

# SC-F9300 Series

# User's Guide

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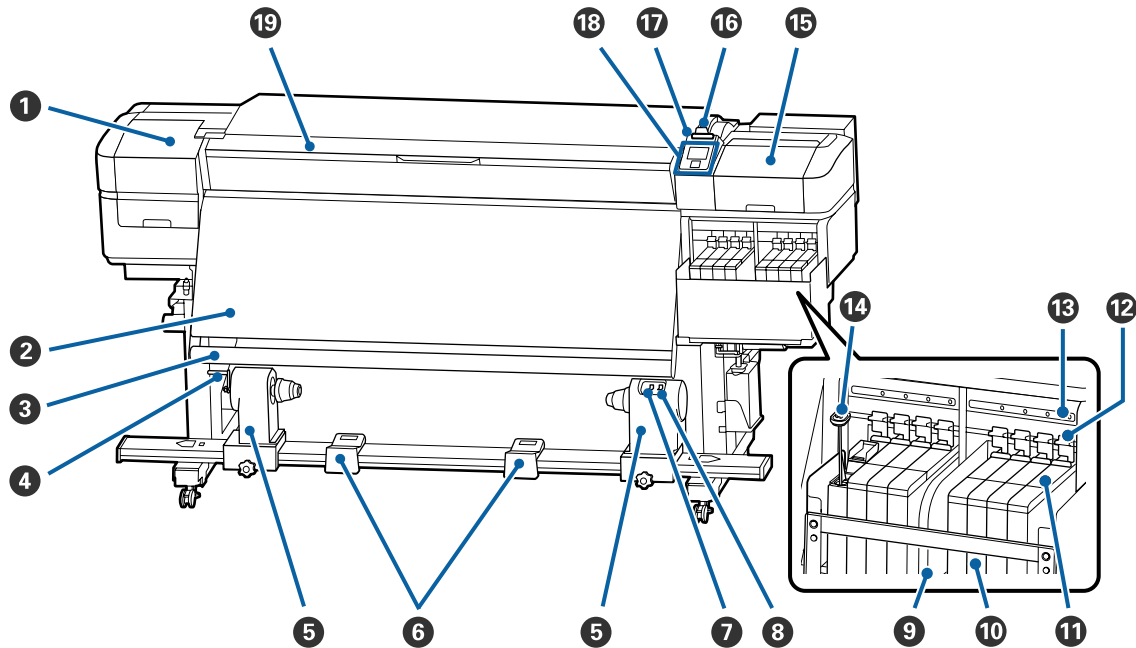
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# Introduction

## Printer Parts

### Front Section



**1 Maintenance cover (left)**

Open this cover to clean the area around the print head. Normally closed when using the printer.

 [“Cleaning Around the Print Head” on page 62](#)

**2 Heater**

The heater can be used to rapidly dry ink after printing.

 [“Changing the Heater's Temperature” on page 50](#)

**3 Media guide bar**

The bar maintains tension to prevent the media sagging as it is taken up.

**4 Handle**

After placing the roll core on the left roll core holder, rotate the handle to press the roll core holder and apply pressure to the roll core.

## Introduction

### 5 Roll core holder

Place the roll core for media take-up on these holders. There are same parts on both the left and the right.

 [“Using the Auto Take-up Reel Unit” on page 33](#)

### 6 Roll support

Rest media temporarily on these supports when removing the take-up roll. There are same parts on both the left and the right.

### 7 Auto switch

Use this switch to select the auto take-up direction. Choose Off to disable auto take-up.

### 8 Manual switch

Use this switch to select the manual take-up direction. The selected option takes effect when the Auto switch is in the Off position.

### 9 Heat shield

This prevents the temperature of the ink from rising in the ink tank when using a commercially available heater. When it becomes hard to see inside the ink tank because ink has adhered to the heat shield, clean it.

 [“Cleaning the Heat Shield” on page 83](#)

### 10 Ink tank

This holds the ink to be used for printing.

### 11 Slider

 [“Slider” on page 12](#)

### 12 Lock levers

When removing the slider to replace the chip unit, raise the lock levers to unlock. After installing the slider, be sure to lower the lock levers.

### 13 Chip unit check lamps

These light up when indicating messages related to the chip unit.

On : Check the message on the control panel's screen and carry out the appropriate measures.

Off : No error.

### 14 Stirring stick

This only comes with ink tanks for High Density Black ink. Stir the ink inside the ink tank with the stirring stick once a week.

## Introduction

### 15 Maintenance cover (right)

Open this cover to clean the area around the caps. Normally closed when using the printer.

 [“Cleaning Around the Caps” on page 63](#)

### 16 Media loading lever

After loading media, lower the media loading lever to keep the media in place. Raise the lever to release the media prior to removal.

### 17 Alert lamp

This lamp lights or flashes when an error occurs.

Light/Flash : An error occurred. The type of error is indicated by how the lamp lights or flashes. Check the contents of the error on the control panel's screen.

Off : No error.

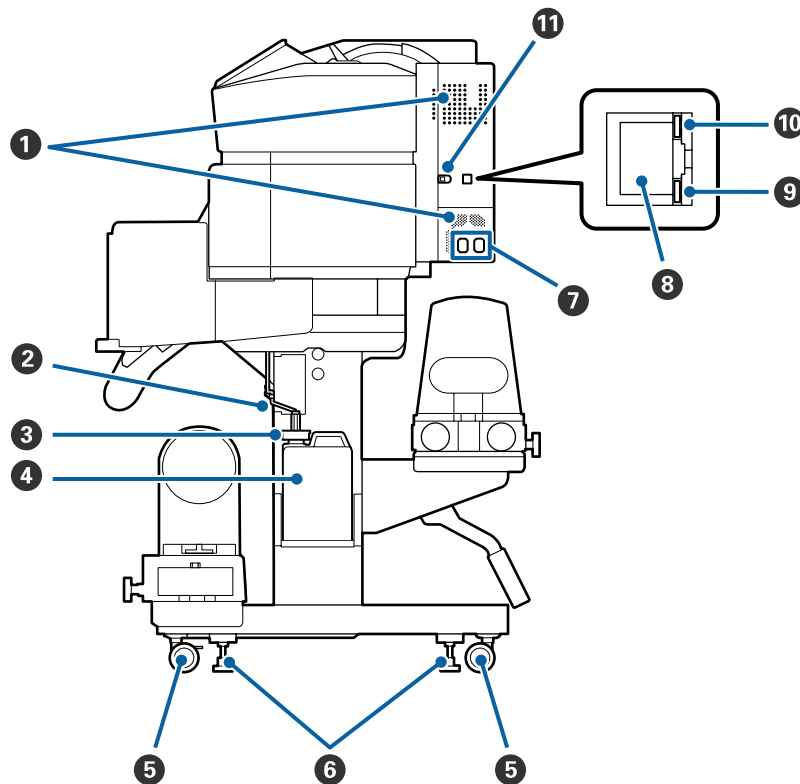
### 18 Control panel

 [“Control panel” on page 12](#)

### 19 Front cover

Open when loading media, cleaning the inside of the printer, or removing jammed media. Normally closed when using the printer.

## Right view



## Introduction

### ① Airflow vents

Allows air to flow into the printer. Do not obstruct these vents.

### ② Waste ink tube

Tubes for ejecting waste ink. Be sure the end of this tube is in the Waste Ink Bottle while the printer is in use.

### ③ Stopper

This prevents splatter when discharging waste ink.

Print with the opening of the Waste Ink Bottle sealed, except when replacing the Waste Ink Bottle.

### ④ Waste Ink Bottle

Waste ink collects in this bottle.

Replace it with a new Waste Ink Bottle when a message is displayed on the control panel prompting you to do so.

 [“Disposing of Waste Ink” on page 73](#)

### ⑤ Casters

There are two casters on each leg. Once installation is complete, the front casters should be kept locked while the printer is in use.

### ⑥ Adjusters

When installing on a carpeted floor or a sloping floor, check level gauge of the printer and adjust these to keep the printer stable.

 [Setup Guide](#)

### ⑦ AC inlet #1/AC inlet #2

Connects the power cable. Be sure to connect both cables.

### ⑧ LAN port

Connects the LAN cable. Use a shielded twisted pair cable (category 5e or higher).

### ⑨ Data lamp

The data lamp lights or flashes to indicate the network connection status and whether the printer is receiving data.

On : Connected.

Flashing : Connected. Receiving data.



## Introduction

### 10 Status lamp

The color indicates the network's communication speed.

Red : 100Base-TX

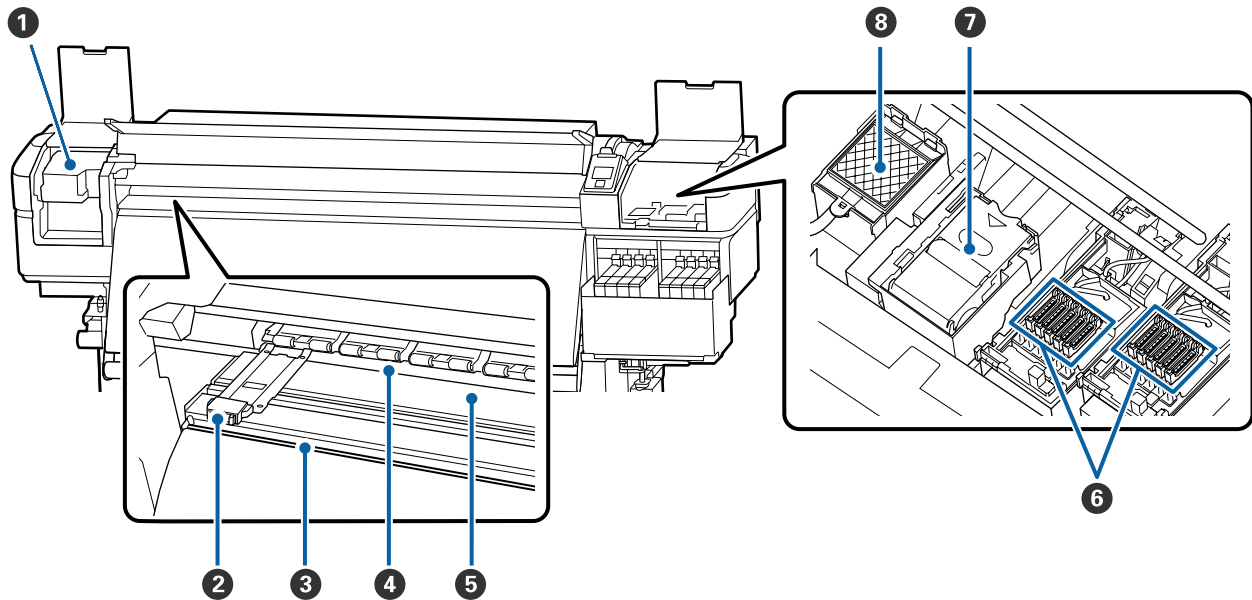
Green : 1000Base-T

### 11 USB port

Connects the USB cable.

## Inside

Dirt on any of the following parts may reduce print quality. Regularly clean or exchange these parts as described in the chapters listed in the reference sections below.



### 1 Print head

The print head prints by moving left and right while emitting ink. Clean at least once a month.

[“Cleaning Around the Print Head” on page 62](#)

### 2 Media edge plates

The media edge plates prevent the media riding up and keeps fibers on the cut edge of the media from touching the print head. Position the plates at either side of the media before printing.

[“Loading media” on page 27](#)

### 3 Cutter groove

Pass the blade of a cutter (available in the market) down this groove to cut media.

[“Cutting Media” on page 43](#)

## Introduction

### 4 Pressure rollers

These rollers press down on the media during printing.

 [“Daily Cleaning” on page 59](#)

### 5 Platen

This suction and fixes the media for smooth printing and media feeding.

 [“Daily Cleaning” on page 59](#)

### 6 Caps

Except during printing, these caps cover the print head nozzles to prevent them drying out. Clean at least once a month.

 [“Cleaning Around the Caps” on page 63](#)

### 7 Wiper unit

The wiper removes ink from the surface of the print head nozzles. The wiper unit is a consumable item. Replace when a message is displayed on the control panel prompting you to do so.

 [“Replacing the Head Cleaning Set” on page 75](#)

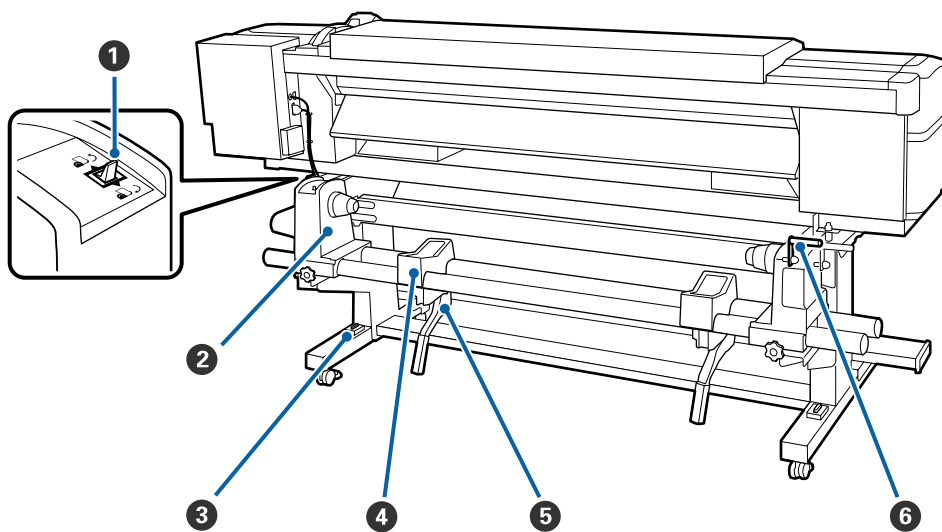
### 8 Flushing pad

Ink is discharged onto this pad during flushing. This is a consumable; Replace the wiper unit at the same time.

 [“Replacing the Head Cleaning Set” on page 75](#)

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## Back



### 1 Drive switch

The drive switch is used to feed the media during loading and to rewind the media for replacement.


## Introduction

### ② Roll holder

Place media on these holders. There are same parts on both the left and the right.

### ③ Level gauge

When installing on a carpeted floor or a sloping floor, check the horizontal level of the printer. There are same parts on both the left and the right.

 *Setup Guide*

### ④ Roll support

Rest media on these supports before placing it on the roll holders. There are same parts on both the left and the right.

### ⑤ Lift lever

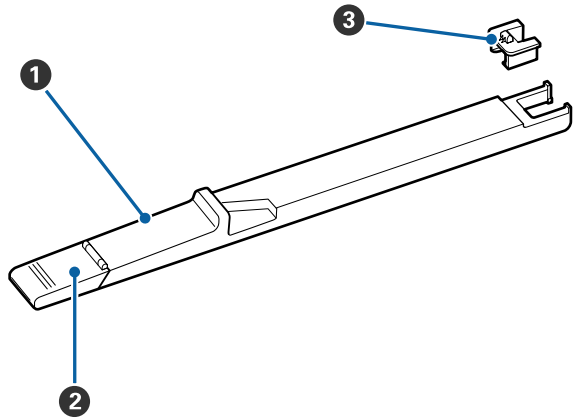
If the media to be mounted on the roll holders seems heavy, use these levers to raise the media easily to the level of the roll holders. They are on both the left and right sides.

### ⑥ Handle

After placing media on the right roll holder, rotate the handle to press the holder and apply pressure to the roll core.

Introduction

Slider



1 Slider

Mount the chip unit included with the ink pack.

["Ink refill" on page 65](#)

2 Ink inlet cover

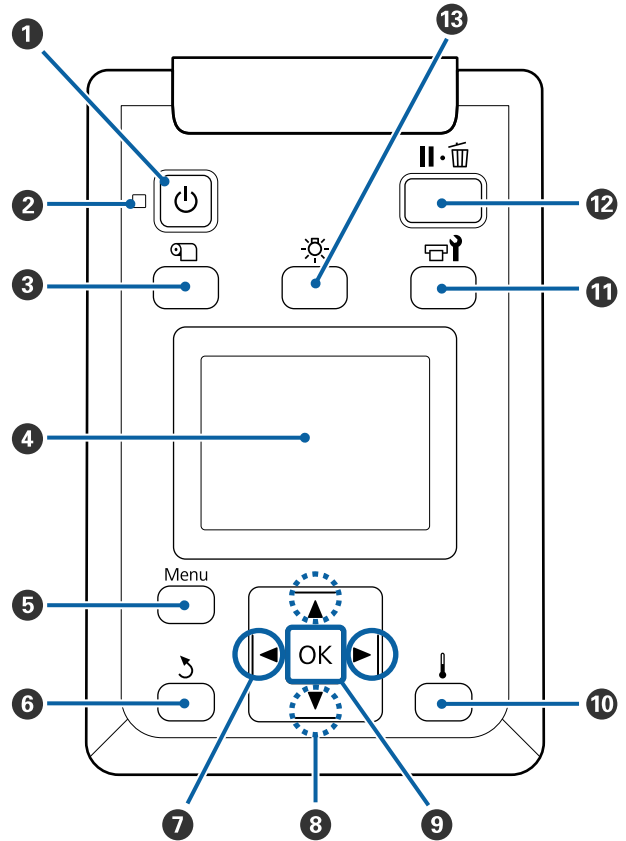
Open this when refilling the ink tank with ink.

3 Chip unit

The IC chip is a built-in unit.

It is included with the ink pack.

Control panel



1 **button (power button)**  
Turns the power on and off.

2 **light (power light)**  
The printer's operational status is indicated by a lit or flashing light.

On : The power is on.

Flashi : The printer is receiving data or performing head cleaning or other operations during shut-down.

Off : The power is off.

3 **button (media setup button)**

## Introduction


Pressing this button displays the Media Setup menu on the screen to perform **Feed To Cut Position, Media Remaining, Select Media, Customize Settings, and Easy Media Setup.**

 [“The Media Setup Menu” on page 94](#)


If you press this while printing, you can adjust the media feed.

 [“Correcting Banding” on page 51](#)


#### 4 Display

Displays the printer's status, menus, error messages, and so on.  [“Understanding the Display” on page 14](#)

#### 5 Menu button

Press this button to display menus.  [“Using the Control Panel Menu” on page 88](#)

#### 6 ↵ button (back button)

Press this button to exit to the previous menu when options are displayed.  [“Menu Operations” on page 88](#)


#### 7 ⬅/➡ buttons (left and right arrow buttons)

Use to position the cursor when performing such tasks as entering a **Setting Name** or **IP address** in the setup menu.

#### 8 ▲/▼ buttons (up and down buttons)

- ❑ When the media loading lever is in a lowered position and the ▼ button is pressed, media is fed. If the ▲ button is pressed, media is rewound. This occurs regardless of the way the loaded media is rolled.

Note that when the ▲ button is used to rewind, the media will stop when its edge reaches the starting print position. Rewind can be resumed by releasing the button and then pressing it again.

- ❑ When the media loading lever in a raised position, the button to rewind media depends on how the loaded media is rolled.  
Printable Side Out: Press the ▲ button.  
Printable Side In: Press the ▼ button.  
Keep the button pressed to rewind the media up to 25 cm.
- ❑ When the menus are displayed, these buttons can be used to select menu items and options.  [“Menu Operations” on page 88](#)

#### 9 OK button

- ❑ Pressing this button when a menu item is highlighted displays options for the selected item.
- ❑ Pressing this button when an option is highlighted selects the highlighted item or performs the selected operation.
- ❑ Pressing this button while the alert buzzer is sounding stops the buzzer.

#### 10 🔥 button (heating/drying button)

The Heating & Drying menu appears, and you can do **Start Preheat, Heater Temperature, Blank Area Feed, Drying Time Per Pass, and After Heater Feed.** You can only set **Heater Temperature** while printing.

 [“Changing the Heater's Temperature” on page 50](#)

#### 11 🛠 button (maintenance button)

The Maintenance menu appears, and you can do **Nozzle Check, Cleaning, Head Maintenance, Waste Ink Bottle Replacement, Head Cleaning Set, and Other Maintenance.** Operations do not occur while printing, no matter which button is pressed.

 [“The Maintenance Menu” on page 104](#)

#### 12 ⏸ button (pause/cancel button)

**Introduction**

- ❑ The printer enters pause status if this is pressed while printing. To release the pause status, press the II-⏏ button again, or select **Pause Cancel** on the screen and then press the OK button. To cancel print jobs being processed, select **Job Cancel** on the screen and then press the OK button.
- ❑ Pressing this button when menus are displayed closes the menus and returns the printer to ready status.

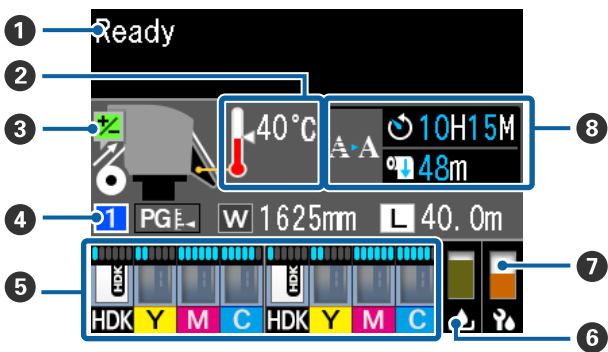
**13 [-:☹:] button (light button)**

Press when the internal light is on to turn off the light.

Press when the internal light is off to turn on the light.

However, when you press the button during an operation that does not allow the light to turn on, the light remains off.

**Understanding the Display**



**1 Messages**

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

☞ "When a Message is Displayed" on page 108

**2 Heater temperature**

The thermometer icons give a rough indication of the current temperatures of the heaters.

: The heater has reached the selected temperature.

: The heater has not reached the selected temperature.

**3 Feed adjustment information during printing**

This information is displayed when the adjustment value is specified during printing.

☞ "Correcting Banding" on page 51

**4 Media info**

This shows information related to the media, as shown below.

**1** : This is the setting number for the media that is selected.

**PG** : The values for the platen gap are indicated by their positions on the icon, as shown below.

**PG**: 1.6, **PG**: 2.0, **PG**: 2.5

**W** : This is the width of the media that is loaded.

**L** / **L** : When **L**: The remaining amount of media (length of the remaining roll media) is displayed in increments of 0.1 m.

When **L**: The print length per job is displayed in increments of 1 m.

Change displays via **Screen Display** in the settings menu.

If you set **Length** in **Media Remaining** to **Off**, the remaining media is not displayed.

☞ "The Media Setup Menu" on page 94

**5 Estimated amount of ink and chip unit status**

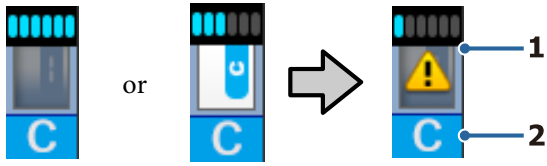
The estimated amount of ink and the status of the chip unit that is mounted on the printer are displayed.

The display changes, as shown below, if a warning or error occurs.

Normal

During a warning or error

**Introduction**



**1 Status indicators**

The status of the chip unit and the indicators that estimate and display the amount of ink is shown as follows.



: It is estimated that there is enough ink in the ink tank to print with no problems.

The number of indicator levels decreases according to the estimated amount of ink.

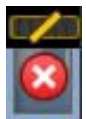


: The amount of ink is estimated to be low.

Prepare a new ink pack.



: The estimated amount of ink is near its limits. Check the amount of ink, and replace the chip unit and refill the ink with one pack of ink if the remaining ink is 70 mm or less from the bottom of the ink tank. If the remaining ink is more than 70 mm from the bottom of the ink tank, continue to use the printer until it is below 70 mm before replacing and refilling.



: Printing has stopped because the estimate amount of ink has reached its limits.

Replace the chip unit and refill the ink with one pack of ink.

The bottom of the indicators changes according to the status of the chip unit, as shown below.



: A chip unit for automatic charging\* is mounted.

When the estimated amount of ink starts to run out, a low ink warning does not occur. Refill the ink with one pack of ink if the remaining ink is 70 mm or less from the bottom of the ink tank.



: (When flashing)

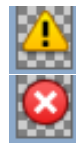
The chip for automatic charging\* that was mounted has been removed.

Lowering the lock levers displays the normal icon.

The chip unit you removed is as good as new.



: Automatic charging cannot be done because the lock levers are raised. Lower the lock levers.



/ : This refers to one of the following statuses.

Reposition the chip unit, or replace it with a correct chip unit.

- The chip unit has been mounted incorrectly.
- A chip unit for an ink pack of a different color than the ink tank is mounted.
- A chip unit for an ink pack that is incompatible with this printer is mounted.

\* When a chip unit is mounted on the printer, the information about the available amount of ink in the ink pack that is registered to the new chip unit is automatically written to the printer. Writing the chip unit information to the printer is called "charging".

When charging is complete, the indicator levels become full, and the icon for the charge status turns gray. After charging, the chip unit that was mounted on the printer is no longer needed.

Charging occurs automatically when the indicator level reaches 0 if you remove a chip unit that is no longer needed and replace it with a new chip unit.

Mounting a new chip unit on the printer to do automatic charging is called "reserving".

Reserving can be done at any time if the indicator's level for the estimated amount of ink is between 1 and 6.

**Introduction**

**2 Ink color codes**

HDK : High Density Black

Y : Yellow

M : Magenta

C : Cyan


**6 Waste Ink Bottle status**

Displays the approximate amount of space available in the Waste Ink Bottle. The display changes as shown below when the waste ink bottle is nearly full or an error occurs.




**1 Status indicators**

The status of the Waste Ink Bottle is shown as follows.


 : No error. The indicator changes to show the amount of space available.

 : The Waste Ink Bottle is almost full. Ready a new Waste Ink Bottle.

 : The Waste Ink Bottle is full. Replace with a new Waste Ink Bottle.

**7 Status of the head cleaning set**

The guideline for replacement of the head cleaning set is displayed.

 : As the time for replacement gets closer, the indicator gradually decreases.

**8 Notice regarding when to do periodic/auto cleaning**

Notices for when periodic cleaning or auto cleaning\* are to occur are displayed as shown below.

The times these are done change greatly depending on the ambient temperature of the print heads. In addition, auto cleaning may be done regardless of the notice display when the power is turned back on.

\*\* H\*\* M : This appears 24 hours prior to when auto cleaning and periodic cleaning are to be done (when the interval is set in **Printing Time**).

\*\*\* m : This appears 20 minutes prior to when periodic cleaning is to be done (when the interval is set in **Media Usage**).

If you want to print, even though it is almost time for head cleaning to be done, implementing **Preventive Cleaning** in the settings menu in advanced is effective at keeping printing from being interrupted midway.

 [“The Maintenance Menu” on page 104](#)

\* Auto cleaning is head cleaning that the printer automatically does after a set period of time has passed to keep the print heads in good condition.



## Introduction

# Features

This large-format color ink jet printer supports roll media 1626 mm (64 inches) in width. The main features of this printer are described below.

---

## Realizing High Productivity

### Improved Drying Performance Thanks to Built-in Heater

The heater can dry the ink almost instantaneously, which improves the print quality and productivity.

### Media Feeding Unit Accommodates up to 45 kg Rolls

The Media Feeding Unit can handle high-capacity rolls with external diameters of up to 250 mm and weights of up to 45 kg ensuring that media requires less frequent replacement.

### Auto Take-up Reel Unit Comes Standard

The auto take-up reel unit automatically takes up printed media cleanly, with no wrinkles. Achieving high-volume printing and continuous nighttime printing with the high-precision take-up necessary to support continuous-type sublimation transfer printers.

### Large-Capacity Ink Tank Installed

A large-capacity ink tank is installed to achieve high productivity. The ink pack refills are also available in large volumes of 1000 ml. You won't be troubled by frequently replacing ink cartridges.

### High-Speed Printing

A 2-head stagger configuration allows for high-speed printing. Moreover, there are two ink tanks equipped per color to support high-speed printing.

---

## Superior Ease of Use

### Media Installation and Take up a Snap

The roll and roll core holders require no spindles, eliminating the need to attach spindles before installing media. Just bring the media to the printer and install it directly. Never having to juggle long spindles makes installing media a snap even where space is limited.

Because there are also roll supports that give you a place to rest media during installation, media is effortlessly raised to the level of the roll holders.

### Supports (Windows only) "Epson Edge Print", a RIP software that has basic functions

"Epson Edge Print" is the standard RIP software developed by Epson. Loaded with Epson's superior image processing technologies, it unlocks the maximum printing speed and image quality for your printer. Just like a printer driver, anyone can easily and readily operate Epson Edge Print, as well as register media settings and display the printer's status.

### Easily register optimum print settings for the media being used

A variety of settings are provided allowing you to perform optimum printing according to the size and type of the media being used. When **Easy Media Setup** is enabled on the setup menu, you can register a variety of settings quickly and easily according to the media type.

When using the "Epson Control Dashboard" software, you can download and set print setting files (EMX) provided by Epson. An EMX is a print settings file for each media type and includes print information that is necessary to print correctly on commercially available media, such as settings for media registered to the printer, ICC profiles to be used in RIP, the number of passes, and the resolution. To easily do optimum printing, all you need to do is register the media settings to your printer, and then specify the print information using either the provided "Epson Edge Print" printer application or a commercial RIP.

### Ease of Maintenance

Print quality can only be ensured through maintenance. Cleaning operations have been reduced through wipers built into the printer. Also, the design of this printer leaves plenty of space for maintenance, making maintenance easy.

Additionally, you can prevent nozzles from getting clogged by using the periodic cleaning function.


### Checking the condition of the print is simple

You can easily see the condition of the print because the LED light inside the printer automatically lights while printing.

## Introduction

### E-Mail Error/Warning Notification

EpsonNet Config with Web Browser system built into the printer's network interface offers e-mail notification. Once configured for e-mail notification, the printer will send errors and warnings to selected e-mail addresses, ensuring peace of mind when the printer is left unmanned during overnight operation and in other similar situations.

Starting EpsonNet Config (with Web Browser)  [Network Guide \(pdf\)](#)

### Lamp and Buzzer Error Alerts

When an error occurs, a buzzer will sound and the alert lamp will light. The large alert lamp is highly visible, even at a distance.

A buzzer sounds simultaneously to prevent time wasted while stoppages due to errors go unnoticed.

### High-Speed USB/Gigabit Ethernet

The printer comes equipped with high-speed USB and 100 Base-TX/1000 Base-T network interfaces.

## High Print Quality

### Using High Density Black ink

High Density Black ink can provide an even richer, deeper black color by improving the concentration of black when compared to Black ink. In addition, the color gamut has been expanded, thereby creating vivid colors to create bold contrasts.

### Stabilizing the media position when printing

An optimized platen shape stabilizes the position of the media during printing to ensure high print quality.

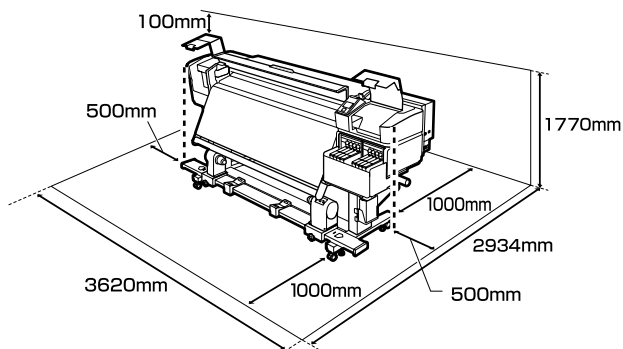
## Notes on Usage and Storage

### Installation space

Make sure that you secure the following space, clear of any other objects, so that paper ejection and consumable replacement are not obstructed.



See the “Specifications Table” for the external dimensions of the printer.

 [“Specifications Table” on page 132](#)



## Notes when using the printer

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

- When using the printer, observe the operating temperature and humidity range described in the “Specifications Table”.  [“Specifications Table” on page 132](#)  
Note, however, that the desired results may not be achieved if the temperature and humidity are within the limits for the printer but not within those for the media. Be sure the operating conditions suit the media. For more information, see the documentation supplied with the media. Also, when operating in dry areas, air conditioned environment, or under direct sunlight, maintain the appropriate humidity.
- Avoid using the printer in locations with heat sources or that are exposed to direct draughts from ventilators or air conditioners. The print head nozzles could dry out and clog.
- When using a commercially available heater, we recommend using it within the recommended operating temperature range. Using it outside of the recommended range may cause the print quality to decline or the nozzles of the print heads to become clogged.  
 [“Specifications Table” on page 132](#)
- Do not bend or tug the waste ink tube. Ink could spill inside or around the printer.

## Introduction

- ❑ Maintenance such as cleaning and replacement must be performed according to usage frequency or at recommended intervals. Failure to perform regular maintenance could result in loss of print quality. In the absence of the appropriate maintenance, continued use could damage the print head.  
🔗 [“Cleaning Locations and Cleaning Timing” on page 55](#)
- ❑ The print head may not be capped (the print head may not return to the right side) if the printer is turned off when the media is jammed or an error has occurred. 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 power is on, do not remove 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.
- ❑ The print head is automatically cleaned at a fixed interval after printing to keep the nozzle from clogging.  
Be sure that the Waste Ink Bottle is placed whenever the printer is on.
- ❑ As well as being expended during printing, ink is used during head cleaning and other maintenance required to keep the print head in working order.
- ❑ To ensure the colors you want to print, maintain a constant room temperature of 15 to 25°C.

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### Notes when not using the printer

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

- ❑ Turn the power on once every 7 days when the printer is not used for a long time.  
If you do not print for a long time, the print head nozzles may become clogged. Head cleaning will be performed automatically after the printer is turned on and started. Head cleaning prevents clogged print heads and maintains print quality. Do not turn the printer off until cleaning is complete.

- ❑ A service engineer must do pre- and post-maintenance when the printer is not used for over 2 weeks. Pre- and post-maintenance will be provided for a fee.  
Moreover, depending on the environment and length of time stored, repairs may be required during post-maintenance even if pre-maintenance is done. If repairs are necessary, they will be done for a fee.  
Contact your dealer or Epson Support.
- ❑ The pressure rollers may crease media left in the printer. The media may also become wavy or curled, causing jams or resulting in the media coming into contact with the print head. Remove the media before putting the printer in storage.
- ❑ Store the printer after confirming that the print head has been capped (the print head is positioned at the far right). If the print head is left uncapped for a long time, the print quality may decline.

**Note:**

*If the print head is not capped, turn the printer on, and then turn it off.*

- ❑ Close all covers before placing the printer in storage. If you are not using the printer for a long time, put an anti-static cloth or cover on the printer to prevent dust. 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 have not used the printer for a long time, check the print heads for clogging before you start printing. Clean the heads if the print heads are clogged.  
🔗 [“Checking for clogged nozzles” on page 80](#)
- ❑ When storing the printer, be sure that it is level: do not store it on an angle, on end, or upside down.

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### Notes on handling ink packs and ink tanks

Note the following points when handling ink packs and ink tanks.

## Introduction

- ❑ Do not remove the ink tanks.  
Adjustments are done to the ink tanks when they are installed. Removing them may impair quality and performance.
- ❑ Store ink packs at room temperature in a location that is not exposed to direct sunlight.
- ❑ To ensure print quality, use all the ink in the tank before the earlier of the following dates:
  - ❑ Expiry date noted on the ink pack
  - ❑ 25 days after the ink tank was refilled
- ❑ Ink packs 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.
- ❑ When refilling the ink tank with ink, get all the ink out of the ink pack so that there is none remaining.
- ❑ Immediately refill the ink tank once the ink pack is open.
- ❑ Do not place anything on the ink tanks or subject the ink tank to strong impacts. The ink tank could become detached.  
If the ink tank has come off, contact your dealer or Epson Support.

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## Handling Media

Note the following when handling or storing media. Media that are in poor condition will not produce good quality prints.

Be sure to read the documentation provided with each type of media.

### Notes on Handling

- ❑ Do not fold the media or damage the printable surface.
- ❑ Do not touch the printable surface. Moisture and oils from your hands can affect print quality.
- ❑ When handling media, hold it by both edges. We recommend wearing cotton gloves.
- ❑ Keep the media dry.

- ❑ Packaging materials can be used to store media and should not be thrown away.
- ❑ Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- ❑ When not in use, media should be removed from the printer, rewound, and inserted in its original packaging for storage. Leaving media in the printer for extended periods may cause it to deteriorate.

## Handling Media After Printing

To maintain long lasting, high quality print results, note the following points.

- ❑ Do not rub or scratch the printed surface. If they are rubbed or scratched, the ink may peel off.
- ❑ Do not touch the printed surface, as this may remove the ink.
- ❑ Make sure printouts are completely dry before folding or stacking. If the printouts are stacked or taken up without being dried sufficiently, the print surface may be damaged.
- ❑ Avoid direct sunlight.
- ❑ To prevent discoloration, display and store prints as instructed in the documentation supplied with the media.

## Introduction

## Introducing the Supplied Software

The following 2 types of CDs are included with this printer.

- ❑ Software disc  
See the following section for descriptions of the software that has been supplied.
- ❑ Epson Edge Print disc  
Epson Edge Print is a software RIP that can be effortlessly used with easy-to-understand operations. See the *Setup Guide* (booklet) for how to install the software. See the online help for details about functions.



The following applications are available for Windows on the supplied software disc. When using a computer running on Mac OS X or one without a disc drive, you can install the software from <http://epson.sn>. Install as required.

For information about these applications, see the *Network Guide* (Online Manual) or the on-line help for the application in question.

**Note:**

*Printer drivers are not provided. A software RIP is required for printing. The Epson Software RIP, "Epson Edge Print", is included with this printer on a separate CD.*

*The Epson Web site provides plug-ins for the printer.*

Software Name	Summary
Epson Control Dashboard	<ul style="list-style-type: none"> <li>❑ You can easily acquire the following variety of information provided by Epson on the internet. <ul style="list-style-type: none"> <li>❑ Print settings (EMX) files</li> <li>❑ Update information for the printer firmware (you can update the firmware easily from Epson Control Dashboard)</li> <li>❑ Update information (when update information is available, start EPSON Software Updater to perform the update) for software and manuals installed from the supplied software disc and setup navigator.</li> <li>❑ Information from Epson</li> </ul> </li> <li>❑ With Epson Control Dashboard installed, you can monitor the status of the printer connected to a computer over a network or USB connection.</li> <li>❑ You can easily make and change media settings from a computer and write to the printer.</li> </ul> <p> <a href="#">"Starting Epson Control Dashboard" on page 23</a></p> <p> <a href="#">"Exiting Epson Control Dashboard" on page 23</a></p>
EPSON Software Updater	The software checks if new software or update information is available on the Internet and installs it if it is available. You can also update the manuals, Epson Control Dashboard, and Epson Edge Print for this printer.
Epson communications drivers	(Windows only) Epson communications drivers is required when using Epson Control Dashboard, Epson Edge Print and when connecting a computer to the printer via USB. Make sure these are installed.
Install Navi	This is the installer. During installation, you can easily use a wizard to set the address settings for connecting to a network.

## Introduction

Software Name	Summary
EpsonNet Config SE	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.

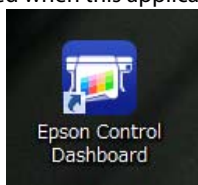
## Starting Epson Control Dashboard

Epson Control Dashboard is a Web application.

- 1 The application can be launched using either of the following two methods.

### Windows

- ❑ Double click the **Epson Control Dashboard** icon on the desktop. The **Epson Control Dashboard** icon is created when this application is installed.



- ❑ Click **Start > All Programs (or Programs) > Epson Software > Epson Control Dashboard**.

### Mac OS X

- ❑ Click the Epson Control Dashboard icon on the Dock. The Epson Control Dashboard icon is created when this application is installed.



- ❑ Double-click the **Applications - Epson Software - Epson Control Dashboard - Epson Control Dashboard** icons.

### Linux

Select **Epson Control Dashboard** in **Others** on the main menu.

- 2 Epson Control Dashboard starts.

For details, see the Epson Control Dashboard help.

## When accessing Epson Control Dashboard from another computer

Follow the steps below to access Epson Control Dashboard when it is installed on another computer.

You can access Epson Control Dashboard from a computer on the same network as the computer on which it is installed is connected to.

You do not need to install Epson Control Dashboard on the startup computer.

- 1 Launch a browser on the computer you want to access from.

- 2 Enter the following in the address bar.

http://xxxxxxxxxxxxx:30561

For xxxxxxxxxxxxxx, enter the name and IP address of the computer on which Epson Control Dashboard is installed.

### Note:

*If you cannot access due to a firewall, contact your network administrator, and then perform the following procedure.*

- ❑ *In Allow a program through Windows Firewall, click **Allow another program**, and then select **C:\Program Files (x86)\Epson Software\Control Dashboard\bin\Node.exe** on the Add screen.*
- ❑ *Check that **Evented I/O for V8 JavaScript** is displayed in the list of allowed programs.*

## Exiting Epson Control Dashboard

Close the Web browser.

## Using EPSON Software Updater

### Checking software update availability

- 1 Check the following status.
  - ❑ The computer is connected to the Internet.



## Introduction

- ❑ The printer and the computer can communicate.

**2** Start EPSON Software Updater.

### Windows 8.1/Windows 8

Enter the software name in the search charm, and select the icon displayed.

### Except for Windows 8.1/Windows 8

Click Start > **All Programs** (or **Programs**) > **Epson Software** > **EPSON Software Updater**.

### Mac OS X

Click **Move - Applications - Epson Software - EPSON Software Updater**.

#### Note:

*In Windows, you can also start by clicking the printer icon on the desktop toolbar and selecting **Software Update**.*

**3** Update the software and manuals.  
Follow the on-screen instructions to continue.

#### Important:

*Do not turn off the computer or printer while updating.*

#### Note:

*Software that is not displayed in the list cannot be updated using EPSON Software Updater. Check for the latest versions of the software from the Epson Web site.*

<http://www.epson.com>

## Receiving update notifications

**1** Start EPSON Software Updater.

**2** Click **Auto update settings**.

**3** Select an interval for checking for updates on the printer's **Interval to Check** box, and then click **OK**.

## Uninstalling Software

#### Important:

- ❑ Log into a "Computer administrator" account (an account with administrative privileges).
- ❑ Enter the administrator password when prompted and then proceed with the remainder of the operation.
- ❑ Exit any other applications that may be running.

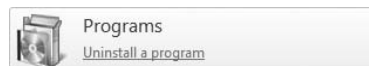
### Windows

This section describes how to uninstall Epson Control Dashboard and the Epson communications drivers using them as an example.

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

**2** Go to the **Control Panel** and click **Uninstall a program** from the **Programs** category.

In Windows XP, go to the **Control Panel** and click **Add or Remove Programs**.



