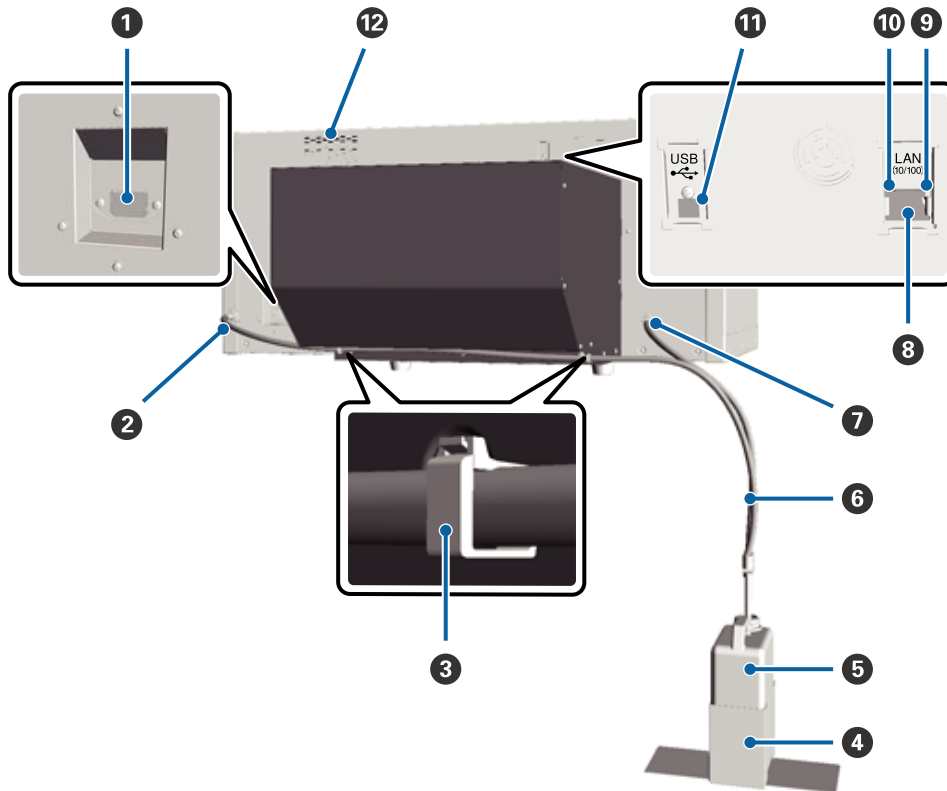
❶ **AC inlet**
Connect the supplied power cable here.

❷ **Waste ink outlet (Left)**
An outlet for the waste ink tube. Waste ink is ejected from here.

❸ **Tube clamp**
A clamp that fixes the waste ink tube to the printer. See the *Setup Guide* for details on attaching and removing the clamp.

❹ **Waste ink bottle holder**
A holder to fix the waste ink bottle to the printer.

❺ **Waste ink bottle**
A bottle for collecting waste ink. When the waste ink reaches the line on the bottle, replace it with a new waste ink bottle.

❻ **Waste ink tube**
Insert this into the waste ink outlet and the waste ink bottle. Make sure this is always attached to the printer and inserted into the waste ink bottle when using the printer.

❼ **Waste ink outlet (Right)**
An outlet for the waste ink tube. Waste ink is ejected from here.

❽ **LAN port**
Connect the LAN cable here.

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❾ Data light
Indicates the network connection status and data reception by lighting or flashing.

On   :   Connected.

Flashing   :   Receiving data.

❿ Status light
Indicates the network transmission speed by the color of the light.

Green   :   10Base-T

Red   :   100Base-T

⓫ USB port
Connect the USB cable here.

⓬ Air inlet
Lets in the air to cool down the printer. Do not block the air inlet.

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Control panel
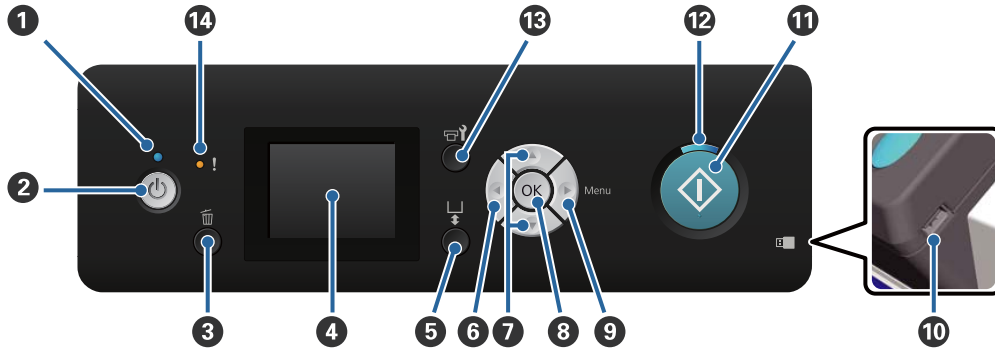
❶ ⏻ light (Power light)

Indicates the printer's operational status by lighting or flashing.

On	:	The power is on.
Flashing	:	The printer is operating such as receiving data, shutting down, or moving the movable base.
Off	:	The power is off.

❷ ⏻ button (Power button)

Turns the power on and off.

❸ 🗑 button (Cancel button)

If you press this button after print data has been sent, the Cancel Job confirmation screen is displayed. To cancel the print job, select **Yes** and then press the OK button.

If you press this button while a message or menu is displayed, the message or menu is closed and you are returned to the Standby screen.

❹ Screen

Displays the printer's status, menus, error messages, and so on.

∠𝓯 "Screen View" on page 15

❺ ⍐ button (Operate movable base button)

Moves the movable base backwards and forwards. The movement direction depends on the position of the base before the button is pressed.

When forward	:	Moves into printer
When backward	:	Moves towards you
When centered	:	Moves towards you

If you press the button again while the base is moving, it stops moving.

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❻ ◀ **button**

If you press this button while the menu is displayed, you move back a step in the following order: setting value -> setting item -> menu.

⌖ "Menu Operations" on page 64

❼ ▲/▼ **buttons (Up/Down buttons)**

When menus are displayed, these buttons can be used to select a setting item or a setting value.

⌖ "Menu Operations" on page 64

❽ OK **button**

If you press this button while a setting value is selected in the menu, the value is set or executed.

❾ ▶ **button (Menu button)**

Displays the Settings menu on the screen. If you press this button while the menu is displayed, you move on to the next step in the following order: menu -> setting item -> setting value.

⌖ "Menu Operations" on page 64

❿ **USB memory port**

Connect the USB memory stick here.

⓫ ◇ **button (Start button)**

Starts printing.

⓬ ◇ **light (Start light)**

Indicates if the printer is ready by lighting or flashing.

On   :   The printer is ready to print.

Flashing   :   Printing.

⓭ ⌲ **button (Maintenance button)**

If you press this button the Maintenance menu is displayed. You can perform a **Nozzle Check**, **Cleaning**, **Tube Washing**, **Head Cleaning Set**, **Caps Cleaning**, and so on.

⌖ "Maintenance" on page 45

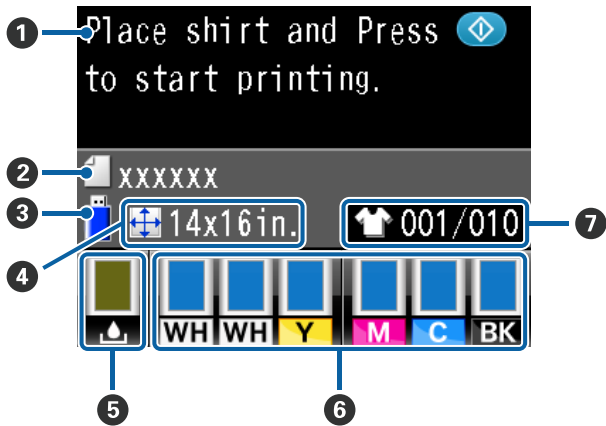⓮ ! **light (Error light)**

Lights or flashes when an error occurs.

Lights or flashes   :   An error has occurred. How it lights or flashes varies depending on the type of the error. The control panel displays a description of the error.

Off   :   No error.

Screen View

A **Message**
Displays the printer's status, operation, and error messages.

U "What to Do When a Message Is Displayed" on page 73

B **Print job name**
Displays the name of the current print job.

C **USB memory status**
This is displayed when you select **USB File List** from the Settings menu to read the data from the USB memory stick connected to the printer.

D **Platen size**
Displays the platen size of the current print job.

E **Waste ink bottle status**

Displays the waste ink bottle status and the approximate remaining capacity. The display changes as follows to show errors or to warn when it is nearing the end of its service life.

Normal   Warning or Error

                                                1
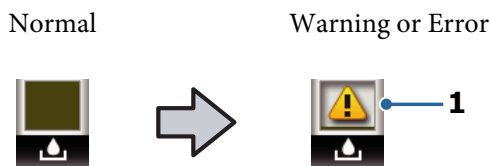
1   **Status indicators**

The waste ink bottle status is indicated as follows.

: The height of the indicator corresponds to the remaining capacity.

: The waste ink bottle is almost full. Prepare a new waste ink bottle.

: The waste ink bottle is full. Replace the waste ink bottle with a new one.

F **Ink cartridge status**

Displays the ink cartridge status and the approximate level of ink remaining. The display changes as follows when the ink is low or an error occurs.

Normal   Warning or Error

                                 1
                                                     2
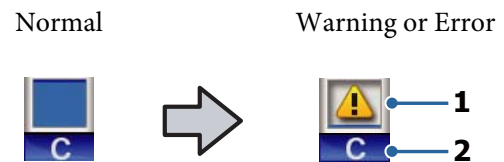
1   **Status indicators**

The ink cartridge status is indicated as follows.

: Printing is possible. The height of the indicator corresponds to the amount of ink remaining in the cartridge.

: Ink is low. You need to prepare a new ink cartridge.

: The ink cartridge is expended; replace with a new ink cartridge.

: An error has occurred. Check the message on the screen, and clear the error.

: A Cleaning cartridge is installed. The height of the indicator corresponds to the amount of cleaning fluid remaining in the cartridge.

2 Ink color codes

WH/CL : White/Cleaning

Y   : Yellow

M   : Magenta

C   : Cyan

BK   : Black

❼ **Total Prints Display**
The number of T-shirts to be printed specified during data sending or **USB File List** is displayed on the right, and the number of T-shirts printed is displayed on the left.

Features

The main features of this printer are described below.

High Productivity

High-speed printing
High-speed printing has been achieved by adopting the MicroPiezoTF head that incorporates high density 360 dpi nozzles, and by optimizing the speed of the carriage and platen.

We have also provided High-speed color mode (selected during initial setup) which increases productivity by doubling the number of nozzles for each color.

Large-capacity ink cartridges
600 ml large capacity ink cartridges are available to increase productivity. This reduces the time needed to replace ink cartridges. You can also select 250 ml cartridges depending on the printer usage.

U "Options and Consumable Products" on page 80

High Reliability

Ink circulation system
A built-in ink circulation system prevents malfunctions due to sedimentation of ink particles in the White ink tubes. Stable ink supply and print quality have been achieved by regularly circulating the ink.

Automatic wiper system
A built-in automatic wiper system has been newly developed for Epson pigment ink textile printers. Stable print quality has been achieved by automatically cleaning the surface of the print head nozzles.

High Resolution

Achieving smooth gradations and high color reproducibility
Smooth gradations and high color reproducibility have been achieved by using ink optimized for pigment ink textile printing to produce clear color density and Epson's image processing technology.

Achieving high density white printing
High density white printing has been achieved by using White ink and pre-treatment liquid developed specially for Epson pigment ink textile printers.

Ease-of-Use

Easy T-shirt loading and height adjustment
The frame fixes the printing surface of the T-shirt securely on the platen. You can also adjust the height by simply moving the lever to the left or right.

User-friendly design
The printer is specially designed so that you can perform all everyday operations from the front such as loading T-shirts or opening and closing the cover for maintenance work. The transparent printer cover also allows you to easily check the printer's operating status.

Clear and easy to read color LCD display
The 2.5 inch color LCD display offers a large display area allowing you to easily check the levels of remaining ink for each color, displaying illustrations to show you how to replace consumable items and maintenance information to help you increase productivity.

Repeat and direct printing functions
You can connect a commercially available USB memory stick directly to the printer. This allows you to save printer-ready data (spooled) to a USB memory stick and print the data again. It also allows you to print when you cannot connect a computer to the printer.

Easy-to-use software
We have deployed Garment Creator the software specialized for pigment ink textile printing to achieve high quality output. The easy-to-use graphical user interface increases efficiency.

To print on dark colored T-shirts, you need to print the white base first; however, the specialized software creates the base data automatically according to the simulated image for easy printing. You can even calculate the basic costs by performing a simulation using your simulated image.

U "Contents of the Software Disc" on page 21

Notes on Usage and Storage

Installation space

Make sure that you secure the following space, clear of any other objects, so that T-shirt and consumable replacements are not obstructed.

See the "Setup Guide" for more details.

U Setup Guide (booklet)
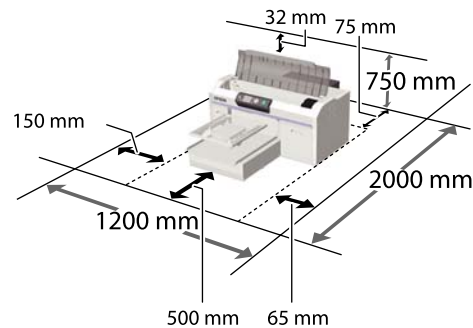
Notes for using the printer

Note the following points when using this printer to avoid breakdowns, malfunctions, and print quality decline.

As well as the following, there are additional points to note when using White ink. Check the following points.

U "Notes on Handling White Ink" on page 19

❏ When using the printer, observe the operating temperature and humidity range described in the "Specifications Table".

U "Specifications Table" on page 84

When operating in dry areas, air conditioned environments, or under direct sunlight, maintain the specified humidity range.

❏ Do not install the printer next to heat sources or directly in the path of air from a ventilator or air conditioner. Failure to observe this precaution could result in the print head nozzles drying and clogging.

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❏ Do not bend or pull the waste ink tubes. Otherwise ink may leak inside or outside the printer.

❏ The print head may not be capped (i.e., may not move to the right-hand side) if an error occurs and the printer is turned off without first resolving the error. Capping is a function for automatically covering the print head with a cap (lid) to prevent the print head from drying out. In this case, turn on the power and wait a while until capping is performed automatically.

❏ When the printer is on, do not disconnect the power plug or cut the power at the breaker. The print head may not be capped properly. In this case, turn on the power and wait a while until capping is performed automatically.

❏ To keep the print head in the optimum operating condition, the ink and cleaning liquid are also used in maintenance operations such as head cleaning in addition to printing.

❏ Do not remove ink cartridges while the printer is operating. A malfunction may occur.

❏ The caps, wiper units, flushing pads, and tubes require periodic maintenance. Replace or clean them if a message is displayed. Print quality declines if maintenance is not performed.

U "Periodic Maintenance" on page 49

❏ Do not move the movable base or the platen manually. Otherwise a malfunction may occur.

❏ To keep the print head in optimum operating condition, maintenance is performed when the printer is turned on. If the printer is turned on and off frequently, more ink is consumed in each maintenance operation. We recommend leaving the power on to reduce ink consumption. To reduce ink consumption, we recommend leaving the power on when using the printer.

Notes for when not using the printer

Note the following points when you are storing the printer. If the printer is not stored correctly, you may not be able to print properly the next time it is used.

As well as the following, there are additional points to note when using White ink. Check the following points.

U "Notes on Handling White Ink" on page 19

❏ If you do not print for a long time, the print head nozzles may become clogged. We recommend that you print once a week to prevent the print head from clogging.

❏ Even if the printer is not turned on, ink that has accumulated in the waste ink tubes may leak out. Make sure the waste ink bottle is installed even when the printer is not on.

❏ Make sure that the print head has been capped (the print head is positioned at the right edge) before storing the printer. If it is left uncapped for a long time, the print quality may decline, and it may be impossible to clear clogging in the print head. If the print head is not capped, turn the printer on, check that capping has been performed, and then turn it off.

❏ Close all covers when storing the printer to prevent dust and other foreign matters getting in.

If the printer will be not be used for an extended period, protect it with an anti-static cloth or other cover.

The print head nozzles are very small, and they can become clogged easily if fine dust gets on the print head, and you may not be able to print properly.

❏ If you do not use the printer for about one month, make sure you check for clogged nozzles before printing. If clogged nozzles are detected in the print head, perform head cleaning.

U "Checking for clogged nozzles" on page 45

❏ If you do not use color ink for one month or more, replace the ink with cleaning liquid by installing the separately sold Cleaning cartridge (perform the prolonged storage operation). If the printer is left without performing the prolonged storage operation, it may be impossible to clear clogging in the print head.

U "Prolonged Storage" on page 62

Notes on Handling Cartridges

Note the following points when handling cartridges to maintain good print quality.

Introduction

As well as the following, there are additional points to note when using White ink. Check the following points.

⏎ "Notes on Handling White Ink" on page 19

❏ When installing ink cartridges for the first time, a lot of ink is consumed to fill all parts of print head nozzles to get the printer ready for printing. Be sure to have replacement cartridges ready soon.

❏ We recommend that ink and Cleaning cartridges be stored at room temperature out of direct sunlight and used before the expiry date printed on the packaging.

❏ To ensure print quality, we recommend that ink and Cleaning cartridges be used up within a year of their installation.

❏ Ink cartridges and Cleaning cartridges that have been stored at low temperatures for an extended period should be allowed to return to room temperature over a period of four hours before use.

❏ Do not touch the IC chips on the cartridges. Doing so may prevent normal operation and printing.

❏ Install ink and Cleaning cartridges into all slots. The printer cannot print unless cartridges are installed in all slots.

❏ Do not leave the printer without cartridges installed. The ink in the printer may dry, preventing it from printing as expected. Leave cartridges in all slots even while you do not use the printer.

❏ Information such as the remaining levels is managed by the IC chip to allow the cartridge to be continuously used after being removed and re-installed.

❏ If you remove an ink cartridge before it is empty, wipe off any ink that is stuck on the ink supply port using the cleaning stick in the supplied maintenance kit. If ink dries on the supply port, it may leak when it is reinstalled.
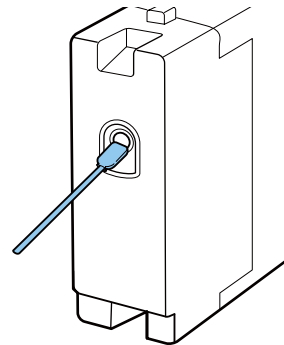
Make sure that the supply port is free of dust when storing cartridges. The port does not need to be capped since there is a valve inside.

❏ Removed ink cartridges may have ink around the ink supply port, so be careful not to soil the surrounding area.

❏ To maintain the quality of the print head, this printer stops printing before ink cartridges are completely expended.

❏ Although the cartridges may contain recycled materials, this does not affect functions or printer performance.

❏ Do not dismantle or remodel cartridges. You may not be able to print properly.

❏ Do not drop or knock cartridges against hard objects. It may cause an ink leak.

Notes on Handling White Ink

A characteristic of White ink is that it sediments easily (ink particles sink to the bottom of the liquid). If the ink is used while in this state, print quality may decline or the printer may malfunction. Note the following points to use the printer under optimum conditions.

❏ Remove the installed cartridge at the start of every working day or every 20 hours (when a message is displayed), and shake it well.

⏎ "Replacing and Shaking Cartridges" on page 58

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❑ Wash the ink tubes when a message is displayed to prevent print quality declining due to sedimentation in the tubes.

   After washing, auto cleaning is performed to prevent nozzles from clogging. At this time, White ink and color inks are used to clean all of the nozzles.

❑ When storing cartridges, lay them down flat. If cartridges are stored standing upright, you may not be able to clear the sedimentation even by shaking them.

❑ If you do not use the printer for two weeks or more, perform **Replace White Ink** using the separately sold Cleaning cartridge. If the printer is left without replacing the white ink, it may be impossible to clear clogging in the print head.

Note:
While in White ink mode, White ink is still consumed during maintenance even when printing with color ink only.

Notes on Handling T-shirts (Media)

Note the following points when handling and storing printed T-shirts.

❑ Avoid locations that are subject to direct sunlight, excessive heat, or humidity. If T-shirts are stored in a hot place after printing, the printed surface may soften and stick.

❑ Do not use a tumble drier.

❑ Do not dry clean.

❑ Turn the T-shirt inside out before washing, and then let it dry while inside out.

❑ Do not use bleach. It may cause discoloration.

❑ Do not iron directly on the printed surface.

❑ Do not expose to direct sunlight for extended periods of time.

❑ Do not use organic solvents such as alcohol.

❑ Do not rub the printed surface against vinyl chloride based artificial leather. The colors may transfer to the leather.

❑ Colors may transfer if you rub the surface printed with color ink only against a surface printed with White ink only. If this happens, use a soft cloth or brush with a little household detergent to wipe away the transferred color.

❑ If you have applied pre-treatment liquid and fixated the ink, we recommend washing the T-shirt in water before wearing it to remove the remaining traces of pre-treatment liquid.

❑ If traces of the pre-treatment liquid are visible, try washing in water; however, the effects depend on the material of the T-shirt.

❑ If pre-treatment liquid is applied to a white or light-colored T-shirt, the application side may turn yellow. Print soon after applying the pre-treatment liquid and wash in water. Avoid direct sunlight if you store the T-shirt without printing.

Using the Software

Contents of the Software Disc

The supplied Software Disc contains the following software. Install as required.

More information can be found in the *Network Guide* (pdf) and the software's online help.

> *Note:*
> ❏ *The printer driver is not stored on the supplied software disc. You need the printer's Garment Creator software or software RIP to print. You can download software that is not contained on the supplied software disc (such as software for this printer and plug-in software) from the Epson Web site.*
> ❏ *Download the latest software versions of application software from the Epson Web site.*

For Windows

Software Name	Summary
EPSON LFP Remote Panel 2	EPSON LFP Remote Panel 2 is used to update the printer's firmware. ☞ "Using EPSON LFP Remote Panel 2" on page 22
Epson Driver and Utilities	Installs the Epson communication driver (EPSON SC-F2000 Series Comm Driver). The Epson communication driver is not the printer driver. If you connect the printer to a computer using a USB cable without installing the Epson communication driver, the printer's status may not be displayed in Garment Creator or software RIP. See the documentation supplied with the software to confirm whether or not there is a status display function.
Epson Network Utilities	Installing this utility allows you to set the addresses necessary for the network connection easily using a wizard.
EpsonNet Config	With this software, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard.

