EPSON
EXCEED YOUR VISION

SC-V7000

User's Guide

IMPORTANT: Before using this product, make sure you read the Safety Precautions booklet.

Original instructions

CMP0264-06 EN

Contents

When Problems Occur 96

Appendix 121

Where To Get Help 125

Copyrights and Trademarks

How to Read this Manual

Meaning of Symbols

Safety Symbols

This manual uses the following symbols to warn you about dangerous operations and handling procedures in order to prevent harm to you or others and damage to property.

Make sure you understand these warnings before reading this manual.

⚠DANGER	Indicates information that, if ignored, could result in mishandling the printer causing imminent death or serious injury.
⚠WARNING	Indicates information that, if ignored, may result in mishandling the printer causing death or serious injury.
⚠CAUTION	Indicates information that, if ignored, may result in mishandling the printer causing injury or property damage.

General Information Symbols

Important	Indicates content that must be performed. Failure to follow the instructions in this content can lead to mishandling of the printer causing failures and malfunctions.
Note	Provides supplementary explanations and reference information.
	Indicates related content.
[Printer Settings]	Text that is displayed on the computer screen is enclosed in [ ].

Manual Composition

The manuals for this product are composed of the following. You can view PDF manuals in Adobe Acrobat Reader or Preview (Mac).

Safety Precautions (booklet)	This booklet explains how to handle the printer safely. Make sure you read this before you start using the printer.
User's Guide	Explains how to use and maintain this printer.

North America

To view user manuals, visit:

- www.epson.com/support/v7000 (U.S.)
- www.epson.ca/support/v7000 (Canada)

Latin America

To view user manuals, visit:

- www.latin.epson.com/support/v7000 (Caribbean)
- www.epson.com.br/suporte/v7000 (Brazil)
- www.latin.epson.com/soporte/v7000 (other regions)

Other Regions

You can download the latest version of the manual from our Web site (Epson Setup Navi).

1. Enter epson.sn in the address bar of your web browser.
2. Select your printer model.
3. Click [Support] - [Online Manual].

Supplied Items

Manuals and Software

Name	Usage	Quantity
Safety Precautions (booklet)	This booklet explains how to handle the printer safely. Make sure you read this before you start using the printer.	1
Epson Edge Print CD	Use this to install the software RIP on to your computer.	1

Tools and Consumables

Name	Usage	Quantity	Appearance
Wrench for sub ink tank	Use this to open and close the valves for the sub ink tank.	1	
Polyester/nylon knit woven fabric (without fluff) Example: Berkshire Corporation SuperPolx	Use this to clean the area such as plates around the print head.	1	

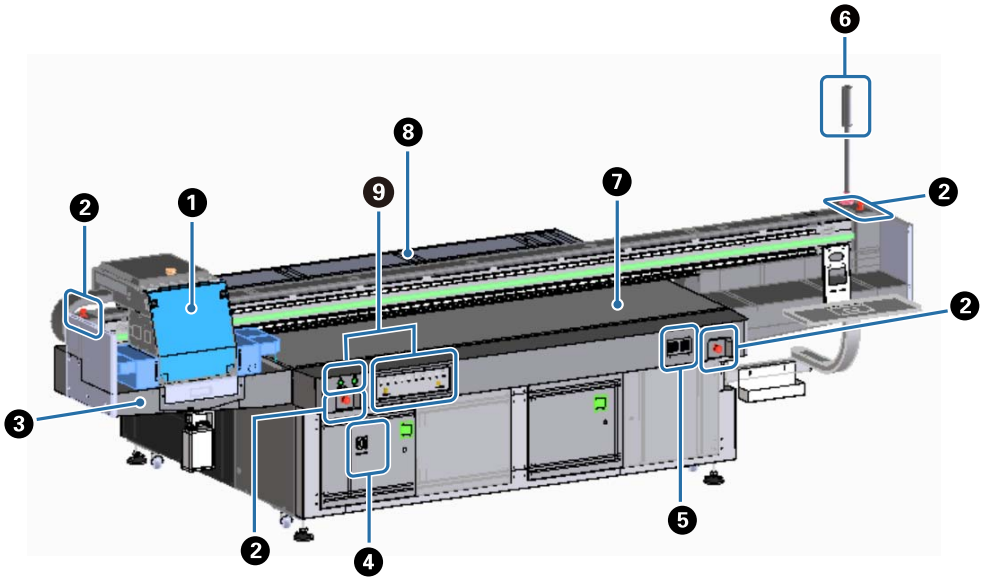
Preparing in Advance

Product Name	Usage	Notes
Computer	Install and operate the UV Flatbed Controller and so on.	Make sure your computer meets the required specifications. ☞"UV Flatbed Controller System Requirements" on page 122
Ink bottles (10 colors)	Fill or refill the printer with ink.	See the following for the part numbers. ☞"Consumables and Optional Items" on page 121
Cleaning liquid	Use this to clean the area such as plates around the print head.	See the following for the part numbers. ☞"Consumables and Optional Items" on page 121
Print media	Use this for printing.	See the following for supported media types. ☞"Specifications" on page 122
Coolant	Use this to refill the UV lamp cooler.	See the following for the part numbers. ☞"Consumables and Optional Items" on page 121 Periodically refill the UV lamp cooler. ☞"Perform Maintenance Once Every Six Months" on page 87
Protective glasses	Wear these when performing maintenance such as refilling the ink.	Purchase commercially available products. ☞"Maintenance" on page 79
Protective gloves		
Protective mask		
Protective clothing		
Scraper	Use this when cleaning the media table.	Purchase commercially available products. ☞"Maintenance" on page 79

Before Use

Part Names and Functions

Front



❶ Carriage

This is mainly comprised of the print head and the UV lamp.

☞"Carriage" on page 12

❷ Emergency stop button

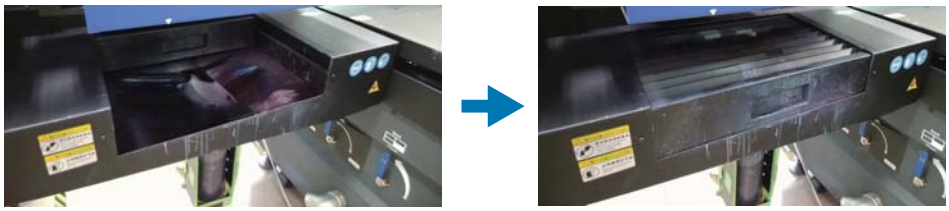
Press to stop the printer immediately.

❸ Ink receiver

Receives waste ink drained from the print head. Waste ink is usually collected in the bottle installed at the bottom of the ink receiver.

☞"Left" on page 16

The louver (flushing box) should normally be used when it is closed.



❹ Main power switch

Turns on/off the main power for the printer.

❺ Ink temperature controller

Displays the ink temperature of the plates around the print head as well as the sub ink tank.

❻ Signal lamp

Allows you to check the status of the printer (normal, error, and so on) from a distance.

☞"Signal Lamp" on page 15

❼ Table

Place the media you want to print.

❽ Gantry

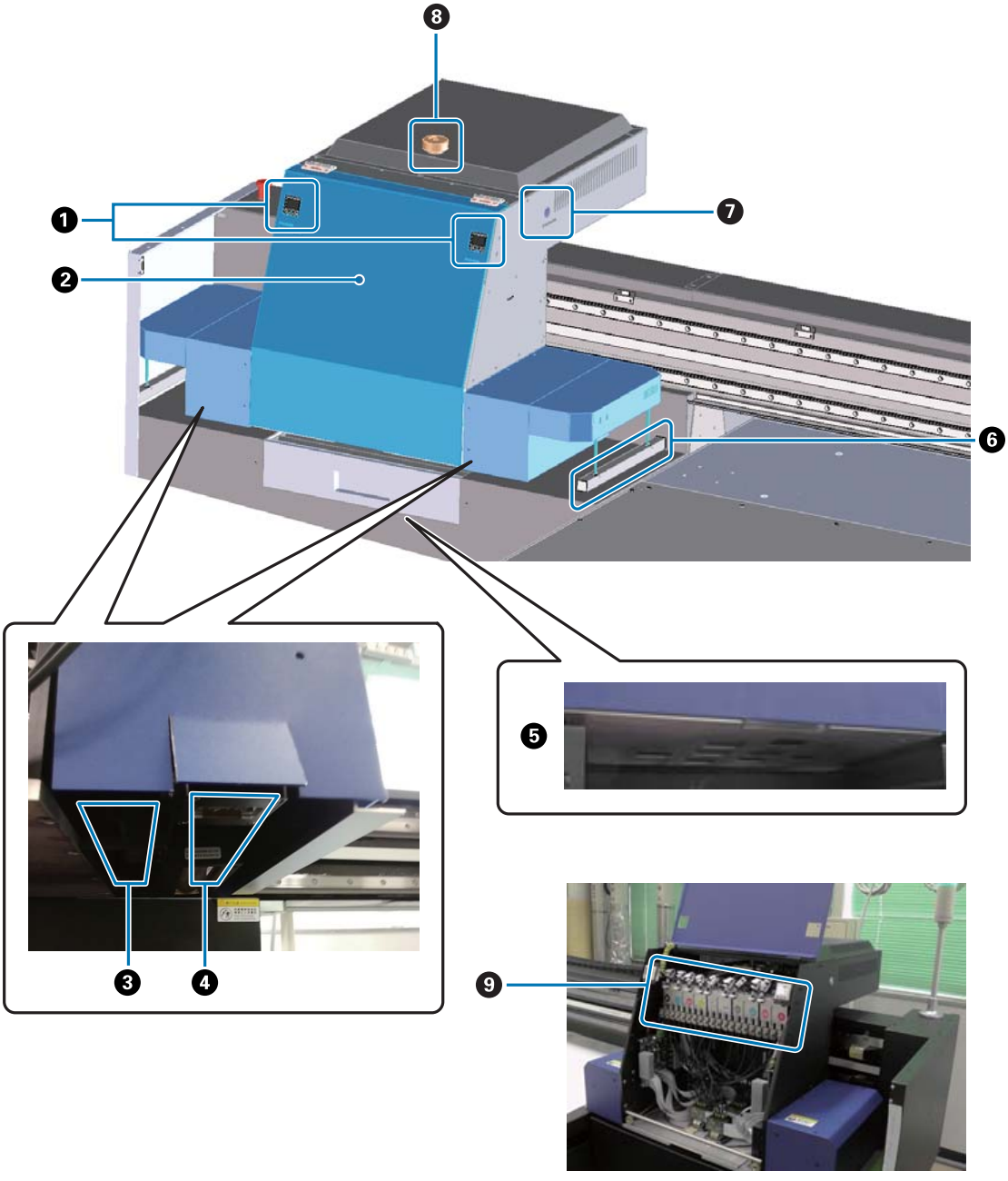
Moves the carriage back and forth.

❾ Control section

Contains start/stop buttons and warning lights for the ink levels.

☞"Control Section" on page 13

Carriage



❶ **Pressure meter**
Displays the pressure of the ink (color inks/varnish on the left and white ink on the right).

❷ **Carriage cover**
Open to open and close the valve for the sub ink tank.
☞"Getting Started" on page 31
☞"Finishing Operations" on page 44

❸ **Ionizer**
Disperses static electricity from the print media.

❹ **UV lamp**
Irradiates UV light during printing to cure the ink.

❺ **Print head**
Ejects ink from the nozzles during printing.

❻ **Jam detection sensor**
If this touches the media, it detects an error and immediately stops the carriage.

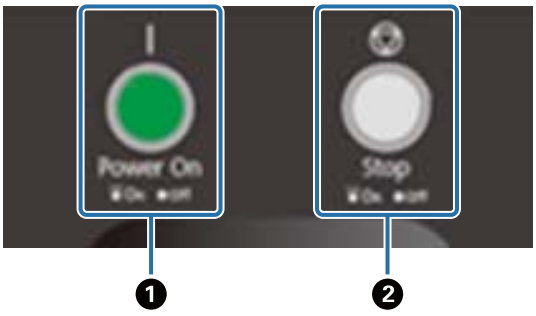
❼ **Cleaning button**
Clears clogged nozzles in the print head. The color inks/varnish buttons are on the left, and the white ink buttons are on the right.

❽ **Lifting knob**
Use this to handle collisions between the carriage and the print media. Turn counterclockwise to lift the carriage.

❾ **Sub ink tank**
Ink is temporarily stored and heated here before being supplied to the print head.

Control Section

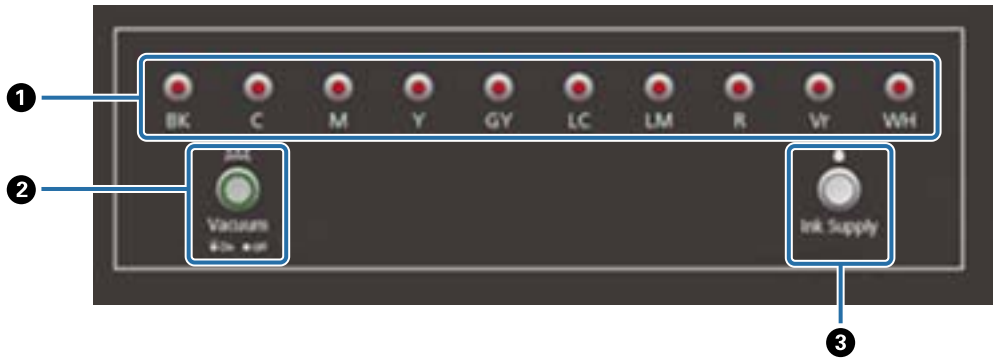
Left



❶ **Power on (|) button**
Press to turn on the printer.

❷ **Stop (▽) button**
Press to stop.

Right



❶ Ink lamps

When the main ink tank is running low, the corresponding color lamp turns on.

❷ Suction button

Starts the media suction fan.

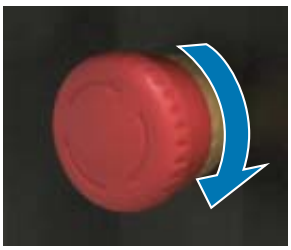
☞"Loading Media" on page 36

❸ Ink supply button

This is not normally used. When you press the button, ink is supplied from the main ink tank to the sub ink tank.

Emergency Stop Button

Located on the front left/right of the printer and the left/right of the gantry. The printer stops immediately when you press the emergency stop button.



To release the emergency stop, turn the button clockwise. Next, press the power on (|) button to return the printer to normal status.

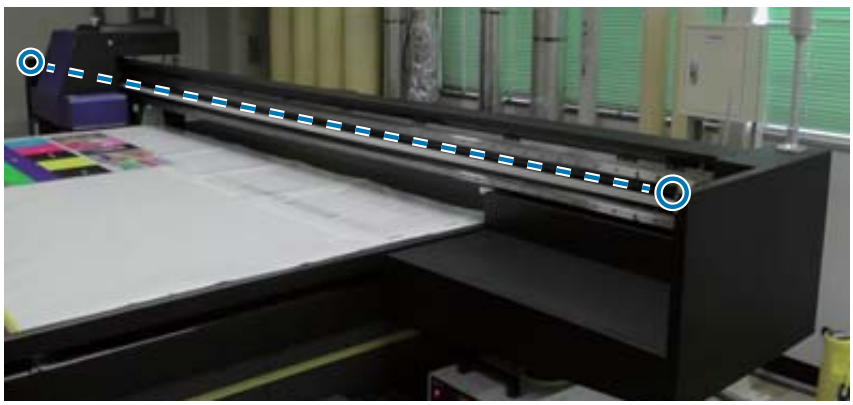
Signal Lamp

Turns on in the following situations.

Lamp Color	Status	Buzzer Sound	Meaning
Red	On	Yes	An emergency has occurred. (Example: The emergency stop button has been pressed or a service call error has occurred.)
Yellow	On	Yes	An error has occurred. (Example: The amount of ink remaining has fallen below the minimum allowed or the carriage has stopped midway.)
Green	On	No	Normal status (Example: Standing by or printing)
	Flashing	Yes	Normal status (Example: Carriage/gantry operation has started or print data is being received.)

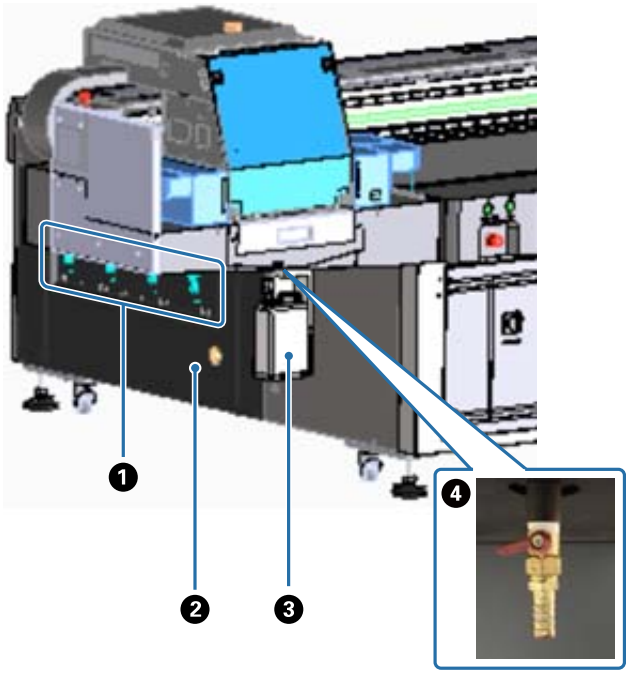
You can adjust the volume of the alarm using the adjustment dial on the back of the printer.

Proximity Sensor



If someone enters the operating range of the carriage, this sensor detects the movement and immediately stops the carriage. Sensors are attached at the positions shown in the photo.

Left



❶ Suction valve

Set whether or not to perform suction at the four areas.

☞"Loading Media" on page 36

❷ Exhaust port

Exhausts air from the suction fan.

❸ Waste ink bottle

Collects waste ink from the ink receiver. Transfer the waste ink to another container.

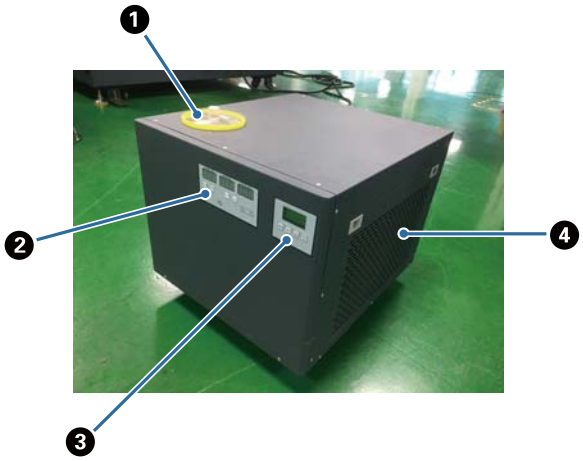
☞"Daily Cleaning" on page 81

❹ Waste ink outlet

This is the outlet for the waste ink collected in the ink receiver.

☞"Daily Cleaning" on page 81

Right (UV Lamp Cooler)



1 Coolant injection port

Add coolant at regular intervals. Be sure to use the specified coolant.

"Preparing in Advance" on page 10

"Perform Maintenance Once Every Six Months" on page 87

2 Control panel (left)

This is not normally used. The temperature of the coolant is set when it is shipped from the factory.

3 Control panel (right)

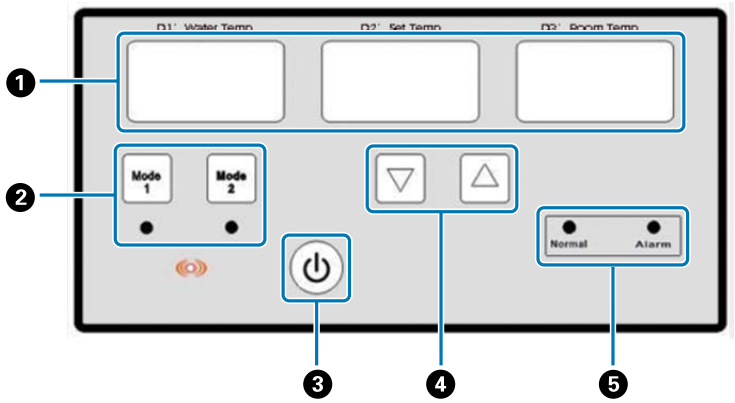
This is not normally used. The luminance intensity of the UV lamp is set when it is shipped from the factory. If you change the setting, make sure you set it back to the number displayed near the panel.

4 Filter

Clean this regularly.

"Perform Maintenance Once a Month" on page 83

Understanding the Control Panel



❶ Temperature meter

D1 Water Temp: Current temperature of the coolant

D2 Set Temp: Set temperature of the coolant

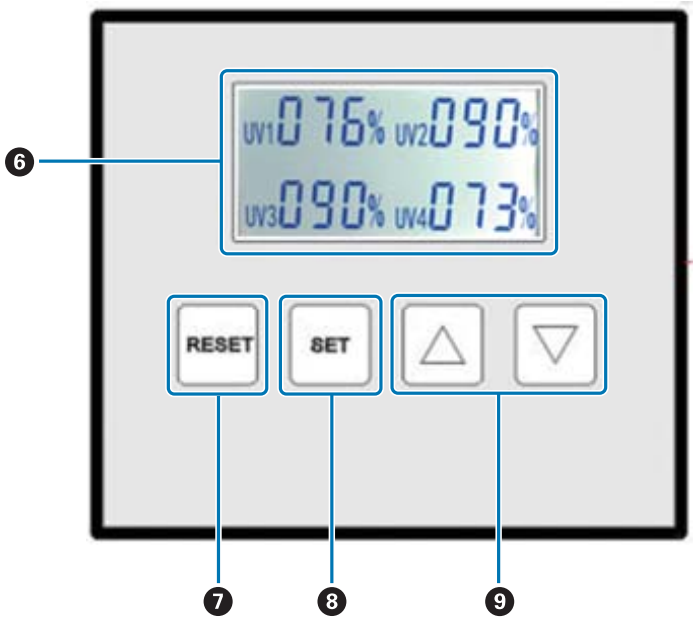
D3 Room Temp: Current room temperature

❷ Mode switching buttons

❸ Power button

❹ Temperature setting buttons

❺ Status display lights



❻ Displays the UV lamp illuminance set values

❼ RESET button

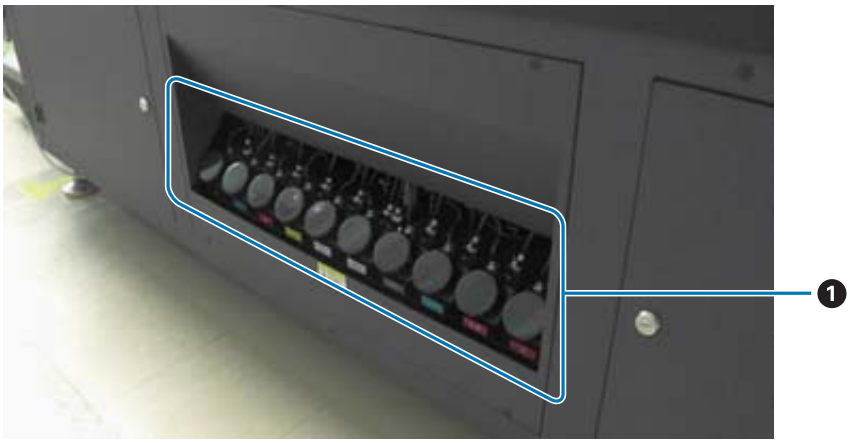
Press and hold to reset all settings.

❽ SET button

Select the UV lamp (UV1 to UV4) for which you want to set the illuminance.