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

Selecting the following deletes the Epson communications drivers. The model number appears in XXXXX.

- ❑ EPSON SC-SXXXXX Series Comm Driver Printer Uninstall

To uninstall **Epson Control Dashboard**, select **Epson Control Dashboard**.

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

**5** Follow the on-screen instructions to continue.  
When the delete confirmation message appears, click **Yes**.



## Introduction

If you are reinstalling the Epson communications drivers, restart the computer.

### Mac OS X

The following describes how to remove Epson Control Dashboard.

- 1** Quit **Epson Control Dashboard**.
- 2** Double-click **Applications - Epson Software - Epson Control Dashboard - Epson Control Dashboard Uninstaller**.

Follow the on-screen instructions to continue.

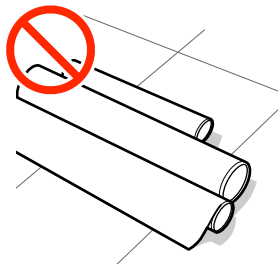
# Basic Operations

## Precautions When Handling Media

If the following points are not observed when handling media, small amounts of dust and lint may stick to the media surface and cause ink drops in the print results or cause the nozzles to clog.

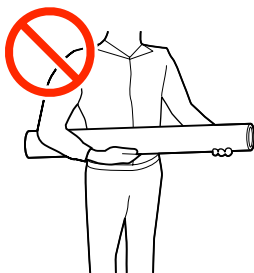
**Do not place exposed media directly on the floor.**

Media should be rewound and inserted in its original packaging for storage.



**Do not carry media with the media surface pressed against clothing.**

Handle media in its individual packaging until just before loading the media in the printer.



## Notes on Loading Media

**⚠ Caution:**

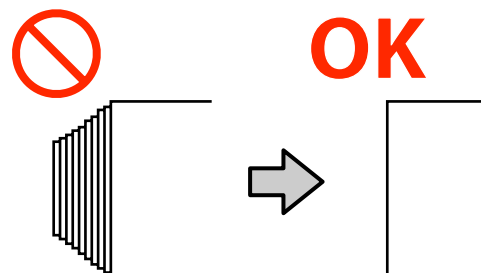
- ❑ *The heater may be hot; observe all necessary precautions. Failure to observe the necessary precautions could result in burns.*
- ❑ *Because the media is heavy, it should not be carried by one person. We recommend using a lifter for media that weighs over 40 kg.*
- ❑ *Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.*
- ❑ *Do not rub your hands along the edges of the media. The edges of the media are sharp and can cause injury.*

**Load the media just before printing.**

The pressure rollers may crease media left in the printer. The media may also become wavy or curled, causing jams or resulting in the media coming into contact with the print head.

**Do not load media if the right and left edges are uneven.**

If media is loaded and the right and left edges of the roll are uneven, media feeding problems may cause the media to move around during printing. Either rewind to align the edges or use a roll without any issues.



## Basic Operations

### Media that cannot be used


Do not use media that is folded, wrinkled, scuffed, torn, or dirty, as shown in the following figures. The media could rise up and contact the printheads and damage them.

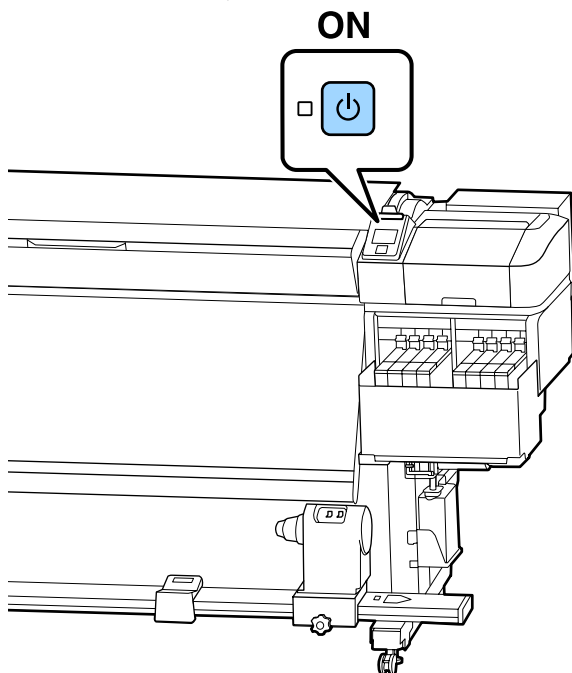


## Loading media

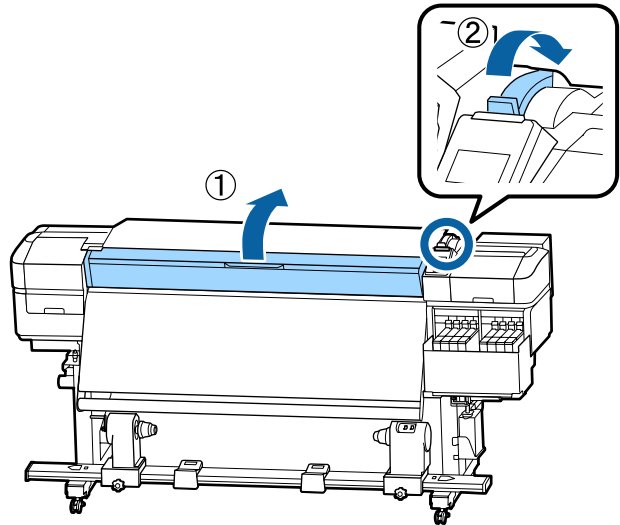
You can check the procedure in a video on YouTube.

### Video Manual

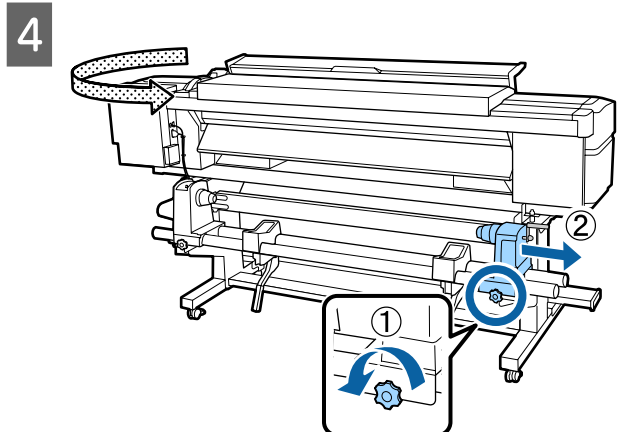
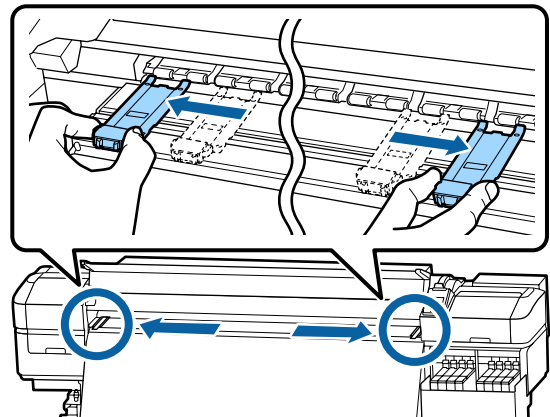
- 1 Press the  button, and then wait until **Load media.** is displayed on the screen.



- 2 Open the front cover, and then lower the media loading lever.



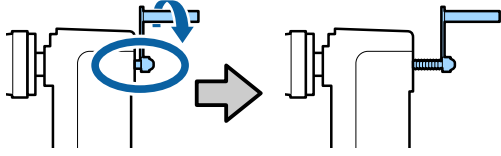
- 3 While holding the tabs of the media edge plate on both sides, move the plate out of the way toward both edges of the platen.



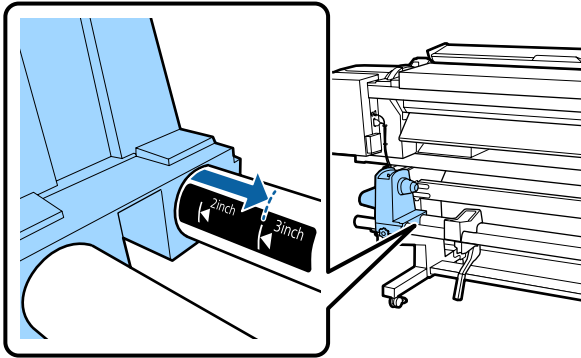
Basic Operations

**!** *Important:*

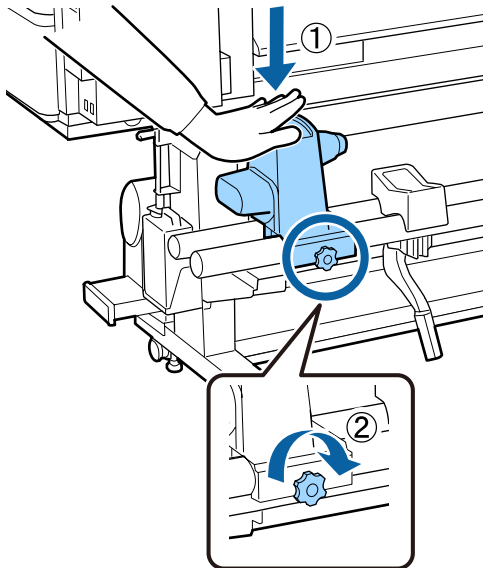
If the right holder handle shaft is not visible, rotate the handle forward until it stops. The media can not be properly loaded if the handle shaft is not visible.



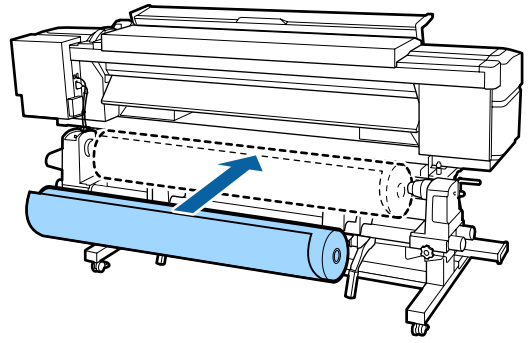
- 5** Move the roll holder to the set position according to the inner diameter of the roll of the media that will be loaded.



- 6** While pressing from the top of the roll holder, tighten the fixing screw until it no longer turns. Tighten it so the roll holder does not move.



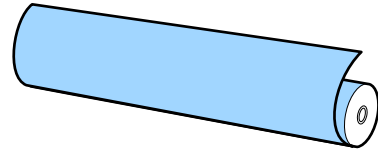
**7**



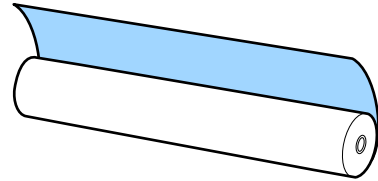
*Note:*

The method of placing the roll media varies as follows depending on how media is rolled.

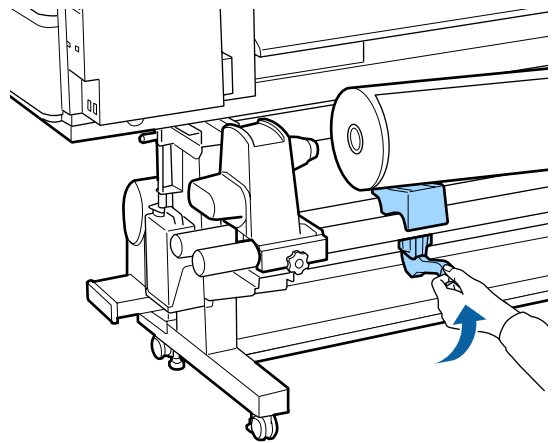
**Printable Side Out**



**Printable Side In**

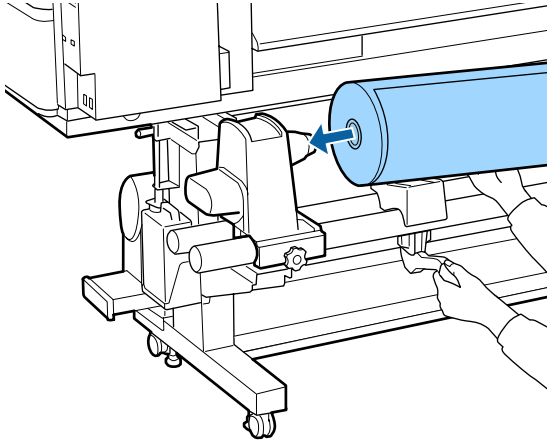


**8**



### Basic Operations

- 9** Firmly insert the roll core of the media onto the roll holder.

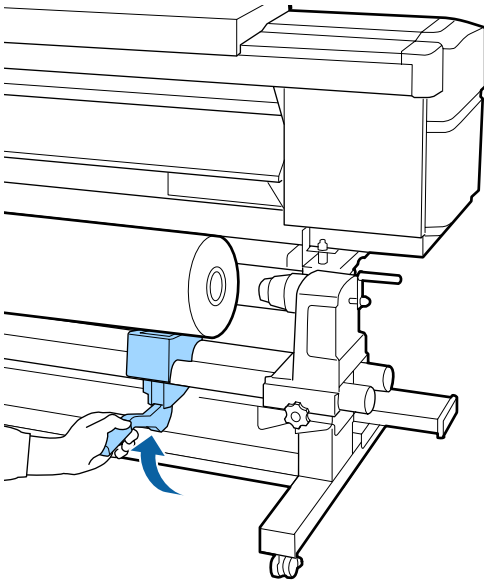


**Note:**

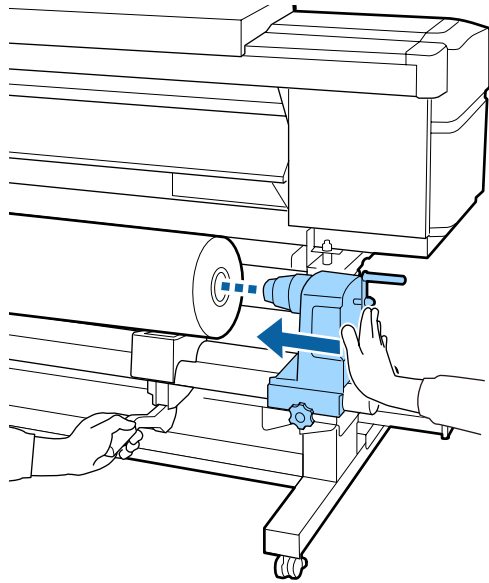
If the roll of media has an outer diameter that is less than 140 mm, the roll core will not reach the roll holder when raised using the lift lever.

Raise it with your hands, and insert the roll core into the roll holder.

- 10**



- 11**



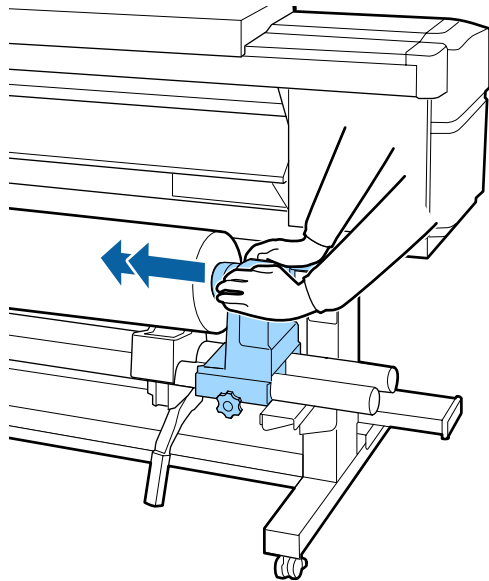
**Note:**

If the roll of media has an outer diameter that is less than 140 mm, the roll core will not reach the roll holder when raised using the lift lever.

Raise it with your hands, and insert the roll core into the roll holder.

- 12**

To ensure that the roll holder is sufficiently inserted into the roll core, push the top of the roll holder towards the end of the roll two times.



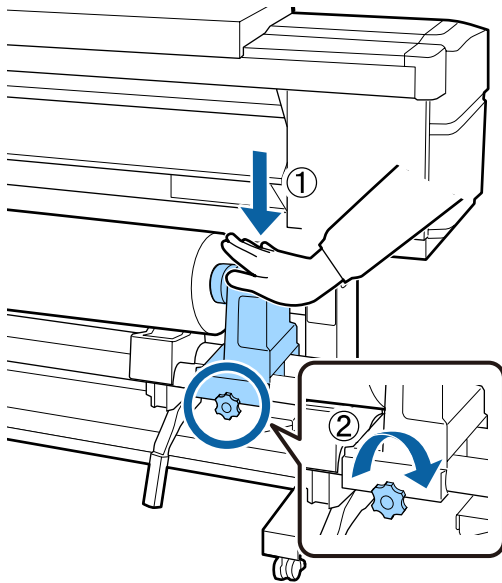
Basic Operations

**! Important:**

*If the roll holder is inserted into the roll core insufficiently, media is not fed correctly during printing because of slippage between the roll holder and roll core.*

*This may cause banding in the print results.*

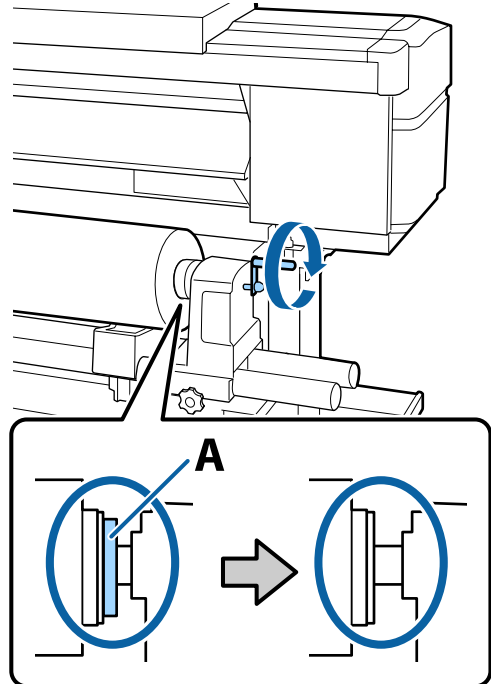
- 13** While pressing from the top of the roll holder, tighten the fixing screw until it no longer turns. Tighten it so the roll holder does not move.



**! Important:**

*If the roll holder screw is loose, the roll holder may move during printing. This could cause stripes and unevenness in the print results.*

- 14** Rotate the handle until part A in the illustration below is fully inserted.

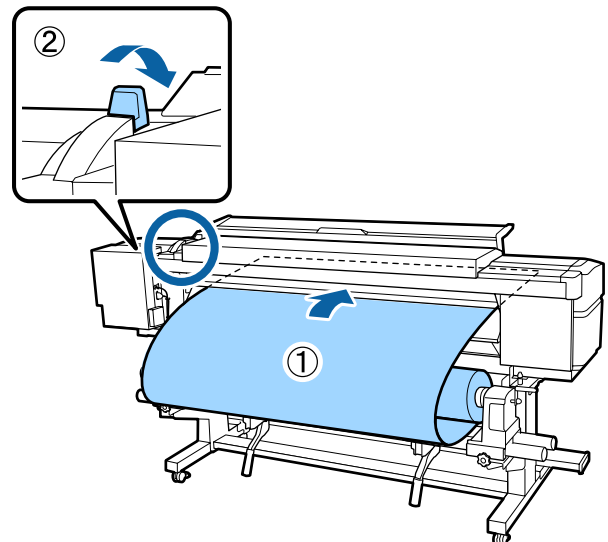


**! Important:**

*Once part A is hidden, do not turn the handle any further. Failure to observe this precaution could damage the roll holder.*

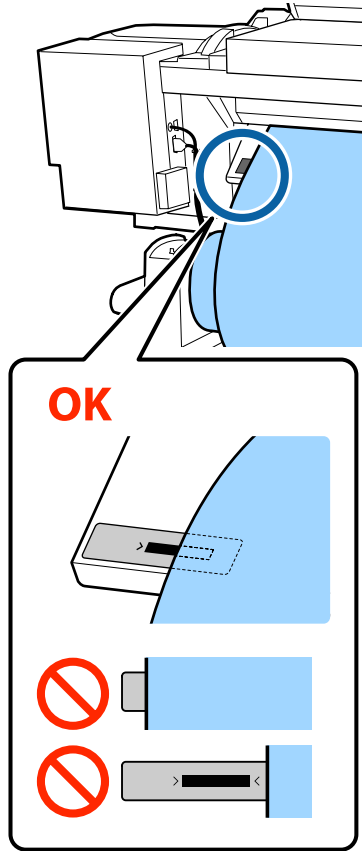
*If part A is still visible even after the handle has been turned fully, rewind the handle. Loosen the roll holder screw on the right side, and then restart from Step 4.*

- 15** Insert the media approximately 30 cm into the opening, then lower the media loading lever.



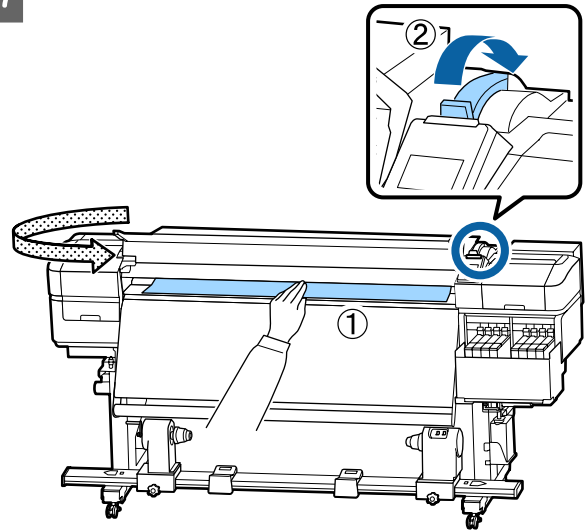
Basic Operations

- 16** Confirm that the left edge of the media is within the range of the label's rectangle in the illustration below.

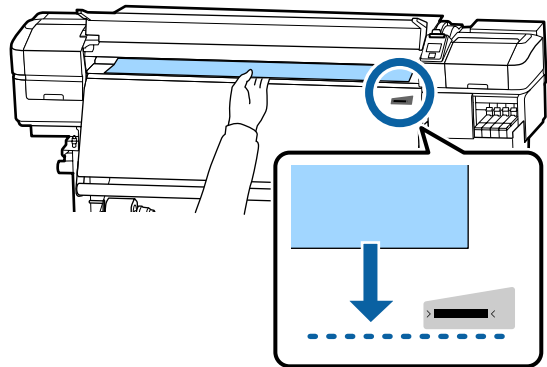


**!** **Important:**  
 If the left edge of the media is not within the black square of the label, do steps 5 to 16 in reverse to adjust the position of the roll holder. Do not attempt to reposition the roll holders while they are inserted in the media.

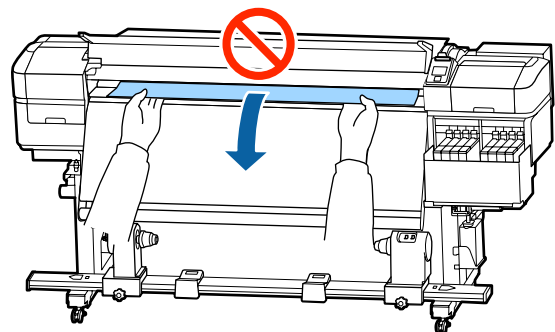
- 17**



- 18** Hold the center of the media in one hand, and pull it straight until it is aligned with the bottom edge of the label on the heater.

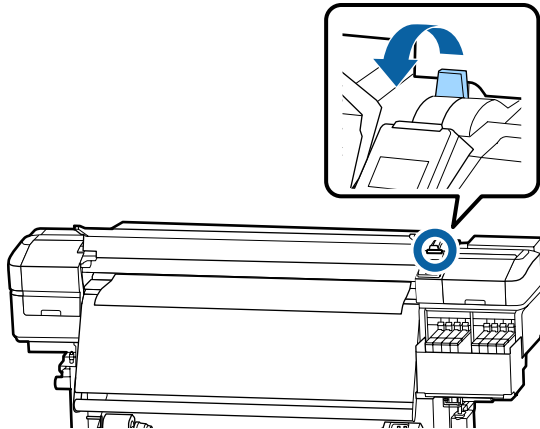


Do not pull the media with both hands. This could cause the media to skew or move around.



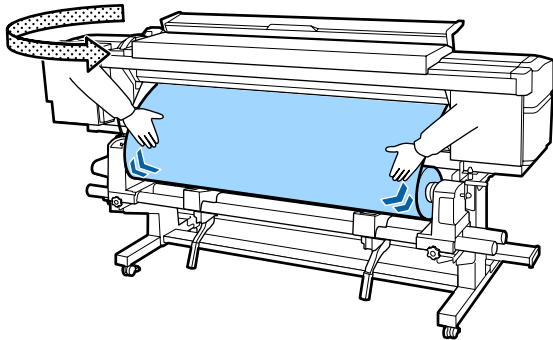
Basic Operations

19



20

Tap lightly on both ends of the media, and check if there is a difference in tension between the left and right sides.



If there is a difference in tension, the media becomes loose.

From the front of the printer, raise the media loading lever, and correct the looseness in the media.

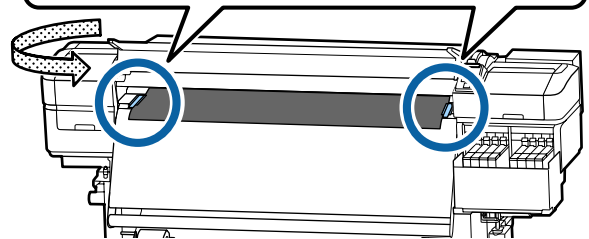
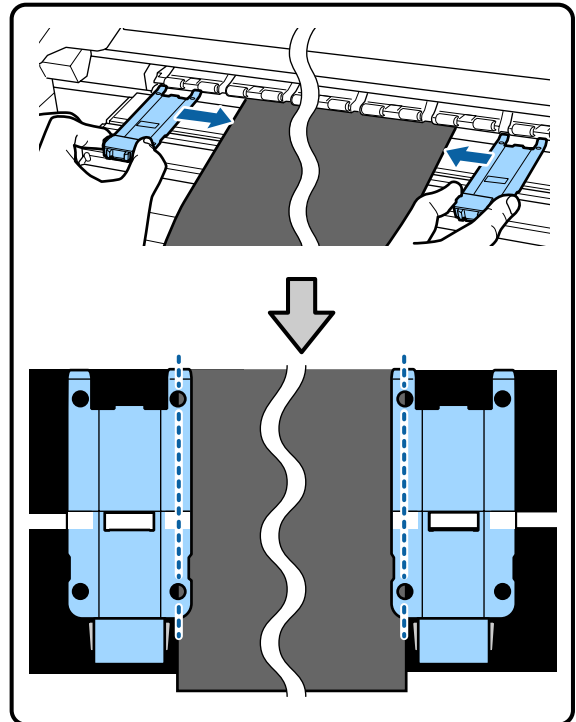
Once the looseness is corrected, lower the media loading lever.

21

While holding the tabs of the media edge plate on both sides, move the plate to the top edge of the media.

Adjust so that the edges of the media are aligned with the center of the round holes in the media edge plates.

The media edge plates prevent the media from riding up and keep fibers on the cut edge of the media from touching the print head.



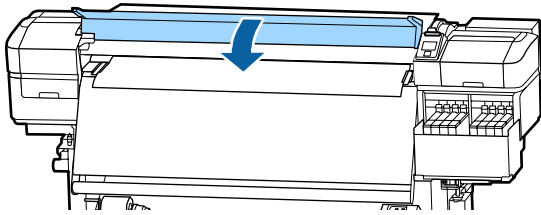


Basic Operations

**! Important:**

- ❑ Do not use the media edge plates with media that is 0.4 mm or more thick. The media edge plates could touch and damage the print head.
- ❑ Always position the plates so that the edges of the media are at the centers of the round holes. Incorrect positioning causes banding (horizontal banding, tint unevenness, or stripes) during printing.
- ❑ Move the media edge plates to the left and right edges of the platen when they are not in use.
- ❑ Do not use the media edge plates if the sides of the printed media are smudged.

22



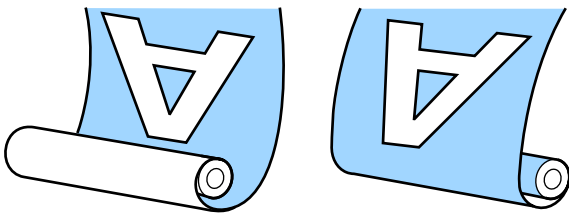
## Using the Auto Take-up Reel Unit

The Auto Take-up Reel Unit automatically takes up media as it is printed, improving the efficiency of unmanned operation.

The Auto Take-up Reel Unit for this printer can take up media in either of the following directions.

Printed side in

Printed side out



Taking-up with printed side in places the printed surface on the inside of the roll. "Printed side in" is recommended in most situations.

Taking-up with printed side out places the printed surface on the outside of the roll.

You can check the procedure in a video on YouTube.

[Video Manual](#)

**! Caution:**

- ❑ Follow the instructions in the manual when loading media or roll cores or removing media from the take-up roll. Dropping media, roll cores, or take-up rolls could result in injury.
- ❑ Be sure that your hands or hair do not get caught in the Media Feeding Unit or Auto Take-up Reel Unit while it is operating. Failure to observe this precaution could result in injury.

## Important points for correct take-up

Observe the following points for correct take-up of media.

- ❑ We recommend using a take-up roll core with the same width as the media. If a take-up roll core of a different width is used, the take-up roll core may bend, and the media will be taken up incorrectly.
- ❑ We recommend "printed side in" for the take-up of media. "Printed side out" may cause the media to move around and create a large misalignment with the roll. When take-up cannot be done correctly with "printed side out", do take-up using "printed side in".
- ❑ Media smaller than 36 inches wide may move around and be taken up incorrectly.
- ❑ Do not attach take-up roll cores like the ones shown in the following figure. The take-up tension will be uneven and the core will spin loosely. As a result, the paper cannot wind correctly, which may cause banding in the print results.

Edges are worn

## Basic Operations



Deformed



## Attaching the Roll Core

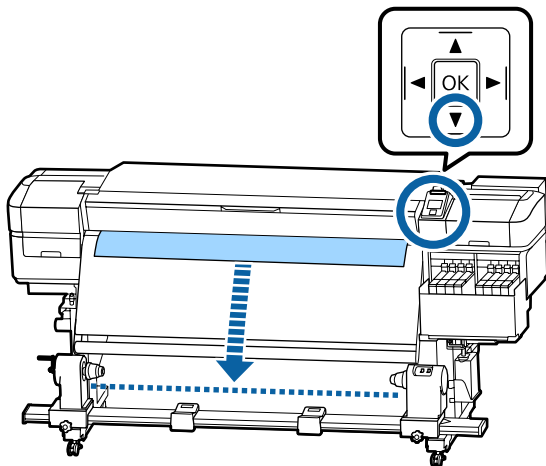
### Preparing

Get a take-up roll core that is the same width as the media.

Get a commercially available adhesive tape.

### Loading

- 1 After confirming that the media is loaded correctly, keep the ▼ button pressed until the edge of the media reaches the roll core holder.



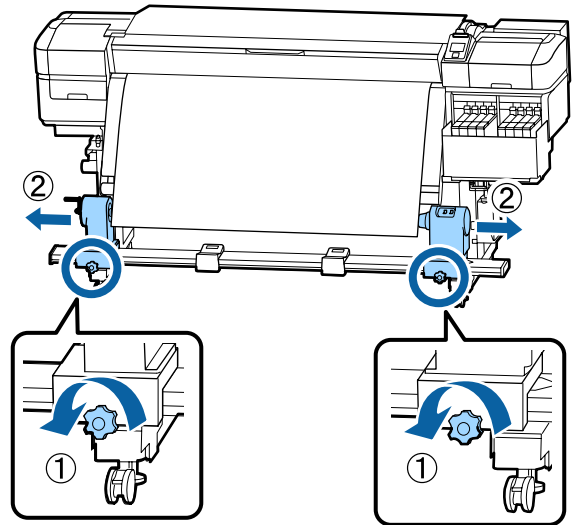
### ! Important:

Always press the ▼ button to feed the media. If the media is pulled by hand, the media may twist during take-up.

2

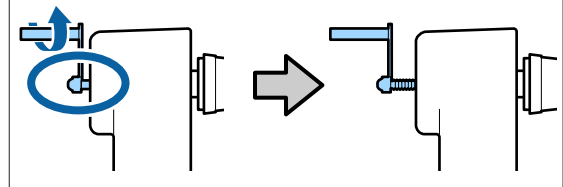
Loosen the roll core holder fixing screws on both sides and adjust the roll core holders so that the distance between the two is wider than the media.

If the roll supports are not positioned evenly, move them so that they are even.



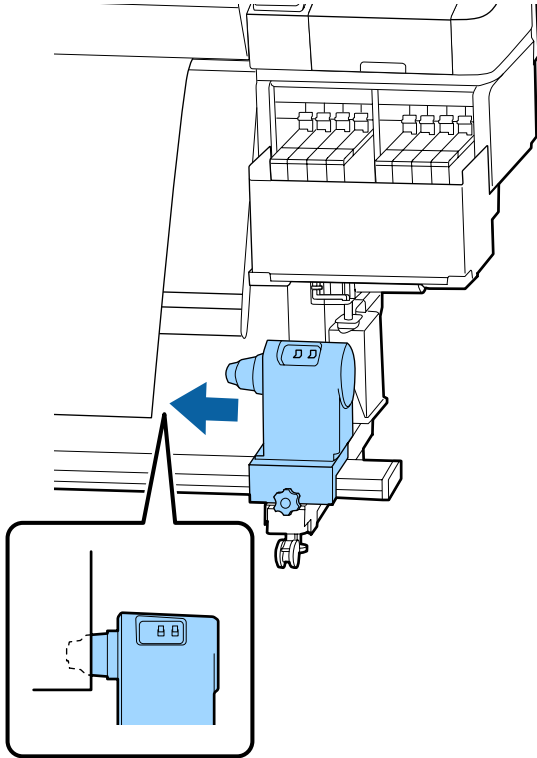
### ! Important:

If the left-side roll core handle's shaft is not visible, rotate the handle as shown in the illustration until it stops. The roll core cannot be properly loaded if the handle's shaft is not visible.

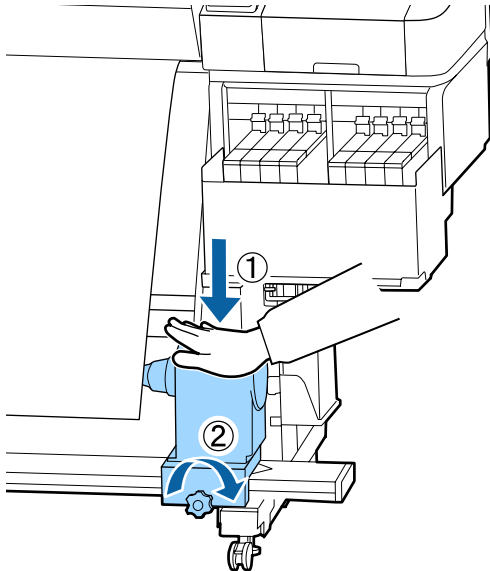


Basic Operations

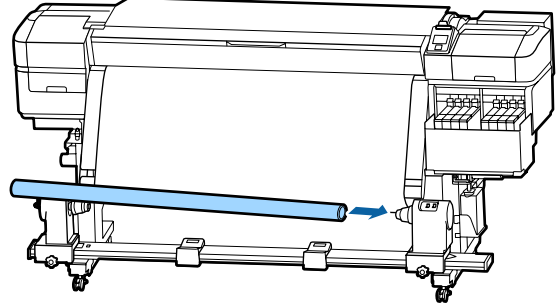
- 3** Align and move the right-side roll core holder to the right edge of the media.



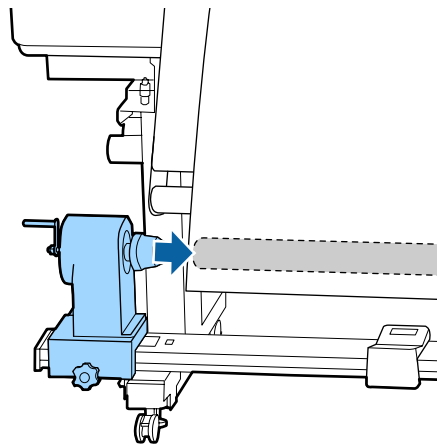
- 4** While pressing from the top of the roll core holder, tighten the fixing screw in place.



- 5** Insert the roll core onto the right holder.



- 6** Check that the left-side roll core holder is fully inserted into the roll core and that the roll core and edges of the media are not misaligned.



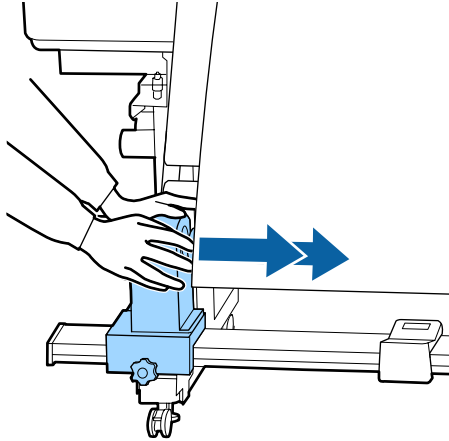
**!** Important:

*If the edges of the media are misaligned, the media cannot be taken up correctly. If the edges are misaligned, loosen the fixing screw for the right-side roll core holder, and then restart from step 3.*

Basic Operations

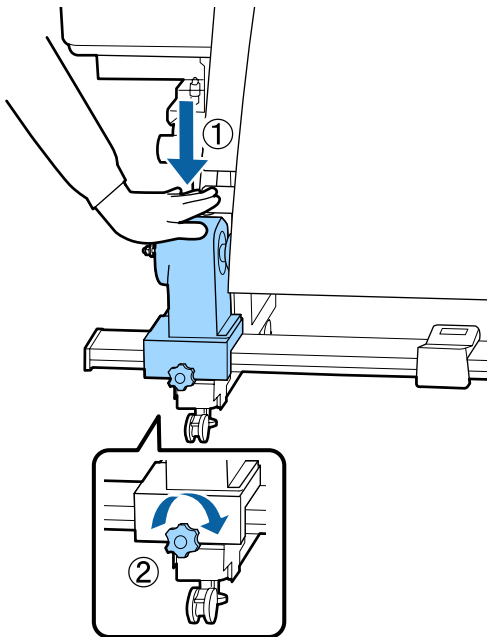
**7** To ensure that the roll core holder is sufficiently inserted into the roll core, push the top of the roll core holder towards the end of the roll two times.

Confirm that the roll core and edges of the media are not misaligned.

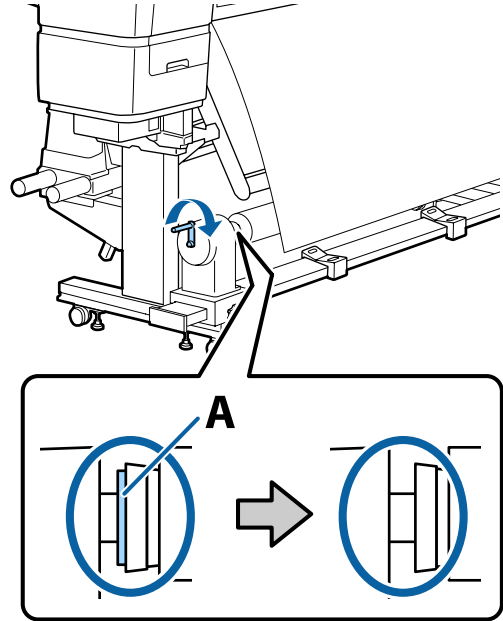


**8** While pressing from the top of the left-side roll core holder, tighten the fixing screw.

Tighten it so the roll core holder does not move.



**9** Rotate the handle until part A in the illustration below is fully inserted.



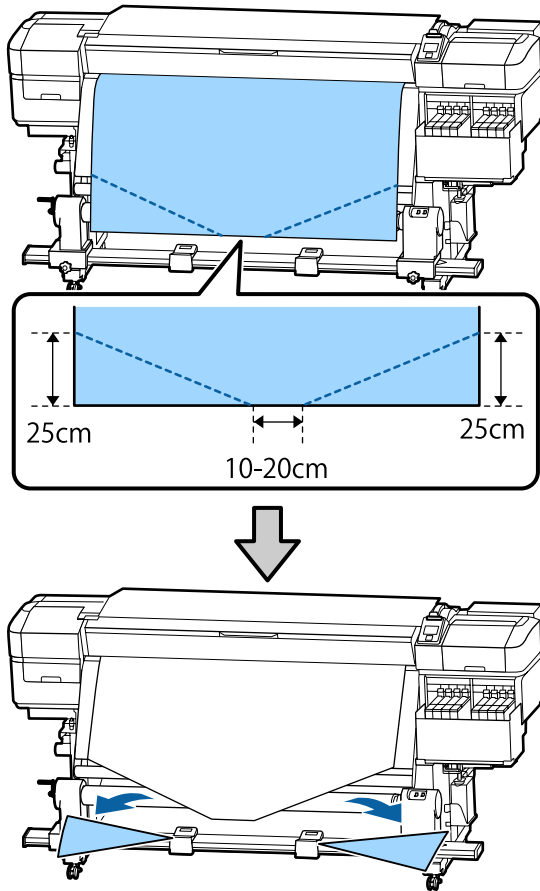
**!** *Important:*

Once part A is hidden, do not turn the handle any further. Pressing too hard may damage the roll core holder.

If part A is still visible even after the handle has been turned fully, the roll core holder may not be fully inserted. Return to step 6.

Basic Operations

- 10** Leave a 10 to 20 cm wide section in the center of the media, and cut at least 25 cm in height from the left and right corners of the media.
- Cutting the media prevents feeding problems, such as the left and right corners of media being folded and caught at the start of take-up.



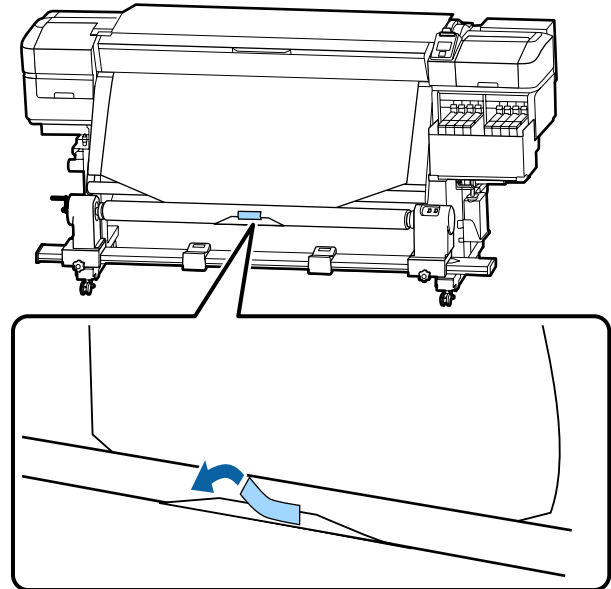
For the subsequent steps, see the following depending on how the media is rolled.