For Mac OS X

Software Name	Summary
EPSON LFP Remote Panel 2	EPSON LFP Remote Panel 2 is used to update the printer's firmware. ☞ "Using EPSON LFP Remote Panel 2" on page 22
Epson Network Utilities	Installing this utility allows you to set the addresses necessary for the network connection easily using a wizard.
EpsonNet Config	With this software, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard.

Using EPSON LFP Remote Panel 2

Starting

Check that **Standby** is displayed on the printer's screen before starting EPSON LFP Remote Panel 2.

Windows

1 Start using one of the following methods.

❏ Double-click the **EPSON LFP Remote Panel 2** icon on your desktop. Install this software to create an **EPSON LFP Remote Panel 2** icon.

❏ Click **start** - **All Programs** (or **Programs**) - **EPSON LFP Remote Panel 2** - **EPSON LFP Remote Panel 2**.

2 Click the item you want to use on the EPSON LFP Remote Panel 2 main screen.

See the EPSON LFP Remote Panel 2 help for more details.

Mac OS X

Double-click **Applications** - **Epson Software** - **EPSON LFP Remote Panel 2**, and then the EPSON LFP Remote Panel 2 icon to display the EPSON LFP Remote Panel 2 main screen.

Closing

Click **Exit** on the EPSON LFP Remote Panel 2 main screen.
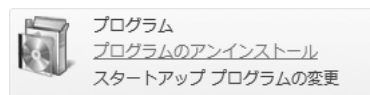
Removing the Software

> **!** *Important:*
> ❏ *You must log in as a user with a Computer administrator account (a user with Administrative Rights).*
>
> ❏ *If an Administrator password or confirmation is requested, enter the password and then continue with the operation.*
>
> ❏ *Close any other software applications.*

Windows

The Epson communication driver is used as an example of uninstalling EPSON LFP Remote Panel 2.

1 Turn off the printer, and unplug the interface cable.

2 Click Programs - Uninstall a program on the Control Panel.

プログラム
プログラムのアンインストール
スタートアップ プログラムの変更

3 Select the software you want to remove and then click **Uninstall/Change** (or **Change/Remove**).

Select EPSON SC-F2000 Series Comm Driver uninstall printer to remove the Epson communication driver.

Select EPSON LFP Remote Panel 2 to remove EPSON LFP Remote Panel 2.

4 Select the target printer icon, and then click **OK**.

5 Follow the on-screen instructions to continue.

When the removal confirmation message appears, click **Yes**.

Restart the computer if you are reinstalling the Epson communication driver.

Mac OS X

This section explains how to remove EPSON LFP Remote Panel 2.

1 Close EPSON LFP Remote Panel 2.

2 Drag and drop the **EPSON Remote Panel 2** folder from the **Applications** folder into the **Trash**.

Use the "Uninstaller" to remove other software applications. Delete the software first when reinstalling or upgrading.

Downloading the Uninstaller
Download the Uninstaller from the Epson Web site.
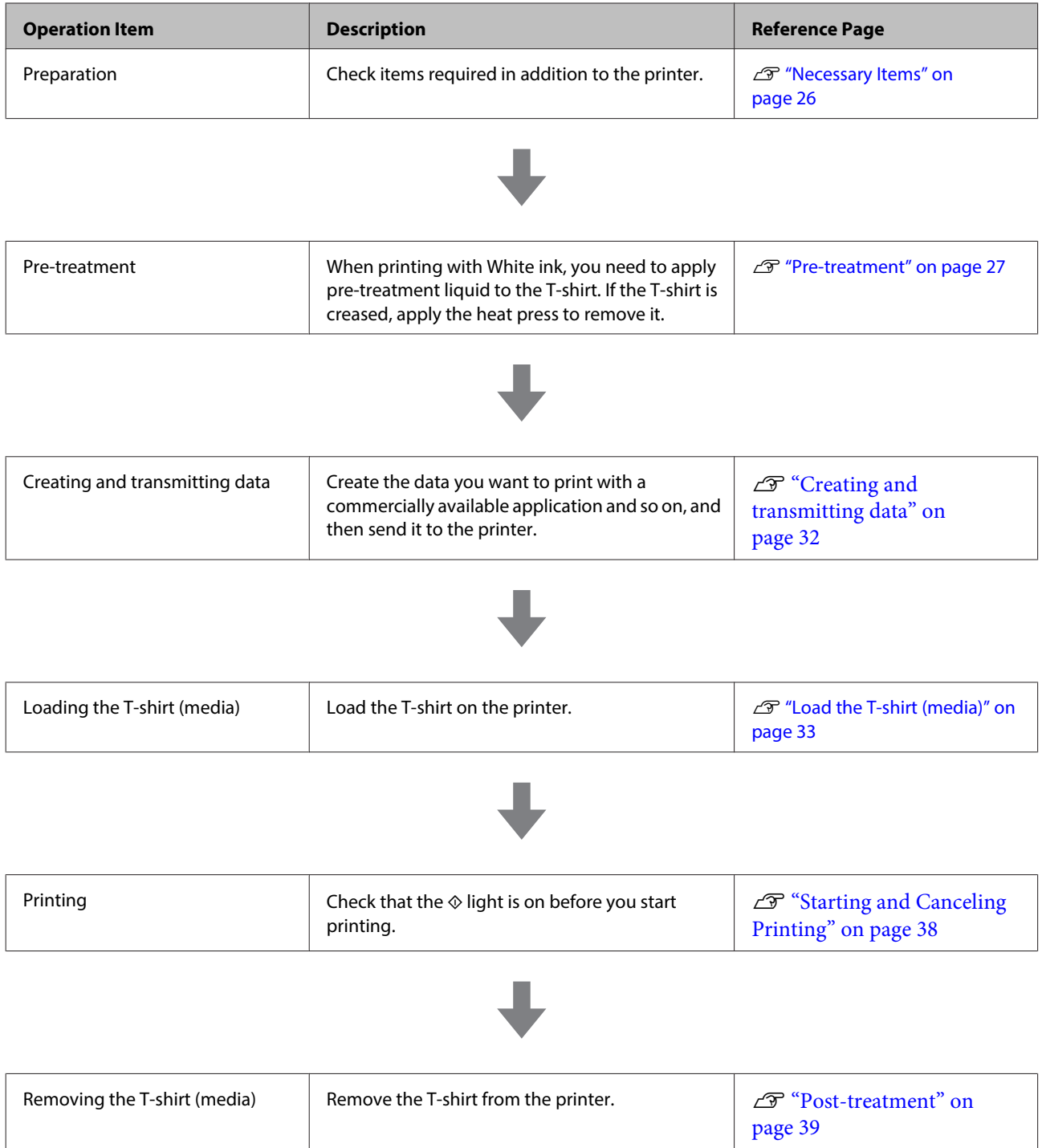
URL: http://www.epson.com

Using the Uninstaller
Follow the instructions on the Epson website.

Basic Printing

Overview

This section explains the basic workflow from preparing a T-shirt before printing to post-treatment after printing.

Operation Item	Description	Reference Page
Preparation	Check items required in addition to the printer.	☞ "Necessary Items" on page 26
Pre-treatment	When printing with White ink, you need to apply pre-treatment liquid to the T-shirt. If the T-shirt is creased, apply the heat press to remove it.	☞ "Pre-treatment" on page 27
Creating and transmitting data	Create the data you want to print with a commercially available application and so on, and then send it to the printer.	☞ "Creating and transmitting data" on page 32
Loading the T-shirt (media)	Load the T-shirt on the printer.	☞ "Load the T-shirt (media)" on page 33
Printing	Check that the ◊ light is on before you start printing.	☞ "Starting and Canceling Printing" on page 38
Removing the T-shirt (media)	Remove the T-shirt from the printer.	☞ "Post-treatment" on page 39

Basic Printing

| Post-treatment | Fixate the ink to the T-shirt. | ☞ "Post-treatment" on page 39 |

Necessary Items

To print on a T-shirt using this printer, you also need the following devices and parts. Prepare the necessary items according to your purpose.

Heat press (commercially available)
This is used to remove creases from T-shirts, and to fixate the pre-treatment liquid and ink. The heat press needs to be larger than your platen and to be able to sustain 170 °C or more for 90 seconds. We recommend a heat press with a foam sheet or mat to allow the steam to escape. If these are not supplied, you need to acquire them beforehand. See the following for the platen sizes.

U "Options and Consumable Products" on page 80

Oven (commercially available)
This is used to fixate the ink after printing. This is not necessary if you have a heat press.

Heat-resistant release sheet (commercially available)
This is placed over the T-shirt to prevent any pre-treatment liquid or ink from sticking to the press side of the heat press.

Use silicon paper, fluoro-resin sheets, and so on.

Silicon sheets tend to produce a matte effect, whereas fluoro-resin sheets tend to produce a glossy effect.

T-shirts (commercially available)
We recommend the following quality.

❏ Cotton blend ratio: 100 to 50%

We recommend 100% cotton, with thick and close-woven material. We also recommend making a test print in advance since the print quality cannot always be guaranteed for some types of fabric.

Pre-treatment liquid (consumable)
This is necessary when printing using White ink. If pre-treatment liquid is not applied, White ink does not develop and its whiteness does not show. Also, colors that are printed on the White ink do not develop.

Use a roller or spray to apply the pre-treatment liquid to the T-shirt.

U "Options and Consumable Products" on page 80

Pure water (commercially available)
Pure water, such as distilled and purified water, is used to dilute the pre-treatment liquid.

Pre-treatment liquid roller (commercially available)
This is used to apply pre-treatment liquid to the T-shirts. Choose a roller with the roller section made of short polyester fiber with excellent liquid absorption such as a paint roller. We recommend that the handle of the roller is made from aluminum to prevent rusting.

A roller can apply the liquid better to uneven areas such as pockets, and wastes less liquid from splashing compared to sprays. Be sure to apply the liquid evenly; otherwise, the whiteness may not be brilliant or colors may appear irregularly.

You also need a tray to allow the pre-treatment liquid to soak into the roller.

Spray bottle (commercially available)
This is used to spray the pre-treatment liquid onto the T-shirts. Prepare a bottle that allows you to spray a fine mist (we recommend an electric spray bottle).

Compared to the roller, using a spray is quick and easy. However, the pre-treatment liquid is often wasted as it sprays beyond the edges of the T-shirt, you also need to secure a space to use the spray.

Sticky tape or a sticky roller (commercially available)
This is used to remove lint from the print surface of the T-shirt.

Hard roller (commercially available)
This is used to press the fibers flat on the print surface of the T-shirt. Prepare a hard roller that is different from the one you use to apply pre-treatment liquid.

Basic Printing

Pre-treatment

If you notice any creases on the T-shirt, use the heat press to iron them out before you start printing. When printing with White ink, apply the pre-treatment liquid. Once this is done, perform the printer preparations.

U "Using Pre-treatment Liquid" on page 27

U "Fixating the Pre-treatment Liquid (Heat Press)" on page 30

U "Preparing the Printer" on page 31

Using Pre-treatment Liquid

Pre-treatment liquid is necessary when printing with White ink; however, if the liquid is used when printing with color ink only, the fabric becomes less resistant to washing and friction.

Prepare a roller or spray bottle to apply the liquid to the T-shirts.

U "Necessary Items" on page 26

Read the safety data sheet before use. You can download the safety data sheet from the Epson Web site.

URL: http://www.epson.com

⚠ *Caution:*
❏ *Always wear protective eyewear and gloves when applying the liquid.*

Should any pre-treatment liquid contact your skin or enter your eyes or mouth, immediately take the following actions:

- If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.

- If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.

- If any enters your mouth, consult a physician immediately.

- If fluid is swallowed, do not force the person to vomit and consult a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.

❏ *Store out of the reach of children.*

❏ *After work, wash your hands and gargle thoroughly.*

🛈 *Important:*
❏ *Liquid may be spattered about when applying the pre-treatment liquid. Always wear protective eyewear and gloves when performing work, and make sure the area is well ventilated.*

❏ *Only prepare as much liquid as necessary for the current job. If you prepare more than required and leave it, it may harden.*

❏ *Do not store in high or freezing temperatures.*

❏ *Avoid direct sunlight. Store at normal room temperature.*

❏ *If pre-treatment liquid gets stuck to the print head, it could cause the printer to malfunction and print quality to decline. Make sure that liquid does not stick to the inside of the printer by accident during maintenance operations and so on.*

Disposal method
Pre-treatment liquid is classified as industrial waste. Dispose of pre-treatment liquid according to your local laws and statutes such as entrusting it to an industrial waste disposal company. When handing over the pre-treatment liquid to the industrial waste disposal company, make sure you include the safety data sheet.
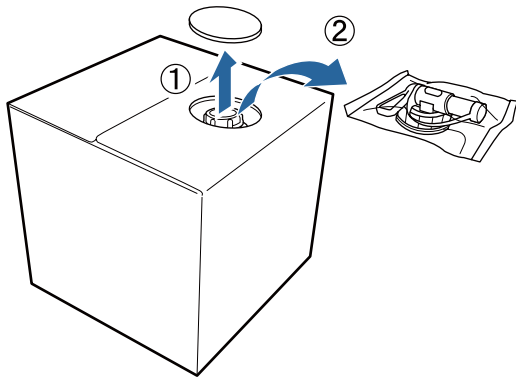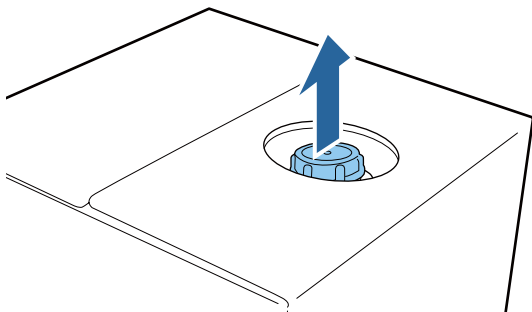
> ❗ *Important:*
> *Do not put waste liquid in the waste ink bottle as it will solidify if mixed with waste ink.*

Attaching the tap

1 Cut the cardboard along the perforations, and then remove the tap from inside.

2 Pull the cap section out of the hole in the cardboard.

> ❗ *Important:*
> *Make sure you pull the cap section out of the hole in the cardboard. If the cap is opened without being pulled out, the pre-treatment liquid may spill out.*

3 Remove the cap.
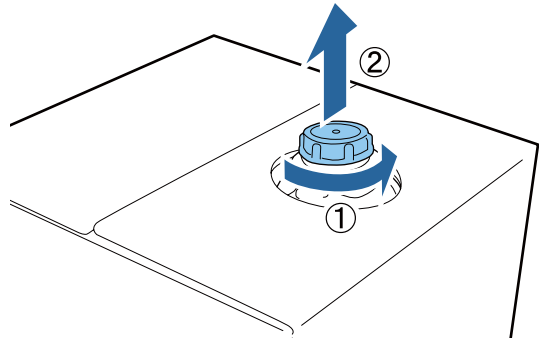
4 Remove the tap from the bag and check that the hole is visible.

If you cannot see the hole, turn the tap's handle section until the hole is visible.
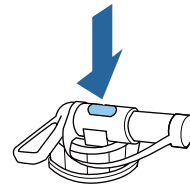
> *Note:*
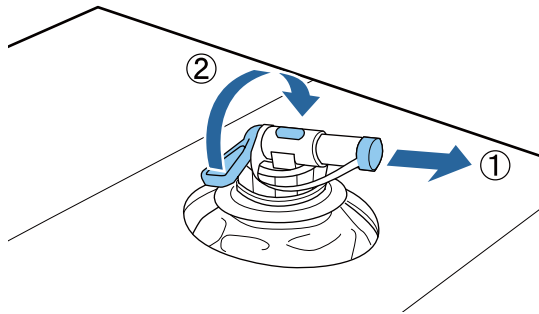> *If you cannot see the hole or if the tap is damaged, contact the store where you purchased the product.*

5 Attach the tap.
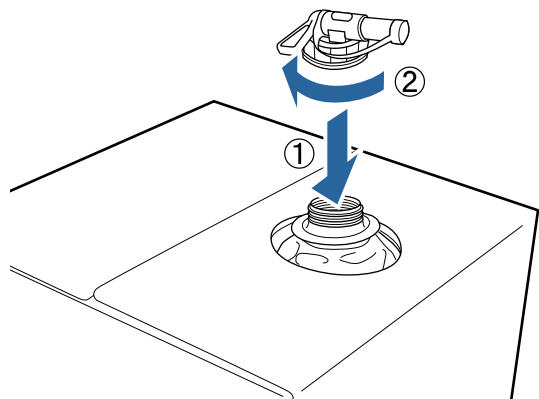
Basic Printing

Pouring

1 Remove the cap from the tap, and then turn the lever until the hole is facing down.

2 Tip the cardboard or the container and pour the pre-treatment liquid into the target container.

3 When you have finished pouring liquid, reverse the steps in step 1 to put the cap back on the tap.

4 Store the cardboard box with the tap side facing up.

Diluting the pre-treatment liquid

Before applying the pre-treatment liquid to T-shirts, make sure you dilute it with pure water such as distilled water or purified water.

When fixating ink with a heat press

Printed Area	Dilution Ratio
A4 and smaller	2 to 3* times (pre-treatment liquid : water = 1 : 1 to 2)
Larger than A4	2 to 4* times (pre-treatment liquid : water = 1 : 1 to 3)

* Use pretreatment liquid that is diluted more than 2 times if unevenness in color occurs after fixating the ink (such as layering color ink over White ink) or when pre-treatment liquid leaves a trace.

When fixating ink with an oven
Use a heat press to fixate the pre-treatment liquid.

Printed Area	Dilution Ratio
-	3 to 4* times (pre-treatment liquid : water = 1 : 2 to 3)

* Use pretreatment liquid that is diluted more than 3 times if unevenness in color or discoloration occurs after fixating the ink.

If you do not dilute the pre-treatment liquid or make it too strong, the liquid leaves noticeable traces or the printed surface cracks after washing (the washing fastness deteriorates). On the other hand, if the pre-treatment liquid is too weak, White ink does not stay on the fabric and the whiteness cannot be achieved while traces from the pre-treatment liquid become less noticeable.

Amount of pre-treatment liquid to apply

Apply the diluted pre-treatment liquid to the T-shirt with a roller or spray bottle. Depending on the dye in the T-shirt, it may be decolorized by the pre-treatment liquid. Try applying to a section that is not clearly visible first.

When fixating ink with a heat press

Printed Area	Amount to apply (pre-treatment liquid after dilution)
A4 and smaller	Apply 15 to 20 g per A4 area
Larger than A4	Apply 15 g per A4 area

When fixating ink with an oven
Use a heat press to fixate the pre-treatment liquid.

| Printed Area	Amount to apply (pre-treatment liquid after dilution)
-	Apply 15 g per A4 area

Applying with a roller

To prevent T-shirt fibers on the roller from sticking to other T-shirts, use a different roller for each color on the T-shirt.

1 Fill the tray with diluted pre-treatment liquid and dip the roller in it.

2 Spread out the T-shirt on a flat surface.

Basic Printing

3 Squeeze the pre-treatment liquid out of the roller by pressing it against the edge of the tray, and apply the liquid evenly.

We recommend applying to an area larger than the target print area.
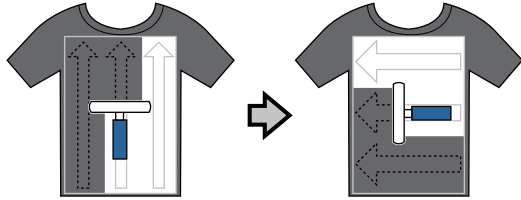
4 Fixate the pre-treatment liquid with the heat press.

U "Fixating the Pre-treatment Liquid (Heat Press)" on page 30

Note:
You need to press the fibers flat to produce even whiteness. Use a heat press to fixate the pre-treatment liquid since the fibers are not pressed flat in the oven.

Applying with a spray bottle

Important:
Applying the pre-treatment liquid with a spray creates a mist. Wear a mask, protective eye-wear, and gloves as required, and make sure the area is well ventilated while working with the pre-treatment liquid.

1 Put the diluted pre-treatment liquid in the spray bottle.

2 Place the T-shirt on a flat surface, and then spray the pre-treatment liquid evenly over the print surface.

We recommend applying to an area larger than the target print area.
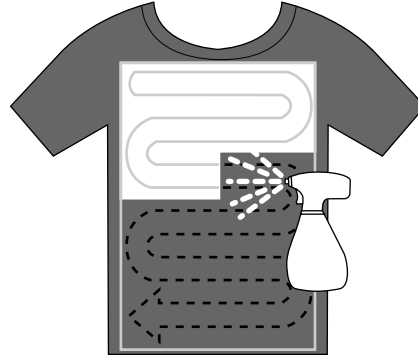
Note:
You can apply the liquid evenly if you run the roller over the area after spraying.

3 Fixate the pre-treatment liquid with the heat press.

U "Fixating the Pre-treatment Liquid (Heat Press)" on page 30

Note:
You need to press the fibers flat to produce even whiteness. Use a heat press to fixate the pre-treatment liquid since the fibers are not pressed flat in the oven.

Fixating the Pre-treatment Liquid (Heat Press)

Use the heat press to remove creases from the T-shirt and to fixate the pre-treatment liquid. Because the oven does not press the fibers down, the printed surface does not become even which causes creases and unevenness in color. You should also place a heat-resistant release sheet such as silicon paper between the T-shirt and the press.

Fixating conditions
As the optimum conditions vary depending on the amount of pre-treatment liquid, the following values are only a guide.

Basic Printing

Pre-treatment Liquid Application Area	Temperature	Time	Pressure[1]
A4 and smaller	170 °C	45 secs.	4.2 N/cm^2
Larger than A4	170 °C	45 to 90[2] secs.	

[1] The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixation result in advance to find the right pressure.

[2] If it is not completely dry after 45 seconds, extend the duration while carefully checking if the pre-treatment liquid is dry.

> **‼️ Important:**
> *Do not wet the T-shirt or leave it in a humid location for a long time after fixating the pre-treatment liquid. White ink may sink in the wet sections and cause unevenness in color.*
> *If the T-shirt is left for an extended period of time in such conditions, press for 5 to 10 seconds to dry it just before printing.*

> **Note:**
> *If traces of the pre-treatment liquid are visible, try washing in water; however, the effects depend on the material of the T-shirt.*

Preparing the Printer

Check the printer's status before transmitting print data. We recommend checking that the print head nozzles are not clogged.