❾ Change settings button

Back



1 Main ink tank

When ink is running low, refill the tank using an ink bottle.

☞"Refilling Ink" on page 89

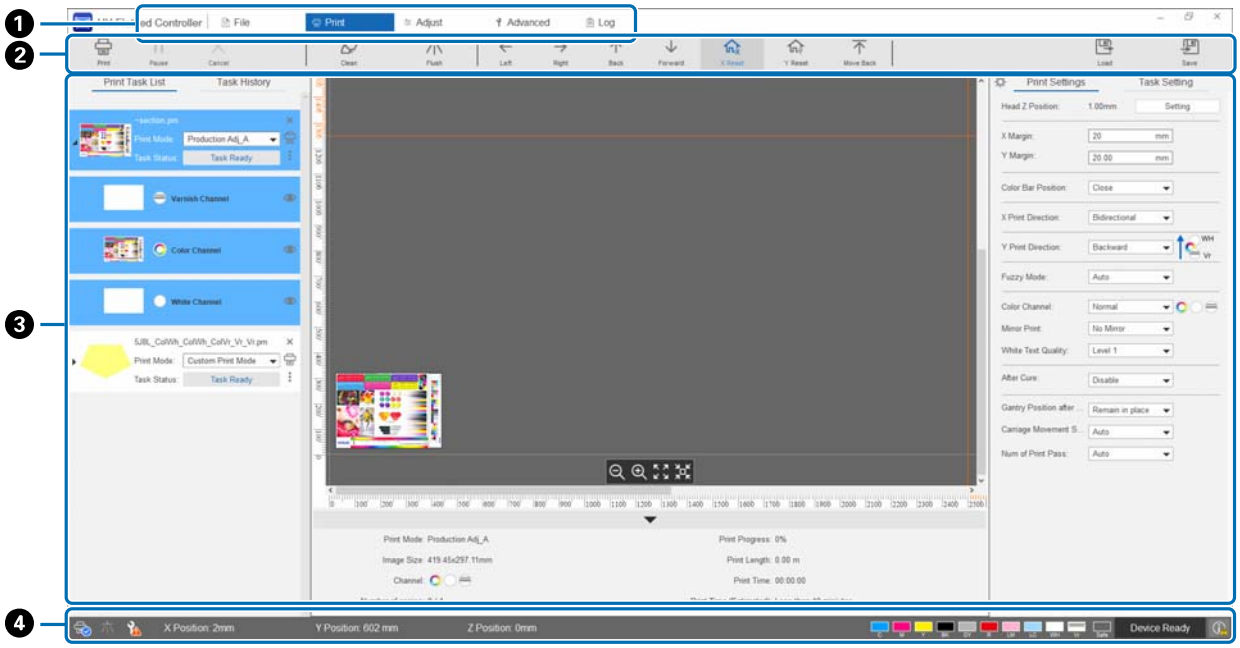
UV Flatbed Controller

You can perform the following operations using the UV Flatbed Controller.

- Display the printer's status and settings
- Manage jobs
- Print or preview RIP files
- Pause or cancel print jobs
- Make settings for printing
- Backup or restore settings

Screen Composition

The content displayed varies depending on the item selected in the main menu.



❶ Main menu
❷ Shortcut buttons
❸ Work area
❹ Status display area

Shortcut Buttons

This section explains the function of each shortcut button.

Icon	Name	Function
	[Print]	Performs printing.

Icon	Name	Function
	[Pause]	Pauses or resumes printing.
	[Cancel]	Cancels printing.
	[Clean]	Moves the carriage to the cleaning position (maintenance position).
	[Flush]	Performs flushing.
	[Left]	Moves the carriage to the left. You can also move by holding down the Ctrl key and pressing the ← key on the computer keyboard.
	[Right]	Moves the carriage to the right. You can also move by holding down the Ctrl key and pressing the → key on the computer keyboard.
	[Backward]	Moves the gantry to the back. You can also move by holding down the Ctrl key and pressing the ↑ key on the computer keyboard.
	[Forward]	Moves the gantry to the front. You can also move by holding down the Ctrl key and pressing the ↓ key on the computer keyboard.
	[X Reset]	Moves the carriage to the X reset position (the leftmost position in the carriage's range of motion).
	[Y Reset]	Moves the gantry to the Y reset position (the frontmost position in the gantry's range of motion).
	[Move Back]	Moves the gantry to the rearmost position.

Status Display Area Icons

The following explains the meaning of each icon.

Display	Meaning
	Connected to the printer.

Display	Meaning
	Not connected to the printer.
	Offline.
	Flushing.
	Not flushing.
	The system is working correctly.
	An error has occurred in the system.
	A warning has occurred in the system.
	No user maintenance or service maintenance is required.
	It is nearly time for user maintenance or service maintenance.
	User maintenance or service maintenance is required.

Notes on Usage and Storage

Safety Precautions

This section explains instructions that must be followed to safely perform the operations described in this manual. Before using this printer for the first time, be sure to read the separate "Safety Precautions" manual.

Notes on Installation

⚠ DANGER

- Do not use the printer near hazardous materials.
  The printer is not constructed of explosion proof material. An explosion could occur if the printer is used in a location containing hazardous material.
- Install the printer in a well-ventilated room. When installing the printer in a sealed or poorly ventilated room, be sure to install a ventilator.
  Since ink vapor is heavier than air, vents should be located as close to the floor as possible. Long-term or repeated exposure to ink can cause organ damage.
  North and Latin American users: The printer must be placed in a room with a ventilation system that is capable of 3 to 5 ACH (air changes per hour). If the existing ventilation system is inadequate, an additional system may be required.
- Do not use the printer near fires.
  Otherwise, a fire may occur if the ink or cleaning liquid ignite.

⚠ WARNING

- Do not use flammable sprays or solvents near the printer. Do not place them near the printer.
  Otherwise, a fire or electric shock may occur.
- Do not place small pieces of metal or containers with liquid such as water on or near the printer. If metal or liquid enters the printer, a fire or electric shock may occur.
- Store ink bottles in a cool, dry place.
- Do not install the printer in locations subject to oily smoke and dust, or in locations subject to humidity or where it could easily get wet.
  An electric shock or fire could occur.
- Do not block the vents on the printer.
  Otherwise, internal parts will overheat and may cause a fire.
- To prevent children from causing accidents, do not install the printer in an environment near children.
  Otherwise, injuries could occur.

⚠ CAUTION

- Make sure you adjust the horizontal feet (adjusters) to keep the unit flat.
  Using the printer while it is unstable may cause an injury or unexpected accident to occur.

Notes on Handling

⚠ DANGER

- Do not remove any covers or parts of the printer. Otherwise, electric shock could occur.
- In the following situations, turn off the printer immediately and contact your local dealer or Epson support. Continuing to use the printer may cause fire or electric shock to occur.
  * If you hear an unusual noise
  * If you notice an unusual odor
  * If smoke is emitted
  * If a piece of metal, water, or other liquid has entered the printer
  * The power cord is damaged
- Do not place flammable items such as paper or cloth near the UV lamp. Otherwise, a fire or smoke may occur.
- Do not touch the UV lamp during printing. It can become extremely hot and could cause injuries or burns. When performing maintenance, allow the lamp to cool for at least six minutes before you start.
- If UV light from the printer is continuously irradiated onto combustible material for a few seconds, it could ignite. If any pieces of media remain on the lamp, remove them.

⚠ WARNING

- Keep your clothes and body away from moving parts. Also, do not wear bracelets and so on around the printer. Otherwise, you could be caught by the moving parts and injured.
- Do not look directly at the UV light or allow it to irradiate your skin. Also, make sure you are at least 1 m (3.3 ft.) away from the UV lamp during printing. Harmful ultraviolet light (UV) can cause severe burns to the skin and loss of vision.
- Wear industrial safety glasses that block UVA, UVB, and blue light.
- Wear appropriate clothing that protects the skin from UV light.
- Do not place a chair within 5 m (16.4 ft.) of the printer. The UV light emissions are at their highest at a height of 90 cm (35 inches) from the floor and increase significantly as you approach the lamp. It is dangerous to sit near this printer while it is operating.
- Do not touch parts with high temperature warning labels. Otherwise, injuries or burns could occur. Wear heat-resistant gloves if you need to touch hot parts.
- Do not touch the gantry or put your hand under the gantry while the printer is operating. Otherwise, injuries could occur.
- Do not touch the cable carrier while the printer is operating. Otherwise, you could be caught by the printer parts and injured.
- Do not disassemble or re-model the printer. Otherwise, injury, electric shock, or fire could occur.
- Do not use the printer if dust has accumulated inside the printer. Doing so could cause a fire or malfunction to occur. Contact your local dealer or Epson support to request cleaning for the inside of the printer.

⚠ CAUTION

- Do not sit on the media table. Otherwise, an injury could occur or the level of the table could be lowered.
- Clean the printer regularly. If dust or dirt accumulates on parts of the printer, it could cause a short circuit or insulation to deteriorate, resulting in a fire or smoke.
- Make sure that the warning labels on the printer are not dirty and that the displayed content is legible. If the warning labels are illegible, contact your local dealer or Epson support.
- Do not touch the operation buttons or switches accidentally. Doing so could cause the printer to operate causing an injury or unexpected accident to occur.
- Make sure you perform daily inspections and replace parts regularly.
- Never start the printer if it is damaged. Otherwise, a malfunction or accident could occur. Check the following every day before starting operations.
  * There is no visible damage to the printer
  * There are no ink stains etc. on the media table
  * There are no leaks in the ink system or the ink receiver
  * All safety devices (emergency stop button, proximity sensor, alarm, signal lamp) are functioning correctly
- Do not disassemble or modify the suction pump. Also, do not block the exhaust vents. Doing so will cause the strength of the suction to decrease resulting in the pump overheating or malfunctioning.
- Do not put your hands into the vents of the suction pump. The strength of the exhausted air could cause an injury.
- A strong odor may occur when printing or handling ink. Work in a well-ventilated area. We recommend that you use the printer in a room with a ventilation system that provides 15 to 20 ACH (air changes per hour).
  North and Latin American users: A minimum of 3 to 5 ACH is required.
- When disposing of the printer, entrust it to an industrial waste disposal company, or contact the Epson support.

Notes on the Power Supply

⚠ DANGER

- When installing, relocating, or disposing of the printer, be sure to use a qualified electrician to perform any electrical work.
  Since the unit generates a high voltage, there is a risk of electric shock.

⚠ CAUTION

- If any of the following issues occur with the power cord, stop using the printer immediately and contact your local dealer or Epson support. Otherwise, a fire or electric shock may occur.
  * The internal wire for the power cord is exposed or broken
  * The power cord has cracks or dents
  * Parts of the power cord are hot
  * The power cord is damaged

Notes on Consumables

⚠ WARNING

- If ink is not handled correctly, it can have a detrimental effect on the body. Before using this printer, be sure to read the Safety Data Sheet (SDS) and follow the instructions. You can download the safety data sheet from Epson's Website at www.epson.com. Post the guidelines described in the SDS in your workplace and ensure workers are aware of them. Be sure to read the notes on the label of the ink bottles carefully. Read and follow instructions in the SDS for other chemicals such as cleaning liquid, coolant, and grease.
- Avoid allowing un-cured print media to come into contact with your skin. When ink has not been cured, handle the print outs with gloves.

⚠ CAUTION

- Be careful not to spill the ink.
- Do not subject the ink bottles to shocks. Otherwise, ink may leak.
- Store ink bottles and cleaning liquid in storage facilities designed for flammable liquids.

Other Cautions

Risk Group 1: Cautions regarding UV light emitted by this printer
Do not look directly at the UV light or allow it to irradiate your skin. Make sure you wear appropriate protective equipment.

Notes on Usage

Note the following points when using this printer as they could cause failure, malfunction, or a decline in print quality.

- Use the printer within the temperature and humidity ranges described in "Specifications".
  ☞"Specifications" on page 122
  However, you may not be able to print correctly even if you meet the above criteria but do not meet the environmental requirements of the media you are using. Use the printer in an environment that meets the media's requirements.
  Also make sure you keep humidity within the specified range when using the printer in a dry area, in an environment with an operating air conditioner, or in a location exposed to direct sunlight.
- Do not use in locations in which it would be subject to direct air flow from appliances such as ventilators or air conditioners, or where there is a heat source nearby. Otherwise, the print head nozzles may dry and clog.
- You need to perform maintenance or replacement at the recommended time or sooner depending on the frequency of use. Failure to perform maintenance can cause print quality to decline. Continuing to use the printer without proper maintenance can damage the print head.
  ☞"Maintenance" on page 79
- As well as when printing, ink is also consumed during maintenance operations such as head cleaning to keep the print head in optimum condition.

Notes When Not in Use

Note the following points when not using the printer. If the printer is not stored under the right conditions, printing may not be performed correctly when you resume printing.

- If the printer will not be used for an extended period (45 days), perform head cleaning once every 10 days. If you do not use the printer for an extended period without cleaning the print head, the nozzles of the print head may dry and become clogged.
  "Performing Head Cleaning" on page 95
  If the printer will not be used for 45 days or more, contact your local dealer or Epson support.
- If you have not used the printer for an extended period, be sure to check the print head for clogged nozzles before resuming printing. If the print heads are clogged, clean the print head.
  "Checking for Clogged Nozzles" on page 93
- Make sure that the carriage is positioned at the ink receiver before storing the printer. Also, when storing the printer, return the louver (flushing box) on the ink receiver to the front position. Printing may fail if these instructions are not followed and the printer is left for an extended period.
  If the carriage is not at the ink receiver position, turn on the printer and then turn it off again. Make sure that the carriage is positioned at the ink receiver and then turn off the printer.
- If left unattended, white ink may turn yellow due to sedimentation (components sink to the bottom of the liquid and accumulate). White ink that has turned yellow will return to its original color when it is mixed within a certain period of time. When the printer is turned on, refilled ink in the printer's main tank is automatically stirred. To maintain the quality of the white ink, we recommend turning on the printer once every 10 days.

Notes on Handling Ink Bottles

Note the following points when handling ink bottles to maintain optimum print quality.

- During the initial ink charging straight after purchasing the printer, enough ink is consumed so that the ink is filled to the tips of the print head nozzles ready for printing. Prepare replacement ink bottles as soon as possible.
- Store ink bottles at room temperature and out of direct sunlight.
- To ensure good print quality, use the ink within the recommended expiration date indicated on the ink bottle.
- When moving the ink bottles from a cold to a warm location, leave them at room temperature for at least 3 hours before use.
- Do not subject the ink bottles to powerful impacts such as when they are dropped. Otherwise, the bottles may leak.
- Do not open the lid of the ink bottle until just before refilling the main ink tank.
- When refilling the main ink tank, do not leave any ink in the ink bottle, instead pour it all into the tank.

Notes on Handling Media

Note the following points when handling and storing media. If the media is in poor condition, you cannot obtain acceptable print results.

Notes on Handling

- Do not bend the media or damage the printing surface.

- Wear gloves when handling media. Handling the media with bare hands may leave fingerprints and marks on the media.
- Do not get the media wet.
- Store the media in a location where it is not subject to high temperatures, humidity, or direct sunlight.
- When media is not being used, remove it from the printer and store it. If media is left loaded for an extended period, the quality of the media may decline.
- When storing media that is prone to warping, you may be able to reduce the amount of warping by placing it on a flat surface that is smaller than the media. Also, if you place warped media on the table, suction may not be performed correctly.
- Do not use media that has just been opened as the media may expand or contract due to room temperature or humidity. After opening, place the media near the printer for at least 30 minutes before loading it into the printer.
- Do not use warped media. Warped media may touch the carriage during printing, which can affect the print quality.
- When printing on media that is less than 3 mm (0.12 in.) thick, we recommend securing the edges of the media with tape. This will prevent the edges of the media from curling up.
- When printing on mirrors, glass, or shiny metal, increase the number of times maintenance is performed around the print head. UV light reflected by materials such as these can cure the ink around the print head causing a malfunction to occur.
- If strong static electricity is generated on the surface of the media, use an ionizer and so on to disperse it before printing. Ink mist may stick to unintended locations during printing.

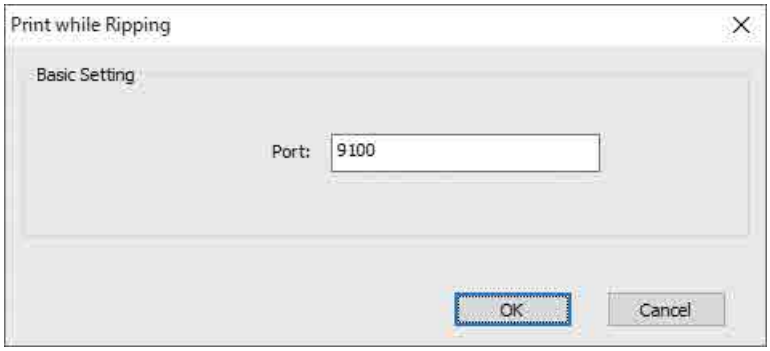
Notes on Handling Media After Printing

Note the following points when handling media after printing to maintain optimum print quality for the longest amount of time.

- Do not rub or scratch the print outs. Rubbing or scratching the print outs may cause the ink to peel off.
- Do not touch the surface of the print outs. Otherwise, the ink may peel off.
- If the ink has not been cured sufficiently, expose it to additional UV light.
  ☞"Exposing Media to Additional UV Light" on page 60
- When storing media printed in Draft mode, do not stack the media. Otherwise, the printouts may stick together.
- Print outs may contain un-reacted ink components. Do not use print outs for the following purposes, as un-reacted ink components can be harmful to the body.
  - To wrap food
  - Any items that children may accidentally put in their mouths
  - Fabric or leather that directly touches the body (such as clothes or accessories)
  - Any items that touch or are inserted into the body such as medical instruments

Notes on Using the UV Flatbed Controller

Although you can change the port number from [Advanced] - [Print while Ripping] - [Basic Setting] on the UV Flatbed Controller screen, do not change it.



Basic Operations

Workflow

The following explains the basic workflow.

1 Turn on the printer and get ready to print.

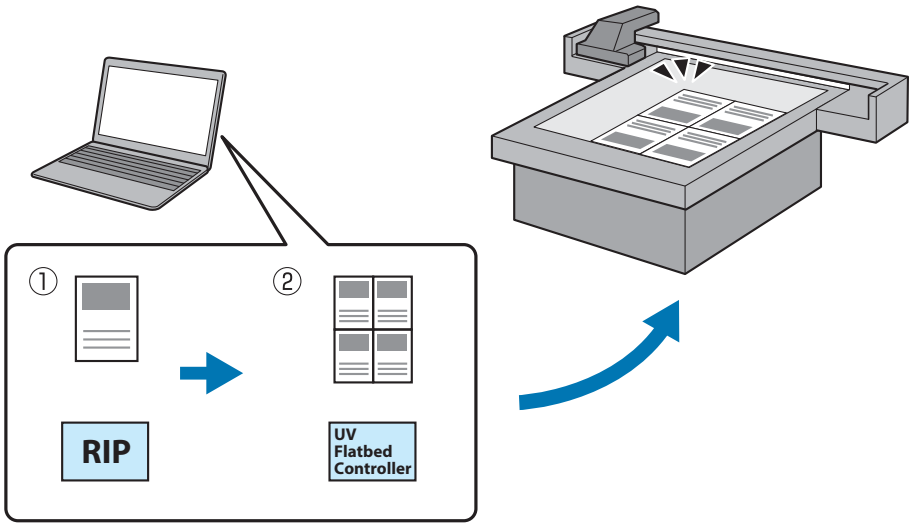
☞"Getting Started" on page 31

2 Load media.

☞"Loading Media" on page 36

3 Print the data.

Image



(1) Create a RIP file using **Epson Edge Print**.

☞Epson Edge Print Operation Guide

(2) Create a job file using the **UV Flatbed Controller**, and then send the data to this printer.

☞"Printing" on page 39

4 Turn off the printer when you are ready to finish printing.

☞"Finishing Operations" on page 44

Getting Started

Read the following before performing any operations.

☞"Notes on Handling" on page 24

1 Make sure there is nothing on the media table.

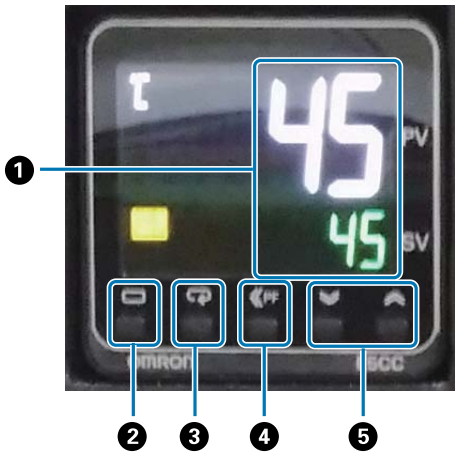
2 Turn the power switch on the front of the printer to turn on the printer.

3 Press the Power on (|) button to begin initializing the printer.

4 Wait for a while, and then check that the numbers (upper numbers) displayed on the two temperature controllers on the front of the printer have reached "35" and "45" respectively.

The upper number is the current temperature and the lower number is the set temperature.
35 is the temperature of the plates around the print head, and 45 is the temperature of the sub ink tank.
The time it takes for each temperature to reach the set temperature depends on factors such as the room temperature.

Understanding the Control Panel



❶ **Temperature meter**
Upper number: Current value
Lower number: Set value

❷ **Level key**
Changes the setting level.

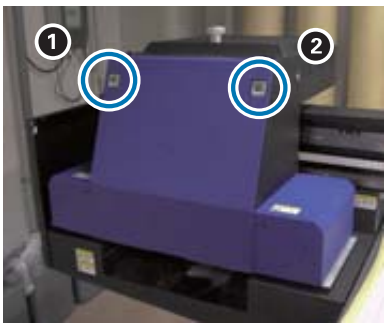
❸ **Mode key**
Changes the item in the setting level.

❹ **Shift key**
Allows the user to define functions.

❺ **Down/up keys**
Changes the values.

5 Check that the number (upper number) displayed on the ink pressure meter on the carriage is as shown below.

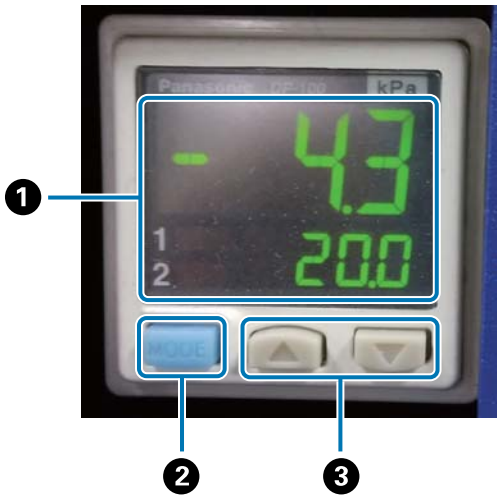
The upper number is the pressure needed to keep the print head nozzle surface in optimum condition, and the lower number is the pressure during head cleaning.
If the upper number does not reach the number shown below, contact your local dealer or Epson support.