For information on taking-up with printed side in, see [☞ “Take-up with the Printed Side Facing In” on page 37.](#)

For information on taking-up with printed side out, see [☞ “Take-up with the Printed Side Facing Out” on page 39.](#)

## Take-up with the Printed Side Facing In

- 1** While pulling the center of the media straight down, wrap it around the roll core from back to front, and affix it using commercially available adhesive tape.

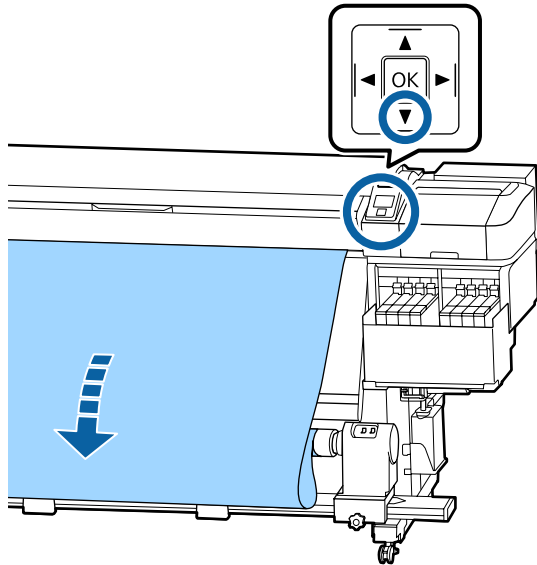


**!** **Important:**

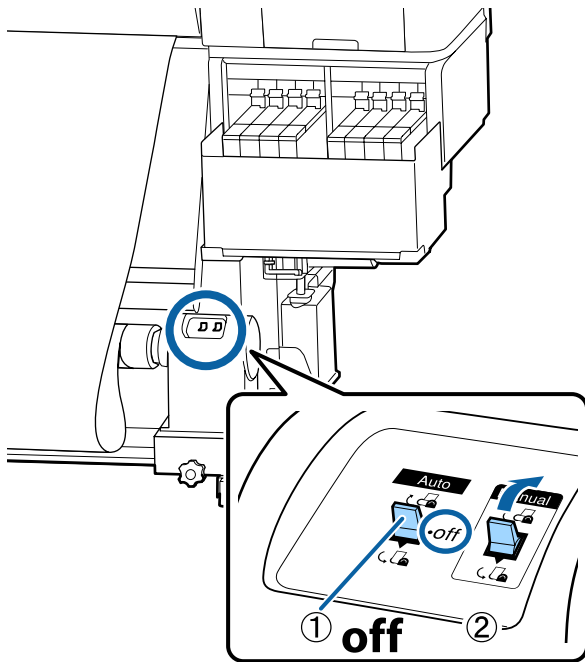
*Attach the media to the take-up roll core with the media pulled tightly. If media is attached loosely, the media may move around during take-up.*

### Basic Operations

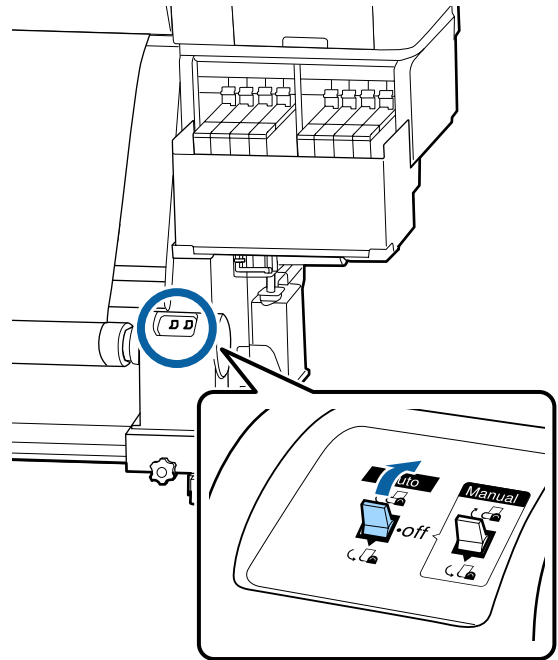
- 2** Hold down the ▼ button in the control panel to feed enough media for a single wrap around the take-up roll core.



- 3** Flip the Auto switch to Off and hold down the Manual switch on the ⤴ side to take-up the media for a single wrap around the core.

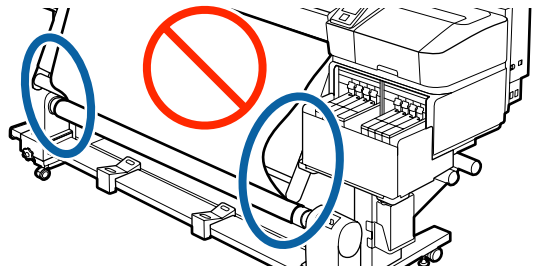


- 4** Flip the Auto switch to ⤴.



- 5** Confirm that the media is attached without looseness.

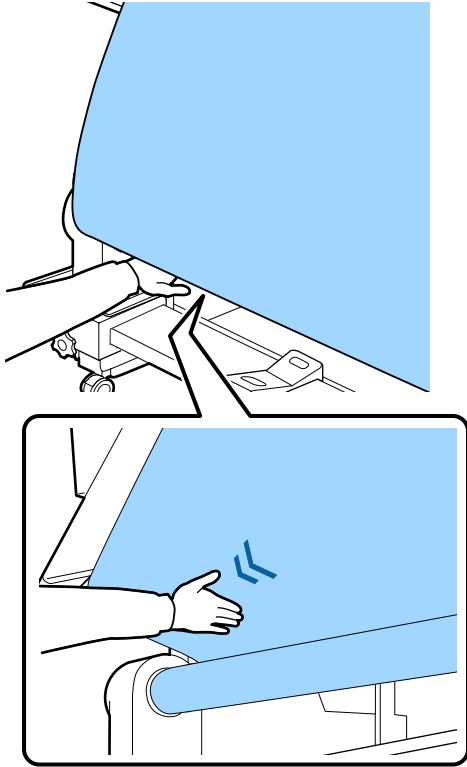
If the tension on the left and right of the media is different in the areas shown in the illustration below, the media will not be taken up correctly. When one side is loose, restart the procedure from Step 1.



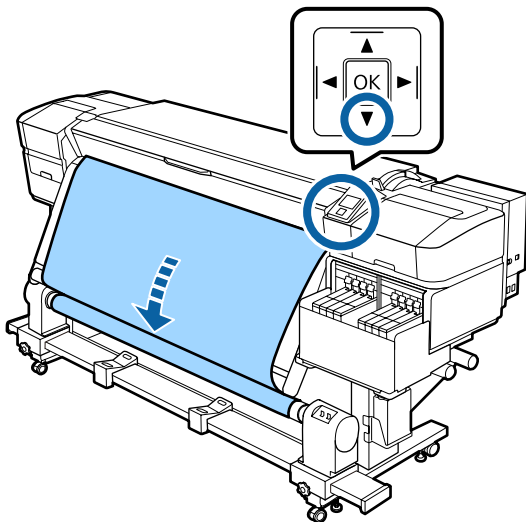
Basic Operations

**Note:**

You can confirm differences in tension by lightly tapping both edges of the media as shown in the illustration below.

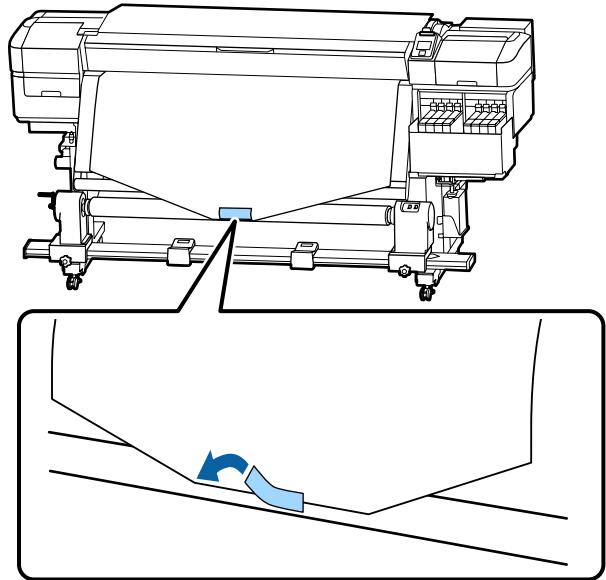


- 6 Hold down the ▼ button until the edges of the media are taken up and wrap around the core once or twice.



## Take-up with the Printed Side Facing Out

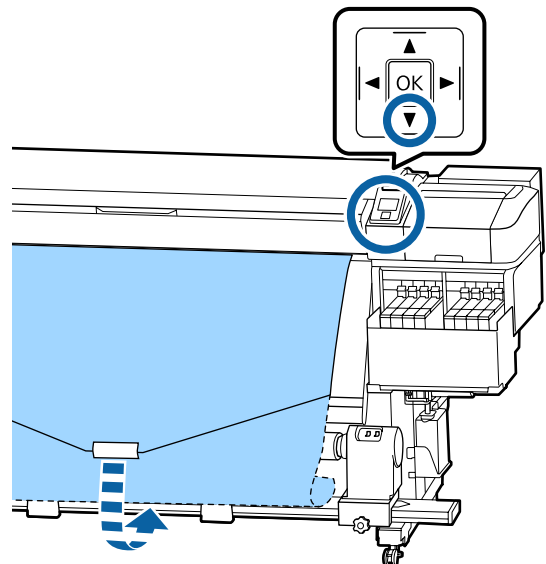
- 1 While pulling the center section of the media straight down, affix the media to the take up roll core with commercially available adhesive tape.




**Important:**

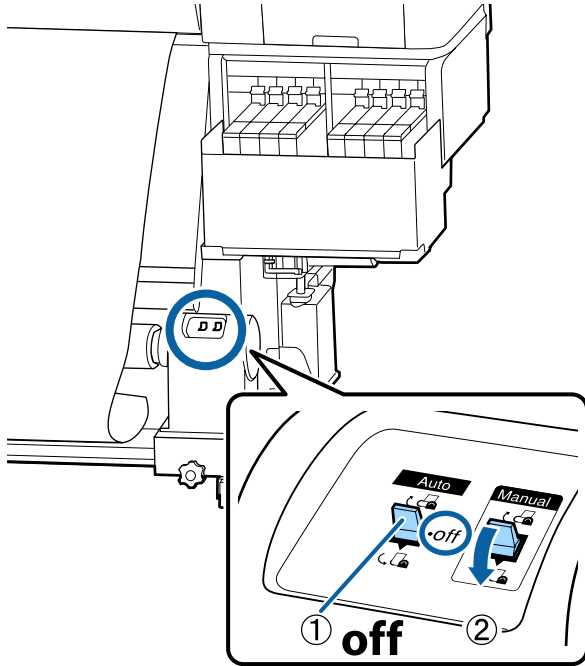
Attach the media to the take-up roll core with the media pulled tightly. If media is attached loosely, the media may move around during take-up.


- 2 Hold down the ▼ button in the control panel to feed enough media for a single wrap around the take-up roll core.

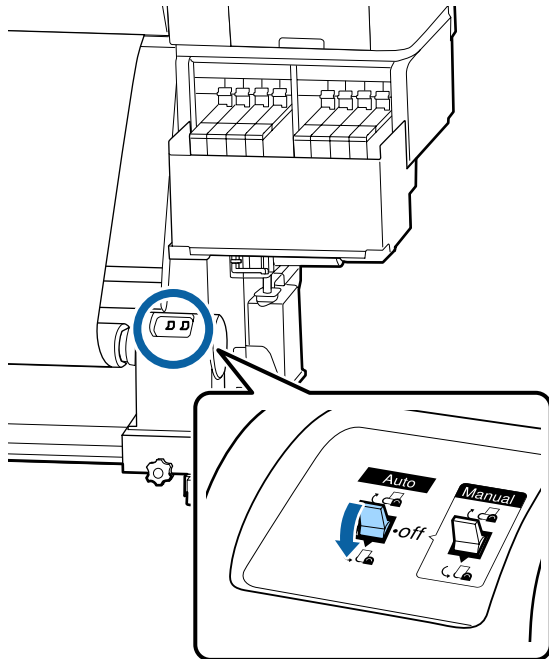


Basic Operations

- 3** Flip the Auto switch to Off and hold down the Manual switch on the  side to take-up the media for a single wrap around the core.

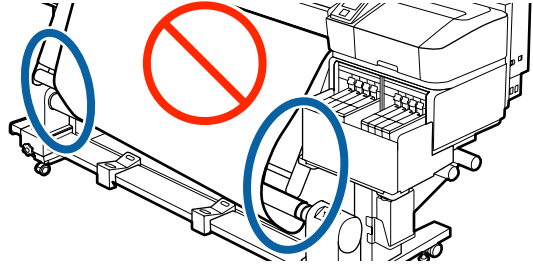


- 4** Flip the Auto switch to .



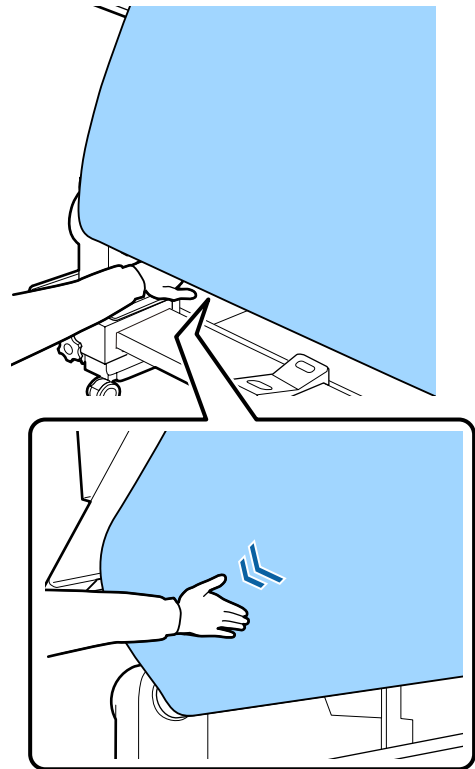
- 5** Confirm that the media is attached without looseness.

If the tension on the left and right of the media is different in the areas shown in the illustration below, the media will not be taken up correctly. When one side is loose, restart the procedure from Step 1.



**Note:**

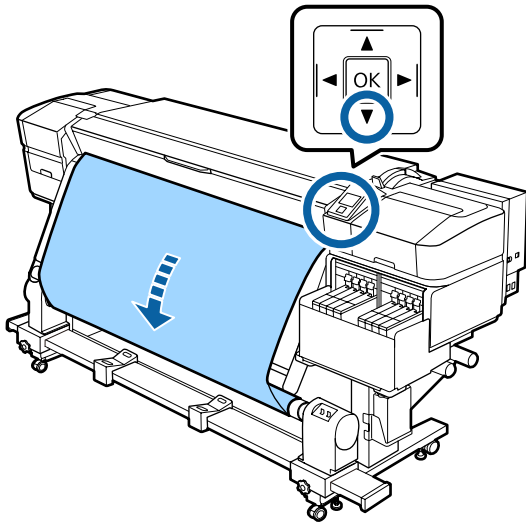
You can confirm differences in tension by lightly tapping both edges of the media as shown in the illustration below.





Basic Operations

- 6 Hold down the ▼ button until the media is taken up and wrap around the core once or twice.



## Settings for Loaded Media

When you have finished loading the media, follow the instructions on the control panel to make settings for the loaded media.

**1. Select the media setting number**

Select the media setting number to which the print settings have been registered.



**2. Select the roll winding specifications**

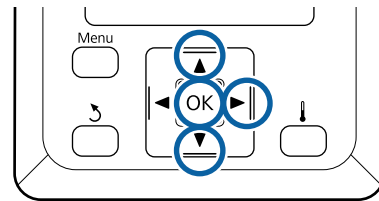
Select the roll type for the loaded media roll.



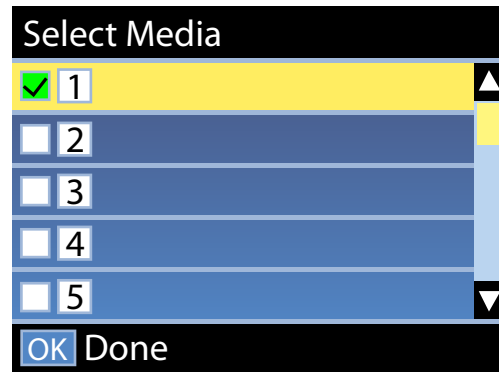
**3. Set the media length**

Set the length of the loaded media.

Buttons that are used in the following settings



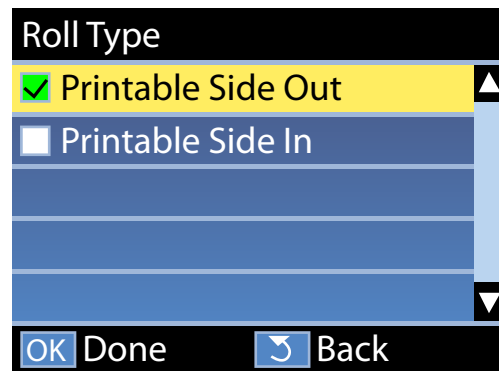
- 1 Use the ▼/▲ buttons to select the media setting number to which the print settings have been registered, and then press the OK button.



If media settings have not yet been made for new media, select an unassigned number, finish loading the media, and then perform Easy Media Setup.

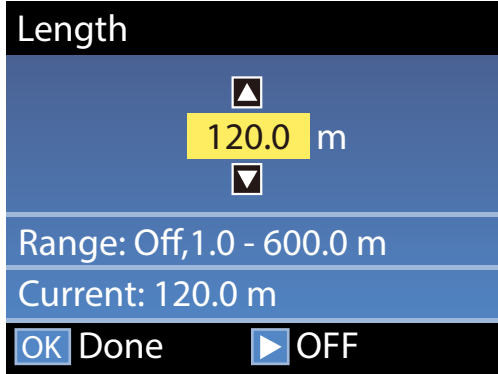
[“Saving New Media Settings” on page 45](#)

- 2 Use the ▼/▲ buttons to select the roll type that matches the loaded roll, and then press the OK button.



**Basic Operations**

- 3** The screen where you can enter the length of the loaded media is displayed. Use the ▼/▲ buttons to choose a length between 1.0 and 600.0 m and press the OK button.



Set the value when remaining amount of media is printed on the roll.

Press the ► button if you want to select Off. When you select Off, the remaining amount is not calculated.

**Note:**  
**Two functions are enabled in Remaining Setup - On**

*The following two functions give you a rough idea of the amount of media available before printing, making it easier to know when media requires replacement.*

- Showing Amount of Media Remaining**  
*The control panel display shows the approximate amount of media remaining based on the length set for the media and the amount used during printing.*
- Remaining Alert**  
*A warning is displayed when the amount of media remaining reaches a specified level.*

The printer will display Ready after a brief pause, showing that it is ready to print. Transmit the data to be printed from the computer.

## Removing the Take-up Roll

Follow the steps below when replacing the media.

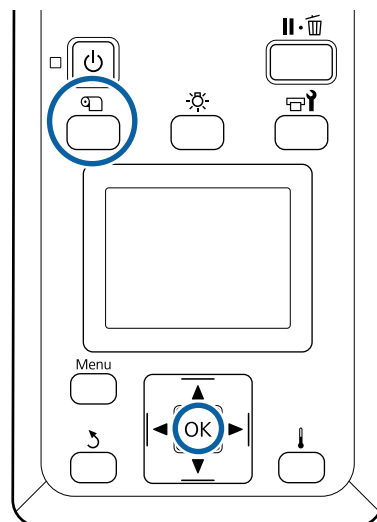
- 1. Print the remaining amount of media. (When Media Remaining is set to On)**
- 2. Cut the media.**
- 3. Remove the media.**


## Printing the Amount of Media Remaining

By printing the remaining amount on the media being removed, you can check this value the next time the media is loaded and enter the media length. This is useful for accurate management of the amount of media remaining. The remaining amount cannot be printed when **Remaining Setup** is set to **Off**.

The following section describes how to print the amount of media remaining.

Buttons that are used in the following settings



- 1** Confirm that the printer is ready to print.
- 2** Press the  button, select **Media Remaining**, and then press the OK button.


## Basic Operations

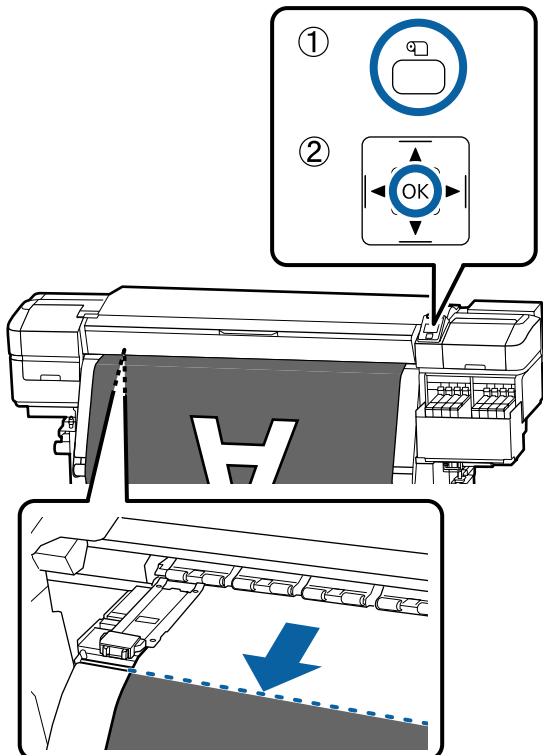
- 3 Select **Print Remaining Length** and press the OK button.
- 4 Press the OK button to print the amount of media remaining.

## Cutting Media

**Caution:**

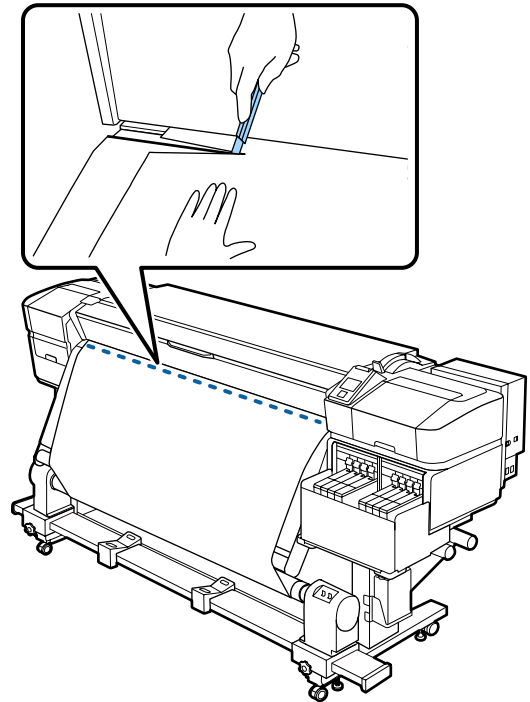
- ❑ The heater may be hot; observe all necessary precautions. Failure to observe the necessary precautions could result in burns.
- ❑ When cutting media, be careful not to cut your fingers or hands with the cutter or other blades.

- 1 Press the  button, select **Feed To Cut Position**, and then press the OK button.  
The trailing edge of the print is fed to the cut position (cutter groove).



If you have printed the amount of media remaining, press the ▲ button to rewind the media until this information appears on the roll side beyond the cutter groove so that it will remain on the roll after the media is cut.

- 2 Raise the cutter, and then move it so that the cutter blade fits the cutter groove properly.  
If you cannot position your hand correctly due to the front cover, open the front cover and then cut.

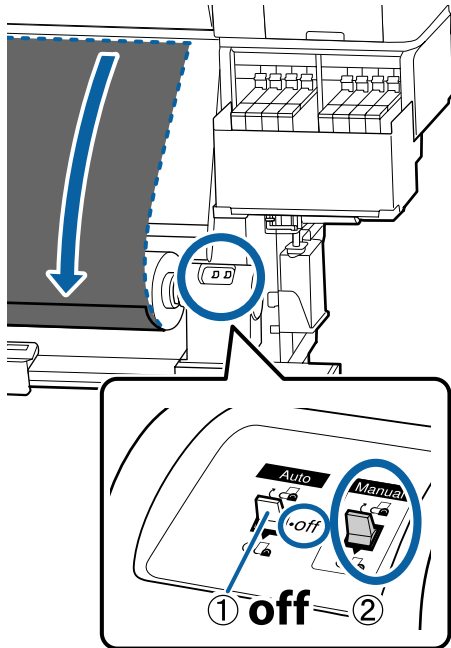


**Important:**

When you cut the media, check that it does not rise up inside the front cover or has not come free from the media edge plate before printing.

Basic Operations

- 3 Set the Auto switch to Off. Take up the cut media completely by operating the Manual switch according to how the media is rolled.

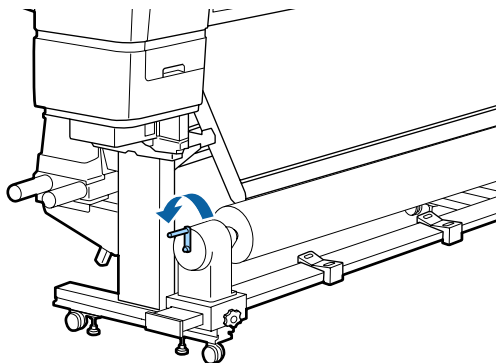


Removing Media

**Caution:**

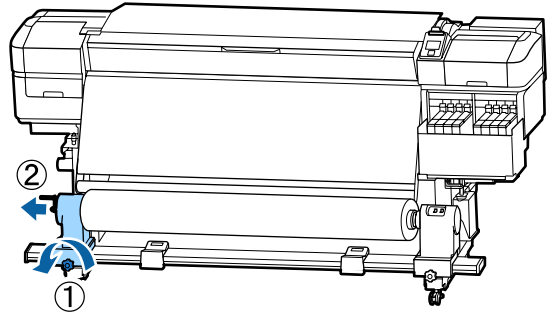
- ❑ If the media weighs over 20 kg, it should not be carried by one person. When loading or removing the media, use at least two people.
- ❑ Follow the instructions in the manual when loading media or roll cores or removing the take-up roll. Dropping media, roll cores, or take-up rolls could result in injury.

- 1 Rotate the handle of the left-side roll core holder.

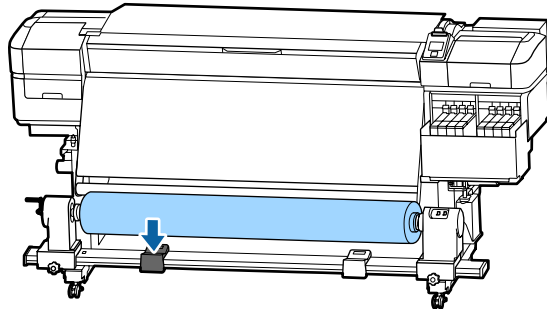


- 2 To prevent the media from sliding off the roll, support the roll at its left end.

- 3 Loosen the left roll core holder fixing screw and remove the roll core holder from the roll.

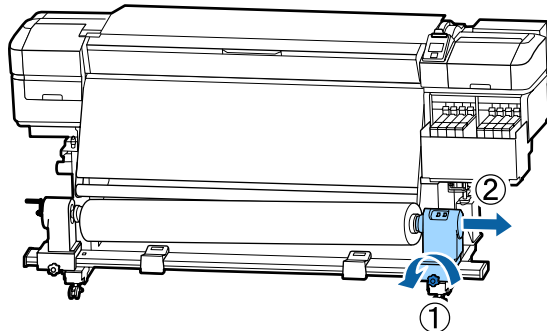


- 4 Lower the roll onto the roll support.

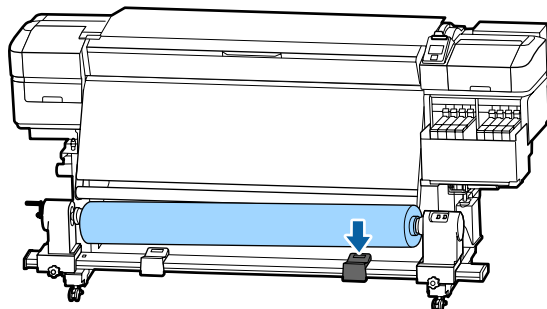


- 5 To prevent the media from sliding off the roll, support the roll at its right end.

- 6 Loosen the right roll core holder fixing screw and remove the roll core holder from the roll.



- 7 Lower the roll onto the roll support.



- 8 To remove media from the rear media feeding unit, reverse the steps you followed to load it.

## Basic Operations

# Before Printing

To maintain print quality, perform the following inspection before starting work each day.

### Check the amount of ink remaining:

Check the level of the ink. If the remaining ink is 70 mm or less from the bottom of the ink tank, replace the chip unit and refill the ink.

While printing, you can replace the chip unit and refill the ink while continuing to print when the remaining ink is 70 mm or less from the bottom of the ink tank.

[☞ “Procedure for Ink Refills” on page 66](#)

### Print Check Pattern

Print a check pattern to check for clogged nozzles.

Perform head cleaning if parts of the pattern are faint or missing.

Print a Check Pattern [☞ “Printing nozzle check patterns” on page 81](#)

Head Cleaning [☞ “Head Cleaning” on page 81](#)

# Saving New Media Settings

## Type and Summary of Media Settings

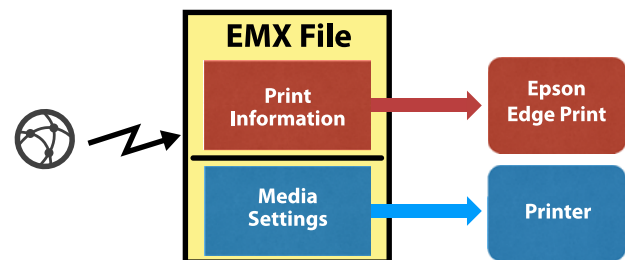
To print in the optimum conditions for the media you are using, you must register the print information and the setting values that are appropriate for the media you are using to the printer and the RIP.

Each media has its own particular characteristics, such as needing large amounts of ink when printing and taking some time to dry. If printing is not done according to these characteristics, you will not get satisfying print results.

However, searching for the optimum print settings for each type of media can be a complicated and time consuming endeavor.

You can easily, and quickly, register media setting values to the printer using one of the following methods.

- ❑ **Easy Media Setup**  
This is suitable for quick printing. After registering the media settings to the printer, in Easy Media Setup, select the generic print information that was already registered to the supplied RIP (Epson Edge Print).
- ❑ **Register the media settings to the printer from Epson Control Dashboard.**  
By using print settings files (EMX) that Epson provides free-of-charge, you can easily print with the print quality achieved as though experts did the entire setup.  
AnEMX file is a print settings file for each media type and includes the following information necessary for optimal printing on commercially available media.



## Performing Easy Media Setup from the printer's setup menu

When you select the media type that you loaded in the printer, the appropriate settings are loaded. Next, media adjustments to optimize the settings for the current media width, whether the media is installed on Auto Take-up Reel Unit or not, and so on are performed.

To adjust the media, you can choose either **Auto Feed Adjustment** or **Manual**. Normally, after doing **Auto Feed Adjustment**, execute Manual - Head Alignment in the **Media Adjust** menu.

For **Auto Feed Adjustment**, the media feed automatically adjusts while printing and reading the media adjustment pattern.

The approximate maximum length of the media required to print the test pattern is given below.

Approx. 670 mm

## Basic Operations

For **Manual**, visually check the media adjustment patterns that were printed, and then do the adjustments by entering the adjustment values.

The approximate maximum length of the media required to print the test pattern is given below.

Feed Adjustment	Approx. 330 mm
Head Alignment	
In 1 head mode	Approx. 270 mm
In 2 head mode	Approx. 320 mm

### Registering media settings with Epson Control Dashboard

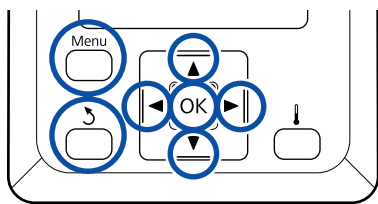
Install Epson Control Dashboard from “Epson Setup Navi” (<http://epson.sn>) or the software disc supplied and start the software. You can register media settings to your printer using media settings available on the Web or media settings saved in the same model of printer.

For more details, see the Epson Control Dashboard online help.

The following explains the procedure for **Easy Media Setup**.

### Easy Media Setup Procedure

Buttons that are used in the following settings



- 1** After confirming that the printer is ready, press the **Menu** button.  
The settings menu will be displayed.
- 2** Select **Media Setup** and press the OK button.
- 3** Use the ▼ or ▲ button to select **Easy Media Setup**, and then press the OK button.

- 4** Use the ▼/▲ buttons to select the desired media number, and press the OK button.  
If a number with the saved settings is selected, the existing settings are overwritten.
- 5** The setting name is registered.  
Name the media setting bank. Using distinctive names makes it easier to select banks for use.  
Use the ▼/▲ buttons to display letters and symbols. When the desired character is displayed, press the ► button to select the next entry position.  
Mistakes can be erased by pressing the ◀ button to delete the previous character and move the cursor back one spot.
- 6** After entering the name, press the OK button.
- 7** Use the ▼/▲ buttons to select the media type that matches the loaded media, and then press the OK button.

Media Type	Paperweight (g/m <sup>2</sup> )
Thinnest	60 or under
Thin	61 to 80
Thick	81 to 120
Thickest	121 or over
Adhesive	-*

\* Select **Adhesive** for adhesive media, no matter its paperweight.

- 8** Press the ▼/▲ buttons, select either **Auto Feed Adjustment** or **Manual**, and then press the OK button.  
When executing **Auto Feed Adjustment**: An adjustment pattern is printed. When auto adjustment is complete, Easy Media Setup is complete and you are returned to the status display screen.

Continue by doing Head Alignment manually.

[“Media Adjust \(Manual\)” on page 48](#)

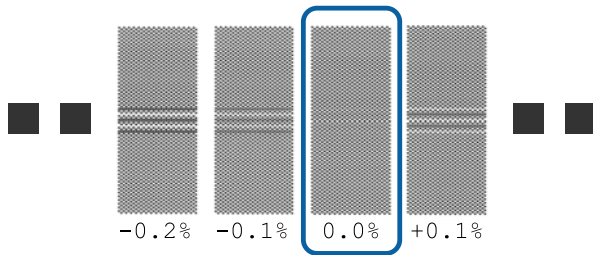


**Basic Operations**

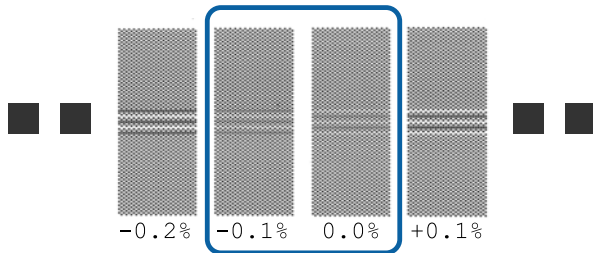
When executing **Manual**: An adjustment pattern is printed. When the pattern is done printing, proceed to step 9 because the adjustment value entry screen is already displayed.

**9** Check the printed adjustment pattern.

Two groups of adjustment patterns, A and B, are printed. Select the pattern with the least amount of overlapping or gaps for each group. Select "0.0" in the cases shown below.



If there are patterns where the overlapping or gaps are the same, enter the middle value in step 10. Enter "-0.05%" in the cases shown below.



If all of the adjustment patterns contain either overlapping or misalignments, and you cannot narrow it down to one, enter "0.0%", for the time being.

In this situation, the media feed is not adjusted. Do the following steps to complete Easy Media Setup, and then execute Manual - Feed Adjustment - **500mm Pattern** in the Media Adjust menu. ["Feed Adjustment" on page 48](#)

**10** The screen for entering check results for the adjustment pattern is displayed.

Press the ▼/▲ buttons and set the value printed under the pattern selected in group A from step 9, and then press the OK button.

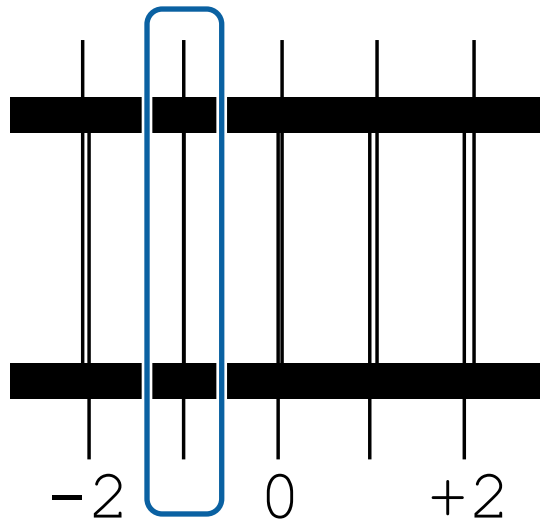
Set B in the same way.

When printing restarts for the adjustment pattern and printing is complete, the adjustment value entry screen is displayed.

**11** Check the printed adjustment pattern.

Status	Adjustment Pattern
In 1 head mode	4 blocks, A to D
In 2 head mode	12 blocks, A to L

Select the finest lined pattern (all lines overlap) for both. Select "-1" in the cases shown below.



**12** The screen for entering values is displayed.

Using the ▲/▼ buttons, change the value to the value recorded in Step 11, and then press the OK button.

**13** When multiple check patterns have been printed, select the number per check pattern, and then press the OK button.

Using the ▲/▼ buttons, change the value to the value recorded in Step 11, and then press the OK button.

When you enter the final setting, the status display screen is displayed.

**Performing Customize Settings after registration**

After registration, when performing **Media Type** or **Advanced Settings** in **Customize Settings**, you need to perform **Media Adjust** again.

["Media Adjust" on page 48](#)

## Basic Operations

# Media Adjust

Use this menu in the following cases.

**When doing a Head Alignment after Auto Feed Adjustment for Easy Media Setup is complete**

**When media setting values for EMX files that were downloaded are registered to the printer using Epson Control Dashboard.**

**When the following conditions occur after performing media adjustment.**

- When banding can be seen in the print results even after doing Auto Feed Adjustment. Select **Manual**, and then do **Feed Adjustment - Standard**
- When the media type is the same but the width is different
- When changing **Advanced Settings** after saving media settings

---

## Media Adjust (Auto Feed Adjustment)

Adjust the media feed while printing a pattern, just like in Auto Feed Adjustment that is done in Easy Media Setup.

The approximate maximum length of the media required to print the test pattern is given below.

Approx. 670 mm

- 1** Check that the printer is ready, and load the media according to the actual usage conditions.

When using the Auto Take-up Reel Unit, attach the media to the roll core.

[🔗 “Loading media” on page 27](#)

[🔗 “Using the Auto Take-up Reel Unit” on page 33](#)

- 2** Press the **Menu** button.  
The settings menu will be displayed.

- 3** Select in the order of **Media Setup - Customize Settings - Media Adjust - Auto Feed Adjustment**.

- 4** When you press OK, auto adjust starts, and an adjustment pattern is printed.

Wait until adjustment is complete.

---

## Media Adjust (Manual)

### Feed Adjustment

This menu is used when banding (horizontal banding, tint unevenness, or stripes) is detected in printing results.

You can do adjustments by selecting from **Standard**, **100mm Pattern**, **250mm Pattern**, or **500mm Pattern**.

#### Standard

Usually, this is selected.

#### 100mm Pattern, 250mm Pattern, and 500mm Pattern

Make a selection in the following cases.

- When banding can be seen in the print results even after doing the adjustments for Standard
- When it is difficult to check due to bleeding ink, etc., in the patterns for Standard
- When you want to print with accurate length

If, after doing **100mm Pattern** and **250mm Pattern**, you feel that the media is still not completely aligned, do a **500mm Pattern**.

The approximate maximum length of the media required to print the test pattern is given below.

When performing **Standard**: Approximately 330 mm

When performing **100mm Pattern**: Approximately 570 mm

When performing **250mm Pattern**: Approximately 720 mm



**Basic Operations**

When performing **500mm Pattern**: Approximately 970 mm

**Setting procedure**

**1** Check that the printer is ready, and load the media according to the actual usage conditions.

When using the Auto Take-up Reel Unit, attach the media to the roll core.

[“Loading media” on page 27](#)

[“Using the Auto Take-up Reel Unit” on page 33](#)

**2** Press the **Menu** button.  
The settings menu will be displayed.

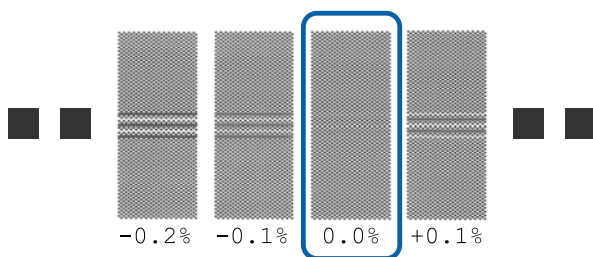
**3** Select **Media Setup - Customize Settings - Media Adjust - Manual - Feed Adjustment**.

**4** Press the **▼/▲** buttons and select the Feed Adjustment to execute.

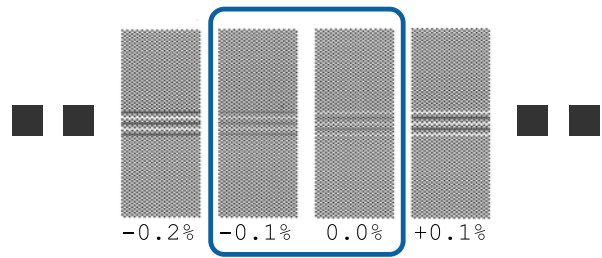
**5** Press the **OK** button to print the adjustment pattern.  
Wait until printing is complete.

**6** Check the printed adjustment pattern.  
**When Standard is selected**

Two groups of adjustment patterns, A and B, are printed. Select the pattern with the least amount of overlapping or gaps for each group. Select “0.0” in the cases shown below.



If there are patterns where the overlapping or gaps are the same, enter the middle value in step 7. Enter “-0.05%” in the cases shown below.