1 Turn the printer on.

2 When White ink is loaded, shake the White ink cartridge.

U "Replacing and Shaking Cartridges" on page 58

3 Check for clogged nozzles.

U "Checking for clogged nozzles" on page 45

Creating and transmitting data

When creating an illustration to be printed, we recommend selecting sRGB colors rather than CMYK. sRGB colors are closer to the actual print results. After creating the data, use the printer's "Garment Creator" software to transmit it to the printer. Garment Creator is not stored on the software disc supplied.

It can be downloaded from the Epson website.

http://www.epson.com

Areas that Cannot be Printed

Although areas that can be printed differ depending on the platen size, areas that cannot be printed are the same. 6 mm from the inside of the platen frame at the top, bottom, left, and right cannot be printed. The gray areas shown in the following image cannot be printed.
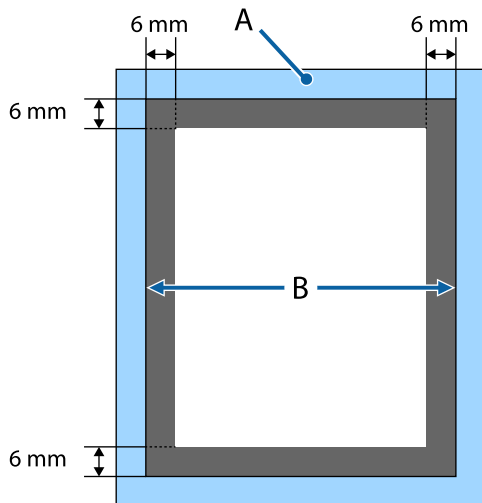
A: Platen frame

B: Top section

See the following for the platen sizes.

U "Options and Consumable Products" on page 80

Notes on Transmitting and Receiving Data

Note the following points when sending or receiving data.

❏ You can only send data when the printer is not operating.

❏ Only the following operations are possible while receiving data.

    ❏ Turning off the power

    ❏ Moving the movable base (platen)

    ❏ Canceling a job

> *Note:*
> ❏ *While a USB memory stick is connected to the printer, printing starts after saving the data to the USB memory stick. This saves you having to send data again when printing the data repeatedly. See the following for more details on supported USB memory and data.*
>
>   U *"USB memory requirements" on page 41*
>
> ❏ *The previous data is overwritten if you continue to send data while a USB memory stick is connected to the printer.*

From Photoshop/Illustrator

To print data created in Adobe Photoshop or Adobe Illustrator, open the data you want to print in the respective software and call Garment Creator to print. See the Garment Creator online help for more details.

Application versions supported by Garment Creator
❏ Adobe Photoshop CS3 or later

❏ Adobe Illustrator CS3 or later

From other software applications

Apart from Adobe Photoshop and Adobe Illustrator, you cannot print directly from other software applications such as CorelDRAW. Save the data you want to print in the software, open Garment Creator separately, and then print from there. See the Garment Creator online help for more details.

File formats that can be printed from Garment Creator

The following file formats can be printed from Garment Creator.

❏ TIFF

❏ JPEG

❏ PNG

❏ BMP

Load the T-shirt (media)

This section explains how to load a T-shirt (media) into the printer.

Replacing the Platen

There are three types of platen sizes. The M size platen (standard) is supplied with the printer. Use other sizes according to the size of the T-shirts.

U "Options and Consumable Products" on page 80

A Check that the platen is ejected forward.

If it is not ejected, press the ⥮ button to move the platen forward.

B Lift the platen by holding the left and right sides.

C Make sure the axes of the replacement platen fit into the holes.

After replacing the platen with a different size, we recommend you correct print misalignment (head alignment).

U "Head Alignment" on page 48

Loading on the Platen

A Check that the platen is ejected forward.

If it is not ejected, press the ↹ button to move the platen forward.

B Remove the platen's frame.
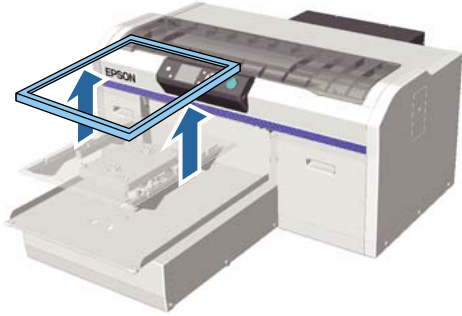
C Load the T-shirt so that the shoulders are at the front.

D Smooth out the print surface so that it is flat.

E Attach the platen frame again.
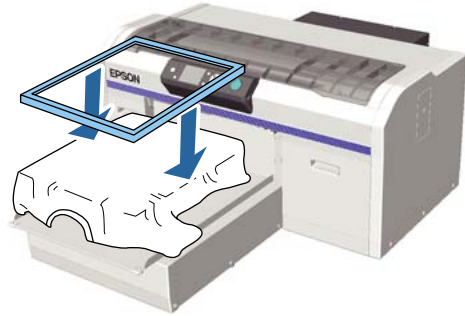
> ⚠ *Important:*
> *There may be lint on the T-shirt if you have not applied pre-treatment liquid. Remove the lint using the sticky tape or roller and press the fibers flat using the hard roller. Lint and fibers may stick to the print head and stain other areas.*
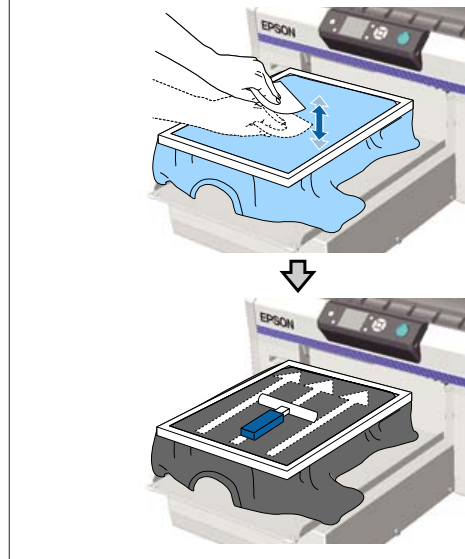
F Smooth out any creases and slack to make the printing surface flat.

7 Pull the T-shirt outside of the frame to remove any creases and slack.
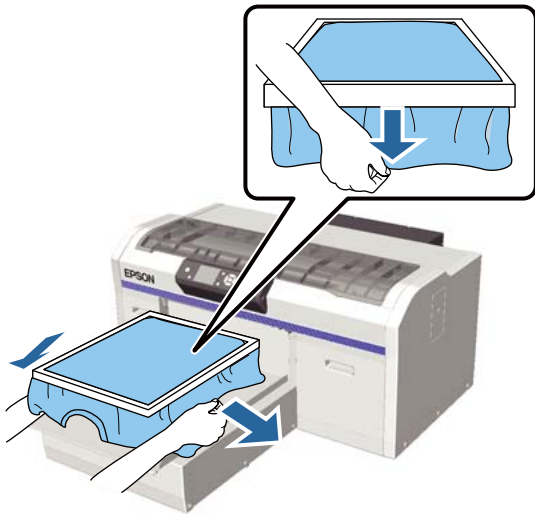
> **! Important:**
> *The printer detects the highest part of the print surface and adjusts the height. If there are any creases or slack near the inside edge of the frame as shown in the diagram below, the distance between the print head and the print surface may increase and print quality may decline. Stretch the T-shirt so that there are no creases or slack. However, if the T-shirt is stretched too much it will reduce the print quality by deforming the image.*
>
>

> **Note:**
> *Using the platen frame to place the print surface under a suitable amount of tension can reduce swelling of the print surface while printing.*
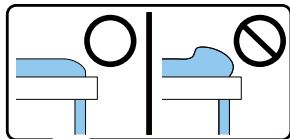
8 Press down the frame of the platen so that it does not become loose.

9 Tuck in the T-shirt around the frame so that it does not drape over the movable base.

If the height sensor reacts while printing

If pre-treatment liquid is not completely dry, under certain printing conditions or with some T-shirt materials, the print surface may swell due to the absorbed ink and the height sensor may react in the middle of printing. If this happens, try placing the T-shirt over the platen as shown in the following illustration.
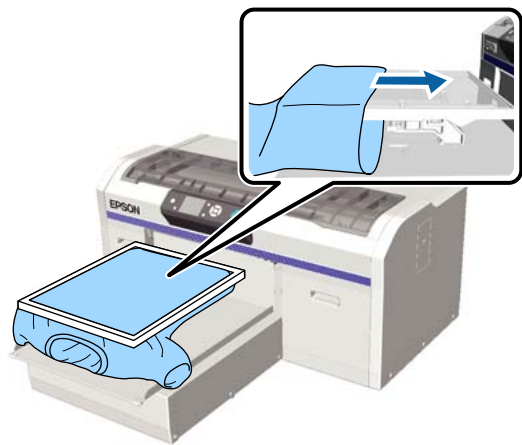
If the sensor is triggered even if the T-shirt is loaded as shown in the illustration above, removing the frame and smoothing out the creases and slack may improve the problem.

Note that the following steps are necessary if you remove the frame.

❏ Make adjustments so that the white under-base print does not extend outside the image by reducing the width of the White ink in the printer's Garment Creator software or the RIP software.

❏ Be careful not to touch the T-shirt while printing as it can easily move out of position.

Basic Printing

Adjusting the Height

The optimum height of the platen is one step lower than the position where **Platen Height Error** is displayed on the control panel.

<kbd>1</kbd> Check that the platen is ejected forward.

If it is not ejected, press the ⬇ button to move the platen forward.

<kbd>2</kbd> Loosen the fixing lever under the platen.
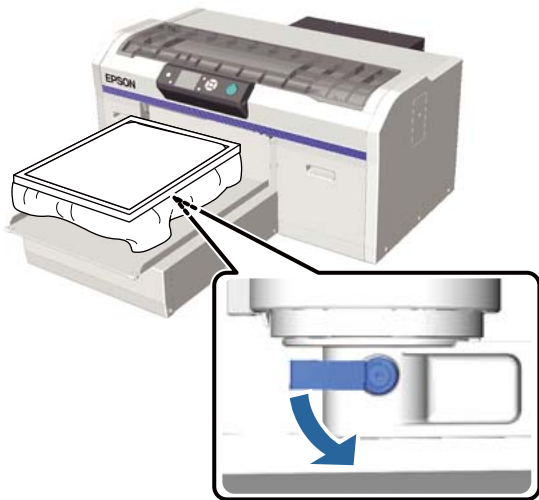
<kbd>3</kbd> Move the height adjustment lever to adjust the height of the platen.

	Recommended Positions to Start Height Adjustment
T-shirts	From label "3"
Thick material	From label "8"

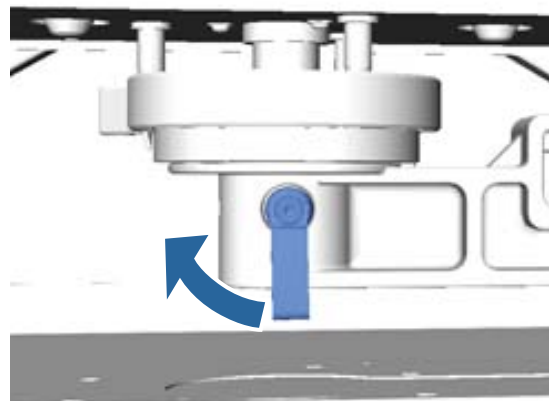To adjust the height again, move the height adjustment lever to change the recommended position.
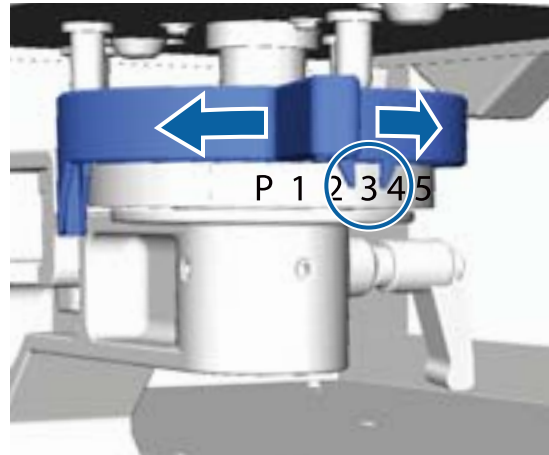
Note:
Labels are no longer displayed if you remove the labeled round part to print on thick fabrics.

<kbd>4</kbd> Tighten the fixing lever, and then secure the height adjustment lever.

You can adjust the angle of the fixing lever.

Note:
Print quality may decline if you do not tighten the fixing lever.

Basic Printing

5 Press the ⛶ button to move the platen into the printer.

6 Check that **Platen Height Error** is displayed on the control panel. If it is not displayed, repeat steps 1 to 5 by moving the height adjustment lever one step to the left to raise the platen. Continue to raise the platen until the error is displayed.

7 If **Platen Height Error** is displayed, repeat step 1 to 5 once more by moving the height adjustment lever one step to the right to lower the platen.

Example of optimum height
When **Platen Height Error** is displayed under the following conditions, label "2" is the appropriate height.

| Label Position	Platen Height Error Display
P	Error displayed
1	Error displayed
2	Error not displayed (optimum height)
3	Error not displayed

> ⓘ *Important:*
> *If the print surface is too far from the print head, the print quality declines and ink may smear on the inside of the printer. Adjust the platen to its optimum height.*

Adjusting the angle of the fixing lever

You can adjust the fixing lever to any angle. Adjust it to an angle that is easy to use.

1 Pull the fixing lever to the right, and then adjust it to an easy to use position.
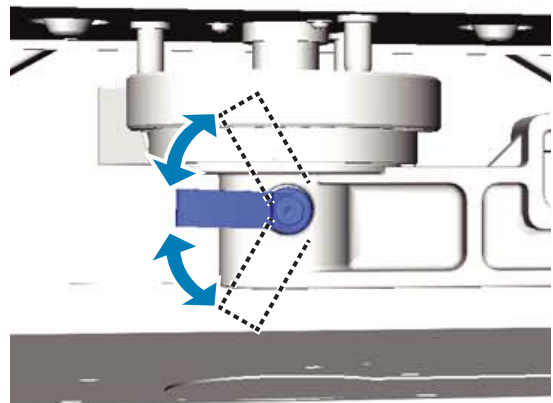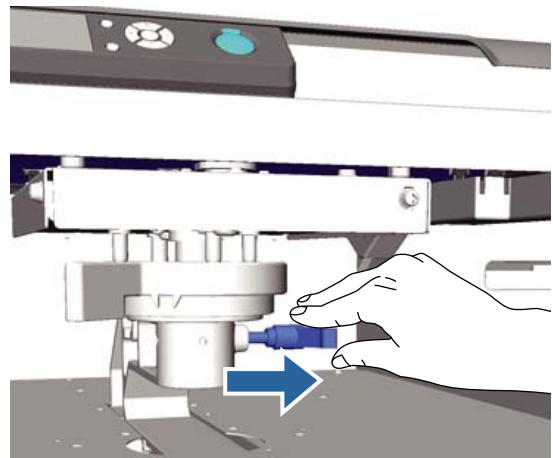
2 Once you have decided on a position, release the lever.

Basic Printing

Starting and Canceling Printing

Starting

When the printer has finished receiving data, the ◇ light turns on. Check that the T-shirt is loaded, and then press the ◇ button. If the ◇ light is off, the printer does not operate even if you press the ◇ button.

Note:
If you press the ⬇ button while the ◇ light is on, you can select **Nozzle Check** *or* **Cleaning** *without canceling the print job.*

If you select **Nozzle Check** *from the menu, the check pattern is printed at the platen size displayed on the control panel screen.*

Canceling

Use this when you want to cancel printing, or to cancel data that is being received by the printer.

1 Press the 🗑 button.
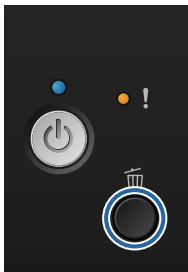
2 Press the ▲/▼ buttons to highlight **Yes**, and then press the OK button.

Printing stops immediately when the button is pressed, and data is deleted.
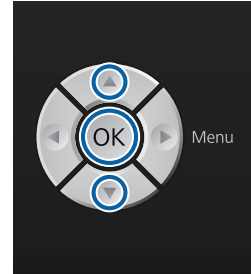
Canceling from a computer
You can cancel from the printer's Garment Creator software. However, you cannot cancel once the computer has finished sending data to the printer. Cancel from the printer.

See the Garment Creator online help for more details.

Canceling repeat printing
When you transmit and print out data from the printer to which a USB memory stick is connected or print from the **USB File List** menu on the control panel, you can print the same data continuously after the specified number of copies have been printed. To print different data, press the 🗑 button to cancel the data received by the printer.

Post-treatment

Because the ink has not been fixated after printing, you need a heat press or an oven to fixate the ink.

Removing the T-shirt

Because the ink has not been fixated, make sure the printed surface is not touched when you handle the T-shirt.

1 Remove the platen's frame.

2 Hold the T-shirt by the shoulders and remove it from the platen.

Use a heat press or an oven to fixate the ink on the T-shirt.

Fixating the Ink

Fixate the ink with a heat press or an oven.

Wash the T-shirt in water before wearing it if you have applied pre-treatment liquid and fixated the ink.

Fixation conditions differ between the heat press and the oven. As the optimum conditions vary depending on the type of heat press or oven being used and the amount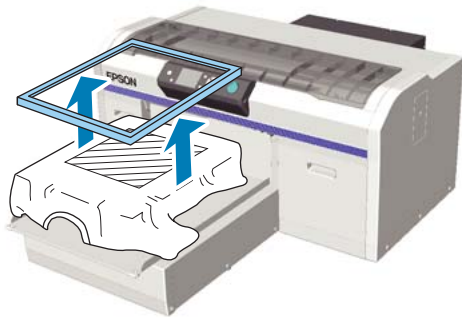 of ink, the following values are only a guide. If the ink is not fixated sufficiently, colors may come out in the wash or when rubbing against something.

Fixating conditions (heat press)

The conditions differ between White ink and color ink.

Fixating color ink only
If you are printing with only color ink, the size of the printed area does not matter. When using White ink to print an under-base, make sure the conditions for fixating White ink are met.

Temperature	Time	Pressure[1]
170 ℃	45 secs.	4.2 N/cm^2

[1] The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixation result in advance to find the right pressure.

Fixating White ink

Printed Area	Temperature	Time	Pressure[1]
A4 and smaller	170 ℃	45 secs.	4.2 N/cm^2
Larger than A4	170 ℃	45 to 90[2] secs.	

[1] The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixation result in advance to find the right pressure.

[2] If it is not completely dry after 45 seconds, extend the duration while carefully checking if the pre-treatment liquid is dry.

Fixating conditions (oven)

Because the optimum conditions vary depending on the oven, test and check the ink fixation result in advance to determine the temperature and duration.

Fixating color ink only

Type of Oven	Temperature	Time
Batch type	160 ℃	3.5 to 5 minutes

Type of Oven	Temperature	Time
Conveyor type	160 °C*	3.5 to 4.5 minutes

* Temperature of the fixating surface of the T-shirt. Not the internal temperature. If the surface of the T-shirt exceeds 180 °C, the T-shirt and the print surface may change color.

Fixating White ink

Type of Oven	Temperature	Time
Batch type	160 °C	5 minutes
Conveyor type	160 °C*	4.5 minutes

* Temperature of the fixating surface of the T-shirt. Not the internal temperature. If the surface of the T-shirt exceeds 180 °C, the T-shirt and the print surface may change color.

Other Printing Methods

Printing from a USB Memory Stick

By connecting a USB memory stick to the printer, you can print data that you saved to the USB memory from Garment Creator in advance.

> *Note:*
> ❏ *If data is transmitted to the printer that is connected with the USB memory stick, the data is saved as "Epson_repeat_print.prn" on the USB memory stick.*
>
> ❏ *You can save print jobs wherever you like on the computer (or the USB memory stick) from the printer's Garment Creator software.*
>
> ❏ *See the Garment Creator online help for more details on saving data.*

USB memory requirements

The following requirements need to be met to use a USB memory. Connections that use an extension cable, a USB hub, or a card reader cannot be guaranteed.

❏ FAT device compatible with Windows

❏ Format type: FAT 32

❏ No security functions such as encryption or passwords

❏ Memory capacity: Up to 128 GB

❏ Partitions: 1

Requirements for supported data
❏ Data name: Up to 255 single-byte characters

❏ Data size: Up to 4 GB

❏ Number of data items: Up to 256 (prn files only)

Save the data in the root folder on the USB memory. If the data is saved in a sub-folder, it is not displayed even if the USB memory stick is connected to the printer.

Data in the following condition is not displayed even when the USB memory stick is connected to the printer.

❏ Files saved in sub-folders and not in the root folder of the USB memory folder

❏ Files that do not have the extension "prn"

Print

Buttons used for the following printing operations
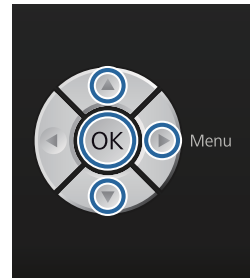
A Connect the USB memory containing the saved data to the USB memory port on the control panel.
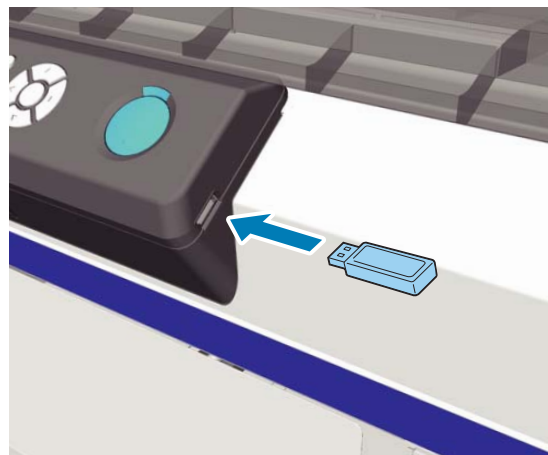
> ⚠ *Important:*
> *Do not connect or disconnect the USB memory when the ⏻ light is flashing.*

B Press the ▶ button to display the menu screen.