❶ Color ink, varnish: -3.7 to -4.7

❷ White ink: -4.0 to -4.9

Understanding the Control Panel

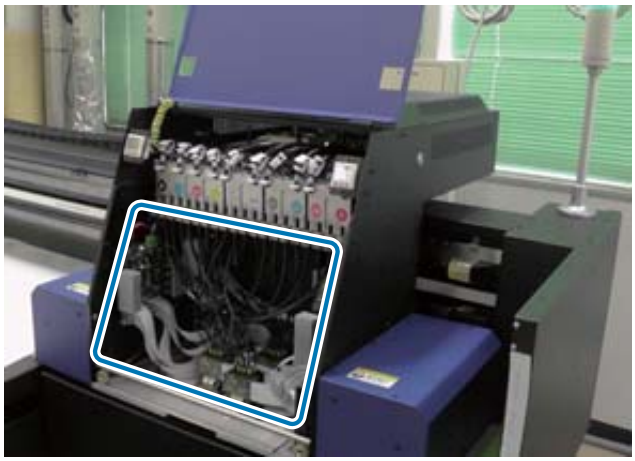


❶ Pressure display
Upper number: Pressure (current value) needed to keep the print head nozzle surface in optimum condition
Lower number: Pressure (current value) when performing head cleaning

❷ MODE button
Press and hold to switch modes.

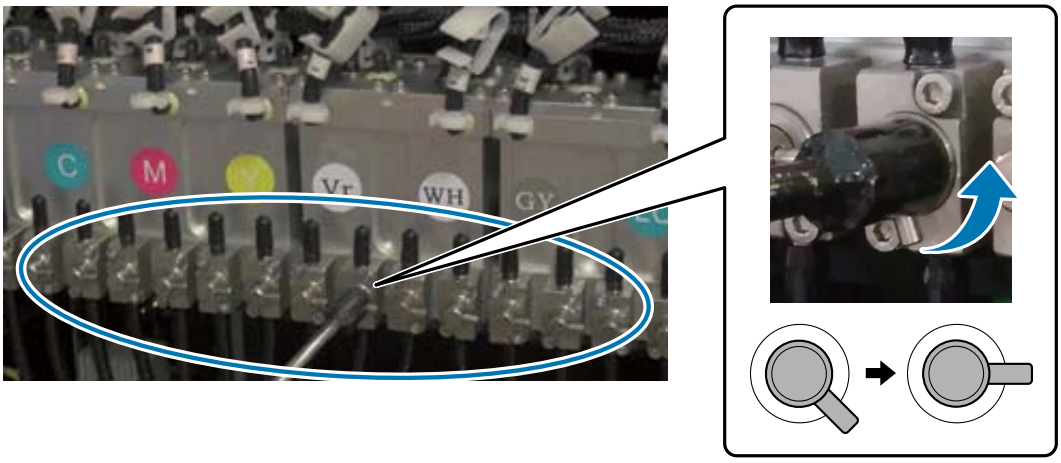
❸ Change settings button

6 Open the carriage cover.



Important Do not touch the circuit board, wires, or tubes shown in the image above. Otherwise, the printer may not operate correctly.

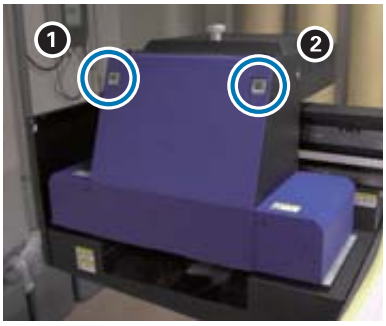
7 Use the wrench for sub ink tanks to open the valves in all of the sub ink tanks.



Important

Make sure that the ink pressure meter and the ink temperature controller displays are as shown below before operating the sub ink tank valve. If you operate the sub ink tank valve without following this instruction, a malfunction may occur.

- Ink pressure meter
  Make sure the display is at the specified value.



❶ Color ink, varnish: -3.7 to -4.7

❷ White ink: -4.0 to -4.9

- Ink temperature controller
  Make sure the display on the left side of the controller is 30°C or higher.

8 Close the carriage cover.

9 Start the UV Flatbed Controller on the computer.

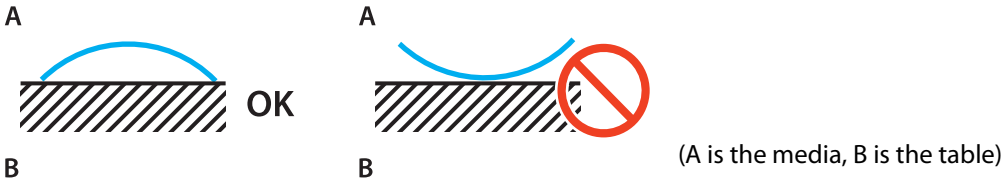
10 Load the media, and then make a test print. Clear the nozzles if they are clogged.

☞"Loading Media" on page 36
☞"Test Printing (Nozzle Check)" on page 50
☞"Clearing Clogged Nozzles" on page 95

Loading Media

Notes on Loading Media

- When printing on plate-shaped media, use one that has a flat surface or that does not have raised edges when placed on a table. If you use media with raised edges, it may not stick to the table and could interfere with the carriage during printing.



(A is the media, B is the table)

- For media that is prone to warping, store it on a table with a flat surface smaller than the media with the printable side facing up.

- If the media protrudes beyond the table's suction area, secure the media with tape to prevent it from rising up.
- Thin media (3 mm [0.12 in.] or less) may wrinkle or warp due to the heat of the UV light. Secure the edges of the media with adhesive tape.
- Do not drop heavy media on the table.
- Place the media gently on the table.
- Do not place loads on a specific part of the table. (Up to 50 kg/m^2)

Placing Media on the Table

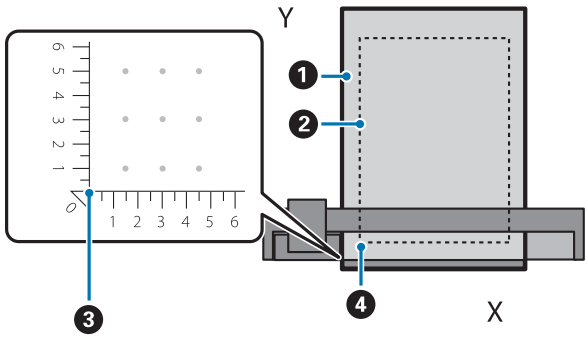
Read the following before performing any operations.

☞"Notes on Handling" on page 24

1 Place the media on the table and align the left edge of the start of the media with the print start position.

The following illustration shows the relationship between the home position and the print start position.

When the print start position is set to (50, 100)*



❶ Table

❷ Media

❸ Home position (0, 0)

❹ Print start position (50, 100)*

*Print start position

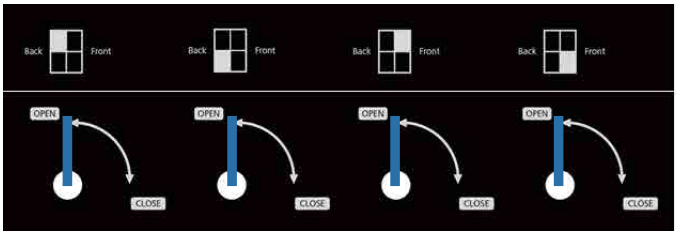
Specify coordinates for the left/right direction as the X axis, and the front/rear direction as the Y axis. The example above (50, 100) means 50 to the right and 100 to the back of the origin position.

The media table and the UV Flatbed Controller have different display units for the X and Y axes. The media table is in centimeters and the UV Flatbed Controller is in millimeters.

2 Set the suction area according to the size of the media being printed and the loading position.

2-1 Press the Vacuum button to turn off the suction system.

2-2 Open the valve according to the position in which the media is loaded. The media sticks to the table.



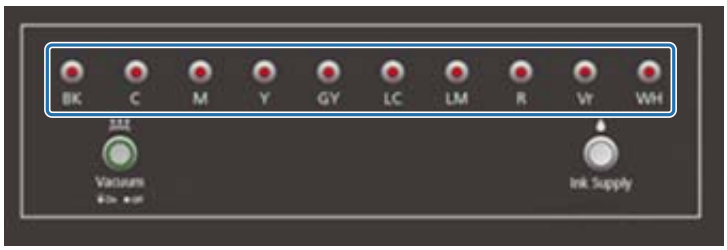
Important

Cover any suction holes in the suction area that are not covered by the media with a sheet and so on. If these suction holes are not covered, the suction power will be significantly reduced.
Cover the suction holes with media that is thinner than the media being printed. Also, do not use mirrors, glass, or shiny metal plates. UV light reflected by materials such as these can cure the ink around the print head causing a malfunction to occur.

Printing

Check Before Starting Printing

When the ink lamp on the control unit is on, it indicates that the ink level in the main ink tank is low.



If ink is expended during printing and printing is paused, you can resume printing by refilling the ink. However, if you do refill ink during printing, colors may look different depending on how the ink dries. If you know that you will be printing large jobs in advance, we recommend that you refill any inks that are running low before you start printing.

"Refilling Ink" on page 89

Starting Printing

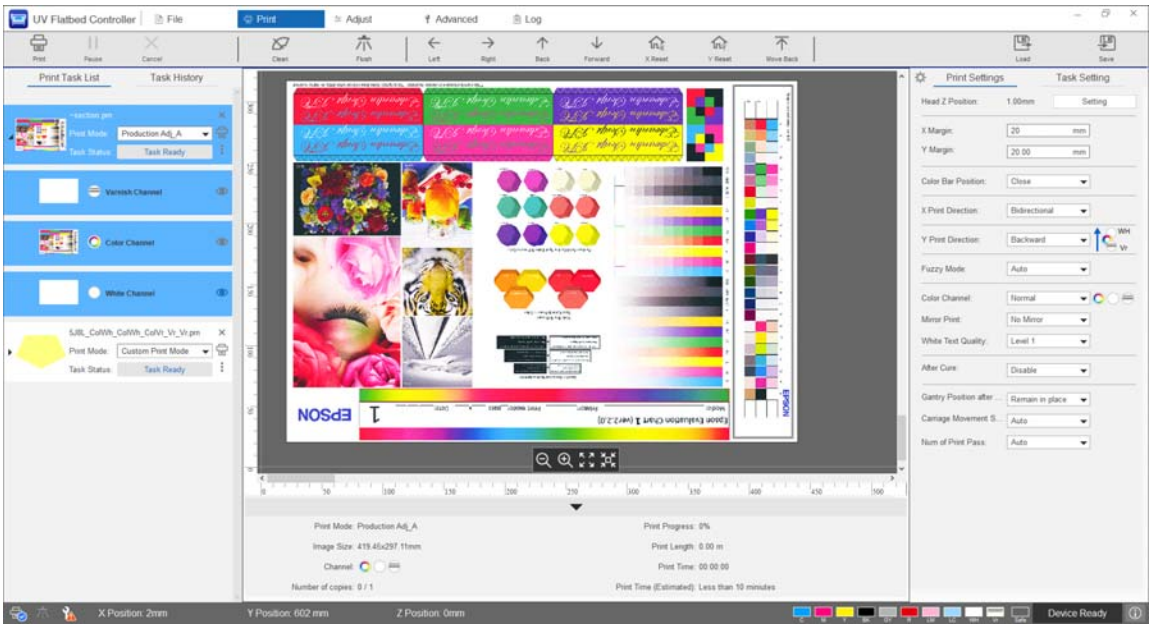
1 Create a RIP file (.prn) using Epson Edge Print.

When you click [Print], the data is added to the [Print Task List] in the UV Flatbed Controller.

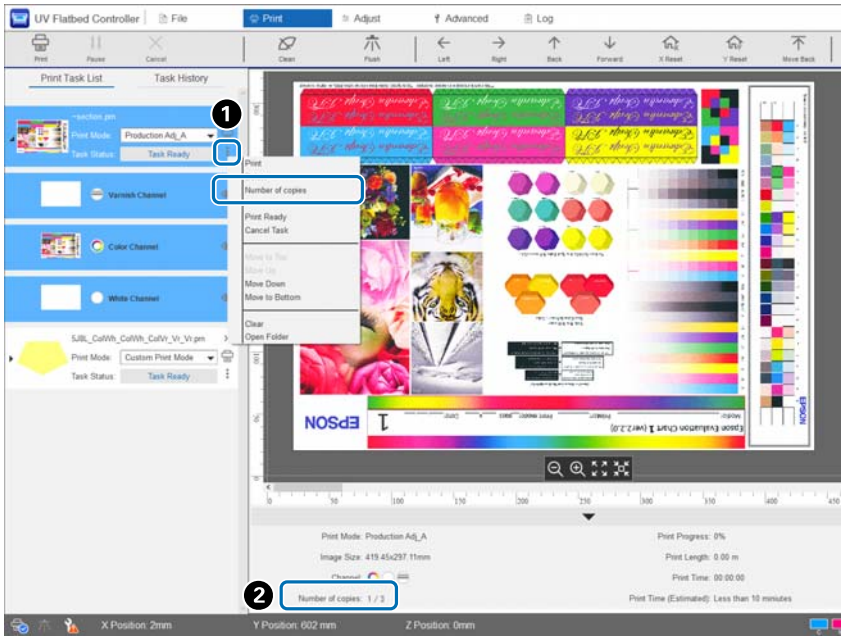
"Epson Edge Print Operation Guide"

2 Select the RIP file you want to print from the [Print Task List].

If the RIP file is not in the [Print Task List], select [File] from the main menu, and then specify the folder in which the RIP file was saved.



Note



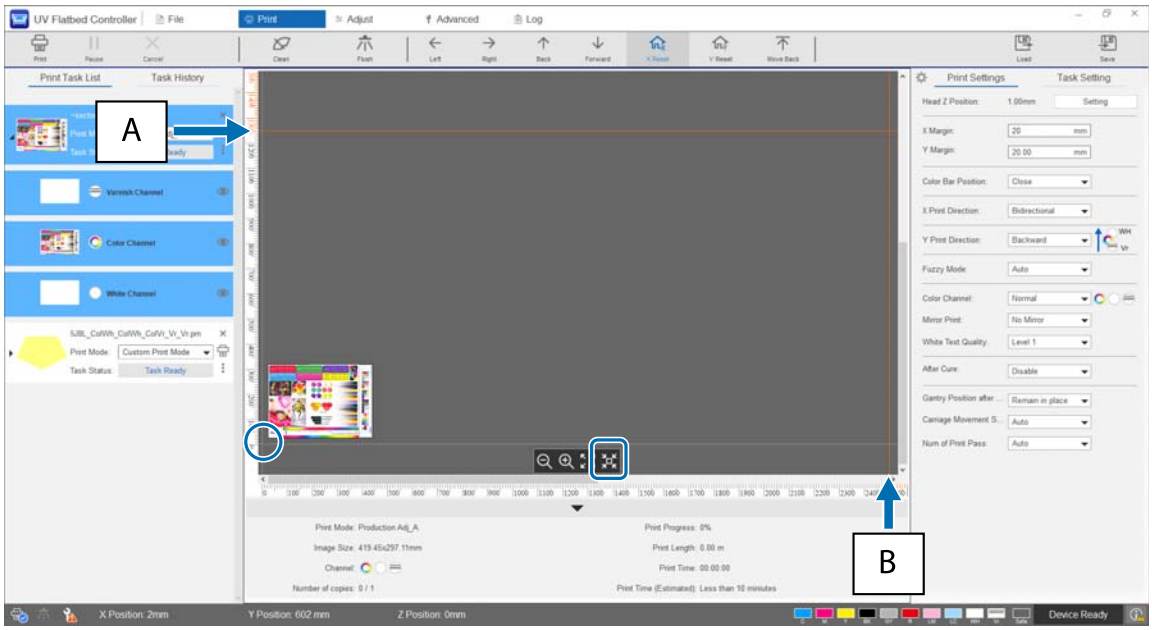
❶ You can preset the number of times the same file will be repeatedly printed by clicking ⋮ at the bottom right of the RIP file in [Print Task List], and then selecting [Number of copies].

❷ When you set the number of repeated prints, the number is displayed here.

3 Check the positional relationship between the media table and the print outs.

3-1 Press ▩ to view a preview of the media table and the print outs as seen from above.

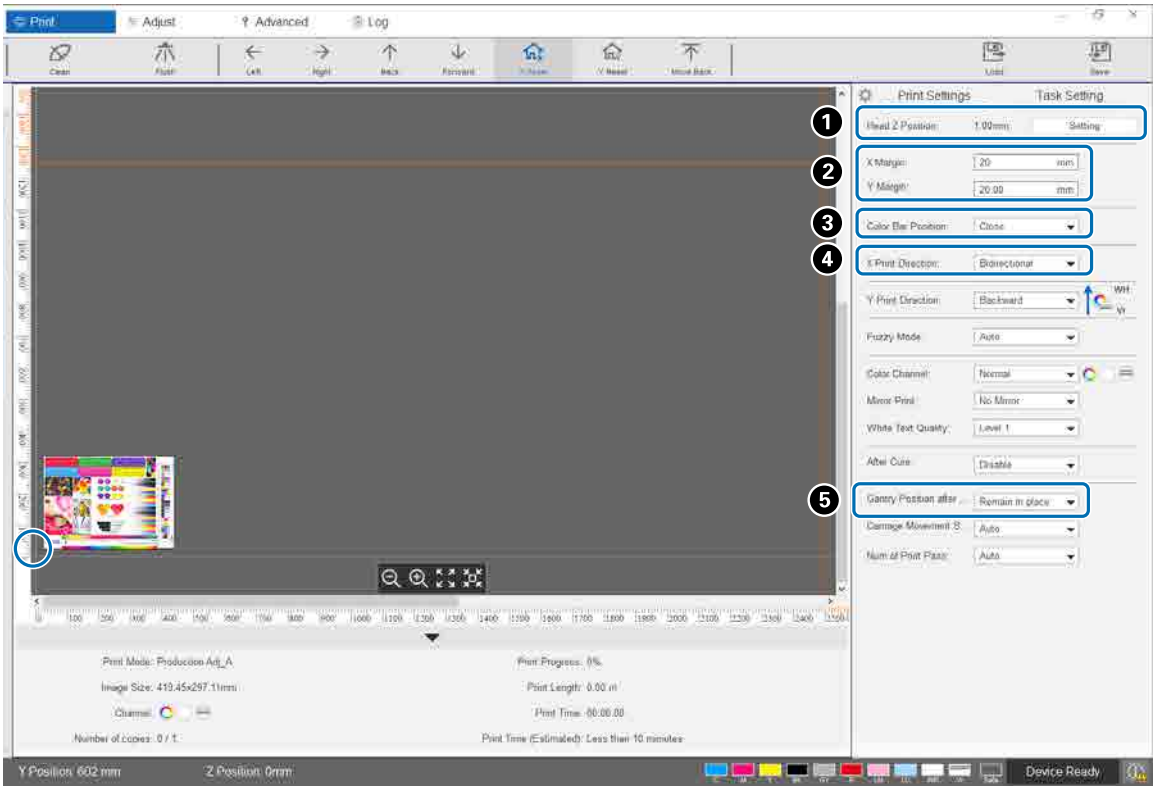
3-2 Check the printable area. The printable area is based on the ○ start position and extends along the A and B lines.



A: Maximum printable limit at the back of the media table (Y direction)

B: Maximum printable limit to the side of the media table (X direction)

4 Make basic print settings.



❶ Adjust the height of the head.
☞"Adjusting the Height of the Print Head" on page 48

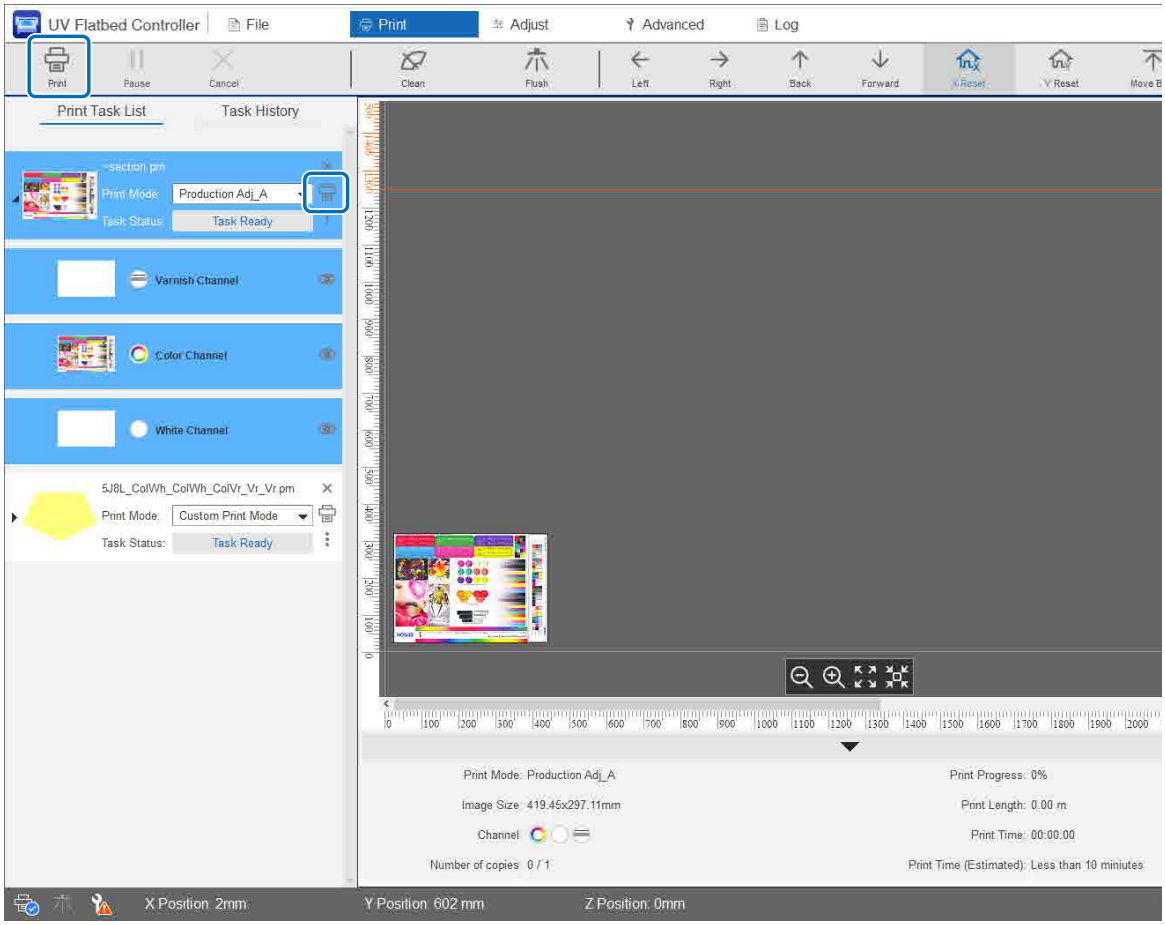
❷ Specify the coordinates of the print start position (◯ position on the screen) by entering numbers in [X Margin] and [Y Margin].

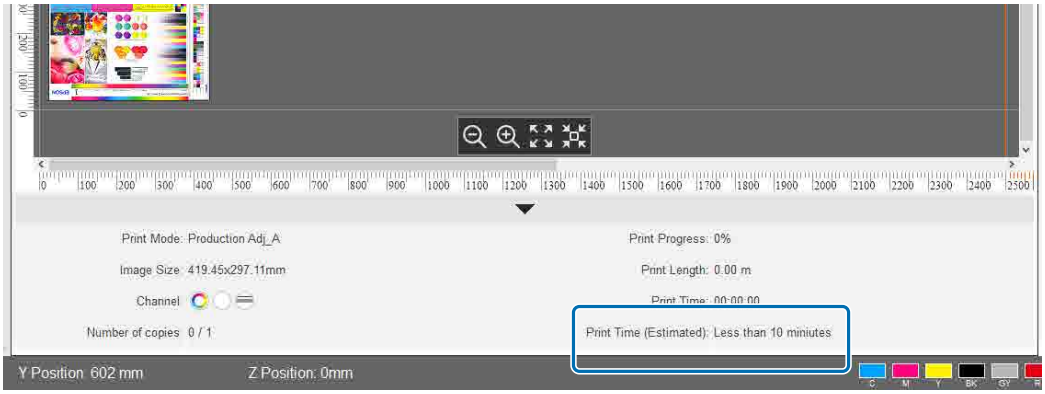
❸ Select the position of the color bar to be printed in the margins of the media from [Off], [Left], [Right], or [Both].

