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SL-D800 Series

Maintenance Tool Operation Guide

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Meaning of Symbols

❗ *Important:*	Important must be followed to avoid damage to this product.

Note:	Notes contain important information on the operation of this product.

Operating System Versions

In this documentation, the following abbreviations are used.

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Windows refers to Windows 10, 8, 7.

❏ Windows 10 refers to Windows 10 Pro, Windows 10 Pro x64.

❏ Windows 8.1 refers to Windows 8.1, Windows 8.1 Pro.

❏ Windows 8 refers to Windows 8, Windows 8 Pro.

❏ Windows 7 refers to Windows 7 Professional.

Macintosh refers to Mac.

❏ Mac refers to macOS Mojave/macOS High Sierra/macOS Sierra/OS X El Capitan/OS X Yosemite/OS X Mavericks/OS X Mountain Lion/Mac OS X v10.7.x/Mac OS X v10.6.8.

Contents

Using the Maintenance Tool (Windows)

Summary of the Maintenance Tool

From your computer you can perform adjustment and maintenance operations such as checking the printer's status, making settings, performing head cleaning and so on.

The maintenance tool provides an operator mode and an administrator mode. The startup method and items that can be used differ depending on the mode you are using.

You need administrator rights for your OS to start administrator mode.

Starting and Closing

Starting operator mode

On your computer, click **Start** - **All Programs** - **EPSON** - **EPSON SL-D800 Series** - **Epson SL-D800 Series Maintenance Tool**.
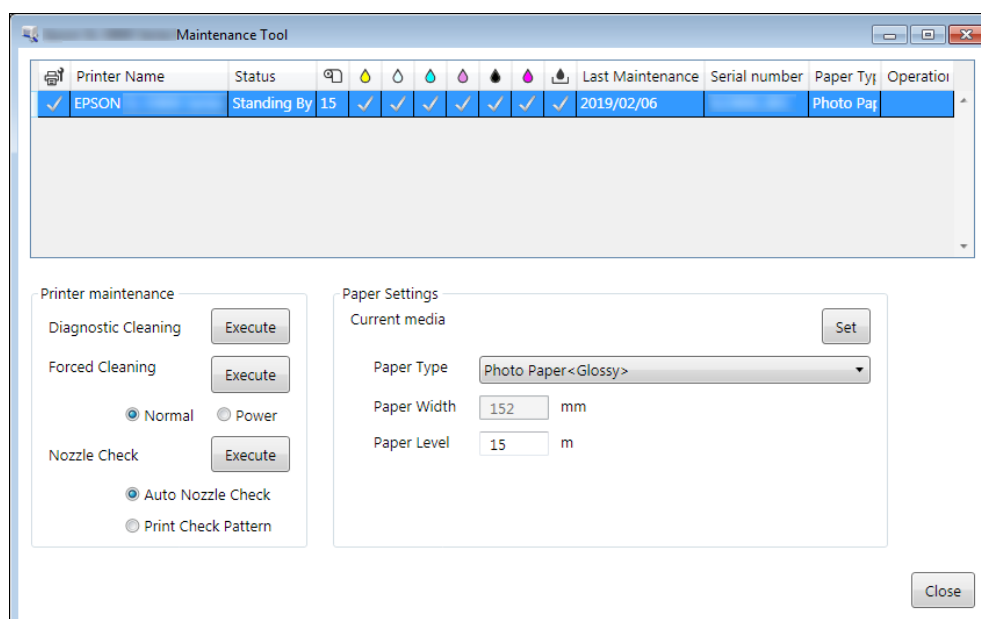
> *Note:*
>
> ❏ *You can also start by clicking **Start SL Printer Maintenance Tool** on the printer driver screen.*
>
> ❏ *In Windows 8 and Windows 8.1, point to the top-right or bottom-right of the screen, click **Search** from Charms, and then select **SL Printer Maintenance Tool** from the App list.*

Using the Maintenance Tool (Windows)

Starting administrator mode

On your computer, click **Start** - **All Programs** - **EPSON** - **EPSON SL-D800 Series** - **Epson SL-D800 Series Maintenance Tool Admin**. You may need to enter a password depending on the level of authority required.
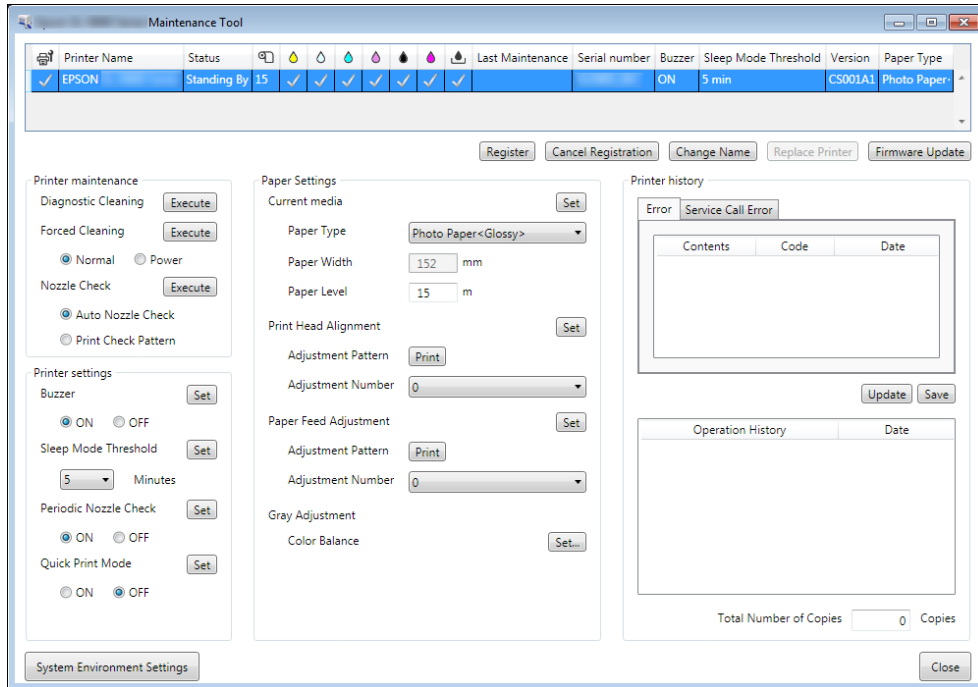
> *Note:*
> *In Windows 8 and Windows 8.1, point to the top-right or bottom-right of the screen, click **Search** from Charms, and then select **Epson SL-D800 Series Maintenance Tool Admin** from the App list.*

Closing

Click **Close** at the bottom-right of the screen.

Using the Maintenance Tool (Windows)

Explanation of the Main Screen

Here we will explain the main screen by using the screen displayed in administrator mode.

❷, ❸, ❹ to ❼ allow you to display or set items for the printer selected in the printer list.

Using the Maintenance Tool (Windows)

Items marked with an asterisk (*) are only displayed in administrator mode.

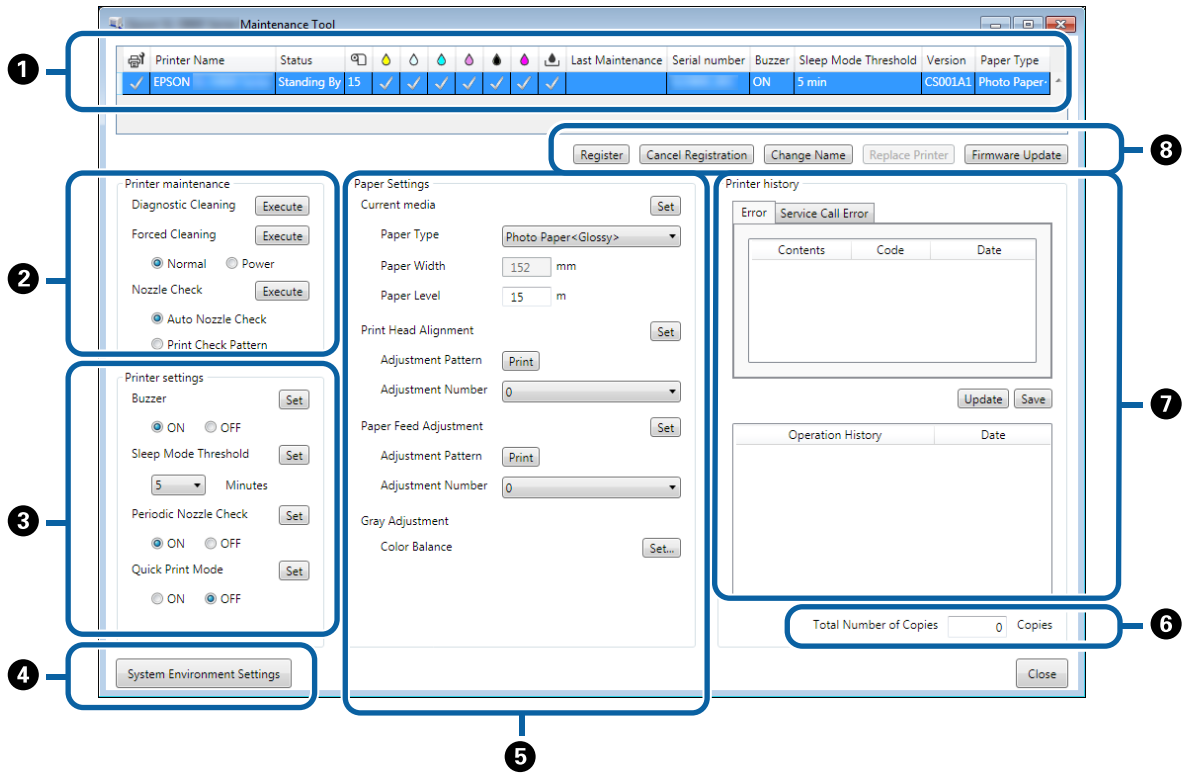| Item			Explanation
❶	Printer list area	🖨	You can perform maintenance for printers with a ✓.
		Printer Name	Displays the printer name.
		Status	Displays the printer's status.
		📜	Displays the paper level.
		💧💧💧💧💧💧	Displays the ink level for each color. ✓ : No problems detected. ⚠ : Ink is running low. Prepare a new ink cartridge. ❌ : Remaining ink level is below the minimum value. Replace with a new ink cartridge. Or, an error has occurred. Check the error information field and clear the error.
		💧	Displays the amount of free space remaining in the maintenance cartridge. ✓ : No problems detected. ⚠ : Free space is running low. Prepare a new maintenance cartridge. ❌ : Amount of free space is below the minimum value. Replace with a new maintenance cartridge. Or, an error has occurred. Check the error information field and clear the error.
		Last Maintenance	Displays the date the last time maintenance was performed using the maintenance tool.
		Serial number	Displays the printer's serial number.
		Buzzer*	Displays the value set in **Buzzer** for the **Printer settings**.
		Sleep Mode Threshold*	Displays the value set in **Sleep Mode Threshold** for the **Printer settings**.
		Version*	Displays the firmware version.
		Paper Type	Displays the paper type currently set.
		Operation History	Displays the previous operation history. Only displayed in operator mode.
❷	Printer maintenance	Diagnostic Cleaning	Detects clogged nozzles and automatically performs cleaning. ⏏ "Diagnostic Cleaning" on page 13
		Forced Cleaning	Performs manual cleaning. ⏏ "Forced Cleaning" on page 14
		Nozzle Check	Checks for clogged nozzles. ⏏ "Nozzle Check" on page 15

Using the Maintenance Tool (Windows)

Item			Explanation
❸	Printer settings*	Buzzer	Select whether or not (ON/OFF) to sound the warning buzzer. Click **Set** to apply the changes.
		Sleep Mode Threshold	Set the time before switching to Sleep Mode. Click **Set** to apply the changes. If an error has not occurred on the printer and no print jobs have been received for the specified length of time, the printer automatically switches to Sleep Mode. After printing is complete, it takes about five minutes to prepare to switch to Sleep Mode. Therefore, the time before switching to Sleep Mode after printing is about five minutes longer than the actual setting.
		Periodic Nozzle Check	Select whether or not (ON/OFF) to automatically perform a nozzle check. Click **Set** to apply the changes. This should normally be selected ON. Select OFF only if you are instructed to do so by a service engineer. When OFF is selected, you need to check the clogging status manually. When an error occurs, you cannot perform **Periodic Nozzle Check**. Clear the error.
		Quick Print Mode	Quick Print Mode is a mode that increases print speed by shortening the drying time when printing one sheet at a time. We recommend using this when printing one sheet at a time such as for an event. Be sure to note the following points. ❏ Do not stack print outs as the drying time is shorter. ❏ Do not adjust the paper feed when Quick Print Mode is set to **ON**. ❏ Depending on the paper type, color may be uneven or ink may be smudged. If this occurs, set Quick Print Mode to **OFF**.
❹	System Environment Settings*		You can change the temporary folder for saving spooled data for printing, update the paper information, and save log files. ⏎ "System Environment Settings" on page 46
❺	Paper Settings	Current media	Sets the **Paper Type** and **Paper Level**. ⏎ "Current media" on page 18
		Print Head Alignment*	Corrects the print misalignment. ⏎ "Print Head Alignment" on page 18
		Paper Feed Adjustment*	Adjusts the amount of paper feed. ⏎ "Paper Feed Adjustment" on page 21
		Gray Adjustment*	When you click **Set...**, you can make settings for the Color Balance for Gray Adjustment, Density, and Gradation. ⏎ "Gray Adjustment" on page 24
❻	Total Number of Copies*		Displays the total number of copies.

Using the Maintenance Tool (Windows)

Item		Explanation
❼ Printer history*	Error/Service Call Error (Error information field)	Displays information on the error that has occurred. You can use the tabs to switch between normal errors and service call errors. Click **Update** to update the error information field to show the latest information. Click **Save** to save the error information to a text file. The first line in the text file for service call errors is "FATAL ERROR", and "NORMAL ERROR" for normal errors.
	Operation History	Displays maintenance and setting history, as well as error information that occurs during startup. This operation history is not retained at the next startup.
❽ Printer management area*	Register	Registers printers. ⏎ "Registering Printers" on page 40
	Cancel Registration	Cancels registering the printer. ⏎ "Canceling Registration for Printers" on page 40
	Change Name	Displays the printer name. ⏎ "Changing the Printer Name" on page 41
	Replace Printer	Replaces a printer with the same printer name. ⏎ "Replace Printer" on page 43
	Firmware Update	Updates the printer firmware. ⏎ "Firmware Update" on page 44

Using the Maintenance Tool (Windows)

Printer maintenance

In **Printer maintenance**, you can perform printer maintenance operations for the print head such as **Diagnostic Cleaning**, **Forced Cleaning**, and **Nozzle Check**.

Before performing **Printer maintenance**, make sure that the printer's ⏻ light is on.

Using Printer maintenance

This function checks for clogging in the print head, and clears the clogging if any is detected. If the nozzles are clogged, stripes may appear in the print outs, and the colors may differ from the standard, expected colors. If this does occur, use **Printer maintenance** to clear the problem by following the workflow on the next page.

The following three functions are available in **Printer maintenance**.

Diagnostic Cleaning: Detects clogged nozzles and automatically performs head cleaning.

Forced Cleaning: Performs manual head cleaning.

Nozzle Check: Checks for clogged nozzles.

Using the Maintenance Tool (Windows)

❶ | **There are problems with the print outs such as stripes appearing or a variation in the colors.**

<Print example>

❷ | Perform **Diagnostic Cleaning**.

When "(printer name) Diagnostic Cleaning is complete." is displayed in the Operation History field	When "Clogged nozzles detected. Perform [Forced Cleaning]." is displayed in the Operation History field.
-> Cleaning is complete.	-> Execute **Diagnostic Cleaning** again.
	If the nozzles remain clogged after repeating this procedure three times, go to the next step.

❸ | Execute **Power** from **Forced Cleaning**, and then check **Print Check Pattern**.

When there are no problems in the check pattern print results	When there are problems in the check pattern print results
-> Cleaning is complete.	-> Contact service support.

Using the Maintenance Tool (Windows)

Diagnostic Cleaning

1 Select the printer, and then select **Execute** from **Printer maintenance** - **Diagnostic Cleaning** on the main screen.

You can select multiple printers.

If an error is displayed, clear the error before executing.
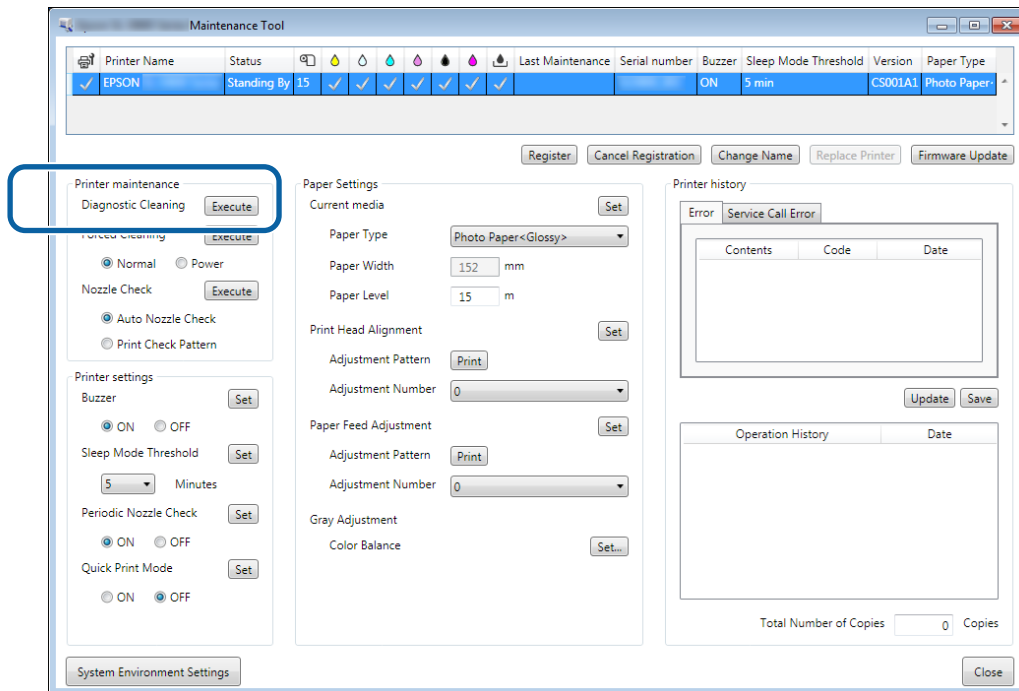
The nozzle check starts. Perform cleaning if necessary.

The time needed for cleaning depends on the status of the nozzles.

2 Check the results of Diagnostic Cleaning in the message displayed in the Operation History field.

When "Clogged nozzles detected. Perform [Forced Cleaning]." is displayed, perform **Diagnostic Cleaning** again.

If "Auto nozzle check failed." is displayed, contact service support.

If the clogged nozzles are not cleared after performing **Diagnostic Cleaning** three times, perform Forced Cleaning set to **Power**. If the nozzles are still clogged even after performing **Power** cleaning, contact service support.

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Using the Maintenance Tool (Windows)

Forced Cleaning

1 Select the printer, and then select **Normal** or **Power** in **Printer maintenance** - **Forced Cleaning** on the main screen.

You can select multiple printers.

Item	Explanation
Normal	The surface of the head is cleaned and clogged nozzles are cleared.
Power	Performs a stronger cleaning than **Normal**. Use this setting if the nozzles are still clogged even after repeating **Normal** cleaning several times. **Power** consumes more ink than **Normal** cleaning. If a message is displayed informing you that here is not enough ink remaining, replace the Ink cartridge before continuing.

2 Click **Execute**.
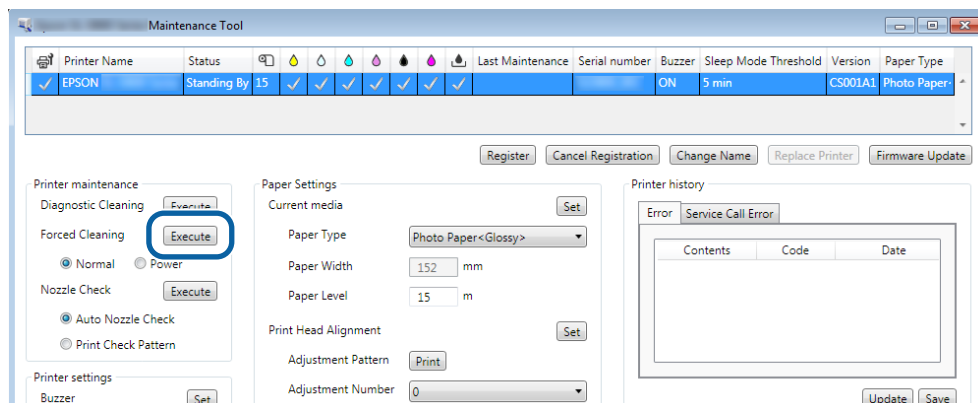
Cleaning is performed.

Depending on the **Cleaning Level**, the time required may differ.

Using the Maintenance Tool (Windows)

|3| Check the Head Cleaning results.

Check the condition of the nozzles in **Nozzle Check**.

U "Nozzle Check" on page 15

If the nozzles are clogged, perform Normal cleaning. If the nozzles are still clogged even after repeating Normal several times, perform Power cleaning.

If the nozzles are still clogged even after performing Power cleaning, contact service support.

Nozzle Check

The **Nozzle Check** function checks if the print head nozzles are clogged. The printer uses the **Auto Nozzle Check** function to automatically check for clogged nozzles, and then **Print Check Pattern** prints a check pattern for a visual confirmation.

After the nozzle check, perform **Forced Cleaning** if necessary.

Auto Nozzle Check

|1| Select **Auto Nozzle Check** in **Printer maintenance** - **Nozzle Check** on the main screen.