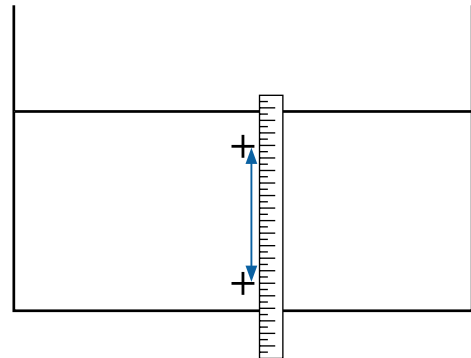


If all of the adjustment patterns contain either overlapping or misalignments, and you cannot narrow it down to one, enter “0.0%”, for the time being.

In this situation, the media feed is not adjusted. Do the following steps to complete Feed Adjustment, and then execute Feed Adjustment - **500mm Pattern**.

**When 100mm Pattern, 250mm Pattern, or 500mm Pattern is selected**

Measure using a scale of up to 0.5 mm.



**7** The screen for entering confirmation results for the adjustment pattern is displayed.

**When Standard is selected**

Set the values printed under the patterns selected in A and B, and then press the **OK** button.

**When 100mm Pattern, 250mm Pattern, or 500mm Pattern is selected**

Set the value established in step 6, and then press the **OK** button.

When settings are complete, the status display screen is displayed.

## Basic Operations

### Head Alignment

Depending on the model or setting status being used, the maximum length of the media required to print the test pattern differs as shown below.

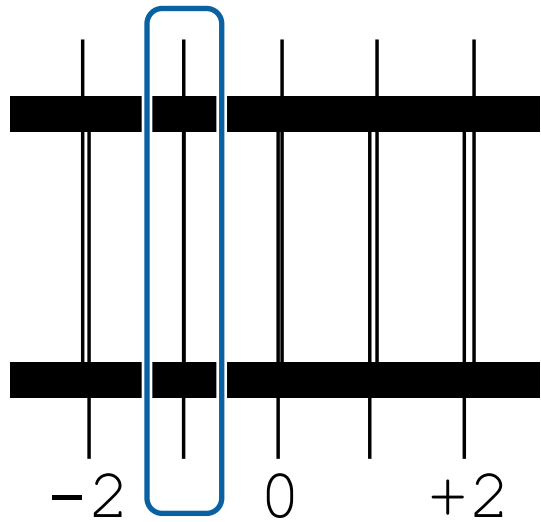
Status	Length of Media Used
In 1 head mode	Approx. 270 mm
In 2 head mode	Approx. 320 mm

#### Setting procedure

- 1 Check that the printer is ready, and load the media according to the actual usage conditions.  
When using the Auto Take-up Reel Unit, attach the media to the roll core.  
[“Loading media” on page 27](#)  
[“Using the Auto Take-up Reel Unit” on page 33](#)
- 2 Press the **Menu** button.  
The settings menu will be displayed.
- 3 Select **Media Setup - Customize Settings - Media Adjust - Manual - Head Alignment**.
- 4 Press the **OK** button to print the adjustment pattern.  
Wait until printing is complete.
- 5 Check the printed adjustment pattern.

Status	Adjustment Pattern
In 1 head mode	4 blocks, A to D
In 2 head mode	12 blocks, A to L

Select the finest lined pattern (all lines overlap) for both. Select “-1” in the cases shown below.



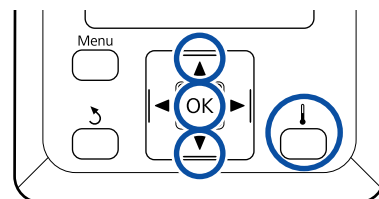
- 6 The screen for entering values is displayed.  
Using the **▲/▼** buttons, enter the pattern number recorded in Step 5 and press the **OK** button.
- 7 When multiple check patterns have been printed, select the number per check pattern, and then press the **OK** button.

The media setup menu will be displayed when you enter the pattern number for the last color.

## Changing settings during printing

### Changing the Heater's Temperature

Buttons that are used in the following settings



- 1 Press the  button during printing.  
The **Heating & Drying** menu is displayed.

### Basic Operations

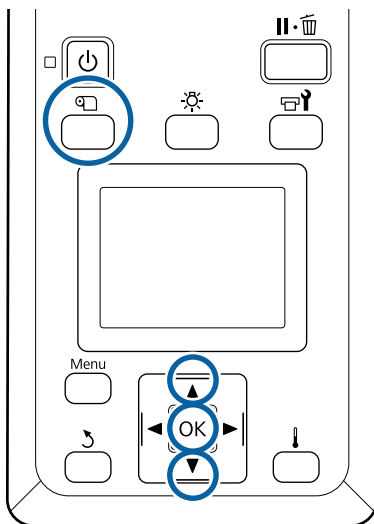
- 2 Press the ▼/▲ buttons to select **Heater Temperature**, and then press the OK button.
- 3 Choose a value.  
Press the ▼/▲ buttons to set the temperature.
- 4 When you press the OK button, the settings for the currently selected media are updated, and the Heating & Drying menu is displayed.
- 5 When you press the ⏏ button, the menu is closed and the status display screen is displayed.


**Note:**  
The time needed for the heaters to reach the specified temperatures varies with the ambient temperature.

## Correcting Banding

When you want to correct banding during printing, perform Feed Adjustment.

Buttons that are used in the following settings



- 1 Press the  button during printing.  
The current adjustment value is displayed.
- 2 Use the ▼/▲ buttons to change the current value.  
If the feed amount is too small, black bands (dark stripes) will appear; adjust the feed amount upwards.

If, in contrast, the feed amount is too large, white bands (pale stripes) will appear; adjust the feed amount downwards.

- 3 Check the printing result. If you are not satisfied with the results, use the ▼/▲ buttons to change the value.

This updates the setting value of **Feed Adjustment** in the currently selected media settings.

- 4 Press the OK button to display the status display screen.

**Note:**  
If the setting is changed, the icon is displayed on the control panel screen as shown below. To clear this icon, carry out the following operations.

- Restart **Feed Adjustment**.
- Execute **Restore Settings**.

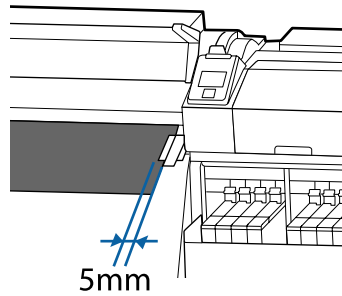
**Basic Operations**

# Printable area

**The left and right edges of media recognized by the printer varies as shown below according to the Media Size Check settings.**

**Media Size Check On** : The printer automatically detects the left and right edges of the loaded media.

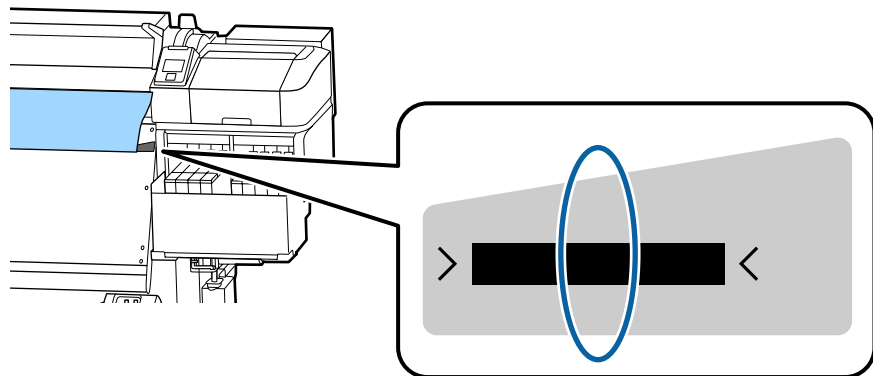
When media edge plates are attached, within 5 mm of the left and right edges of the media is recognized as the media edge.



The edges of the media are not detected correctly if the media edge plates are not attached correctly.

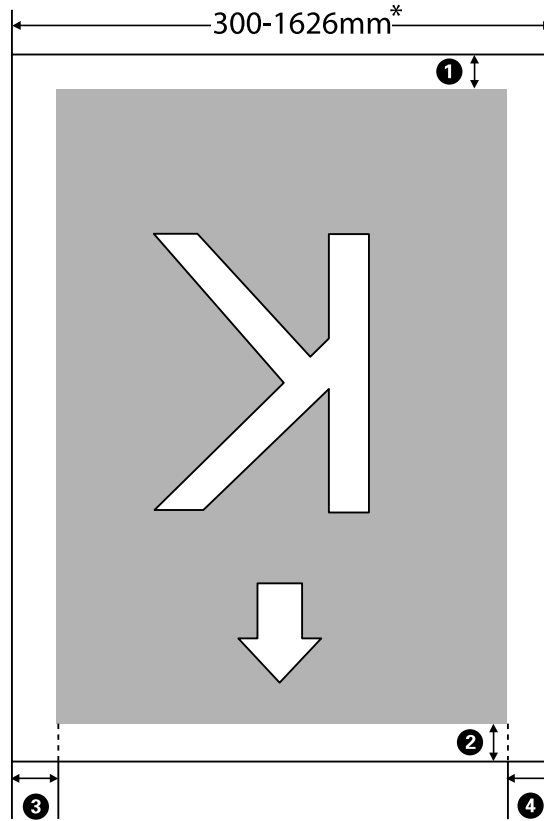
 [“Loading media” on page 27](#)

**Media Size Check Off** : The center of the black rectangle on the heater's label (shown in the illustration below) is the standard position for the right edge of the media. Regardless of the width of the loaded media, the left edge of the media is determined to be 1,626 mm (64 inches) from the standard position for the right edge.



### Basic Operations

The gray area in the illustration below shows the printable area. The arrow indicates the feed direction.



\* When Media Size Check is set to **Off**, this is 1,626 mm (64 inches) regardless of the width of the loaded media.

**1 to 4** indicates the margins on all four sides. See the following for more details.

Margin Position	Explanation	Available Setting Range
<b>1</b> Rear <sup>*1, *2</sup>	This can be set in RIP. To maintain media feeding accuracy, if the settings are less than 5 mm or more than 17 mm, the settings are switched to 5 mm and 17 mm respectively.	5 to 17 mm
<b>2</b> Leading edge <sup>*1</sup>	This can be set in RIP. Differs by the length the media was pulled when the media is loaded. For continuous printing, although the margins set in RIP are added, to maintain media feeding accuracy, if the setting is less than 5 mm the setting is switched to 5 mm.	5 mm or more
<b>3</b> Left edge <sup>*3, *4</sup>	The value selected for Side Margin(Left) in the printer's setup menu. The default setting is 5 mm.	3 to 25 mm
<b>4</b> Right edge <sup>*3, *4</sup>	The total of the values selected for Print Start Position and Side Margin(Right) in the printer's setup menu. The default setting for Print Start Position is 0 mm and Side Margin(Right) is 5 mm.	3 to 825 mm


\*1 The set margin and the actual print results may differ depending on the RIP being used. Contact the RIP manufacturer for more information.

## Basic Operations

- \*2 By selecting **No Margin** in **Margin Between Pages** in the settings menu for the printer, you can adjust the margins in a range between -10 mm and +10 mm.
- \*3 This may be available in the RIP depending on the RIP software being used. Contact the RIP manufacturer for more information.
- \*4 Note the following points when setting margins.
  - Leave margins of 10 mm or more when using media edge plates. Narrower margins could result in printer printing over the plates.
  - If the total of the print data width and set left and right margins exceeds the printable area, a portion of the data will not be printed.

**Note:**

*If the following points are not observed when Media Size Check is **Off**, printing may occur outside the left and right edges of the media. Ink used outside the edges of the media will stain the inside of the printer.*

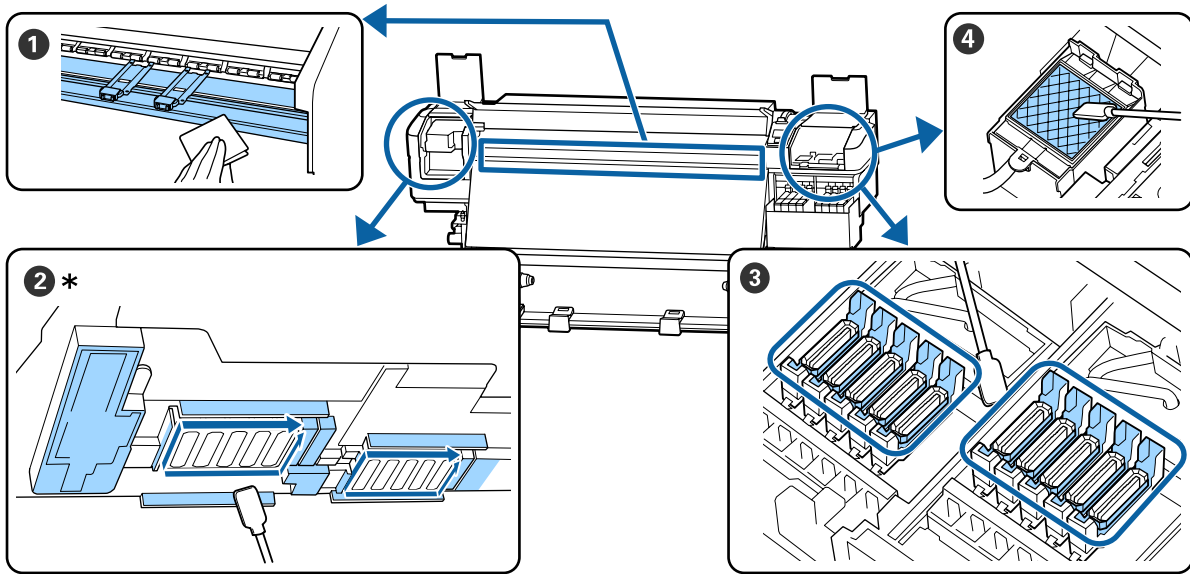
- Ensure that the print data width does not exceed the loaded media width.*
- When media is loaded to the left of the right side reference position, align the **Print Start Position** setting with the position where the media set.*  
* [“The Printer Setup Menu” on page 99](#)*

# Maintenance

## When to Perform Various Maintenance Operations

### Cleaning Locations and Cleaning Timing

If you continue to use the printer without cleaning, it could cause clogged nozzles or ink drops to occur.



When to perform	Component to be cleaned
When starting work every day	<ul style="list-style-type: none"> <li>① Platen and media edge plates</li> </ul> <p><a href="#">📄 "Daily Cleaning" on page 59</a></p>
At least once a month	<ul style="list-style-type: none"> <li>② Around the Print Head</li> <li>③ Caps</li> <li>④ Flushing pad (when dirty)</li> </ul> <p><a href="#">📄 "Performing Regular Cleaning" on page 60</a></p> <p>You can check the procedure in a video on YouTube.  <a href="#">Video Manual</a></p>

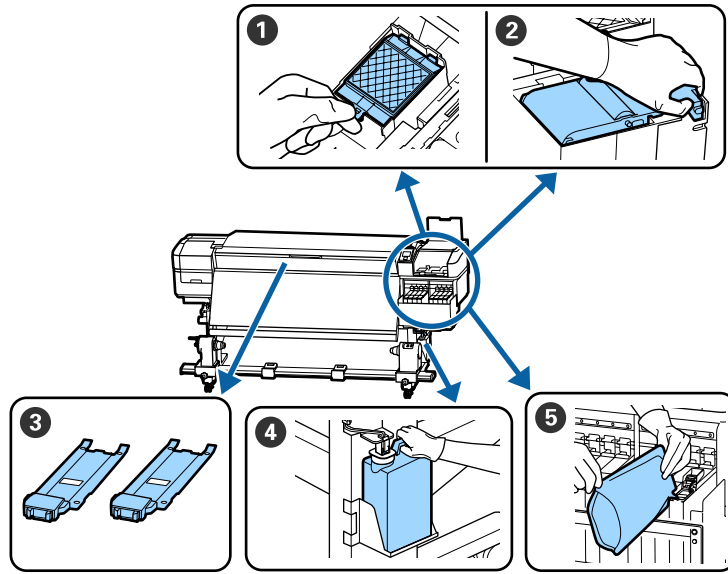
**!** **Important:**

*The printer contains precision instruments. If any lint or dust adheres to the nozzles on the print head, print quality will decline.*

*Perform regular cleaning more frequently depending on the environment and media being used.*

Maintenance

Replacing and Refilling Consumables



When to perform	Component to be replaced
When a prepare and replacement message is displayed on the control panel screen	<ul style="list-style-type: none"> <li>❶ Flushing pad</li> <li>❷ Wiper unit</li> <li>🔗 <a href="#">"Replacing the Head Cleaning Set" on page 75</a></li> <li>❸ media edge plates</li> <li>❹ Waste Ink Bottle</li> <li>🔗 <a href="#">"Disposing of Waste Ink" on page 73</a></li> </ul>
As soon as ink low warning is displayed on the control panel display	<ul style="list-style-type: none"> <li>❺ Ink refill</li> <li>🔗 <a href="#">"Ink refill" on page 65</a></li> </ul>
When the plates are deformed or damaged.	<ul style="list-style-type: none"> <li>❸ media edge plates</li> <li>🔗 <a href="#">"Replacing the media edge plates" on page 78</a></li> </ul>

Regular maintenance

When to perform	Operation
Once a week	<ul style="list-style-type: none"> <li>Stir the High Density Black Ink</li> <li>🔗 <a href="#">"Procedure for stirring the High Density Black Ink" on page 71</a></li> </ul>



## Maintenance

### Other maintenance

When to perform	Operation
<ul style="list-style-type: none"> <li><input type="checkbox"/> When checking if nozzles are clogged</li> <li><input type="checkbox"/> When checking which colors are clogged</li> <li><input type="checkbox"/> Horizontal stripes or tint unevenness (banding) are appeared.</li> </ul>	Checking for clogged nozzles <a href="#">🔗 "Checking for clogged nozzles" on page 80</a>
When a clog is found after checking for clogged nozzles	Head Cleaning <a href="#">🔗 "Head Cleaning" on page 81</a>
When it has become difficult to see inside the ink tanks because of dirt on the heat shield	Clean the heat shield <a href="#">🔗 "Cleaning the Heat Shield" on page 83</a>
When a greasing message is displayed on the control panel	Applying the supplied grease to the carriage rod <a href="#">🔗 "Applying Grease to the Carriage Rod" on page 83</a>

**Maintenance**

# What You'll Need

Ready the following items before beginning cleaning and replacement.

When the supplied parts have been completely used, purchase new consumables.

Prepare genuine parts when replacing ink packs or performing maintenance.

 ["Options and Consumable Products" on page 117](#)

If your gloves have worn out, prepare commercially available nitrile gloves.

**Protective eyeglasses (available in the market)**

Protects your eyes from ink and ink cleaner.

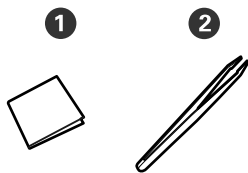
**Mask (available in the market)**

Protects your nose and mouth from ink and ink cleaner.

**Set of maintenance tools (supplied with the printer)**

For general cleaning.

The following accessories are in the set.



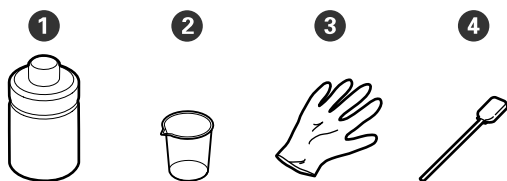
① Clean-room wipers (x100)

② Tweezers (x1)

**Maintenance Kit (supplied with the printer)**

Use these when wiping up ink stains.

The following accessories are in the kit.




① Ink cleaner (x1)

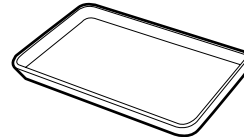
② Cup (x1)

③ Gloves (x12)

④ Cleaning stick (x25)

How to use these  ["Using the ink cleaner" on page 60](#)

**A metal tray (supplied with the printer)**



Use when putting cleaning utensils, removed consumables, or ink cleaner moved in the container supplied with the printer.

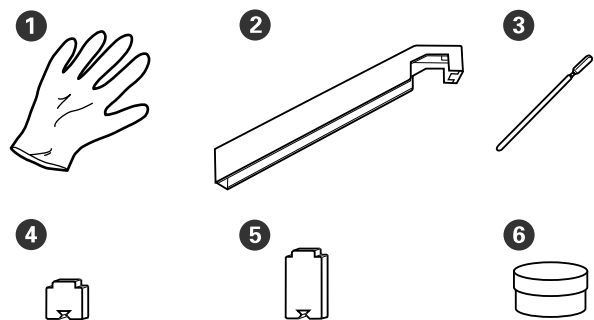
**Soft cloth (available in the market)**

Use when cleaning inside the front cover. Use material that is not likely to generate lint or static electricity.

**Grease kit (supplied with the printer)**

Use when applying grease to the carriage rod.

The following accessories are in the set.



① Gloves (x16)

② Grease tool (x1)

③ Cleaning sticks (x8)

④ Pad A (x16)

⑤ Pad B (x16)

⑥ Grease (x2)

## Maintenance

# Precautions regarding maintenance

Note the following points when cleaning and replacing parts.

### **Caution:**

- ❑ Store ink packs, ink cleaner, grease, and waste ink in a location out of the reach of children.
- ❑ During maintenance, wear protective clothing, including protective eyewear, gloves, and a mask.  
If ink, waste ink, ink cleaner, or grease contact your skin or enter your eyes or mouth, 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 with a physician.
  - ❑ If fluid enters your mouth, consult a physician immediately.
  - ❑ If fluid is swallowed, do not force the person to vomit, and consult with a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.
- ❑ Remove the media from the printer before proceeding with cleaning or replacing the head cleaning set.
- ❑ Never touch the belts, circuit boards, or any parts that do not require cleaning. Failure to observe this precaution could result in malfunction or reduced print quality.
- ❑ Use only the supplied cleaning sticks or sticks contained in a maintenance kit. Other types of sticks that produce lint will damage the print head.
- ❑ Always use fresh cleaning sticks. Re-using sticks can make stains even harder to remove.

- ❑ Do not touch the tips of the cleaning sticks. Oil from your hands could damage the print head.
- ❑ Do not use anything other than the specified ink cleaner when cleaning around the print head, caps, etc. Using anything else could result in malfunction or reduced print quality.
- ❑ Touch a metallic object before starting work to discharge any static electricity.

## Daily Cleaning

When lint, dust, or ink adheres to the platen or the media edge plates, it could cause clogged nozzles or ink drops to occur.

To maintain optimum printing quality, we recommend cleaning before starting work every day.

### **Caution:**

- ❑ The heater may be hot; observe all necessary precautions. Failure to observe the necessary precautions could result in burns.
- ❑ Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.

### **Important:**

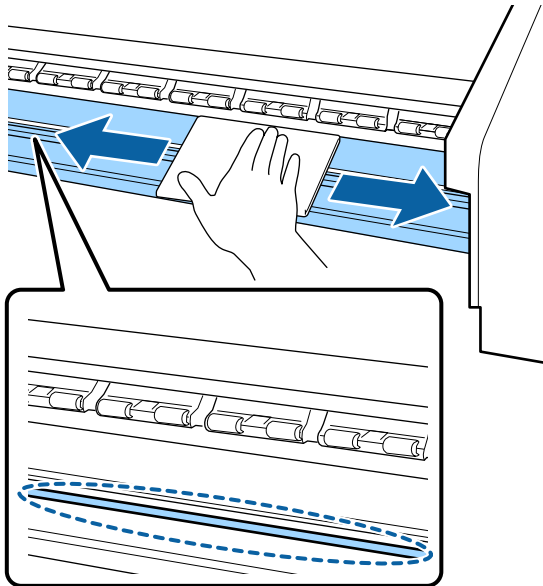
Do not use ink cleaner when cleaning the platen or media holding plates. Failure to observe this precaution could result in damaged parts.

- 1 Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.  
Disconnect both of the power cables.
- 2 Wait for one minute after unplugging the power plug.
- 3 Open the front cover.

Maintenance

**4** Soak a soft cloth in water, wring it out thoroughly, and then wipe off any ink, lint, or dust that has adhered to the platen.

Carefully remove lint and dust stuck in the groove of the platen.



**5** Soak a soft cloth in water, wring it out thoroughly, and then wipe off any lint, or dust that has adhered to the media edge plates.

**! Important:**

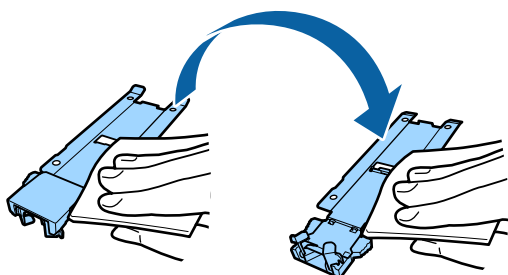
When media with glue has been used, wipe away glue using a diluted neutral detergent. If you continue printing while glue is stuck to the rear, it may rub against the print head.

**When using media with glue and when ink adheres**

Remove the media edge plates from the printer, and clean the front and back of the plates.

When stains are removed, be sure to attach the plates to their original positions.

Removing and installing the media edge plates [“Replacing the media edge plates” on page 78](#)



## Performing Regular Cleaning

Clean the parts in the following order.

Moving the Print Head



Cleaning Around the Print Head



Cleaning Around the Caps

**! Important:**

The following message is displayed on the control panel display if cleaning has not been performed for one month. When the message is displayed, perform regular cleaning as soon as possible.

Refer to the manual and perform regular cleaning.

## Using the ink cleaner

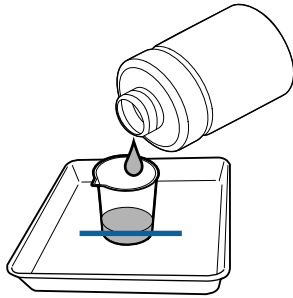
Only use ink cleaner to clean the parts indicated in the manual. Using ink cleaner on other parts of the printer could damage the product.

Before starting this procedure, be sure to read the following:

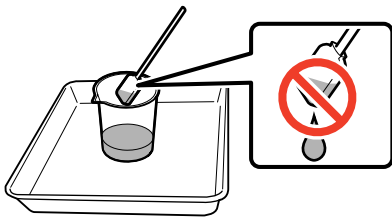
[“Precautions regarding maintenance” on page 59](#)

## Maintenance

- Put the cup supplied with the ink cleaner on the metal tray, and pour approximately 10 ml of ink cleaner into the cup.



- Dampen the cleaning stick with ink cleaner. Do not allow ink cleaner to drip from the cleaning stick.



When dampening a clean-room wiper with ink cleaner, use ink cleaner poured into a cup.

**! Important:**

- ❑ Do not use ink cleaner that you have used for cleaning to clean the next time. Using dirty ink cleaner will make staining worse.
- ❑ Tightly close the lid of the ink cleaner and store it at room temperature out of direct sunlight and away from high temperatures or humidity.
- ❑ Used ink cleaner, cleaning stick, and clean-room wipers are industrial waste. Dispose of them in the same way as for waste inks.  
[📄 "Disposal of used consumables" on page 80](#)

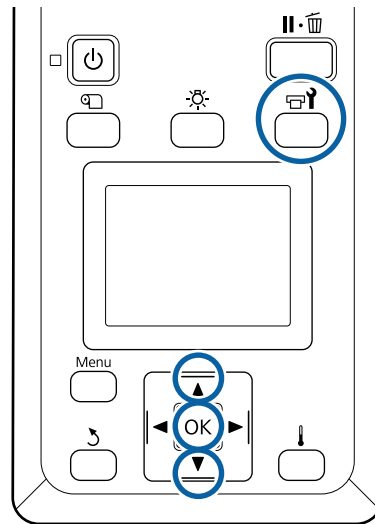
## Moving the Print Head

This section describes how to move to cleaning position of the print head.

**! Important:**

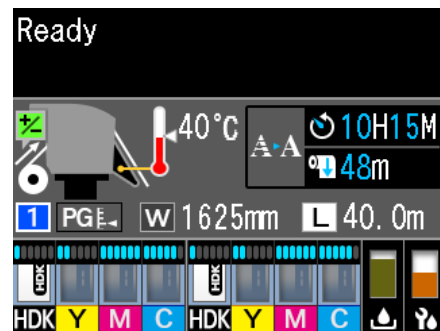
Be sure to follow the steps below when positioning the print head. Moving the print head manually could cause malfunction.

Buttons that are used in the following settings



- Confirm that the status screen shown below is displayed, and then press the Maintenance button.

The Maintenance menu will be displayed.



- Use the ▼/▲ buttons to select **Head Maintenance** and press the OK button.

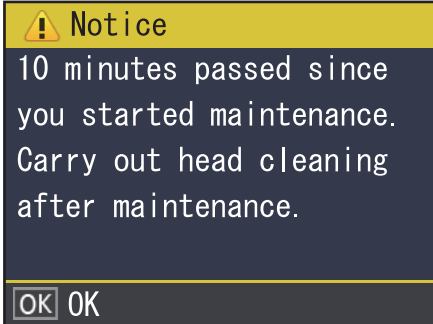
- Press the ▼/▲ buttons to select **Regular Cleaning**, and then press the OK button two times.

The print head moves to the cleaning position.

**Maintenance**

**Note:**

The buzzer sounds 10 minutes after the print head is moved (default setting). Press the OK button to continue the cleaning process. After 10 more minutes have passed, the buzzer sounds again.



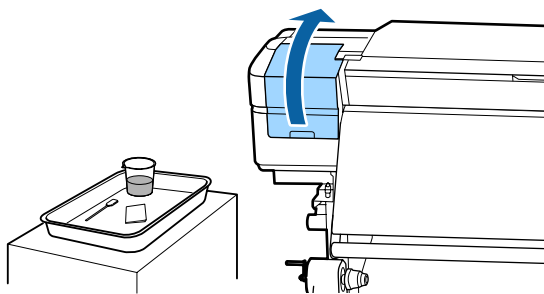
**Cleaning Around the Print Head**

If you notice any ink clots, lint, or dust when checking the area around the print head, clean the area by following the steps below.

Before starting this procedure, be sure to read the following:

[“Precautions regarding maintenance” on page 59](#)

- 1** Check that the print head has moved to the left end of the printer, and then open the left-side maintenance cover.



- 2** Dampen the cleaning stick with ink cleaner. Use new products for both the cleaning stick and ink cleaner.

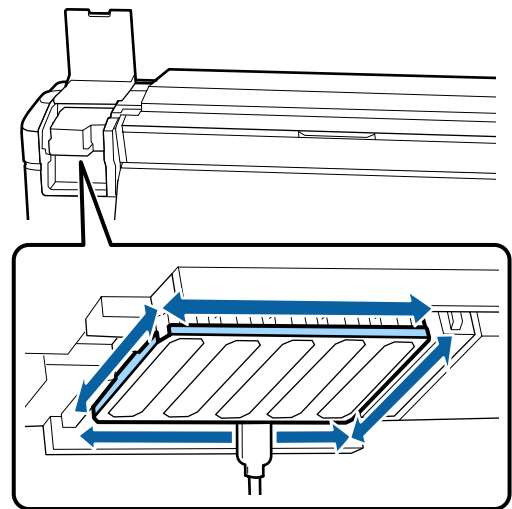
[“Using the ink cleaner” on page 60](#)

**! Important:**

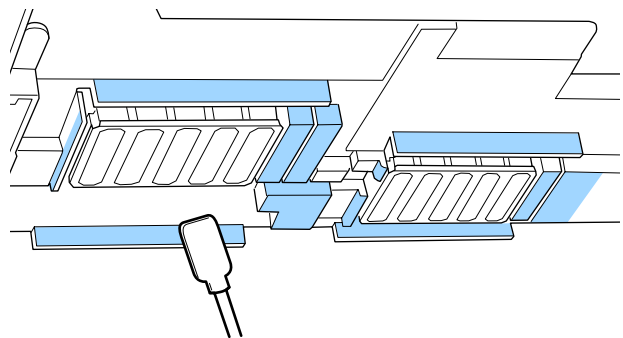
- Rinse a cleaning stick using ink cleaner for each step.
- After removing a clot of ink with a cleaning stick, wipe off using a clean-room wiper.

- 3** Wipe off any adhered ink, lint, and dust from the parts that are indicated by the arrows below.

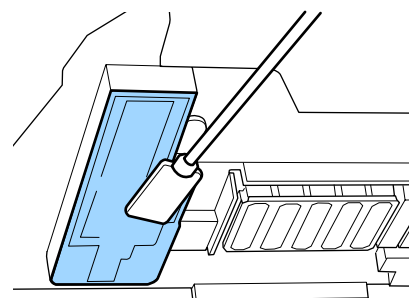
Wipe around both print heads.



- 4** Wipe off any adhered ink, lint, and dust from the parts that are indicated by below.



- 5** Wipe off any adhered ink, lint, and dust from the parts that are indicated by below.



Maintenance

- 6 Close the left-side maintenance cover.

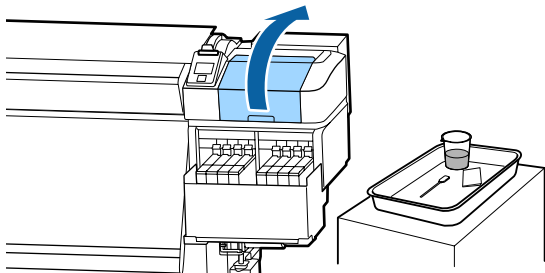
### Cleaning Around the Caps

Before starting this procedure, be sure to read the following:

 [“Precautions regarding maintenance” on page 59](#)

### Cleaning Caps

- 1 Open the right-side maintenance cover.



- 2 Dampen the cleaning stick with ink cleaner.

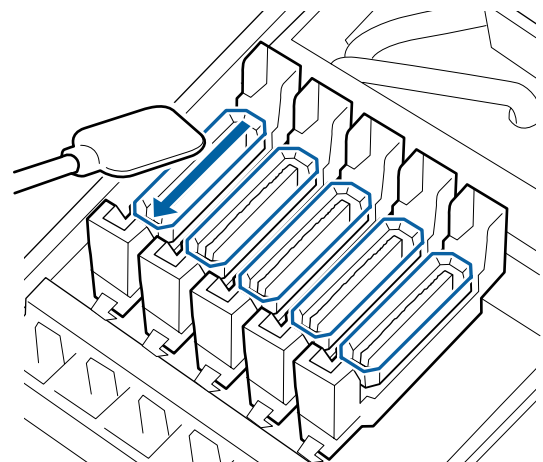
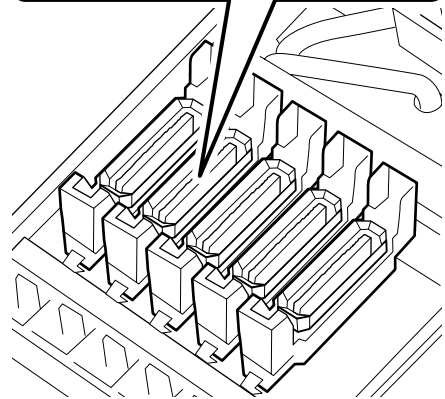
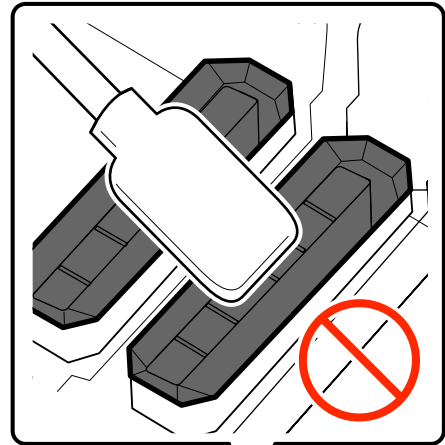
 [“Using the ink cleaner” on page 60](#)

- 3 Hold the cleaning stick flat and wipe the edges of all the caps.

Caps have 2 blocks. Clean all of the caps.

 **Important:**

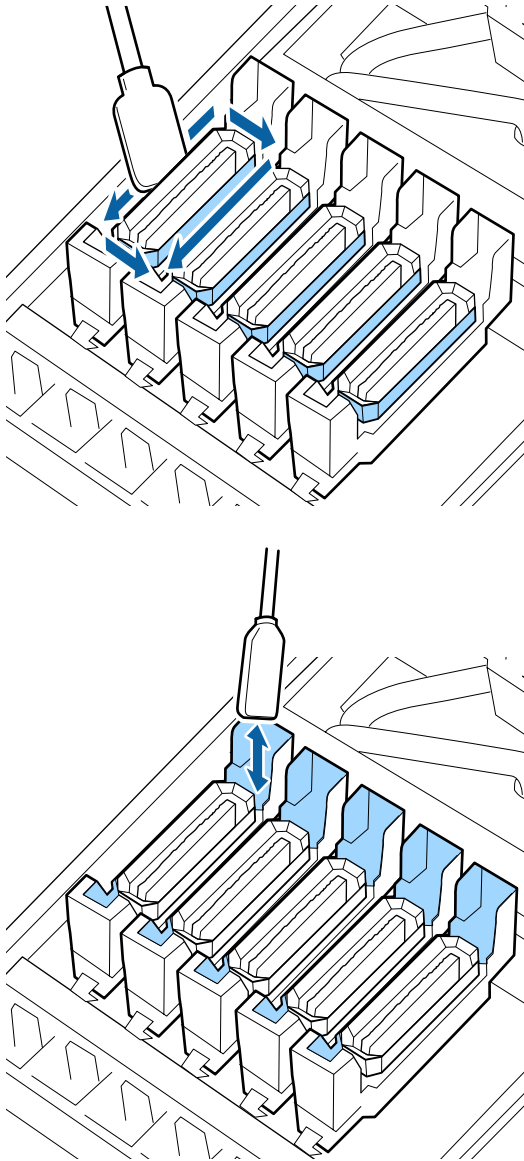
*When using a cleaning stick or tweezers, do not touch the inside of the cap and do not push strongly against the edges or the surrounding area of the cap. The part maybe deformed, and it may no longer be possible to perform capping correctly.*





Maintenance

- 4** Hold the cleaning stick perpendicularly and wipe the outer areas of all the caps and the inside of all the guides.



**Points to note when cleaning caps**

- Is there any lint attached to the inside of the cap?
- Is there any lint attached to the flushing pad?

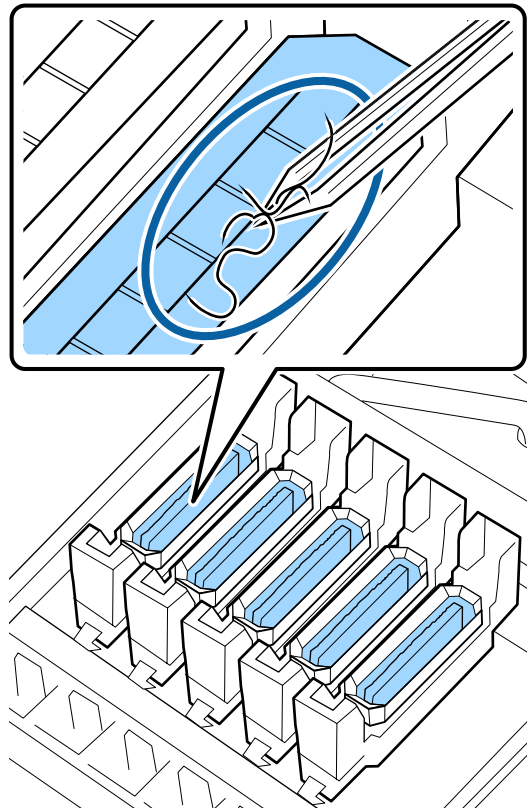
If they are not dirty, cleaning is complete.

[“Finishing Cleaning” on page 65](#)

If they require cleaning, see the following sections and perform the necessary cleaning.

**When there is lint or dust in the cap**

Remove using the tip of the cleaning stick or tweezers.



If no other parts need to be cleaned, proceed to the following section.

[“Finishing Cleaning” on page 65](#)

**When there is lint attached to the flushing pad**

Wipe off lint and dust with the tip of a cleaning stick.

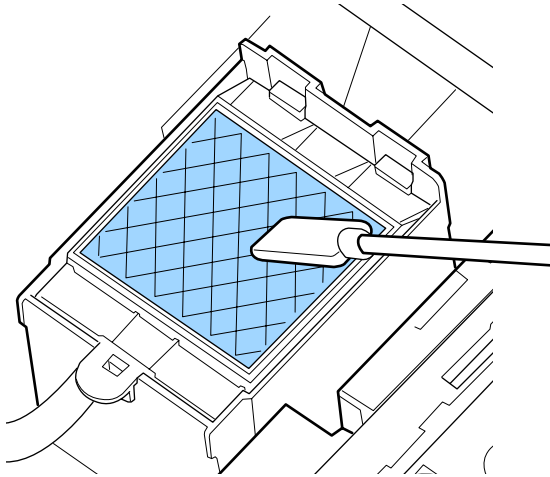


**Important:**

*Do not deform the metal section of the top surface. If they are deformed, they may damage the print head.*



## Maintenance



If no other parts need to be cleaned, proceed to the following section.

[☞ “Finishing Cleaning” on page 65](#)

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## Finishing Cleaning

After cleaning is complete, close the right-side maintenance cover and press the OK button.

The menus will close when the print head returns to its normal position.

To continuously make prints, perform Nozzle Check.

[☞ “Printing nozzle check patterns” on page 81](#)

Disposing of used ink cleaner, cleaning sticks, and clean-room wipers [☞ “Disposal of used consumables” on page 80](#)

## Ink refill

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### Time Period for Ink Refills

Immediately take care of the following two points when **Check Ink Levels** message is displayed on the control panel screen.

- ❑ Prepare an ink pack of the appropriate color.

- ❑ Check the level of the ink. If the remaining ink is 70 mm or less from the bottom of the ink tank, replace the chip unit and refill the ink.

Printing cannot be done if even one color is **Charge Expended** or **Refill Ink Tank**. If the **Check Ink Levels** message is displayed during a print job, you can replace the chip unit and refill the ink while printing continues.

Ink Packs Compatible with this Printer [☞ “Options and Consumable Products” on page 117](#)

### Important:

*This printer has a remaining ink warning system. Information about the available amount of ink in one pack is recorded in the chip unit supplied with a new ink pack. This information is written to the printer when the chip unit is mounted on the printer.*

*The ink remaining warning system estimates the remaining ink based on the ink usage conditions and the information written to the printer about the available amount of ink in one pack, and then displays a message.*

*To maintain the accuracy of this system, replace the chip unit and refill the ink as soon as possible once the remaining ink is 70 mm or less from the bottom of the ink tank.*

Writing the information about available amount of ink in one ink pack when a chip unit is installed on the printer is called “charging”.

After charging, the chip unit that was mounted on the printer is no longer needed. If you replace it with the chip unit attached to a new ink pack, charging will be done automatically when required.

Installing a new chip unit on the printer to do automatic charging is called “Reserving”.