❹ Select [Left], [Right], or [Bidirectional] for the print direction in the X direction.

❺ If you do not want the gantry to remain over the media after printing is complete, select [Backward] or [Forward].

5 When all settings are complete, press the [Print] shortcut button or the printer icon in [Print Task List] to start printing.



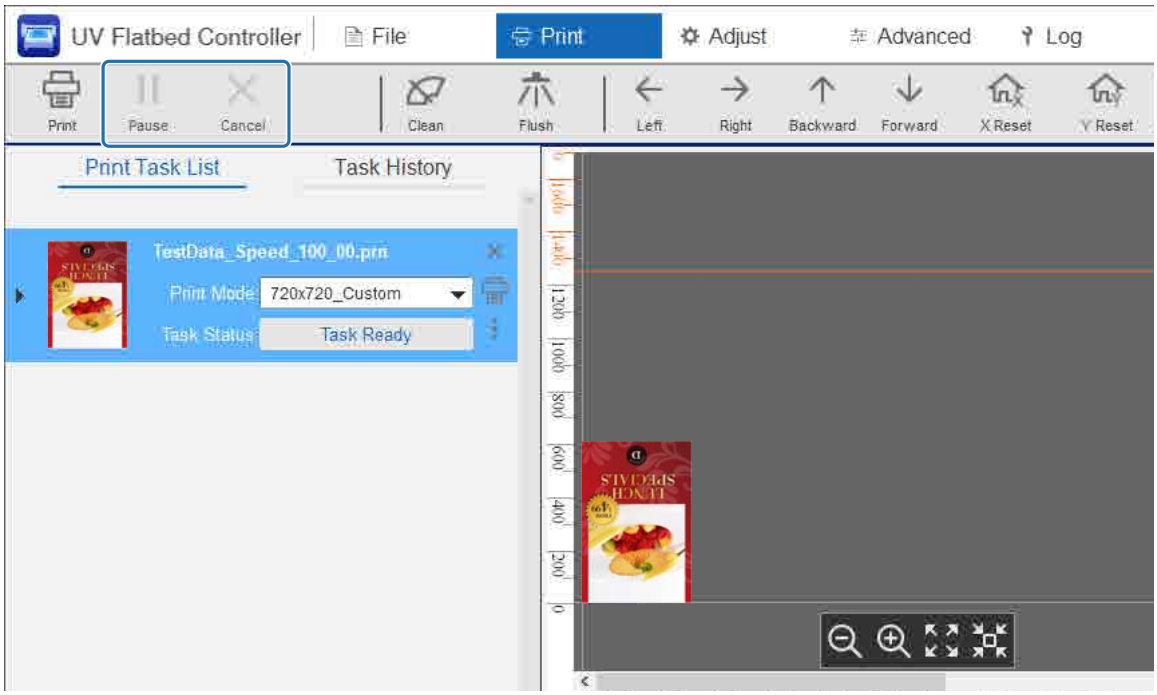
Note	When printing starts, [Print Time (Estimated)] is displayed as shown in the image. • The display shows the approximate time in 10 minute increments. Fractions are rounded down. If the remaining time is 8 minutes, [Less than 10 miniutes] is displayed. If the remaining time is 1 hour 15 minutes, [1:10] is displayed. • When [After Cure] is set to [Enable] in [Print Settings], the time including the time for UV light exposure after printing is displayed. 

Pausing or Canceling Printing

To pause printing, press the [Pause] shortcut button. Press this again to resume printing.

To stop printing, press [Cancel].

When printing is paused and then resumed, colors may look different depending on how the ink dries.



Finishing Operations

Read the following before performing any operations.

☞"Notes on Handling" on page 24

☞"Notes on Consumables" on page 26

1 Perform cleaning.

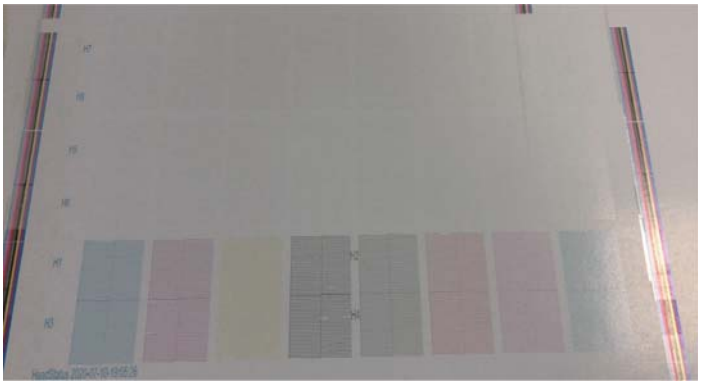
Normally, perform daily cleaning.

☞"Daily Cleaning" on page 81

Once a month (when the message [User maintenance necessary.] is displayed), clean the UV lamp and ionizer at the same time.

☞"Perform Maintenance Once a Month" on page 83

2 Check the nozzles for clogging (nozzle check). Clear the nozzles if they are clogged.

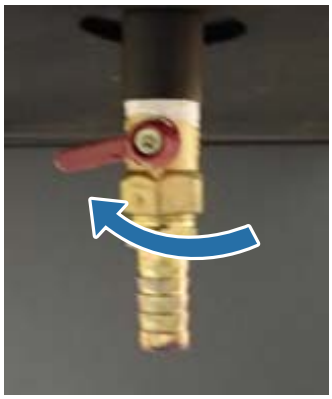


☞"Test Printing (Nozzle Check)" on page 50

☞"Clearing Clogged Nozzles" on page 95

3 Empty the waste ink bottle.

3-1 Close the waste ink outlet valve under the ink receiver.



3-2 Remove the waste ink bottle and transfer the ink inside to another container.

Important Transfer the waste ink to another container before it crosses the yellow line on the bottle. Otherwise, waste ink could spill when you remove the bottle from the printer.

3-3 Return the empty waste ink bottle to its original position, and then open the waste ink outlet valve.

4 Remove any ink remaining on the media table.

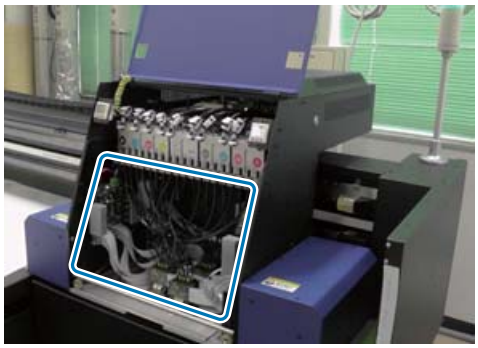
4-1 Press the Vacuum button to turn off the suction system.

4-2 If the ink is not dry, wipe it off with a dry cloth. If the ink has hardened, use a scraper or a similar tool to remove it.

5 Press the stop button (▽).

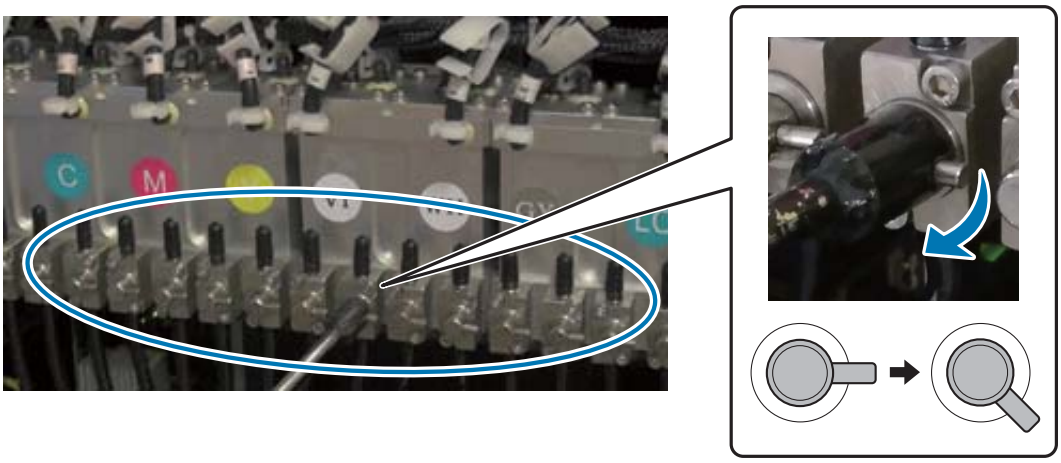
6 Close the valves in all of the sub ink tanks.

6-1 Open the carriage cover.

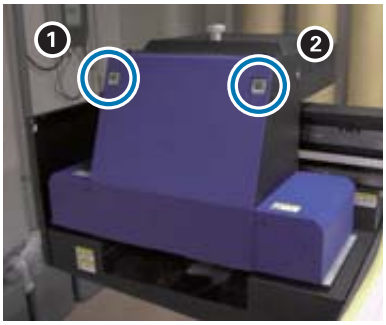


Important	Do not touch the circuit board, wires, or tubes shown in the image above. Otherwise, the printer may not operate correctly.

6-2 Use the wrench for sub ink tanks to close the valves in all of the sub ink tanks.



Important	Make sure that the ink pressure meter and the ink temperature controller displays are as shown below before operating the sub ink tank valve. If you operate the sub ink tank valve without following this instruction, a malfunction may occur. • Ink pressure meter Make sure the display is at the specified value.



❶ Color ink, varnish: -3.0 to -3.9

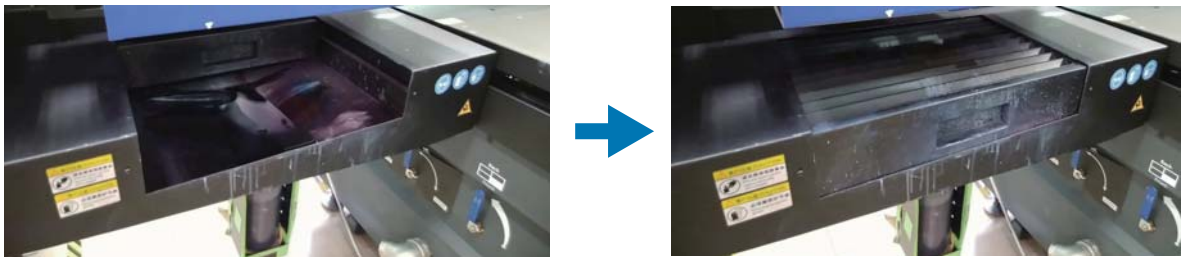
❷ White ink: -4.0 to -4.9

Important	• Ink temperature controller Make sure the display on the left side of the controller is 30°C or higher. 

Make sure the closed valves look approximately as shown in the illustration. If the valves are not fully closed, ink may leak while the printer is off, causing the nozzles to become clogged when the printer is used again.

6-3 Close the carriage cover.

7 Return the louver (flushing box) on the ink receiver to the front position.



8 Turn the switch on the front of the printer to turn off the printer.

9 Once every six months (when the message [User maintenance necessary.] is displayed), refill the UV lamp coolant.

☞"Perform Maintenance Once Every Six Months" on page 87

10 Close the **UV Flatbed Controller** on the computer.

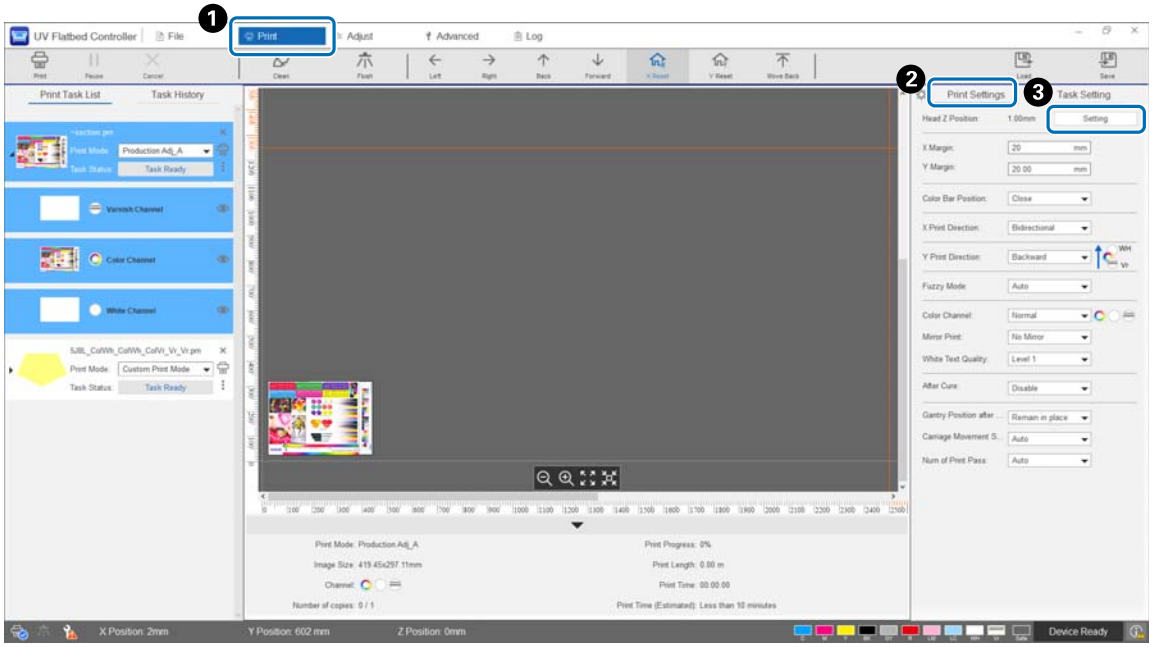
Using the Functions of the UV Flatbed Controller

Adjustment Function

Adjusting the Height of the Print Head

You can open the head height adjustment screen from various screens. The following is an example.

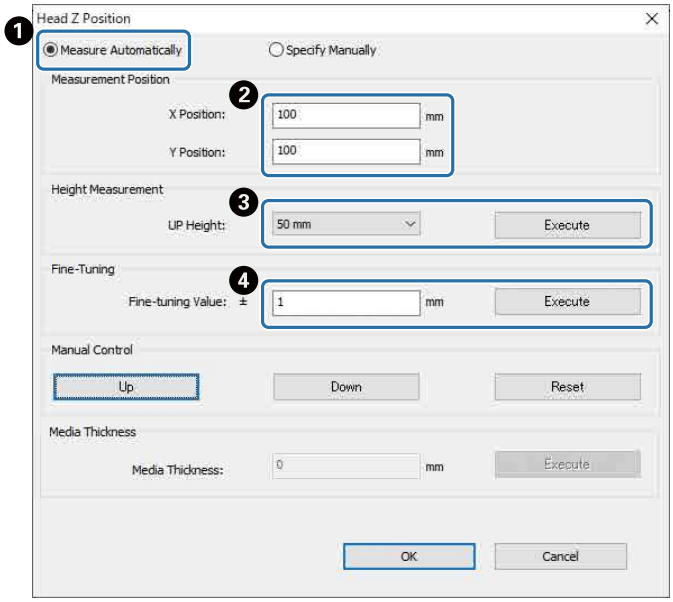
1 Select [Print] - [Print Settings] on the screen, and then press [Setting] from [Head Z Position].



2 Adjust automatically or manually.

Normally, adjustments are performed automatically; however, if you know the thickness of the media, or if you want to print at a specific height, you can adjust it manually.

2-1 Adjust automatically



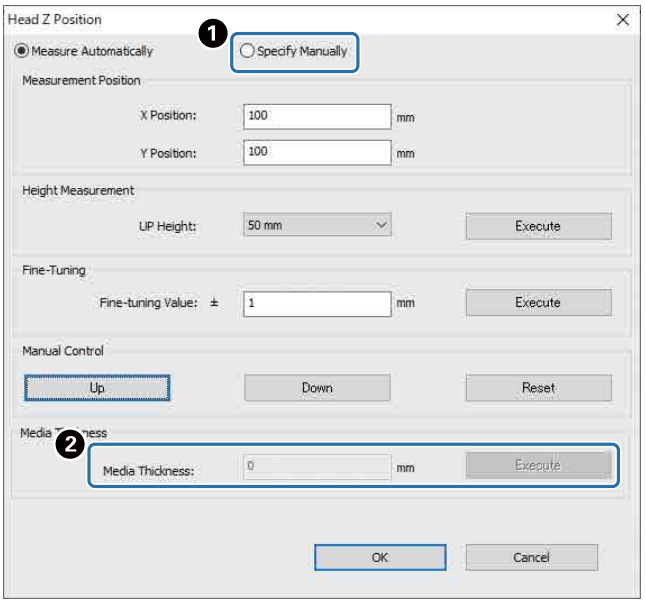
❶ Select [Measure Automatically].

❷ Specify the positions (X and Y positions) at which the measurement will be performed.

❸ Specify the head height before performing measurements in [UP Height], and then press [Execute] to measure the head height.

❹ If you want to raise the height after adjustment, enter a value in [Fine-tuning Value], and then press [Execute].

2-2 Adjust manually



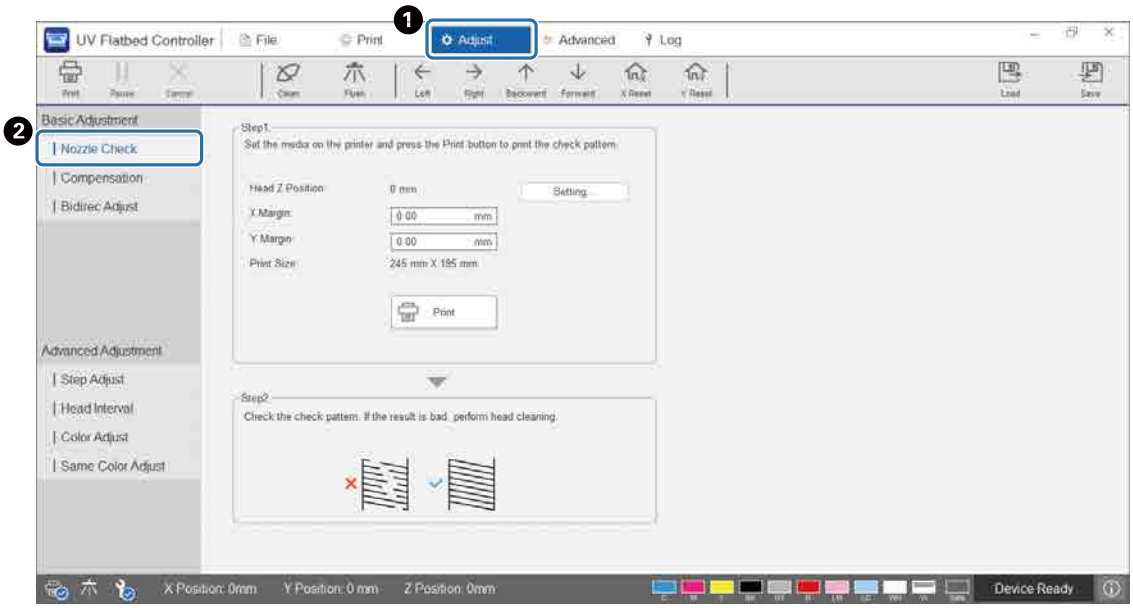
❶ Select [Specify Manually].

❷ Enter a value in [Material thickness], and then press [Execute].

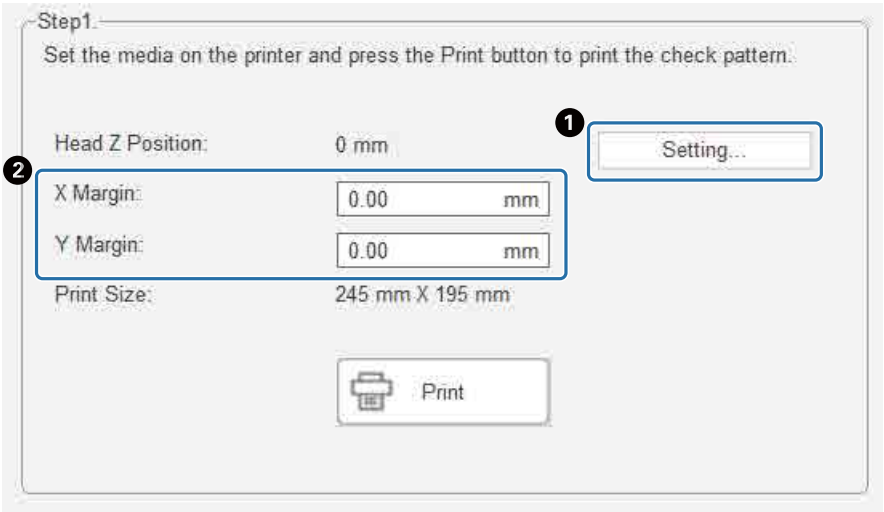
Test Printing (Nozzle Check)

The size of the check pattern is 245 mm (H) and 195 mm (V).

1 Select [Adjust] - [Nozzle Check] on the screen.



2 Adjust the head height, and then set the print start positions (X and Y positions).



"Adjusting the Height of the Print Head" on page 48

3 Select [Print] to print a check pattern.

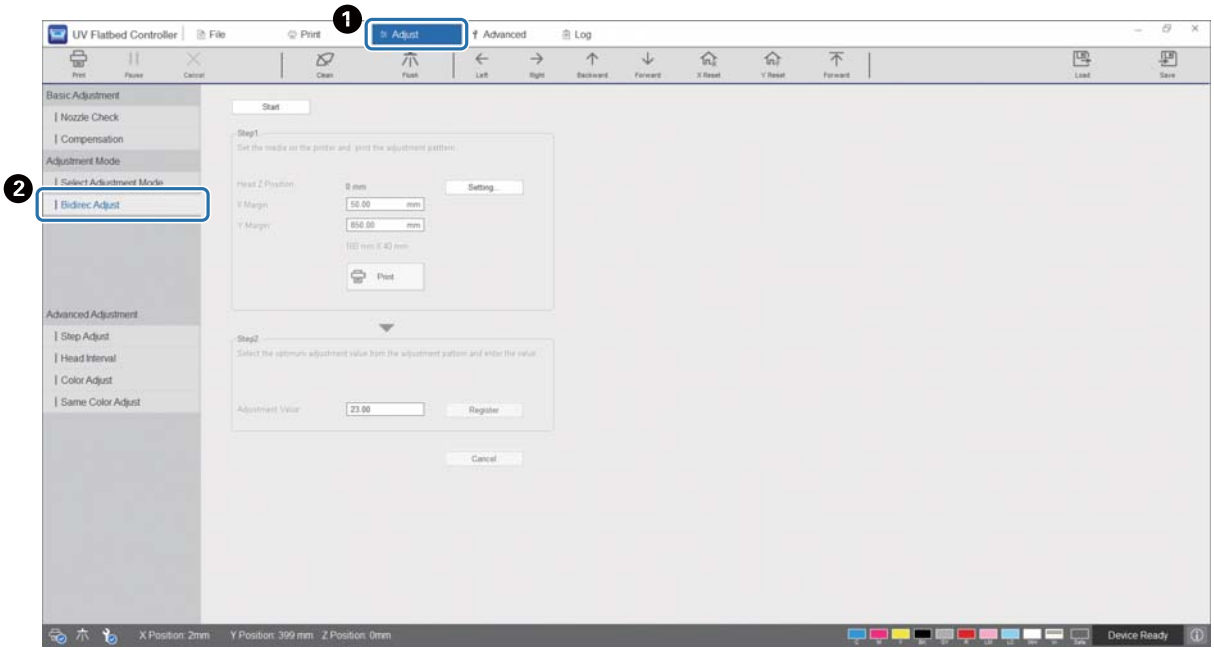
Adjusting Bi-directional Printing

Adjust bi-directional printing if there is misaligned text (in the horizontal direction) or graininess in the print outs.