3 Confirm that **USB File List** is highlighted, and then press the ▶ button.

4 Confirm that **Select Print File** is highlighted, and then press the ▶ button.

5 Press the ▲/▼ buttons to highlight the data you want to print, and then press the **OK** button.

6 Press the ▲/▼ buttons to set the number of copies, and then press the **OK** button.

7 Load the T-shirt on the platen, and then press the ◊ button.

U "Loading on the Platen" on page 34

> *Note:*
> *If you press the ⇄ button while the ◊ light is on, you can select* ***Nozzle Check*** *or* ***Cleaning*** *without canceling the print job. If you select* ***Nozzle Check*** *from the menu, the check pattern is printed at the platen size displayed on the control panel screen.*
>
> ***Reset Print Count*** *is also displayed, and if you highlight this you can clear the counter for the number of copies displayed on the control panel.*

To print different data, click 🗑 to cancel printing the current data.

Printing on Thick Material (Media)

You can lower the height of the printing surface by 10 mm by removing the labeled round part attached under the height adjustment lever.

U "Adjusting the Height" on page 36

Removing the Labeled Round Part

You need a cross-head screwdriver to remove the round part.

1 Check that the platen is ejected forward.

If it is not ejected, press the ⥮ button to move the platen forward.

2 Turn off the printer.

3 Lift the platen by holding the left and right sides.

Other Printing Methods

4   Loosen the fixing lever.
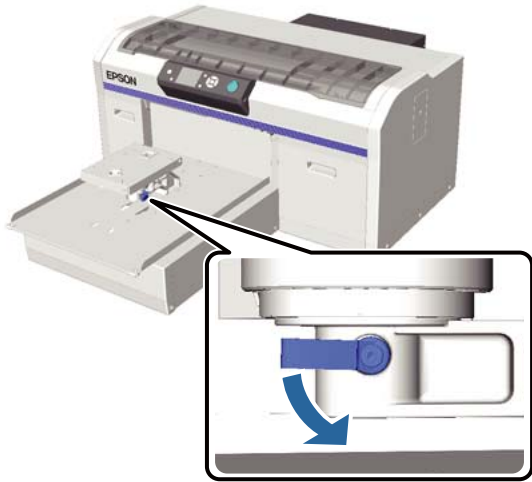
5   Remove the screw that secures the parallel
adjustment plate.

Keep the removed screws in a safe place.
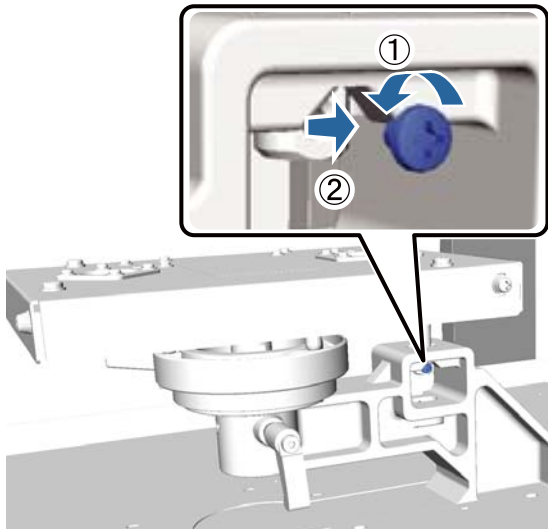
6   Remove the parallel adjustment plate.

> **Important:**
> *Be very careful when handling the parallel
> adjustment plate as this is a precision
> component and must not be dropped.*
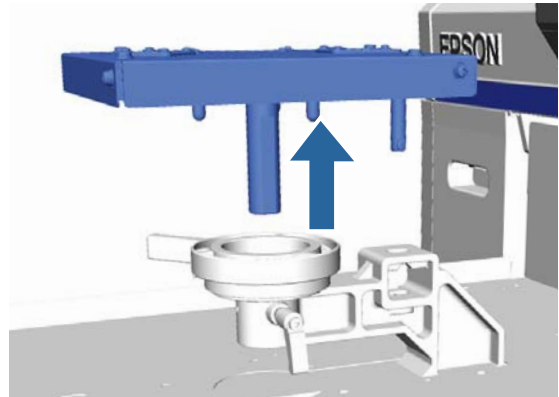
7   Remove the three screws inside the height
adjustment lever.

Keep the removed screws in a safe place.
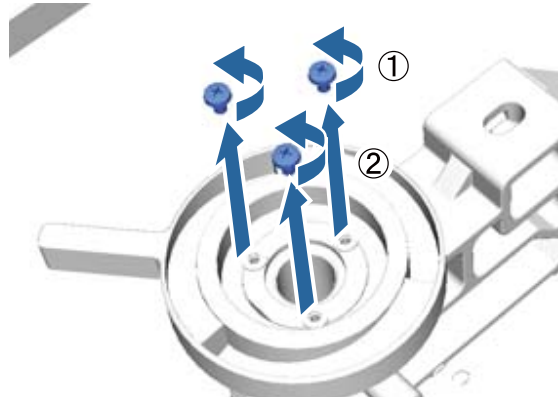
8   Remove the height adjustment lever.
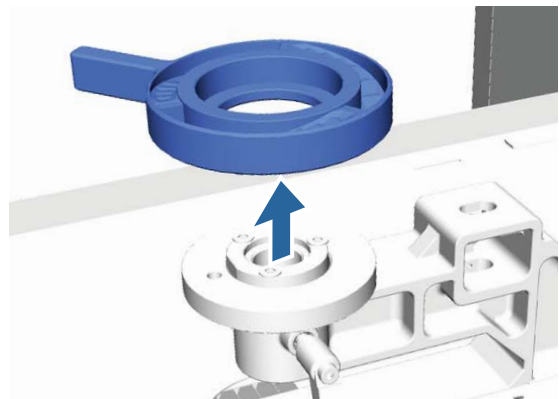
9   Remove the labeled round part attached
underneath the height adjustment lever.

> **Important:**
> *After removing the labeled round part, the
> current height position is not displayed.
> When loading media, follow the height
> adjustment procedure to adjust the height.*
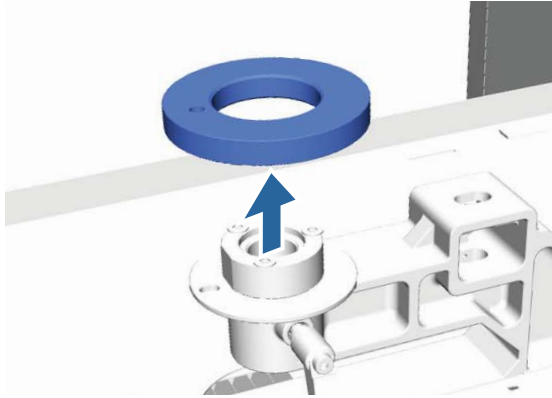
10 Attach the height adjustment lever.

Do not attach the screw removed in step 7.
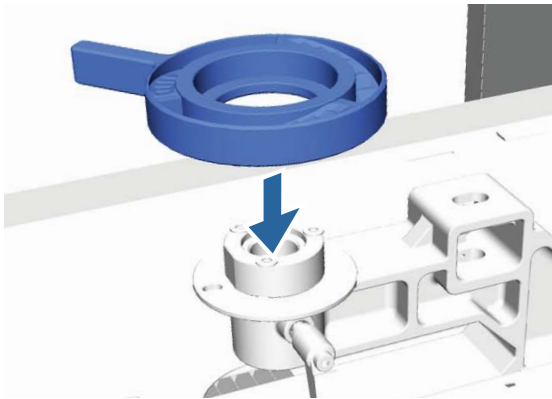
11 Attach the parallel adjustment plate.

Do not attach the screw removed in step 5.
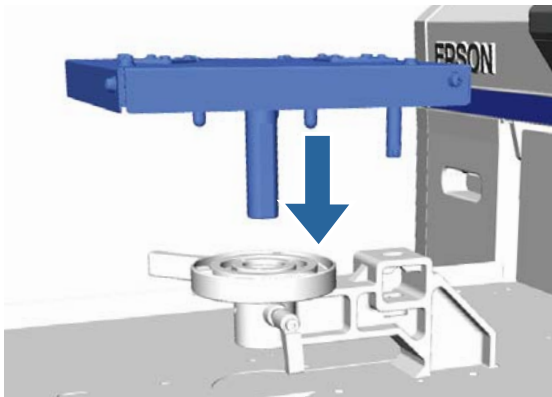
12 Tighten the fixing lever, and then secure the height adjustment lever.
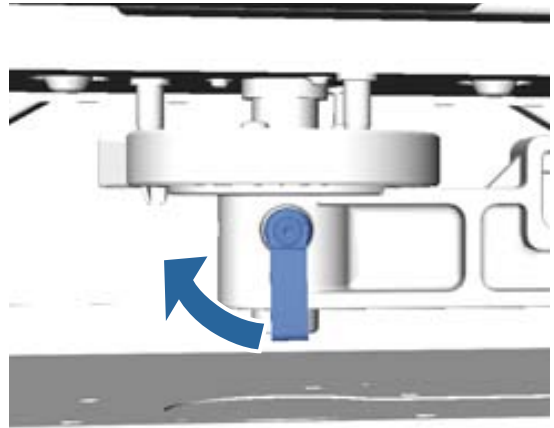
13 Attach the platen.

Installing the Labeled Round Part

Follow the steps for removing the labeled round part in reverse order, and this time attach the round part and secure it with the screw. When attaching the labeled round part, align the protruding section on the round section with the hole as shown in the following illustration. If this is not installed in the correct direction, the height adjustment lever does not move.
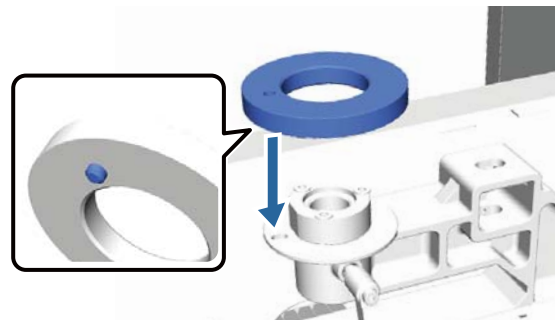
Maintenance

Adjusting the Print Head and so on

You need to adjust the print head if white lines and so on appear in the printed image or if you notice the print quality has declined. The printer is equipped with the following functions to maintain the print head in optimum condition to ensure the best print quality.

Carry out the appropriate maintenance task depending on the print results and situation.

Checking for clogged nozzles

Check for clogged nozzles if you have not used the printer for an extended period or before important print jobs. Visually inspect the printed check pattern and clean the print head if you notice faint or missing areas.

Cleaning the print head

Clean the print head if you notice faint or missing areas in the printed result. This function cleans the surface of the print head to improve the print quality. There are three levels of cleaning available; light, medium, and heavy.

U "Cleaning the print head" on page 46

Use light or medium for normal cleaning. Use heavy cleaning if you could not clear the clogged nozzle after cleaning with light or medium several times.

Correcting the print misalignment

Align the print head or adjust the platen feed if the printed results are misaligned or grainy.

U "Correcting the print misalignment" on page 47

Checking for clogged nozzles

To maintain optimum print quality, we recommend checking for clogged nozzles before printing.

Loading paper

This section explains how to load paper to print a nozzle check pattern. Prepare the following A4 or letter size media depending on the mode being used.

White ink mode: Transparent media such as an OHP sheet, or colored paper

Color ink mode or high-speed color mode: Plain paper

1   Check that the platen is ejected forward.

     If it is not ejected, press the 🕇 button to move the platen forward.

2   Check that the M size (standard) platen is installed.

     The check pattern may not be printed correctly with the optional platens.

     U "Replacing the Platen" on page 33

3   Remove the platen's frame.
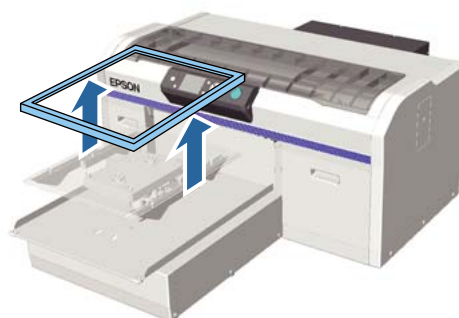
4   Load the paper on the platen.
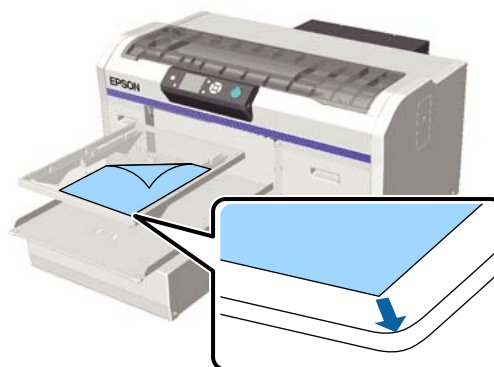
5 Secure the paper with cellophane tape and so on to keep it in place.

6 Check that the height adjustment lever is at the "P" position on the label.

If it is not at the "P" position, move the height adjustment lever.

U "Adjusting the Height" on page 36
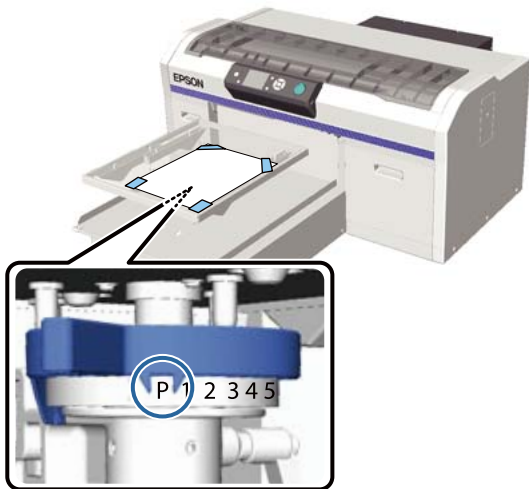
7 Press the ⇅ button.

Control Panel Operations

Buttons that are used in the following operations

1 Check that paper is loaded on the platen.

U "Loading paper" on page 45

2 Press the ➡ button.

The Maintenance menu is displayed.

3 Press the ▲/▼ buttons to highlight **Nozzle Check**, and then press the ▶ button.

4 Press the **OK** button.

5 Check that paper is loaded, and then press the **OK** button again.

The check pattern is printed.

6 Check the check pattern.

Because the cleaning liquid rows are difficult to see in color ink mode, it does not need to be checked.

Example of clean nozzles
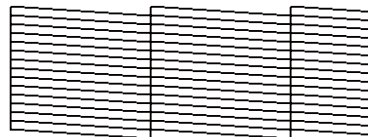
There are no gaps in the check pattern.

Example of clogged nozzles

Perform head cleaning when there are gaps in the check pattern.

U "Cleaning the print head" on page 46

Cleaning the print head

If the printed result is faint or has gaps, cleaning the print head may clear the clogged nozzles.

Head cleaning levels

You can select from three levels of head cleaning. Use light or medium for normal cleaning. Use heavy cleaning if you could not clear the clogged nozzle after cleaning with light or medium several times.

Auto maintenance function

This printer has a convenient built-in auto maintenance function (Power On Cleaning) that performs head cleaning after turning on the printer.

U "Printer Setup" on page 68

Notes on head cleaning

Note the following points when performing head cleaning.

❏ Clean the print head only if print quality declines; for example, if text is faint, or images are in the incorrect colors. Ink is consumed when head cleaning is performed.

❏ Head cleaning all nozzles consumes ink for all colors.

Cleaning the print head

This section explains how to clean the print head after you have confirmed clogged nozzles from the check pattern.

Buttons that are used in the following operations

A Press the ☝ button.

The Maintenance menu is displayed.

B Press the ▲/▼ buttons to highlight **Cleaning**, and then press the ▶ button.

C Press the ▲/▼ buttons to highlight the method for cleaning the nozzle row, and then press the ▶ button.

Selected Nozzles

Select this option when you have observed faint or missing parts in a specific pattern (nozzle row) in the check pattern. You can select multiple nozzle rows.

All Nozzles

Select this option when you have observed faint or missing parts in all patterns. Go to step 5 after selecting **All Nozzles**.

D Select nozzle rows for cleaning.

❏ Press the ▲/▼ buttons to highlight the number corresponding to the check pattern that contains faint or missing parts, and then press the OK button.

❏ When you have selected all of the nozzle rows you want to clean, press the ▶ button.

E Press the ▲/▼ buttons to highlight the cleaning level, and then press the OK button.

Head cleaning is executed.
When head cleaning is complete, the Settings menu closes.

Print a check pattern and confirm that the nozzles have been cleared.

U "Checking for clogged nozzles" on page 45

Correcting the print misalignment

A small distance between the print head and the T-shirt may cause ink misalignment due to the temperature, humidity, inertial force of the print head's movements, direction of the print head's movement (right to left and left to right), and thickness and texture of the media. Ink misalignment can also occur if the platen feed varies for some reason. This may produce grainy or blurry results. Adjust the printer to correct the misalignment.

The following three options are available for correcting print misalignments.

❏ Head Alignment (when there are vertical lines or faint text)

❏ Offset Head Alignment (when you want to fine tune after performing Head Alignment)

❏ Feed Adjustment (when there are horizontal lines)

This section explains how to visually check the check pattern and use **Head Alignment** to perform corrections. See the following for more details on **Offset Head Alignment** and **Feed Adjustment**.

Head Alignment

Buttons that are used in the following operations
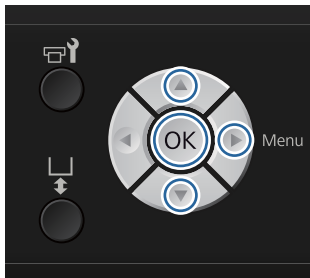
1 Load the T-shirt for which you want to perform adjustments on the platen, and then adjust the height by moving the height adjustment lever.

> *Note:*
> *The check pattern is printed at the same size as the top surface of the parallel adjustment plate.*

2 Press the ▶ button to display the Settings menu.

3 Press the ▲/▼ buttons to highlight **Printer Setup**, and then press the ▶ button.

4 Press the ▲/▼ buttons to select **Head Alignment**, and then press the ▶ button.

5 Press the ▲/▼ buttons to highlight the size of the installed platen, and then press the ▶ button.

6 Press the OK button.

7 Check that T-shirt is loaded, and then press the OK button again.

The check pattern is printed.

8 Look at the printed check pattern, and check the pattern number with the least lines.

For example, in the following illustration "5" is the best pattern.
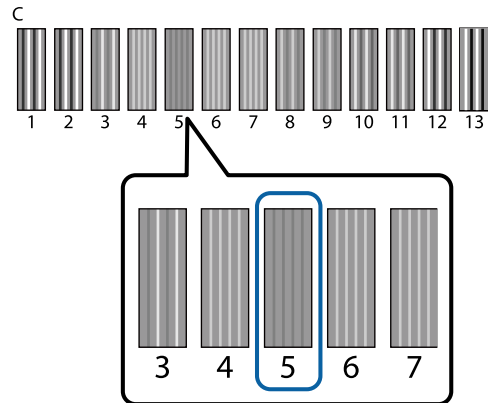
9 When **C** is displayed on the control panel, press the ▲/▼ buttons to select the number noted in step 8, and then press the OK button.

If there is no optimum number in the check pattern, enter "1" or "13" whichever is better, and perform Head Alignment again.

10 Select a number for all colors, and then press OK.

When you have finished setting the last color, you are returned to the **Standby** screen and so on.

Periodic Maintenance

To maintain optimum print quality, as well as adjusting the print head and so on, you also need to clean and replace parts periodically.

If maintenance is not performed, the printer's service life may be reduced, or you may be liable for the cost of any repairs.

Frequency

Shaking ink cartridges
One of the characteristics of the ink (especially White ink) used by the printer is that sedimentation occurs easily. If you use ink with a sediment, the print quality may decline and a printer malfunction may occur. To maintain quality, the ink cartridges need to be shaken periodically.

White	At the start of every working day or every 20 hours (when a message is displayed)
Color	Once a month

*   A message reminding you to shake the ink cartridge is displayed at the following times.
    - When the printer is turned on after it has been off for 20 hours or more.
    - When the ◇ button is pressed after the printer has been on for 20 hours.

Shaking Cartridges U "Procedure" on page 58

Tube Washing
Because sedimentation occurs easily in White ink, the whiteness may decline or become uneven if you continue printing in white. For the best results, wash the tube periodically. A message is displayed on the control panel when the White ink tube needs washing.

White	When a message is displayed
Color	Periodic washing is not necessary. Only when the print result is not improved after repeating head cleaning several times.

U "Tube Washing" on page 56

Caps Cleaning
When it is time to clean the suction cap, a message is displayed on the control panel.

Suction cap	When a message is displayed

U "Cleaning Caps" on page 51

Replacing
When it is time to replace the following consumables, a message is displayed on the control panel. To check the levels for consumable products, select **Level** from the **Printer Status** menu on the control panel. Select the consumable product you want to check to view the level.

U "Menu Operations" on page 64

You can check the amount of free space in the waste ink bottle from the control panel's top screen.

U "Screen View" on page 15

Head Cleaning Set	U "Replacing the Head Cleaning Set" on page 53
Ink cartridges	U "Replacing and Shaking Cartridges" on page 58
Waste ink bottle	U "Disposing of Waste Ink" on page 60

Preparations and Notes for Periodic Cleaning

Preparation

Prepare the following before cleaning caps, replacing the head cleaning set, and disposing waste ink.

❏   Protective eye-wear (commercially available)

    Protects your eyes against ink and ink cleaner.

❏   Maintenance kit (supplied with the printer)

    Necessary for cleaning the caps.

    The set contains gloves, cleaning sticks, ink cleaner, and a cup. When the maintenance kit runs out, purchase a new kit.

U "Options and Consumable Products" on page 80

Maintenance

❏ Metal or plastic tray (PP or PE) (commercially available)

Place used cleaning sticks, removed wiper unit or flushing pads and so on in here. This is unnecessary for waste ink disposal.

Notes on operations

❏ Remove the T-shirt from the printer before starting operations.

❏ Do not touch the carriage scale or the carriage shaft inside the printer. It may cause an operational error or a malfunction.
U "Interior" on page 9

❏ To prevent the print head from drying, finish cleaning caps and replacing the head cleaning set within 10 minutes. A message is displayed after 10 minutes have passed.

❏ Do not touch any parts or circuit boards other than the parts that need to be cleaned. It may cause a malfunction or decline of the print quality.

❏ Always use new cleaning sticks. Reusing sticks may soil the parts you are trying to clean.

❏ Do not touch the tip of the cleaning stick with your hand. Oils on your hand may compromise the cleaning ability.