Reserving can be done at any time if the indicator's level for the estimated amount of ink is between 1 and 6.


## Maintenance

However, when reservation is done, a warning is not displayed when the estimated amount of ink becomes low. Refill the ink with one pack of ink if the remaining ink is 70 mm or less from the bottom of the ink tank.

See steps 2 to 6 in “Procedure for Ink Refills” for the procedure to replace chip units.

 [“Procedure for Ink Refills” on page 66](#)

You can confirm whether or not a chip unit is reserved by looking at the chip unit's status icon.

 [“Understanding the Display” on page 14](#)

## Precautions when refilling ink

Read the Safety Data Sheet before performing the procedure.


You can download it at your local Epson Web site.

### **Caution:**

Note the following points when refilling ink.

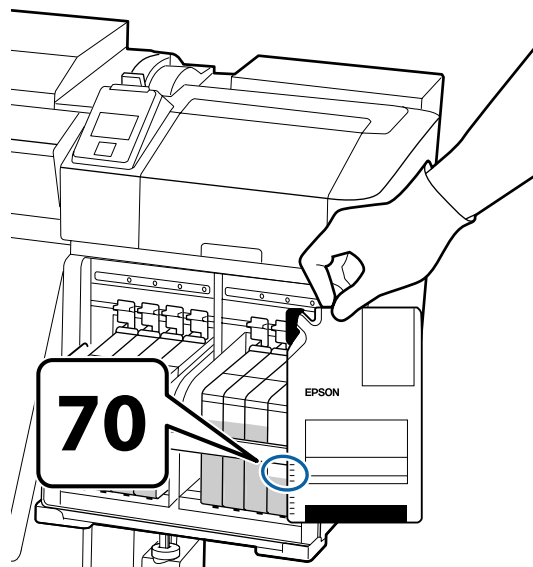
- Gently tear off the ink pack spout opening. If you cut the nozzle too quickly, ink may splatter.
- Do not squeeze open ink packs. Ink may spill.
- Gently tilt the ink pack when pouring ink into the ink tank.

### **Important:**

- Epson recommends the use of genuine Epson ink packs.  
*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 chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.*
- Genuine Epson ink, other than those specified here, could cause damage that is not covered by Epson's warranties.  
 [“Options and Consumable Products” on page 117](#)
- Do not place items on the ink tank or subject the ink tank to strong impacts. The ink tank could become detached.  
Contact your dealer or Epson Support.

## Procedure for Ink Refills

- 1** If the **Check Ink Levels** message is displayed on the control panel screen, check the ink level in the ink tank by using the scale on the ink pack.



Maintenance

**If the remaining ink level is greater than 70 mm from the base of the ink tank**

We recommend continuing to use the printer until the remaining ink level is 70 mm from the base of the ink tank so that you can use all the ink in a new ink pack to refill the ink tank.

**If the remaining ink level is 70 mm or less:**

Go to step 2.

Go to step 7 if the chip unit has been reserved.

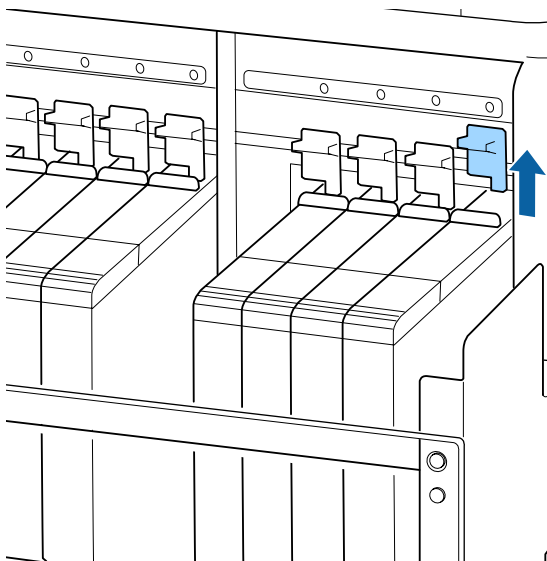
**! Important:**  
 When the remaining ink is 70 mm or more from the bottom of the ink tank and a message appears stating, **Refill Ink Tank**, it is time to replace the ink tank. Replace the ink tank. Replacements and repairs will be provided for a fee.

During replacements and repairs, the ink in the ink tank is discarded. This is necessary because fine dirt, dust and other foreign bodies mixed into the ink in the ink tank cause the ink tank to malfunction.

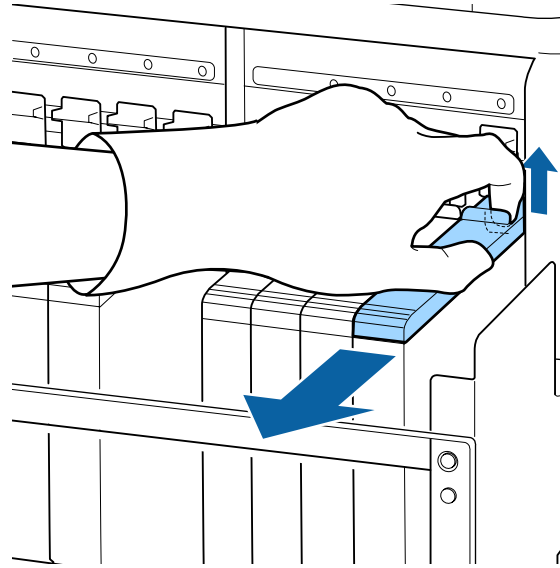
The ink tank replacement interval depends on the usage environment and conditions.

Contact your dealer or Epson Support.

**2** Lift the lock lever for the slider of the chip unit you intend to replace.

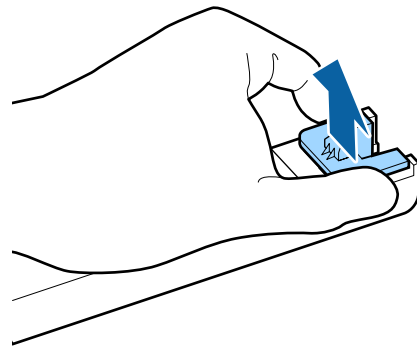


**3** Insert a finger into the depression on the top of the slider and pull straight outward.



**! Important:**  
 Do not tilt the slider. If the chip unit is dropped it may break.

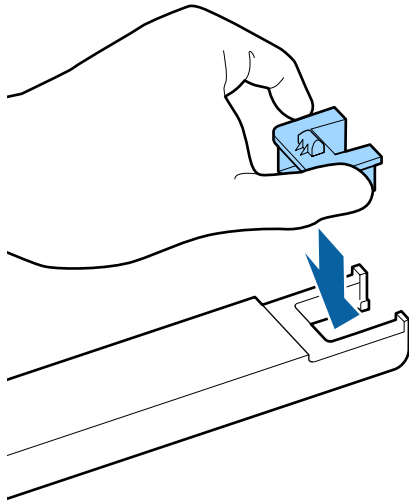
**4** Remove the chip unit from the slider.



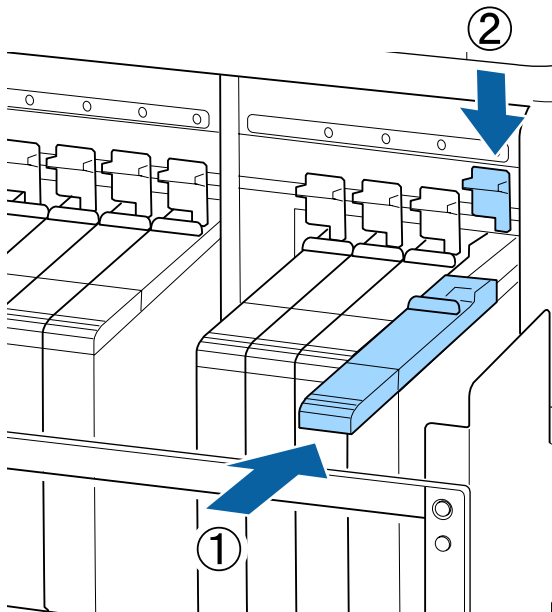
Maintenance

- 5** Attach the chip unit supplied with the new ink pack to the slider.

Check to confirm that the color of the label on the slider matches the color of the label on the chip unit when installing.



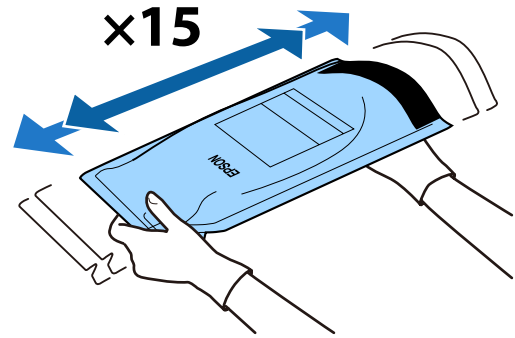
- 6** Hold the slider level and insert it, then lower the lock lever.



**!** **Important:**

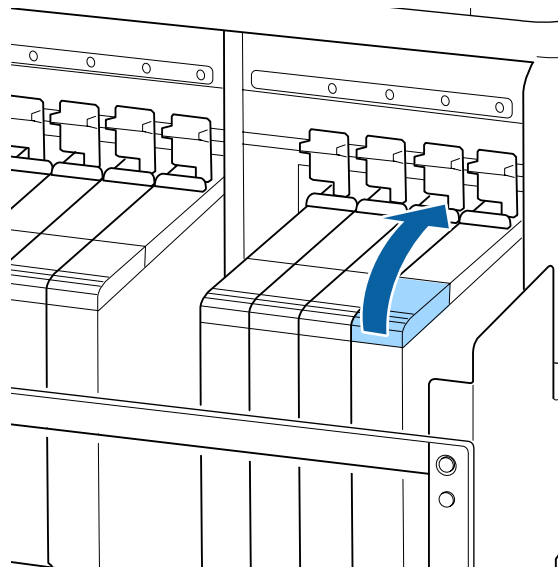
*Do not push the slider in with too much force. Failure to observe this precaution could damage the printer.*

- 7** As shown in the illustration, shake the new ink pack horizontally, about 5 cm to the left and right, for approximately 15 times in 5 seconds.



- 8** Confirm that no warning or error is displayed on the control panel screen, and then open ink inlet cover of the slider.

When a warning or error is displayed, resolve the warning/error according to the instructions, and then go to the following operations.



- 9** Remove the ink inlet cap from the ink tank.

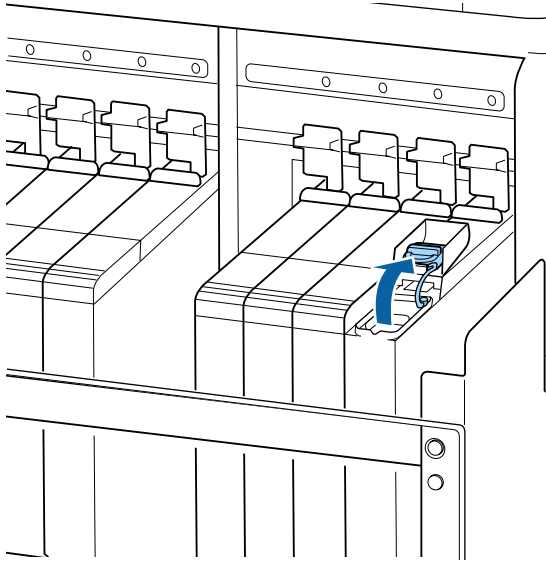
The method for removing the ink inlet cap differs depending on the type of ink being refilled.

**!** **Important:**

*Remove the ink inlet cap slowly. If you remove the cap too quickly, ink may splatter.*

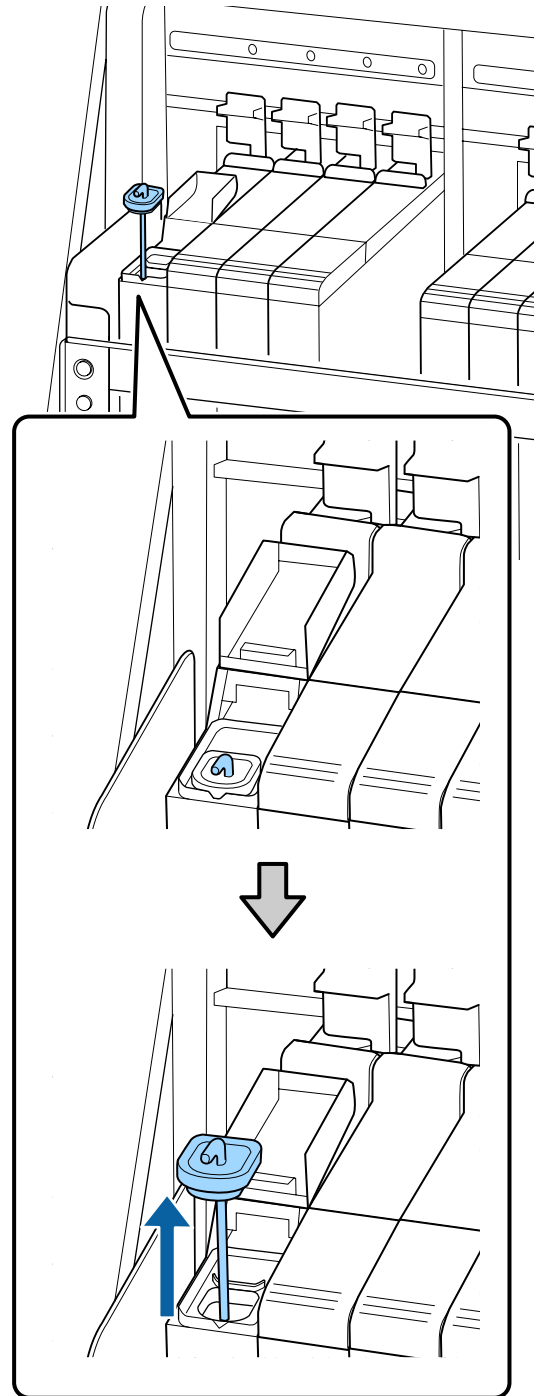
## Maintenance

### Ink other than High Density Black Ink



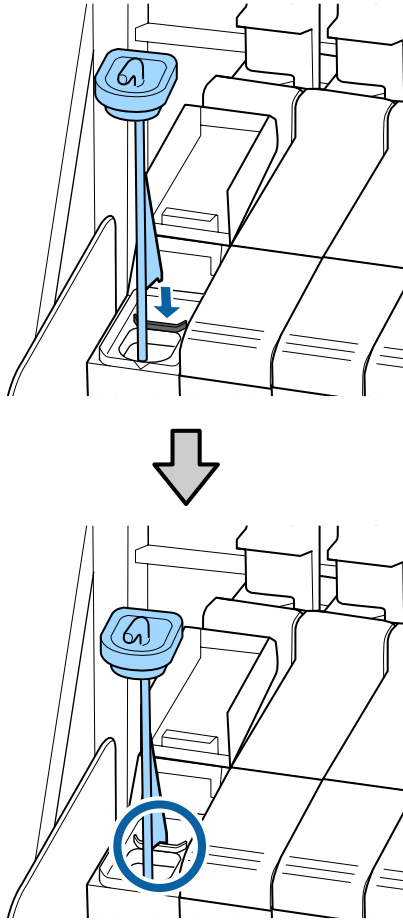
### High Density Black Ink

- (1) Grip the ink inlet cap's hook and pull up. Ink will adhere if you hold another part to remove the ink inlet cap.

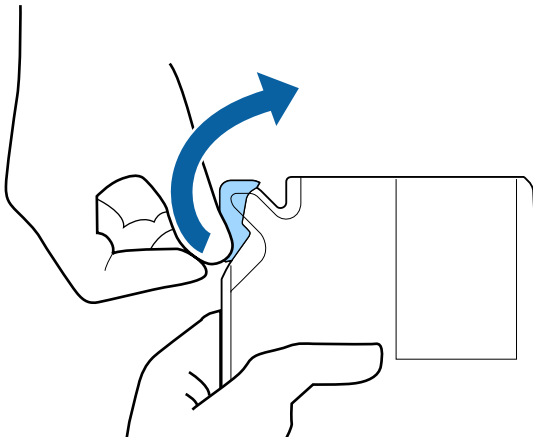


- (2) Hook the stirring stick onto the projection on the ink tank.

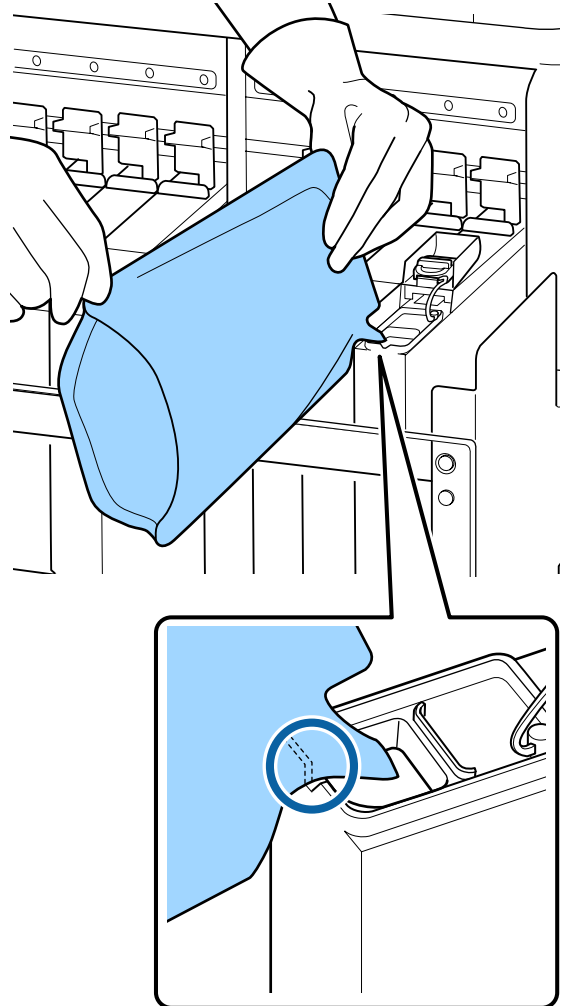
Maintenance



**10** Tear off the ink pack spout opening.



**11** Fill the ink tank with the ink from the ink pack. Insert the spout of the ink pack into the ink tank ink inlet groove and slowly tilt to pour out the ink.



**!** **Important:**

*Get all the ink out of the ink pack so that there is none remaining.*

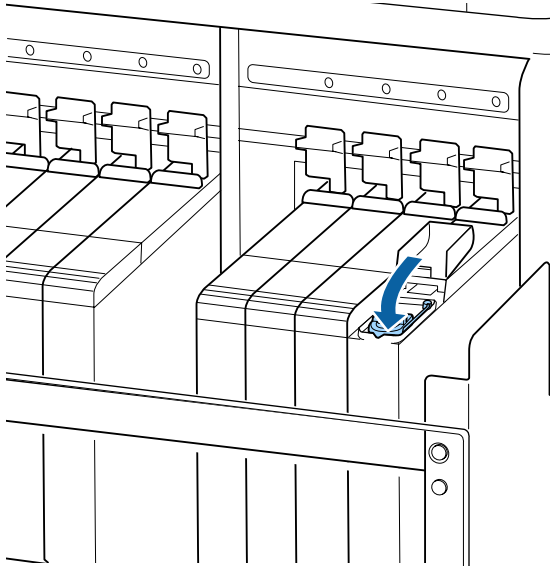
*Do not use the ink in an ink pack to refill multiple ink tanks.*

*This can cause messages from the remaining ink warning system to not display properly.*

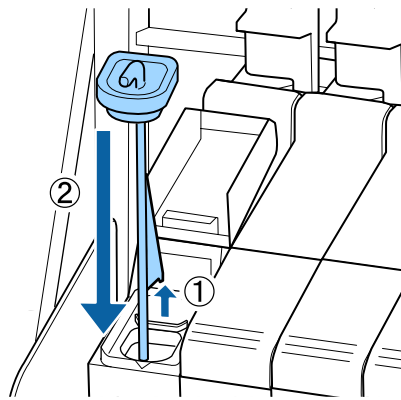
**12** Put the ink inlet cap back on the ink tank. The method for attaching the ink inlet cap differs depending on the type of ink being refilled.

Maintenance

**Ink other than High Density Black Ink**



**High Density Black Ink**

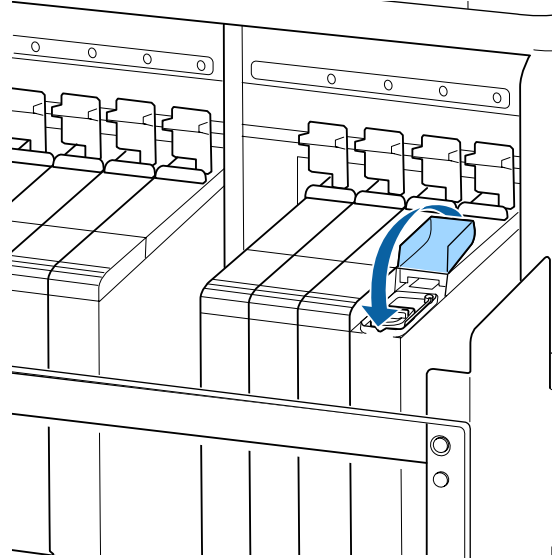


**Important:**

*Press the ink inlet cap down firmly so that it does not detach. If the slider comes into contact with the ink inlet cap when pulling it out, the cap could be damaged.*

**13**

Close the slider ink inlet cover.



When ink adheres to the heat shield when refilling the ink, remove the heat shield and clean it.

 [“Cleaning the Heat Shield” on page 83](#)

## Procedure for stirring the High Density Black Ink

A characteristic of High Density Black Ink is that sedimentation occurs easily. Stir the ink in the ink tank once a week. There may be color differences in the printouts if printing is performed when sedimentation has occurred.

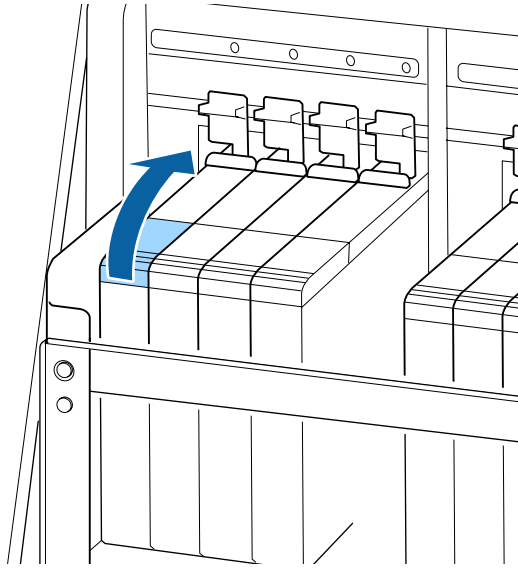
You can stir the ink whenever you want, regardless if you are printing or if the printer is on or off.

Before starting this procedure, be sure to read the following:

 [“Precautions regarding maintenance” on page 59](#)

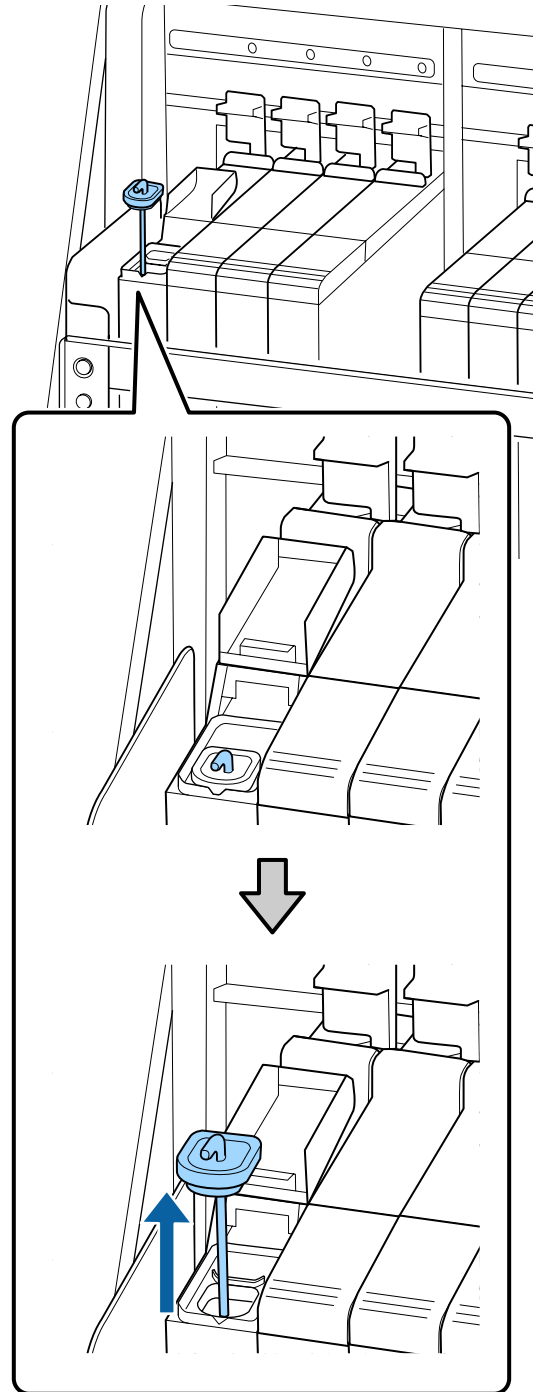
Maintenance

- 1 Open the ink inlet cover for the slider on which an HDK ink label is stuck.



- 2 Remove the ink inlet cap from the ink tank. Grip the ink inlet cap's hook and pull up. Ink will adhere if you hold another part to remove the ink inlet cap.

**!** *Important:*  
 Remove the ink inlet cap slowly. If you remove the cap too quickly, ink may splatter.

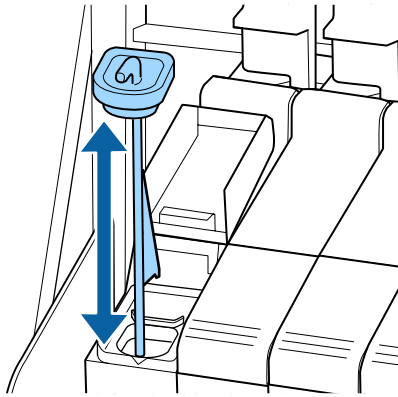




Maintenance

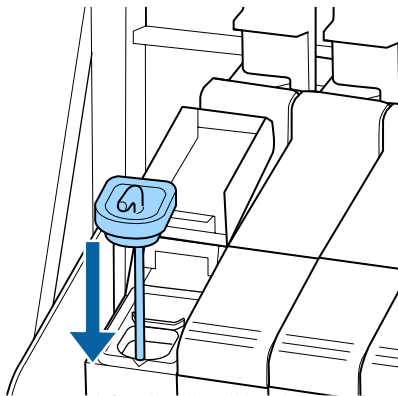
- 3 In one-second intervals, move the stirring stick up and down. Repeat about 15 times.

When moving the stirring stick up and down, touch the ink inlet cap to the ink tank and raise it until you can see the hook on the stirring stick completely.



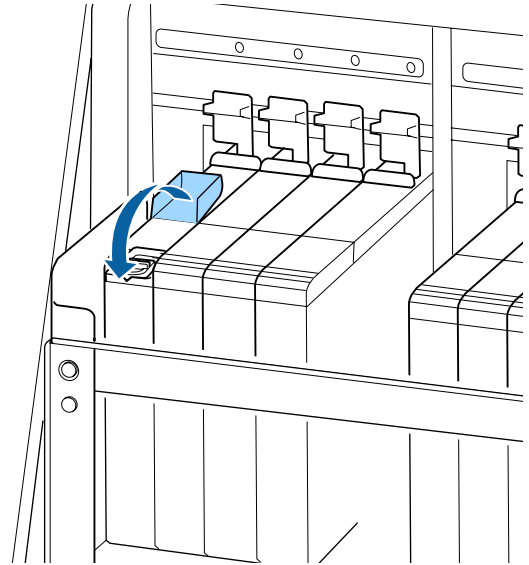
**! Important:**  
Move the stirring stick slowly. If you move it too quickly, ink may splatter.

- 4 Put the ink inlet cap back on the ink tank.



**! Important:**  
Press the ink inlet cap down firmly so that it does not detach. If the slider comes into contact with the ink inlet cap when pulling it out, the cap could be damaged.

- 5 Close the ink inlet cover.



## Disposing of Waste Ink

### Preparing and Replacement Timing

**When Prepare empty waste ink bottle. is displayed,**

Prepare a new Waste Ink Bottle as soon as possible.

When you want to replace the Waste Ink Bottle at this stage due to night operations and so on, select **Replace Ink Bottle** from the setup menu, and then replace the bottle. If you perform the replacement without selecting **Replace Ink Bottle**, the waste ink counter will not operate correctly.

Maintenance menu [“The Maintenance Menu” on page 104](#)

Waste Ink Counter [“Waste Ink Counter” on page 74](#)

**! Important:**  
Never remove the Waste Ink Bottle while printing or while the heads are being cleaned, unless there are on-screen instructions. Failure to observe this precaution could cause ink to leak.

**Maintenance**

**Replace waste ink bottle and press **OK** .is displayed**

Replace the Waste Ink Bottle with a new bottle immediately.

Replacement procedure ↗ [“Replacing the Waste Ink Bottle” on page 74](#)

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**Waste Ink Counter**

The printer uses the waste ink counter to track waste ink and displays a message when the counter reaches the warning level. **Replace waste ink bottle and press **OK** .**and replace the Waste Ink Bottle with a new one, the counter is cleared automatically.

If you need to replace the waste ink bottle before the message is displayed, select **Replace Ink Bottle** from the setup menu.

Maintenance menu ↗ [“The Maintenance Menu” on page 104](#)

**! Important:**

*If you replace the Waste Ink Bottle before being prompted by a message, always clear the waste ink counter. Otherwise, the replacement interval for the Waste Ink Bottle will no longer be notified correctly from the next message.*

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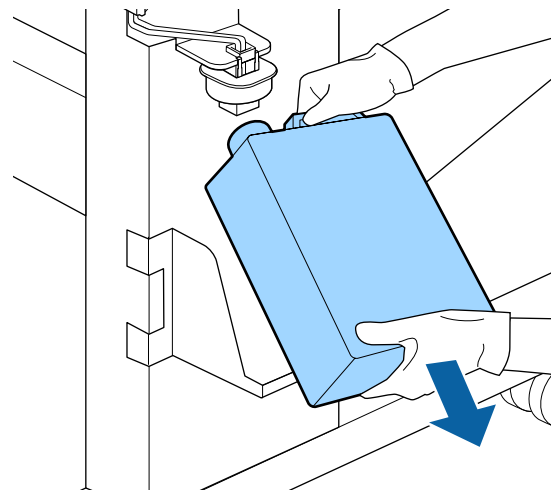
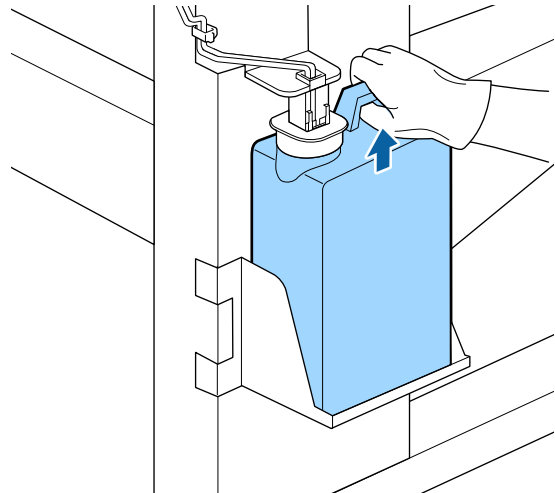
**Replacing the Waste Ink Bottle**

Follow the procedure below to replace the parts.

Before starting this procedure, be sure to read the following:

↗ [“Precautions regarding maintenance” on page 59](#)

- 1** Remove the Waste Ink Bottle from the Waste Ink Bottle holder.



If the backside of the stopper is stained, wipe it.

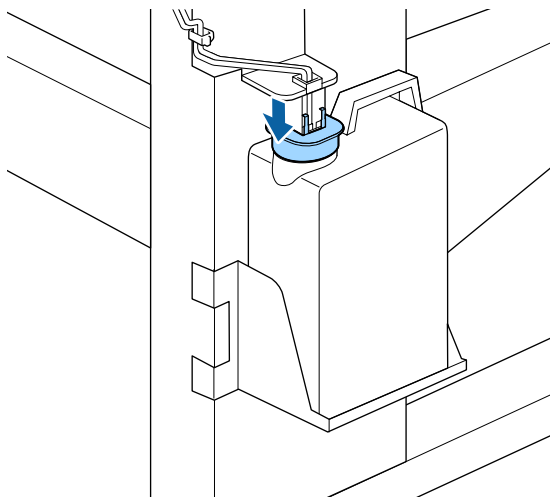
- 2** Insert the waste ink tube into the mouth of the new Waste Ink Bottle and place the Waste Ink Bottle in the holder.  
Tightly seal the lid on the used Waste Ink Bottle.

Maintenance

**! Important:**

- ❑ Be sure to confirm that the waste ink tube is inserted in the mouth of the waste ink bottle. Ink will spill onto the surrounding area if the tube is not inserted in the bottle.
- ❑ You will need the lid for the Waste Ink Bottle when disposing of waste ink. Keep the lid in a safe place; do not throw it out.

**3** Lower the stopper.



**! Important:**

Seal the mouth of the bottle with the stopper. If there is a gap, waste ink may splatter and stain the surrounding area.

**4** Press the OK button.

**5** Check again to confirm that a new Waste Ink Bottle has been installed correctly. Press the OK button to clear the waste ink counter.

Leave the waste ink in the Waste Ink Bottle for disposal; do not transfer it to another container.

**Note:**

Note the following points when transferring waste ink from the waste ink bottle to another container.

- ❑ Use a container made of PE (polyethylene) when transferring the waste ink.
- ❑ Attach the spout included with the printer to the rim of the waste ink bottle and transfer the waste ink.
- ❑ Pour the waste ink carefully. Pouring the waste ink quickly may cause it to spill and splatter.
- ❑ Store the waste ink by securely closing the lid of the container to which you transferred it.

Disposing of used waste ink and Waste Ink Bottle [“Disposal” on page 80](#)

## Replacing the Head Cleaning Set

### Preparing and Replacement Timing

**When Head cleaning set is nearing end of life. is displayed**

Prepare a new head cleaning set as soon as possible.

When you want to replace the parts at this stage due to night operations and so on, implement **Head Cleaning Set** from the setup menu, and then replace the parts. If you replace them without implementing **Head Cleaning Set**, the head cleaning set counter will not operate correctly.

Maintenance menu [“The Maintenance Menu” on page 104](#)

Maintenance


**Important:**

**About the Head Cleaning Set Counter**

The printer tracks amounts consumed using the head cleaning set counter and displays a message when the counter reaches the warning level.

If you replace parts when the message “**Head Cleaning Set Life**” is displayed, the counter is cleared automatically.

If you need to replace the parts before the message is displayed, implement **Head Cleaning Set** from the setup menu.

Maintenance menu  “The Maintenance Menu” on page 104

**When **Head Cleaning Set Life** is displayed**

See the following page, and replace all the parts included in the head cleaning set. Printing cannot be performed if the parts are not replaced.

The head cleaning sets contains the following parts.

- Wiper unit (x1)
- Flushing pad (x1)
- Gloves (x2)

Always choose a replacement head cleaning set that is specified for this printer.

 “Options and Consumable Products” on page 117

Before starting this procedure, be sure to read the following:

 “Precautions regarding maintenance” on page 59

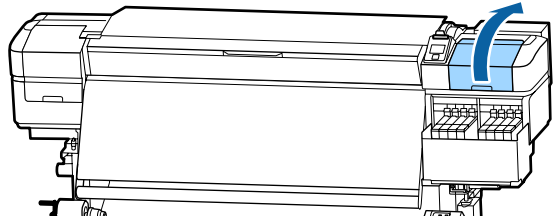
**How to Replace the Head Cleaning Set**

**1** Press the OK button in the **Head Cleaning Set Life** screen.

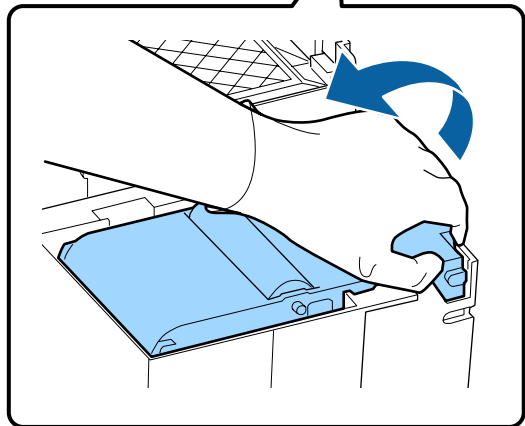
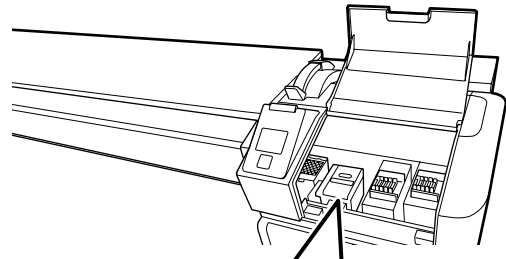
**2** A confirmation message appears twice.

Thoroughly confirm the content on each screen, and then click the OK button.

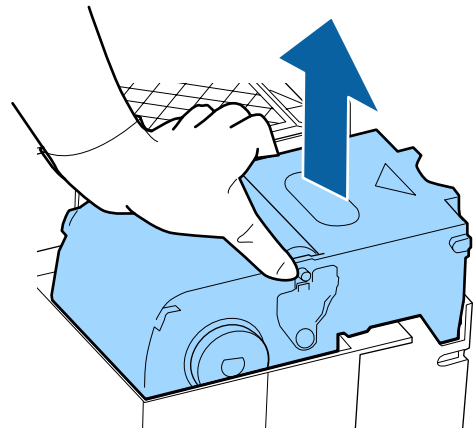
**3** After the print head moves to the left end of the printer, open the right maintenance cover.



**4** Place your fingers in the groove on the back of the wiper unit, and tilt it forward a little.

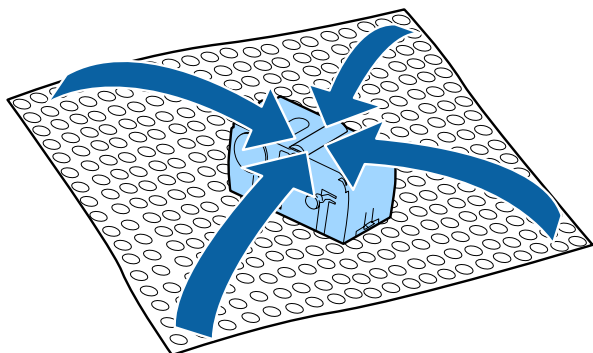


**5** Grip the sides, and pull it straight up to lift it out.

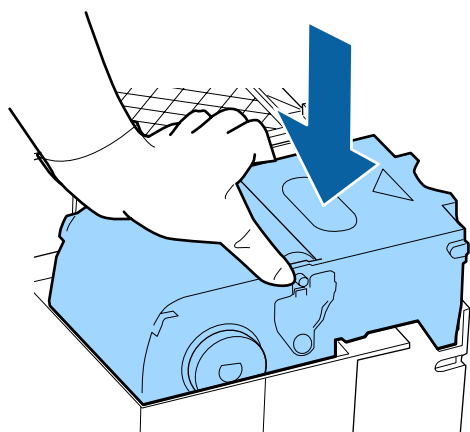


Maintenance

- 6** To avoid soiling your surroundings with ink, wrap the used wiper unit in the packaging supplied with the new wiper unit.



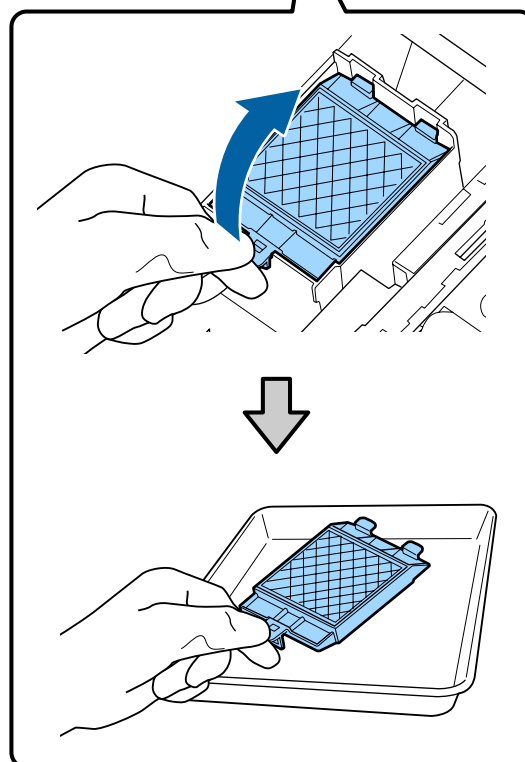
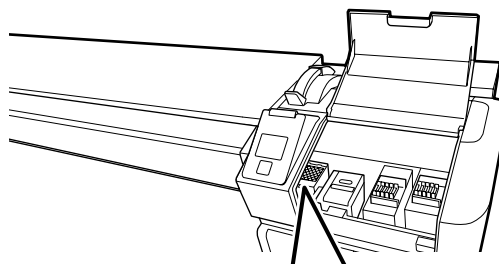
- 7** Insert the new wiper unit.  
Place on the attachment point and press down until you hear a click.



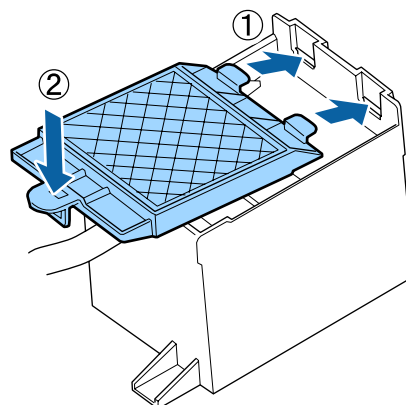
- 8** After replacing the wiper unit, press the OK button.

- 9** Lift up the tab on the flushing pad, and remove it.

Remove the flushing pad that you removed and place it on the metal tray.



- 10** Insert the two hooks on the flushing pad into the slots on the printer and press the tab down until the pad clicks into place.



Maintenance

- 11 After replacing the flushing pad, press the OK button.
- 12 Close the maintenance cover, and then press the OK button.
- 13 A confirmation message is displayed on the screen. Check the content of the message, select Yes, and then press the OK button.