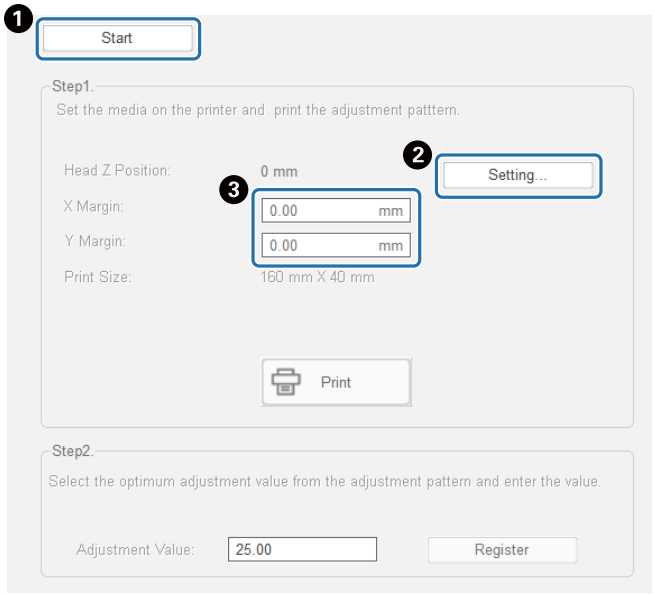
1 Select the adjustment mode from [Adjust] - [Select Adjustment Mode] on the screen.

"Adjustment Mode" on page 53

2 Select [Adjust] - [Bidirec Adjust] on the screen.

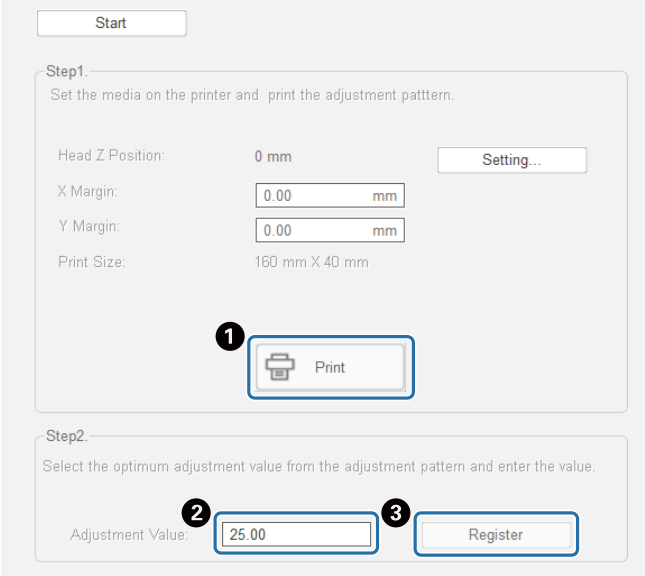


3 Press [Start], adjust the head height, and then set the print start positions (X and Y positions).



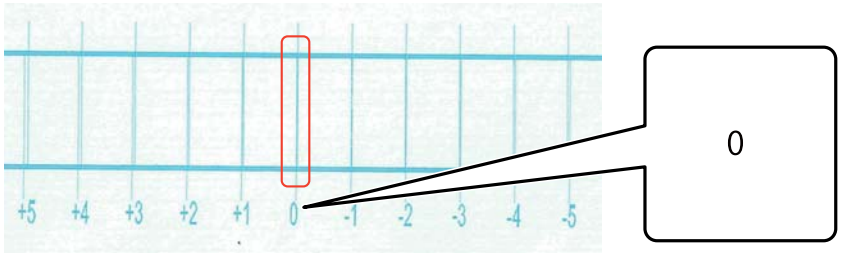
"Adjusting the Height of the Print Head" on page 48

4 Perform adjustments.



❶ Press [Print] to print the adjustment pattern.

❷ The "0" line in the adjustment pattern (the vertical line in the red box) is straight, which is normal.



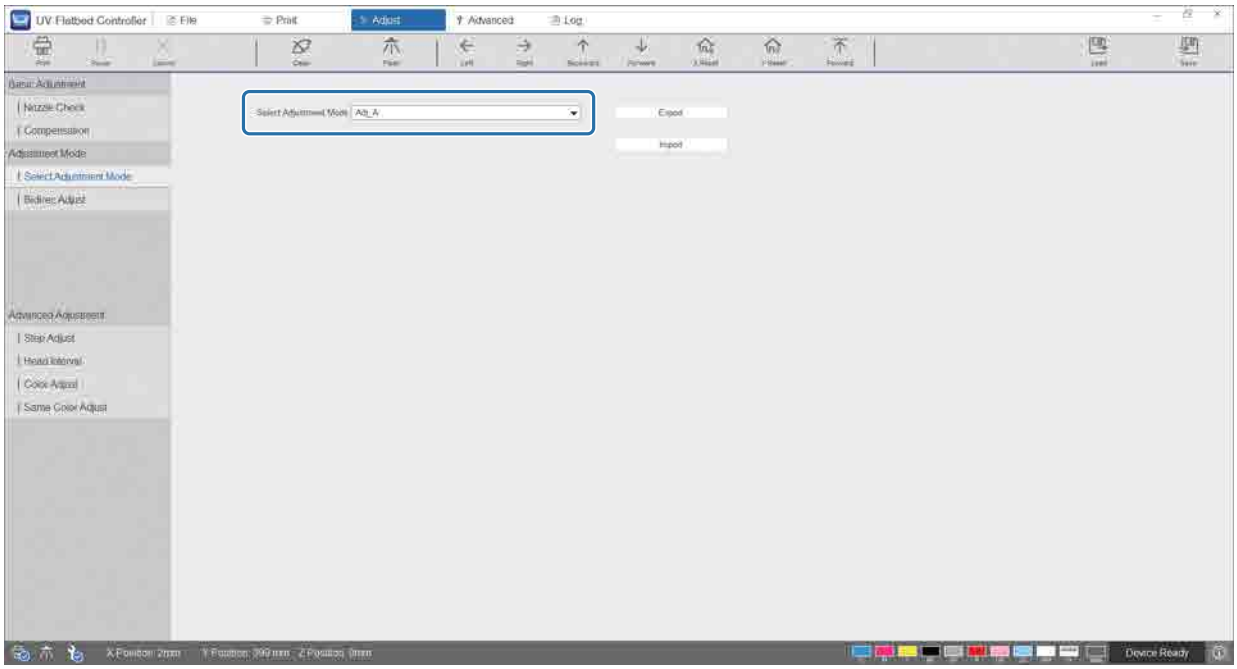
If the "0" line is not straight but the "+1" line is straight, for example, add "+1" to the original number on the screen, and then enter it.

<Example>
Screen value: 26
Value selected for the pattern: -1
Entered value: 25

❸ Press [Register] to register the adjustment value.

Adjustment Mode

When performing [Bidirec Adjust] or making advanced print adjustments, first select the adjustment mode that matches the print mode from [Adjust] - [Select Adjustment Mode] on the screen.



See the following table to select the correct adjustment mode.

Print Mode	Adjustment Mode
High Speed Adj_A	Adj_A
Speed Adj_A	Adj_A
Production Adj_A	Adj_A
Quality Adj_A	Adj_A
High Quality Adj_A	Adj_A
Production 720x720 Vr	Adj_A
Fine Production Adj_B	Adj_B
Fine Standard Adj_C	Adj_C
Fine Quality Adj_H	Adj_H
Fine Quality Adj_B	Adj_B
Fine High Quality Adj_H	Adj_H

Note	The following print modes are suitable for printing small text and fine lines, but printing speed will be reduced. Also, they are not available for varnish printing. Fine Production Adj_B, Fine Standard Adj_C, Fine Quality Adj_H, Fine Quality Adj_B, Fine High Quality Adj_H

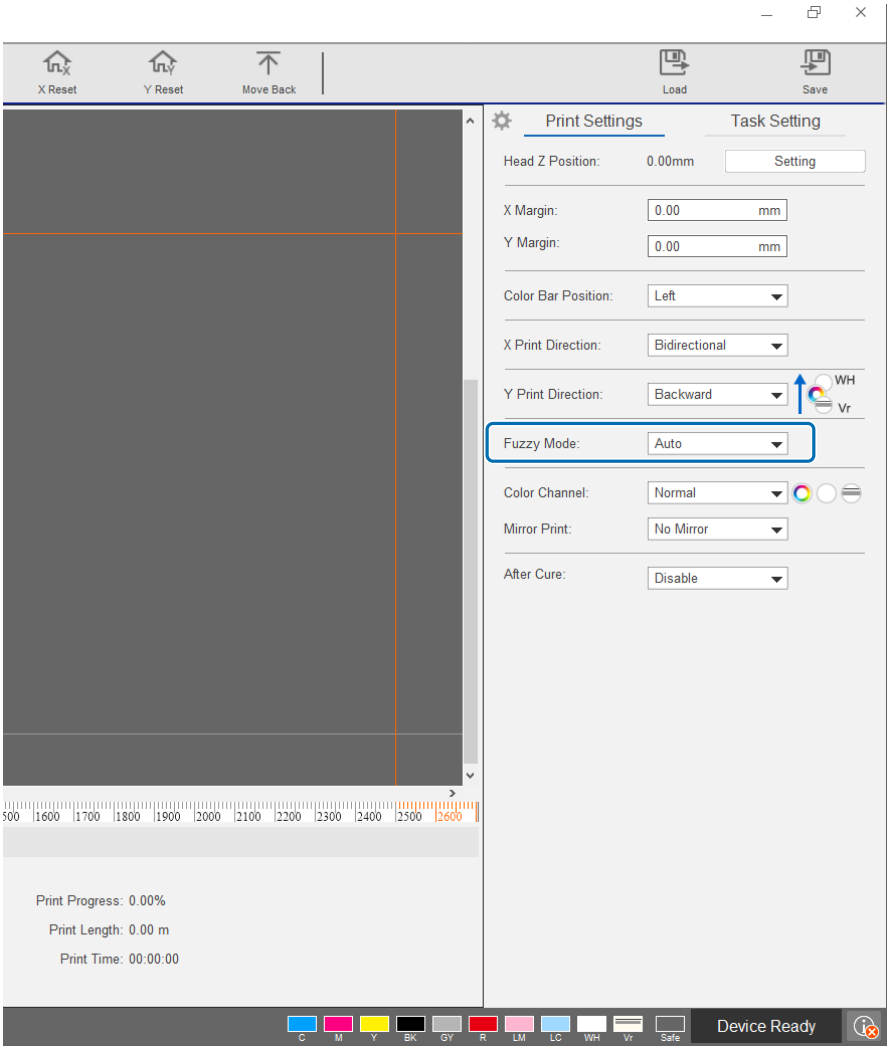
Various Printing Functions

Reducing Uneven Printing

You can reduce uneven printing by using [Fuzzy mode]. However, the print quality will be poor.

Select [Level 1], [Level 2], or [Level 3] from [Print] - [Print Settings] - [Fuzzy mode] on the screen.

The default setting is [Auto], which prints according to the resolution and so on specified in Epson Edge Print.



Multi-layer Printing

There are two methods for printing data that contains two or more printing layers (multi-layer printing).

- **Print all layers (WH, color, and Vr) at the same time (Normal Mode)**

  Set the printing order for RIP files (.prn) that are automatically generated by Epson Edge Print in [Y Print Direction] on the UV Flatbed Controller, or select the layers you want to print in [Color Channel].

  ☞ Making print order settings: "Setting [Y Print Direction]" on page 55

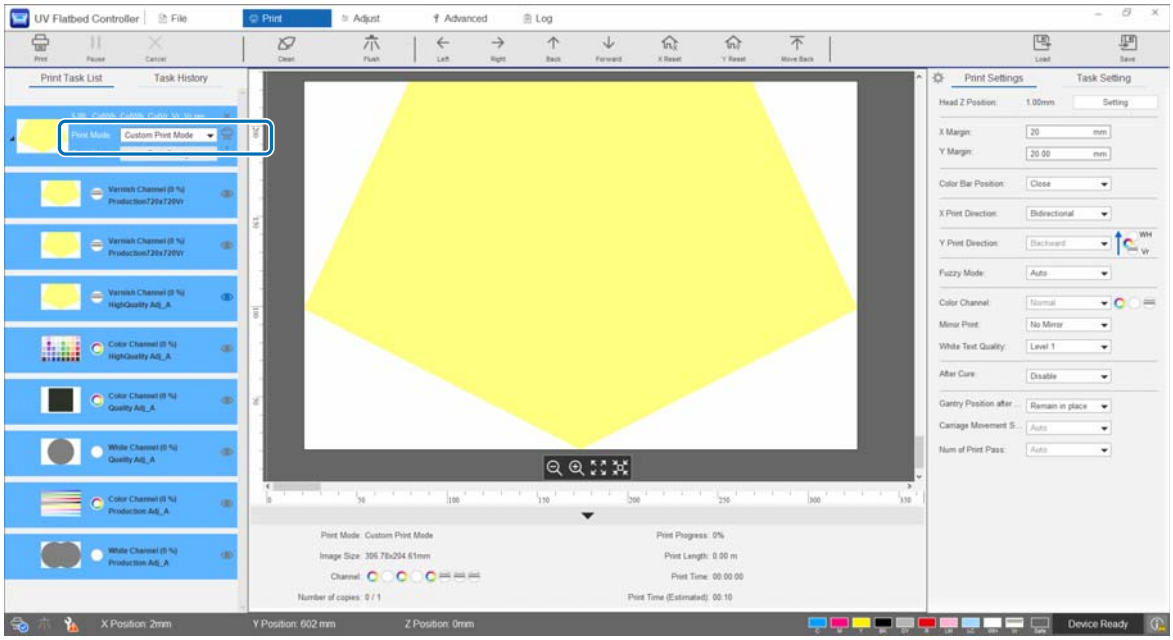
  ☞ Selecting the layers to print: "Setting the [Color Channel]" on page 57

- **Customize the layer type and print order to print several times (Custom Print Mode)**

  Create a RIP file (.prn) with a customized number of layers and stacking order in [Custom Settings] in Epson Edge Print. You cannot use the UV Flatbed Controller to change the settings for the print order ([Y Print Direction]) or select the layers to be printed ([Color Channel]). Printing is also performed several times according to the stacking order.

  Creating RIP files (.prn) ☞ "Epson Edge Print Operation Guide"

  When printing this type of RIP file (.prn), [Custom Print Mode] is displayed in [Print Mode] from [Print Task List], and the layer data for the number of times printed is displayed below this as shown in the following image.

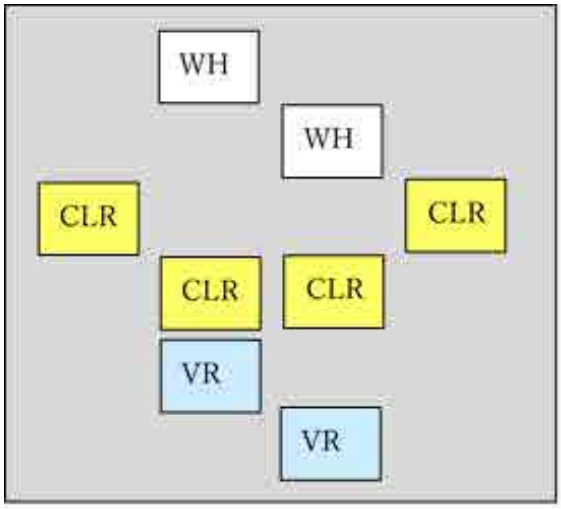


Setting [Y Print Direction]

Because the print head of this printer is laid out as shown in the following illustration, the layering order changes when printing while the gantry moves from front to back and from back to front. (Even if the same image is printed, the print result differs depending on the [Y Print Direction] setting.)

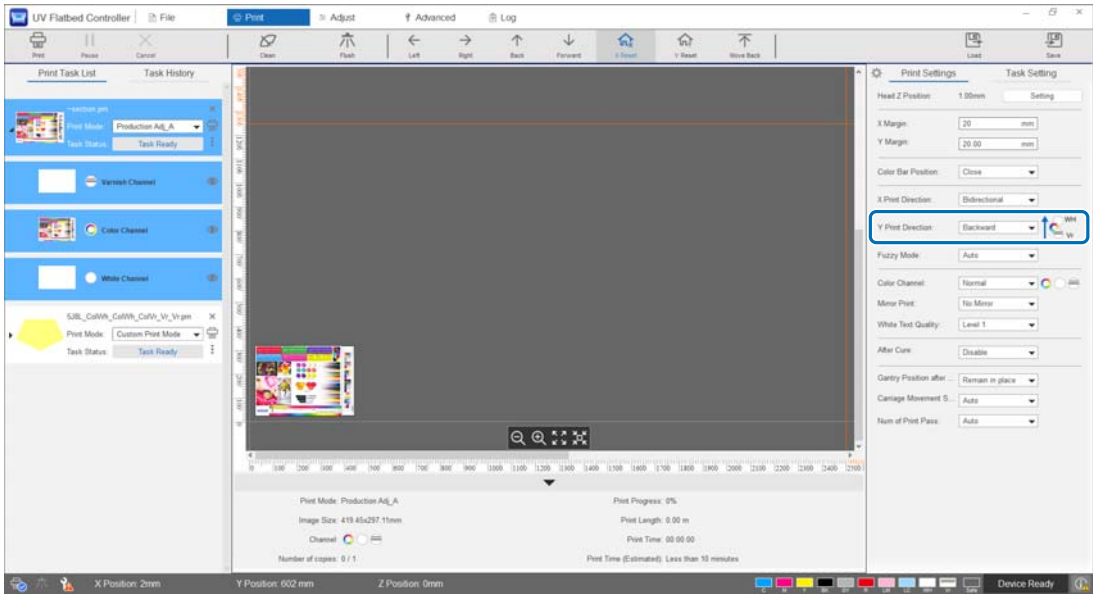
Layout of the print head (viewed from above)

Back

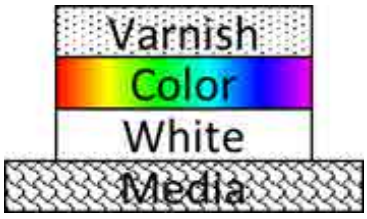


Front

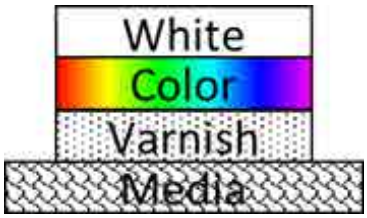
Setting the [Y Print Direction]



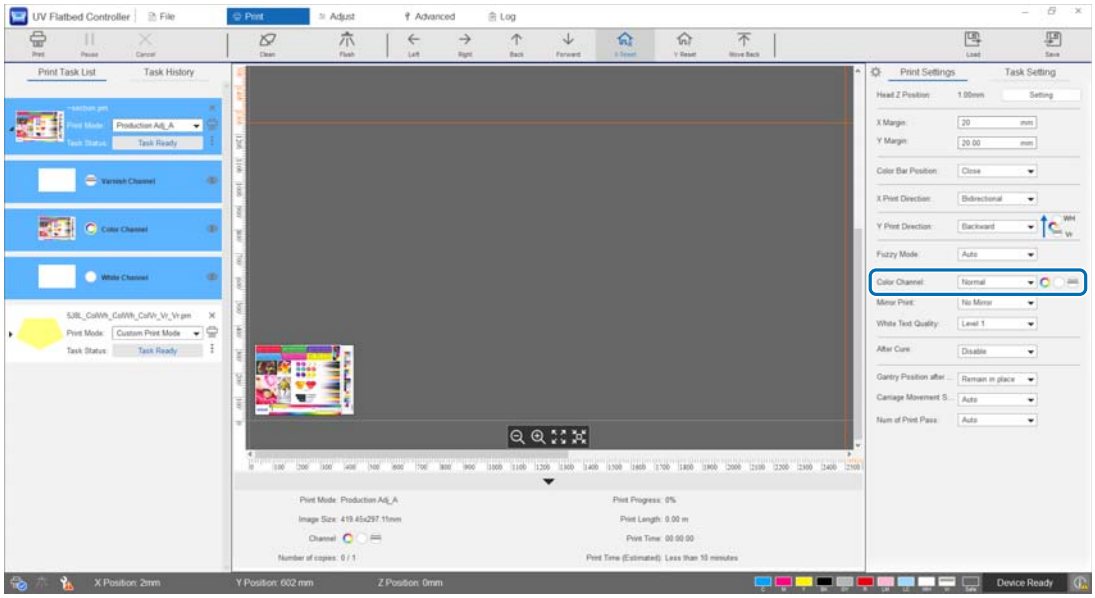
When set to [Backward], the gantry prints while moving from front to back. When all of the white, color, and varnish layers have been printed, the printing status is as shown below.



When set to [Forward], the gantry prints while moving from back to front. When all of the white, color, and varnish layers have been printed, the printing status is as shown below.



Setting the [Color Channel]

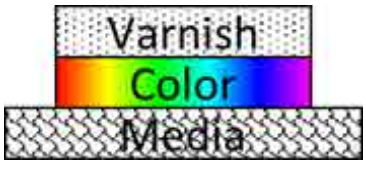


You can use [Color Channel] to specify the layer you want to print. Select from [Normal], [Only Color], [Only White], [Only Varnish], [Color and White], [Color and Varnish], and [White and Varnish] according to your printing needs. If you select [Normal], layers are printed according to the data sent.

Example of multi-layer print settings

By using print data containing the same three layers and simply setting the color channels, you can obtain different print results as shown in print examples 1, 2, and 3.

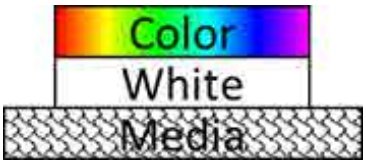
<Print example 1>



Setting the [Y Print Direction] to [Backward].

Setting the [Color Channel] to [Color and Varnish].

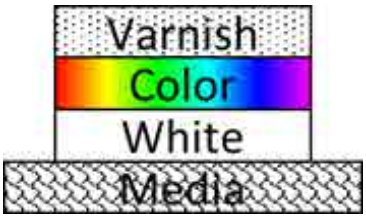
<Print example 2>



Setting the [Y Print Direction] to [Backward].

Setting the [Color Channel] to [Color and White].

<Print example 3>



Setting the [Y Print Direction] to [Backward].

Setting the [Color Channel] to [Normal].

Varnish Printing

When printing with varnish, we recommend checking the condition of the surface of the printed material in advance by performing a test print.

If the varnish has not been cured sufficiently, expose it to additional UV light.

☞"Exposing Media to Additional UV Light" on page 60

If varnished surfaces are noticeably rough, try the following solutions.