❏ Do not use water or organic solvents such as alcohol on the caps or the wiper units and so on. If ink is mixed with water or alcohol, it may solidify.

❏ Touch a metal object before starting operations to disperse any static electricity.

❏ Do not wipe the suction caps or the anti-drying caps with organic solvents such as alcohol. Otherwise a print head malfunction may occur.

Using ink cleaner

Dip the cleaning stick in the ink cleaner as follows to clean ink stains around the suction cup that you could not wipe off with a dry cleaning stick.

Read the safety data sheet before use. You can download the safety data sheet from the Epson Web site.

URL: http://www.epson.com

> ⚠ *Caution:*
> ❏ *Always wear protective eyewear and gloves when applying the liquid.*
>
> *Should any ink cleaner contact your skin or enter your eyes or mouth, immediately take the following actions:*
>
> *- If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.*
>
> *- If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.*
>
> *- If any enters your mouth, consult a physician immediately.*
>
> *- If fluid is swallowed, do not force the person to vomit and consult a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.*
>
> ❏ *Store out of the reach of children.*
>
> ❏ *After work, wash your hands and gargle thoroughly.*

> ❗ *Important:*
> ❏ *This should only be used to clean the suction cap.*
>
> ❏ *Depending on the usage and storage environment, the ink cleaner may change color after opening.*
>
> ❏ *If you notice that the ink cleaner has changed color or emits a bad odor, stop using the cleaner and open a new maintenance kit.*
>
> ❏ *Make sure you close the lid securely after use, and avoid storing in locations subject to high temperatures, high humidity, and direct sunlight.*

1   Remove the lid and the airtight seal from the ink cleaner.

2 Pour an appropriate amount of ink cleaner into the cup supplied with the maintenance kit.
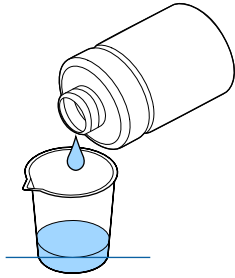
3 Let the ink cleaner soak into the cleaning stick.

Make sure that ink cleaner does not drip from the cleaning stick.
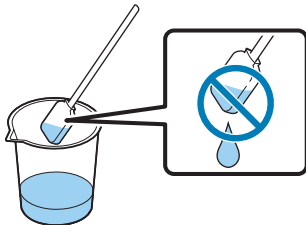
4 Wipe the parts that need to be cleaned.

Disposal method
Ink cleaner is classified as industrial waste. Dispose of the ink cleaner according to your local laws and statutes such as entrusting it to an industrial waste disposal company. When handing over the pre-treatment liquid to the industrial waste disposal company, make sure you include the safety data sheet.

Disposing of Used Consumables and Optional Parts

Follow the steps below when disposing of parts.

Disposal
Dispose of consumables and optional parts according to your local laws and statutes such as entrusting it to an industrial waste disposal company.

See the following when disposing of surplus pre-treatment liquid and ink cleaner.

U

U

See the following when disposing of waste ink.

U

Cleaning Caps

When it is time to clean the suction cap, a message is displayed on the control panel. If you continue to use the printer without cleaning, the nozzles may clog and print quality may decline. Even if the message is not displayed, clean the caps if you notice they are soiled.

> **Important:**
> Do not move the print head or the platen manually. A malfunction may occur.

Buttons that are used in the following operations
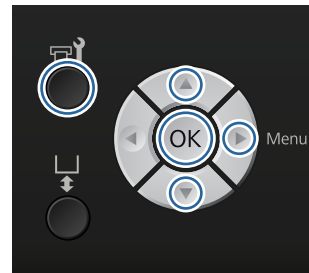
1 Confirm that the printer is on, and then press the ⌁ button.

The Maintenance menu is displayed.

2 Press the ▼/▲ buttons to select **Caps Cleaning**, and then press the ▶ button.

3 Press the ▼/▲ buttons to highlight **Yes**, and then press the **OK** button.

When you press the **OK** button, the platen and the print head move to the maintenance position.

Maintenance

4 Open the printer cover.

5 If there is a lump or film of waste liquid stuck to the suction cap, remove it with the supplied pair of tweezers.

> **Important:**
> ❏ *Do not rub the cap section hard. If the cap is damaged, air may leak and the print head may dry or become difficult to clean.*
>
> ❏ *Do not use any tweezers such as metal tweezers other than the supplied pair.*
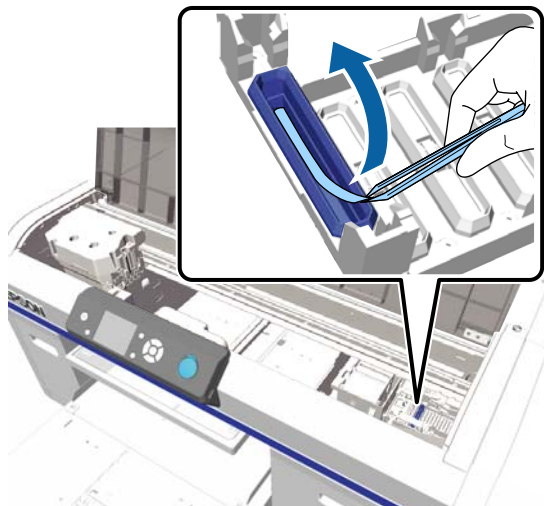
6 Wipe the inside of the suction cap while rotating the thin cleaning stick.
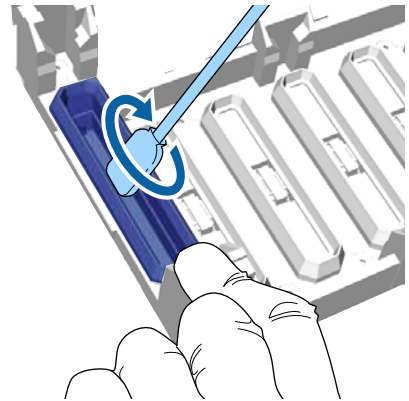
> **Important:**
> *Make sure ink cleaner does not drip onto the anti-drying caps. If any cleaner does drip, wipe it with a dry cleaning stick. If cleaner is left on the anti-drying caps, the print head nozzles could become clogged.*

7 Wipe the outside of the suction cap with a large cleaning stick.
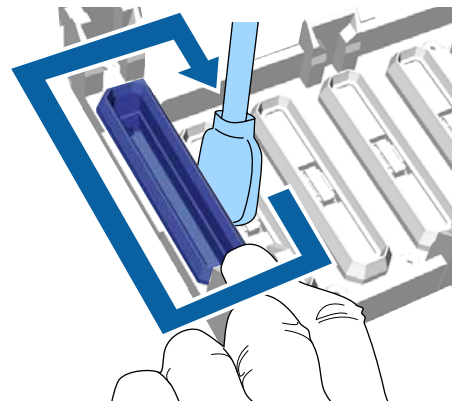
8 When wiping the outside of the suction cap, remember to also wipe the top edge.
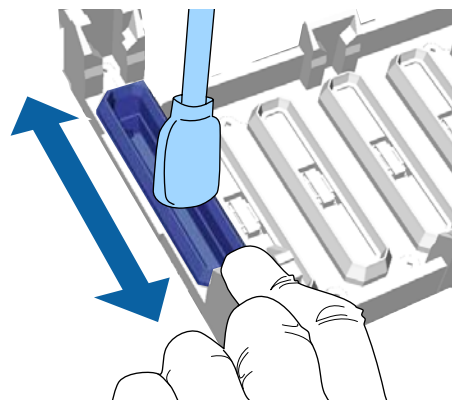
After removing ink from the cap as shown below, go to the next step.
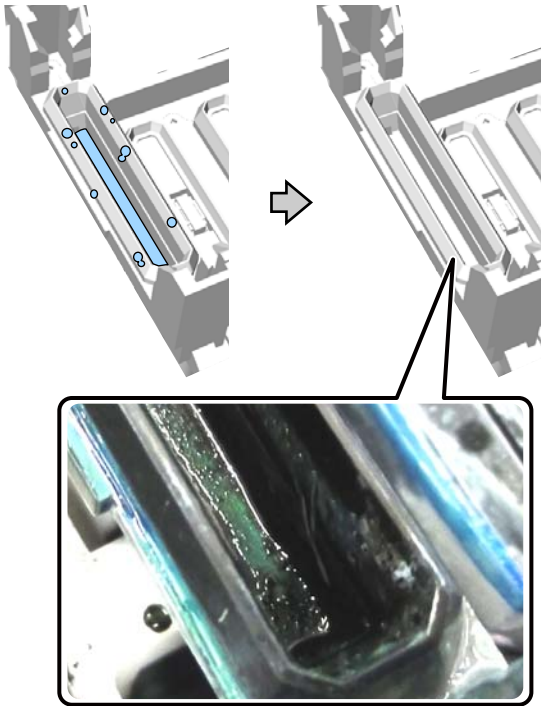
9 Close the printer cover, and then press the **OK** button.

When the print head returns to its normal position, the Settings menu closes. After you finish cleaning, we recommend checking for clogged nozzles.

U "Checking for clogged nozzles" on page 45

Replacing the Head Cleaning Set

When it is time to replace the head cleaning set, a message is displayed on the control panel.

Prepare a new head cleaning set.

U "Options and Consumable Products" on page 80

Read the safety data sheet before use. You can download the safety data sheet from the Epson Web site.

URL: http://www.epson.com

> **Important:**
> ❏ *Do not move the print head or the platen manually. A malfunction may occur.*
>
> ❏ *The printer has a built-in system that warns you when the head cleaning set is running low. However, the system issues a warning based on the remaining amount estimated from the print status rather than detecting actual remaining amount. Therefore, the warning system may not function properly unless you follow the procedure for replacing it with the new set.*

Buttons that are used in the following operations
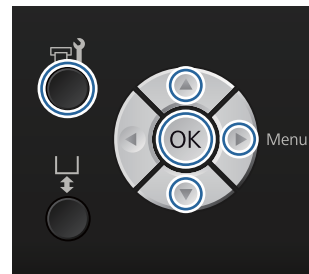
1 Confirm that the printer is on, and then press the ⬚ button.

The Maintenance menu is displayed.

2 Press the ▼/▲ buttons to highlight **Head Cleaning Set**, and then press the ▶ button.

3 Press the ▶ button.

4 Press the ▼/▲ buttons to highlight **Yes**, and then press the **OK** button.

When you press the **OK** button, the platen and the print head move to the maintenance position.

Replace the parts in the following order; wiper unit, anti-drying caps, and then flushing pad.

U "Replacing the wiper unit/anti-drying caps" on page 54

U "Flushing pad" on page 55

Maintenance

Replacing the wiper unit/anti-drying caps

A Open the printer cover.

B Unpack the new wiper unit.

C Put on the gloves supplied with the head cleaning set.

D Place your fingers into the groove at the back of the wiper unit, and raise it a little towards you.
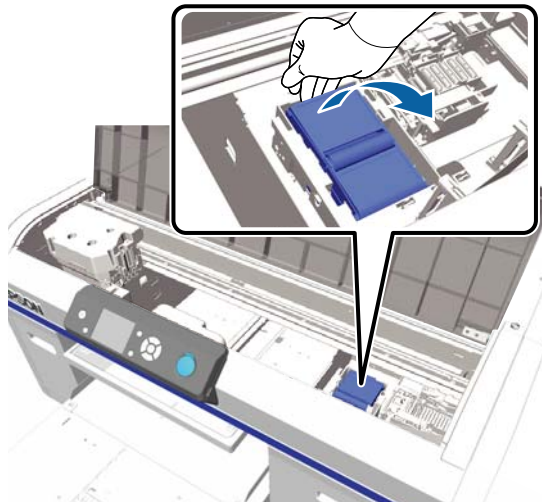
E Grip the wiper unit and remove it.
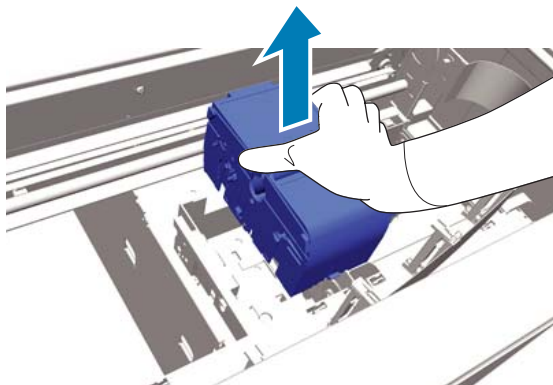
F Wrap the old wiper unit in the packaging of the new wiper unit.
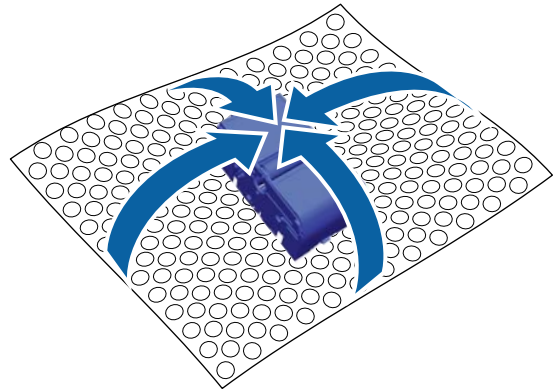
Disposal method

The wiper unit is classified as industrial waste. Dispose of the wiper unit according to your local laws and statutes such as entrusting it to an industrial waste disposal company. When handing over the pre-treatment liquid to the industrial waste disposal company, make sure you include the safety data sheet.

G Insert the new wiper unit into the printer.
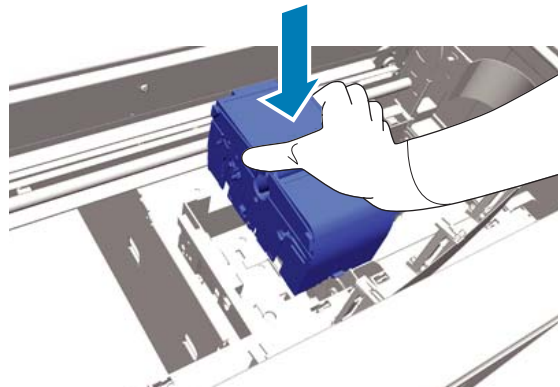
H Press it down until you hear it click into place.
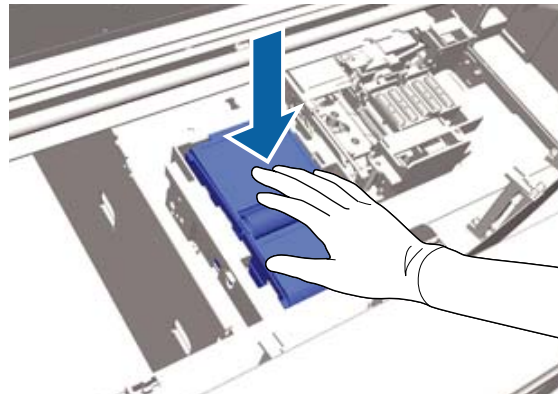
After installing the wiper unit, replace the anti-drying cap.

9 Unpack the new anti-drying cap, and then remove the cover.

10 Press the lever towards you, and then lift the anti-drying cap to remove it.
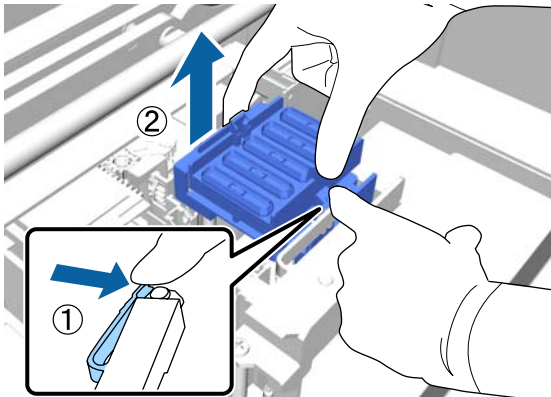
11 Attach the cover to the old anti-drying cap, and then put it into the bag of the new anti-drying cap.

U "Disposing of Used Consumables and Optional Parts" on page 51
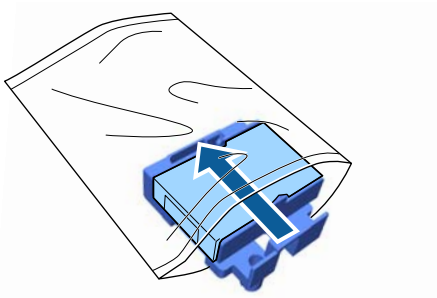
12 Press the lever forwards, and then place the holes in the anti-drying cap over the two poles on the printer.
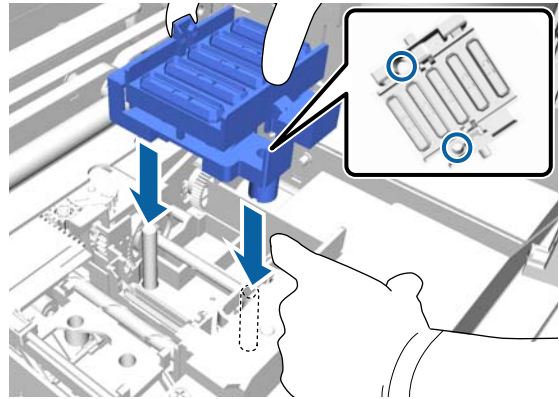
13 Close the printer cover.

14 Press the OK button.

15 Press the ▲/▼ buttons to highlight **Yes**, and then press the OK button.

Press the OK button to move the print head to the flushing pad replacement position.

Flushing pad

1 Open the printer cover.

2 Unpack the new flushing pad.

3 Grip the tab on the flushing pad and remove it.

Make sure no waste ink drips from the pad. If any waste ink drips into the printer, make sure you clean it up.
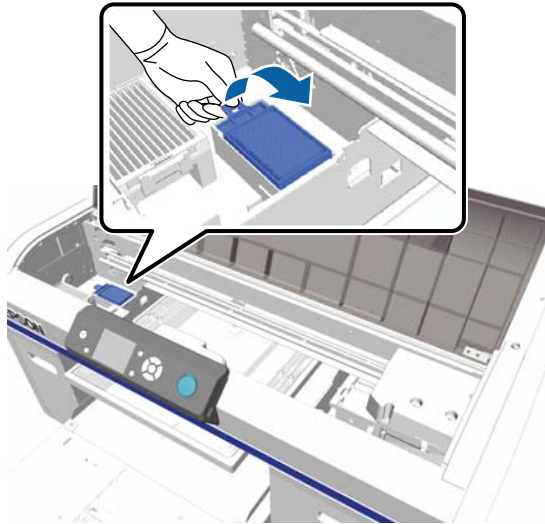
4 Put the old flushing pad into the bag of the new flushing pad.

U "Disposing of Used Consumables and Optional Parts" on page 51
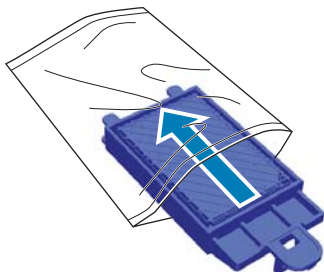
5 Attach the new flushing pad.

Insert the two teeth at the end of the pad into the holes in the printer, and then press down until you hear the tab click into place.

> *Important:*
> *If the teeth are not inserted correctly, the print head could be damaged.*
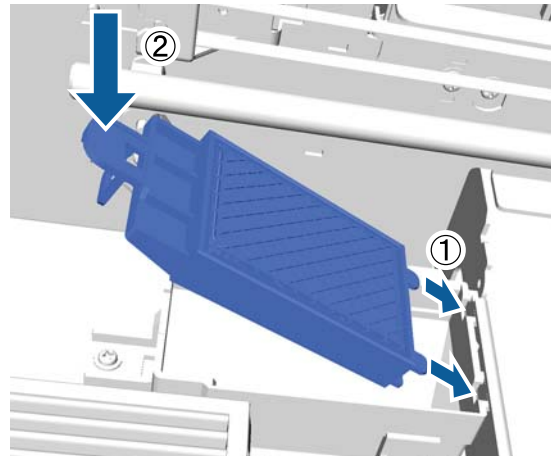
6 Close the printer cover.

7 Press the OK button.

When the print head returns to its normal position, the Settings menu closes.

Tube Washing

Because sedimentation occurs easily in White ink, the whiteness may decline or becomes uneven if you continue printing in white. For the best results, wash the tube periodically. A message is displayed on the control panel when the White ink tube needs washing.

You do not need to perform periodic tube washing for color ink.

Tube washing can also help to clear clogged nozzles. If clogged nozzles are not cleared even after performing head cleaning several times, try washing the tubes for the target ink.

Tube washing replaces the ink in the tube with the cleaning liquid, and then fills the tube with the ink again.

Prepare ink cartridges and Cleaning cartridges because You may need new cartridges depending on the remaining amount. We also recommend having a new waste ink bottle ready because a message may prompt you to replace the waste ink bottle if there is not enough free space in the current bottle.

U "Options and Consumable Products" on page 80

Required new cartridges vary depending on the settings (color) and the printer's mode.

Maintenance

White ink mode

Setting (color)	New cartridge
White ink	❏ White ink x2 ❏ Cleaning liquid x2
Color Ink	❏ Cyan ink x1 ❏ Magenta ink x1 ❏ Yellow ink x1 ❏ Black ink x1 ❏ Cleaning liquid x4

Color ink mode

Setting (color)	New cartridge
Color Ink	❏ Cyan ink x1 ❏ Magenta ink x1 ❏ Yellow ink x1 ❏ Black ink x1 ❏ Cleaning liquid x4

High-speed color mode

Setting (color)	New cartridge
Color Ink	❏ Cyan ink x2 ❏ Magenta ink x2 ❏ Yellow ink x1 ❏ Black ink x1 ❏ Cleaning liquid x6

Buttons that are used in the following operations
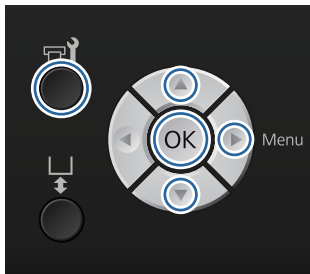
A Confirm that the printer is on, and then press the 🔧 button.

The Maintenance menu is displayed.

B Press the ▼/▲ buttons to highlight **Tube Washing**, and then press the ▶ button.

C Press the ▼/▲ buttons to highlight **White Ink** or **Color Ink**, and then press the ▶ button.

D Press the ▼/▲ buttons to highlight **Yes**, and then press the OK button.

Press the OK button to start washing the tubes.