Disposing of Used Head Cleaning Sets  [“Disposal” on page 80](#)

## Replacing the media edge plates


When the media edge plates supplied with the printer are deformed or damaged, be sure to replace them with new ones.

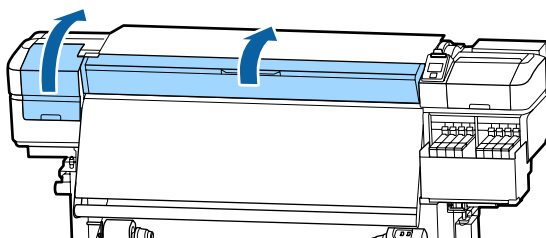
Contact your dealer or Epson Support.

 **Important:**

*If a deformed or damaged media edge plate continues to be used, it may result in damage to the print head.*

### Replacement procedure

- 1 Remove media, and turn off the printer. Check that the screen display has turned off, and then unplug the power cable from the outlet.  
 [“Removing the Take-up Roll” on page 42](#)  
Disconnect both of the power cables.
- 2 Leave the printer for a minute, and then open the left maintenance cover and the front cover.

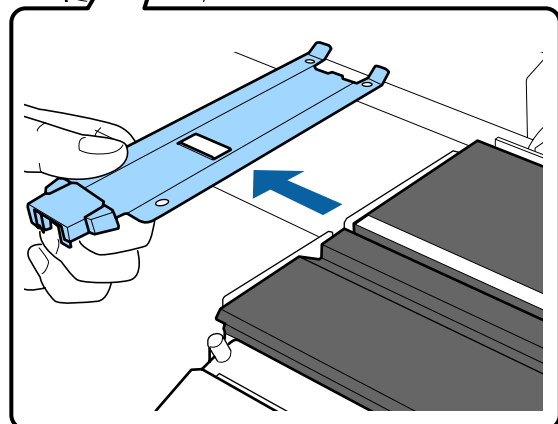
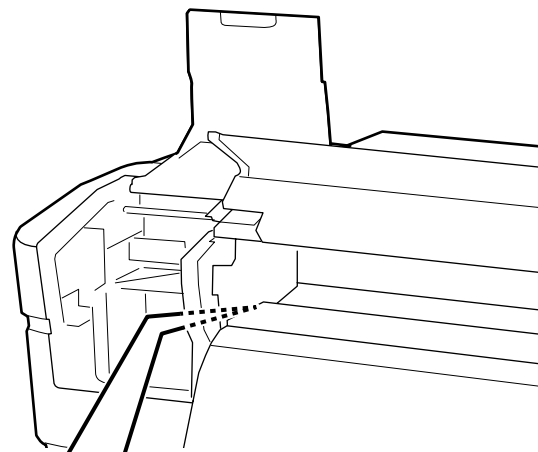
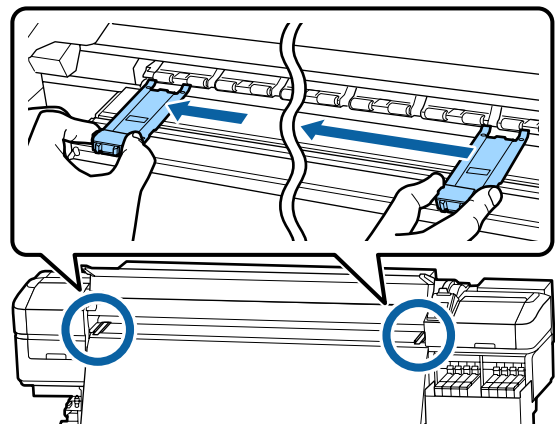


- 3 While holding the tabs of the media edge plate on both sides, move the plate to the left edge of the platen to remove it.

When replacing the right media edge plate, remove the left side first, and then remove the right.

 **Important:**

*Be sure to remove the media edge plate from the left edge of the platen. If the plate is removed from the right edge, it will drop into the printer and cause malfunction.*



Maintenance

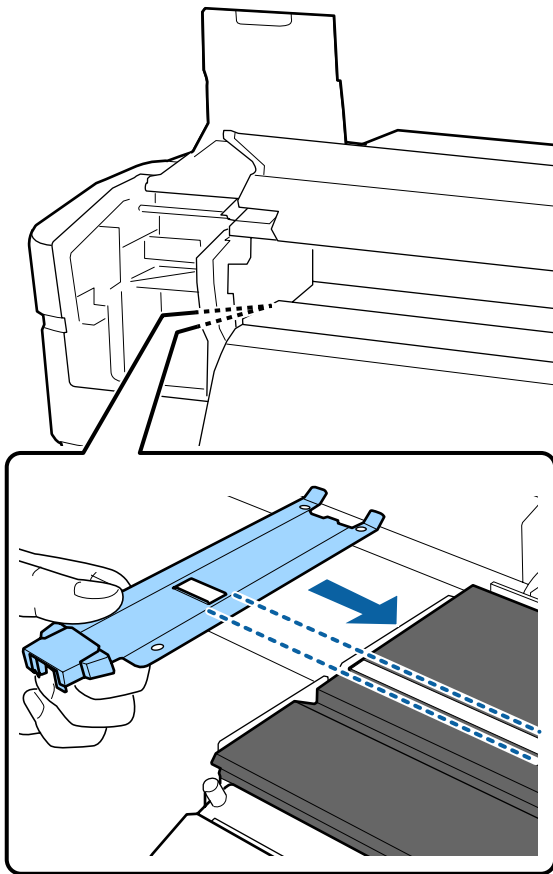
**4** Insert a new media edge plate into the left edge of the platen.

**!** *Important:*

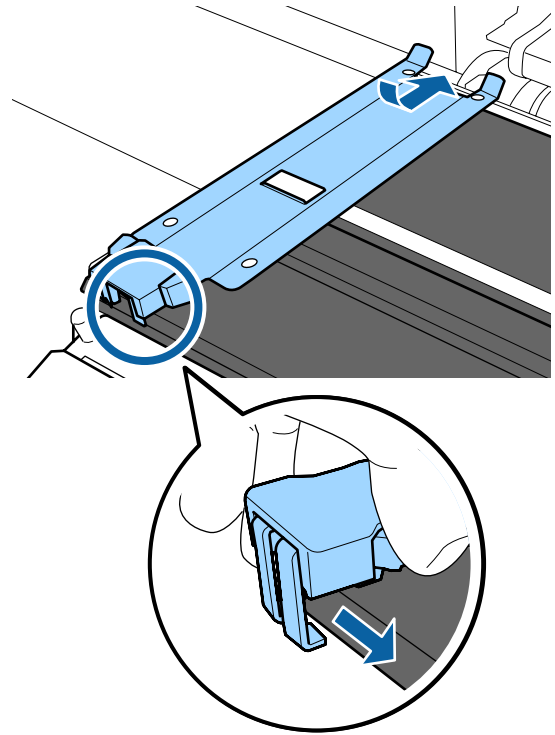
*You cannot attach the media edge plates from the right.*

When inserting the plate, check the following two points.

(1) Align the white line on the platen with that of the media edge plate.

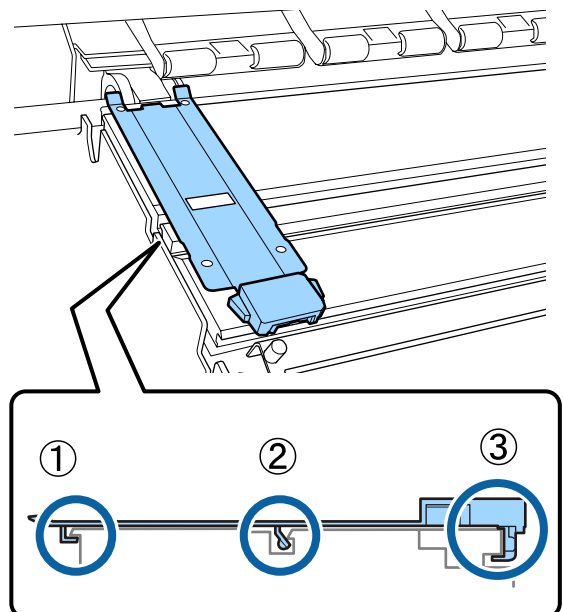


(2) While pressing the tip of the metallic plate against the platen, attach the hooked sections to the front corner of the platen.



**5** Check that three hooked sections at the rear of the media edge plate are securely applied as shown below and that they are attached with no gap between the platen and media edge plate.

- ① Hook into the tip: Corners of the platen
- ② Hook into the rear of square hole: Groove in front of white line
- ③ Hook into the rear of tab: Front corner of the platen

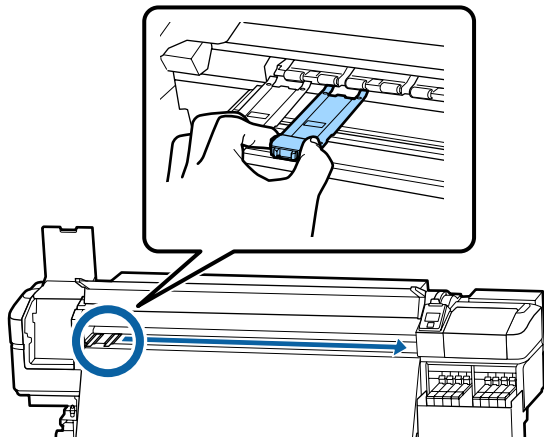




Maintenance

**! Important:**  
*If hooked sections are not positioned correctly, return to Step 3 to attach them again. Otherwise, the head may be damaged.*

- 6** While holding the tabs of each media edge plate on both sides, move both the plates to the left and right edges of the platen respectively.  
 Releasing the tab fixes the media edge plate.



- 7** Close the left maintenance cover and front cover.

## Disposal of used consumables

### Disposal

The following used parts with adhered ink are classified as industrial waste.

- Cleaning stick
- Clean-room wiper
- Ink cleaner
- Waste ink
- Waste Ink Bottle
- Wiper unit
- Flushing pad
- Media after printing

Dispose of items according to local laws and regulations. For example, contract a industrial waste disposal company for disposal. In such cases, submit the "Safety data sheet" to the industrial waste disposal company.

You can download it at your local Epson Web site.

## Checking for clogged nozzles

We recommend that you check the nozzles for clogs each time you print to ensure quality results.

### Ways to Check for Clogs

The following are 2 ways to check for nozzle clogs.

#### On-Demand Nozzle Pattern

When you want to check that there is no clogging or stripes and unevenness in print results before printing, print a nozzle check pattern. Inspect the printed check pattern visually to determine whether the nozzles are clogged.

See the following for details.

 ["Printing nozzle check patterns" on page 81](#)

Depending on the width of the loaded media, you can save media by printing additional test patterns in the space beside an existing pattern:

- If the width is equal to or greater than 51 inches but less than 64 inches, up to three patterns can be printed (one on the left, one in the center, and one on the right).
- If the width is equal to or greater than 34 inches but less than 51 inches, up to two patterns can be printed (one on the left and one on the right).
- Patterns cannot be printed side-by-side if the media is less than 34 inches wide or if **Media Size Check** is set to **Off**.



## Maintenance

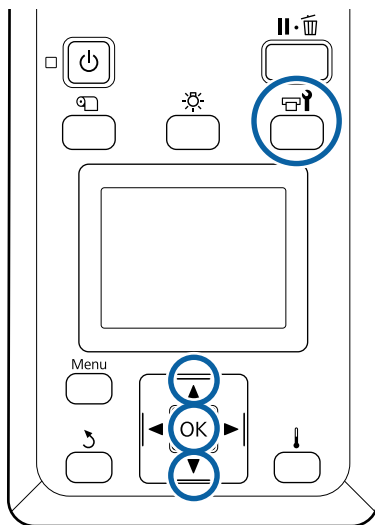
### Btw Pages Nozzle Check - Print Pattern

When printing for the set number of pages is complete, the next page is printed across the printed check pattern. When all printing is complete, you can visually inspect the pattern to determine whether there may be faint or missing colors in the preceding or following printout.

[“The Printer Setup Menu” on page 99](#)

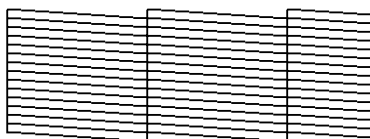
## Printing nozzle check patterns

Buttons that are used in the following settings



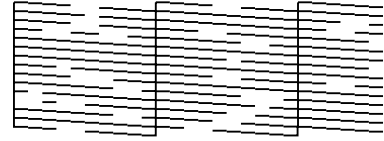
- 1** After confirming that the printer is ready, press the button.  
The Maintenance menu will be displayed.
- 2** Select **Nozzle Check**, choose a position, and press the OK button.  
A nozzle pattern will be printed.
- 3** Cut the media as necessary, and then check the printed patterns.

### Example of clean nozzles



The pattern contains no gaps.

### Example of clogged nozzles



Perform head cleaning if any segments are missing from the pattern.

[“Head Cleaning” on page 81](#)

### Important:

*Always remove clogs from the nozzles of all colors before resuming use. If clogged nozzles (including clogged nozzles for colors that are not used) remain when printing after resuming use, the clogs can no longer be removed.*

- 4** The menus close when printing is complete.

## Head Cleaning

### Types of Head Cleaning

Head cleaning is split between the following two types.

#### Perform head cleaning as necessary.

Print a check pattern again and check for faint or missing segments to confirm if there is any clogging after performing head cleaning.

You can perform head cleaning while printing by pausing the job. Note, however, that color tones in the printout may change when printing is resumed.

See the following for details.

[“Head cleaning procedure” on page 82](#)

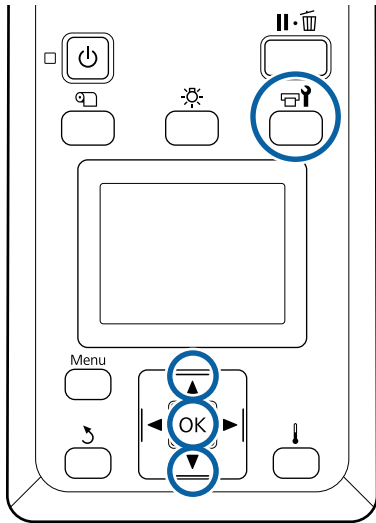
#### Periodic Head Cleaning

Do periodic head cleaning as a preventative measure before clogs actually occur in the nozzles. Set the Media Usage and the interval in Printing Time.

Periodic CL Cycle [“The Media Setup Menu” on page 94](#)

## Head cleaning procedure

Buttons that are used in the following settings



- 1 After confirming that the printer is ready, press the button.

The Maintenance menu will be displayed.

To clean while printing, press the button.

- 2 Use the / buttons to select **Cleaning** and press the OK button.

- 3 Select a cleaning level, and then press the OK button.

There are two levels available for head cleaning.

Perform **Cleaning (Light)** first. Do **Cleaning (Heavy)** if there are faint or missing segments on printed check patterns after doing Cleaning (Light).

- 4 Select the cleaning method you want to use for each row of nozzles.

### All Nozzles

Choose this option if all patterns in the printed nozzle check results contain faint or missing segments. After making your selections, proceed to Step 6.

### Selected Nozzles

Select this if there are faint or missing segments in only some of the numbered patterns (nozzle arrays) in the check pattern. You can select multiple nozzle arrays.

- 5 Choose the nozzle arrays to be cleaned.

- (1) Use the / buttons to choose the nozzle arrays with faint or missing segments in the pattern, and then press the OK button.

- (2) After selecting the arrays you want to clean, select Execute With Selection, and then press the OK button.

- 6 Head cleaning starts.

A confirmation message is displayed when cleaning is complete.

If you paused the printer in Step 1, printing will resume when head cleaning is complete; check the printout to confirm whether the problem has been resolved.

- 7 To print a check pattern and check the status of the clog, use the / buttons to select **Nozzle Check**, and then press the OK button.

When printing a check pattern in the margin of media on which a check pattern has already been printed, press the button to move the print start position to the pressure rollers position.

When you select **Exit** and press the OK menu, the setup menu closes.

### Nozzles are still clogged after performing head cleaning several times

The areas around the print heads may be soiled.

Perform the following.

- (1) Perform **Auto Head Maintenance** from the setup menu.

[“The Maintenance Menu” on page 104](#)

If clogging is not cleared after performing (1), perform (2).

- (2) Perform regular cleaning.

[“Performing Regular Cleaning” on page 60](#)


Maintenance

### Cleaning the Heat Shield

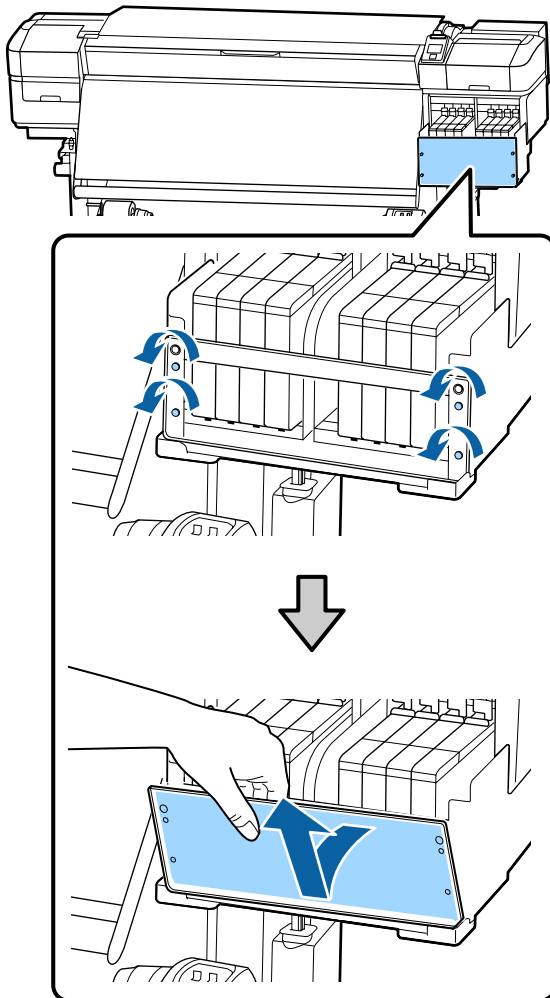
When it becomes hard to see inside the ink tank because ink has adhered to the heat shield, remove the heat shield and clean it.

A Philips head screwdriver is required for the following work. Make sure to have one prepared before you start working.

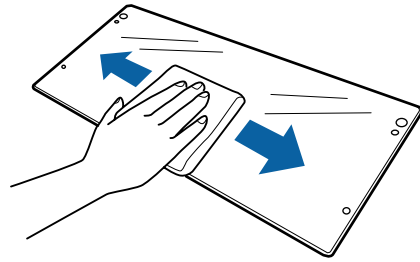
Before starting this procedure, be sure to read the following:

 [“Precautions regarding maintenance” on page 59](#)

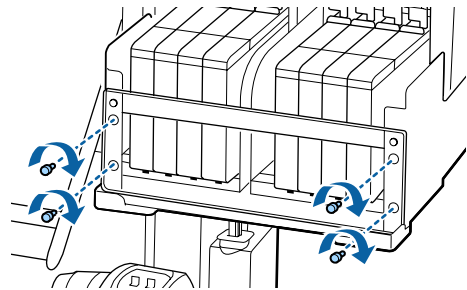
- 1 Remove the heat shield.  
Completely loosen the four screws that hold the heat shield in place to remove the heat shield.



- 2 Soak a soft cloth in water, wring it out thoroughly, and then wipe off any ink that has adhered to the heat shield.



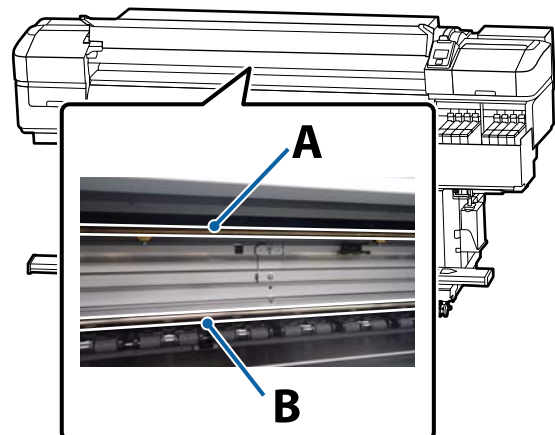
- 3 Install the heat shield.  
Align the heat shield's holes with those in the ink tank holder and tightly screw in the screws.



### Applying Grease to the Carriage Rod

When Apply secondary carriage rod grease. See **manual**. is displayed on the control panel screen, follow the steps below to apply grease to the carriage rod as soon as possible.

#### Location of Carriage Rod and Used Pad

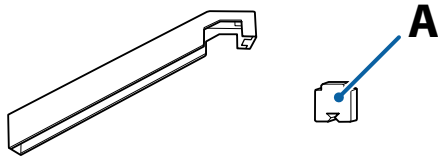


**Maintenance**

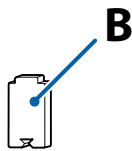
There are two carriage rods, rod A and rod B. Apply grease to both rods using the grease kit supplied with the printer.

The grease application tool varies depending on the rod as shown below.

**Carriage rod A**



**Carriage rod B**

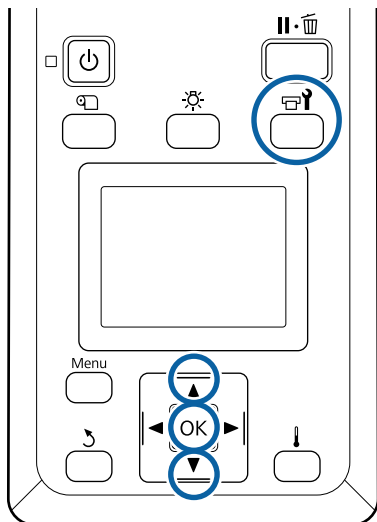


Before starting this procedure, be sure to read the following:

[“Precautions regarding maintenance” on page 59](#)

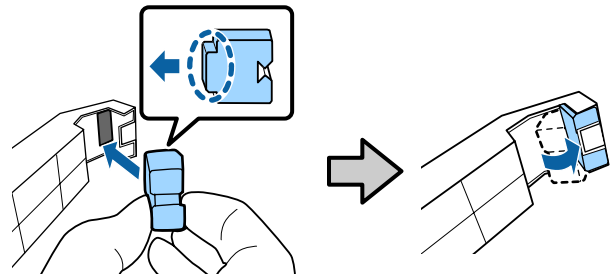
**Greasing procedure for carriage rod A**

Buttons that are used in the following settings

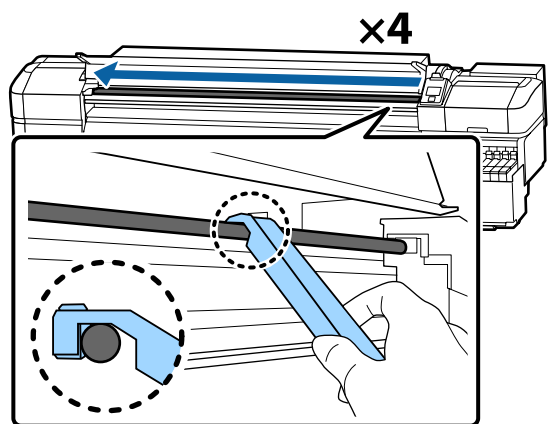


- 1** After confirming that the printer is ready, press the button.  
The Maintenance menu will be displayed.

- 2** Use the button to select **Other maintenance**, and then press the OK button.
- 3** Use the button to select **Grease Carriage Rod**, and then press the OK button.  
When **Grease kit is needed. Continue?** is displayed. Make sure that you have a grease kit ready to use.
- 4** Select **Yes**, and then press the OK button.
- 5** Insert the tab of the pad A (new) firmly into the rectangular slot on the grease tool and fit the pad to the tool as shown.



- 6** Open the front cover.
- 7** Hold the pad of the tool firmly against the back of the carriage rod A, and then slide it smoothly from the right end to the left end to wipe off stains on the rod.  
Repeat this action four times.

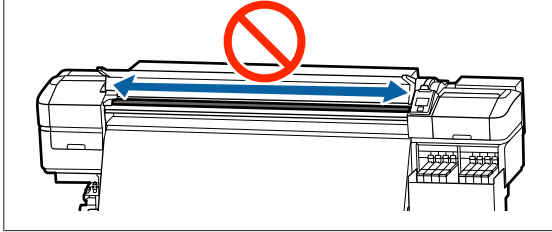


Maintenance

**!** *Important:*

*Do not slide the tool back and forth.*

*If you slide the tool back and forth, dust will be moved to the print head stand-by position and a malfunction may occur.*

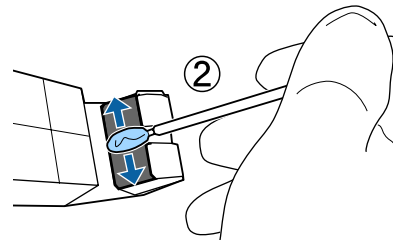
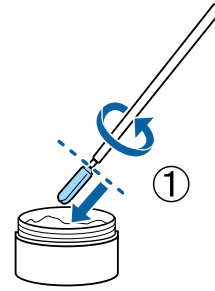


- 8** Remove the dirty pad from the tool.
- 9** Attach a new pad A to the grease tool.
- 10** Using a new cleaning stick, stir the grease in the container about ten times.
- 11** Wipe the tip of the cleaning stick on the edge of the container to remove excess grease.

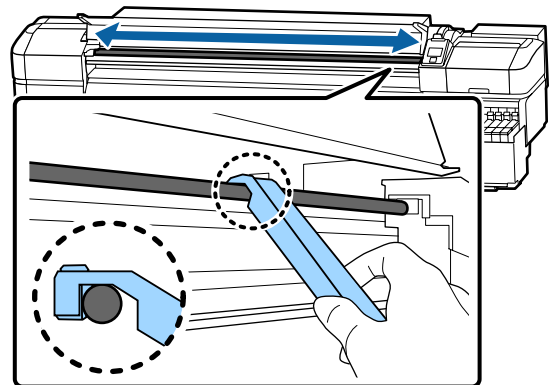
**!** *Important:*

*Failure to remove the excess could result in falling grease dirtying the platen and media.*

- 12** Using a cleaning stick, apply grease to the pad you attached to the tool as described below.
  - (1) Insert the tip of the cleaning stick fully into the container, and twist it 2 to 3 times to get enough grease on the stick.
  - (2) Apply grease to the pad on the tool.



- 13** Hold the pad of the tool as described in step 7, and slide the grease tool back and forth twice.



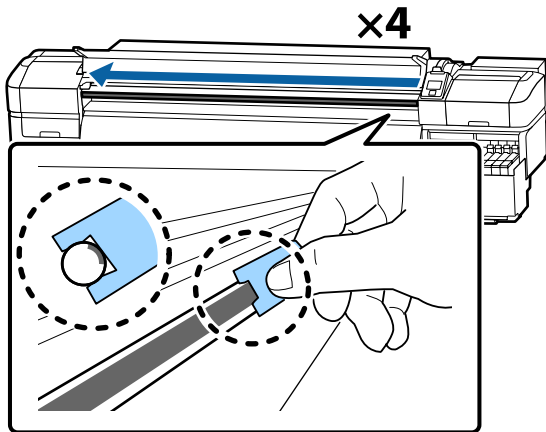
Next, apply grease to carriage rod B.

Maintenance

### Greasing procedure for carriage rod B

- 1 Hold a new pad B firmly against the gray part of the rod as shown in the illustration, and smoothly slide it from the right end to the left end to wipe off stains on the rod.

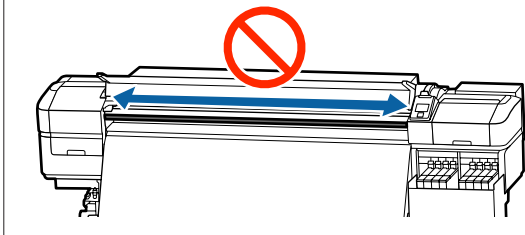
Repeat this action four times.



**! Important:**

Do not slide pad B back and forth.

If you slide the tool back and forth, dust will be moved to the print head stand-by position and a malfunction may occur.

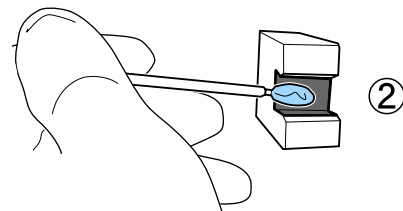
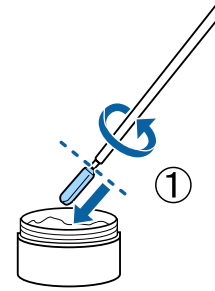


- 2 Apply grease to the new pad B as described below.

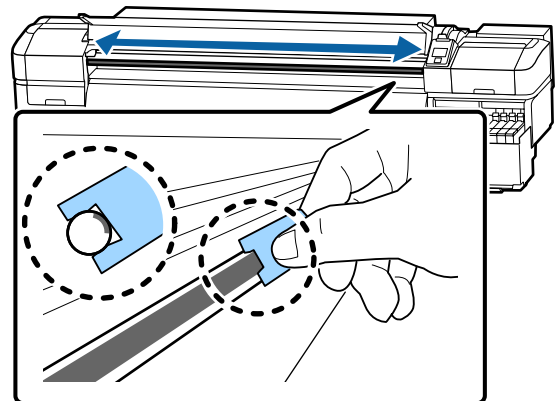
Replace pad B used in step 1. These should not be reused.

- (1) Insert the tip of the cleaning stick fully into the container, and twist it 2 to 3 times to get enough grease on the stick.

- (2) Apply grease to new pad B.



- 3 Hold pad B as described in step 1, and slide the pad back and forth twice.



- 4 Close the front cover, and then press the OK button.

The carriage moves back and forth.

- 5 Remove the stained pad from the grease tool, and then store the grease tool with the grease.

Disposing of used pads, cleaning sticks, and other items used to apply grease

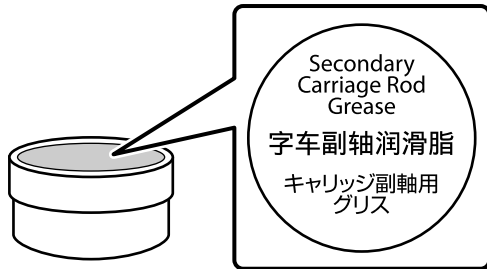
[“Disposal of used consumables” on page 80](#)

### Storing Grease

- Replace the cap to prevent foreign objects falling into the grease.

## Maintenance

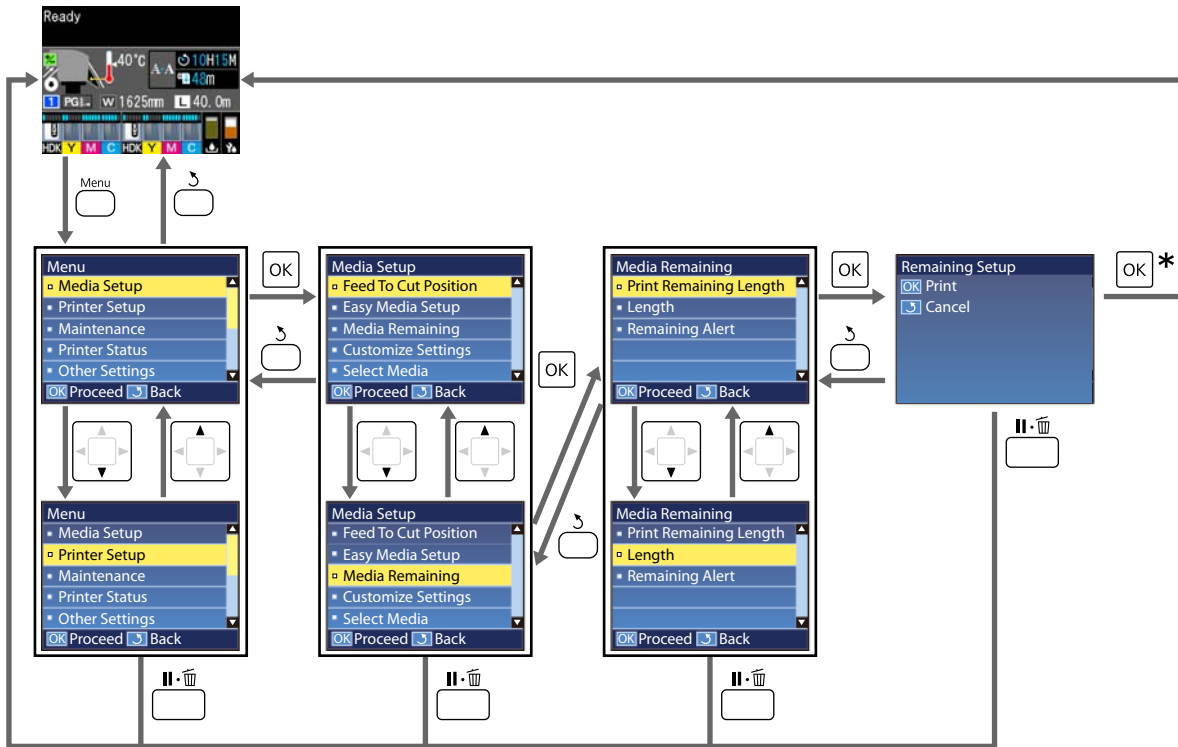
- ❑ Store the container at room temperature with the cap uppermost in a location that is not exposed to direct sunlight.



# Using the Control Panel Menu

## Menu Operations

The menus are used as shown below.



\* When printing or adjusting after selecting an item and pressing the OK button, the status display screen is displayed when the process is complete.

Normally, when you select an item and press the OK button, the choice is confirmed and you are returned to the previous screen.



Using the Control Panel Menu

# Menu List

The following items and parameters can be set and executed in the Menu. See the reference pages for more details on each item.

## Media Setup

For more information on these items, see [“The Media Setup Menu” on page 94.](#)


Item	Parameter
Feed To Cut Position	Sends the end of the print to the cutter groove
Easy Media Setup	Registers new media settings easily
Screen Display	Media Remaining, Print Length
Media Remaining	
Print Remaining Length	Print
Length	Off, 1.0 to 600.0 m
Remaining Alert	1 to 15 m
Reset Print Length	
Manual Reset	Execute
Auto Reset	Off, Per Job
Customize Settings	
Current Settings	
1 to 30 (media setting number)	
Setting Name	Up to 22 half-size characters
Media Type	Thinnest, Thin, Thick, Thickest, Adhesive
Media Adjust	
Auto Feed Adjustment	Print
Manual	
Feed Adjustment	Standard, 100mm Pattern, 250mm Pattern, 500mm Pattern
Head Alignment	Print
Advanced Settings	
Platen Gap	1.6, 2.0, 2.5

Using the Control Panel Menu

Item	Parameter
Heating & Drying	
Heater Temperature	Off, 30 °C to 55 °C
Drying Time Per Pass	0 to 10 sec
Blank Area Feed	Quick, Standard, Slow, Slowest
After Heater Feed	On, Off
Additional Dryer	On, Off
Feeding Tension	Lv1 to Lv8
Take-up Tension	Auto, Lv1 to Lv9
Media Suction	Lv 0 to Lv 10
Head Movement	Data Width, Printer Full Width, Media Width
Multi Strike Printing	Off, 2 to 8
Feed Speed Limiter	On, Off
Pressure Roller Load	Light, Medium, Heavy
Remove Skew	On, Off
Periodic CL Cycle	
Auto	
Manual	
Printing Time	
Enter Time	1 to 240 hours
When To Clean	Between Pages, Middle Of Page
Cleaning Level	Light, Heavy
Media Usage	
Enter Value	1 to 999
When To Clean	Between Pages, Middle Of Page
Cleaning Level	Light, Heavy
Off	
Prevent Sticking	On, Off
Reduce Print Streak	Off, Light, Medium, Heavy
Restore Settings	Yes, No
Select Media	1 to 30 (media setting number)

### Using the Control Panel Menu

#### Printer Setup

For more information on these items, see  [“The Printer Setup Menu” on page 99](#)

Item	Parameter
Margin Setting	
Side Margin(Right)	3 to 25 mm
Side Margin(Left)	3 to 25 mm
Print Start Position	0 to 800 mm
Margin Between Pages	Standard, -10 mm to +10 mm
Skip Wrinkled Media	On, Off
Media Check	
Media Size Check	On, Off
Media End Check	On, Off
Media Skew Check	On, Off
Media End Option	Continue, Stop Printing
Btw Pages Nozzle Check	
Off	-
Print Pattern	1 to 10
Lamp Setting	Auto, Manual
Head Mode	2 Heads Mode, Head1, Head2
Sleep Mode	15 to 240 minutes
Charge Setting	
Extend Charge Timing	
Select Target Ink Tank	On, Off
Forced Charge	
Select Target Ink Tank	Execute, Cancel
Cleaning During Standby	
When To Clean	Off, 1 to 240 h
Cleaning Level	Light, Heavy
Head Maint. Interval	20 to 400 m
Restore Settings	Yes, No

## Using the Control Panel Menu

### Maintenance

For more information on these items, see [☞ “The Maintenance Menu” on page 104](#)

Item	Parameter
Nozzle Check	
Print At Right	Print (The options available vary with the option selected for <b>Media Size Check</b> and the width of the media used.)
Print At Center	
Print At Left	
Cleaning	
Cleaning (Light)	All Nozzles
Cleaning (Heavy)	Selected Nozzles
Preventive Cleaning	Execute, Cancel
Head Maintenance	
Auto Head Maintenance	Execute
Regular Cleaning	Move Head
Replace Ink Bottle	-
Head Cleaning Set	-
Other maintenance	
Grease Carriage Rod	Yes, No

### Printer Status

Details on menu [☞ “The Printer Status Menu” on page 105](#)

Item	Parameter
Firmware Version	XXXXXXXX,X_XX,XXXX

### Preference

Details on menu [☞ “The Preference Menu” on page 105](#)

Item	Parameter
Network Setup	


### Using the Control Panel Menu

Item	Parameter
IP Address Setting	
Auto	-
Panel	IP: 000.000.000.000 – 255.255.255.255 SM: 000.000.000.000 – 255.255.255.255 DG: 000.000.000.000 – 255.255.255.255
Print Status Sheet	Print
Restore Settings	Yes, No
Preferences	
Date And Time	MM/DD/YY HH:MM
Language	Japanese, English, French, Italian, German, Portuguese, Spanish, Dutch, Russian, Korean, Chinese, Turkish
Units	
Unit: Length	m, ft/in
Unit: Temperature	°C, °F
Alert Sound Setting	On, Off
Alert Lamp Setting	On, Off
Reset All Settings	Yes, No



Using the Control Panel Menu

# Details of the Menu

## The Media Setup Menu

The Media Setup menu can be accessed directly by pressing the  button.

\* indicates default settings.

Item	Parameter	Explanation
Feed To Cut Position		Sends the end of the print to the cutting groove.
Easy Media Setup		You can quickly and easily register media settings using the Wizard to perform optimum printing according to the size and type of the media being used. <a href="#">"Saving New Media Settings" on page 45</a>
Screen Display		
Media Remaining		Select the item to display media information for the status screen.
Print Length		When <b>Media Remaining</b> is selected, the length of the remaining roll media is displayed after the  icon in increments of 0.1 m. When <b>Print Length</b> is selected, the length printed per job is displayed after the  icon in increments of 1 m. The amount fed by the media feed button or the after heater is not included. If you set <b>Length</b> in <b>Media Remaining</b> to <b>Off</b> , the remaining media is not displayed on the status screen. If <b>Auto Reset</b> is set to <b>Off</b> in the next section's <b>Reset Print Length</b> , a cumulative value for the print length is displayed until you do <b>Manual Reset</b> .
Media Remaining		
Print Remaining Length	Print	Use <b>Print Remaining Length</b> to print the amount of media remaining on the current roll before replacing it with another type of media to be loaded. You can then enter this number as the media the length the next time the roll is used.
Length	Off, 1.0 to 600.0 m (120*)	Enter a value for overall roll length between 1.0 and 600.0 m. You can set in 0.5m increments. When you select <b>Off</b> , the following remaining amount is not calculated. <input type="checkbox"/> Display the media remaining on the status screen <input type="checkbox"/> Display warning message for remaining amount of media
Remaining Alert	1 to 15 m (5*)	An alert will be displayed if the amount of media remaining reaches this length. Choose from values between 1 and 15 m. You can set in 1 m increments.
Reset Print Length		

### Using the Control Panel Menu

Item	Parameter	Explanation
Manual Reset		When the OK button is pressed, the value for print length returns to 0.
Auto Reset	Off	Select either <b>Off</b> (do not automatically reset the value for print length) or <b>Per Job</b> (reset when starting to print the next job).
	Per Job*	When <b>Off</b> is selected, the value does not reset until you do <b>Manual Reset</b> . However, once the value reaches 9999, it automatically resets and returns to 0.  When <b>Per Job</b> is selected, the value returns to 0 when printing starts for the next job so you can check the print length per job. You can also check how far along the print job is while printing.
Customize Settings		
Current Settings		To change the currently selected setting, select <b>Current Settings</b> . When changing specific media settings, select the setting number for the target media.
1 to 30 (media setting number) XXXXXXXXXXXX (displays name of registered custom paper)		See the following table for details on the setting content.  <a href="#">☞ "Media Setting Item" on page 95</a>
Select Media		
1 to 30 (media setting number) XXXXXXXXXXXX (displays name of registered custom paper)		Choose the media settings used for printing.  To register new settings, either do <b>Easy Media Setup</b> or register the media settings on the printer using the supplied Epson Control Dashboard.  <a href="#">☞ "Saving New Media Settings" on page 45</a>  Change setting content in <b>Customize Settings</b> .

## Media Setting Item

The optimal media setting values are set if you either do **Easy Media Setup** or register the media settings on the printer using the supplied Epson Control Dashboard. Normally, use this as it is. When using specific media or when a problem such as head striking or banding is detected in printing results, change the default.

The default settings for each of the following items differ depending on the content set in **Media Type**. See the following for details on the default settings for each media type.

[☞ "Media Settings List for Each Media Type" on page 129](#)

Item	Parameter	Explanation
Setting Name		Assign the media setting bank a name up to 22 half-size characters long. Using distinctive names makes it easier to select banks for use.