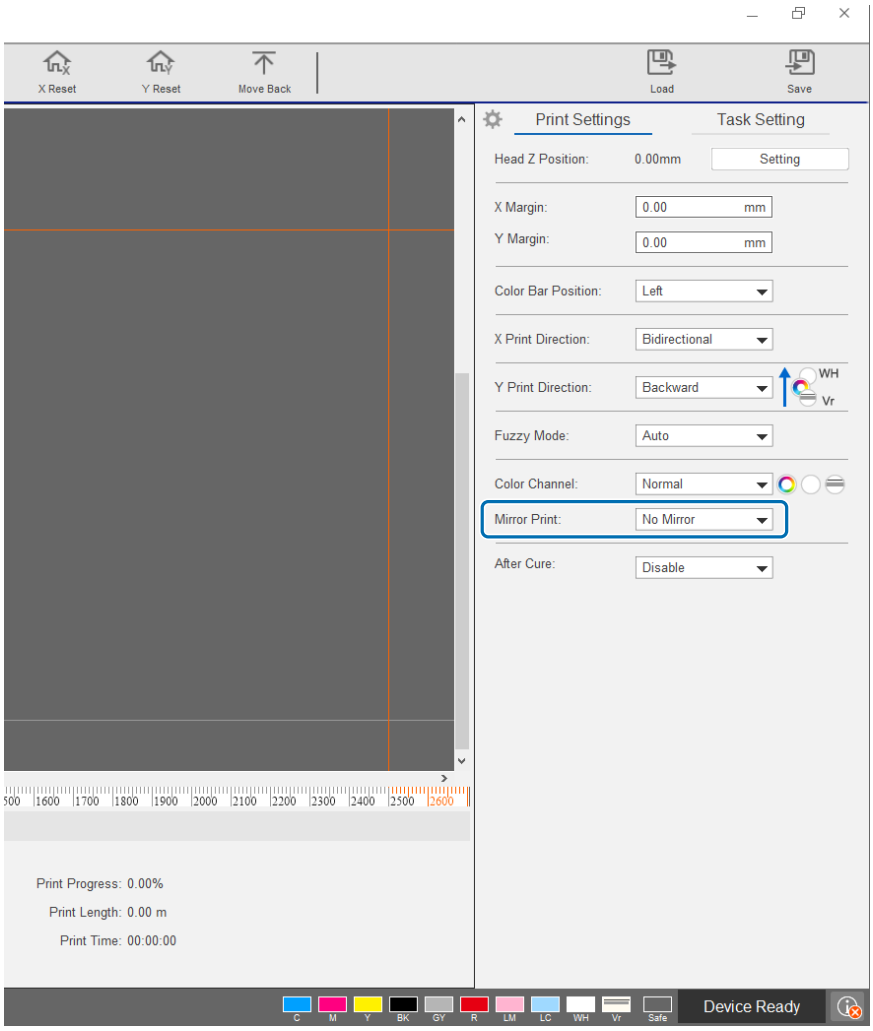
☞"Improving the Roughness of Varnished Surfaces" on page 102

You may not be able to perform varnish printing depending on the print mode.

☞"Adjustment Mode" on page 53

Reversing the Image and then Printing

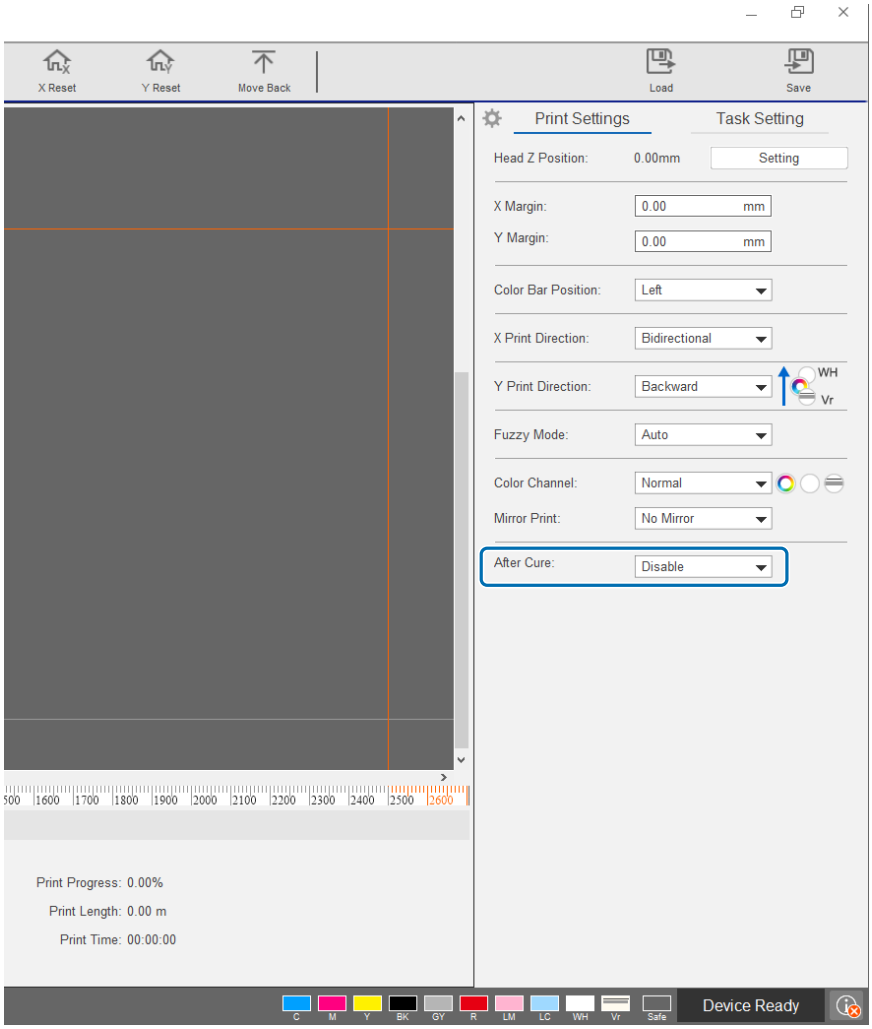
Select [Horiz Mirror] from [Print] - [Print Settings] - [Mirror Print] on the screen to flip the image and print horizontally.



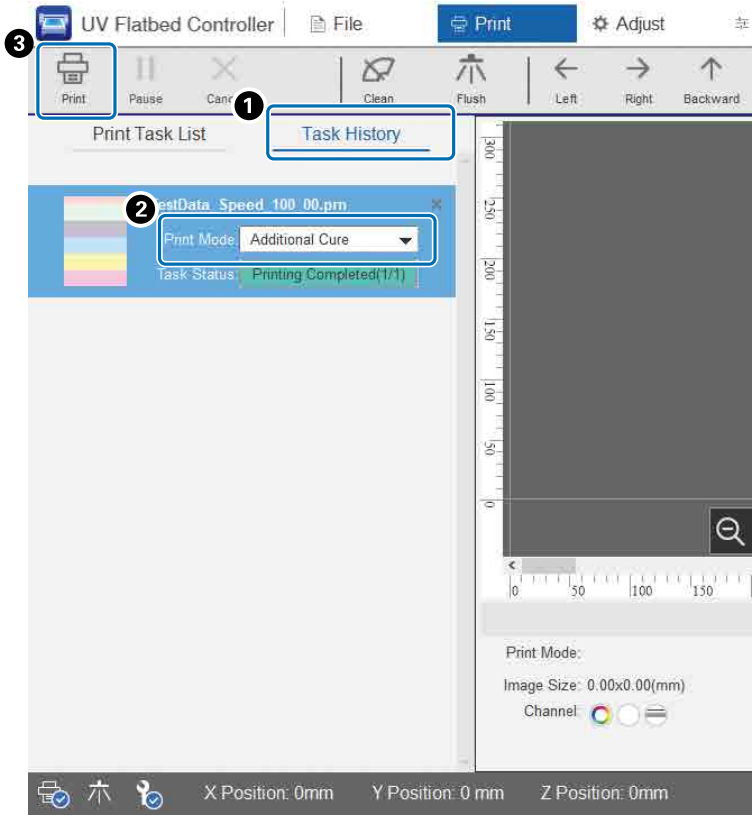
Exposing Media to Additional UV Light

Set this when the ink and varnish have not been sufficiently cured. When this setting is enabled, additional UV lamp exposure is performed after normal printing is complete.

Select [Enable] from [Print] - [Print Settings] - [After Cure].



Even if printing is performed without using this setting, you can still use additional UV light exposure later.



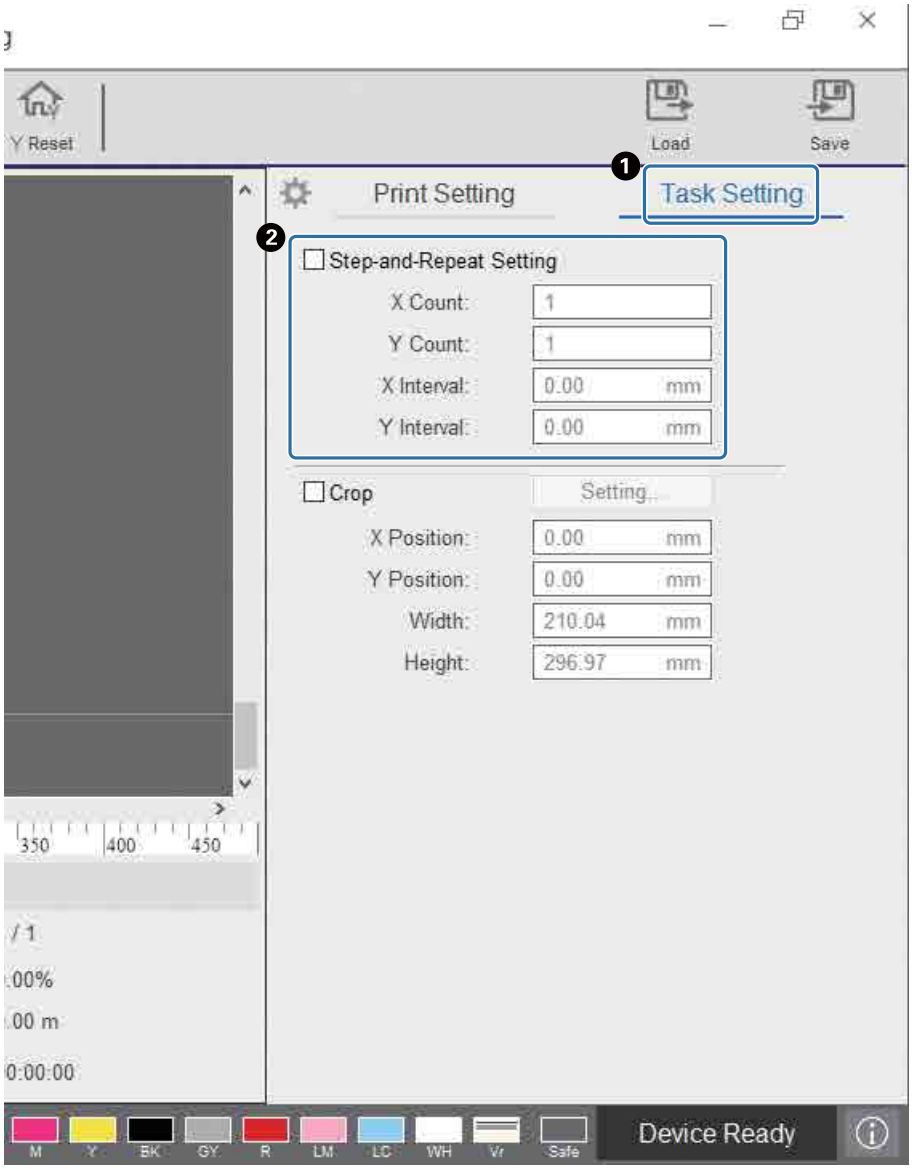
❶ Check the target job from [Print] - [Task History].

❷ Select [Additional Cure] from [Print Mode].

❸ Press [Print] from the shortcut menu to start UV light exposure.

Step & Repeat

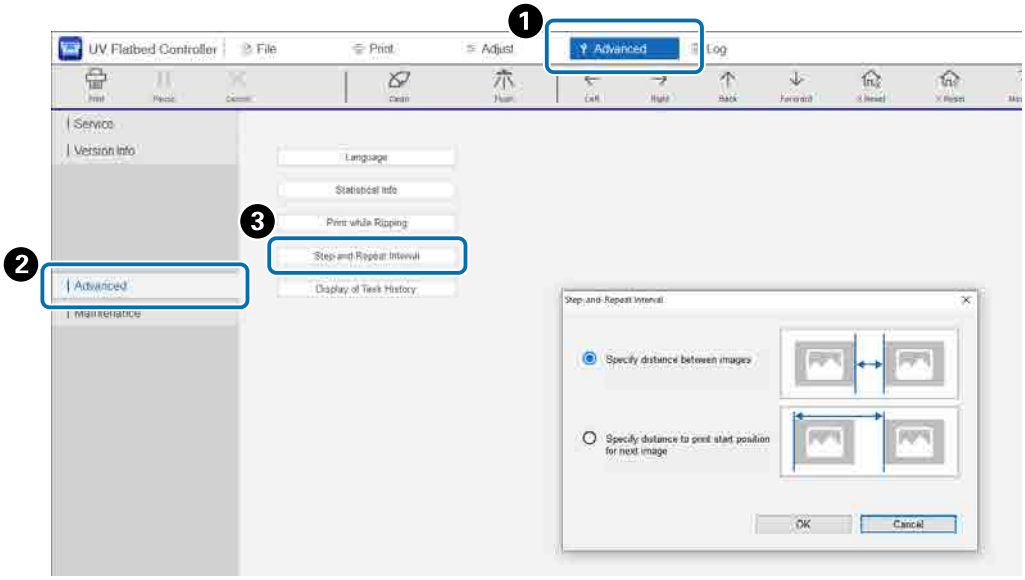
Prints a repeated pattern of a single image.



❶ Select - [Print] - [Task Setting] to display the settings screen.

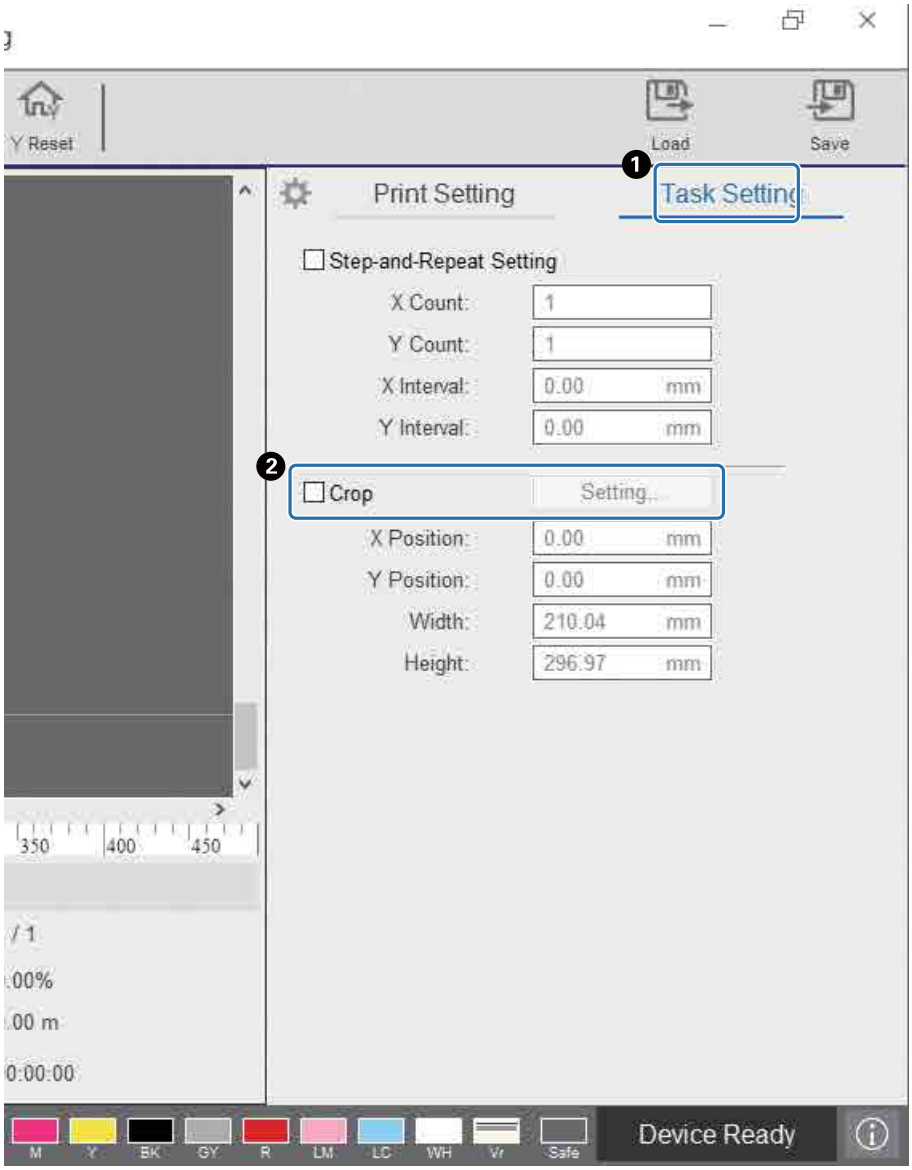
❷ Select [Step-and-Repeat Setting] and set the number of times the image is repeated and the gap between images in the X and Y directions.

Note	You can specify the distance between images or the distance to the print start position of the next image. The default setting is the distance between images. You can change the setting in [Advanced] - [Advanced] - [Step-and-Repeat Interval] on the screen.



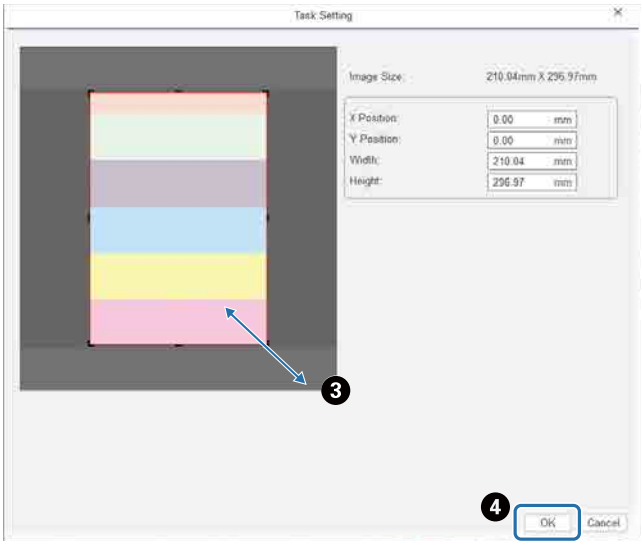
Printing Part of the Image

Print by specifying a part of the image.



❶ Select - [Print] - [Task Setting] to display the settings screen.

❷ Select [Crop] and then [Setting] to display the settings screen.

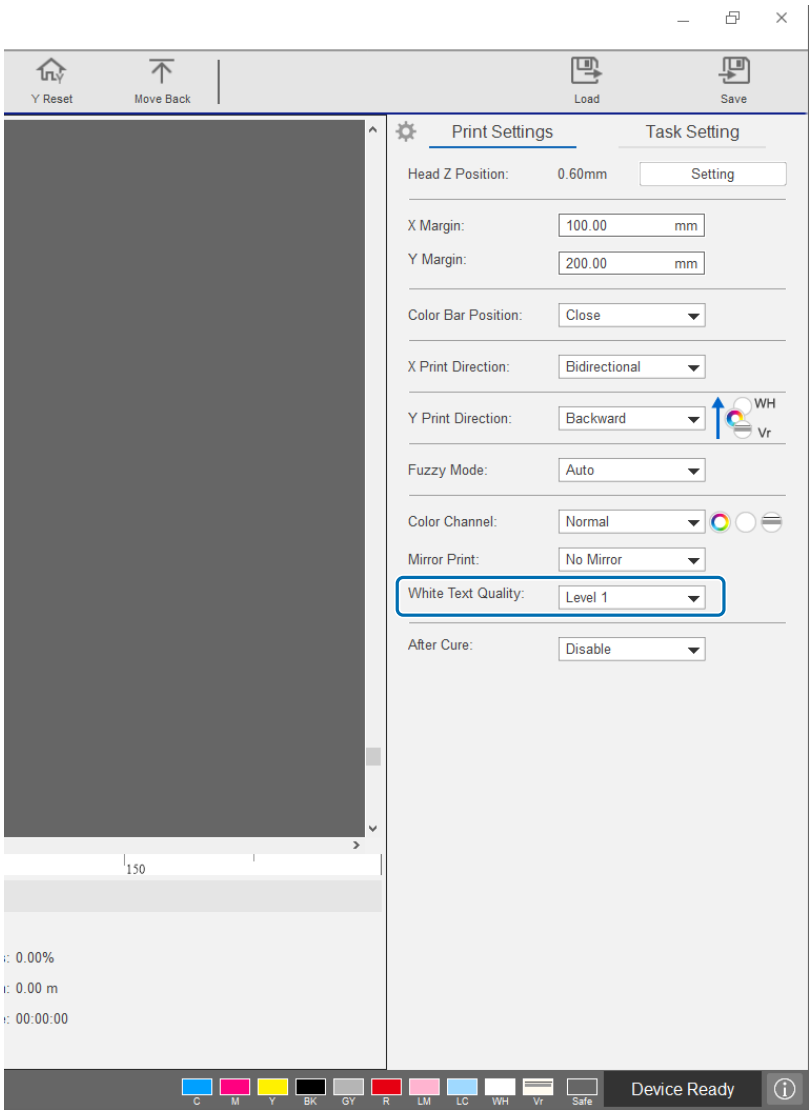


❸ Drag the bottom-right corner of the red frame on the preview screen to specify the area you want to print.

❹ Press [OK].

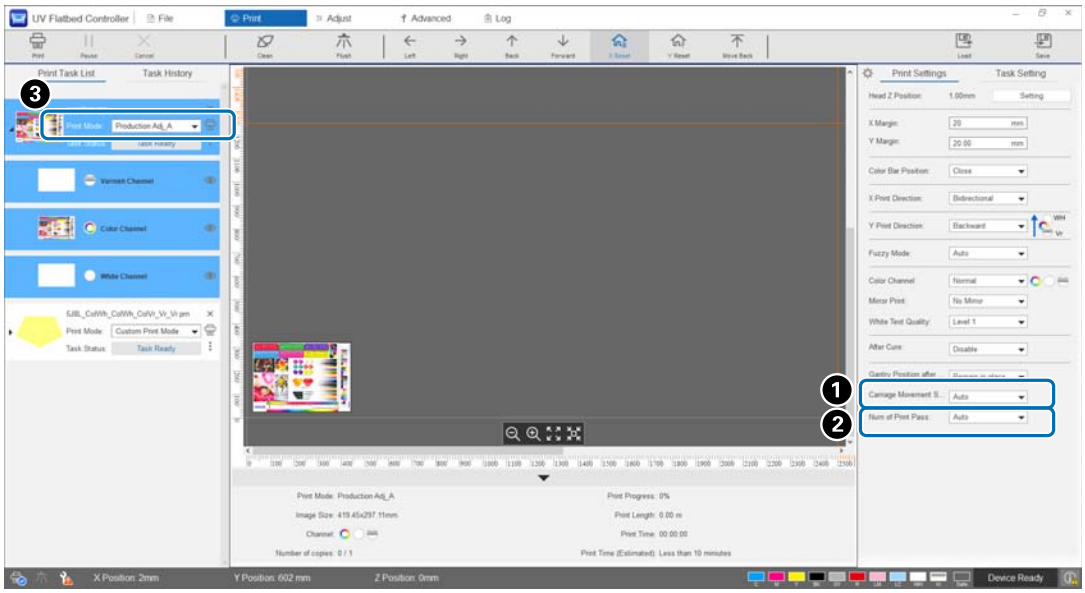
Printing White Text and Lines Clearly

If you notice that white text or lines are blurred when printing with white ink, select [Level 2] or [Level 3] in [Print Settings] - [White Text Quality]. This allows you to print white text and lines in finer detail. The effect of this setting increases in the order [Level 1], [Level 2], and [Level 3], but the ink density decreases.