E Open the cartridge cover.
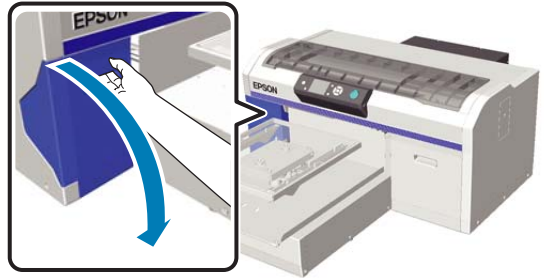
F Put your finger into the indentation on top of the ink cartridge displayed on the screen and pull it straight out.
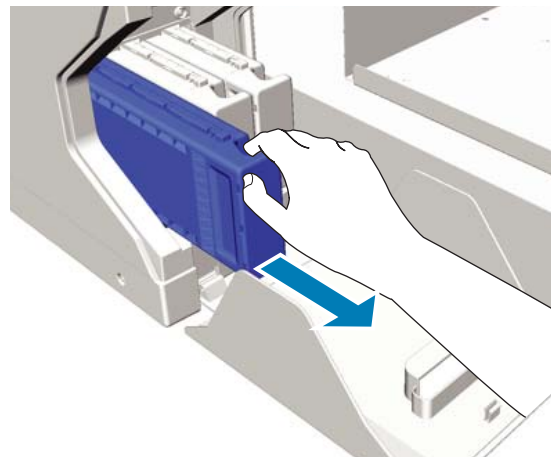
> ❗ *Important:*
> *Removed ink cartridges may have ink around the ink supply port, so be careful not to soil the surrounding area.*

G Prepare a Cleaning cartridge.

> ❗ *Important:*
> *Do not touch the IC chip on the top of the cartridge. The cartridge may not be recognized, or the printer may become unable to print properly.*

57

8 Holding the cartridge with the label side facing out, slide it all the way into the slot.
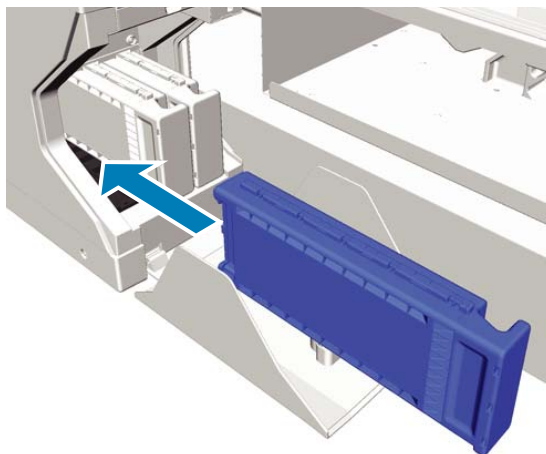
9 Close the cartridge cover.

10 Press the **OK** button.

Press the **OK** button to start charging the cleaning liquid.

11 When the message on the control panel screen changes from indicating the cleaning is in progress to prompting you to open the cartridge cover, follow the on-screen instructions to replace the Cleaning cartridge with the ink cartridge.

When replacing an ink cartridge, you need to shake the cartridge. See the following for more details on shaking.

U "Replacing and Shaking Cartridges" on page 58

12 When recharging the ink is complete, the screen on the control panel returns to the **Standby** screen from **Information** and so on.

Replacing and Shaking Cartridges

The printer cannot print unless all installed ink cartridges are available. If an ink low warning is displayed, we recommend replacing the ink cartridge(s) as soon as possible.

If an ink cartridge runs out while printing, you can continue printing after replacing the ink cartridge. However, if the ink cartridge is replaced during a print job, the tone of the print results may differ depending on the drying conditions.

One of the characteristics of the ink (especially White ink) used by the printer is that sedimentation occurs easily. If you use ink with a sediment, the print quality may decline and a printer malfunction may occur. To maintain quality, the ink cartridges need to be shaken periodically.

Procedure

The same procedure applies for replacing an ink cartridge and shaking an already installed cartridge.

> **Important:**
> *Epson recommends the use of genuine Epson ink cartridges. Epson cannot guarantee the quality or reliability of nongenuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.*

1 Make sure the printer is on.

2 Open the cartridge cover.

Maintenance

3 Put your finger into the indentation on top of the ink cartridge and pull it straight out.
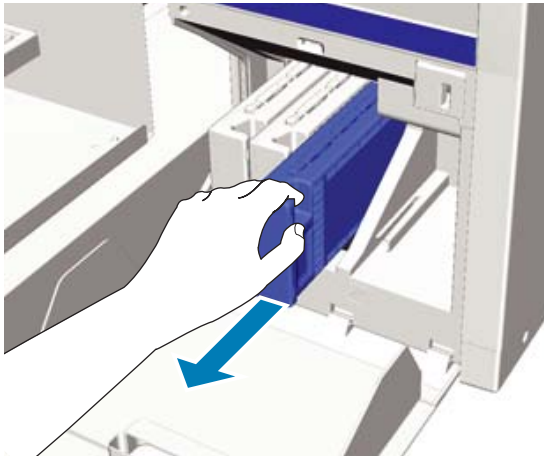
> **❗ Important:**
> *Removed ink cartridges may have ink around the ink supply port, so be careful not to soil the surrounding area.*

4 As shown in the following illustration, shake the cartridge horizontally in 5 cm movements from side-to-side.

When replacing a cartridge, remove it from the bag before shaking.

As shown in the following table, the number of times you need to shake the cartridge differs by color.

Color Ink
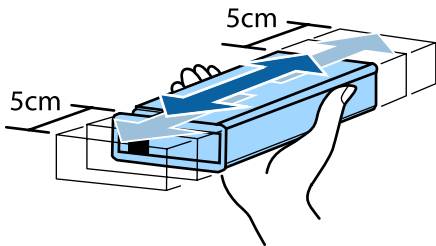
When replacing	Approx. 15 times (for approx. 5 seconds)
After installing in printer	Once a month, approx. 15 times (for approx. 5 seconds)

White ink

①

②
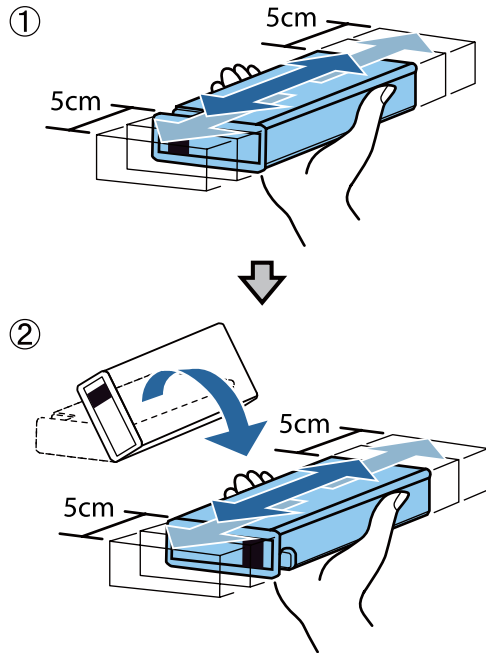
When replacing	Approx. 50 times per side (for approx. 15 seconds)
After installing in printer	Daily, approx. 25 times per side (for approx. 8 seconds)

> **❗ Important:**
> *Do not touch the IC chip on the top of the ink cartridge. The cartridge may not be recognized, or the printer may become unable to print properly.*

5 Holding the cartridge with the label side facing out, slide it all the way into the slot.

Make sure that the color of the ink cartridge and the color of the label on the printer are the same.
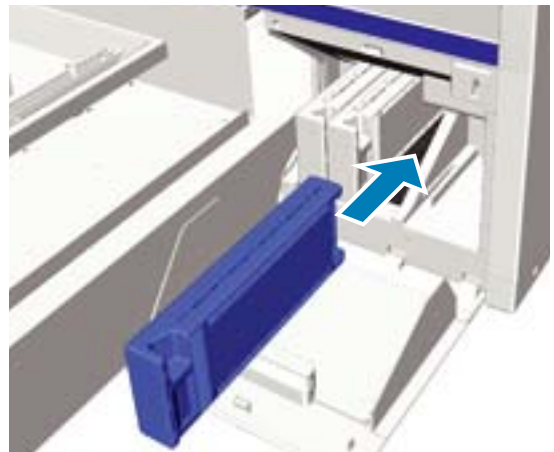
If you need to replace or shake another ink cartridge, repeat steps 3 to 5.

> ❗ *Important:*
> *Install ink cartridges into all slots. The printer cannot print unless ink cartridges are installed in all slots.*

6 Close the cartridge cover.

Disposing of Waste Ink

When to dispose of waste ink

When the following message is displayed on the control panel, we recommend replacing the waste ink bottle as soon as possible.

❏ Prepare empty waste ink bottle.

Dispose of the waste ink with the waste ink bottle. Do not pour it into another container.

Read the safety data sheet before replacing the waste ink bottle. You can download the safety data sheet from the Epson Web site.

URL: http://www.epson.com

> ⚠️ *Caution:*
> ❏ *Always wear protective eyewear and gloves when applying the liquid.*
>
> *Should any waste ink contact your skin or enter your eyes or mouth, immediately take the following actions:*
>
> *- If ink adheres to your skin, immediately wash it off using soapy water. Consult a physician if the skin appears irritated or is discolored.*
>
> *- If ink enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.*
>
> *- If any enters your mouth, consult a physician immediately.*
>
> *- If fluid is swallowed, do not force the person to vomit and consult a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.*
>
> ❏ *Store waste ink out of the reach of children.*
>
> ❏ *After replacing the waste ink bottle, wash your hands and gargle thoroughly.*

Waste ink is classified as industrial waste. Dispose of waste ink according to your local laws and statutes such as entrusting it to an industrial waste disposal company. When handing over the pre-treatment liquid to the industrial waste disposal company, make sure you include the safety data sheet.

> ❗ *Important:*
> *Never remove the waste ink bottle while printing, cleaning the print head, or carrying out the following maintenance procedures. Waste ink may leak.*
>
> ❏ *Tube Washing*
>
> ❏ *Replace White Ink*
>
> ❏ *Prolonged Storage*

The printer calculates the amount of waste ink and displays a warning message when it is close to the limit. If the waste ink bottle is filled up while printing, replace it with a new waste ink bottle, and then press the OK button as instructed by a message displayed on the control panel to clear the waste ink counter and continue printing. However, as the ink dries on the T-shirt while replacements are performed, the tone of the print results may differ.

Maintenance

> **Note:**
> *If you have replaced the waste ink bottle before a message is displayed on the control panel telling you to do so, reset the **Waste Ink Counter** from the Maintenance menu.*
>
> U *"Maintenance" on page 67*

> ⚠ **Important:**
> *Do not clear the waste ink counter unless you are replacing the waste ink bottle. Otherwise the waste ink bottle replacement time will not be calculated correctly.*

Replacing the waste ink bottle

Your hands may be soiled by waste ink. If necessary, wear the gloves included in the maintenance kit supplied.

U *"Options and Consumable Products" on page 80*

1 Remove the outer and inner caps from the new waste ink bottle.

> ⚠ **Important:**
> *You need the caps when disposing of the waste ink bottle. Keep them in a safe place.*
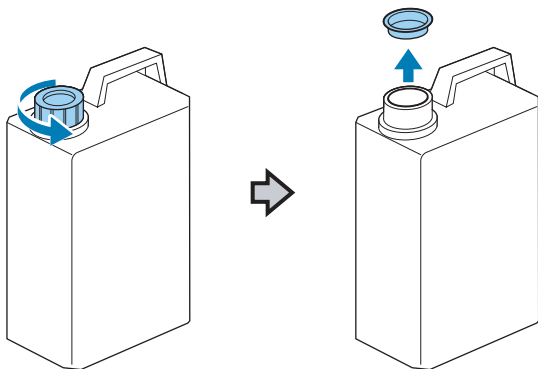
2 Remove the waste ink tube from the used waste ink bottle, and insert it into the new waste ink bottle taking care not to spill any waste ink.
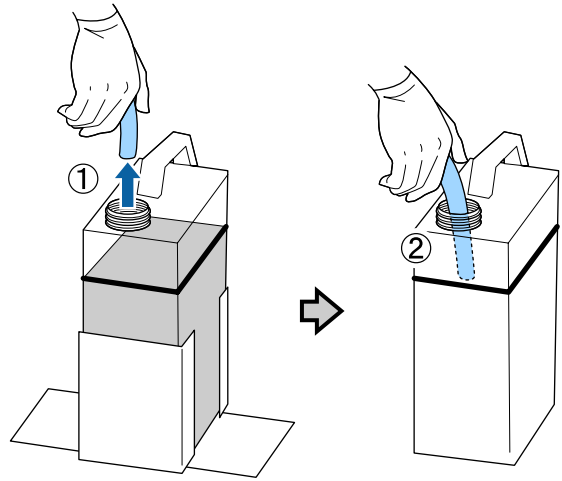
3 Place the caps onto the used waste ink bottle.
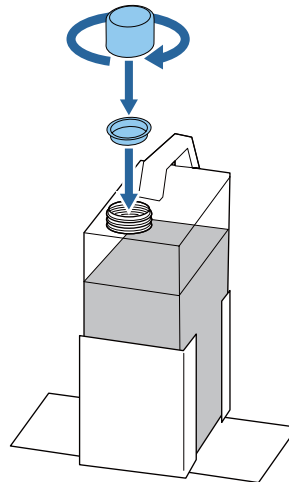
4 Remove the used waste ink bottle from the waste ink bottle holder, and then insert the new bottle.

> ⚠ **Important:**
> *Make sure that the waste ink tube is inserted into the neck of the bottle. If the waste ink tube comes out of the bottle, waste ink will spill out.*
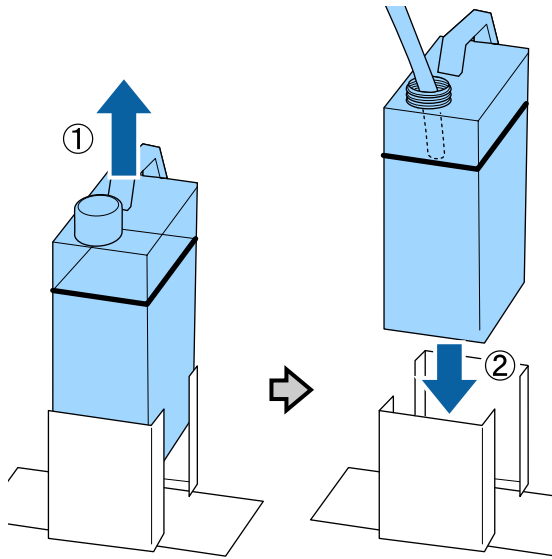
5 Press the **OK** button.

If you replace the bottle before the replacement message is displayed on the control panel, press the 🛠 button and reset the **Waste Ink Counter**.

U "Using the Control Panel Menu" on page 64

6 Check once again that the new waste ink bottle is installed correctly. Press the **OK** button to clear the waste ink counter.

Replacing White Ink

You can switch from White ink mode to color ink mode, and from color ink mode to White ink mode; however, you cannot switch from high-speed color mode.

Prepare cartridges (White ink or Cleaning) required for the mode you want to switch to. You may need new cartridges depending on the remaining amount. We also recommend having a new waste ink bottle ready because a message may prompt you to replace the waste ink bottle if there is not enough free space in the current bottle.

U "Options and Consumable Products" on page 80

Buttons that are used in the following operations

1 Confirm that the printer is on, and then press the 🛠 button.

The Maintenance menu is displayed.

2 Press the ▼/▲ buttons to highlight **Replace White Ink**, and then press the ▶ button.

3 Press the ▼/▲ buttons to highlight **Yes**, and then press the **OK** button.

4 See the ink cartridge replacement procedure and replace the White ink with the cleaning liquid, or the cleaning liquid with the White ink.

U "Replacing and Shaking Cartridges" on page 58

5 When replacement is complete, the screen being processed on the control panel changes to the **Standby** screen and so on.

Prolonged Storage

If you do not use the printer for one month or more, replace all color ink and White ink cartridges with Cleaning cartridges. If you do not use White ink for two weeks or more, change to color ink mode by using the **Replace White Ink** option.

U "Replacing White Ink" on page 62

Prepare Cleaning cartridges and waste ink bottles (x2). You may need new cartridges depending on the remaining cleaning liquid.

U "Options and Consumable Products" on page 80

Buttons that are used in the following operations
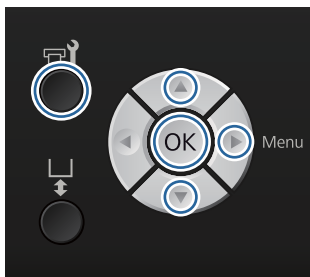
A Confirm that the printer is on, and then press the ⌦ button.

The Maintenance menu is displayed.

B Press the ▼/▲ buttons to highlight **Prolonged Storage**, and then press the ▶ button.

C Press the ▼/▲ buttons to highlight **Yes**, and then press the OK button.

D See the ink cartridge replacement procedure and replace color ink or White ink with cleaning liquid.

U "Replacing and Shaking Cartridges" on page 58

E When the replacement is complete, a message on the control panel prompts you to replace the waste ink bottle. Dispose of the waste ink, and turn off the printer.

U "Replacing the waste ink bottle" on page 61

The next time you turn on the printer, follow the instructions on the control panel to install the ink cartridges.

U "Replacing and Shaking Cartridges" on page 58

Cleaning the Printer

To maintain the printer in optimum condition, you need to perform periodic cleaning. Clean the platen and the platen frame using the same procedure.

A Check that the platen is ejected forward.

If it is not ejected, press the ⬆ button to move the platen forward.

B Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the electrical outlet.

C Use a soft, clean cloth to carefully remove any dust or dirt.

If there is a serious dirt problem, clean it using a soft, clean cloth dampened with water and a small amount of detergent and wrung tight. Then wipe off moisture with a dry, soft cloth.
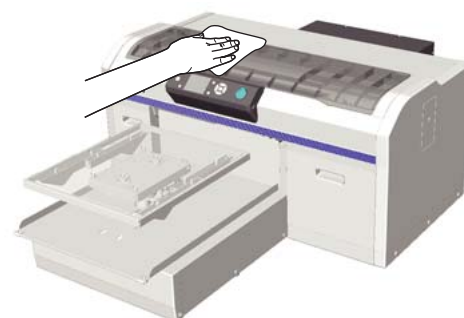
> **⚠ Important:**
> *Never use any volatile liquid such as benzene, thinners, or alcohol to clean the printer. They could cause discoloration and deformities.*

Using the Control Panel Menu

Menu Operations

The steps for displaying the various menus are shown below.
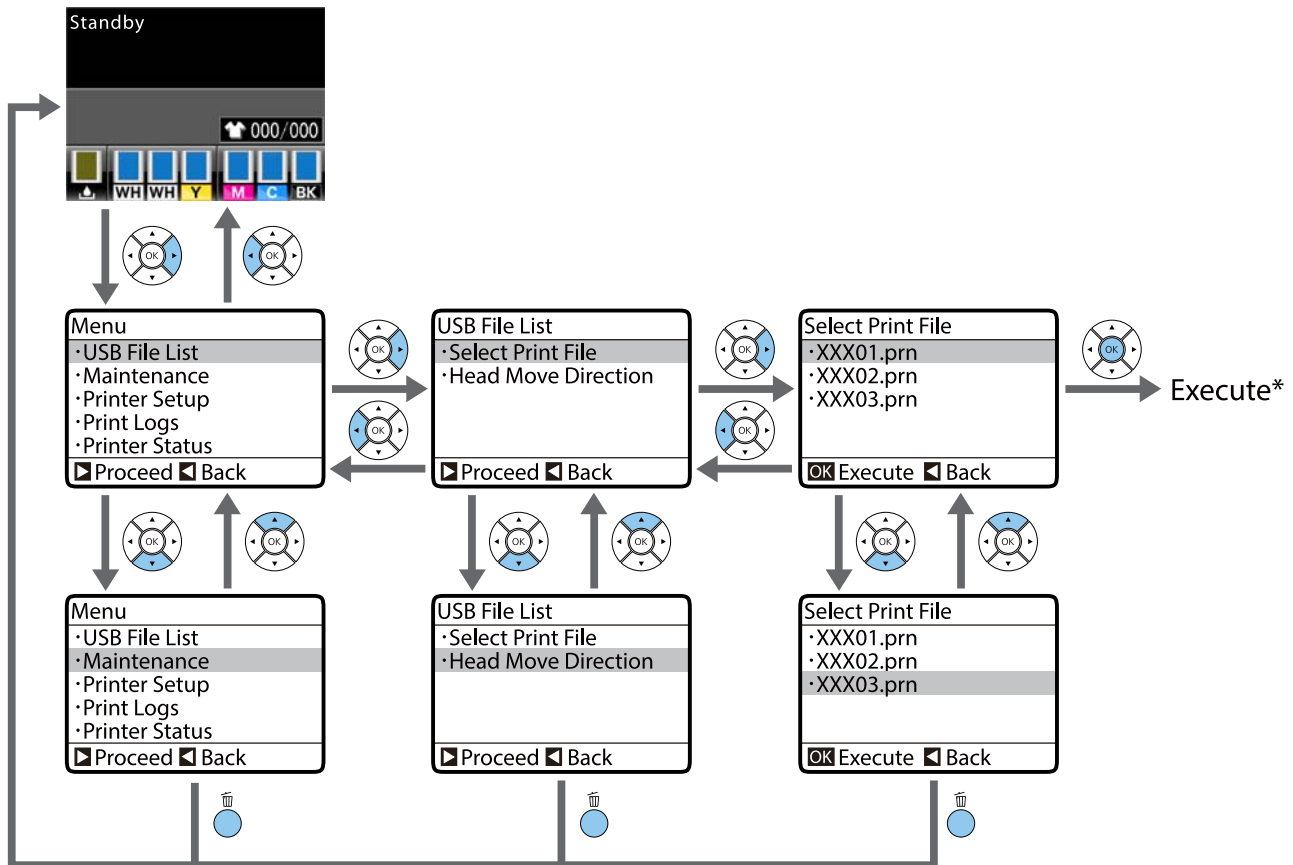
* The operation performed when you press the **OK** button depends on the selected item.

Starting and Ending the Maintenance Mode Menu

The Maintenance Mode is not displayed by using the menu operations mentioned above. Menu operations after starting are the same as the above.

Starting
Hold down the ⟶ button, and then hold down the ⏻ button. When the ⏻ light is lit, release the ⏻ button only. Release the ⟶ button when the **Maintenance Mode** menu is displayed.

Ending
Maintenance Mode ends when you turn off the printer.