You can select multiple printers.
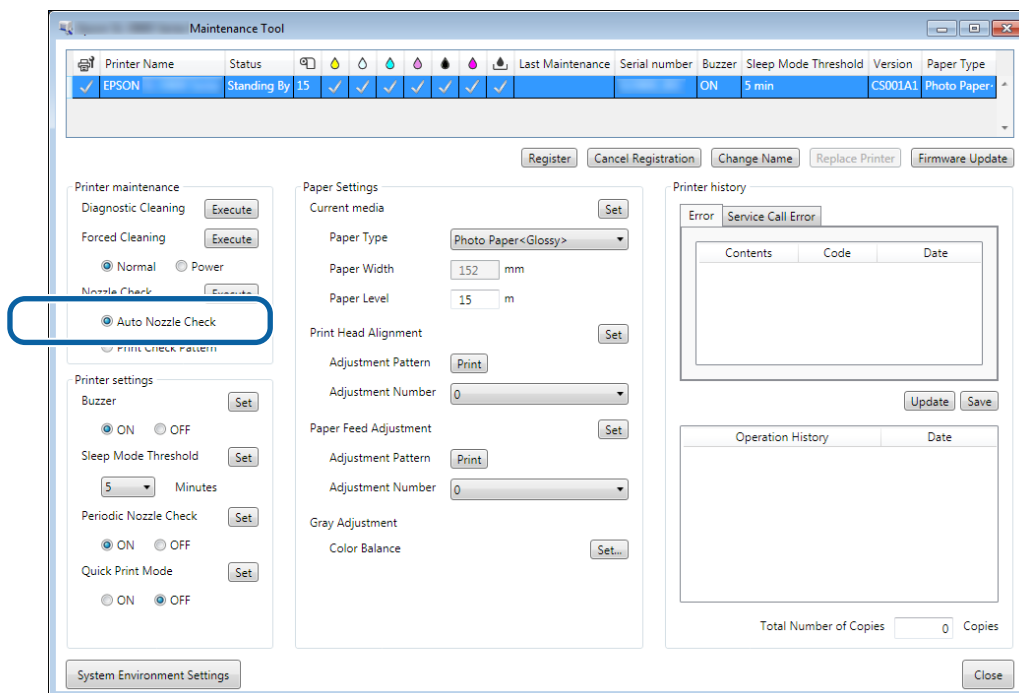
Using the Maintenance Tool (Windows)

2 Click **Execute**.
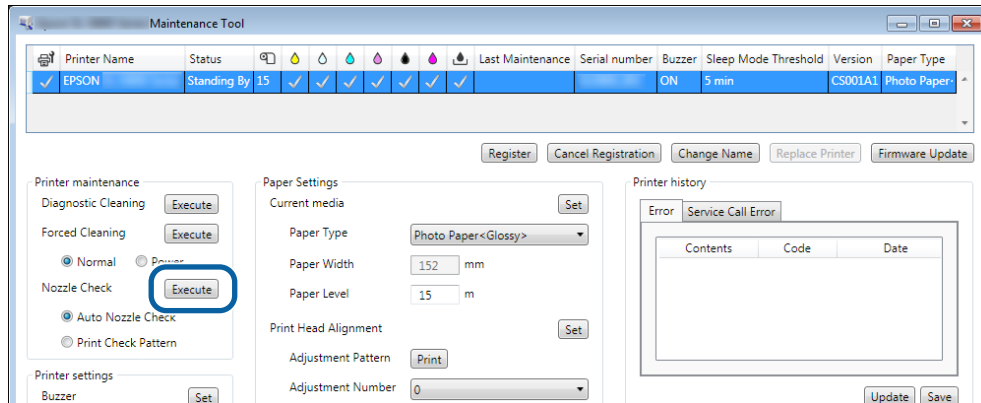
Auto Nozzle Check is performed.

Depending on the condition of the nozzles, the time required may differ.

3 Check the results of the nozzle check in the message displayed in the Operation History field.

When "Auto nozzle check for (printer name) is complete." is displayed, the check is complete.

When "Clogged nozzles detected. Perform [Forced Cleaning]." is displayed, perform **Forced Cleaning**.

U "Forced Cleaning" on page 14

Perform **Print Check Pattern** to check the condition of the nozzles.

U "Print Check Pattern" on page 16

Print Check Pattern

1 Select the printer, and then select **Printer maintenance** - **Nozzle Check** in **Print Check Pattern** on the main screen.

You can select multiple printers.
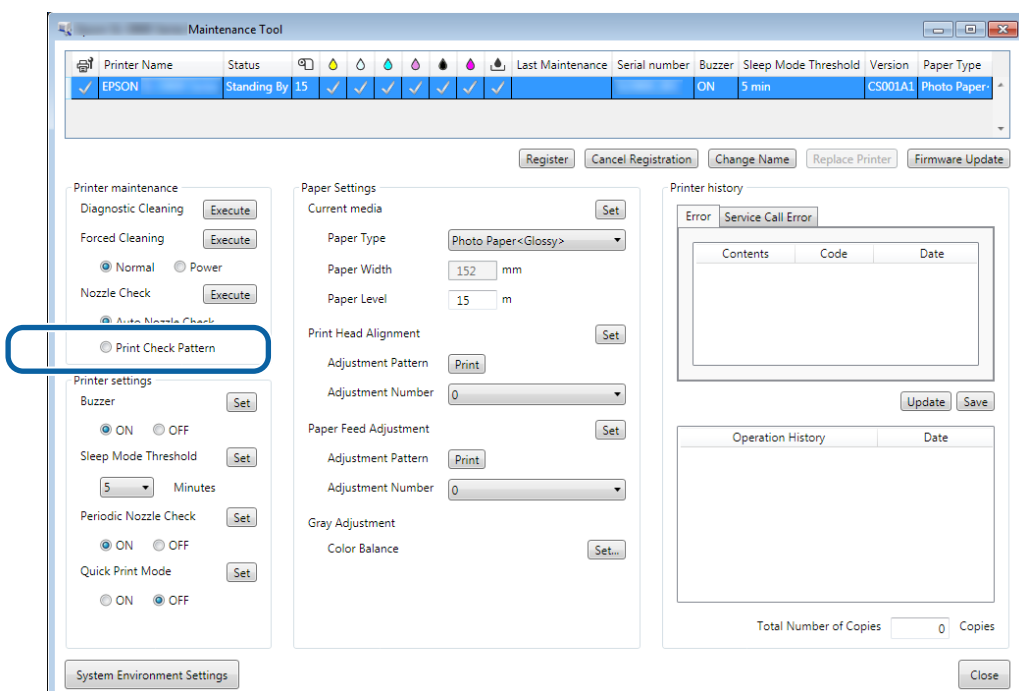
Using the Maintenance Tool (Windows)

2 Click **Execute**.
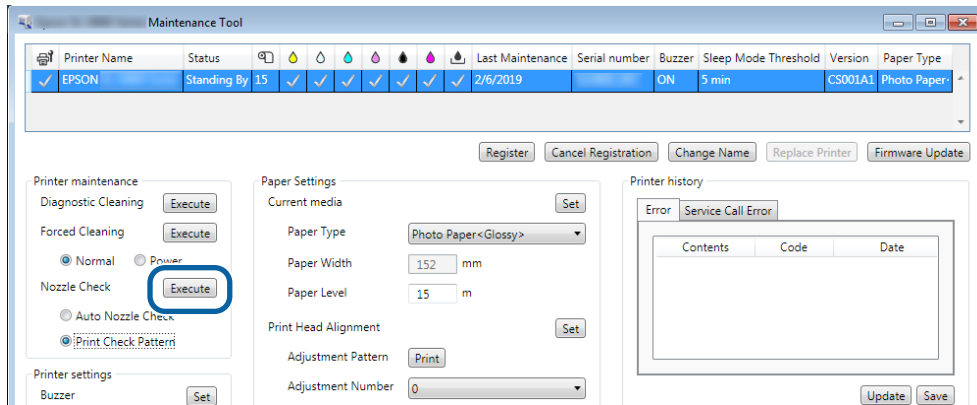
The check pattern is printed.

3 Check the print results.

Good example

There are no gaps in the check pattern. The nozzles are not clogged.
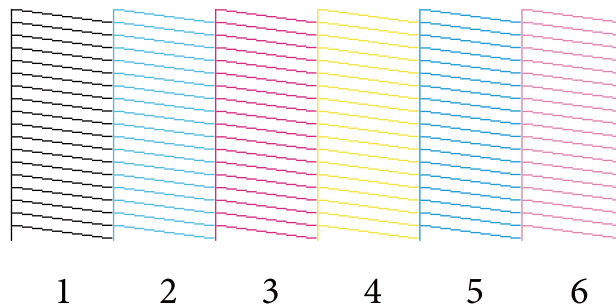
Bad example

There are gaps in the check pattern. Clogged nozzles detected. Perform cleaning.
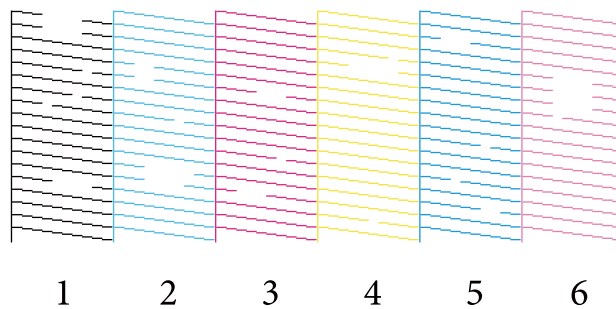
You need to perform head cleaning of there are any gaps in the check patterns.

U "Forced Cleaning" on page 14

Using the Maintenance Tool (Windows)

Paper Settings

In **Paper Settings**, you can set the type and amount of paper remaining for the paper currently loaded, and make printer settings such as **Print Head Alignment**, **Paper Feed Adjustment**, and **Gray Adjustment**.

Current media

When you replace the paper, make sure you set the **Paper Type** and **Paper Level**.

Set the **Paper Type** and **Paper Level** in **Paper Settings** - **Current media** on the main screen, and then click **Set**.

The paper width set in **Paper Width** is displayed.
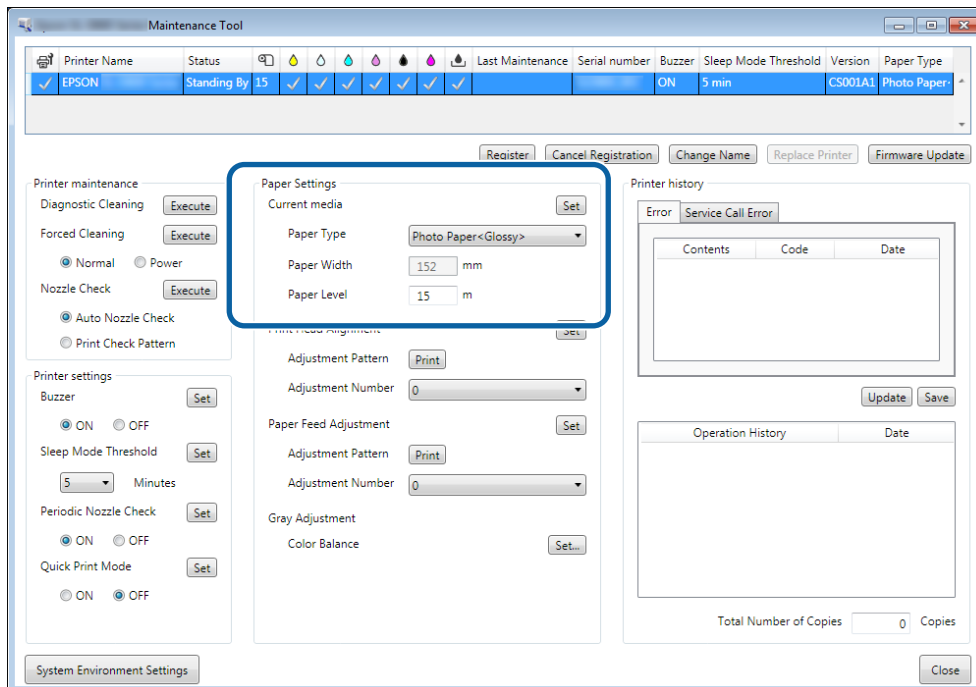
> *Note:*
> *If nothing is selected as the **Paper Type** in **Paper Settings**, update the paper information.*

Print Head Alignment

If the print results appear grainy or out of focus, perform print head alignment. The print head alignment function corrects print misalignments.

Using the Maintenance Tool (Windows)

1 Check that the paper type for the printer matches the paper type displayed, and then click **Print** from **Adjustment Pattern** in **Paper Settings** - **Print Head Alignment** on the main screen.

If the paper type does not match, set the correct paper type in Paper Settings.

U "Paper Settings" on page 18
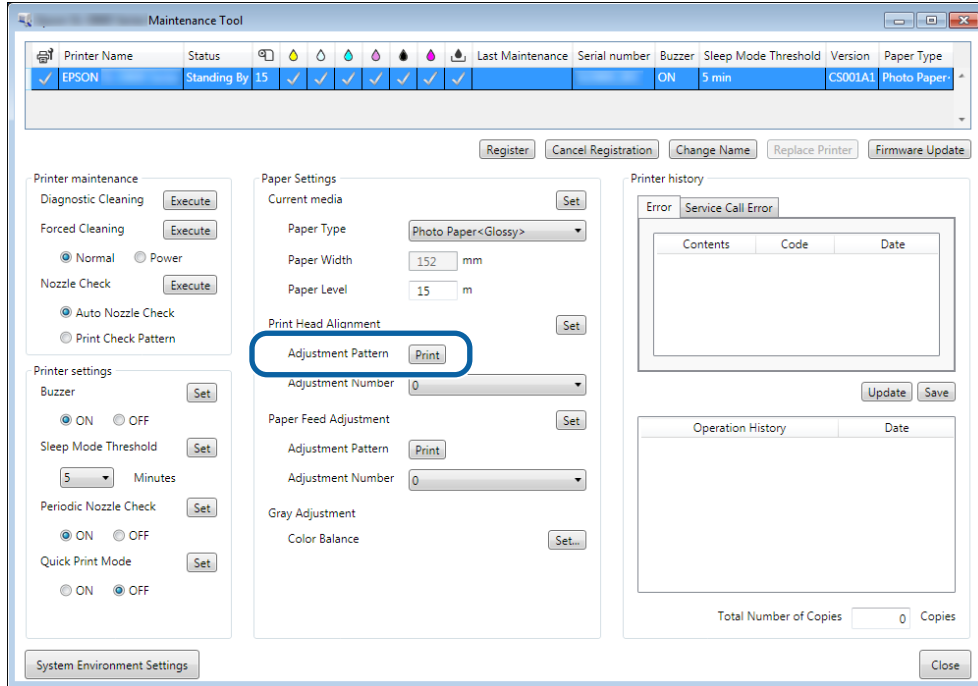
The adjustment pattern is printed.

2 Check the print results.

Check the print pattern number that has no gaps between the nozzles.
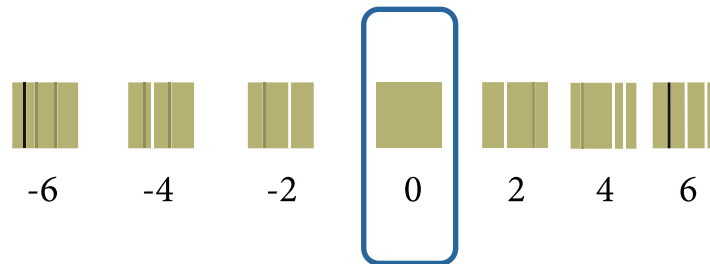
Using the Maintenance Tool (Windows)

3 Select the pattern number, and then click **Set**.
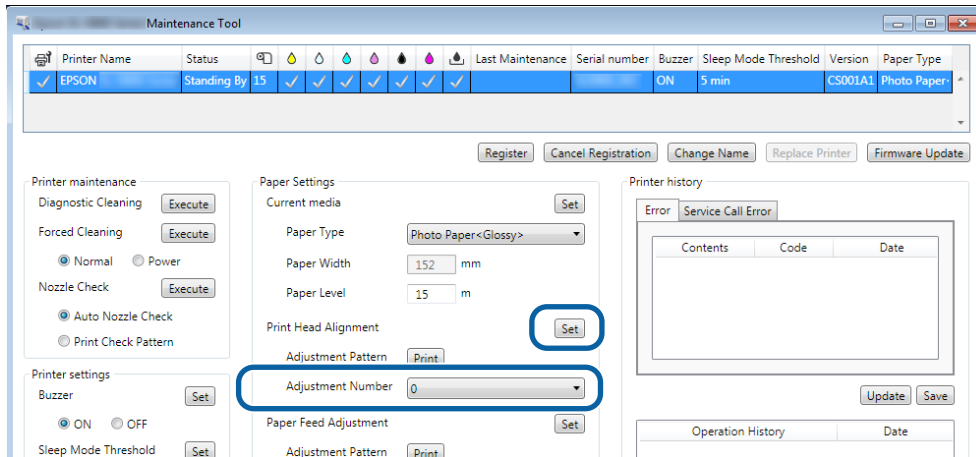
The adjustment values are applied.

Using the Maintenance Tool (Windows)

Paper Feed Adjustment

Paper feed amount errors may occur in the printer due to changes in the surroundings or changes over time. If the image quality declines, you may be able to improve it by correcting the paper feed amount.

Do not use this when **Quick Print Mode** is set to **ON**.

1 Check that the paper type and paper width for the printer matches the paper type and paper width displayed, and then click **Print** from **Adjustment Pattern** in **Paper Settings** - **Paper Feed Adjustment** on the main screen.

If the paper type does not match, set the correct paper type in Paper Settings.

U "Paper Settings" on page 18
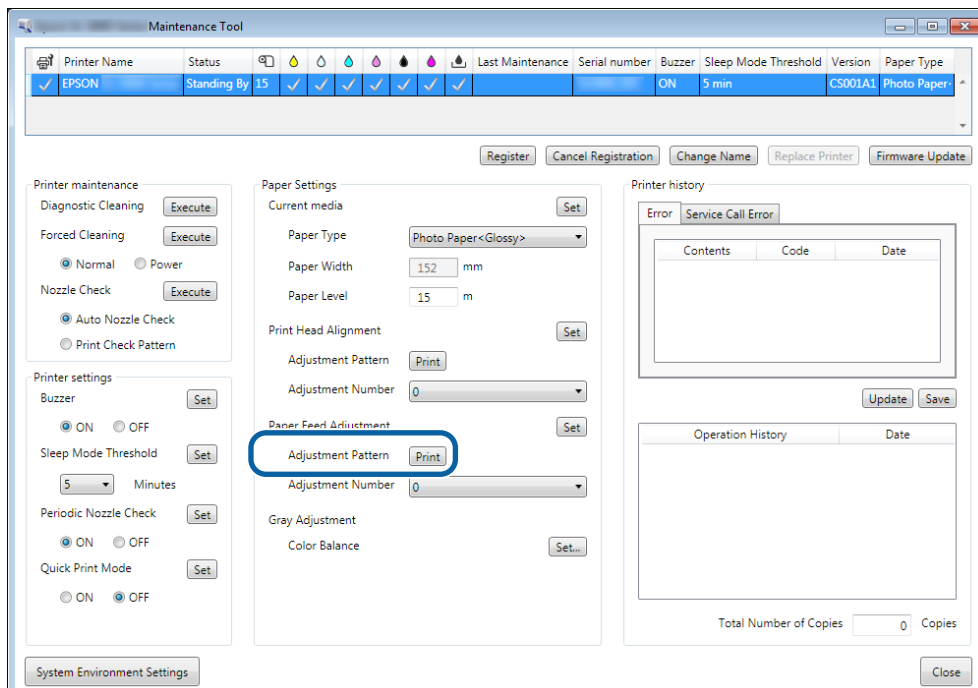
The adjustment pattern is printed.

Using the Maintenance Tool (Windows)

2 Check the print results.
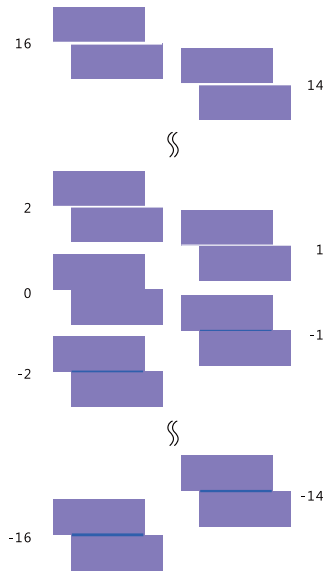
Note the number of the pattern with the fewest line.

Refer to the following illustration and select an adjustment pattern without line.

| NG | OK | NG |
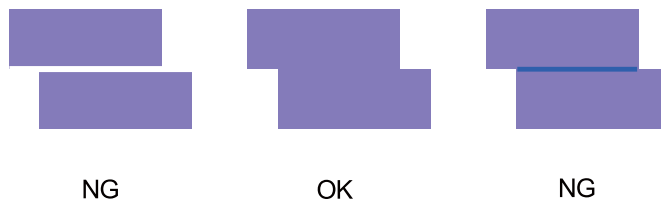
If there are no good patterns among the printed patterns, enter the number for a pattern that is nearly ok, and then reprint the adjustment pattern.