Improving Print Quality Without Re-creating RIP Files (.prn)

Changing the following items in [Print Settings] improves image quality without having to re-create the RIP file (.prn) to increase [Print Quality] in Epson Edge Print.



❶ [Carriage Movement Speed] : Adjusts the speed at which the print head moves during printing to improve the quality of text and fine lines.
This should normally be left on [Auto]. Lowering the speed from [Auto] (selecting a lower percentage than [Auto]) improves print quality; however, the lower the speed, the longer it takes to print. The value selected in [Auto] depends on the [Print Mode] (❸) selected in the RIP file (.prn). See the following table for more details.

Carriage Movement Speed

Print Mode	Setting Value for [Auto]
High Speed Adj_A	100
Speed Adj_A	100
Production Adj_A	100
Quality Adj_A	100
High Quality Adj_A	100
Production 720x720Vr	---
Fine Production Adj_B	50
Fine Standard Adj_C	33
Fine Quality Adj_H	---
Fine Quality Adj_B	50
Fine High Quality Adj_H	---

❷ [Num of Print Pass] : Adjusts the number of print passes to reduce banding and uneven colors in the X direction.
This should normally be left on [Auto]. Increasing the number of print passes [Auto] (selecting a higher percentage) improves print quality; however, the higher the number of print passes, the longer it takes to print. The value selected in [Auto] depends on the [Print Mode] (❸) selected in the RIP file (.prn). See the following table for more details.

Num of Print Pass

Print Mode	Setting Value for [Auto]
High Speed Adj_A	60
Speed Adj_A	80
Production Adj_A	80
Quality Adj_A	80
High Quality Adj_A	100
Production 720x720Vr	---
Fine Production Adj_B	80
Fine Standard Adj_C	80
Fine Quality Adj_H	80
Fine Quality Adj_B	100
Fine High Quality Adj_H	100

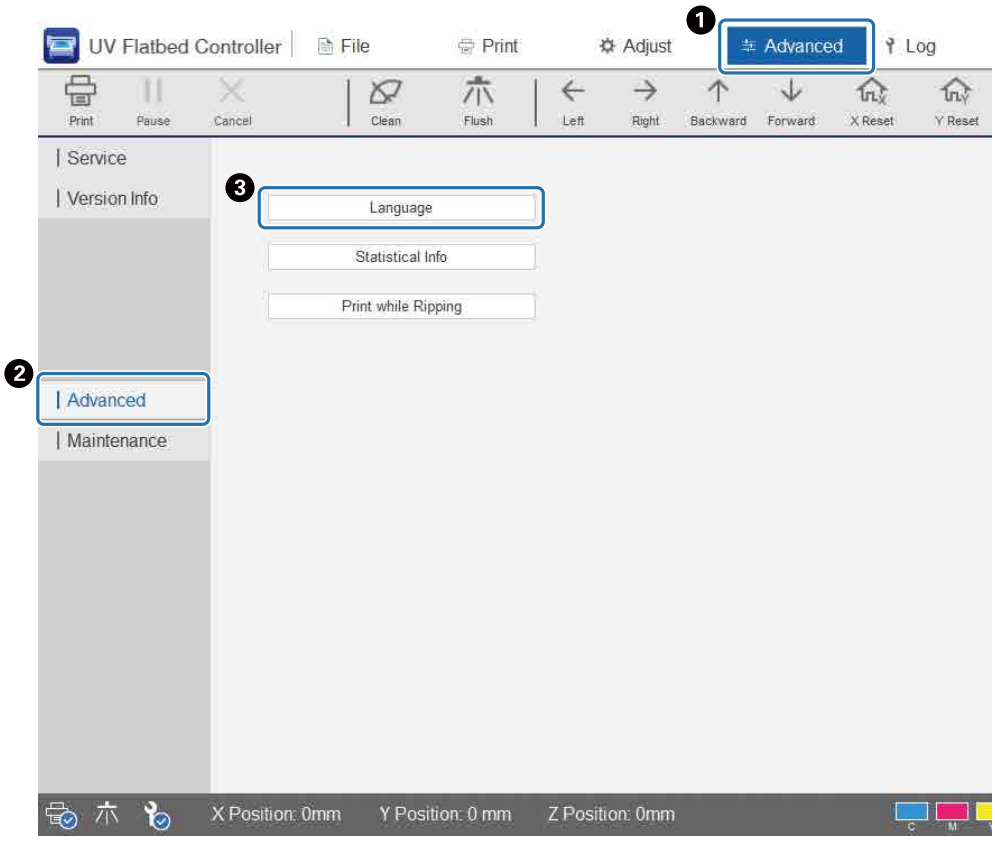
Important

- In the following cases, you cannot change the [Carriage Movement Speed] or the [Num of Print Pass].
  - When [Custom Print Mode] or [Production 720x720Vr] is displayed in [Print Mode]
  - When performing [Additional Cure] in [Print Mode]
  - When [After Cure] is set to [Enable] in [Print Settings]
- You cannot change [Carriage Movement Speed] when [Fine Quality Adj_H] or [Fine High Quality Adj_H] are displayed in [Print Mode].

Useful Functions

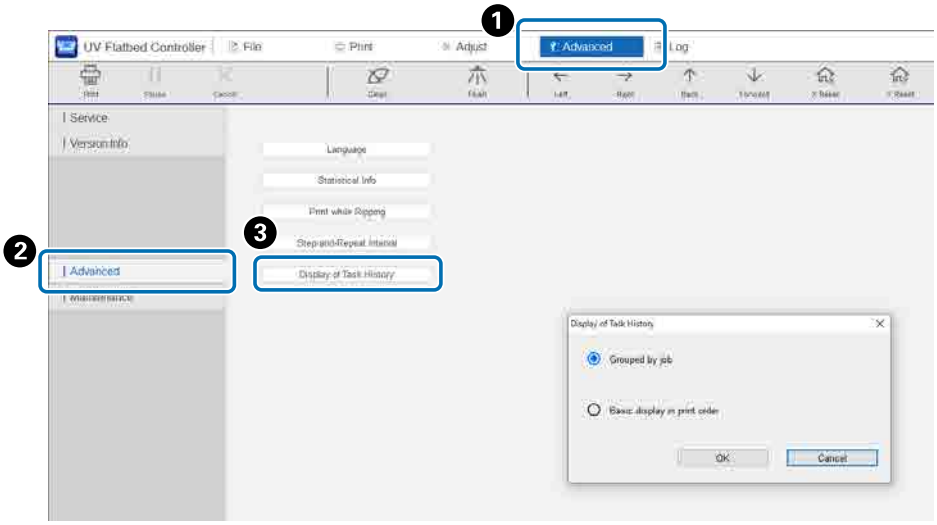
Changing the Screen Display Language

You can change the language displayed in [Advanced] - [Advanced] - [Language] on the screen. After changing the language, restart the UV Flatbed Controller.



Changing Display of Task History

You can change the setting in [Advanced] - [Advanced] - [Display of Task History] on the screen.

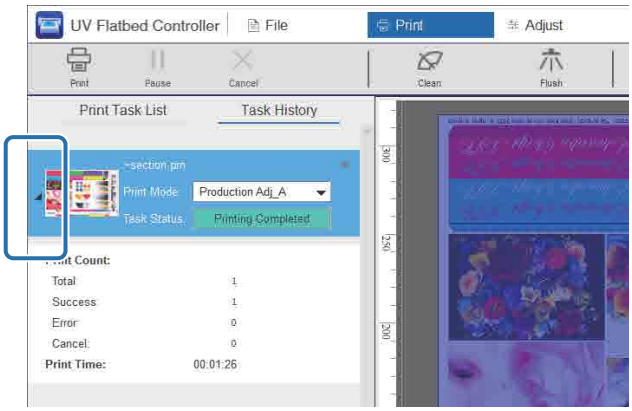


- [Basic display in print order]: The default setting. Each time you re-print the same job from [Task History], a separate history entry is created.
- [Grouped by job]: When you re-print the same job from [Task History], the history of the time required to print, the total number of prints, successes, failures, interruptions, and so on, are aggregated and displayed as a group.

  When a job is re-sent from Epson Edge Print, it is counted as a separate group even if it is the same job.

  Click on a job group to expand and display the grouped information.

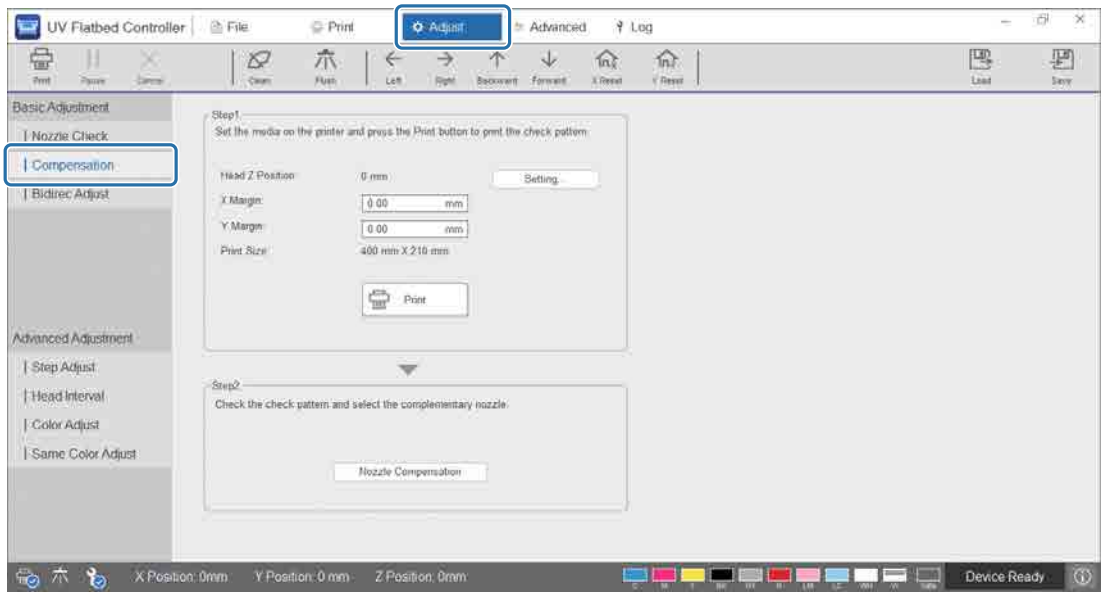
  Click ▶ on the left of the job preview image in [Task History] to expand and display the grouped information.



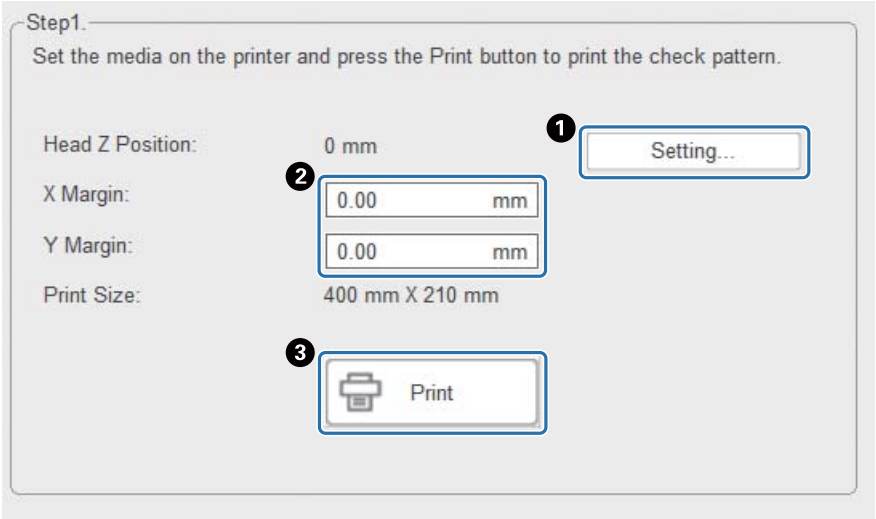
Using the Nozzle Compensation Function

You can print by using normal nozzles to compensate for missing ink due to clogged print head nozzles.

1 Select [Adjust] - [Compensation] on the screen.



2 Print the confirmation pattern.

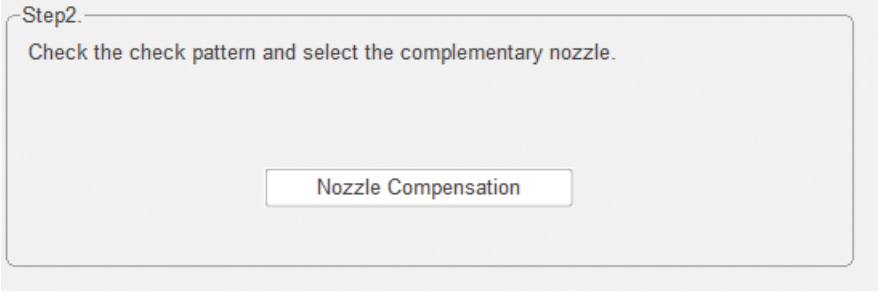


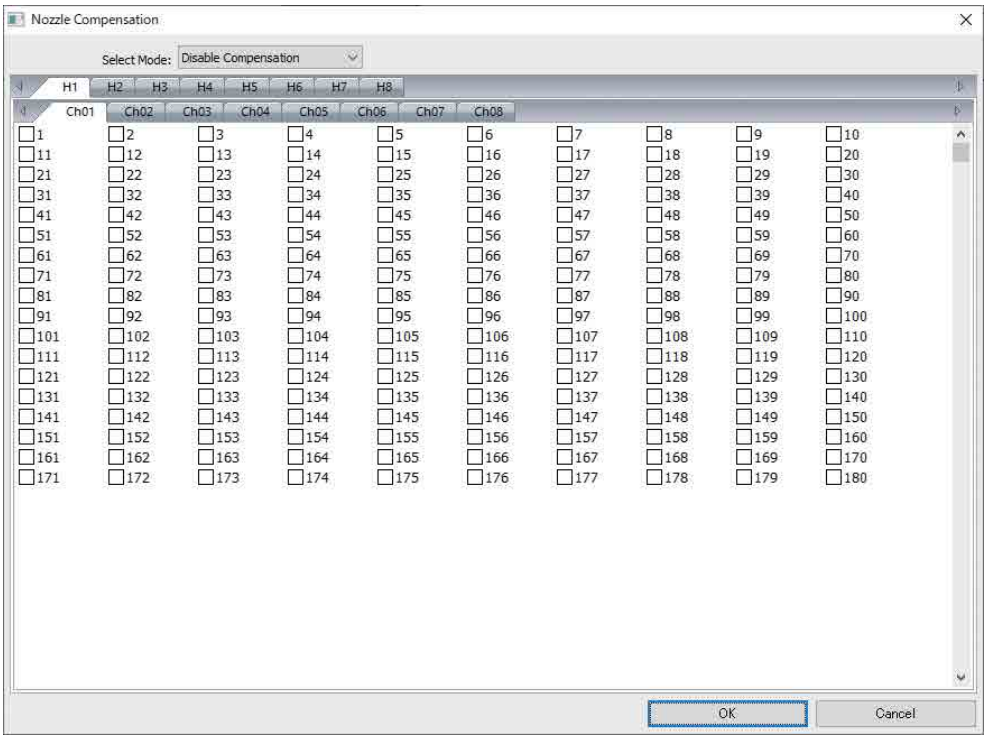
❶ Press [Setting] to adjust the height of the head.

❷ Set the print start positions (X and Y positions).

❸ Press [Print] to print the confirmation pattern.

3 Display the setting screen, and then set [Compensation].



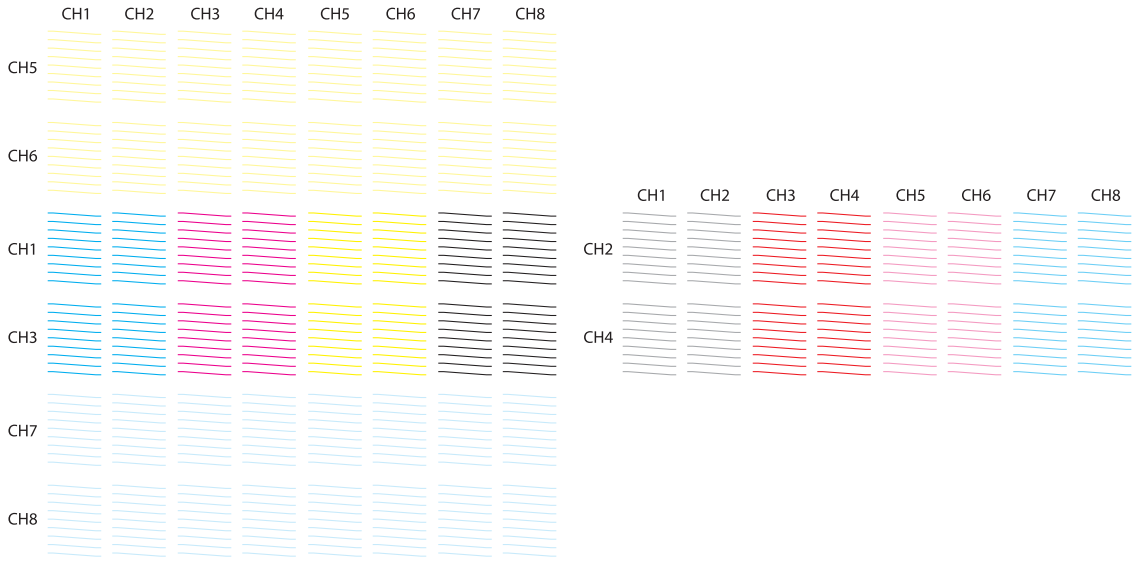


3-1 Look at the confirmation pattern and identify the numbers for the clogged nozzles.

3-2 On the screen, select the boxes for the numbers for the nozzles you want to compensate.

3-3 Select [Enable Compensation] from [Select Mode], and then press OK.

Check pattern layout



Meaning of check pattern codes

H1 to H8: Indicate the print head numbers.

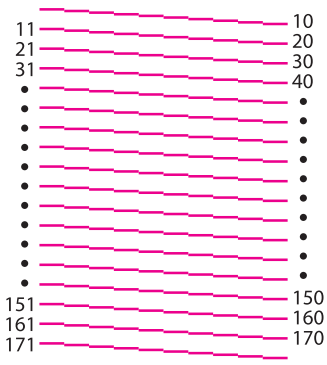
CH1 to CH8: Indicate the nozzle row numbers for each print head. The following shows the ink colors for each row of nozzles.

	CH1	CH2	CH3	CH4	CH5	CH6	CH7	CH8
H5	WH	WH	WH	WH	WH	WH	WH	WH
H6	WH	WH	WH	WH	WH	WH	WH	WH
H1	C	C	M	M	Y	Y	BK	BK
H3	C	C	M	M	Y	Y	BK	BK
H7	Vr	Vr	Vr	Vr	Vr	Vr	Vr	Vr
H8	Vr	Vr	Vr	Vr	Vr	Vr	Vr	Vr

	CH1	CH2	CH3	CH4	CH5	CH6	CH7	CH8
H2	GY	GY	R	R	LM	LM	LC	LC
H4	GY	GY	R	R	LM	LM	LC	LC

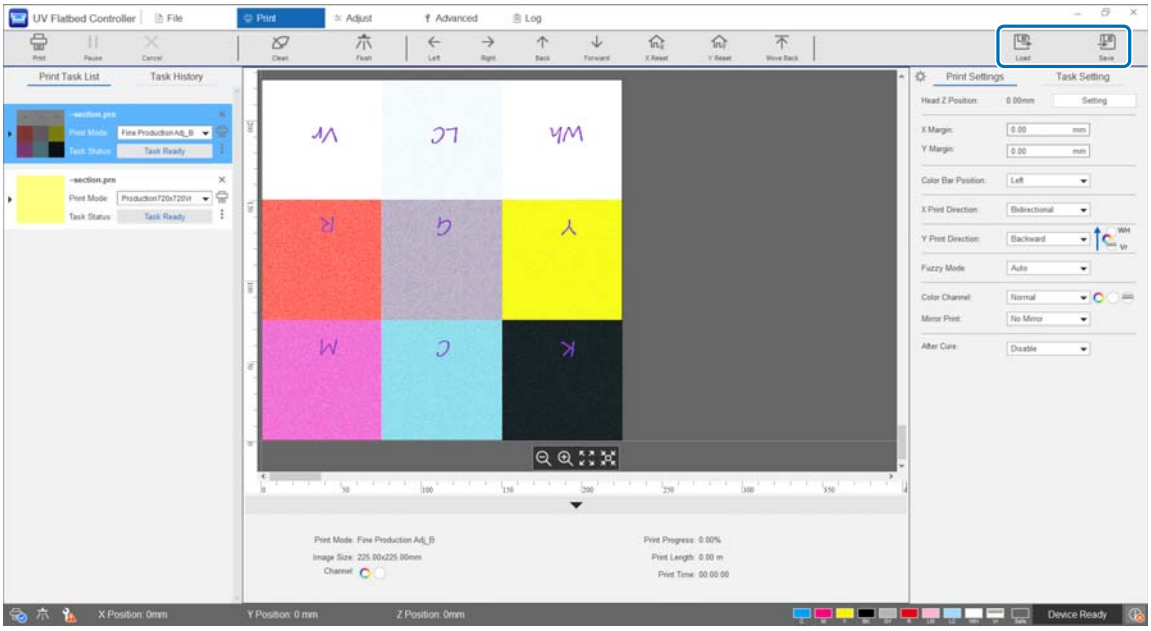
Pattern details

There are 180 nozzles in each row of nozzles. Nozzle numbers are printed on the left and right edges of the pattern.



Saving Your Print Settings

Press [Save] on the screen to save the current adjustment values and some of the print settings for the UV Flatbed Controller. Press [Load] to load previously saved adjustment values and print settings.



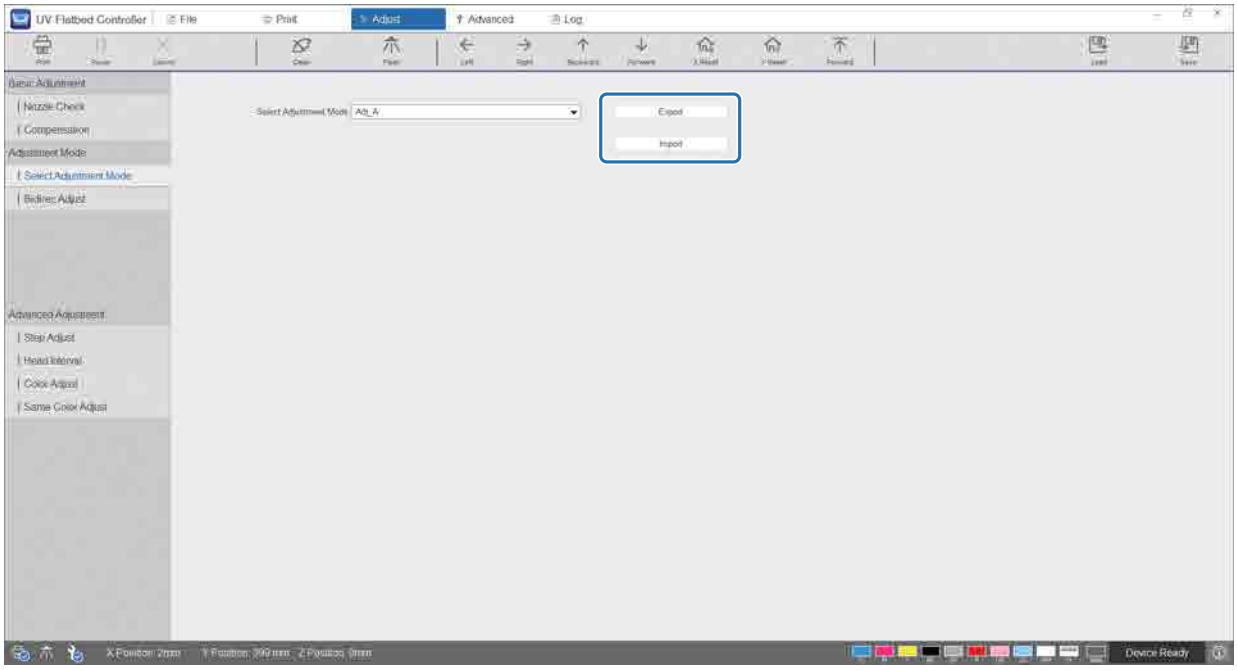
Items that are saved

- Print settings
  [Color Bar Position], [X Print Direction], [Y Print Direction], [Color Channel], [Mirror Print], [After Cure], and [Gantry Position after Printing]
- Adjustment values
  All screen items selected in the [Adjust] menu.