Menu List

The items and options available in the menu are described below. See the reference pages for more details on each item.

* High-speed color mode is not supported.

Menu	Setting Item		Setting
USB File List ☞ "USB File List" on page 67	Select Print File		
		xxxxxxxxxxxxxxxxxxxxx	x to xxx pages
	Head Move Direction		Auto, Uni-Directional
Maintenance ☞ "Maintenance" on page 67	Nozzle Check		Print
	Cleaning		
		Selected Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
		All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
	Tube Washing		White Ink*, Color Ink
	Head Cleaning Set		Yes, No
	Caps Cleaning		Yes, No
	Waste Ink Counter		-
	Replace White Ink*		Yes, No
	Prolonged Storage		Yes, No
Printer Setup ☞ "Printer Setup" on page 68	Head Alignment		
		14"×16", 10"×12"	-
		16"×20"	
	Offset Head Alignment		-10 to +10
	Feed Adjustment		-1.00 to +1.00 %
	Power On Cleaning*		
		White Ink	On, Before Printing, Off
Print Logs ☞ "Print Logs" on page 69	Print Job Log Sheet		Print
	Total Prints		xxxxxx pages

Using the Control Panel Menu

Menu	Setting Item		Setting
Printer Status ☞ "Printer Status" on page 69	Level		
		Ink	
		Head Cleaning Set	
	Firmware Version		xxxxxxx,x.xx,xxxx
	Print Status Sheet		Print
Administrator Menu ☞ "Administrator Menu" on page 70	Network Setup		
		IP Address Setting	Auto, Panel (IP/SM/DG)
		Print Status Sheet	Print
		Restore Settings	Yes, No
	Preferences		
		Date & Time	YY/MM/DD HH:MM MM/DD/YY HH:MM
		Language	Japanese, English, French, Italian, German, Portuguese, Spanish, Dutch, Russian, Korean, Chinese
		Unit: Length	m, ft/in
	Reset All Settings		Yes, No

Menu	Setting Item	Setting
Maintenance Mode ☞ "Maintenance Mode" on page 71	Custom	XXX
	Replace Air Filter	Execute
	Sleep Mode	OFF, 5 to 180 minutes later
	Reset All Settings	Yes, No

Menu Descriptions

USB File List

*1 indicates the default settings

Setting Item		Setting	Description
Select Print File			
	xxxxxxxxxxxxxxxxxxxxxx	x to xxx (1*1)	If the data on the connected USB memory stick is supported, the name of the data file is displayed with up to 23 single-byte characters. If data is transmitted to the printer that is connected with the USB memory stick, the data is saved as "Epson_repeat_print.prn" on the USB memory stick. Select the data file you want to print and specify the number of copies. ⌖ "Printing from a USB Memory Stick" on page 41
Head Move Direction		Auto*1	Specify whether you want to print with uni-directional or bi-directional movement of the print head. When **Auto** is selected, printing is performed according to the settings in the software. When **Uni-Directional** is selected, the print head prints in one direction only. Print quality improves, but print speed decreases. Try using **Uni-Directional** if you notice any print misalignments or unevenness in color and so on.
		Uni-Directional	

Maintenance

*1 indicates the default settings, *2 indicates that high-speed color mode is not supported

Setting Item			Setting	Description
Nozzle Check			-	Press the OK button to print a nozzle check pattern. Visually inspect the printed pattern and perform head cleaning if you notice faint or missing areas. ⌖ "Checking for clogged nozzles" on page 45
Cleaning				
	Selected Nozzles		Execute (Light)*1	Find the number of the patterns with faint or missing areas on the check pattern sheet, specify all rows or specific nozzle rows containing the numbers, and clean the print head. **Selected Nozzles** allows you to select the nozzle rows to be cleaned. **All Nozzles** cleans all of the nozzles in the print head. You can set **Execute (Light)**, **Execute (Medium)**, or **Execute (Heavy)** as the head cleaning level. Try **Execute (Light)** first. If the check pattern still contains faint or missing areas even after performing **Execute (Light)**, try **Execute (Medium)**. If the check pattern still contains faint or missing areas even after performing **Execute (Medium)**, try **Execute (Heavy)**. ⌖ "Cleaning the print head" on page 46
			Execute (Medium)	
			Execute (Heavy)	
	All Nozzles		Execute (Light)*1	
			Execute (Medium)	
			Execute (Heavy)	

Using the Control Panel Menu

Setting Item	Setting	Description
Tube Washing	White Ink*1 *2 Color Ink	Removes sediment that has accumulated in the selected ink tube. For White Ink, a message is displayed when it is time to perform maintenance. For Color Ink, wash the tubes if performing head cleaning several times does not clear the problem. Execute after preparing the selected ink cartridge and Cleaning cartridge. ⟳ "Tube Washing" on page 56
Head Cleaning Set	Yes No*1	Moves the platen and print head to the maintenance position. Make sure you select this menu before replacing the head cleaning set. If you replace without using this menu, the remaining amount in the head cleaning set is not displayed correctly. Problems can also occur if you move the print head manually. ⟳ "Replacing the Head Cleaning Set" on page 53
Caps Cleaning	Yes No*1	Moves the platen and print head to the maintenance position. Make sure you select this menu before cleaning caps. Problems can occur if you move the print head manually. ⟳ "Cleaning Caps" on page 51
Waste Ink Counter	-	If you have replaced the waste ink bottle before a message is displayed on the control panel telling you to do so, reset the **Waste Ink Counter** from the Maintenance menu.
Replace White Ink*2	Yes No*1	If you select **Yes**, you can switch the printer from the current mode to another mode (high-speed color mode is not supported). ❏ When using White ink mode -> Switch to color ink mode ❏ When using color ink mode -> Switch to White ink mode If you do not use White ink for two weeks or more while in White ink mode, use this setting to change to color ink mode to prevent print quality from declining. ⟳ "Replacing White Ink" on page 62
Prolonged Storage	Yes No*1	If you do not use the printer for one month or more, replace the ink with cleaning liquid to prevent print quality from declining due to ink sedimentation. Prepare Cleaning cartridges and waste ink bottles in advance. ⟳ "Prolonged Storage" on page 62 If you do not use White ink for two weeks or more, use **Replace White Ink** instead of this setting. ⟳ "Replacing White Ink" on page 62

Printer Setup

*1 indicates the default settings, *2 indicates that high-speed color mode is not supported

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Using the Control Panel Menu

Setting Item	Setting	Description
Head Alignment	-	If print results are grainy or blurry, perform Head Alignment to realign the print head for each platen size. Visually inspect the printed check pattern, and then enter the adjustment value for the pattern with the least visible lines. If there is no optimum adjustment value in the printed check pattern, perform this setting again after entering "1" or "13". When **Uni-Directional** is selected in the software or the printer's settings, the print result is not affected by this alignment. U "Correcting the print misalignment" on page 47
Offset Head Alignment	-10 to +10 (0*1)	Use this setting if you want to print without performing **Head Alignment** when you cannot adjust the height of the platen correctly because of an uneven print surface such as a pocket. "+3" is the equivalent adjustment value to lowering the platen's height by one step with the height adjustment lever. Perform **Head Alignment** to further correct misalignment in the image. The setting you make in this option reverts to its default value if you perform **Head Alignment**.
Feed Adjustment	-1.00 to +1.00 % (0.00*1)	Use this setting to adjust the platen feed for each time the print head moves. Specify a larger number if dark lines are appearing, and a smaller number if faint lines are appearing.
Power On Cleaning*2		
White Ink	On*1 Before Printing Off	This is only available in White ink mode. If cleaning is not performed for White ink for a certain period, print quality may decline due to sedimentation and clogged nozzles. When this is set to **On**, cleaning is performed after the printer has finished performing its initial operations. When this is set to **Before Printing**, cleaning is performed before printing for the first time after the printer was turned on. The cleaning time varies depending on the length of time the printer has been turned off, and may take up to 20 minutes.

Print Logs

Setting Item	Setting	Description
Print Job Log Sheet	Print	Press the OK button to print the job log. See the following for information on loading paper. U "Loading paper" on page 45
Total Prints	xxxxxx pages	Displays the total number of prints (six figures maximum).

Printer Status

Setting Item	Setting	Description
Level	Ink	Displays the remaining amount for each color. The level of remaining ink is reset automatically when you replace an ink cartridge.
	Head Cleaning Set	Displays the remaining amount for the head cleaning set.

Setting Item	Setting	Description
Firmware Version	xxxxxxx,x.xx,xxxx	Displays the printer's firmware version.
Print Status Sheet	Print	Prints a list of the current setting statuses for the printer. Choose this option to view settings at a glance. See the following for information on loading paper. U "Loading paper" on page 45

Administrator Menu

*1 indicates the default settings

Setting Item		Setting	Description
Network Setup			
	IP Address Setting	Auto*1	Select whether to use DHCP to set the IP address (**Auto**), or to set the address manually (**Panel**). When you select **Panel**, set the **IP Address**, **Subnet Mask**, and **Default Gateway**. Contact your system administrator for these values.
		Panel	
	Print Status Sheet	Print	Prints a list of the current network settings. Choose this option to view network settings at a glance. Before printing, check that a USB memory stick is not connected to the printer. If connected, data may be overwritten or the print results may not be as expected. See the following for information on loading paper. U "Loading paper" on page 45
	Restore Settings	Yes	Reverts all setting values for **Network Setup** to their default values.
		No*1	
Preferences			

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Setting Item		Setting	Description
	Date & Time	YY/MM/DD HH:MM	Set the printer's built-in clock. The time is used when printing the job log and printer status.
		MM/DD/YY HH:MM	
	Language	Japanese	Select the language used on the control panel's screen.
		English	
		French	
		Italian	
		German	
		Portuguese	
		Spanish	
		Dutch	
		Russian	
		Korean	
		Chinese	
	Unit: Length	m*1	Select the unit of length used on the control panel's screen and when printing patterns.
		ft/in	
Reset All Settings		Yes	Select **Yes** to revert all setting values to their default values expect for the following.
		No*1	❏ **Date & Time**
			❏ **Language**
			❏ **Maintenance Mode**
			Even if you perform a reset, the mode currently being used (White ink mode, Color ink mode, High-speed color mode) is not changed.

Maintenance Mode

See the following for more information on starting Maintenance Mode.

*1 indicates the default settings

Setting Item	Setting	Description
Custom	XXX	Only use this setting if instructed to by technical support staff and so on, and only perform the settings and operations as instructed. This should not normally be used.
Replace Air Filter	Execute	

Using the Control Panel Menu

Setting Item	Setting	Description
Sleep Mode	OFF	The printer enters sleep mode automatically when there are no errors, no print jobs being received, and no control panel or other operations are performed for the selected period. Use this option to choose the period before the printer enters sleep mode. When the printer enters sleep mode, the control panel's screen turns off and the internal motors and other parts switch off to consume less power. The screen display returns if a button is pressed on the control panel; however, the panel turns off again if no operations are performed for 30 seconds. The printer recovers completely when hardware operations are performed such as when print job data is received.
	5 to 180 minutes later (30*1)	
Reset All Settings	Yes	Select **Yes** to revert all setting values to their default values expect for the following.
	No*1	❏ **Date & Time**
		❏ **Language**
		❏ **Custom**
		Even if you perform a reset, the mode currently being used (White ink mode, Color ink mode, High-speed color mode) is not changed.

Problem Solver

What to Do When a Message Is Displayed

If the printer displays one of the messages shown below, refer to the solution listed and take the necessary steps.

Message	What to do
Ink Cartridge Error Ink cartridge cannot be recognized. Insert again or replace ink cartridge.	❏ Check that the cartridge is the same color as the color displayed on the control panel, and then reinstall the cartridge. If the message persists, insert a new ink cartridge (do not reinstall the cartridge that caused the error). ⚏ "Procedure" on page 58
Ink Cartridge Error Ink cartridge cannot be detected. Insert again or replace ink cartridge.	❏ Condensation may have occurred in the ink cartridge. Leave it for four hours or more at room temperature and install again. ⚏ "Notes on Handling Cartridges" on page 18
Ink Low	The ink is low. Have a new ink cartridge ready. ⚏ "Options and Consumable Products" on page 80
Prepare empty waste ink bottle.	There is not much room left in the waste ink bottle. Have a new waste ink bottle ready. ⚏ "Options and Consumable Products" on page 80
Head cleaning set is nearing end of life.	It is nearly time to replace the head cleaning set (wiper unit, anti-drying caps, and flushing pad). Although you can continue printing, make sure you have a new head cleaning set ready. ⚏ "Options and Consumable Products" on page 80
Head Cleaning Set Life Replace head cleaning set. OKPress OK to move platen back, then start replacement.	It is time to replace the head cleaning set (wiper unit, anti-drying caps, and flushing pad). Replace the set. ⚏ "Replacing the Head Cleaning Set" on page 53
USB Memory Error Failed to read USB memory.	The USB memory may be in one of the following conditions. ❏ The USB memory was removed while data was being read ❏ The selected file is corrupted ❏ The USB memory's format type or the file format may not be supported. ⚏ "USB memory requirements" on page 41 Check the light and make sure that the USB memory is not being accessed before removing it from the printer.
USB Memory Error Failed to write to USB memory.	The USB memory may be in one of the following conditions. ❏ The USB memory is damaged ❏ The USB memory was removed while data was being written ❏ There is not enough free space or the number of saved files has reached the maximum limit ⚏ "USB memory requirements" on page 41 Check that the USB memory is not damaged and that there is enough free space.

Problem Solver

Message	What to do
Platen Move Error Abnormal platen move detected. Check platen path and press 🗑.	A foreign object was detected in the platen's path while it moved forward or backward into the printer. Check for the object in the platen's path and beneath the movable base. Open the printer cover if necessary to check inside the printer. Close the printer cover after checking.
Platen Height Error Height sensor has detected obstruction. Press 🖳 to move platen and check shirt height.	The height detection sensor may have reacted because of the uneven print surface of the loaded T-shirt. Press the 🖳 button to move the platen forward, adjust the height, and try again. U "Adjusting the Height" on page 36
F/W Install Error Firmware update failed. Restart the printer.	Turn the printer off, wait for a while, and then turn on the printer again. Use EPSON LFP Remote Panel 2 to re-attempt the update. If this message appears on the LCD panel again, contact your dealer or Epson Support.
Command Error Check print settings on RIP.	Press the 🗑 button and cancel the print job. Check that the installed RIP software is compatible with the printer.
Information Some time has passed since operation began. Finish task quickly; nozzle check is recommended once task is complete.	10 minutes or more has passed since you started cap cleaning or head cleaning set replacement. If the print head is moved out of its designated position for more than 10 minutes, the nozzles could easily be clogged. Finish cleaning or replacement as soon as possible. When you have finished the operation, we recommend performing a nozzle check to confirm that the nozzles are not clogged. U "Checking for clogged nozzles" on page 45
Information Power On Cleaning is off. Perform head cleaning if required.	If cleaning is not performed for White ink for a certain period of time, print quality may decline due to sedimentation (ink particles sink to the bottom of the liquid) and clogged nozzles. Clean the printer if the printer is turned off for a long time.

When a Maintenance Call/Service Call Occurs

Message	What to do
Maintenance Request Replace Part Soon/Replace Part Now XXXXXXXX	A part used in the printer is nearing the end of its service life. Contact your dealer or Epson Support and tell them the maintenance request code. You cannot clear the maintenance request until the part is replaced. A service call occurs if you continue to use the printer.
Call For Service XXXX Error XXXX Power off and then on. If this doesn't work, note the code and call for service.	A call for service occurs when: ❏ The power cable is not connected securely ❏ An error that cannot be cleared occurs When a call for service has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable both from the outlet and from the printer, and then reconnect. Turn the printer on and off several times. If the same call for service is displayed on the LCD panel, contact your dealer or Epson Support for assistance. Tell them the call for service code is "XXXX".

Troubleshooting

You cannot print (because the printer does not work)

The printer does not turn on.

■ **Is the power cable plugged into the electrical outlet and the printer?**
Make sure the power cable is securely connected.

■ **Is there a problem with the power outlet?**
Make sure your outlet works by connecting the power cable for another electric product.

The printer is not communicating with the computer.

■ **Is the cable connected properly?**
Confirm that the interface cable is securely connected to both the printer port and the computer. Also, make sure the cable is not broken or bent. If you have a spare cable, try connecting with the spare cable.

■ **Do the cable's specifications satisfy the requirements of the computer?**
Check the model and specifications of the interface cable to see if the cable is appropriate for the type of the computer and specifications of the printer.

U "System Requirements" on page 84

■ **If you are using a USB hub, is it being used correctly?**
Up to five USB hubs can be daisy chained according to the USB specifications. However, we recommend that you connect the printer to the first hub connected directly to the computer. Depending on the hub you are using, the operation of the printer may become unstable. If this occurs, connect the USB cable directly to your computer's USB port.

■ **Is the USB hub recognized correctly?**
Check if the USB hub is recognized correctly on the computer. If the computer correctly recognizes the USB hub, disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port. Contact the USB hub manufacturer to find out more about USB hub operations.

You cannot print in the network environment.

■ **Are the network settings correct?**
Ask your network administrator for the network settings.

■ **Connect the printer directly to the computer using a USB cable, and then try to print.**
If you are able to print via USB, there is a problem in the network settings. Ask your system administrator, or refer to the documentation for your network system. If you cannot print via USB, see the appropriate section in this User's Guide.

The printer has an error.

■ **Check the message displayed in the control panel.**
U "Control panel" on page 13

U "What to Do When a Message Is Displayed" on page 73

The printer operates, but does not print

The print head moves, but does not print.

■ **Is the platen height adjusted correctly?**
The printer cannot print properly if the print surface is too far from the print head. Adjust the height of the platen.

U "Adjusting the Height" on page 36

■ **Check the printer operations**
Print a nozzle check pattern. Because a nozzle check pattern can be printed without connecting to a computer, you can check the operations and print status for the printer.

U "Checking for clogged nozzles" on page 45

Check the next section if the nozzle check pattern is not printed correctly.

Problem Solver

The nozzle check pattern is not printed correctly.

■ **Perform head cleaning.**
The nozzles may be clogged. Clean the print head and print the check pattern again.

☞ "Cleaning the print head" on page 46

Wash the tubes if performing head cleaning several times does not clear the problem.

☞ "Tube Washing" on page 56

■ **Has the printer been left unused for a long time?**
Nozzles may be dried and clogged if the printer is not used for a long time.

If cleaning the print head does not restore the printer to its normal condition, replace the ink with cleaning liquid.

☞ "Tube Washing" on page 56

■ **Are you in color ink mode?**
Cleaning cartridges are installed in color ink mode; therefore, it is difficult to see the rows (CL) printed with the cleaning liquid.

There is no problem if the rows you cannot see are printed with the cleaning liquid.

■ **Are you printing on paper in White ink mode?**
It is hard to see White ink when it is printed on paper. Use an OHP sheet and so on to confirm the nozzle check pattern for White ink.

☞ "Loading paper" on page 45

Print results are not what you expected

Print quality is poor, uneven, too light, or too dark, or there are lines in the prints.

■ **Are the print head nozzles clogged?**
If the nozzles are clogged, the corresponding colors do not fire and the print quality declines. Print a nozzle check pattern.

☞ "Checking for clogged nozzles" on page 45

■ **Have you adjusted the height of the platen?**
If the print surface is too far from the print head, the following problems may occur in the print result.

❑ Lines in the print result

❑ Edges of the image are blurry

❑ Text and straight lines are doubled

❑ Image is grainy

Adjust the platen to its optimum height.

☞ "Adjusting the Height" on page 36

■ **Have you aligned the print head?**
The print head normally prints bi-directionally. Lines may appear misaligned due to the misalignment of the print head in bi-directional printing. Try Head Alignment when vertical lines are misaligned.

☞ "Correcting the print misalignment" on page 47

■ **Perform Feed Adjustment.**
The problem may improve by adjusting the platen feed for each time the print head moves.

If the lines are dark, adjust to the + side, and if the lines are faint, adjust to the - side.

☞ "Menu List" on page 65

■ **Are you using genuine Epson ink cartridges?**
This printer is developed for use with Epson ink cartridges. If you use non-Epson ink cartridges, the print result may be faint, or the color of the printed image may be changed because the remaining ink level is not correctly detected. Be sure to use the correct ink cartridge.

■ **Are you using old ink cartridges?**
The print quality declines if you use old ink cartridges. Replace them with new ones. We recommend using ink cartridges before the expiry date printed on the package (within a year once it is installed in the printer).

■ **Have you shaken ink cartridges?**
The ink cartridges for this printer contain pigment ink. Shake the cartridges thoroughly before installing them in the printer. To maintain optimum print quality, we recommend removing and shaking the installed White ink cartridge at the start of every working day or every 20 hours (when a message is displayed), and the other colors once a month.

☞ "Replacing and Shaking Cartridges" on page 58

Problem Solver

■ **Have you compared the printing result with the image on the display monitor?**
Since monitors and printers produce colors differently, printed colors and colors on the screen do not always look the same.

■ **Did you open the printer cover while printing?**
If the printer cover is opened while printing, the print head stops suddenly and this causes unevenness in the color. Do not open the printer cover while printing.

■ **Is Ink Low displayed in the control panel?**
The print quality may decline when the ink is low. We recommend replacing the ink cartridge with a new one. If there is a difference in color after replacing the ink cartridge, try performing head cleaning a few times.

■ **Are you printing vivid colors?**
Vivid colors may appear as lines depending on the amount of ink fired and the unevenness of the T-shirt surface. Set the [Print Quality] to [Quality] in the printer's Garment Creator software.

■ **Does the T-shirt you are printing on absorb ink easily?**
As it is difficult to force the ink to remain on the surface of the T-shirt, misalignment appears as lines in Auto (bi-directional) printing depending on the unevenness of the T-shirt surface. If this occurs, perform Head Alignment.

U "Correcting the print misalignment" on page 47

If the problem is not cleared even after performing Head Alignment, change the print head movement to uni-directional from the printer's Garment Creator software or the control panel's menu. If lines are still visible, set the [Print Quality] to [Quality].

■ **Have you made the pre-treatment liquid too weak?**
If the pre-treatment liquid has been diluted too much, the solidity of the White ink is weakened and the edges of the image may be blurred. Try reducing the density of the White ink in the software, or make the pre-treatment liquid stronger.