### Using the Control Panel Menu

Item	Parameter	Explanation
Media Type	Thinnest	Select the media type according to the loaded media.
	Thin	The printer stores the optimum media settings according to the media type. When the media type is changed, each setting for media registered to the current media setting number changes to the value for the media type after changing.
	Thick	
	Thickest	The guidelines for the paperweight (g/m <sup>2</sup> ) of each media type are as follows. Thinnest: 60 or under Thin: 61 to 80 Thick: 81 to 120 Thickest: 121 or over  Adhesive: for adhesive media, select <b>Adhesive</b> , no matter its paperweight.
	Adhesive	
Media Adjust		
Auto Feed Adjustment	Print	Set these in the following cases. <ul style="list-style-type: none"> <li><input type="checkbox"/> When doing a Head Alignment after Auto Feed Adjustment for Easy Media Setup is complete.</li> <li><input type="checkbox"/> When media setting values for downloaded EMX files are registered to the printer with Epson Control Dashboard.</li> <li><input type="checkbox"/> When the following conditions occur after performing media adjustment.                             <ul style="list-style-type: none"> <li><input type="checkbox"/> When banding can be seen in the print results even after doing Auto Feed Adjustment.</li> <li><input type="checkbox"/> When the media type is the same but the width is different.</li> <li><input type="checkbox"/> When changing <b>Advanced Settings</b> after saving media settings.</li> </ul> </li> </ul> Adjustment types and execution procedure <a href="#">↗</a> "Media Adjust" on page 48
Manual		
Feed Adjustment		
Standard	Print	
100mm Pattern	Print	
250mm Pattern	Print	
500mm Pattern	Print	
Head Alignment	Print	
Advanced Settings		
Platen Gap	1.6	Choose the platen gap (the distance between the print head and the media).
	2.0*	The default setting of <b>2.0</b> is recommended in most situations. If the print results are scratched or smudged, they may be improved by setting <b>2.5</b> . However, choosing a larger gap than required may result in ink stains inside the printer, reduced print quality, or shorter product life.
	2.5	



## Using the Control Panel Menu

Item	Parameter	Explanation
Heating & Drying		
Heater Temperature	Off, 30°C to 55 °C (50 <sup>*</sup> )	You can set the heater's temperature.
Drying Time Per Pass	0 to 10 secs (0 <sup>*</sup> )	<p>Select the time the print head pauses to allow drying after each pass. Choose from values between 0.0 and 10.0 seconds. The time needed for the ink to dry varies with ink density and the media used. If the ink blurs on the media, set a longer time for drying the ink.</p> <p>Increasing the drying time increases the time needed to print.</p> <p>If you want to keep a consistent drying time even if the media width changes, set the following values according to the width of the loaded media.</p> <p>64 inches: 2.3 seconds  52 inches: 2.0 seconds  44 inches: 1.8 seconds  42 inches: 1.7 seconds  36 inches: 1.6 seconds  24 inches: 1.3 seconds</p>
Blank Area Feed	Quick	Media is fed quickly for parts in a print job for which no data exists (blank areas).
	Standard <sup>*</sup>	<p>Skip the blank areas by setting <b>Quick</b>. If the ink does not dry enough when this is set, we recommend the following setting values according to the number of passes while printing.</p> <p>1 to 3 passes: <b>Standard</b>  4 passes: <b>Slow</b>  6 or more passes: <b>Slowest</b></p>
	Slow	
	Slowest	
After Heater Feed	On	
	Off <sup>*</sup>	Select <b>On</b> if the media will be cut before the next job starts. Note, however, that the margin will increase.
Feeding Tension	Lv1 to Lv8 (Lv6 <sup>*</sup> )	Increase tension if creases appear in the media during printing. The higher the value, the greater the tension.
Take-up Tension		
Auto <sup>*</sup>	-	<p>Normally, <b>Auto</b> is used. If creases appear in the media while printing, we recommend setting it to <b>Manual</b>, and then making the setting value smaller.</p> <p>Do the same settings if ink adheres to the back of the take-up roll. If thick media cannot be wound correctly, we recommend setting it to <b>Manual</b>, and then making the setting value bigger. The higher the value, the greater the tension.</p>
Manual	Lv1 to Lv9	
Media Suction	0 to 10 (8 <sup>*</sup> )	<p>When media is waved on the platen, increase the <b>Media Suction</b>. The higher the value, the greater the suction.</p> <p>If graininess or out-of-focus characteristics are detected in printing results obtained using thin or soft media or if the media is not fed normally, reduce the <b>Media Suction</b>.</p>

### Using the Control Panel Menu

Item	Parameter	Explanation
Head Movement	Data Width*	Choose the range in which the print head moves during printing.
	Printer Full Width	<b>Data Width:</b> The print heads move within the range of the print data's width. Restricting the extent of the print heads' movement increases print speed.
	Media width	<b>Printer Full Width:</b> The print heads move within the range of the printer's maximum media width. Select this option for more even print results with less variation. <b>Media Width:</b> The print heads move within the range of the width of the media that is loaded.
Multi Strike Printing	Off*	Choose the number of times each line is printed.
	2 to 8	To carry out high-density printing using Backlit Film, increase the frequency.
Feed Speed Limiter	On	<b>Off</b> is recommended in normal circumstances.
	Off*	Set this to <b>On</b> if media sticks or wrinkles, or tears easily when printing on thin media. When this is set to <b>On</b> , print speed slows down.
Pressure Roller Load	Low	If the following occurs when printing, you may be able to avoid it by changing to a load that reduces the pressure on the rollers (for example: <b>Medium</b> to <b>Light</b> ). <input type="checkbox"/> When there is wrinkling around the pressure rollers. <input type="checkbox"/> When there are stains due to head striking. <input type="checkbox"/> When stains on the roller stick to the media.
	Medium*	
	High	
Remove Skew	On*	Select whether or not ( <b>On</b> or <b>Off</b> ) to perform skew correction for media loaded in the printer. The default setting of <b>On</b> is recommended in most situations. Set this to <b>Off</b> if the media shows traces from the rollers due to skew corrections.
	Off	





### Using the Control Panel Menu

Item	Parameter	Explanation
Periodic CL Cycle		
Auto	Performs head cleaning at the most suitable time according to the media settings.  If the specified time for periodic cleaning is reached during printing, head cleaning is performed after printing is complete.	
	Manual	
	Printing Time	
	Enter Time	1 to 240 hours
	When To Clean	Between Pages
		Middle Of Page
	Cleaning Level	Light
		Heavy
	Media Usage	
	Enter Value	1 to 999
	When To Clean	Between Pages
		Middle Of Page
	Cleaning Level	Light
		High
Off*		Neither Auto nor Manual periodic cleaning is done.
Prevent Sticking	On	Select whether to do non-stick operations ( <b>On</b> ) or not ( <b>Off</b> ) when the printer is turned on, when printing begins, etc.
	Off*	<b>Off</b> is recommended in normal circumstances. Depending on the type of media, some may easily stick to the platen. Starting operations with media stuck to the platen may cause the media to not feed correctly and result in a paper jam. Set <b>On</b> if this happens. The time for operations takes longer when <b>On</b> is set.
Reduce Print Streak	Off*	We recommend using Off in normal circumstances.
	Light	When vertical or diagonal tint streaks appear in the printout, set this to make the streaks less evident.
	Medium	
	High	
Restore Settings	Yes	If <b>Yes</b> is selected, the setting content of selected media settings are returned to the default settings.
	No	


## The Printer Setup Menu

\* indicates default settings.



## Using the Control Panel Menu

Item	Parameter	Explanation
Margin Setting		
Side Margin(Right)	3 to 25 mm (5 <sup>*</sup> )	Choose the width of the right margin when media is loaded in the printer. See the following for more information.  <a href="#">"Printable area" on page 52</a>
Side Margin(Left)	3 to 25 mm (5 <sup>*</sup> )	Choose the width of the left margin when media is loaded in the printer. See the following for more information.  <a href="#">"Printable area" on page 52</a>
Print Start Position	0 to 800 mm (0 <sup>*</sup> )	Adjust this parameter if you want to print from the near center of the media or if you want to shift the printed area left from the <b>Side Margin(Right)</b> setting. The area between the right edge of the media and <b>Print Start Position</b> is left blank. If a value is selected for <b>Side Margin(Right)</b> , an additional area corresponding to the width selected for <b>Side Margin(Right)</b> will be left blank. See the following for more information.  <a href="#">"Printable area" on page 52</a>
Margin Between Pages		
Standard <sup>*</sup>	-	You can adjust a margin between pages. Even after making adjustments, the size of the margin may change, depending on the media and usage environment.  The margin increases when the number is moved in the + direction, and decreases when the number is moved in the - direction.  <a href="#">"Printable area" on page 52</a>
No Margin	-10 mm to +10 mm	
Skip Wrinkled Media	On	<b>Off</b> is recommended in normal circumstances.
	Off <sup>*</sup>	If the print head is scuffed because of wrinkles that occur from media being left on the heater, set this to <b>On</b> .  Turn this <b>On</b> to feed media 200 mm and print to avoid wrinkles when printing with non-continuous jobs. In the following situations, the media is not fed, even if this is turned <b>On</b> . <input type="checkbox"/> When printing with continuous jobs. <input type="checkbox"/> When <b>Margin Between Pages</b> is set to <b>No Margin</b> .
Media Check		


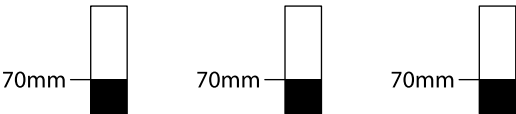

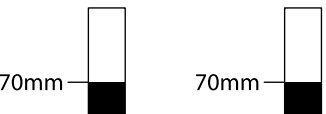

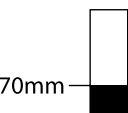
## Using the Control Panel Menu

Item	Parameter	Explanation
Media Size Check	On*	Choose whether the printer automatically detects ( <b>On</b> ), or does not automatically detect ( <b>Off</b> ), the edges of the media. Try <b>Off</b> if the printer displays a <b>Media Size Error</b> when the media is correctly loaded. Note, however, that the printer may print beyond the edges of the media when <b>Off</b> is selected. Ink used outside the edges of the media will stain the inside of the printer. We generally recommend to operate with this setting set to <b>On</b> .  Changed settings are reflected when the media is reloaded.
	Off	
Media End Check	On*	Choose whether the printer automatically detects ( <b>On</b> ) or does not automatically detect ( <b>Off</b> ), the end of the media. Try <b>Off</b> if the printer displays <b>Media Out</b> when the media is correctly loaded. We generally recommend to operate with this setting set to <b>On</b> .
	Off	
Media Skew Check	On*	When skewed media is detected, the printer will either stop printing and display an error ( <b>On</b> ) or continue printing ( <b>Off</b> ). <b>On</b> is recommended in most circumstances, as skewed media may cause the printer to jam.
	Off	
Media End Option	Continue*	When replacing media while printing, select either <b>Continue</b> (print the remaining data after replacement) or <b>Stop Printing</b> (do not print).
	Stop Printing	
Btw Pages Nozzle Check		
Off	-	Set the Nozzle Check to occur periodically.
Print Pattern	1 to 10 (1*)	When this is set to <b>Off</b> , Btw Pages Nozzle Check is not performed.  <b>Print Pattern</b> prints a check pattern in the middle of a print run after the set number of pages has been printed. When all printing is complete, you can visually inspect the check pattern to determine whether there may be faint or missing colors in the preceding or following printout.
Lamp Setting	Auto*	Select whether to turn on/off the light inside the front cover automatically ( <b>Auto</b> ) or whether to use the panel button as necessary ( <b>Manual</b> ).  In <b>Auto</b> , the light turns on automatically when printing and so on, and turns off when the operation is complete.  In <b>Manual</b> , you need to press the  button on the control panel to turn the light on/off. When you press the button during an operation that does not allow the light to turn on, the light turns on as soon as possible.
	Manual	
Head Mode	2 Heads Mode*	Use in <b>2 Heads Mode</b> in most situations.
	Head1	For example, if there is a clogged nozzle in a single print head and the clog cannot be cleared after repeated head cleaning, you continue printing using the unclogged print head. This feature is convenient because printing can continue during work time, and <b>Auto Head Maintenance</b> and other maintenance can be done after work.  Check the check pattern printed in the <b>Nozzle Check</b> , and then select the unclogged head.
	Head2	

### Using the Control Panel Menu

Item	Parameter	Explanation
Sleep Mode	15 to 240 minutes (15*)	<p>The printer enters sleep mode when no errors are detected and no print jobs have been received for a specific time. In sleep mode, all heaters turn off, the control panel turns off, and the internal motors and other components consume less power.</p> <p>To reactivate the control panel display, press any button in the control panel except . The control panel display will however turn off again if no operations are performed for another 30 seconds under these conditions. The printer and heaters are only fully reactivated when a print job is received, the media loading lever is used, or another operation involving printer hardware is performed.</p> <p>To return from sleep mode and begin preheating the heater immediately, press the  button, and perform <b>Start Preheat</b>.</p>
Charge Settings		

Using the Control Panel Menu

Item	Parameter	Explanation
Extend Charge Timing		
Select Target Ink Tank	On	<p>When you have reserved a chip unit and are continuing to use it, if a discrepancy occurs between the estimated ink level indication on screen and when to refill the ink (the time at which the ink is 70 mm from the bottom of the ink tank), do the following settings to adjust the discrepancy.</p> <p>Turn this setting <b>On</b> if the indicator has gone down 2 or more levels (refer to the following illustration) when it is time to refill the ink.</p> <p>Indicator</p>  <p>Ink tank</p>  <p>Turn this setting <b>Off</b> if the indicator is full or has gone down 1 level (refer to the following illustration) when it is time to refill the ink.</p> <p>Indicator</p>  <p>Ink tank</p>  <p>Continuing to use the printer while <b>On</b> is set may require a <b>Forced Charge</b>.</p> <p>You cannot adjust this setting if the indicator has only 1 level remaining when it is time to refill the ink. Do a <b>Forced Charge</b>, as shown in the next section.</p>
	Off*	
Forced Charge		
Select Target Ink Tank		<p>Do this if there is a discrepancy with the indicator when only 1 level remains (refer to the following illustration) when it is time to refill the ink while continuing to use a reserved chip.</p> <p>Indicator</p>  <p>Ink tank</p>  <p>Set a new chip unit on the slider of the target ink tank and mount it on the printer in advance, and then do this setting. Selecting the target ink tank in this setting and pressing the OK button cancels the charge, and the printer is freshly charged from the chip unit that was mounted in advance. A cancelled charge cannot be recharged or returned to its original state.</p> <p>This setting cannot be done in a state in which there are more than 2 levels on the indicator.</p>



Cleaning During Standby

### Using the Control Panel Menu

Item	Parameter	Explanation
When To Clean	Off, 1 to 240 h (72*)	Set the time to do periodic head cleaning when the printer is not being used. Head cleaning will not occur if set to <b>Off</b> . <b>Cleaning Level</b> sets the strength for head cleaning.
Cleaning Level	Light Heavy*	
Head Maint. Interval	20 to 400 m (400*)	Auto head maintenance is done automatically when the cumulative length of printed media reaches the values set for this setting. Auto head maintenance is done before the next print job begins when the length for this setting value is reached while printing.
Restore Settings	Yes No	Select <b>Yes</b> to restore all items in the <b>Printer Setup</b> menu to their default settings.

## The Maintenance Menu

The Maintenance menu can be accessed directly by pressing the  button.

Item	Parameter	Explanation
Nozzle Check		
Print At Right	Print	A nozzle pattern will be printed. Inspect the pattern visually and perform head cleaning if you detect faint or missing colors.  <a href="#">"Printing nozzle check patterns" on page 81</a> The options available vary with the option selected for <b>Media Size Check</b> and the width of the media used.
Print At Center		
Print At Left		
Cleaning		
Cleaning (Light)		You can set head cleaning to two types. First, do <b>Cleaning (Light)</b> . If the clogs are not cleared even if you have done <b>Cleaning (Light)</b> , then do <b>Cleaning (Heavy)</b> . When you select <b>Cleaning (Heavy)</b> , note the numbers of patterns that contain faint or missing colors and clean selected nozzles with problems.  <a href="#">"Head Cleaning" on page 81</a>
All Nozzles		
Cleaning (Heavy)		
Selected Nozzles	Head1 XX/XX Head2 XX/XX Make your selection, and do the head cleaning (the code for the ink color is displayed by XX).	
Preventive Cleaning	Execute	If you anticipate that head cleaning will be done while you are printing a job due to a notice regarding when to do periodic/auto cleaning that appeared in the control panel's screen, you can avoid being interrupted by head cleaning and continue with printing as planned by doing this in advance. Doing this also clears the control panel's screen of the notice regarding when to do regular/auto cleaning. The notice regarding when to do periodic/auto cleaning may also clear if you do <b>Cleaning (Heavy)</b> .



### Using the Control Panel Menu

Item	Parameter	Explanation
Head Maintenance		
Auto Head Maintenance	Execute	Do this if nozzle clogging or ink drops still occurs even after cleaning the heads. <a href="#">📄 Operation Guide (booklet/PDF)</a>
Regular Cleaning	Move Head	Do this more than once a month or when <b>Refer to manual and perform regular cleaning.</b> appears on the control panel's screen. <a href="#">📄 "Performing Regular Cleaning" on page 60</a>
Replace Ink Bottle		If you are replacing the Waste Ink Bottle before the message indicating that it is time to replace the Waste Ink Bottle appears on the control panel's screen, do so from this menu.
Head Cleaning Set		If you are replacing the head cleaning set before the message indicating that it is time to replace the head cleaning set appears on the control panel's screen, do so from this menu.
Other maintenance		
Grease Carriage Rod	Yes	When <b>Apply secondary carriage rod grease. See manual.</b> is displayed on the control panel screen, select <b>Yes</b> to apply grease to the carriage rod. <a href="#">📄 "Applying Grease to the Carriage Rod" on page 83</a>
	No	

### The Printer Status Menu

Item	Parameter	Explanation
Firmware Version	XXXXXXXX,X_XX,XXXX	View the printer Firmware Version.

### The Preference Menu

\* indicates default settings.

Item	Parameter	Explanation
Network Setup		

### Using the Control Panel Menu

Item	Parameter	Explanation
IP Address Setting		
Auto	-	Choose whether IP addresses are obtained automatically using DHCP ( <b>Auto</b> ) or manually ( <b>Panel</b> ). If <b>Panel</b> is selected, enter an IP address, subnet mask, and default gateway address. Contact your system administrator for detailed information.
Panel	IP: XXX.XXX.XXX.XXX	
	SM: XXX.XXX.XXX.XXX	
	DG: XXX.XXX.XXX.XXX	
Print Status Sheet	Print	Select to print the current Network Setup status. Use this information for a complete overview of network settings.
Restore Settings	Yes	Select <b>Yes</b> to restore all items in the Network Setup menu to their default settings.
	No	
Preferences		
Date And Time	MM/DD/YY HH:MM	Set the printer's built-in clock. The time set here is used to display the printer's status in the job logs and on the Epson Control Dashboard.
Language	Japanese	Select the language used in the control panel display.
	English*	
	French	
	Italian	
	German	
	Portuguese	
	Spanish	
	Dutch	
	Russian	
	Korean	
	Chinese	
Turkish		
Units		
Unit: Length	m*	Choose the units of length used in the control panel display and when printing test patterns.
	ft/in	
Unit: Temperature	°C*	Choose the temperature units used in the control panel display.
	°F	
Alert Sound Setting	On*	Enable ( <b>On</b> ) or disable ( <b>Off</b> ) the buzzer that sounds when an error occurs.
	Off	

**Using the Control Panel Menu**

<b>Item</b>	<b>Parameter</b>	<b>Explanation</b>
Alert Lamp Setting	On*	Enable ( <b>On</b> ) or disable ( <b>Off</b> ) the alert lamp that lights when an error occurs.
	Off	
Reset All Settings	Yes	When you select <b>Yes</b> , all settings in the configuration menu, except for the items in <b>Preferences</b> , are returned to their defaults.
	No	



# Problem Solver

## When a Message is Displayed


If one of the following messages is displayed, read and follow the instructions below.

Messages	What to do
Prepare empty waste ink bottle.	The Waste Ink Bottle is getting full. Ready a new Waste Ink Bottle. <a href="#">☞ "Options and Consumable Products" on page 117</a>
Chip unit error Chip unit not recognized. Replace chip unit.	<input type="checkbox"/> This refers to one of the following statuses. Reposition the chip unit, or replace it with a correct chip unit. <ul style="list-style-type: none"> <li><input type="checkbox"/> The chip unit has been mounted incorrectly.</li> <li><input type="checkbox"/> A chip unit for an ink pack of a different color than the ink tank is mounted.</li> <li><input type="checkbox"/> A chip unit for an ink pack that is incompatible with this printer is mounted.</li> </ul> <input type="checkbox"/> Condensation may have formed on the chip unit. Leave it at room temperature for at least four hours before mounting the chip unit. <a href="#">☞ "Notes on handling ink packs and ink tanks" on page 19</a>
Chip unit error Cannot be recognized. Remove or replace chip unit.	
Chip unit error Chip unit not recognized. Did you check the names of the supported products on the ink pack before adding the ink into the printer?	
Chip unit error Replace with chip unit that supports this printer.	
Please check ink level.	The ink is running low. Immediately take care of the next two points.
Printing will pause if chip unit is not replaced.	<input type="checkbox"/> Prepare an ink pack of the appropriate color. <a href="#">☞ "Options and Consumable Products" on page 117</a> <input type="checkbox"/> Check the level of the ink. If the remaining ink is 70 mm or less from the bottom of the ink tank, replace the chip unit and refill the ink. <a href="#">☞ "Procedure for Ink Refills" on page 66</a>
Warming Up... OKForce to start printing	One or more heaters is still being warmed to the specified temperature. To start printing without waiting for the heater to warm up, press the OK button.
Clogged nozzles detected. Cleaning recommended.	Stop printing and perform head cleaning if you judge it necessary on inspecting the print results. <a href="#">☞ "Head Cleaning" on page 81</a>
F/W Install Error Firmware update failed. Restart the printer.	Turn the printer off, wait for a few minutes, and then turn on the printer again. Use Epson Control Dashboard to update the firmware again. If this message appears in the control panel again, contact your dealer or Epson Support.
Print head is nearing end of service life.	The current print head is nearing the end of its service life. Contact your dealer or Epson Support.

**Problem Solver**

Messages	What to do
<p>Auto Take-up Reel Unit stopped.</p>	<p>Media is not correctly attached to the Auto Take-up Reel Unit.</p> <p>Press the  button and select <b>Job Cancel</b> to cancel printing.</p> <p>Flip the Auto switch on the Auto Take-up Reel Unit to the Off position, then flip it back and reattach the media to the Auto Take-up Reel Unit.</p> <p><a href="#">🔗 "Take-up with the Printed Side Facing Out" on page 39</a></p> <p><a href="#">🔗 "Take-up with the Printed Side Facing In" on page 37</a></p>
<p>Internal Temp. High Lower room temperature.</p>	<p>Lower the temperature of the room until it is within the temperature range described in the "Specifications Table".</p> <p><a href="#">🔗 "Specifications Table" on page 132</a></p>
<p>Internal Temp. High Turn printer off. Wait for printer to cool and then turn on again.</p>	<p>Turn off the printer's power, and lower the temperature of the room until it is within the temperature range described in the "Specifications Table".</p> <p>When the temperature of the room has fallen, turn on the printer's power.</p> <p>The same error will occur, even with the power on, if the temperature has not completely fallen.</p> <p><a href="#">🔗 "Specifications Table" on page 132</a></p>
<p>Media Size Error Load correct size media.</p>	<p>The media currently loaded is not the correct width. Raise the media loading lever and remove the media.</p> <p>The narrowest width supported by the printer is 300 mm. Be sure the media is at least 300 mm wide.</p> <p>If this message is displayed even though the media is the correct width, the printer may print if <b>Off</b> is selected for <b>Media Size Check</b>.</p> <p><a href="#">🔗 "The Printer Setup Menu" on page 99</a></p>
<p>Media Sensor Error Loaded media or sensor has a problem. Refer to the manual for error details.</p> <p>Media Sensor Error Refer to manual for details of error. Adjust manually?</p>	<p>Press the  button to clear the message from the display.</p> <p>Auto Feed Adjustment in <b>Media Adjust</b> and Auto Feed Adjustment in Easy Media Setup cannot be executed with the following media, settings, or environments.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Media with an uneven surface</li> <li><input type="checkbox"/> Media that bleeds-through easily</li> <li><input type="checkbox"/> <b>Platen Gap</b> is set to <b>2.5</b> in the media settings.</li> <li><input type="checkbox"/> The printer is used in a place that is exposed to direct sunlight or interference from other ambient light sources.</li> </ul> <p>In these cases, execute the manual menu.</p> <p><a href="#">🔗 "Media Adjust" on page 48</a></p> <p>If the printer is exposed to interference from ambient light sources, shade the printer from these sources and perform the function again; it may succeed. When the function has failed after shading the printer, execute the manual menu.</p> <p>If the above does not apply when you are executing Auto Feed Adjustment for Easy Media Setup and Media Adjust, refer to the online manual, Troubleshooting &amp; Tips.</p>
<p>Roll Type Error Release and then reset the media loading lever, then match Roll Type setting to actual media.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Does the <b>Roll Type</b> specified at media loading match the actual roll type? Raise the media loading lever to resolve the error. Lower the media loading lever again, and follow the on-screen instructions of the printer to correctly specify the <b>Roll Type</b>.</li> </ul>

### Problem Solver

Messages	What to do
<p>Refer to manual and perform regular cleaning.</p>	<p>This message is displayed when regular cleaning has not been performed for more than one month. If you continue to use the printer without performing regular cleaning, ink drops, nozzle clogging, or print head damage may occur in the printer.</p> <p> <a href="#">"Performing Regular Cleaning" on page 60</a></p>

## When a Maintenance Call/Service Call Occurs

Error messages	What to do
<p>Maintenance Request Replace Part Now/Replace Part Soon XXXXXXXX</p>	<p>A part used in the printer is nearing the end of its service life.</p> <p>Contact your dealer or Epson Support and tell them the maintenance request code.</p> <p>You cannot clear the maintenance request until the part is replaced. A service call occurs if you continue to use the printer.</p>
<p>Call For Service XXXX Error XXXX Power off and then on. If this doesn't work, note the code and call for service.</p>	<p>A call for service occurs when:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The power cable is not connected securely</li> <li><input type="checkbox"/> An error that cannot be cleared occurs</li> </ul> <p>When a call for service has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable from the outlet and from the AC inlet on the printer, and then reconnect. Turn on the printer again multiple times.</p> <p>If the same call for service is displayed on the LCD panel, contact your dealer or EpsonSupport for assistance. Tell them the call for service code is "XXXX".</p>

## 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 or the printer?**

Make sure the power cable is securely plugged into the printer.

■ **Is there any problem with the electrical 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 plugged in properly?**

Make sure the printer's interface cable is securely plugged into the correct terminal of the computer and the printer. Also, make sure the cable is not broken nor bent. If you have a spare cable, try connecting with the spare cable.

■ **Does the interface cable specification match the specifications for the computer?**

Make sure the interface cable specifications match the specifications for the printer and the computer.

 ["Specifications Table" on page 132](#)

■ **When using a USB hub, is it being used correctly?**

In the USB specification, daisy-chains of up to five USB hubs are possible. 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 should occur, plug the USB cable directly into your computer's USB port.

■ **Is the USB hub recognized correctly?**

Make sure the USB hub is recognized correctly on the computer. If it has, disconnect the USB hub from the computer and connect the computer directly to the printer. Ask the USB hub manufacturer about USB hub operation.

#### You cannot print under 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 can print via USB, there are some problems on the network environment. Ask your system administrator, or refer to the manual for your network system. If you cannot print via USB, see the appropriate section in this User's Guide.

#### The printer has an error.

■ **Confirm if errors have occurred in the printer by checking the lights and messages on the printer's control panel.**


 ["Control panel" on page 12](#)

 ["When a Message is Displayed" on page 108](#)

### The printer sounds like it is printing, but nothing prints

#### The print head moves, but nothing prints.

■ **Confirm the printer operation.**

Print a test pattern. Test patterns can be printed without connecting the printer to a computer and hence can be used to check printer function and status.  ["Printing nozzle check patterns" on page 81](#)

Refer to the following section for information on what to do if the pattern does not print correctly.

## Problem Solver


### Test pattern does not print correctly.

#### ■ Perform head cleaning.

The nozzles may be clogged. Print a test pattern again after performing head cleaning.

 ["Head Cleaning" on page 81](#)

#### ■ Has the printer been left unused for a long time?

If the printer has not been used for a long time, the nozzles may have dried up and have been clogged. Steps to take when the printer has not been used for a long time  ["Notes when not using the printer" on page 19](#)

### The prints are not what you expected

#### Print quality is poor, uneven, too light, too dark, obvious graininess, or the tone differs.

#### ■ Are the print head nozzles clogged?

If the nozzles are clogged, specific nozzles do not fire ink and the print quality declines. Try printing a test pattern.

 ["Printing nozzle check patterns" on page 81](#)

#### ■ Perform Head Alignment.

Given that there is a slight gap between the print head and the media, the landing sites for the different colors of ink may be affected by humidity, temperature, inertial forces imparted by the print head, the direction of the print head as it moves from right to left or left to right, or the use of two print heads. As a result, the printing result may show obvious graininess or out-of-focus characteristics.

Select **Media Adjust - Head Alignment** in the media settings to adjust a print head misalignment that occurs during printing.

 ["Head Alignment" on page 50](#)

#### ■ Perform Feed Adjustment.

Large discrepancies in the feed amount cause banding (horizontal banding, tint unevenness, or stripes). Select **Media Adjust - Feed Adjustment** in the media settings to make adjustment based on the target media.

 ["Feed Adjustment" on page 48](#)

#### ■ Are you using a genuine Epson ink pack?

This printer is developed for use with Epson ink packs. If you use non-Epson ink packs, printouts 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 pack.

#### ■ Are you using an old ink pack?

The print quality declines when an old ink pack is used. Use all the ink completely either by the expiry date noted on the ink pack or within 25 days from the day on which the ink tank was refilled.

#### ■ Are the heaters at the correct temperature?

Raise the temperature if the print results are blurred or smudged or the ink clots. Note, however, that raising the temperature too high can cause the media to shrink, wrinkle, or deteriorate.

In addition, the heaters may require some time to reach the desired temperature if the ambient temperature is low. The heaters may also not have the desired effect after reaching the selected temperature if the media is too cold. Allow the media to warm to room temperature before use.

#### ■ Are media settings correct?

Confirm that the media settings in the software RIP or on the printer match the media actually in use.

#### ■ Is Data Width selected for Head Movement?

Selecting **Data Width for Head Movement** in the setup menu increases print speed but may slightly reduce print quality. For better quality results, select **Printer Full Width for Head Movement**.

 ["The Printer Setup Menu" on page 99](#)



Problem Solver

■ **Have you compared the printing result with the image on the display monitor?**

Since monitors and printers produce colors differently, printed colors will not always match on-screen colors perfectly.

■ **Was a printer cover opened during printing?**

Opening covers during printing causes the print head to stop abruptly, resulting in uneven colors. Do not open the covers while printing is in progress.

**The print is not positioned properly on the media.**

■ **Is the media loaded correctly and are the margins correct?**

If the media is not loaded correctly, the results may be off center or part of the data may not be printed. You should also check whether the correct options are selected for **Side Margin** and **Print Start Position** in the setup menu.

 ["Loading media" on page 27](#)

 ["The Printer Setup Menu" on page 99](#)

■ **Is the media skewed?**

If **Off** is selected for **Media Skew Check** in the setup menu, printing will continue when the media is skewed and data will appear outside the print area. Set **Media Skew Check** to **On** in the Menu.

 ["The Printer Setup Menu" on page 99](#)

■ **Is the media wide enough for the print data?**

Although printing normally stops if the print image is wider than the media, data will be printed beyond the edges of the media if **Off** is selected for **Media Size Check** in the setup menu. Choose **On** for **Media Size Check** in the setup menu.

 ["The Printer Setup Menu" on page 99](#)

**Vertical ruled lines are misaligned.**

■ **Is the media wavy?**

Certain types of media may develop waves under some conditions (humidity and temperature) while installed in the printer. If a wave has developed, press the ▼ button in the control panel to feed the media and avoid the affected area. We recommend that you lower the temperature and humidity to prevent waves developing.

■ **Is the print head misaligned?**

If the print head is misaligned, ruled lines may be misaligned accordingly. In this case, select **Media Adjust - Head Alignment** in the media settings to adjust a print head misalignment that occurs during printing.

 ["Head Alignment" on page 50](#)

**Media**

**Media Jams.**

■ **Is media curled, folded, curved, creased, or waved?**

Cut and remove the curled, folded, curved, creased, or waved part.

 ["Cutting Media" on page 43](#)

■ **Is media loaded just before printing?**

The pressure rollers may crease media left in the printer, or the media may also become wavy or curled.

■ **Is the media too thick or too thin?**

Check the media specifications to determine whether it can be used in the printer.

 ["Supported Media" on page 119](#)

For information on how to configure print settings using the software RIP, contact the RIP manufacturer.

■ **Is Media Suction set too high?**

In the media settings, reduce Media Suction (the force that sucks media down the media path).

 ["Media Setting Item" on page 95](#)

Problem Solver

**Printing does not stop when the roll ends.**

■ **Is the item for having the printer detect the end of the media set to Off?**

When **Media End Check** is set to **Off** from the Printer Setup menu, the end of the media is not detected.

🔗 ["The Printer Setup Menu" on page 99](#)

**Removing Jammed Media.**

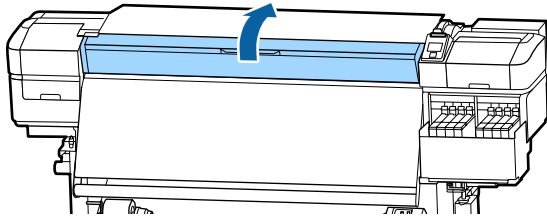
Follow the steps below to remove jammed media.

**⚠ Caution:**

*Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.*

- 1 Turn off the printer.  
If a message is displayed and the printer will not turn off, unplug both power cables.

- 2 Open the front cover.

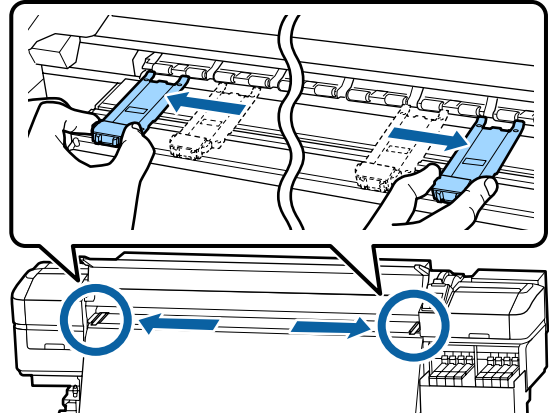


- 3 Move the media edge plates to the right and left sides of the platen. Hold both tabs on the media edge plates to move them.

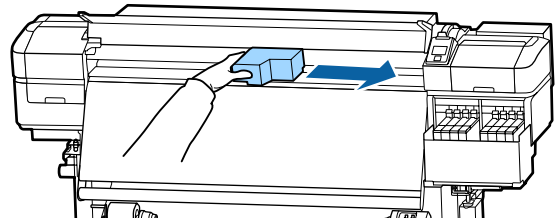
**⚠ Important:**

*Cease use of the printer if the media edge plates are deformed. Continued use could damage the pressure rollers or print head.*

*Contact your dealer or Epson Support.*



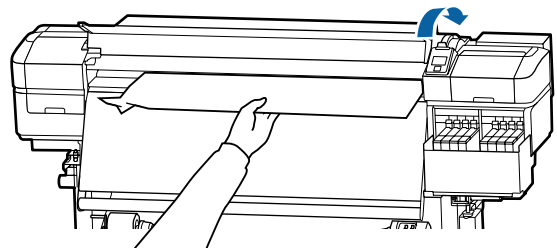
- 4 If the print head is over the media, move it away from the jam.



**⚠ Important:**

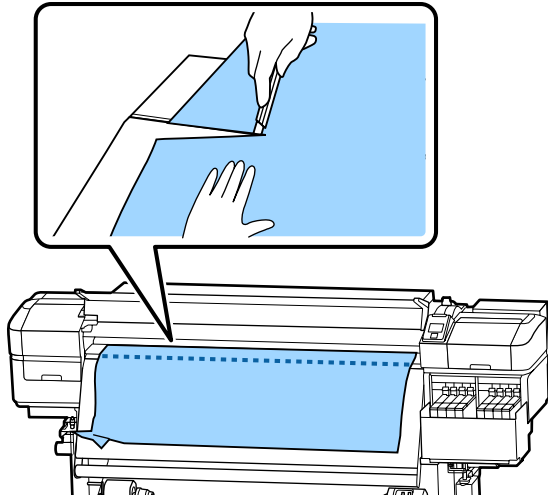
*Move the print head only after moving the media edge plates out of the way. Contact with deformed media edge plates could damage the print head.*

- 5 Raise the media loading lever.



Problem Solver

- 6 Pull the media to the cutter groove and use a cutter to remove torn or creased portions.



- 7 Manually rewind the cut media.
- 8 Remove any media that remains inside the printer.
- 9 Turn the printer on.

**Important:**  
*If the printer is left off for an extended period, the print head will be left uncapped and dry out, and will not print properly when printing resumes.*  
*Turning the printer on automatically caps the print head.*

Reload the media and resume printing.

[“Loading media” on page 27](#)

**Media slips off when printing starts**

■ **Are you cutting media partway with After Heater Feed set to either Short, Rewind or Long, Rewind?**

If media is cut at the point just after printing and then reloaded when the next print job starts, the media may come off the pressurization roller and printing cannot be performed.

When cutting after printing, hold down the ▲ button to rewind the end of the print to the cutter groove, and then cut.

**Others**

**Discrepancies in the ink refill period and the charge state display**

■ **There may be discrepancies due to the usage state and the usage environment.**

You may be able to clear the discrepancies by implementing **Charge Setting** on the **Printer Setup** menu. See the following for more information.

[“The Printer Setup Menu” on page 99](#)

If it does not clear even when you implement the **Charge Setting**, clear the discrepancies by continuing to use the chip unit without doing a reservation.

**Heater automatically turns Off**

■ The heater turns off if no print job is received for some time and no errors in the printer occur. The time before the heaters automatically switch to Off can be selected using the **Sleep Mode** option in the setup menu. [“The Printer Setup Menu” on page 99](#)

The heaters will be reactivated when a print job is received, the media loading lever is used, or another operation involving printer hardware is performed.

**The control panel display keeps turning off.**

■ **Is the printer in sleep mode?**

When no operations are performed on the printer for the time set in **Sleep Mode** from the setup menu, the printer enters sleep mode. The time before entering sleep mode can be changed in the Printer Setup menu.

[“The Printer Setup Menu” on page 99](#)

The heaters will be reactivated and sleep mode will end when a print job is received, the media loading lever is used, or another operation involving printer hardware is performed.

**Forgotten password for network setup protection**

■ **Contact your dealer or Epson Support.**

## Problem Solver

### The red light is on inside the printer.



**This is not a failure.**

The red light is a light inside the printer.

# Appendix

For the latest information, see the Epson Web site. (as of May, 2017)

## Options and Consumable Products

### Ink packs

Printer model	Color	Part number
SC-F9300	High Density Black	T741X
SC-F9330	Cyan	T7412
SC-F9360	Magenta	T7413
	Yellow	T7414
SC-F9380	High Density Black	T742X
	Cyan	T7422
	Magenta	T7423
	Yellow	T7424

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.

### Others

Product	Part number	Explanation
Head Cleaning Set (except for SC-F9380)	C13S210051	The following consumable items are included in one maintenance set.
Head Cleaning Set (for SC-F9380)	C13S210052	<input type="checkbox"/> Wiper unit (x1) <input type="checkbox"/> Flushing pad (x1) <input type="checkbox"/> Gloves (x2)
Maintenance Kit (except for SC-F9380)	C13S210063	The following consumable items are included in one maintenance set.
Maintenance Kit (for SC-F9380)	C13S210064	<input type="checkbox"/> Ink cleaner (x1) <input type="checkbox"/> Cup (x1) <input type="checkbox"/> Glove (x12) <input type="checkbox"/> Cleaning stick (x25)
Waste Ink Bottle	T7240	Identical to the Waste Ink Bottle supplied with the printer.

**Appendix**

<b>Product</b>	<b>Part number</b>	<b>Explanation</b>
Cleaning Stick	C13S090013	Identical to the product supplied with the printer.
Clean Room Wiper <sup>*1</sup>	C13S090016	

\*1 Not available for purchase in some countries and regions. We recommend BEMCOT M-3II by Asahi Kasei Corporation when purchasing commercial products.

## Supported Media

The following media can be used with the printer.

Print quality is greatly affected by the type and quality of media used. Choose a media suited to the task at hand. For information on use, refer to the documentation supplied with the media or contact the manufacturer. Before buying media in large quantities, try printing on a smaller sample and check the results.



**Caution:**

*Because the media is heavy, it should not be carried by one person.*

*We recommend using a lifter for media that weighs over 40 kg.*



**Important:**

*Do not use media that is wrinkled, scuffed, torn, or dirty.*

### Roll media

Roll core size	2 or 3 inch
Roll outer diameter	Up to 250 mm
Media width	300 to 1626 mm (64 inch)
Media thickness	0.04 mm to 1.00 mm
Roll weight	Maximum 45 kg*

\* The specifications for lifters that can be used to load media that weighs over 40 kg are as follows.

- Thickness of the fork and table: under 28 mm
- The surface of the fork and table can be lowered approximately 190 mm from the floor.

## Moving and Transporting the Printer

This section describes how to move and transport the product.

### Moving the Printer

This section assumes that the product is being moved to another location on the same floor without traversing stairs, ramps, or lifts. See below for information on moving the printer between floors or to another building.


 [“Transport” on page 120](#)



**Caution:**

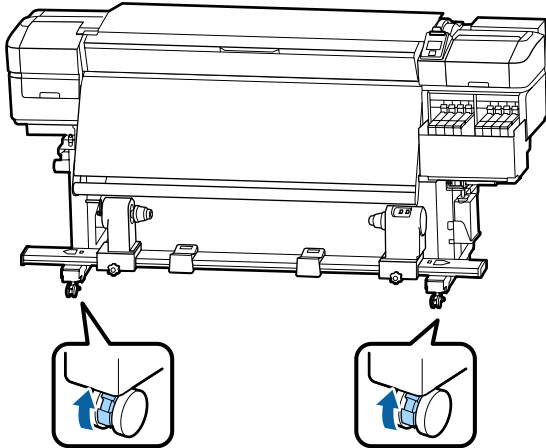
*Do not tilt the product more than 10 degrees forward or back while moving it. Failure to observe this precaution could result in the printer falling over, causing accidents.*

### Getting Ready

- 1** Confirm that the printer is off.
- 2** Remove the Waste Ink Bottle.  
 [“Replacing the Waste Ink Bottle” on page 74](#)
- 3** Disconnect the power cords and all other cables.
- 4** Remove media from the Media Feeding Unit and Auto Take-up Reel Unit.