3 Select the pattern number, and then click **Set**.
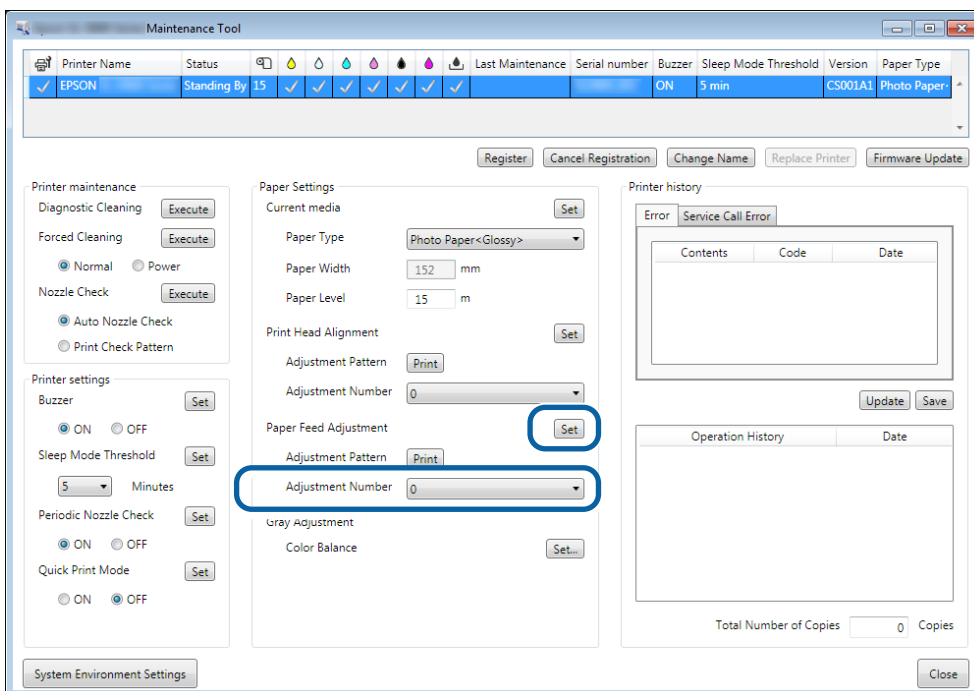
Using the Maintenance Tool (Windows)

The adjustment values are applied.

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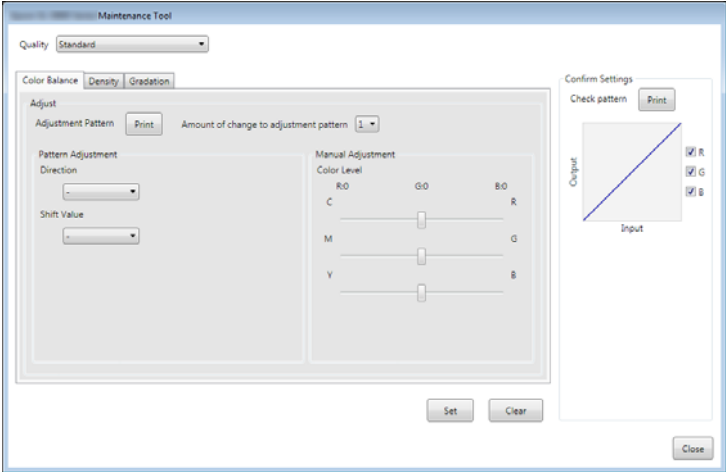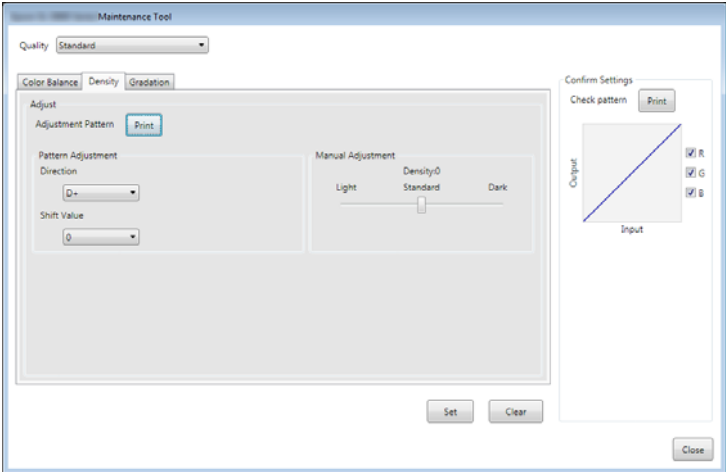
Using the Maintenance Tool (Windows)

Gray Adjustment

Adjusts each value for color balance, density, and gradation, to correct the print colors.
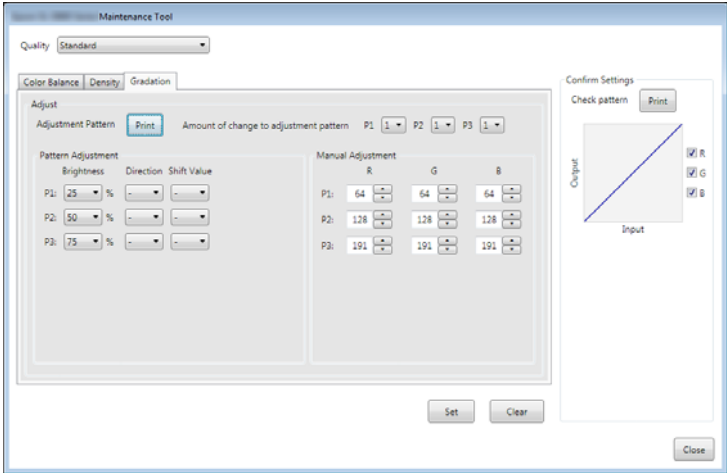
You can adjust the High Image Quality, Standard, and High Speed for **Quality**.

Print an adjustment pattern, and then select the best setting from the patterns.

Item	Explanation
Color Balance	Adjusts the strength of C (Cyan), M (Magenta), and Y (Yellow) to adjust the color balance.
Density	Adjusts the density (darker/lighter).

Using the Maintenance Tool (Windows)

Item	Explanation
Gradation	Adjusts the gradation (difference between light and dark).

Note:

When adjusting the color balance so that it matches between multiple printers, print an adjustment pattern for the secondary printers and select the pattern closest to the adjustment pattern for the printer being used as the standard.

Adjustment pattern for the standard printer
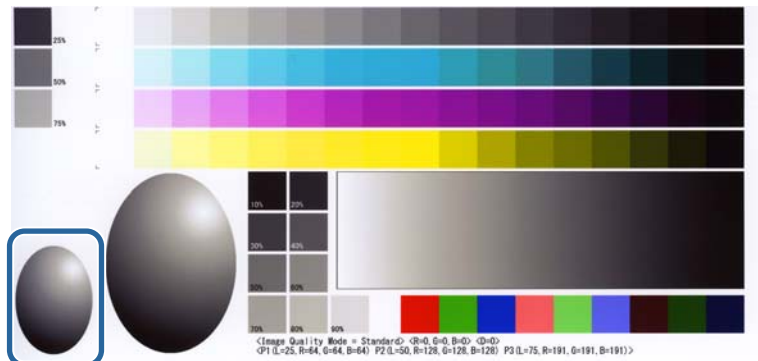
Adjustment pattern for the printer you want to match to the standard printer
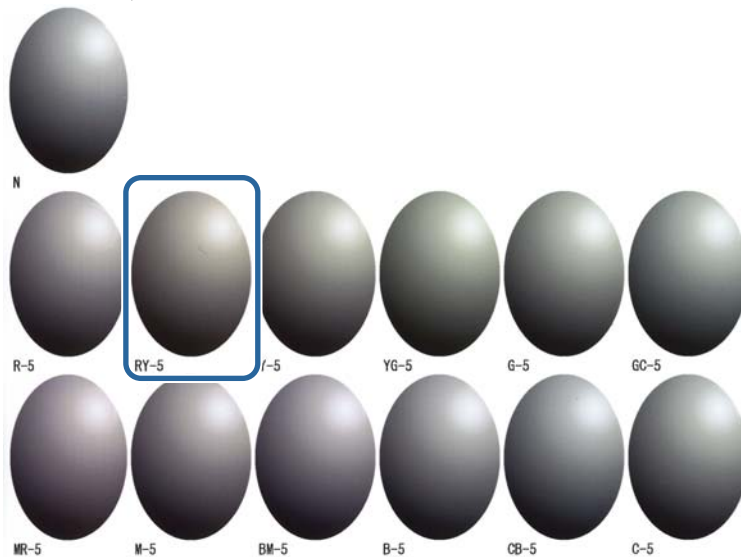
Using the Maintenance Tool (Windows)

Color Balance

1   Click **Set** in **Paper Settings** - **Gray Adjustment** on the main screen.
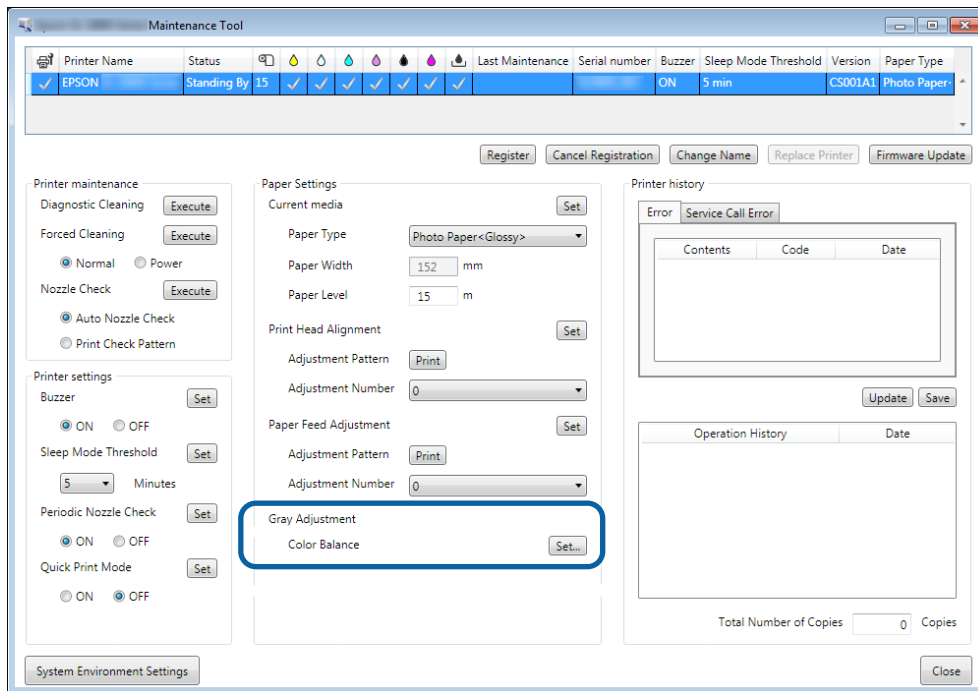
2   Select the image quality setting you want to adjust.

Available image quality settings differ according to the loaded paper type.
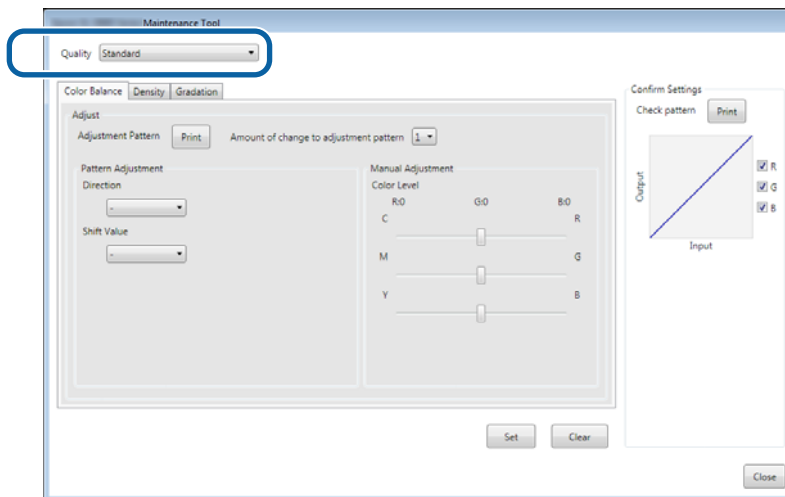
3   Select **Adjustment Pattern Shift Value**.

If the value is large, an adjustment pattern with a large number of variations in the correction values is printed.

Using the Maintenance Tool (Windows)

Select a small value to fine-tune your adjustments.
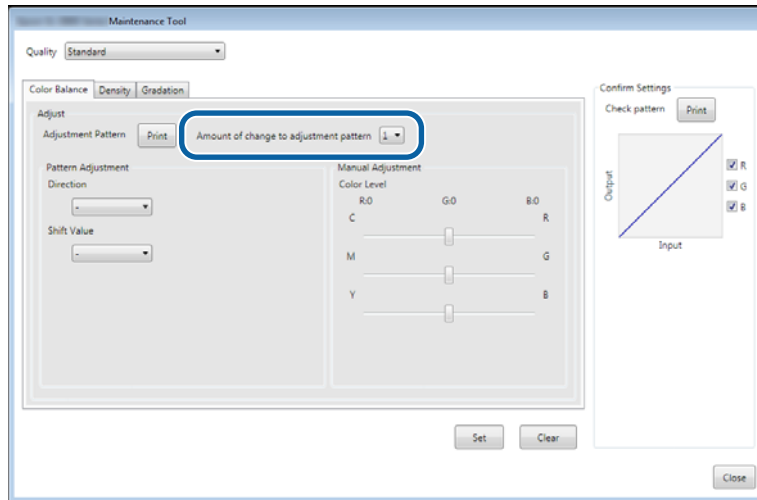
4 On the **Color Balance** screen, click **Print** from **Adjustment Pattern**.
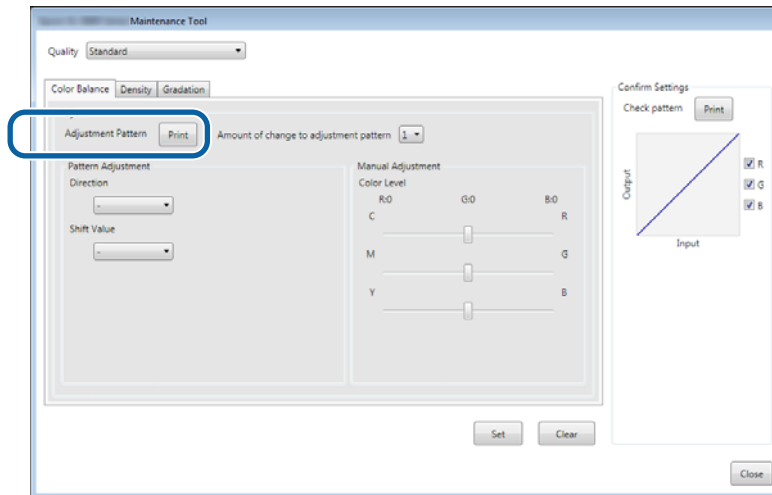
The adjustment pattern is printed.

5 Select the best pattern from the adjustment patterns, and check the adjustment number.

The adjustment numbers are the letters and numbers printed at the bottom left of each pattern. (Example: RY-5)

The letters show the direction of the color to be adjusted. "N" indicates no adjustment.

The numbers indicate the shift value.

Using the Maintenance Tool (Windows)

6 Set the **Direction** and **Shift Value**.

Set the adjustment number for the selected adjustment pattern.

When you change the settings, the changes are reflected in the slide bar on the right of the screen and the graph (tone curve) at the bottom of the screen.

Note:

❏ *The tone curve shows the output strength for each input color (R: Red, G: Green, and B: Blue). When there are no corrections, the line goes straight from the top right to the bottom left; if the line curves down from this position, the colors become darker, and if the line curves up, the colors become lighter.*

❏ *You can adjust the color balance manually in **Manual Adjustment** on the right of the screen. When adjusting manually, the value set in **Pattern Adjustment** is no longer used.*

❏ *If you click **Clear**, the **Color Balance** adjustment number returns to its default value. The **Density** and **Gradation** values are retained.*

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7 Click **Print** from **Print Check Pattern**.

The check pattern is printed.

Using the Maintenance Tool (Windows)

Check that the color balance is as you intended.
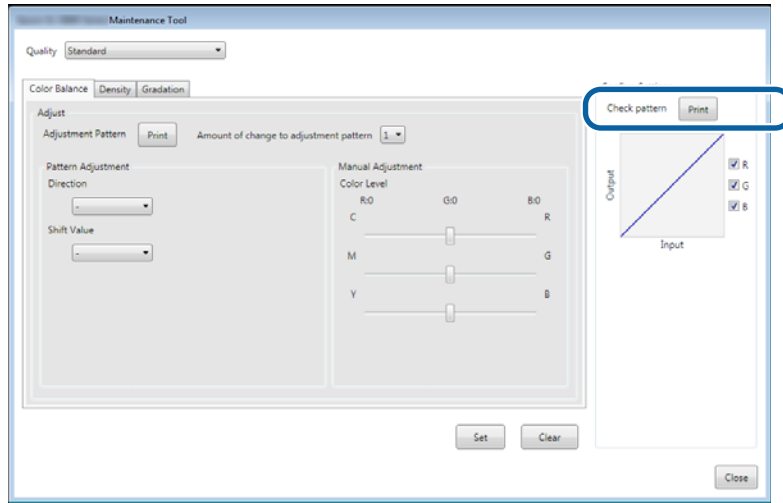
8 Click **Set**.

The settings are applied.

9 Click **Close**.

The Settings screen closes.

Density

1 Click **Set** in **Paper Settings** - **Gray Adjustment** on the main screen.
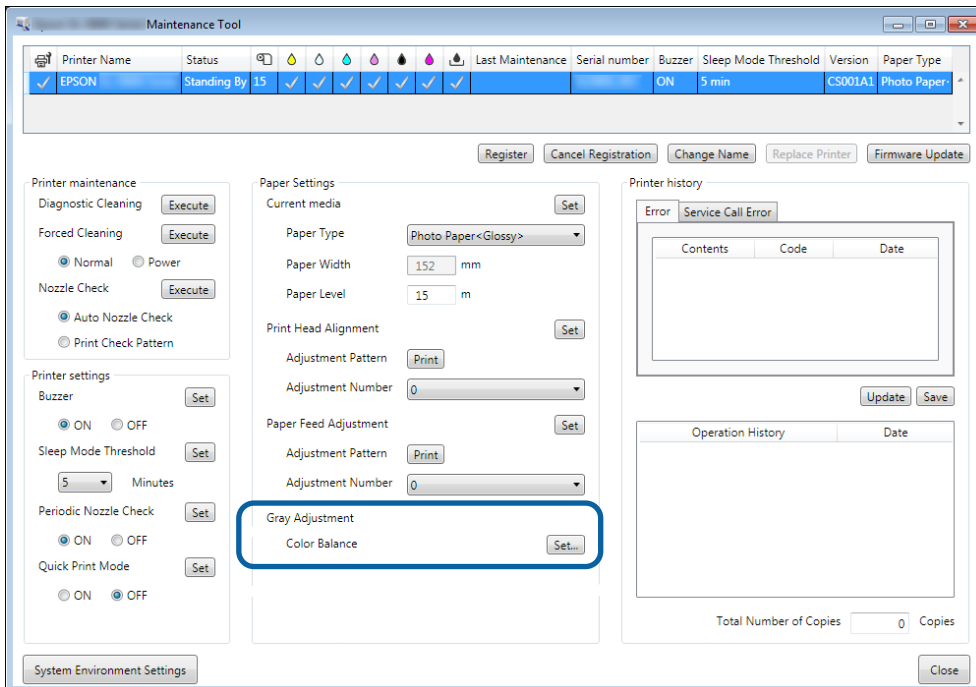
Using the Maintenance Tool (Windows)

2 Select the image quality setting you want to adjust.

Available image quality settings differ according to the loaded paper type.
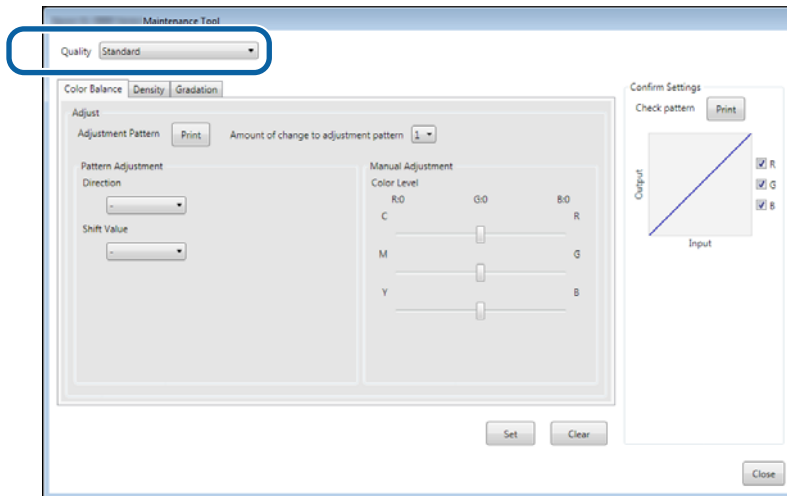
3 Click **Density**.
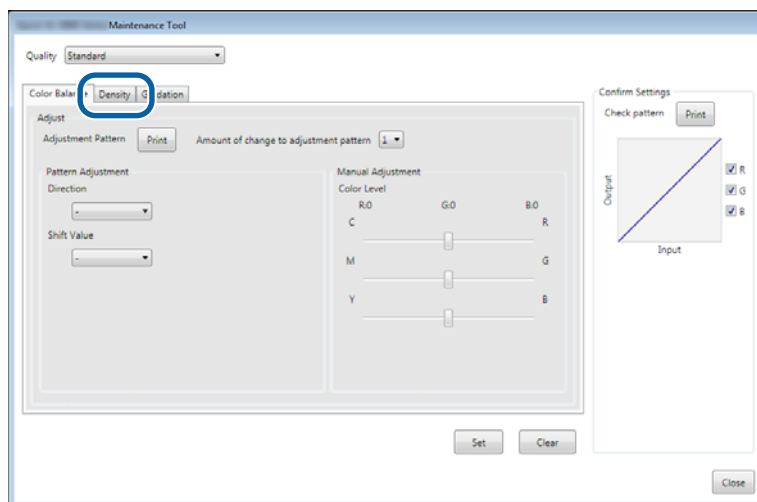
The **Density** screen is displayed.