■ **Adjust the density of the White ink.**
When printing on dark colored T-shirts, vertical unevenness may occur depending on the base color. If this occurs, try reducing the density of the White ink used for the under-base. You can adjust the White ink density in the printer's Garment Creator software.

Vertical ruled lines are misaligned.

■ **Is the print head misaligned?**
The print head normally prints bi-directionally. Lines may appear misaligned due to the misalignment of the print head in bi-directional printing. Try Head Alignment when vertical lines are misaligned.

U "Correcting the print misalignment" on page 47

If ruled lines are still misaligned even after performing Head Alignment, set **Head Move Direction** to **Uni-Directional** from the printer's Garment Creator software or the control panel's menu list.

U "Menu List" on page 65

The printed surface is soiled

■ **Is the suction cap clean?**
The printed surface may be soiled from dripping ink if lumps of ink or lint are stuck around the suction cap. Clean the suction cap.

U "Cleaning Caps" on page 51

■ **Is there any lint or standing fibers on the print surface?**
Lint or standing fibers on the print surface may stick to the print head and stain other areas of the T-shirt. Remove any lint with the sticky tape or roller and press the fibers flat with a hard roller when you load a T-shirt on the platen.

U "Loading on the Platen" on page 34

Not enough or uneven whiteness

■ **Are the print head nozzles clogged?**
If the nozzles are clogged, nozzles do not fire ink and the print quality declines. Print a nozzle check pattern.

U "Checking for clogged nozzles" on page 45

Problem Solver

■ **Have you shaken White ink cartridges?**
Because the ink particles in White ink can sediment easily, it needs to be shaken at the start of every working day or every 20 hours (when a message is displayed). Remove the cartridge and shake it.

U "Replacing and Shaking Cartridges" on page 58

■ **Have you applied the pre-treatment liquid evenly?**
If the pre-treatment liquid is not applied evenly, the printed result will be uneven. Refer to the instructions and apply the pre-treatment liquid evenly.

U "Using Pre-treatment Liquid" on page 27

■ **Have you dried the T-shirt completely after pre-treatment?**
If the T-shirt is in the following condition, whiteness may decline.

❏   Insufficient heat press process

❏   Moisture has accumulated because the T-shirt was left for an extended period of time

Dry the T-shirt completely after the pre-treatment referring to the fixation conditions. If the T-shirt is left for an extended period, dry it for several seconds in the heat press before printing.

U "Fixating the Pre-treatment Liquid (Heat Press)" on page 30

■ **Have you optimized the temperature and pressure of the heat press?**
The temperature of the heat press decreases when you press a T-shirt that has had pre-treatment liquid applied. When pressing several T-shirts one after another, check that the temperature of the heat press is not lower than required. Also, the whiteness becomes uneven if the pressure is insufficient since the T-shirt does not dry completely and the fibers are not pressed flat. Make sure you optimize the pressure of the heat press.

U "Fixating the Pre-treatment Liquid (Heat Press)" on page 30

■ **Have you washed the ink tubes?**
Because the ink particles in White ink can sediment easily, you need to wash the tubes when a message is displayed. Prepare the following consumables when washing the tubes.

❏   White ink cartridges x2

❏   Cleaning cartridges x2

❏   Waste ink bottle

U "Options and Consumable Products" on page 80

U "Tube Washing" on page 56

The under-base white is showing outside the image

■ **Adjust the print area of the under-base white in the software.**
The printed under-base white may show outside the image depending on the material of the T-shirt and the amount of ink fired. If this occurs, adjust the print area of the under-base white from the printer's Garment Creator software or the RIP software.

Others

The control panel display keeps turning off.

■ **Is the printer in sleep mode?**
Normal operation can be restored by pressing any of the buttons in the control panel to reactivate the display and then performing a hardware operation such as opening the printer cover or sending a job to the printer. The delay before the printer enters sleep mode can be selected in Maintenance Mode.

U "Maintenance Mode" on page 71

Platen Height Error is displayed while printing

■ **Are you printing data over the entire print area that requires a large amount of ink?**
The print surface swells when you print data that requires a large amount of ink, and it may trigger the height position sensor. If this occurs, try loading the T-shirt as shown below.
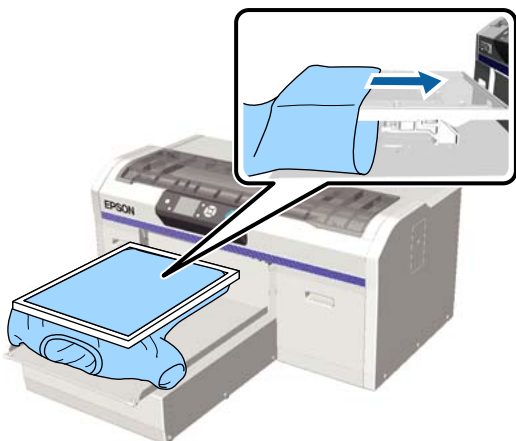
■ **Have you dried pre-treatment liquid completely?**
The print surface becomes wet and swells if the pre-treatment liquid is not dried sufficiently before printing, and it may trigger the height position sensor. Check that the pre-treatment liquid is dry.

Areas not printed are stained with ink

■ **Is the platen clean?**
The platen's frame and the top plate may be stained. Check the platen and clean it if necessary.

U "Cleaning the Printer" on page 63

The printer status and log are printed over the edges of the paper

■ **Are you printing with an M size (standard) platen?**
Depending on the paper size the print area may extend beyond the edges of the paper if paper is loaded on an optional platen. Load paper on the M size (standard) platen, and then print.

U "Loading paper" on page 45

Printing is slow

■ **Is the head move direction set to uni-directional?**
Head Move Direction may be set to **Uni-Directional** in the printer's Garment Creator software or in the printer's settings. Set **Head Move Direction** to anything except **Uni-Directional** from the control panel's menu list.

U "Menu List" on page 65

Printing does not start

■ **Is a USB memory stick connected?**
When a USB memory stick is connected to the printer, printing does not start until the data has been saved to the USB memory stick. Remove the USB memory stick to speed up the printing process.

Cannot use the USB memory

■ **Have you selected USB File List from the Settings menu after connecting a USB memory stick?**
The USB memory icon is not displayed on the control panel by just connecting a USB memory stick. The icon is displayed when you select **USB File List** from the Settings menu and data has been saved, or when data is transmitted from a computer to the USB memory stick connected to the printer.

There is a red light inside the printer

■ **This is not a failure.**
The light is a light inside the printer.

I have forgotten the network password

■ If you have forgotten the password created during network setup, perform **Restore Settings** from the control panel's menu list.

U "Menu List" on page 65

Appendix

Options and Consumable Products

The following options and consumable products are available for use with your printer. (As of May, 2013)

For the latest information, see the Epson Web site.

Ink cartridges*

Printer model	Product name		Product number
SC-F2000	Ink cartridges (600 ml)	Black	T7251
		Cyan	T7252
		Magenta	T7253
		Yellow	T7254
		White	T725A
	Ink cartridges (250 ml)	Black	T7301
		Cyan	T7302
		Magenta	T7303
		Yellow	T7304
		White	T730A
SC-F2080	Ink cartridges (600 ml)	Black	T7261
		Cyan	T7262
		Magenta	T7263
		Yellow	T7264
		White	T726A
	Ink cartridges (250 ml)	Black	T7311
		Cyan	T7312
		Magenta	T7313
		Yellow	T7314
		White	T731A

* Epson recommends the use of genuine Epson ink cartridges.Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.Information about non-genuine ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

Appendix

Others

Product name	Product number	Explanation
Cleaning cartridge	T7360	For washing the print head and washing the tubes.
Pre-treatment Liquid	T7361	20 liters. Dilute before use. ☞ "Using Pre-treatment Liquid" on page 27
Maintenance Kit	T7362	The same as the maintenance kit supplied with the printer. This set contains gloves, cleaning sticks, ink cleaner, and a cup for performing regular maintenance operations such as cap cleaning. ☞ "Periodic Maintenance" on page 49
Head Cleaning Set	S092001	This set contains wiper unit, anti-drying caps and flushing pad. ☞ "Periodic Maintenance" on page 49
Waste Ink Bottle	T7240	The same as the waste ink bottle supplied with the printer.
Large Platen (16" x 20"/406 x 508 mm)	C12C890911	External dimensions: (W) 439 x (D) 541 x (H) 52 mm, Weight: 3.7 kg
Medium Platen (14" x 16"/356 x 406 mm)	C12C890912	The same as the platen supplied with the printer. External dimensions: (W) 389 x (D) 439 x (H) 50 mm, Weight: 2.6 kg
Small Platen (10" x 12"/254 x 305 mm)	C12C890913	External dimensions: (W) 287 x (D) 338 x (H) 50 mm, Weight: 1.7 kg

Notes When Moving or Transporting the Printer

This section explains how to move or transport the printer.

> ⚠ *Caution:*
> ❏ *Do not attempt to carry the printer on your own. The printer should be packed and moved by three people.*
>
> ❏ *When moving the printer, do not tilt it more than 10 degrees. Otherwise it could fall and cause an accident.*
>
> ❏ *Do not strain yourself when lifting the printer.*
>
> ❏ *When lifting the printer, hold it in the areas indicated in the manual.*
>
> *It may cause an injury if you lift the printer by holding other areas since the printer may fall, or your fingers may be caught when placing the printer.*

> ❗ *Important:*
> ❏ *Touch only the necessary areas; otherwise, a malfunction may occur.*
>
> ❏ *Move and transport the printer with ink cartridges installed; otherwise, the nozzles may be clogged and make it impossible to print, or ink may leak.*

Make the following preparations in advance before moving or transporting the printer.

❏ Turn off the printer and remove all cables.

❏ Remove the platen.

U "Replacing the Platen" on page 33

❏ Close the fixing lever.

❏ Check that there are no tools in the tool storage space.

U "Front section" on page 7

Preparing to Move

This section explains how to move the printer on the same floor without any changes in the floor level. See the following for instructions on moving the printer to another floor or building.

U "Transporting the Printer" on page 83

Your hands may be soiled by waste ink. If necessary, wear the gloves included in the maintenance kit supplied.

U "Options and Consumable Products" on page 80

1 Check that the power is off.

2 Remove the waste ink bottle.

U "Replacing the waste ink bottle" on page 61

3 Remove the waste ink tube from the tube clamp.
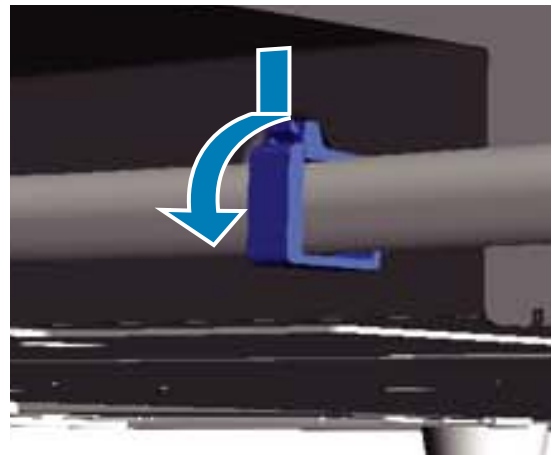
4 Press and hold the edge of the waste ink outlet and pull out the left and right waste ink tubes.

> ❗ *Important:*
> *Waste ink may spill from the outlet or the tube. Take care when performing operations.*
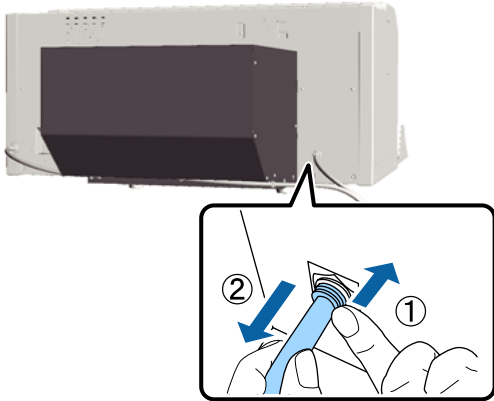
5 Insert parts removed during the setup.
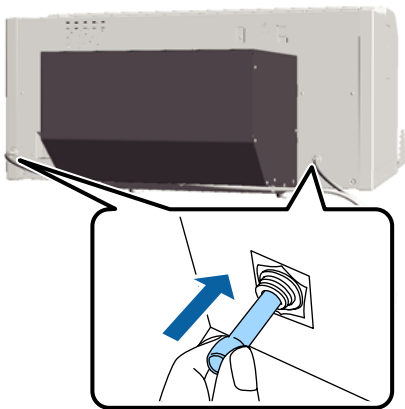
Setting up the Printer After Moving

Follow the steps below to use the printer after moving.

1 Check that the location is suitable for installation.

U *Setup Guide* (booklet)

2 Install the waste ink tube and the waste ink bottle.

U *Setup Guide* (booklet)

3 Connect the power plug to an electrical outlet, and then turn on the printer.

U *Setup Guide* (booklet)

4 Perform a nozzle check and confirm that there are no clogged nozzles.

5 Adjust the print head misalignments, and then check the print quality.

Transporting the Printer

When transporting the printer, protect the printer from shock and vibration using the protective materials and packing materials used when it was initially delivered after preparing the printer for the move.

See the *Setup Guide* (booklet) to attach the protective part to the movable base that were originally attached when the printer was delivered.

U *Setup Guide* (booklet)

> ⚠ **Caution:**
> *When transporting the printer, do not tilt it, stand it on its side, or turn it upside down. Otherwise ink could leak out.*

After transporting the printer, set it up following the same steps as after moving the printer.

Appendix

System Requirements

The following describes the system requirements necessary to install and use the software for this printer.

Windows

Operating System (32/64 bit compatible)	Windows XP/Windows Vista/ Windows 7/Windows 8
CPU	Core 2 Duo 2.0 GHz or better
Memory	1 GB or more
HDD	32 GB or more available space
Interface	2 ports of Hi-Speed USB-Compatible with the USB 2.0 Specification (Rear: for connecting with a computer, Front: for a USB memory device) Ethernet 10BASE-T/100BASE-TX
Display resolution	XGA (1024 x 768) or higher

Note:
When installing, you must log in as a Computer administrator (a user with Administrative Rights).

Mac OS X

OS	Mac OS X v10.6.8 Mac OS X v10.7.x	Mac OS X v10.8.x
CPU	Core 2 Duo 2.0 GHz or better	Core i5 2.0 GHz or better
Memory	1 GB or more	2 GB or more
HDD	32 GB or more available space	
Interface	2 ports of Hi-Speed USB-Compatible with the USB 2.0 Specification (Rear: for connecting with a computer, Front: for a USB memory device) Ethernet 10BASE-T/100BASE-TX	
Display resolution	XGA (1024 x 768) or higher	

Specifications Table

Printer Specifications		
Printing method	On-demand ink jet	
Nozzle configuration		
	White ink mode	White: 720 nozzles x 2 Color: 360 nozzles (x4 colors)
	Color ink mode	360 nozzles (x4 colors)
	High-speed color mode	720 nozzles (x4 colors)
Resolution (maximum)	White: 1440 x 1440 dpi Color: 1440 x 720 dpi	
Control code	ESC/P raster (undisclosed command)	
Platen feed method	Conveyor belt	
Built-in memory	Main memory: 512 MB Network: 128 MB	
Rated voltage	AC 100 to 240 V	
Rated frequency	50/60 Hz	
Rated current	0.7 to 0.4 A	
Power consumption		
	In use	Approx. 52 W
	Sleep mode	Approx. 10 W
	Power off	0.5 W or less
Temperature	Operating: 10 to 35 ℃ Storage (before unpacking): -20 to 60 ℃ (within 120 hours at 60 ℃, within one month at 40 ℃) Storage (after unpacking): -20 to 40 ℃ (within one month at 40 ℃)	
Humidity (without condensation)	Operating: 20 to 80% Storage (before unpacking): 5 to 85% Storage (after unpacking): 5 to 85%	

Appendix

Printer Specifications

Operating temperature/humidity

External dimensions (when stored)	(W) 985 x (D) 1425 x (H) 490 mm
Weight	Approx. 82 Kg (when supplied platen is installed, not including ink cartridges or waste ink tubes)

Ink Specifications

Type	Special ink cartridges
Pigment ink	White ink mode: Cyan, Magenta, Yellow, Black, White
	Color ink/High-speed color mode: Cyan, Magenta, Yellow, Black
Expiry date	See the date printed on the package (at normal temperature)
Print quality guarantee expiry	1 year (after installed in printer)
Temperature	Operating: 10 to 35 ℃
	In storage (in package) and after installation in printer: -20 to 40 ℃ (within 4 days at -20 ℃, a month at 40 ℃)
	Transporting (in package): -20 to 60 ℃ (within 4 days at -20 ℃, a month at 40 ℃, 72 hours at 60 ℃)
Cartridge dimensions	600 ml: (W) 40 x (D) 305 x (H) 110 mm
	250 ml: (W) 40 x (D) 200 x (H) 110 mm

> **Important:**
> Do not refill the ink.

Cleaning cartridge specifications

Expiry date	See the date printed on the package (at normal temperature)
Temperature	Operating: 10 to 35 ℃
	In storage (in package) and after installation in printer:
	-20 to 40 ℃ (within 4 days at -20 ℃, a month at 40 ℃)
	Transporting (in package):
	-20 to 60 ℃ (within 4 days at -20 ℃, a month at 40 ℃, 72 hours at 60 ℃)
Capacity	700 ml
Cartridge dimensions	(W) 40 x (D) 305 x (H) 110 mm

Pre-treatment liquid specifications

Expiry date	See the date printed on the package and the cartridge (at normal temperature)
Temperature	Operating: 10 to 35 ℃
	In storage (in package):
	-20 to 40 ℃ (within 4 days at -20 ℃, a month at 40 ℃)
	Transporting (in package):
	-20 to 60 ℃ (within 4 days at -20 ℃, a month at 40 ℃, 72 hours at 60 ℃)
Capacity	20 L
Dimensions	(W) 300 x (D) 300 x (H) 300 mm

Ink cleaner specifications

Expiry date	See the date printed on the package (at normal temperature)
Temperature	Operating: 10 to 35 ℃
	In storage (in package):
	-20 to 40 ℃ (within 4 days at -20 ℃, a month at 40 ℃)
	Transporting (in package):
	-20 to 60 ℃ (within 4 days at -20 ℃, a month at 40 ℃, 72 hours at 60 ℃)

Appendix

Ink cleaner specifications	
Capacity	150 ml

Standards and Approvals

Safety	UL 60950-1	
	CAN/CSA C22.2 No.60950-1	
	Low Voltage Directive 2006/95/ EC	EN 60950-1
EMC	FCC part 15 subpart B Class A	
	CAN/CSA-CEI/IEC CISPR 22 Class A	
	AS/NZS CISPR 22 Class A	
	EMC Directive 2004/108/EC	EN 55022 Class A
		EN 55024
		EN 61000-3-2
		EN 61000-3-3

> ⚠ *Warning:*
> *This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.*

Where To Get Help

Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

http://support.epson.net/

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

http://www.epson.com

Then, select the support section of your local Epson Web site.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

❏ Product serial number
(The serial number label is usually on the back of the product.)

❏ Product model

❏ Product software version
(Click **About**, **Version Info**, or similar button in the product software.)

❏ Brand and model of your computer

❏ Your computer operating system name and version

❏ Names and versions of the software applications you normally use with your product

Help for Users in North America

Epson provides the technical support services listed below.

Internet Support

Visit Epson's support website at http://epson.com/support and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Dial:(562) 276-1300 (U.S.), or (905) 709-9475 (Canada), 6 am to 6 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Before you call Epson for support, please have the following information ready:

❏   Product name

❏   Product serial number

❏   Proof of purchase (such as a store receipt) and date of purchase

❏   Computer configuration

❏   Description of the problem

> *Note:*
> *For help using any other software on your system, see the documentation for that software for technical support information.*

Purchase Supplies and Accessories

You can purchase genuine Epson ink cartridges, ribbon cartridges, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at http://www.epsonstore.com (U.S. sales) or http://www.epson.ca (Canadian sales).

Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

Internet URL
http://www.epson.com.au

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone:	1300 361 054
Fax:	(02) 8899 3789

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web
(http://www.epson.com.sg)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk
(Phone: (65) 6586 3111)

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information

- ❏ Product usage questions or problems

- ❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web
(http://www.epson.co.th)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Hotline
(Phone: (66)2685-9899)

Our Hotline team can help you with the following over the phone:

- ❏ Sales enquiries and product information

- ❏ Product usage questions or problems

- ❏ Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone):   84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web
(http://www.epson.co.id)

- ❏ Information on product specifications, drivers for download

- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

- ❏ Sales enquiries and product information

- ❏ Technical support

     Phone   (62) 21-572 4350

     Fax   (62) 21-572 4357

Epson Service Center

Jakarta   Mangga Dua Mall 3rd floor No 3A/B Jl. Arteri Mangga Dua, Jakarta

               Phone/Fax: (62) 21-62301104

Bandung	Lippo Center 8th floor Jl. Gatot Subroto No.2 Bandung Phone/Fax: (62) 22-7303766
Surabaya	Hitech Mall lt IIB No. 12 Jl. Kusuma Bangsa 116 – 118 Surabaya Phone:(62) 31-5355035 Fax: (62)31-5477837
Yogyakarta	Hotel Natour Garuda Jl. Malioboro No. 60 Yogyakarta Phone: (62) 274-565478
Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan Phone/Fax: (62) 61-4516173
Makassar	MTC Karebosi Lt. Ill Kav. P7-8 JI. Ahmad Yani No.49 Makassar Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

❏ Product information

❏ Answers to Frequently Asked Questions (FAQs)

❏ Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

http://www.epson.com.hk

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone:	(852) 2827-8911
Fax:	(852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.com.my)

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone:	603-56288288
Fax:	603-56288388/399

Epson Helpdesk

❏ Sales enquiries and product information (Infoline)

Phone:	603-56288222

❏ Enquiries on repair services & warranty, product usage and technical support (Techline)

Phone:	603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.in)

Information on product specifications, drivers for download, and products enquiry are available.

Epson India Head Office - Bangalore

Phone:	080-30515000
Fax:	30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 / 16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 / 30286001 /30286002	020-30286000
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone and fax numbers and e-mail address below:

Trunk Line:	(63-2) 706 2609
Fax:	(63-2) 706 2665
Helpdesk Direct Line:	(63-2) 706 2625
E-mail:	epchelpdesk@epc.epson.com.ph

World Wide Web
(http://www.epson.com.ph)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Toll-Free No. 1800-1069-EPSON(37766)

Our Hotline team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

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