Appendix

**5** Unlock the two casters at the front.



**! Important:**  
 When performing level adjustment using the adjusters, make sure you raise the adjusters above the casters before trying to move the printer. Moving the printer without raising the adjusters could cause malfunction. You need the spanner supplied to adjust the adjusters.

1. Loosen the nut on the top of the adjuster.
2. Turn the nut on the bottom counter-clockwise.
3. Check that it is above the caster.

**6** Move the printer.

**! Important:**  
 Use the casters on the dedicated printer stand to move the printer indoors a short distance over a level floor. They can not be used for transport.

**Post-Move Setup**

After moving the printer, follow the steps below to ready it for use.

- 1** Check that the location is appropriate for installation, and set up the printer.  
 ↳ [Setup Guide\(booklet\)](#)  
 If you do not have the *Setup Guide*, contact your dealer or Epson Support.  
 ↳ [“Where To Get Help” on page 134](#)
- 2** Do parallel adjustments to the Auto Take-up Reel Unit.  
 ↳ [“Parallel Adjustments for the Auto Take-up Reel Unit” on page 121](#)
- 3** Plug in the power cables and turn the printer on.  
 ↳ [Setup Guide\(booklet\)](#)
- 4** Perform a nozzle check to check for clogged nozzles.  
 ↳ [“Printing nozzle check patterns” on page 81](#)
- 5** Perform **Media Adjust** in the setup menu, and check the print quality.  
 ↳ [“Media Adjust” on page 48](#)

**Transport**

Before transporting the printer, contact your dealer or Epson Support.

↳ [“Where To Get Help” on page 134](#)



# Parallel Adjustments for the Auto Take-up Reel Unit

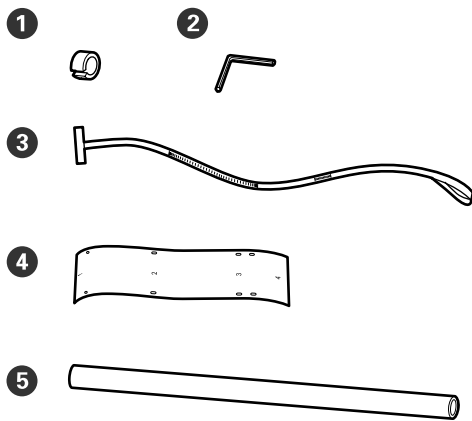
In the following situations, do parallel adjustments to the Auto Take-up Reel Unit.

- ❑ When there are problems with take-up, such as it creating large misalignments with the roll
- ❑ The printer has been moved

Have two people do parallel adjustment work because there is work to be done to the front and back sides of the printer at the same time.

## Preparations for Parallel Adjustment

Perform parallel adjustment using the provided shorter roll core and adjustment tools. Get the following items ready before beginning adjustment.



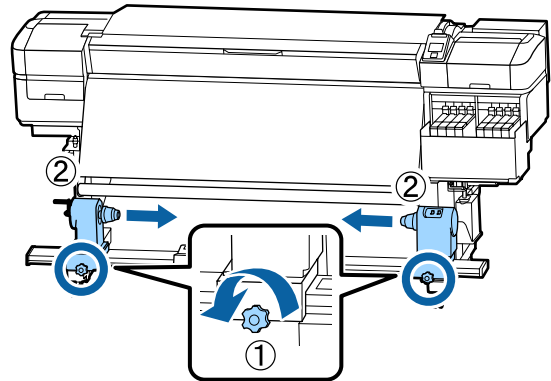
❶	Counterweights
❷	Hex wrench
❸	Film a
❹	Film b (x2)
❺	Roll core (shorter roll)

**Note:**  
The adhesive side may be dirty if you reuse a film that has already been used once. Soak a lint-free cloth in water, wring it out, and then use it to wipe away the dust and lint stuck to the reverse side.

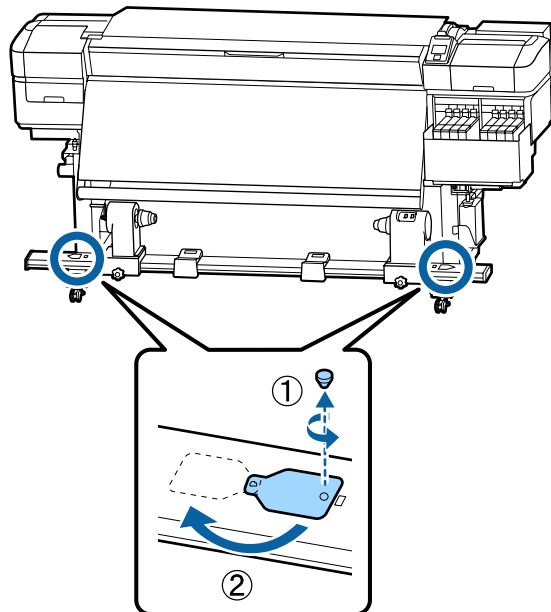
## How to Adjust

### Checking the Parallelism

- ❶ Confirm that the printer is off.
- ❷ Loosen both roll core holder locking screws and move the roll core holders inward.

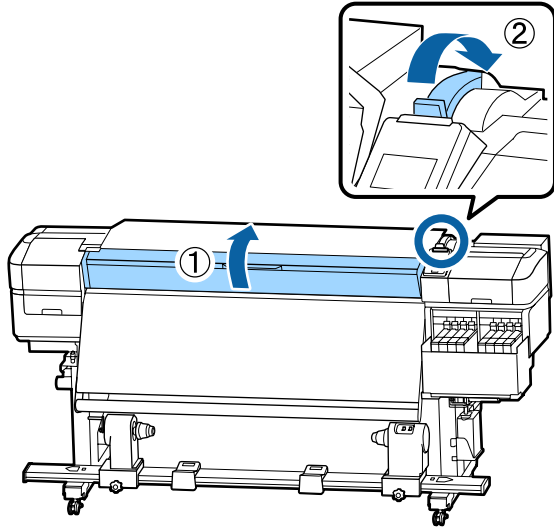


- ❸ Remove the screws in the illustration below, and then turn the cover to open it.



Appendix

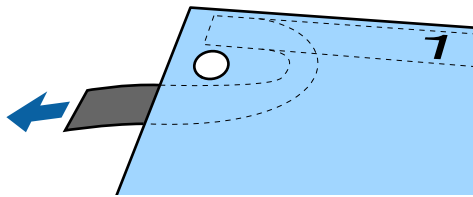
- 4** Open the front cover and raise the media loading lever.



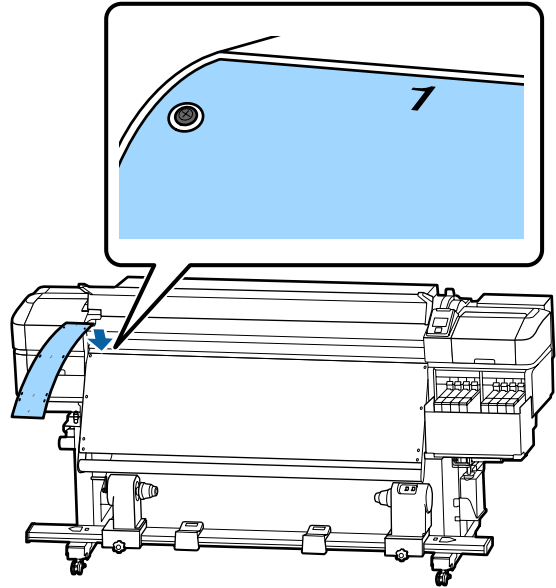
- 5** As shown in the illustration, align Hole 1 of film b with the screw at the top of the heater, and then adhere it.

**Note:**

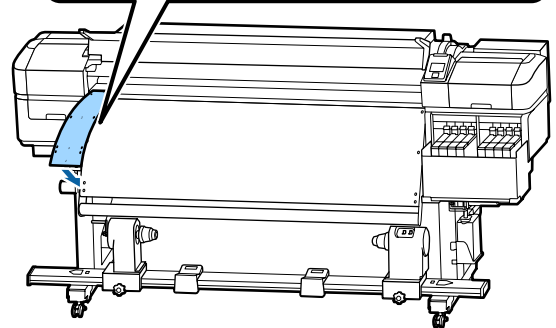
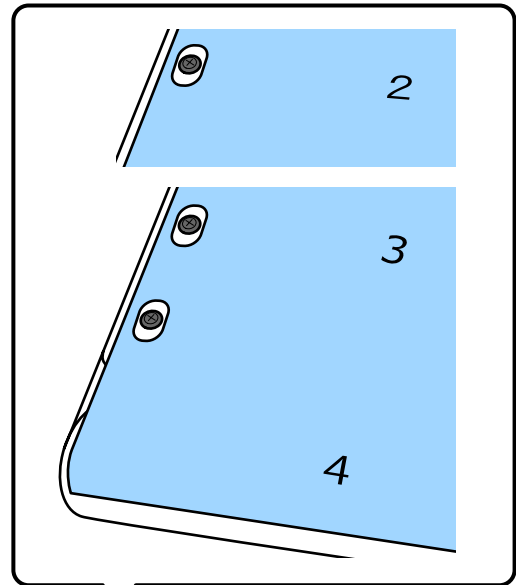
- Peel off any protective film from the back.



- The adhesive side may be dirty if you reuse a film that has already been used once. Soak a lint-free cloth in water, wring it out, and then use it to wipe away the dust and lint stuck to the reverse side.



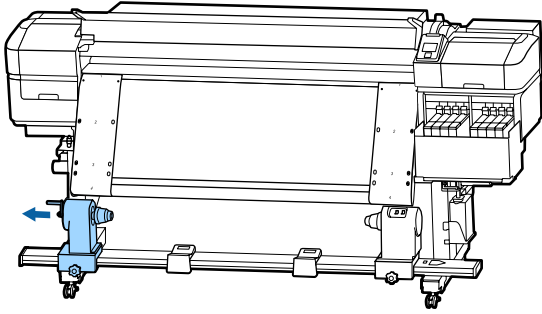
- 6** As shown in the illustration, align Hole 2, Hole 3 and Hole 4 of film b with the screws on the left edge of the heater, and then adhere them.



- 7** Repeat steps 5 and 6 to attach another film b to the right side of the heater.

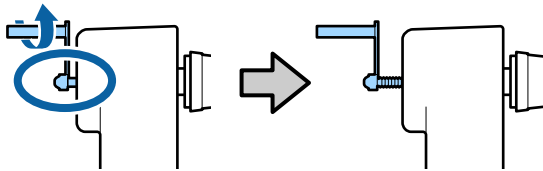
Appendix

**8** Move the left roll core holder outward.

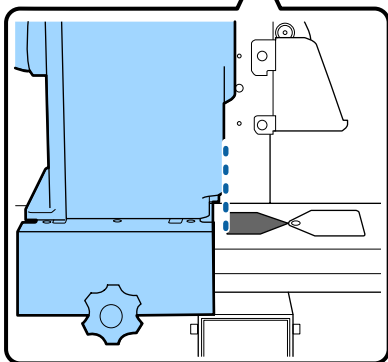
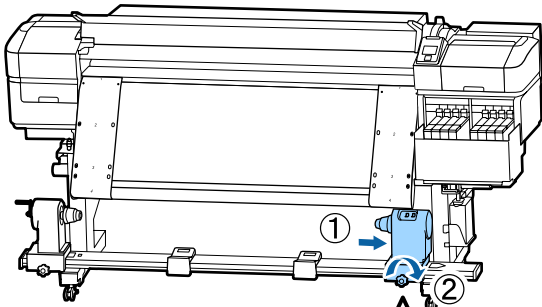


**!** **Important:**

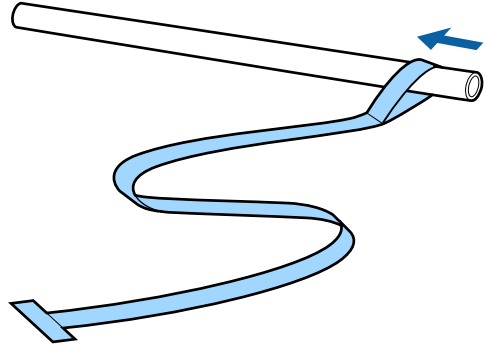
*If the left-side roll core handle's shaft is not visible, rotate the handle as shown in the illustration until it stops. The roll core cannot be properly loaded if the handle's shaft is not visible.*



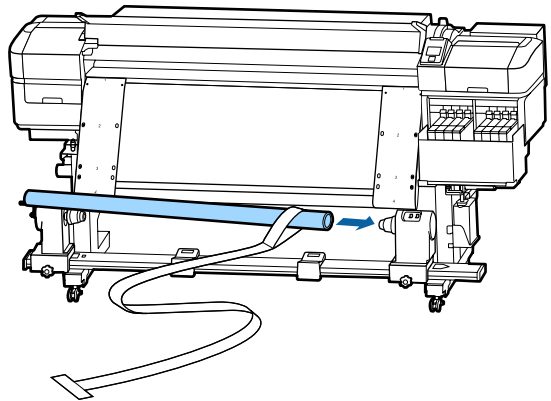
**9** Align the right roll core holder with the position of the dotted line, and then tighten the roll core holder locking screw.



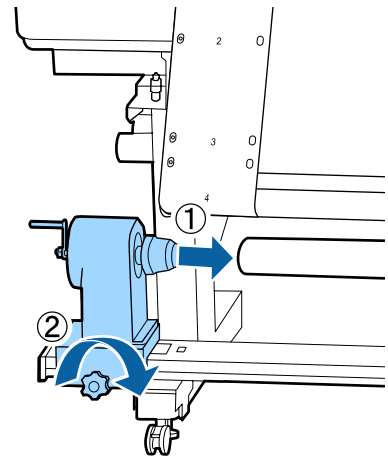
**10** Pass film a through the roll core.



**11** Insert the roll core into the right roll core holder.

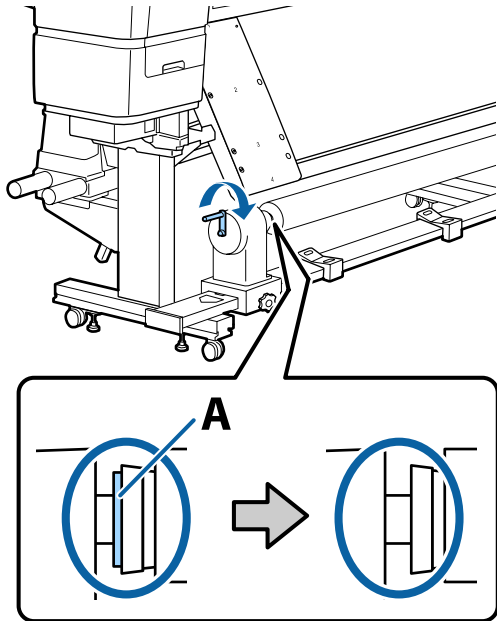


**12** Insert the left roll core holder, and then tighten the roll core holder locking screw.

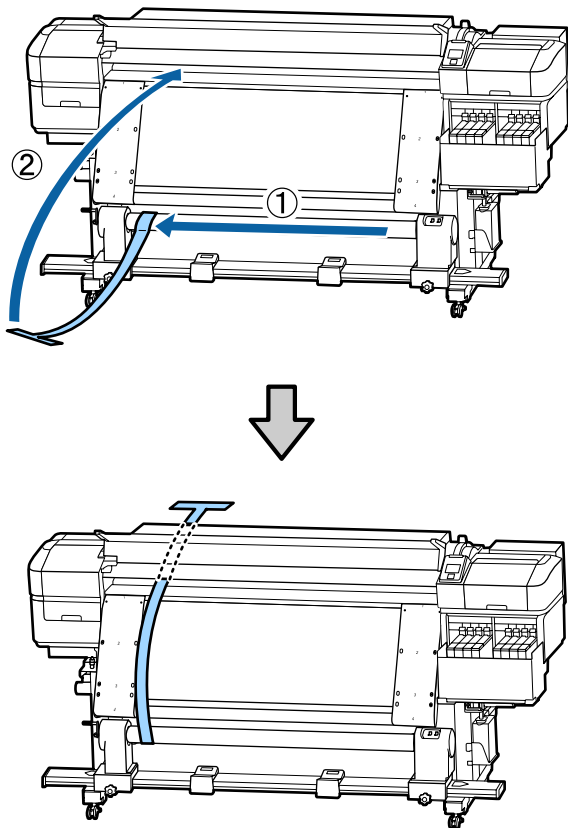


Appendix

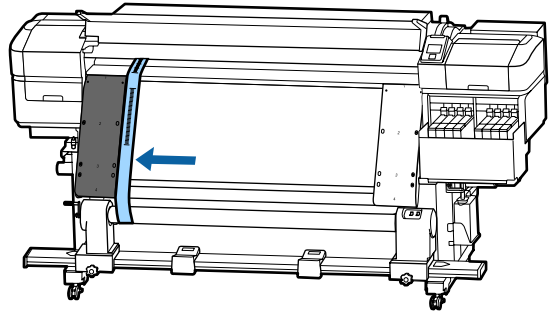
- 13** Rotate the handle until part A in the illustration below is fully inserted.



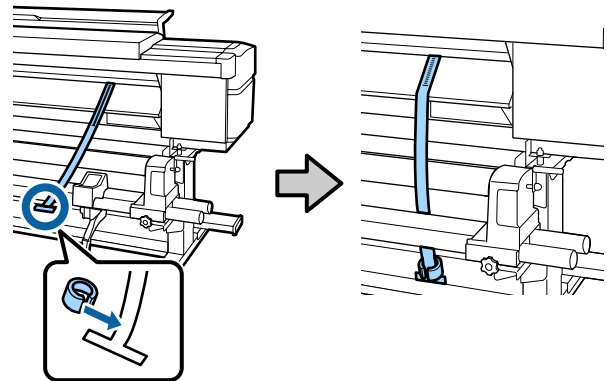
- 14** Bring film a towards the left side of film b, and then insert the leading edge of film a into the printer.



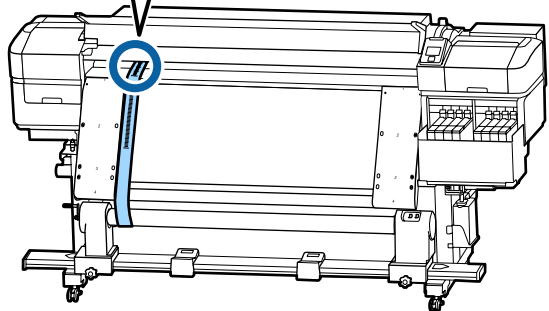
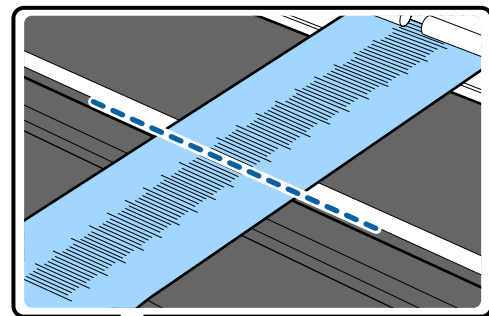
- 15** Bring film a perfectly alongside the film b on the left.



- 16** Attach a counterweight to film a at the back of the printer, letting it hang in the position shown in the following illustration.

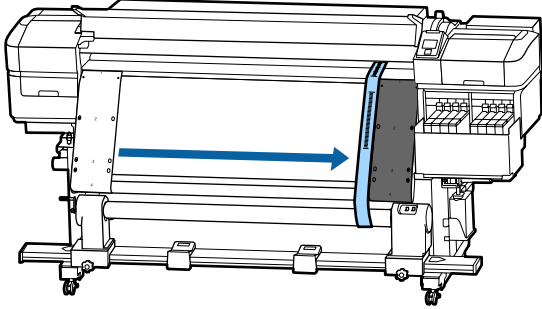


- 17** After film a stops swinging, make note of the value of the scale where film a overlaps the front edge of the white line on the platen.



Appendix

- 18** Raise film a at the front and back of the printer. Move it so that it aligns perfectly along the film b on the right.

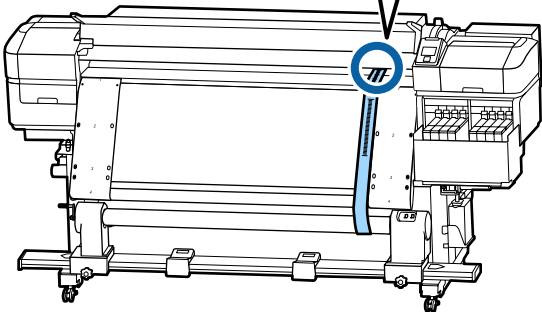
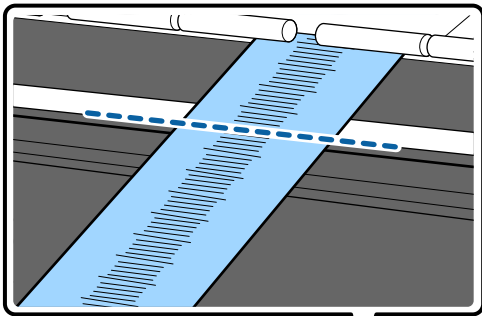


- 19** After film a is stable, make note of the value of the scale at the front edge of the white line on the platen.

If the difference between the values of both sides is more than 0.5 mm, proceed to the adjustments in the next section.

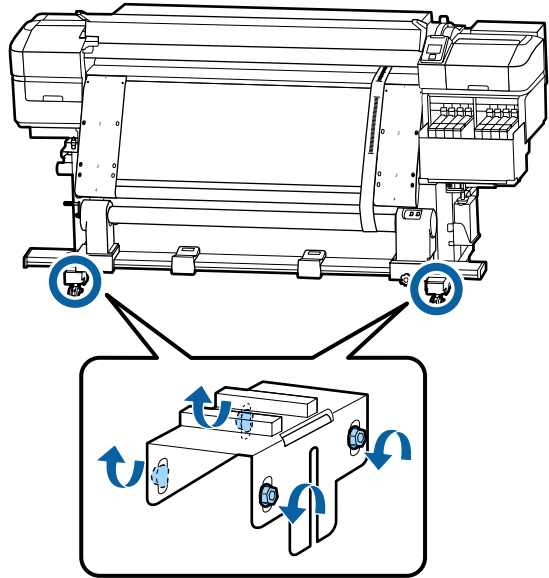
If the difference is under 0.5 mm, no adjustments are necessary. Refer to the following to remove the films.

➤ “Completing Adjustments” on page 127

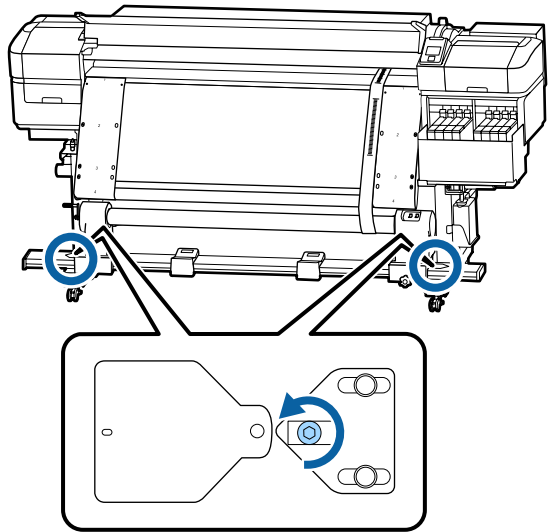


Adjustments

- 1** Loosen all of the metal fixing screws in the illustration below.

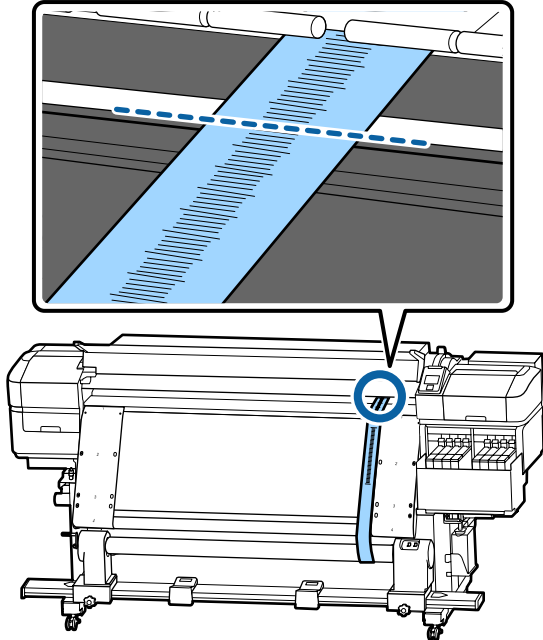


- 2** Completely loosen the adjustment screws on both sides in the illustration below.

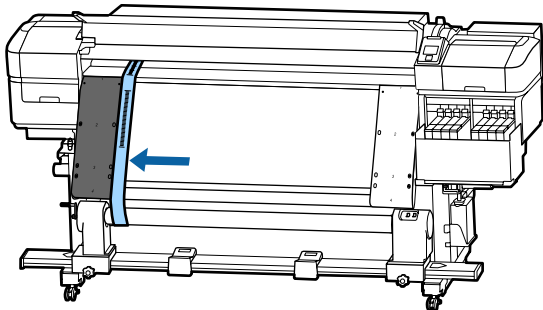


Appendix

- 3** Check that film a is aligned perfectly with film b, and then make note of the value of the scale where film a overlaps the front edge of the white line on the platen.



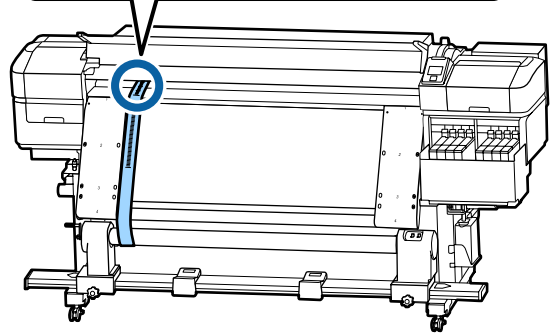
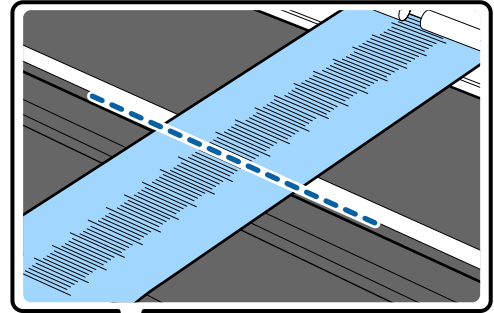
- 4** Move film a so that it aligns perfectly along the film b on the left.



- 5** After film a is stable, make note of the value of the scale at the front edge of the white line on the platen.

If the difference between the values of both sides is more than 0.5 mm, proceed to step 6 to adjust the screw with the higher value.

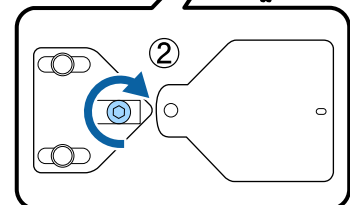
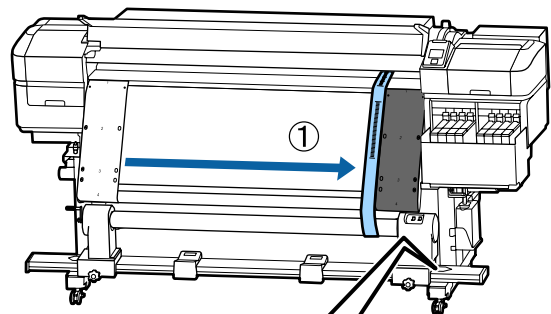
If the difference is under 0.5 mm, proceed to step 7.



- 6** Align film a perfectly with film b on the side that is to be adjusted. While checking the scale, turn the adjustment screw clockwise until the difference in the values for both sides is less than 0.5 mm.

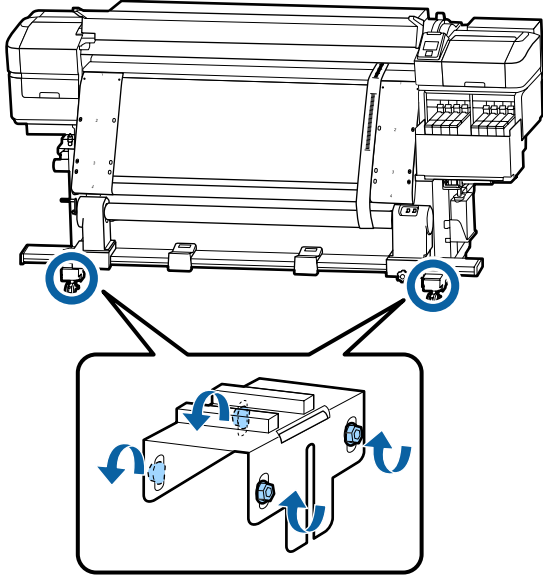
The scale moves from the place that has tension when the screw is turned. Fully rotating the screw once makes the value about 0.6 mm smaller.

**Example When the Value of the Right Side is High**



Appendix

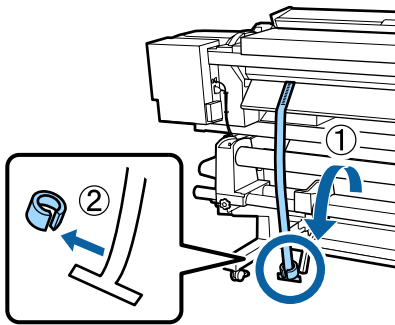
- 7** Securely tighten all the screws in the following illustration.



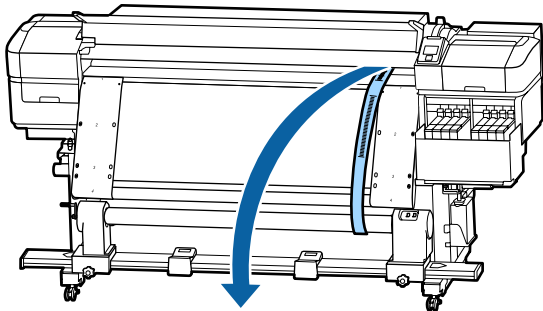
Next, continue to the next section, Completing Adjustments.

**Completing Adjustments**

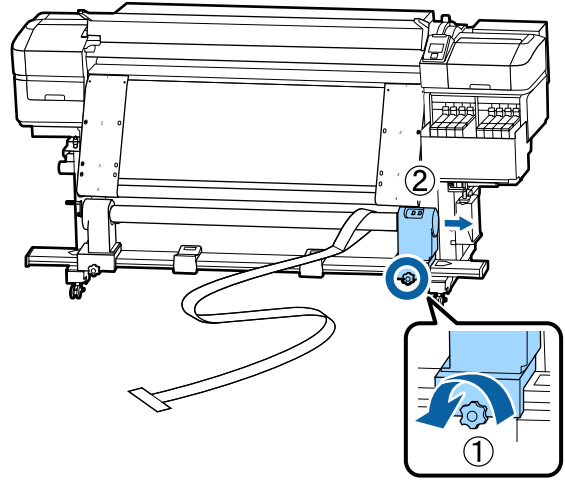
- 1** Remove the counterweight attached to film a at the back of the printer.



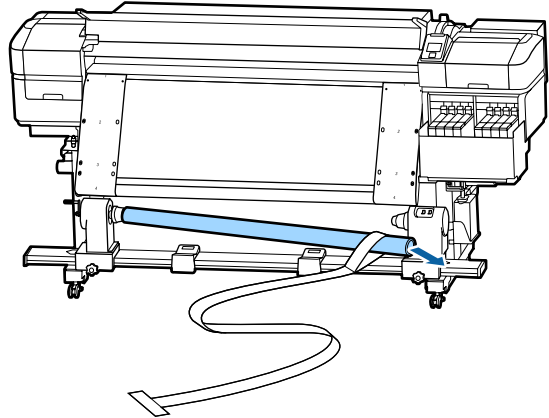
- 2** Pull film a out from the front of the printer.



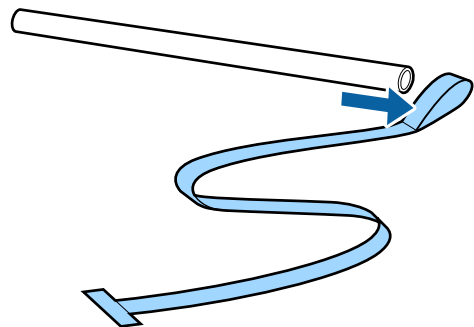
- 3** Loosen the roll core holder locking screws on the right side and remove the roll core holder.



- 4** Remove the roll core.

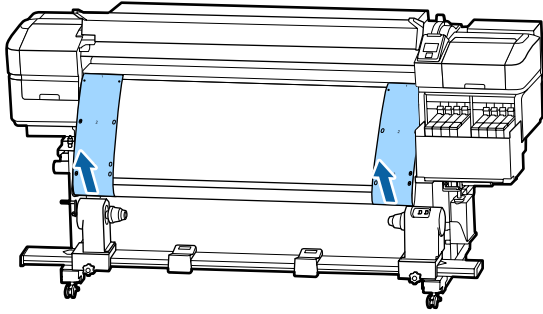


- 5** Remove film a from the roll core.



Appendix

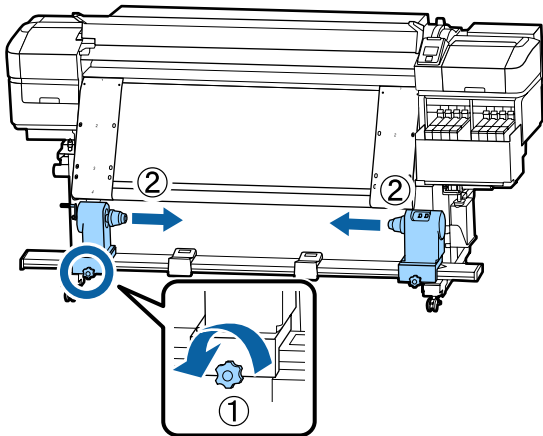
- 6** Remove film b from the printer.



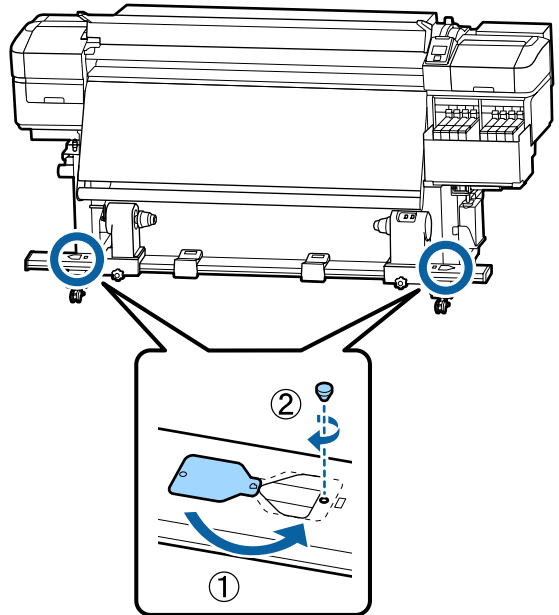
**Note:**

Without leaving any creases, store films a and b together with the counterweight. If you plan on using the films again, remove dust, etc., and stretch it well before use.

- 7** Loosen the roll core holder locking screw on the left side, and then move both roll core holders inward.



- 8** Turn the cover in the illustration below to close it, and then tighten the screw.





## Appendix

## Media Settings List for Each Media Type

The following table shows the media settings registered when a media type is selected.

Item	Media Type				
	Thinnest	Thin	Thick	Thickest	Adhesive
Platen Gap	2.0	2.0	2.0	2.0	2.0
Heater Temperature	50 °C	50 °C	50 °C	50 °C	50 °C
Drying Time Per Pass	0sec	0sec	0sec	0sec	0sec
After Heater Feed	Off	Off	Off	Off	Off
Blank Area Feed	Standard	Standard	Standard	Standard	Standard
Feeding Tension	Lv6	Lv6	Lv6	Lv6	Lv6
Take-up Tension	Lv1	Lv6	Lv6	Lv6	Lv6
Media Suction	Lv2	Lv8	Lv8	Lv8	Lv8
Head Movement	Data Width	Data Width	Data Width	Data Width	Data Width
Multi Strike Printing	Off	Off	Off	Off	Off
Feed Speed Limiter	Off	Off	Off	Off	Off
Pressure Roller Load	Medium	Medium	Medium	Medium	Medium
Remove Skew	On	On	On	On	On
Periodic CL Cycle	Off	Off	Off	Off	Off
Prevent Sticking	On	Off	Off	Off	Off
Reduce Print Streak	Off	Off	Off	Off	Off

## System Requirements

Each software can be used in the following environments. (As of July, 2017)

The supported operating systems may change.

For the latest information, see the Epson Web site.

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### Epson Control Dashboard

The Epson Control Dashboard can be used under the following environments.

 **Important:**

*Make sure the computer on which the Epson Control Dashboard is installed meets the following requirements. If these requirements are not met, the software cannot monitor the printer correctly.*

- Disable your computer's hibernate function.*
- Disable the sleep function so that the computer does not enter sleep status.*

#### Windows

Operating systems	Windows Vista SP2 / Windows Vista x64 SP2 Windows 7 SP1 / Windows 7 x64 SP1 Windows 8 / Windows 8 x64 Windows 8.1 / Windows 8.1 x64 Windows 10 / Windows 10 x64
CPU	Intel Core2Duo 2.0GHz or more
Free memory	1 GB or more
Hard disk (free space during installation)	300MB or more
Display resolution	1280 x 1024 or better
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Windows Internet Explorer Use the latest version. (Internet Explorer 9 or later)

#### Mac OS X

Operating systems	Mac OS X v10.6.8 or later
CPU	Intel Core2Duo 2.0 GHz or more
Free memory	1 GB or more

## Appendix

Hard disk (free space during installation)	300MB or more
Display resolution	1280 x 1024 or better
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Safari 5.1 or later

### Linux

Distribution	Caldera Debian 2.2 or later Debian 8.6 64bit (MATE desktop environment only)
CPU	Intel Core2Duo 2.0 GHz or more
Free memory	1 GB or more
Hard disk (free space during installation)	300MB or more
Display resolution	1280 x 1024 or better
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Firefox 17 or later (including IceWeasel)

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## Epson Edge Print

Operating system (OS)	Windows 7 SP1 / Windows 7 SP1 x64 Windows 8 / Windows 8 x64 Windows 8.1 / Windows 8.1 x64 Windows 10/ Windows 10 x64 *64 bit recommended
CPU	Core2Duo 3.0GHz or more
Free memory	2 GB or more
Hard disk drive (free space during installation)	50 GB or more
Display resolution	1280 x 1024 or better
Communication interface	Hi-Speed USB Ethernet 100Base-TX/1000Base-T

Appendix

# Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	360 nozzles x 2 x 2 rows x 4 colors (High Density Black, Cyan, Magenta, Yellow)
Resolution (maximum)	720 x 1440 dpi
Control code	ESC/P raster (undisclosed command)
Media Feed Method	Friction feed
Built-in memory	512 MB for Main 128 MB for Network
Interface	Hi-Speed USB-Compatible with the USB 2.0 Specification. 100Base-TX/1000Base-T* <sup>1</sup> (10Base-T is not supported)
Rated voltage (#1, #2)	AC 100 to 120V AC 200 to 240V
Rated frequency (#1 and #2)	50/60 Hz
Rated current (#1, #2)	10A (100 to 120V AC) 5A (200 to 240V AC)
Power consumption (total for numbers #1 and #2)	Printing: Approx. 570 W Ready mode: Approx. 340 W Sleep mode: Approx. 14 W Power off: Approx. 1.0 W
Temperature and humidity (without condensation)	
When printing	15 to 25 °C, 40 to 60%
Media loading or maintenance, etc.	15 to 35 °C, 20 to 80%
In storage (Before unpacking)	-20 to 60 °C, 5 to 85% (Within 120 hours at 60 °C, within a month at 40 °C)
In storage (Before charging ink)	-20 to 40 °C, 5 to 85% (Within a month at 40 °C)

**Printer Specifications**

Temperature and humidity range

Gray area: When loading media or maintenance, etc.

Cross-hatch lines: When printing

Dimension	When stored: 2620 (W) x 934 (D) x 1332 (H) mm When at maximum size: 2620 (W) x 1109 (D) x 1670 (H) mm
Weight* <sup>2</sup>	Approx. 290 kg

\* 1. Use a shielded twisted pair cable (category 5e or better).

\* 2. Ink not included.



**Important:**

Use this printer at altitudes below 2000 m.



**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.

## Appendix

Ink Specifications	
Type	Dedicated ink pack
Sublimation dye ink	High Density Black, Cyan, Magenta, Yellow
Use by date	Date printed on the ink pack (stored at normal temperatures)
Print quality guarantee expiry	25 days (from the day the ink tank was refilled with an ink pack)
Storage temperature	5 to 35 °C
Capacity	1000 ml

**Note:**

*To ensure the colors you want to print, maintain a constant room temperature of 15 to 25 °C.*

**Information of EU declaration of conformity**

The full text of the EU declaration of conformity of this equipment is available at the following internet address.

<http://www.epson.eu/conformity>

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## Where To Get Help

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### 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

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### 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

## Where To Get Help

### 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 Taiwan

Contacts for information, support, and services are:

**World Wide Web (<http://www.epson.com.tw>)**

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

#### Epson HelpDesk (Phone: +0800212873)

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

#### Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32340699	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan

## Where To Get Help

Telephone number	Fax number	Address
03-4393119	03-4396589	5F., No.2, Nandong Rd., Pingzhen City, Taoyuan County 32455, Taiwan (R.O.C.)
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23011502	04-23011503	3F., No.30, Dahe Rd., West Dist., Taichung City 40341, Taiwan (R.O.C.)
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

## 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 advice on problems; they can often solve problems quickly and easily as well as give advice 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:



## Where To Get Help

### 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

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### 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

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### 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

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### 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 It IIB No. 12  
Jl. Kusuma Bangsa 116 – 118  
Surabaya

Phone: (62) 31-5355035

Fax: (62)31-5477837

## Where To Get Help

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. III Kav. P7-8 Jl. Ahmad Yani No.49 Makassar
	Phone: (62)411-350147/411-350148

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## 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

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## 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

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## 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

## Where To Get Help

### 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	020-30286000/30 286001 /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](mailto: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)**

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- Product usage questions or problems
- Enquiries on repair service and warranty

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