Using the Maintenance Tool (Windows)

4 On the **Density** screen, click **Print** from **Adjustment Pattern**.
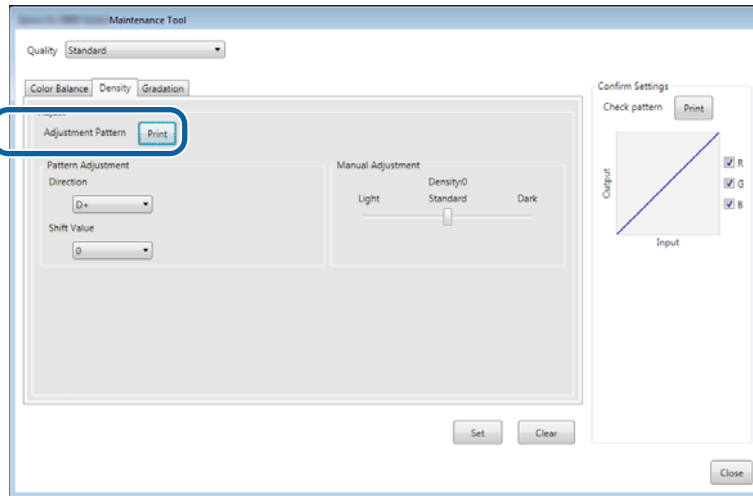
The adjustment pattern is printed.

5 Select the best pattern from the adjustment patterns, and check the adjustment number.

The adjustment numbers are the letters and numbers printed at the bottom left of each pattern. (Example: D-2)

"N" indicates no adjustment. The numbers indicate the shift value.
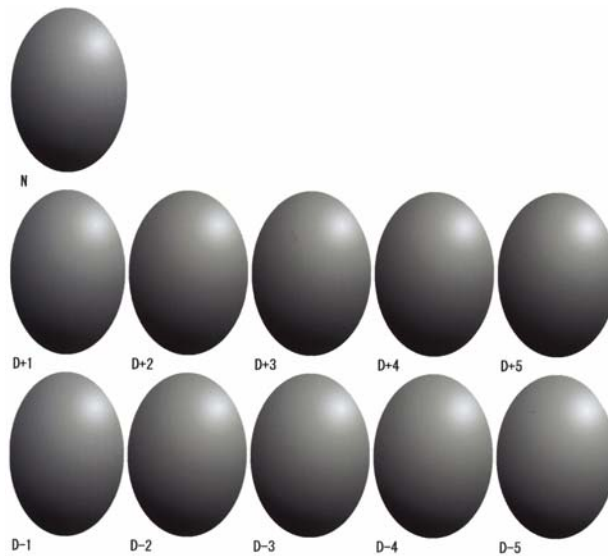
Using the Maintenance Tool (Windows)

6 Set the **Direction** and **Shift Value**.

Set the adjustment number for the selected adjustment pattern.

Set the light and darkness (D+ and D-) in **Direction**, and the numbers in **Shift Value**.
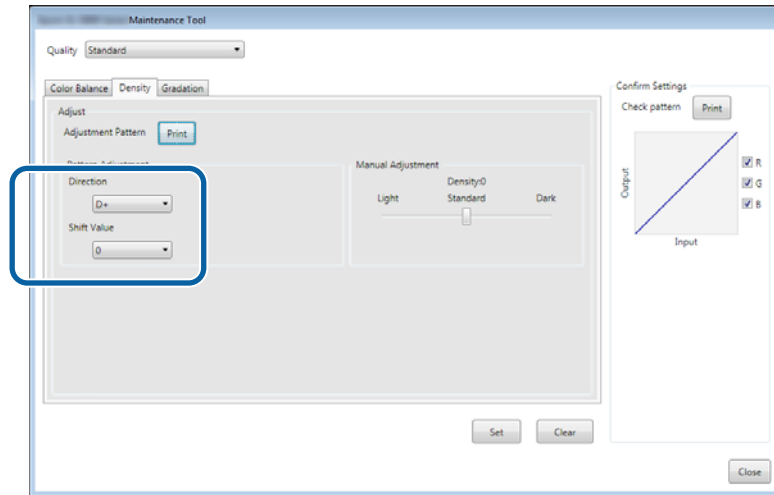
When you change the settings, the changes are reflected in the slide bar on the right of the screen and the graph (tone curve) at the bottom of the screen.

> *Note:*
>
> ❏ *The tone curve shows the output strength for each input color (R: Red, G: Green, and B: Blue). When there are no corrections, the line goes straight from the top right to the bottom left; if the line curves down from this position, the colors become darker, and if the line curves up, the colors become lighter.*
>
> ❏ *You can adjust the density manually in* **Manual Adjustment** *on the right of the screen. When adjusting manually, the value set in* **Pattern Adjustment** *is no longer used.*
>
> ❏ *If you click* **Clear**, *the* **Density** *adjustment number returns to its default value. The* **Color Balance** *and* **Gradation** *values are retained.*

7 Click **Print** from **Print Check Pattern**.

The check pattern is printed.

Check that the color balance is as you intended.
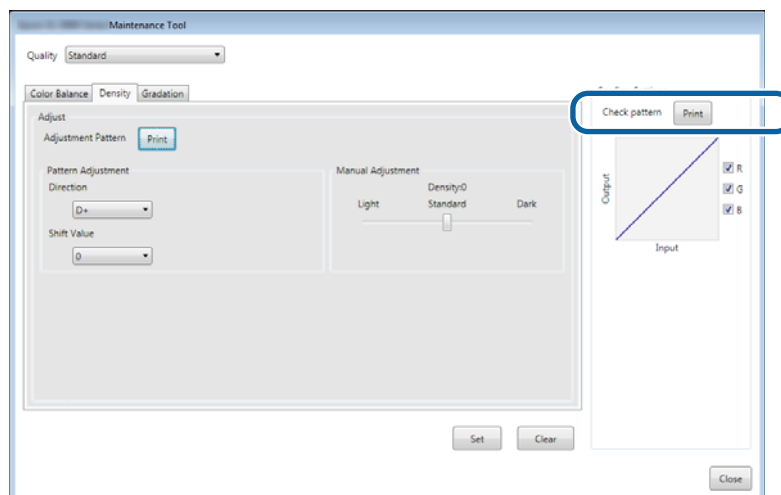
Using the Maintenance Tool (Windows)

8 Click **Set**.

The settings are applied.

9 Click **Close**.

The Settings screen closes.

Using the Maintenance Tool (Windows)

Gradation

**1** Click **Set** in **Paper Settings** - **Gray Adjustment** on the main screen.
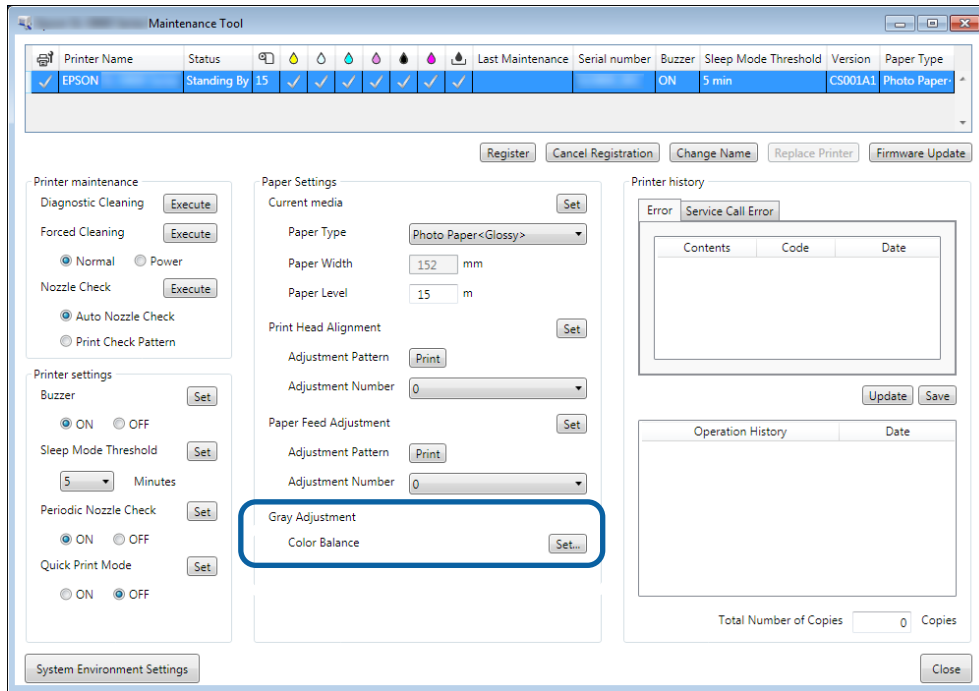
2 Select the image quality setting you want to adjust.

Available image quality settings differ according to the loaded paper type.
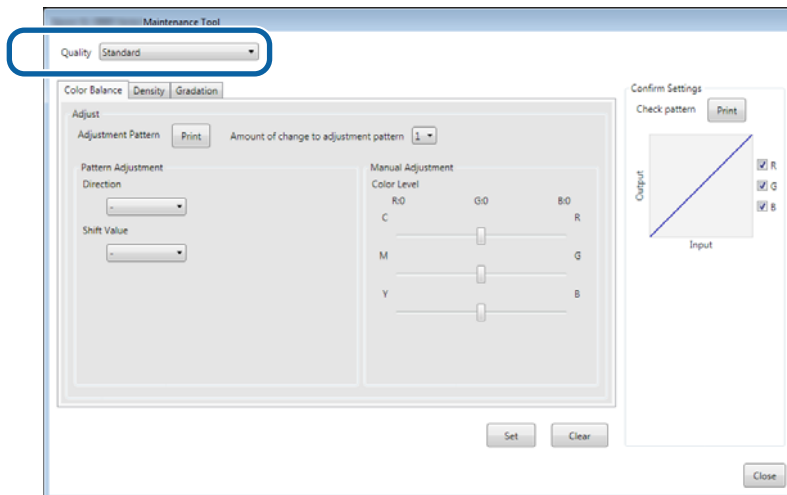
Using the Maintenance Tool (Windows)

3 Click **Gradation**.
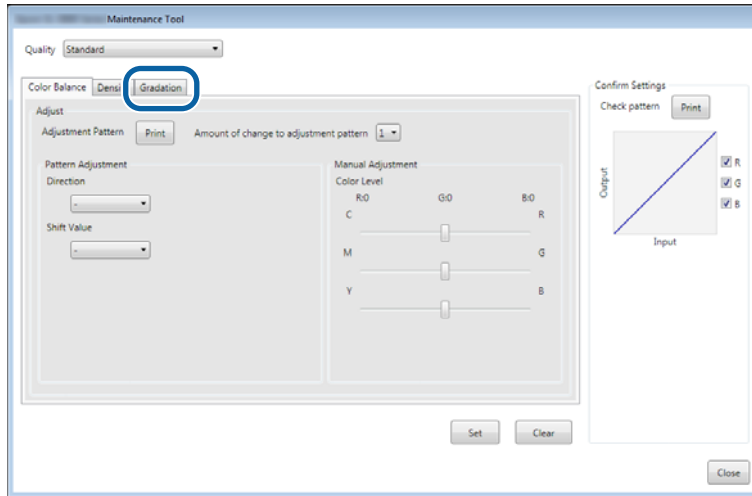
The **Gradation** screen is displayed.

4 On the **Gradation** screen, you can adjust the settings for brightness points (P1: shadows, P2: intermediate colors, P3: highlights) if necessary.
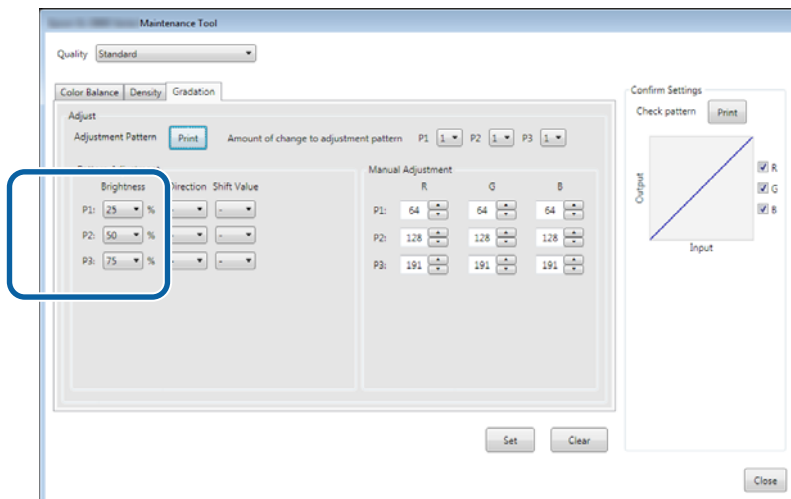
5 Select **Adjustment Pattern Shift Value**.

If the value is large, an adjustment pattern with a large number of variations in the correction values is printed.

Select a small value to fine-tune your adjustments.

Set the shift value for each brightness point; P1 (shadows), P2 (intermediate colors), and P3 (highlights).
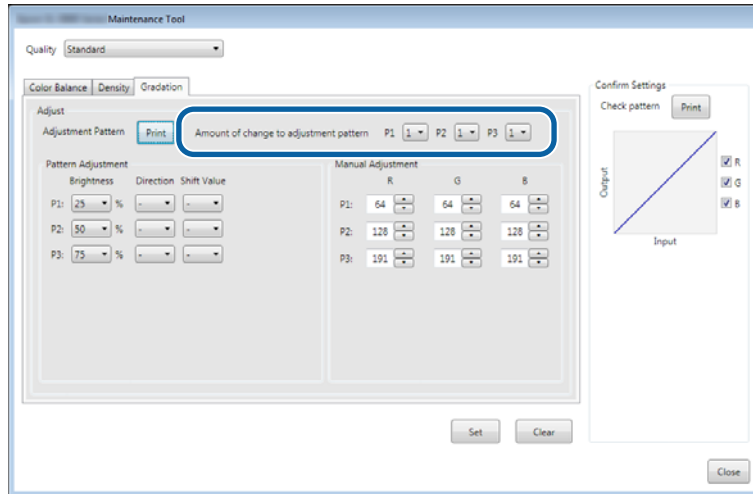
6 Click **Print** from **Adjustment Pattern**.
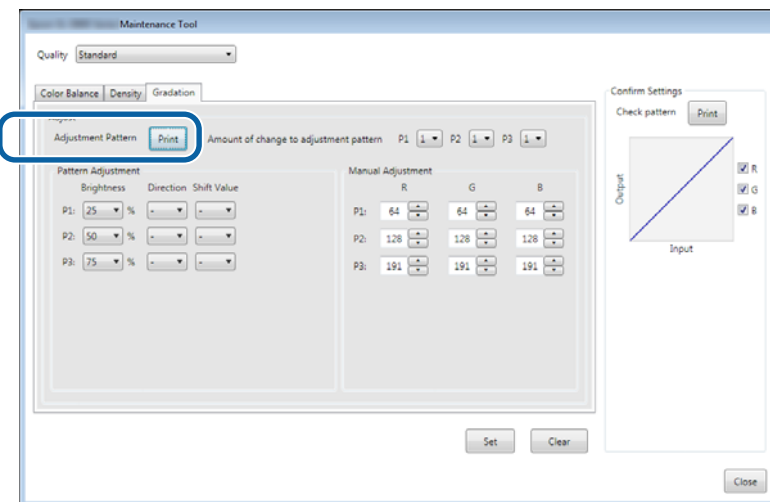
The adjustment pattern is printed.

7 Select the best pattern from the adjustment patterns, and check the adjustment number.

The adjustment numbers are the letters and numbers printed at the bottom left of each pattern. (Example: R-5)

The letters show the direction of the color to be adjusted. "N" indicates no adjustment.

The numbers indicate the shift value.

Check each brightness point; P1 (shadows), P2 (intermediate colors), and P3 (highlights).

Using the Maintenance Tool (Windows)
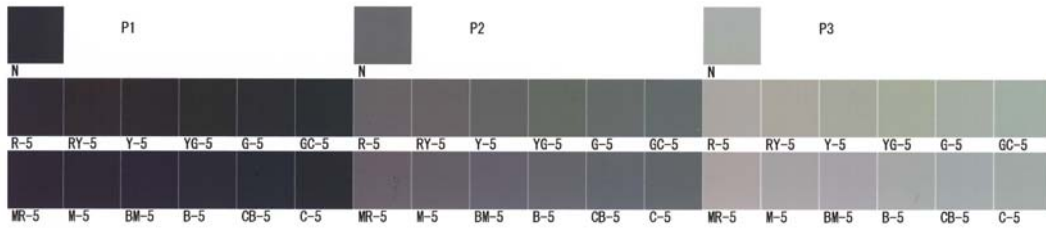
8 Set the **Direction** and **Shift Value**.

Set the adjustment number for the selected adjustment pattern.
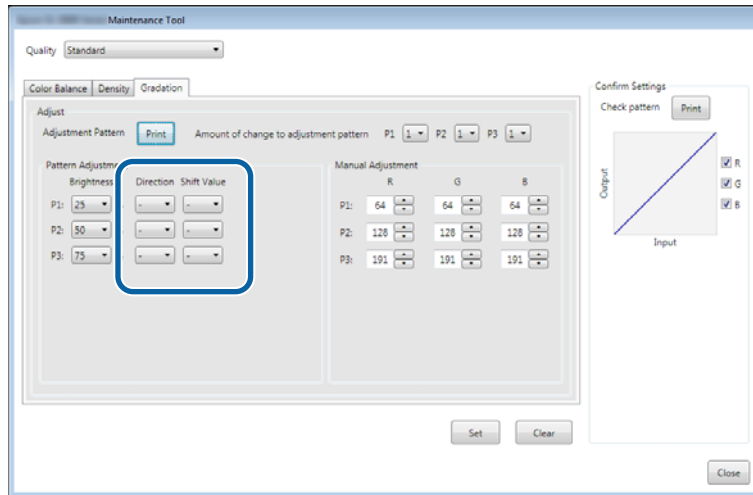
When you change the settings, the changes are reflected in each number for **Manual Adjustment** on the right of the screen and the graph (tone curve) at the bottom of the screen.

> *Note:*
>
> ❏ *The tone curve shows the output strength for each input color (R: Red, G: Green, and B: Blue). When there are no corrections, the line goes straight from the top right to the bottom left; if the line curves down from this position, the colors become darker, and if the line curves up, the colors become lighter.*
>
> ❏ *You can adjust the gradation manually in **Manual Adjustment** on the right of the screen. When adjusting manually, the value set in **Pattern Adjustment** is no longer used.*
>
> ❏ *If you click **Clear**, the **Gradation** adjustment number returns to its default value. The **Color Balance** and **Density** values are retained.*

9 Click **Print** from **Print Check Pattern**.

The check pattern is printed.

Using the Maintenance Tool (Windows)

Check that the color balance is as you intended.
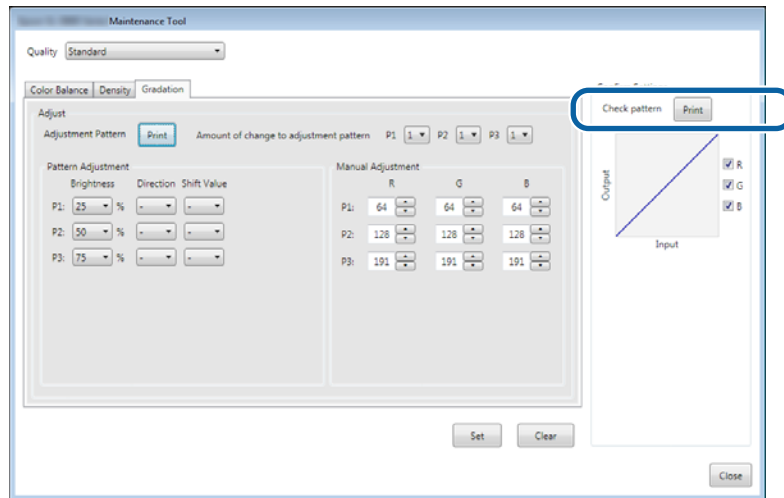
| 10 | Click **Set**. |

The settings are applied.

| 11 | Click **Close**. |

The Settings screen closes.

Using the Maintenance Tool (Windows)

Problems with Gray Adjustment

Cause	Error message	What to do
The print quality of the adjustment pattern is bad	-	**Are some print head nozzles clogged?** Print an adjustment pattern again after performing head cleaning.
An error occurs when the setting is applied.	Setup failed. Cannot communicate with the selected printer.	**Is the printer connected to the computer correctly?** Check the connection between the computer and the printer, and then click **Apply** again.
		Is the computer's hard disk out of space? Free up additional space on the computer's hard disk, and then click **Apply** again.
The wrong adjustments have been applied. I want to make the adjustments again.	-	**Return the settings to their defaults, and then adjust again.** Click **Clear** for Color Balance, Density, and Gradation, and then make the adjustments again.

Printer Management

See the following when performing printer management operations such as registering printers or updating the firmware.

Registering Printers

Registers printers.

1 Connect and turn on all of the printers you want to register.

2 Click **Register**.
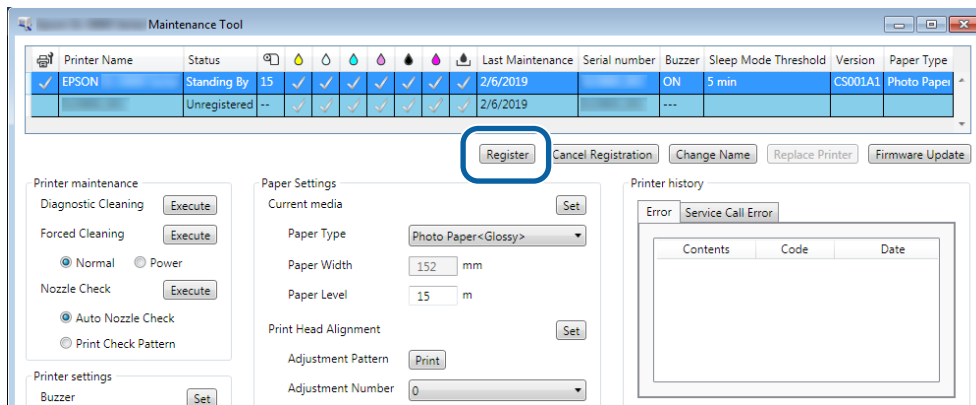
3 Check the message displayed.

Click **OK** to register the printer.

If there are un-registered printers that are not displayed on the main screen, they will be registered.

Canceling Registration for Printers

Cancels registering the printer.

1 Select the printer for which you want to cancel registration on the main screen.
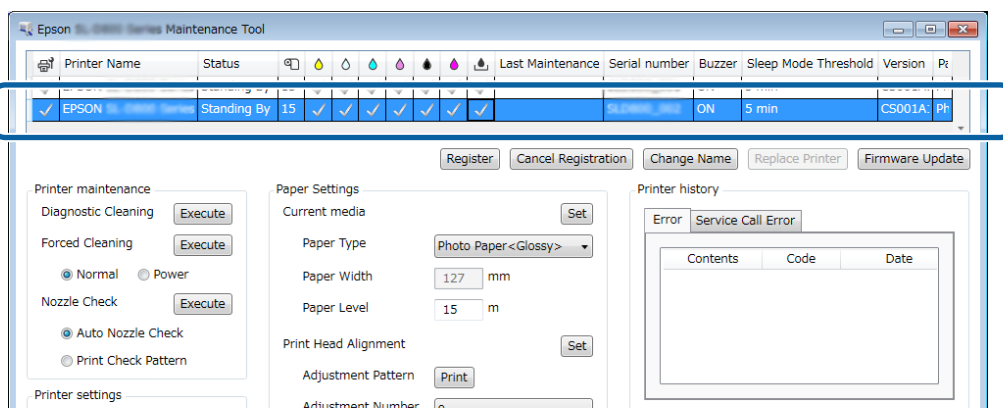
You can select multiple printers.

2 Click **Cancel Registration**.
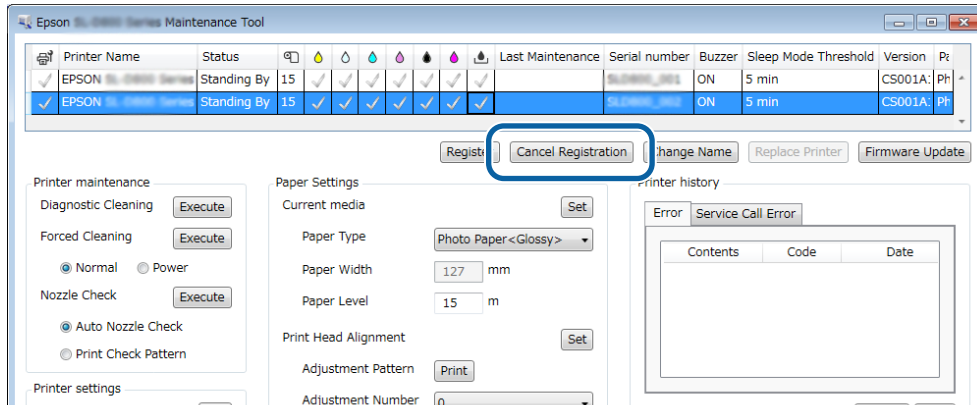
3 Check the message displayed.

Click **OK** to cancel registration for the printer.

Changing the Printer Name

You can change the printer name.

1 Select the printer for which you want to change the printer name on the main screen.
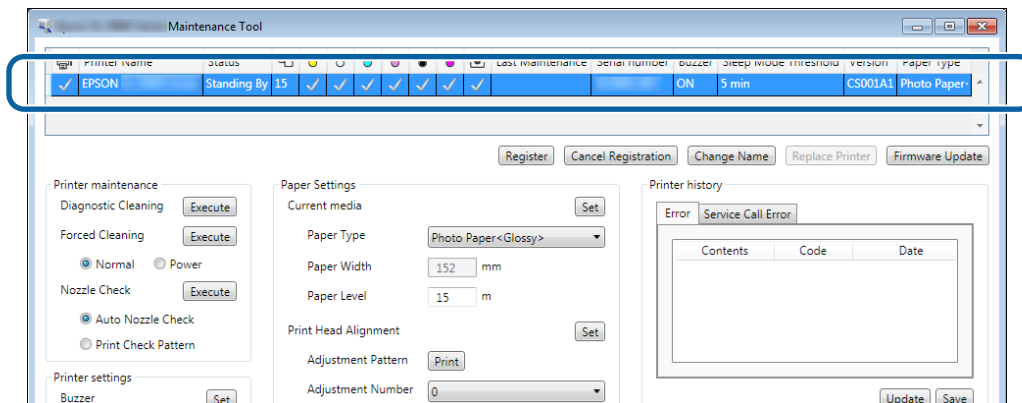
2 Click **Change Name**.
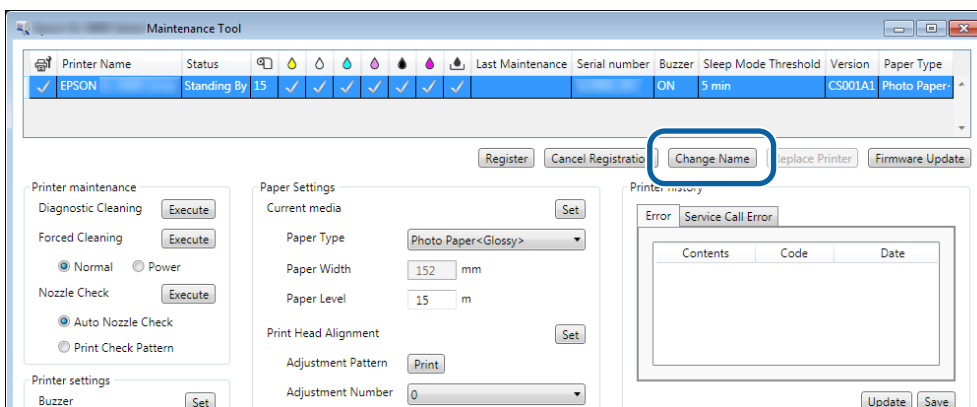
Using the Maintenance Tool (Windows)

3 Enter the name in **New name**, and then click **OK**.
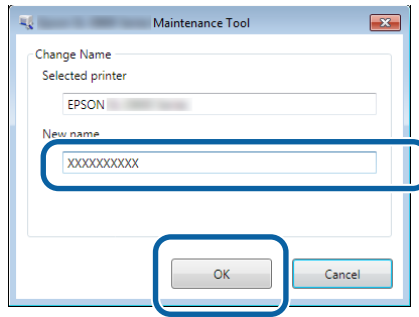
Note:
Certain characters cannot be used in the printer name. If prohibited characters are used, an error is displayed. Also, if the printer name is already being used, an error is displayed.

4 Check the message displayed.

Click **OK** to change the printer name.

Using the Maintenance Tool (Windows)

Replace Printer

Replaces a printer with the same printer name.

1 Disconnect the printer you do not want to use. Connect and turn on the printer you want to use instead.

2 Select the printer that you do not want to use on the main screen.
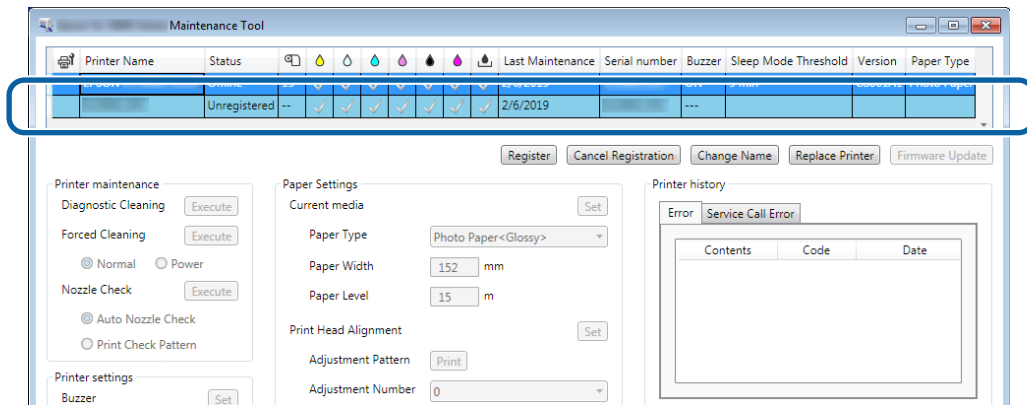
3 Click **Replace Printer**.
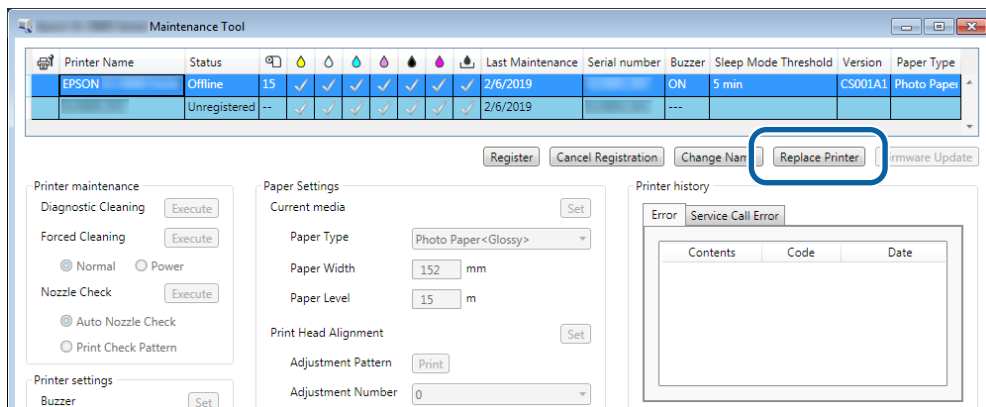
The **Replace Printer** screen is displayed.

4 Select the printer you want to replace, and then click **OK**.
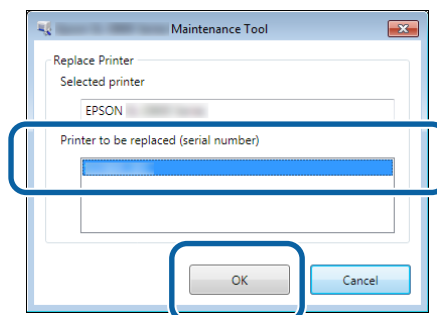
The printer replacement process is performed.

A confirmation message is displayed when the update is complete.

Using the Maintenance Tool (Windows)

> *Note:*
> *Note: When an updated paper type file is available, the paper information for printers that were additionally registered is updated.*
> ☞ *"Update the Paper Information" on page 47*

5 Register the paper information again in **Paper Settings**.

☞ *"Paper Settings" on page 18*

Firmware Update

Updates the printer's firmware.

1 Select the printer for which you want to update the firmware on the main screen.

You can select multiple printers.
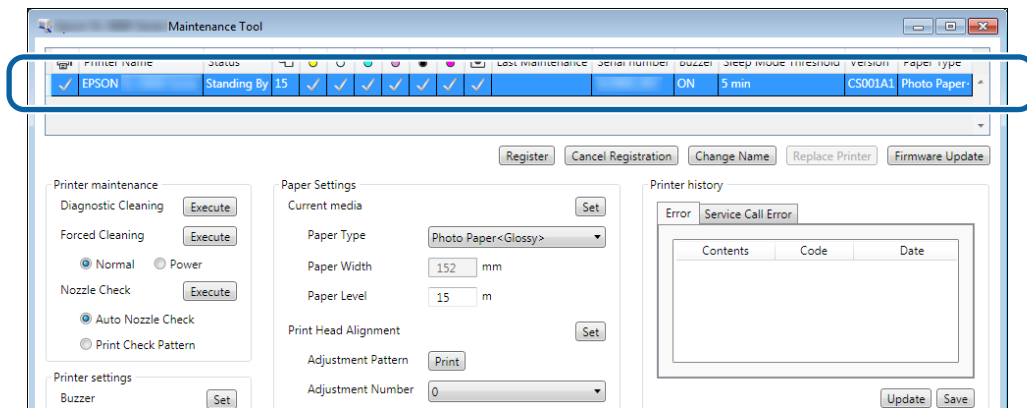
2 Click **Firmware Update**.
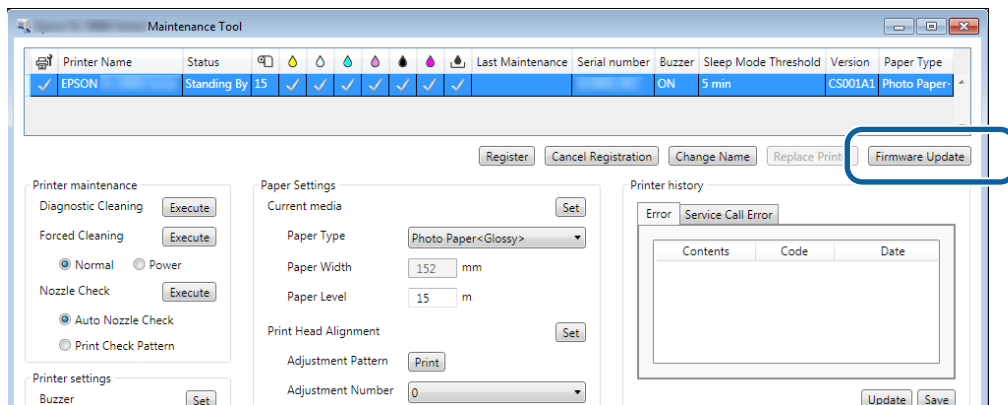
3 Check that the printer is connected and turned on.

When multiple printers are connected, check all of the printers. Important:

> ⚠ *Important:*
> *Do not print while updating.*

Using the Maintenance Tool (Windows)

4 Select the update file, and then click **Open**.
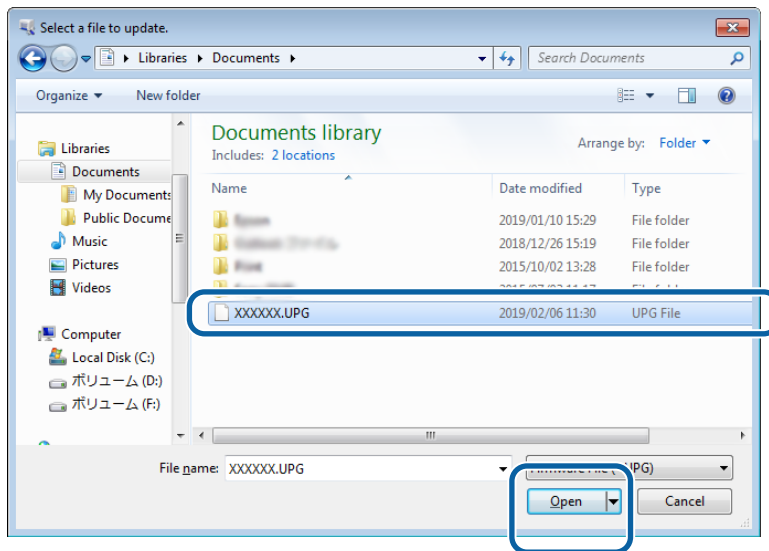
5 Check the message displayed.

Click **OK** to start the firmware update.

Using the Maintenance Tool (Windows)

System Environment Settings

In **System Environment Settings**, you can set the temporary storage folder for print data, update paper information, and collect logs.

Setting the Print Data Temporary Storage Folder

Sets the temporary storage folder for print data that was generated by the printer driver.

1 Click **System Environment Settings** on the main screen.
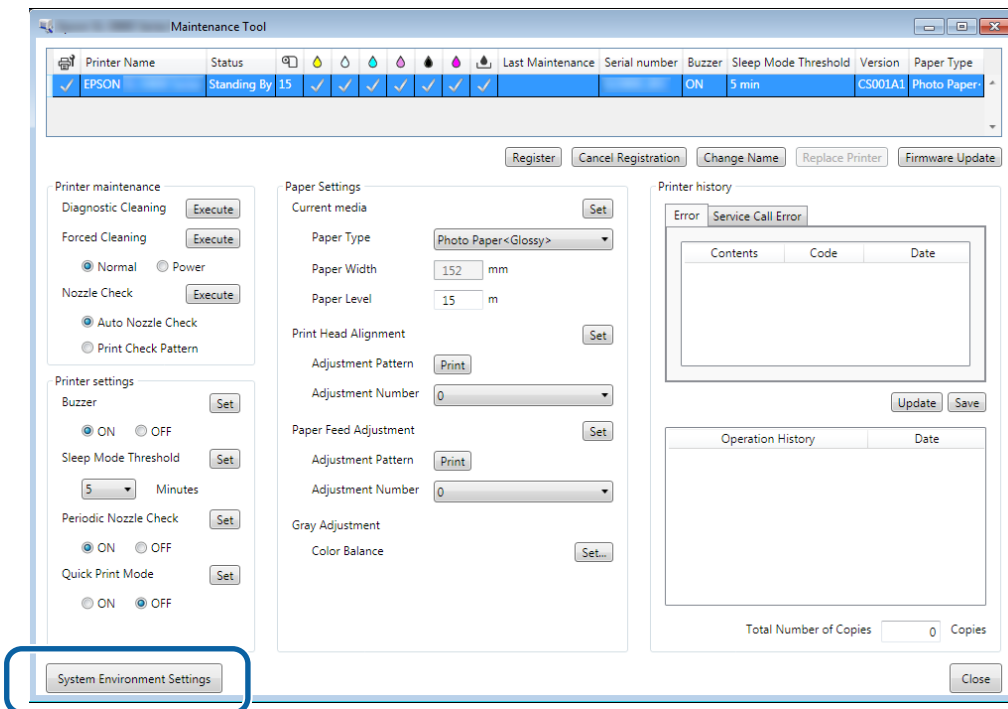
2 Click **Select...** from **Folder settings** - **Print Data Temporary Storage Folder**.
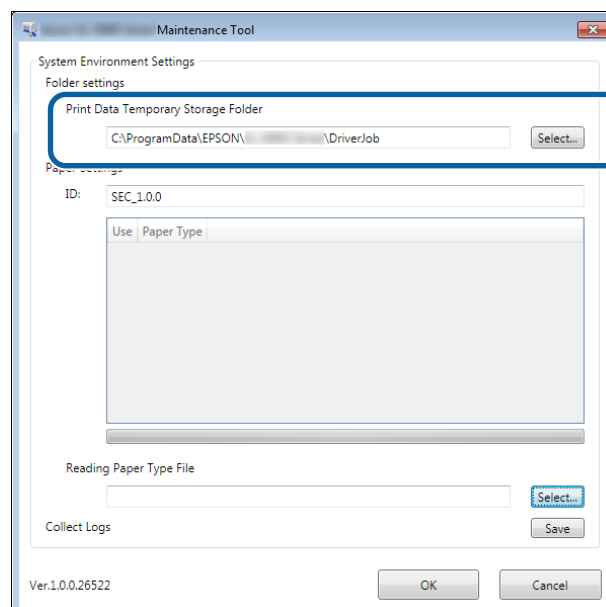
Using the Maintenance Tool (Windows)

3 Select a folder, and then click **OK**.
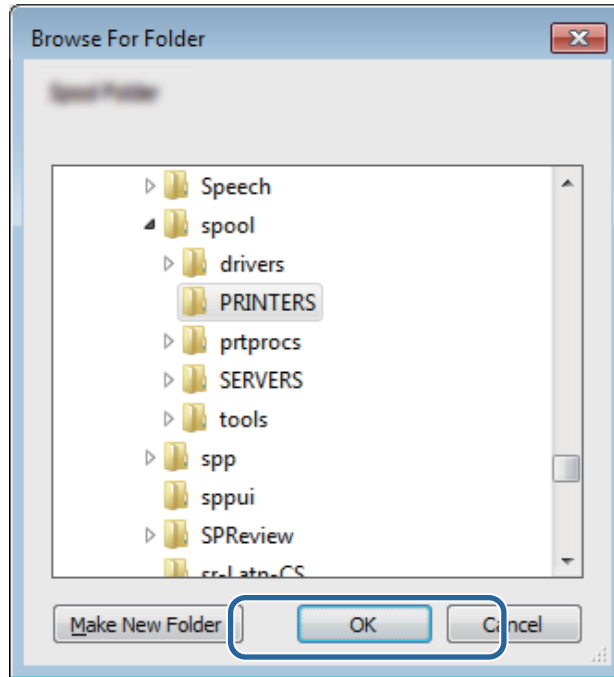
The selected folder is registered.

4 Click **OK**.

You need to restart the computer. The computer may restart automatically.
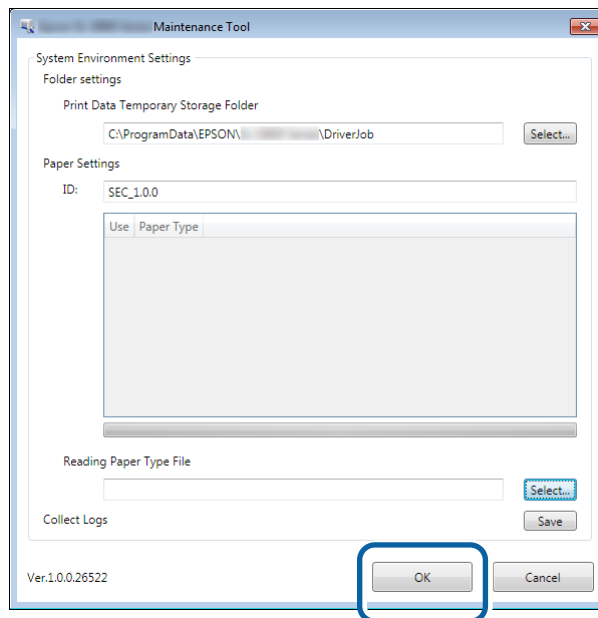
Update the Paper Information

Registers a paper type file to the printer.

Using the Maintenance Tool (Windows)

1 Click **System Environment Settings** on the main screen.
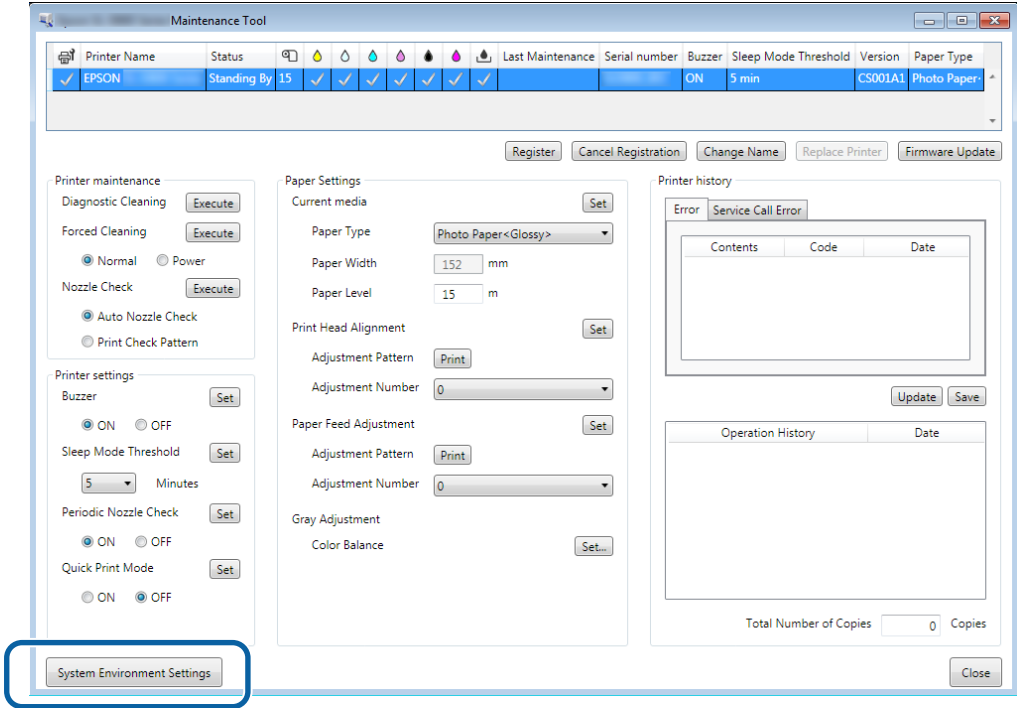
2 Click **Select...** from **Paper Settings** - **Reading Paper Type File**.
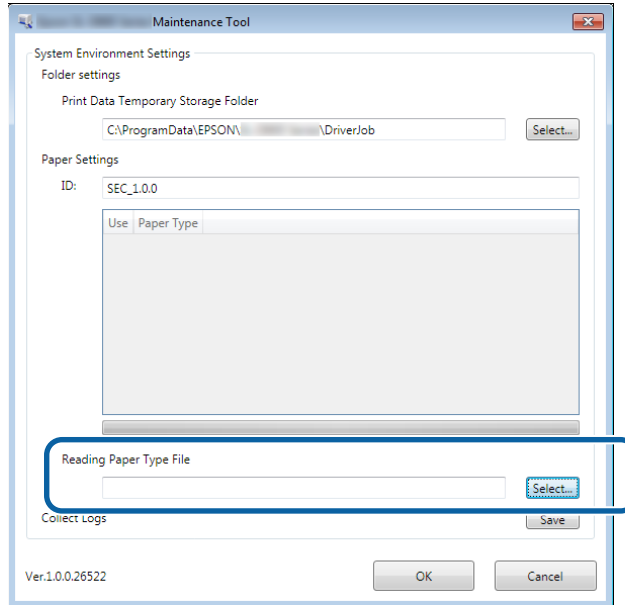
Using the Maintenance Tool (Windows)

3 Select a paper type file, and then click **Open**.
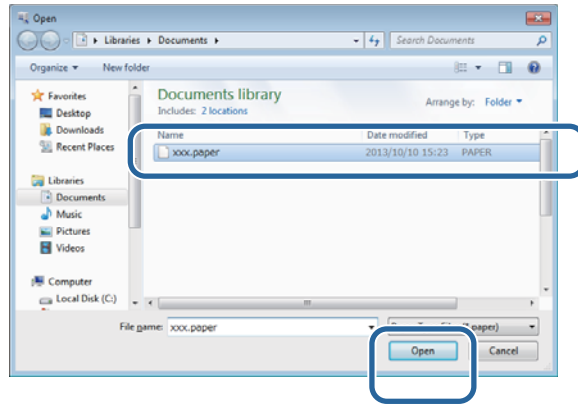
❗ *Important:*

Make sure you select a paper type file.

Note:
Contact your local dealer for information on acquiring paper type files.

4 Check that the printer is connected and turned on.

When multiple printers are connected, check all of the printers.

❗ *Important:*

Do not print while during registration.

5 Select the paper you want to use in **Paper Settings** - **ID**.

You can select up to seven paper types.
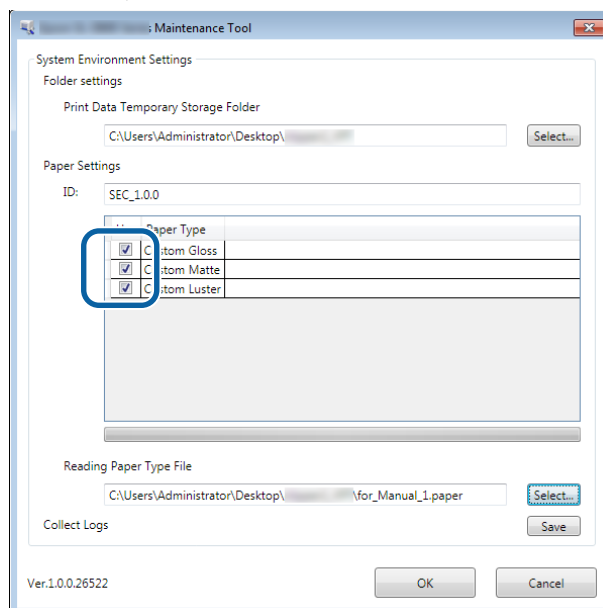
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6 Click **OK**.

You need to restart the computer. The computer may restart automatically.
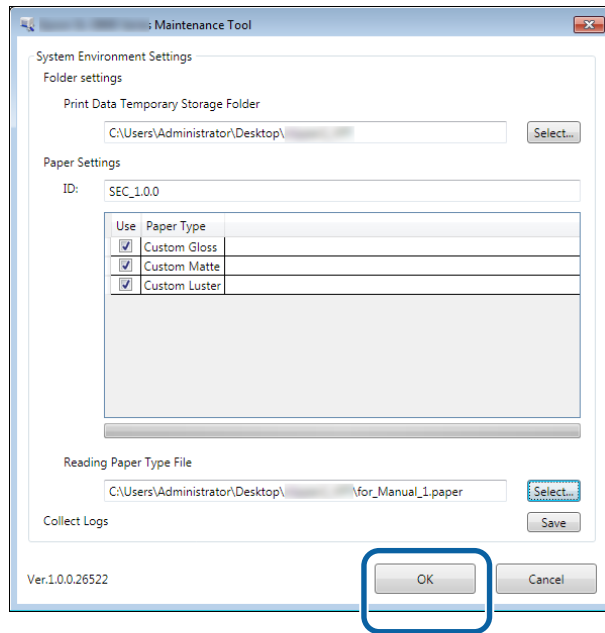
Collect Logs

Saves the log files accumulated on the printer.

1 Click **System Environment Settings** on the main screen.
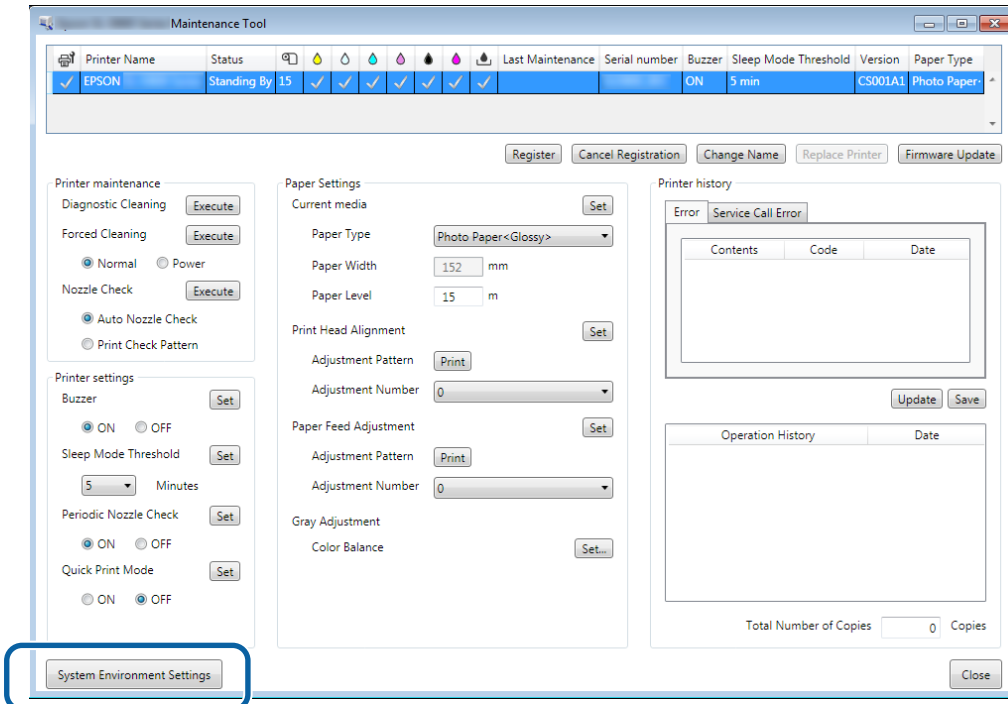
Using the Maintenance Tool (Windows)

2   Click **Save** from **Collect Logs**.
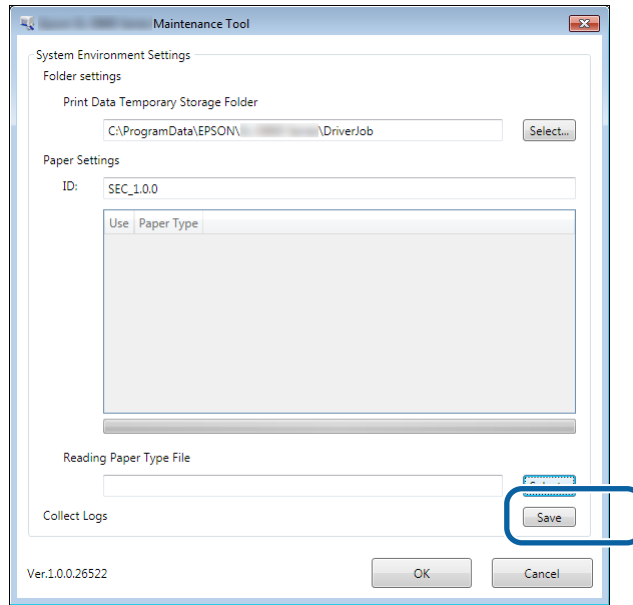
When the screen is displayed, you can save log data as a zip file.

Using the Maintenance Tool (Windows)

Troubleshooting

About error messages

Error messages (Printer Window screen) are displayed when an error occurs in the printer while printing.

The error code, error details, solutions, and so on are displayed on the screen.
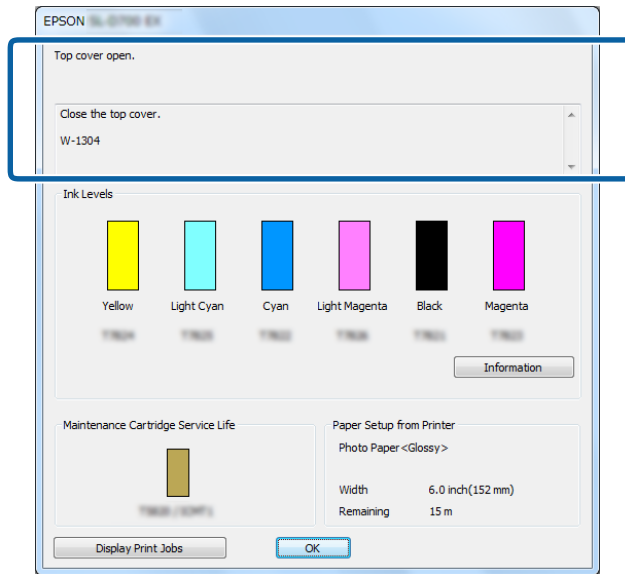
Note:

❏ *See the "Operation Guide" for a list of error messages and solutions.*
   ☞ *"Operation Guide" - "Errors and Solutions"*

❏ *You can also display the Printer Window screen by following the steps below.*
   1. Click Print (or Print and so on) from the File mane of the application you are using.
   2. Select this printer, and then click Print Settings (or Detailed Settings or Properties).
   *3. Click **Display Printer Status** on the Basic Settings screen.*
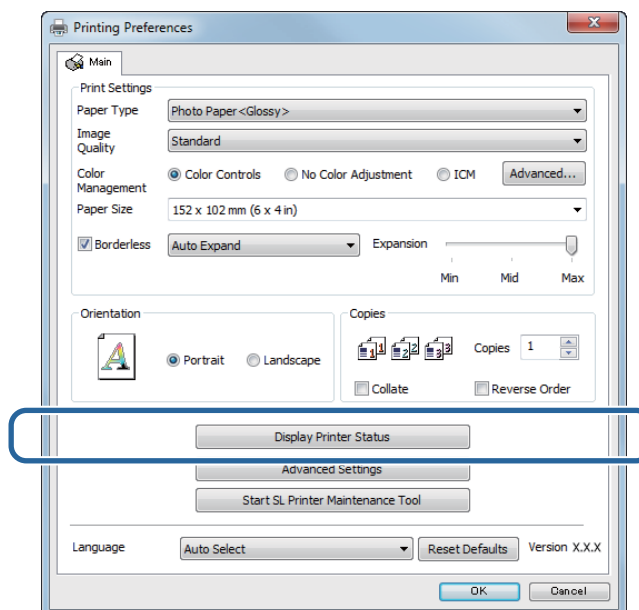
Using the Maintenance Tool (Windows)

Cannot perform Replace Printer from Maintenance Tool

Cause	What to do
When the printer you want to replace is not displayed.	**Is the printer icon displayed under "Unspecified" in the "Devices and Printers" or "Printers and Faxes" folder?** If the icon is displayed under **Unspecified**, do the following: 1. Click **OK** on the message displayed, and then close Maintenance Tool. 2. Click **Start** - **Control Panel** - **Hardware and Sound** - **Device Manager** - **Other devices**. 3. Right-click **EPSON SL-D800 Series**, and then click **Update Driver Software**. 4. Click **Search automatically for updated driver software**. 5. After the driver software is updated, click **Close**. 6. Start Maintenance Tool, and replace the printer. ⮑ "Replace Printer" on page 43

Cannot Perform Printer Registration/Cancel Registration Correctly

Cause	What to do
When you cannot perform Printer Registration/Cancel Registration correctly.	**Is the printer icon displayed under "Unspecified" in the "Devices and Printers" or "Printers and Faxes" folder?** If the icon is displayed under **Unspecified**, do the following: 1. Click **OK** on the message displayed, and then close Maintenance Tool. 2. Click **Start** - **Control Panel** - **Hardware and Sound** - **Device Manager** - **Other devices**. 3. Right-click **EPSON SL-D800 Series**, and then click **Update Driver Software**. 4. Click **Search automatically for updated driver software**. 5. After the driver software is updated, click **Close**. 6. Start Maintenance Tool, and then register the printer. ⮑ "Registering Printers" on page 40

Using the Maintenance Tool (Mac)

Summary of the Maintenance Tool

From your computer you can perform adjustment and maintenance operations such as checking the printer's status, making settings, performing head cleaning and so on.

Starting and Closing

Starting

1 Select **System Preferences** > **Print & Scan** (or **Print & Fax**) from the **Apple** menu.

2 Select the printer and click **Options & Supplies** > **Utility** > **Open Printer Utility**.

Maintenance Tool screen
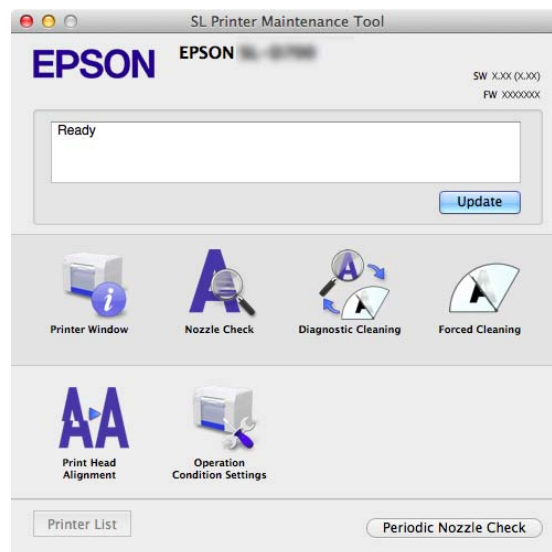
Using the Maintenance Tool (Mac)

Note:
*When errors occur in the printer while printing, click **Printer Window** on the main screen and check the content of the error and solutions.*

*Click **Cancel** on the error screen to return to the main screen.*
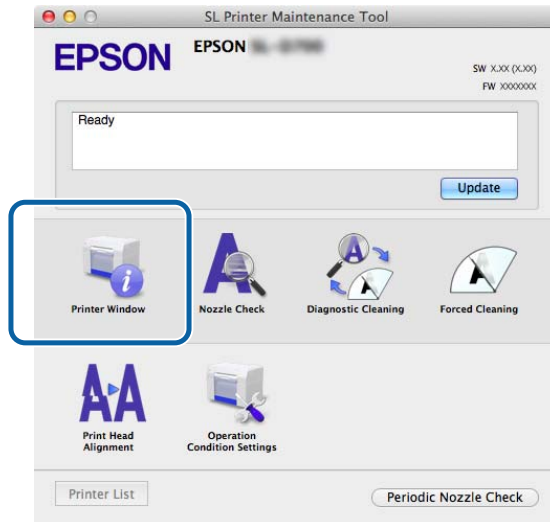
Closing

Click the red Close button (X) at the top-left of the screen.
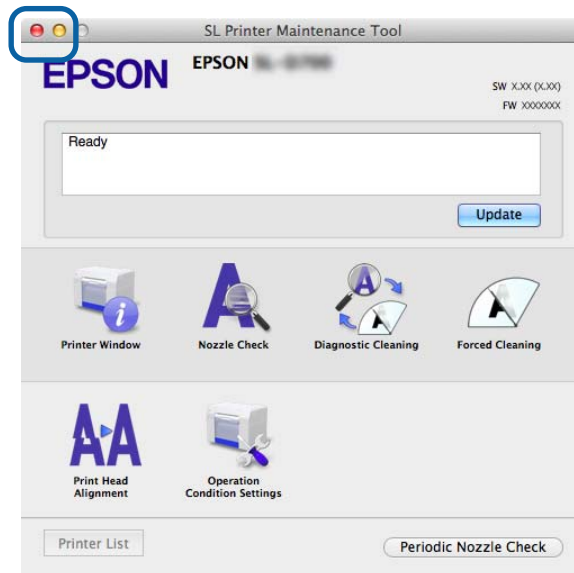
Using the Maintenance Tool (Mac)

List of Functions

Main Screen Functions	Setting Item	Settings
Message	-	Displays the printer's status. Click **Update** to update to the latest status.
Printer Window	-	Allows you to check the amount of ink remaining, the free space in the maintenance cartridge, and so on. U "Printer Window" on page 57
Nozzle Check	-	Allows you to print a check pattern and visually check for clogged nozzles. U "Nozzle Check" on page 60
Diagnostic Cleaning	-	Detects clogged nozzles and automatically performs cleaning. U "Diagnostic Cleaning" on page 62
Forced Cleaning	-	Performs manual cleaning. U "Forced Cleaning" on page 63
Print Head Alignment	-	Corrects the print misalignment. U "Print Head Alignment" on page 65
Operation Condition Settings	Time Before Switching to Sleep Mode	Set the time before switching to sleep mode. U "Time Before Switching to Sleep Mode" on page 68
	Warning Buzzer	Set whether or not to sound the warning buzzer. U "Warning Buzzer" on page 69
	Quick Print Mode	Set whether or not to use Quick Print Mode. U "Quick Print Mode" on page 70
	Paper Settings	Set paper information. U "Paper Settings" on page 71
Printer List	-	Displays a list of available printers allowing you to select the printer you want to configure.
Periodic Nozzle Check	-	Set whether or not to automatically perform a nozzle check. U "Periodic Nozzle Check" on page 74

Printer Window

Click **Printer Window** on the main screen.
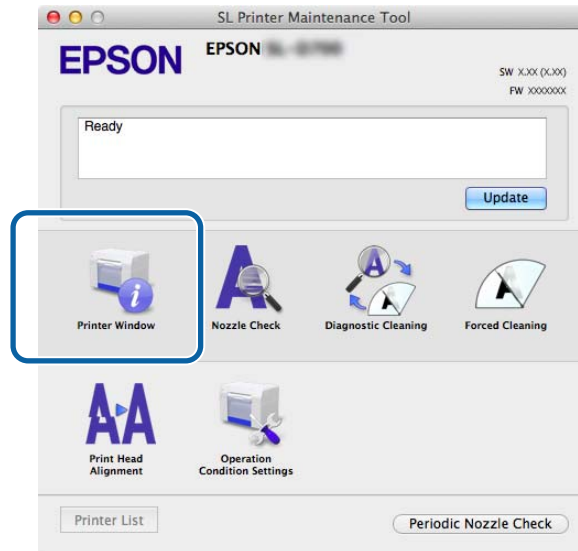
Allows you to check the printer's status such as the amount of ink remaining, the free space in the maintenance cartridge, information on the paper loaded in the printer, and so on from your computer.
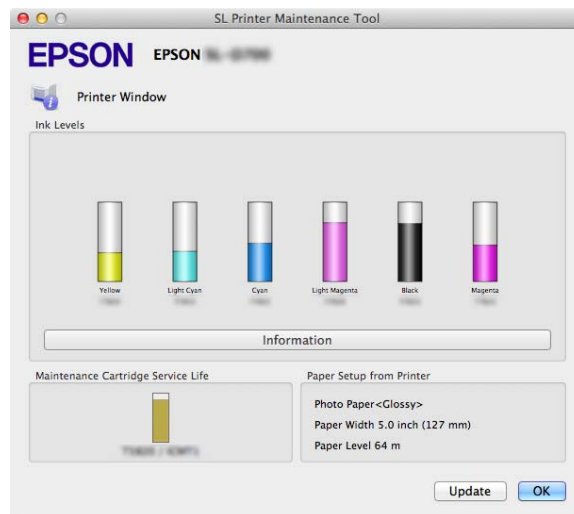
Click **Update** to update to the latest status.

Using the Maintenance Tool (Mac)

Adjusting the Print Head
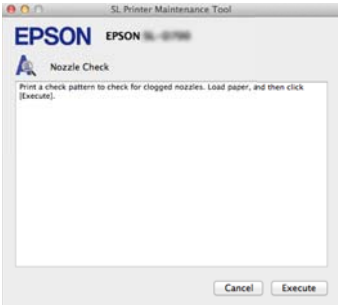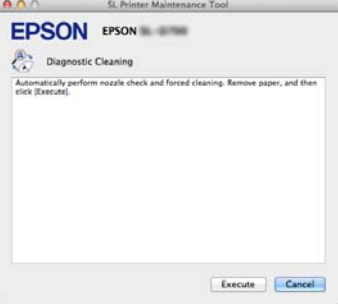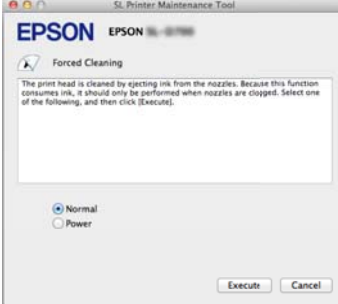
Performing Head Maintenance

Nozzle Check, **Diagnostic Cleaning**, and **Forced Cleaning** are head maintenance functions that check for clogging in the print head and clear clogging if it is detected.
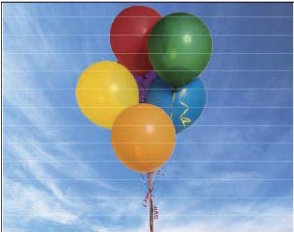
If the nozzles are clogged, stripes may appear in the print outs, and the colors may differ from the standard, expected colors. If this occurs, use the head maintenance functions as described on the following pages.

Before performing **Head Maintenance**, make sure that the printer's ⏻ light is on.

The following three functions are available in **Head Maintenance**.

Nozzle Check	Checks for clogged nozzles.	
Diagnostic Cleaning	Detects clogged nozzles and automatically performs head cleaning.	
Forced Cleaning	Perform manual head cleaning.	

Using the Maintenance Tool (Mac)

❶	**There are problems with the print outs such as stripes appearing or a variation in the colors.** <Print example>

❷	Perform **Diagnostic Cleaning**.	
	When the message "Diagnostic cleaning completed." is displayed on the screen -> Cleaning is complete.	When the message "Diagnostic cleaning is finished. Clogged nozzles detected. Perform diagnostic cleaning again. If the clogged nozzles are not cleared after performing diagnostic cleaning three times, perform [Forced Cleaning] set to [Power]." is displayed -> Execute **Diagnostic Cleaning** again. If the nozzles remain clogged after repeating this procedure three times, go to the next step.

❸	Execute **Power** from **Forced Cleaning**, and then check **Print Check Pattern**.	
	When there are no problems in the check pattern print results -> Cleaning is complete.	When there are problems in the check pattern print results -> Contact service support.

Nozzle Check

The **Nozzle Check** function checks if the print head nozzles are clogged. Print a check pattern and visually check for clogged nozzles.

After the nozzle check, perform **Forced Cleaning** if necessary.

1 Click **Nozzle Check** on the main screen.
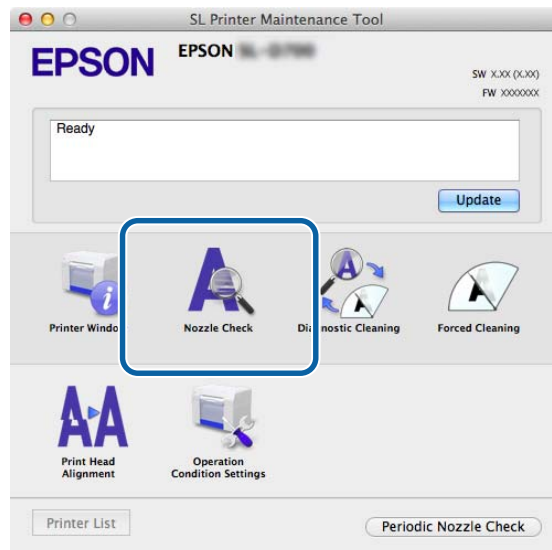
The **Nozzle Check** screen is displayed.

2 Click **Execute**.
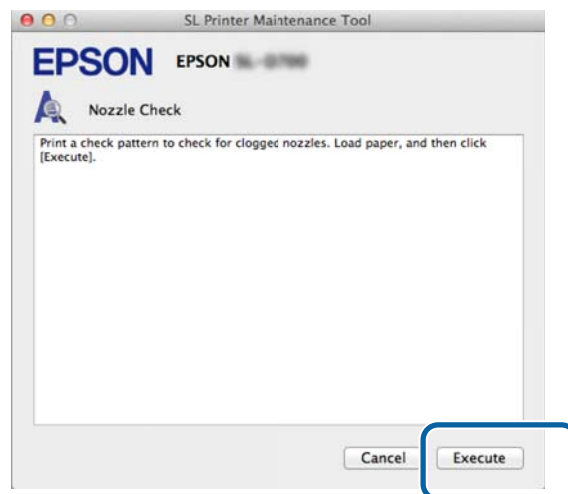
The check pattern is printed.

3 Check the print results.

Good example

Using the Maintenance Tool (Mac)

There are no gaps in the check pattern. The nozzles are not clogged.
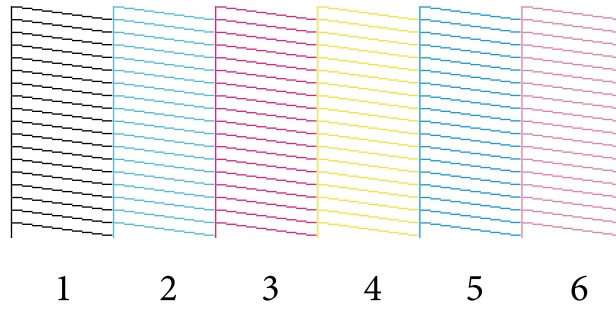
Bad example

There are gaps in the check pattern. Clogged nozzles detected. Perform cleaning.
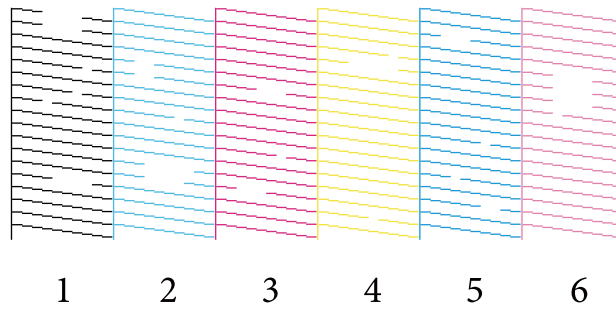
You need to perform head cleaning of there are any gaps in the check patterns.

U "Forced Cleaning" on page 63

Diagnostic Cleaning

A Click **Diagnostic Cleaning** on the main screen.
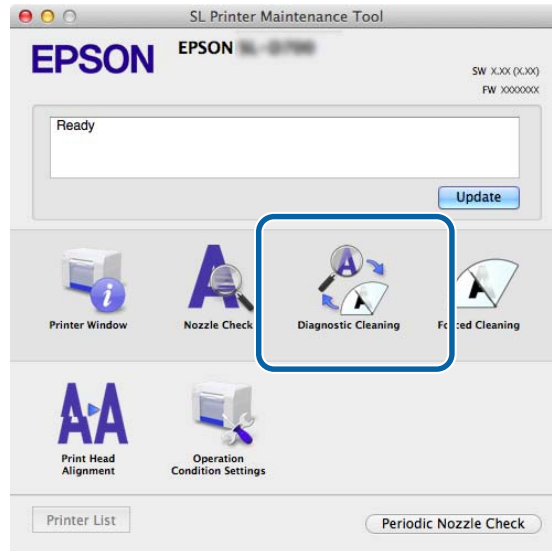
The **Diagnostic Cleaning** screen is displayed.

B Click **Execute**.

The nozzle check starts. Perform cleaning if necessary.

Depending on the condition of the nozzles, the time required may differ.

C Check the results of Diagnostic Cleaning in the message displayed on the screen.

When the message "Diagnostic cleaning completed. " is displayed, the operation is complete.

When "Diagnostic cleaning is finished. Clogged nozzles detected. Perform diagnostic cleaning again. If the clogged nozzles are not cleared after performing diagnostic cleaning three times, perform [Forced Cleaning] set to [Power]." is displayed , perform **Diagnostic Cleaning** again.

If the clogged nozzles are not cleared after performing **Diagnostic Cleaning** three times, perform Forced Cleaning set to **Power**. If the nozzles are still clogged even after performing **Power** cleaning, contact service support.

Forced Cleaning

| 1 | Click **Forced Cleaning** on the main screen. |
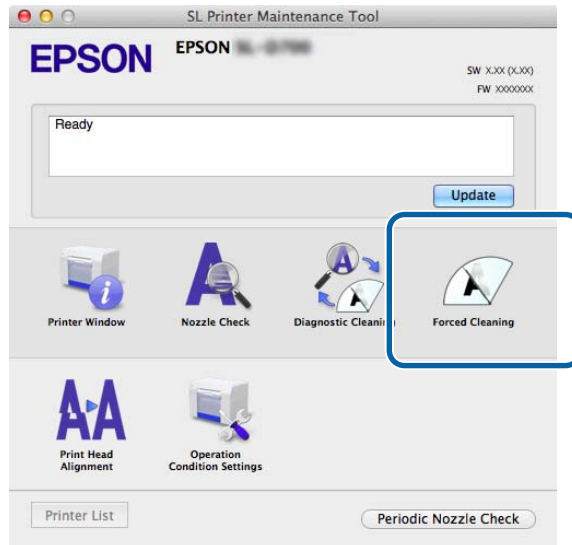
The **Forced Cleaning** screen is displayed.

| 2 | Select the cleaning level. |
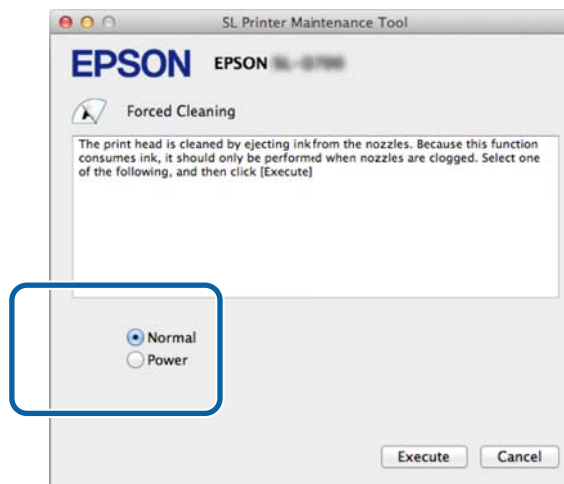
Item	Explanation
Normal	The surface of the head is cleaned and clogged nozzles are cleared.

Using the Maintenance Tool (Mac)

Item	Explanation
Power	Performs a stronger cleaning than **Normal**. Use this setting if the nozzles are still clogged even after repeating **Normal** cleaning several times. **Power** consumes more ink than **Normal** cleaning. If a message is displayed informing you that here is not enough ink remaining, replace the Ink cartridge before continuing.

3 Click **Execute**.
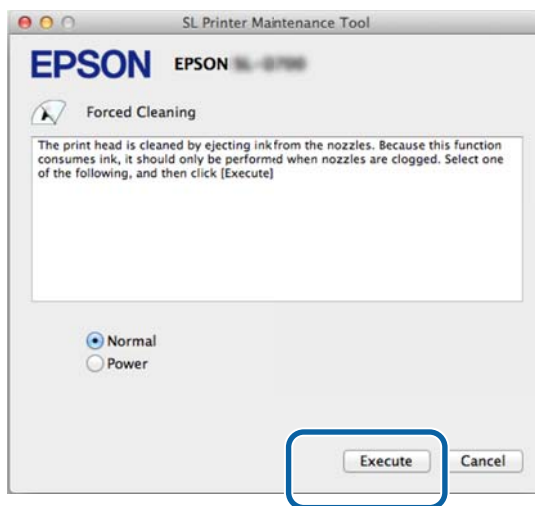
Cleaning is performed.

This may take some time depending on the cleaning level.

4 Check the results of the head cleaning.

Check the condition of the nozzles in **Nozzle Check**.

U "Nozzle Check" on page 60

If the nozzles are clogged, display the screen from step 2 and perform Normal cleaning. If the nozzles are still clogged even after repeating Normal several times, perform Power cleaning.

If the nozzles are still clogged even after performing Power cleaning, contact service support.

Print Head Alignment

If print quality declines due to prints appearing grainy or out of focus, perform Print Head Alignment. The Print Head Alignment function corrects print misalignments and paper feed amount.

<kbd>1</kbd>　Click **Print Head Alignment** on the main screen.
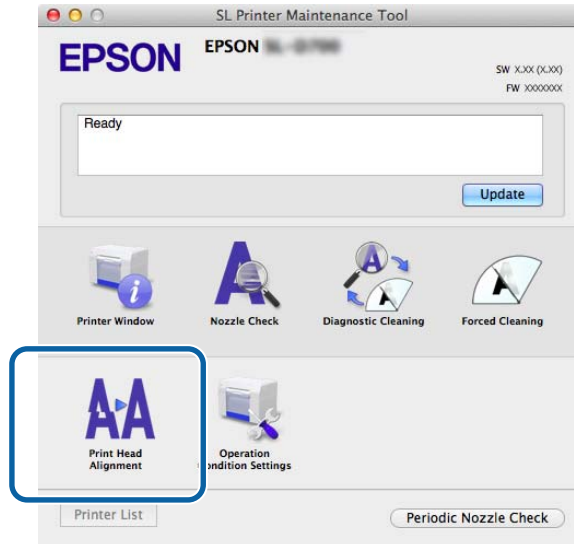
The **Print Head Alignment** screen is displayed.

<kbd>2</kbd>　Check that the paper type displayed matches the paper type for this printer, and then click **Print**.

If the paper type does not match, set the correct paper type in Paper Settings.

U "Paper Settings" on page 71

To adjust paper feeding without performing Print Head Alignment, click **Skip** go to step 5.
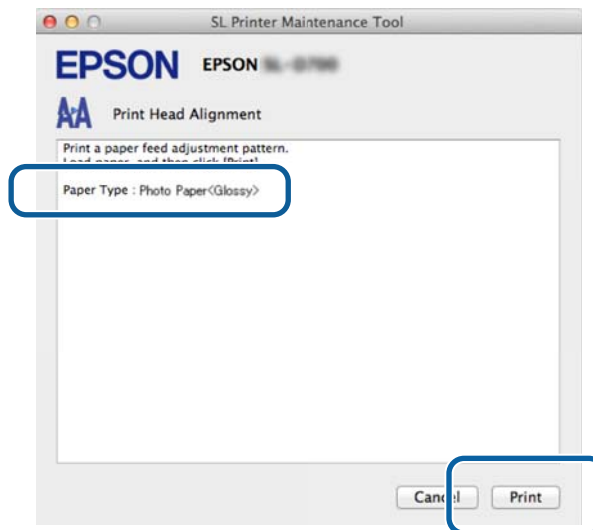
The adjustment pattern is printed.

Using the Maintenance Tool (Mac)

3 Check the print results.

Check the print pattern number that has no gaps between the nozzles.
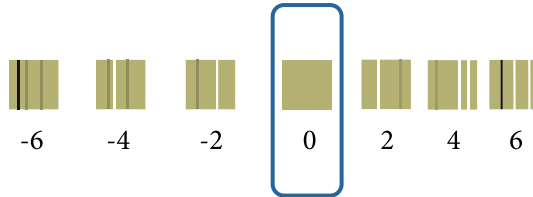
4 Select the pattern number, and then click **Set**.
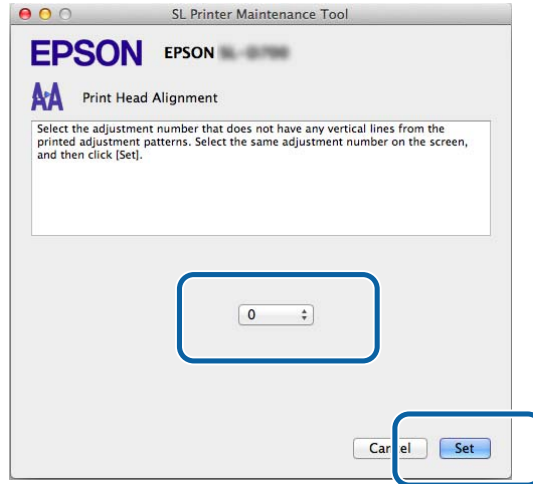
The adjustment values are applied.

Next, the **Paper Feed Adjustment** screen is displayed.

5 Check that the printer's paper type and paper width match the paper type and paper width displayed, and then click **Print**.

If the paper type does not match, set the correct paper type in Paper Settings.

U "Paper Settings" on page 71
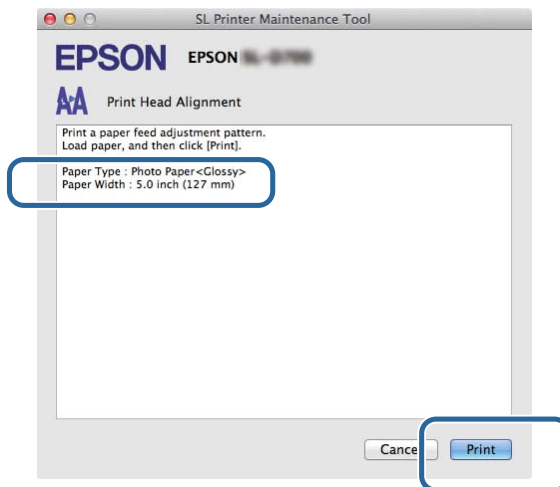
The adjustment pattern is printed.

Using the Maintenance Tool (Mac)

6 Check the print results.
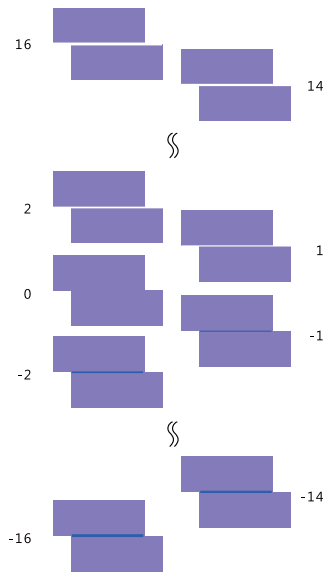
Note the number of the pattern with the fewest line.

Refer to the following illustration and select an adjustment pattern without line.

NG   OK   NG
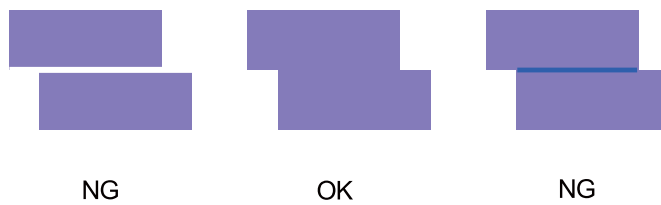
If there are no good patterns among the printed patterns, enter the number for a pattern that is nearly ok, and then reprint the adjustment pattern.

7 Select the pattern number, and then click **Set**.
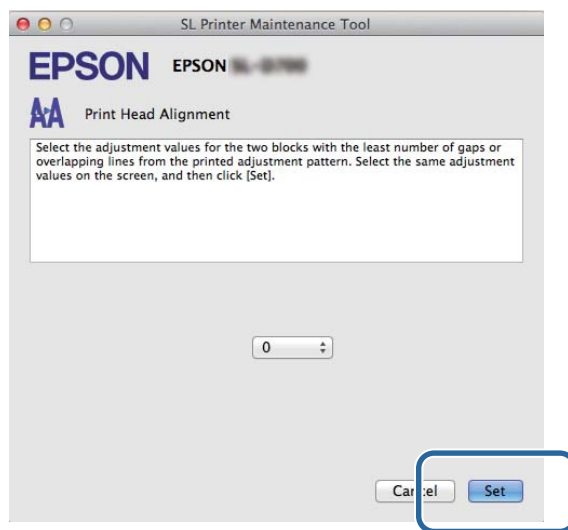
The adjustment values are applied.

Operation Condition Settings

In **Operation Condition Settings** you can perform various printer settings such as **Time Before Switching to Sleep Mode**, **Warning Buzzer**, **Quick Print Mode**, and **Paper Settings**.
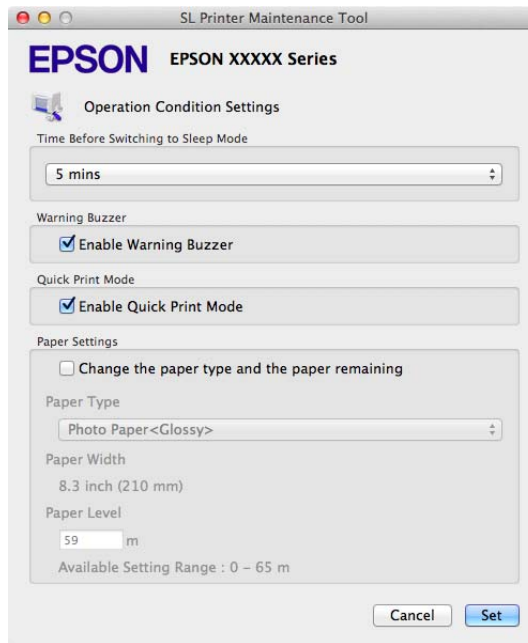
Time Before Switching to Sleep Mode

Set the time before switching to Sleep Mode.

If an error has not occurred on the printer and no print jobs have been received for the specified length of time, the printer automatically switches to Sleep Mode.

1 Click **Operation Condition Settings** on the main screen.
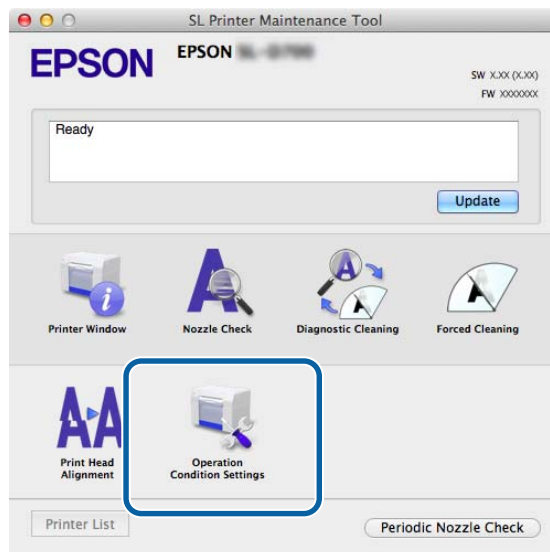
The **Operation Condition Settings** screen is displayed.

2 Select **Time Before Switching to Sleep Mode**, and then click **Set**.

Once the set time has passed, the printer switches to Sleep Mode.

Settings: Shortest, 5 mins, 10 mins, 15 mins, 30 mins, 1 hour, 2 hours
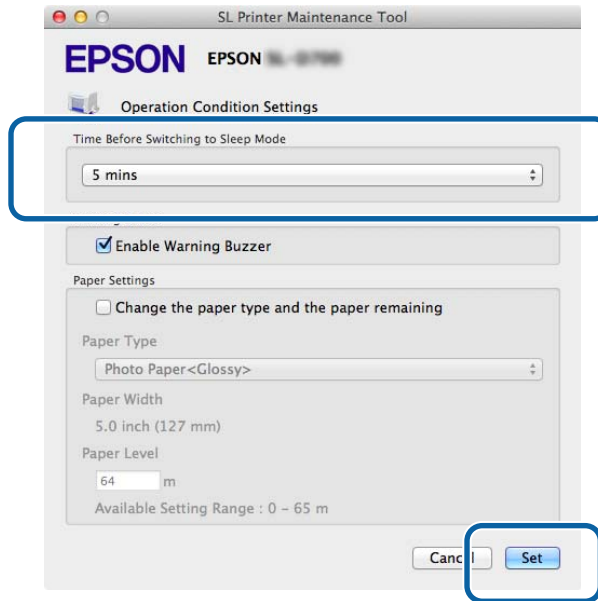
Note:
After printing is complete, it takes about five minutes to prepare to switch to Sleep Mode. Therefore, the time before switching to Sleep Mode after printing is about five minutes longer than the actual setting.

Warning Buzzer

Set whether or not to sound the warning buzzer.

1 Click **Operation Condition Settings** on the main screen.
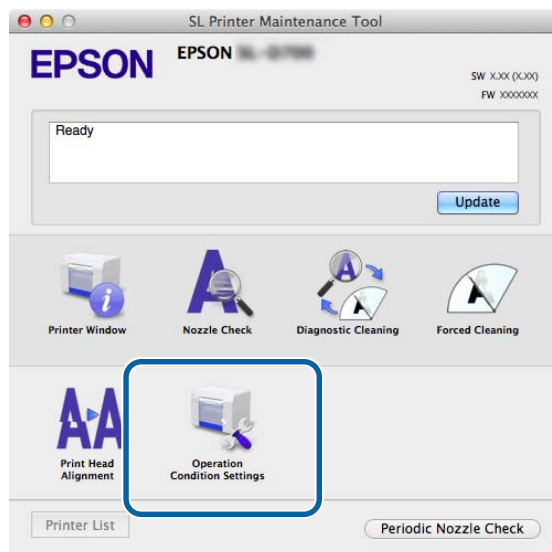
The **Operation Condition Settings** screen is displayed.

2 | Select **Enable Warning Buzzer**, and then click **Set**.

Select to enable the warning buzzer.

Clear to disable the warning buzzer.
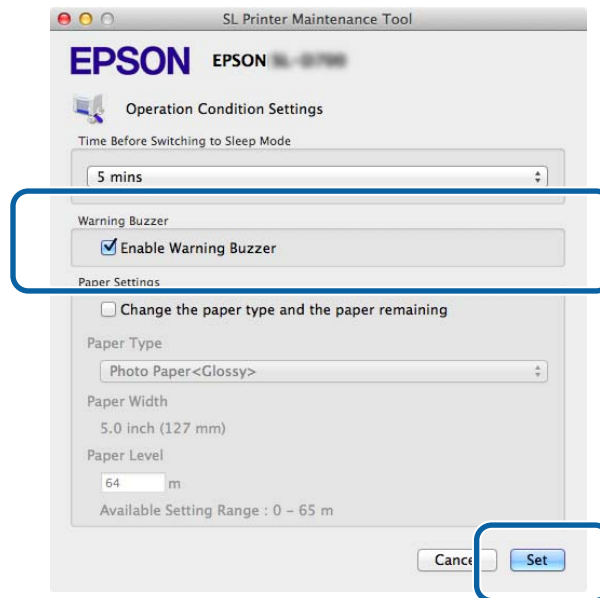
Quick Print Mode

Quick Print Mode is a mode that increases print speed by shortening the drying time when printing one sheet at a time. We recommend using this when printing one sheet at a time such as for an event.

Be sure to note the following points.

❏ Do not stack print outs as the drying time is shorter.

❏ Do not adjust the paper feed, when **Enable Quick Print Mode** is selected.

❏ Depending on the paper type, color may be uneven or ink may be smudged.
In this situation, clear the **Enable Quick Print Mode** checkbox.

Using the Maintenance Tool (Mac)

A Click **Operation Condition Settings** on the main screen.

The **Operation Condition Settings** screen is displayed.

B Select **Enable Quick Print Mode**, and then click **Set**.
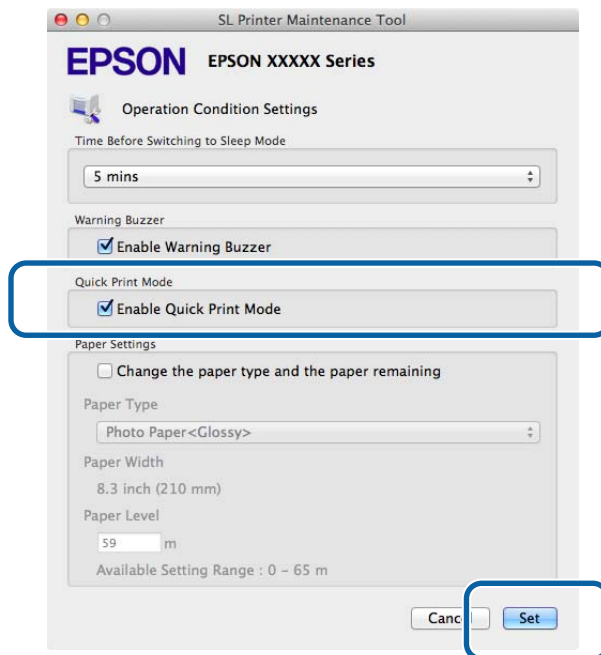
Paper Settings

In **Paper Settings**, you can set the **Paper Type** and the **Paper Level**.

Make these settings when you replace the paper.

Using the Maintenance Tool (Mac)

1 Click **Operation Condition Settings** on the main screen.
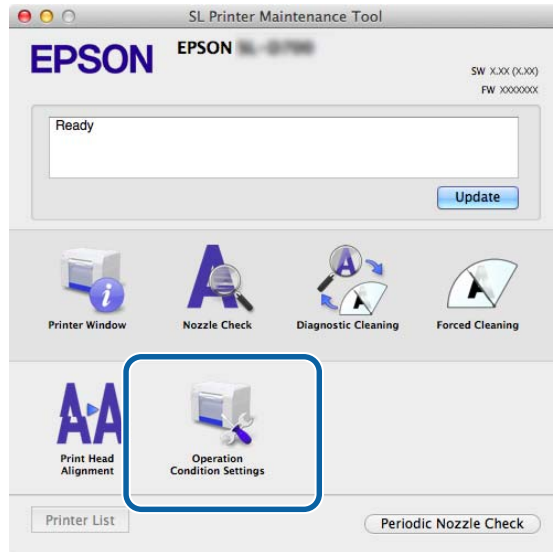
The **Operation Condition Settings** screen is displayed.

2 Select **Change the paper type and the paper remaining**.

When this is selected, you can change the **Paper Type** and **Paper Level**.
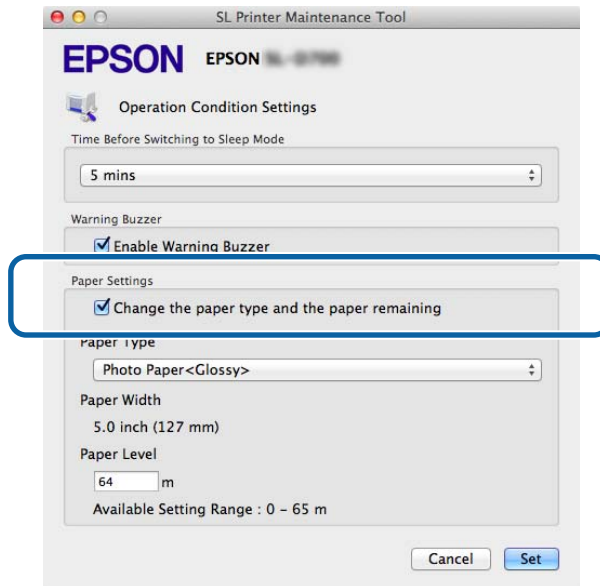
3 Set the **Paper Type** and the **Paper Level**, and then click **Set**.
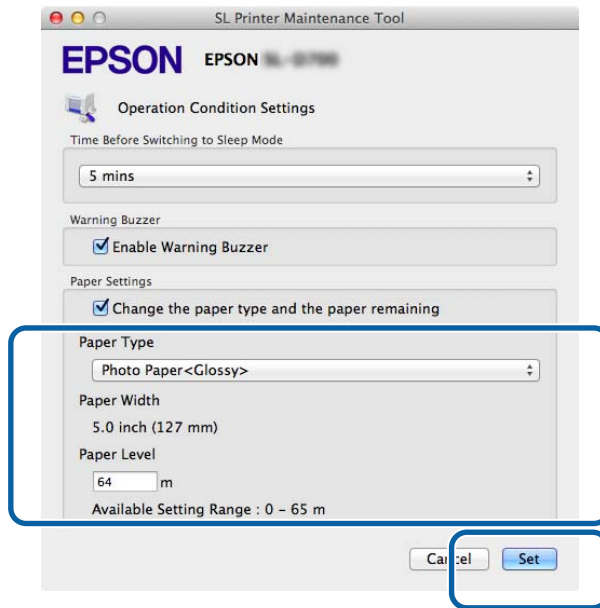
The paper width set in **Paper Width** is displayed.

Periodic Nozzle Check

Set whether or not to automatically perform a Nozzle Check.

This should normally be enabled. Only disable this function if you are instructed to do so by a service engineer. If this is disabled, it is necessary to check the clogging status manually.

1 Click **Periodic Nozzle Check** on the main screen.
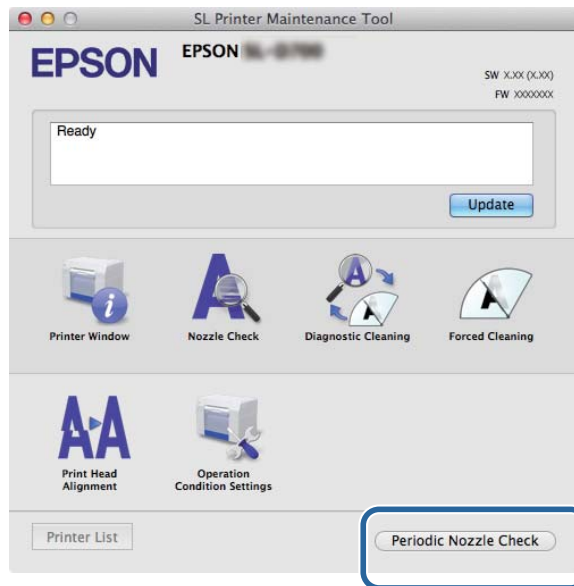
The **Periodic Nozzle Check** screen is displayed.

2 Select **Enable Periodic Check**, and then click **Set**.

When this is selected, a Nozzle Check is automatically performed at periodic intervals.

When this is cleared, a Nozzle Check is not automatically performed. Also, you cannot execute Diagnostic Cleaning.
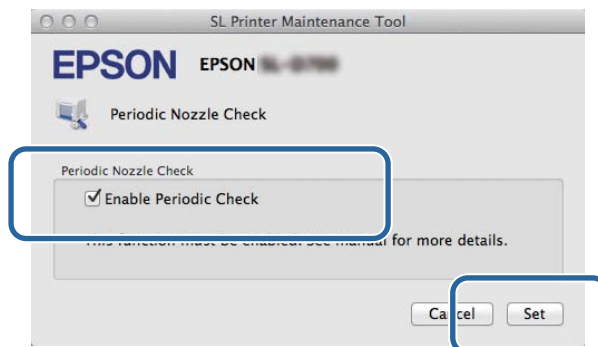
Adding a Printer/Updating Paper Information

You need to install the printer driver when performing the following operations.

❏ Adding a printer

❏ Updating paper information (Registering information for a paper type file to the printer)

1 Turn off the printer and then connect the printer to a computer with a USB cable.

2 Insert the software disc, and then double-click **SL Printer Setup.dmg** in the **SystemApplication** - **Mac OS X** folder.

3 When the screen is displayed, double-click SL Printer Setup.app.

Follow the on-screen instructions to install.

4 When the following screen is displayed, click **Update the paper information** - **Select...**, and then select the paper type file.
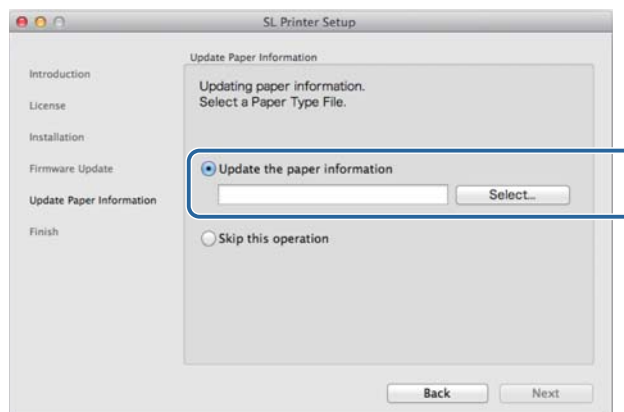
> *Note:*
> *Contact your local dealer for information on acquiring paper type files.*

Using the Maintenance Tool (Mac)

5 When the following screen is displayed, select the paper you want to use, and then click **Next**.

Follow the on-screen instructions to complete installation.
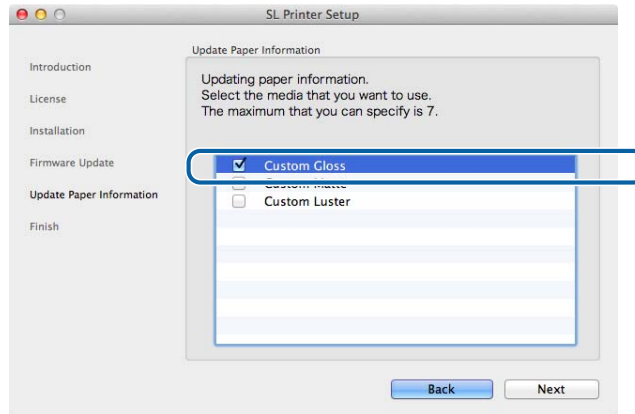
Troubleshooting

About error messages

When errors occur in the printer while printing, you can check the content of the error and solutions with the Maintenance Tool.

1 When an error occurs, click **Printer Window** on the main screen.
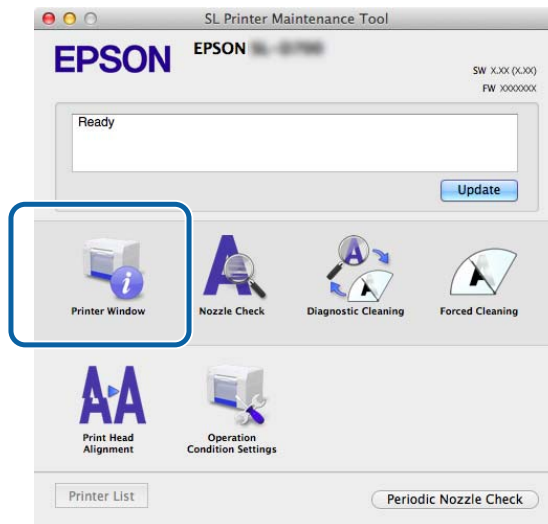
2 Check the solution on the screen and take the required action.
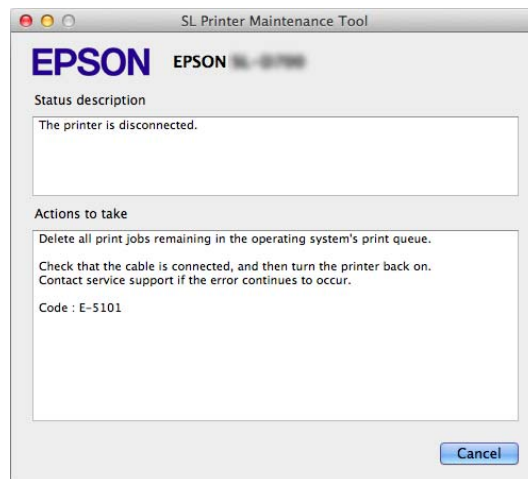
> *Note:*
> ❏ *See the "Operation Guide" for a list of error messages and solutions.*
> ⌨ *"Operation Guide" - "Errors and Solutions"*
>
> ❏ *Click **Cancel** on the error screen to return to the main screen.*

Appendix

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LGPL Programs
7za.exe 9.14

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Appendix

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Appendix

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Appendix

22.5 WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

22.6 Arbitration Procedure. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 22.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

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d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 22.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 22.6(d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

22.7 Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 22. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

22.8 Amendments to Section 22. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 22 (or resolve disputes as provided for in Section 22.7, if you timely elected to opt-out when you first assented to this Agreement).

22.9 Severability. If any provision in this Section 22 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 22.5. This means that if Section 22.5 is found to be unenforceable, the entire Section 22 (but only Section 22) shall be null and void.

23. For New Jersey Residents. NOTWITHSTANDING ANY TERMS SET FORTH IN THIS AGREEMENT, IF ANY OF THE PROVISIONS SET FORTH IN SECTIONS 7 OR 8 ARE HELD UNENFORCEABLE, VOID OR INAPPLICABLE UNDER NEW JERSEY LAW, THEN ANY SUCH PROVISION SHALL NOT APPLY TO YOU BUT THE REST OF THE AGREEMENT SHALL REMAIN BINDING ON YOU AND EPSON. NOTWITHSTANDING ANY PROVISION IN THIS AGREEMENT, NOTHING IN THIS AGREEMENT IS INTENDED TO, NOR SHALL IT BE DEEMED OR CONSTRUED TO, LIMIT ANY RIGHTS AVAILABLE TO YOU UNDER THE TRUTH-IN-CONSUMER CONTRACT, WARRANTY AND NOTICE ACT.

Rev. December 2018