Saving Adjustment Results

You can save all the adjustment results made on the Adjustments screen as a file. By loading this saved file, you can reproduce the adjustment results from the saved file.

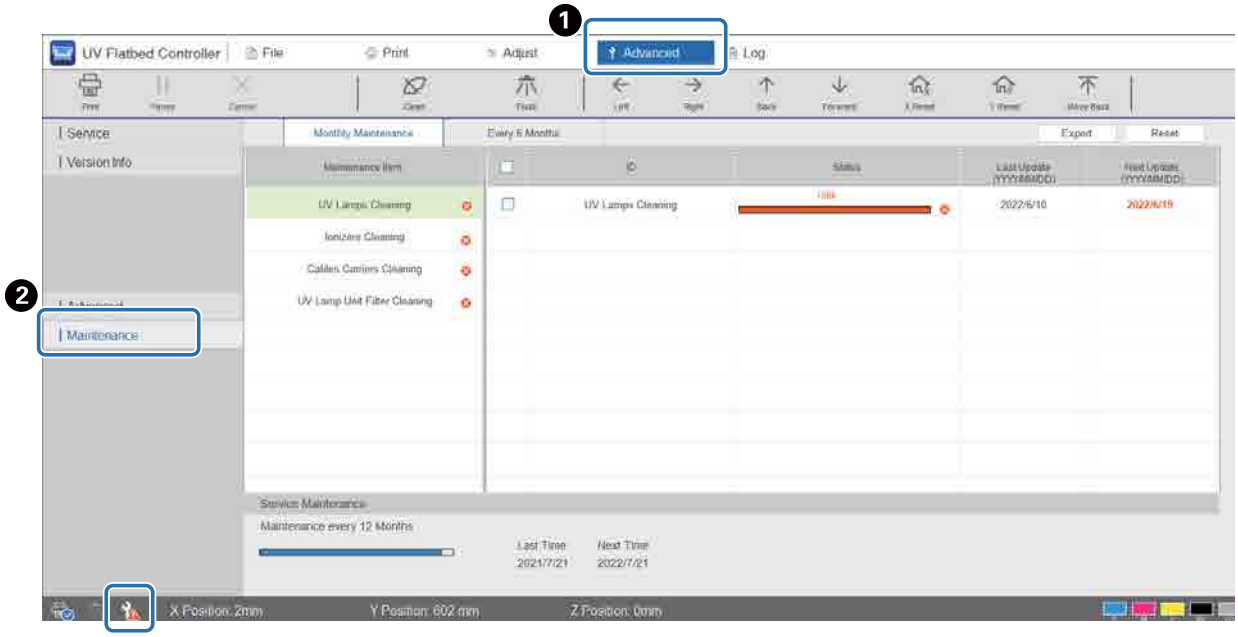
Press [Export] to save the adjustment results or [Import] to import the adjustment results.



Resetting the Maintenance Counter

Follow the steps below to reset the maintenance warning counters.

1 Select [Advanced] - [Maintenance] on the screen to display the settings screen.

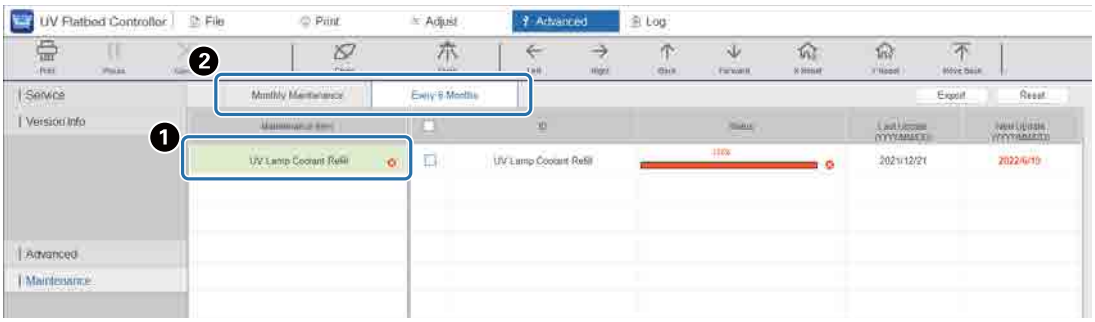


When the icon is displayed at the bottom-left of the screen, user maintenance or service maintenance is required.

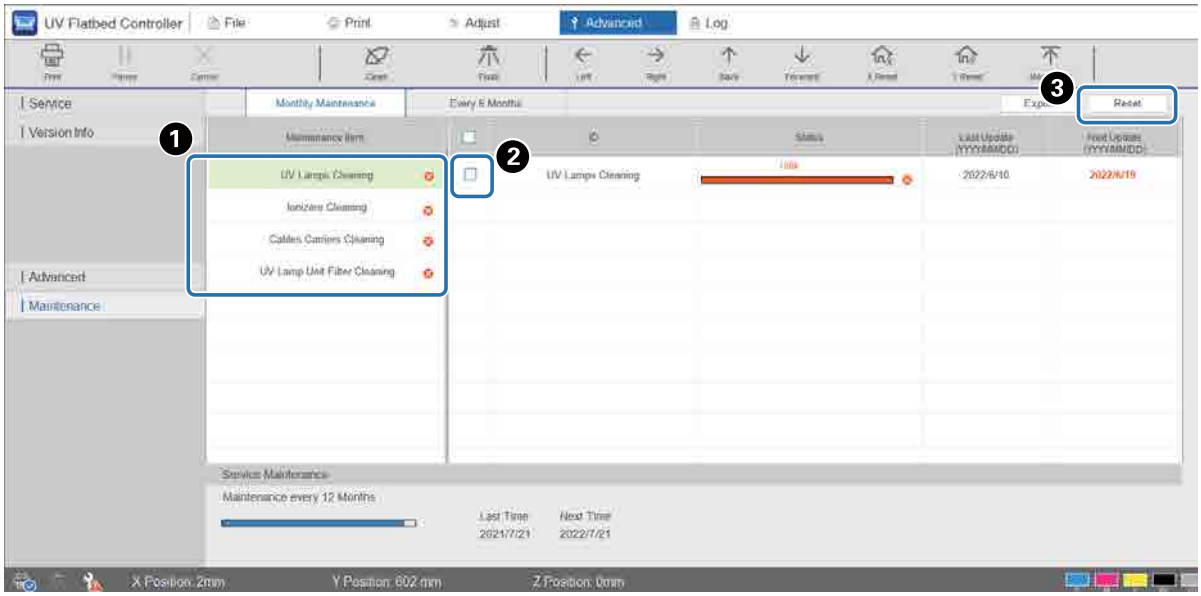
2 Check the maintenance requirements.

❶ Check the items marked with in [Maintenance Item], and then perform the required maintenance at the end of work.

❷ Although there are two tabs on the screen, [Monthly Maintenance] and [Every 6 Months], the [Monthly Maintenance] tab is usually selected. If there are no items marked with in [Maintenance Item] from [Monthly Maintenance], switch tabs to check the other items.



3 Select a maintenance item to reset the counter.



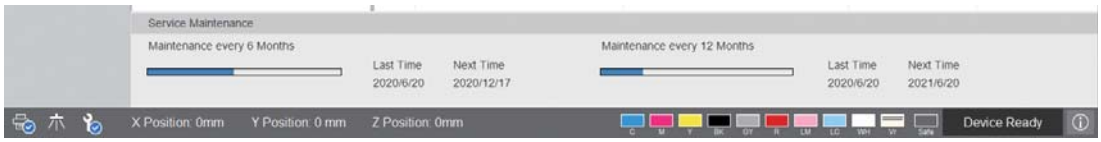
❶ Select a maintenance item from [Maintenance Item].

❷ Select the checkbox.

❸ Press [Reset].

You cannot select multiple items at the same time. Follow the same procedure for all of the items marked with ⊗ to reset their counters.

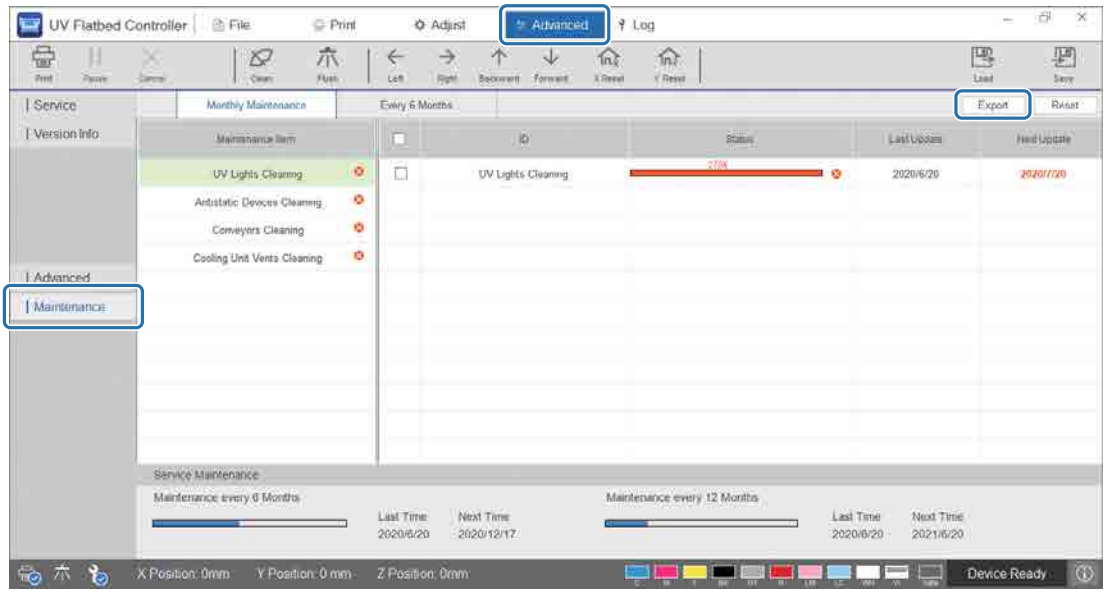
Note that the service maintenance counters displayed at the bottom of the screen can only be reset by service personnel.



Exporting a Status Sheet (CSV File)

Follow the steps below to export a status sheet (CSV file).

Select [Advanced] - [Maintenance] on the screen, and then press [Export].

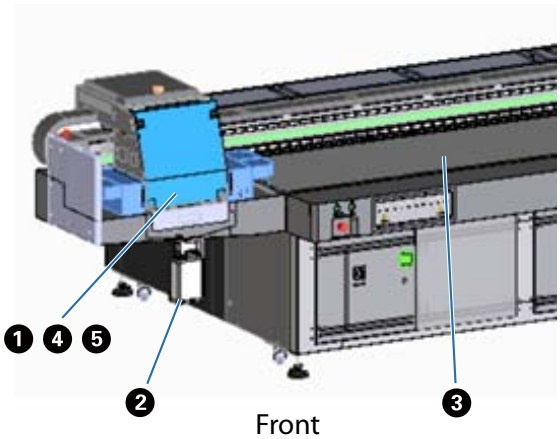


Maintenance

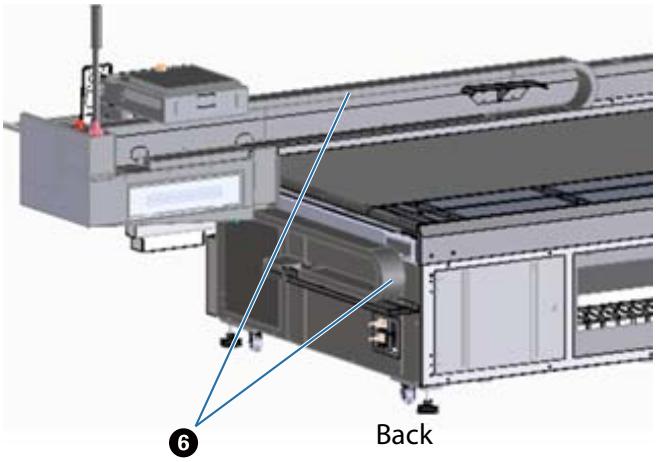
Types of Maintenance and Timings

Cleaning Locations and Timings

Continuing to use the printer without cleaning can cause clogged nozzles or malfunctions to occur.



Front



Back

Timings	Cleaning Locations
At the end of each day's work	❶ Clean the surface of the print head nozzles and surrounding areas ❷ Dispose of the waste ink ❸ Clean the table ☞"Daily Cleaning" on page 81
Once a month	❹ Clean the UV lamp ❺ Clean the ionizer ❻ Clean the cable carrier ❼ Clean the UV lamp unit filter ☞"Perform Maintenance Once a Month" on page 83
Once every six months	❽ Refill UV lamp coolant

Important This printer is a precision instrument. To prevent breakdowns, increase the frequency of regular cleaning according to the usage environment and the media used.

Other Maintenance

Timings	Cleaning Locations
As soon as the ink level warning is displayed	Refilling ink ☞"Refilling Ink" on page 89
When clogged nozzles are confirmed as a result of the clogged nozzles check	Head cleaning and so on ☞"Clearing Clogged Nozzles" on page 95

Items to Prepare

Before you start cleaning, prepare the following items.

When the items supplied are finished, purchase commercially available consumables.

Make sure you prepare ink bottles and replacement parts dedicated for this printer.

☞"Consumables and Optional Items" on page 121

- Protective equipment (commercially available)
  Wear protective glasses, protective gloves, a protective mask, and protective clothing.
- Cleaning liquid (consumable)
  Use this to clean the area such as the UV lamp and the plates around the print head.
- Polyester/nylon knit woven fabric (without fluff, commercially available)
  Use this to clean the area such as the UV lamp and the plates around the print head.
  Example: SuperPolx from the Berkshire company
- Coolant (consumable)
  Be sure to use the specified coolant. Using a different coolant may damage the UV lamp cooling unit.
  ☞"Consumables and Optional Items" on page 121
- Ink bottles (consumable)
  Use these to refill the main ink tank when ink is running low.
- Scraper (commercially available)
  Use this when cleaning the media table.

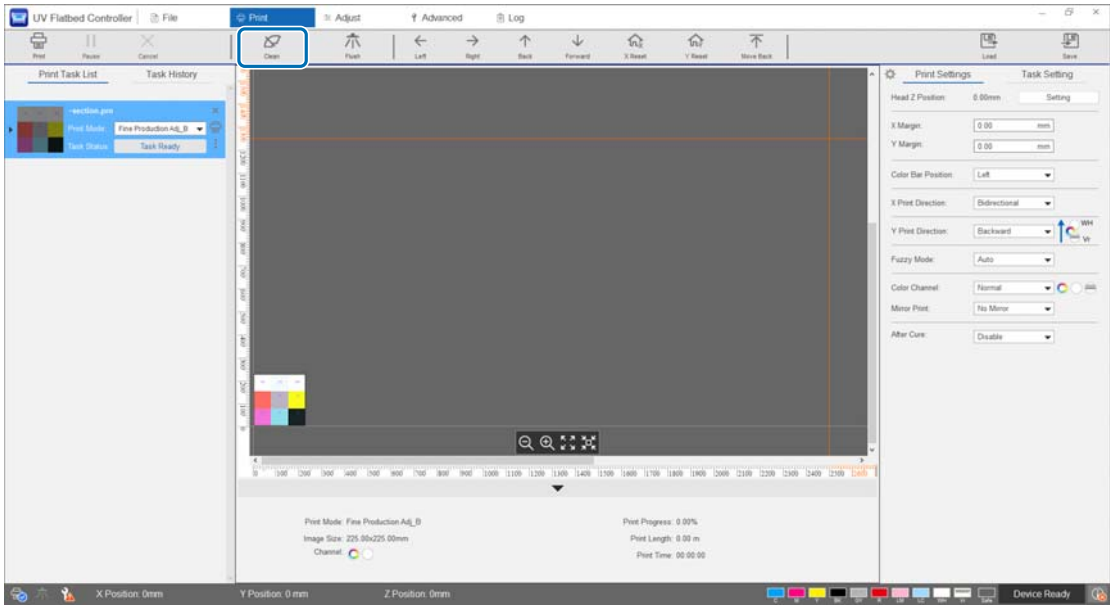
Daily Cleaning

Clean the surface of the print head nozzles and surrounding areas.

Read the following before performing any operations.

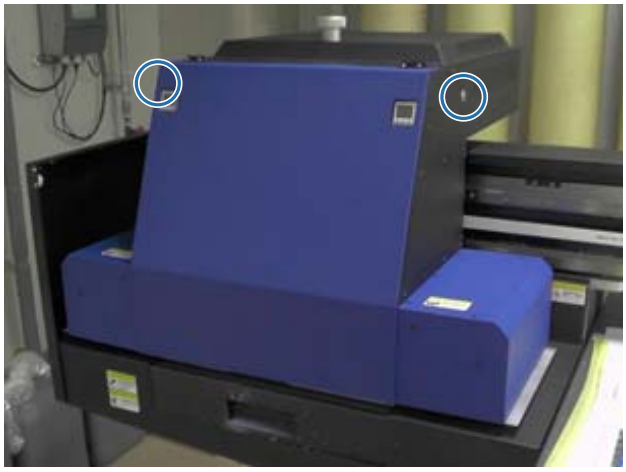
☞"Safety Precautions" on page 23

1 From the UV Flatbed Controller's shortcut menu, execute [Clean] to move the carriage to the maintenance position.



2 When the following message is displayed, hold down the cleaning buttons on the left and right sides of the carriage for approximately 10 seconds to perform cleaning.

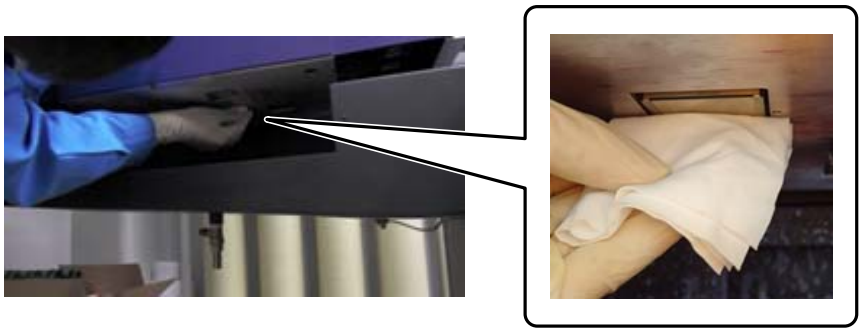
[Press the cleaning buttons on the side of the carriage. Click [OK] after pressing each button for about 10 seconds.]



When the cleaning is complete, press [OK] on the message screen.

3 When the following message is displayed, clean the surface of the nozzles with a polyester/nylonknit woven fabric.

[After the carriage stops moving, wipe the nozzle surface then click [OK].]

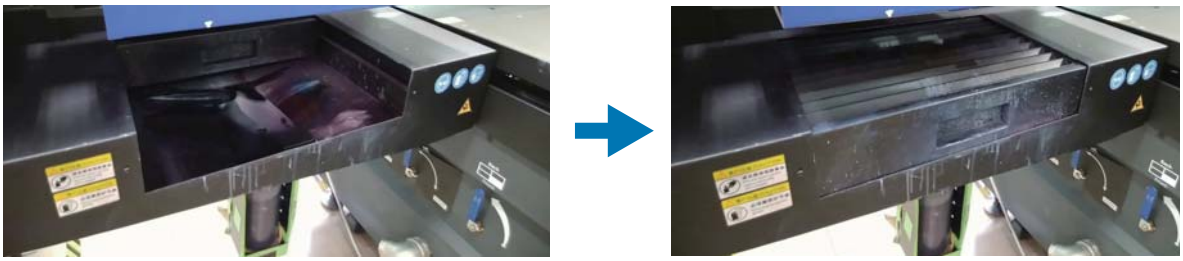


Wipe the surface of the nozzles from back to front. Do not wipe in the opposite direction.

4 Check the area around the surface of the nozzles, and if it is dirty with ink or dust, apply some cleaning liquid to the polyester/nylon knit woven fabric and wipe off the dirt.

When you have finished, press [OK] on the message screen.
When the following message is displayed, return the louver (flushing box) on the ink receiver to the front position.

[Pull the louver (flushing box drawer) back then click [OK]. (Attention: after clicking OK, stay away from the carriage for a few seconds while it is flushing.)]



Move away from the printer and press [OK].

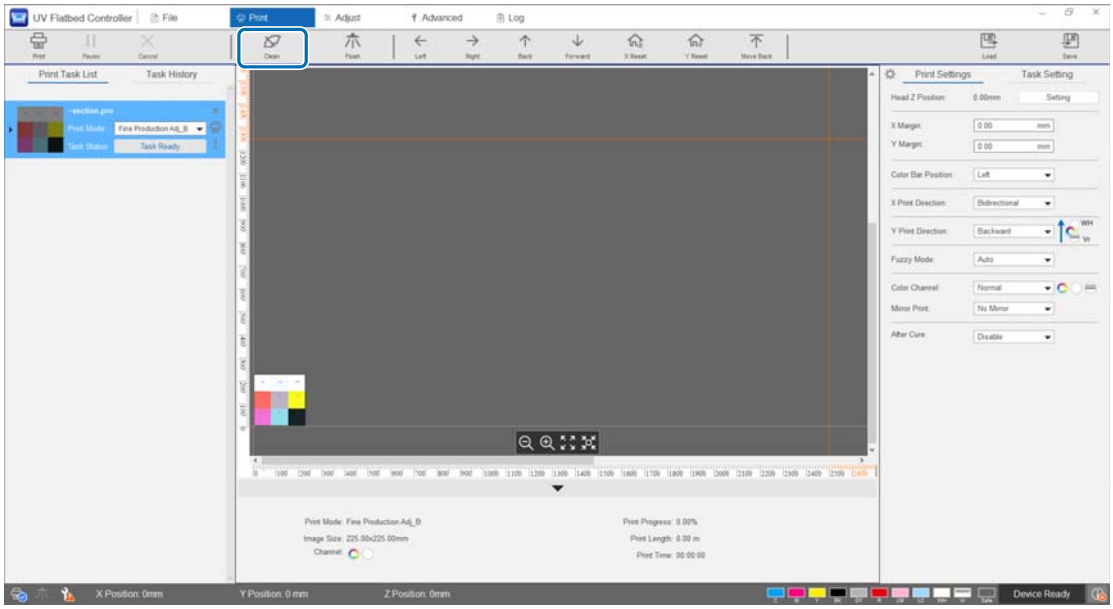
Perform Maintenance Once a Month

Read the following before performing any operations.

"Safety Precautions" on page 23

1 Clean the UV lamp and the ionizer at the same time as cleaning the surface of the print head nozzles and surrounding areas.

1-1 From the UV Flatbed Controller's shortcut menu, execute [Clean] to move the carriage to the maintenance position.



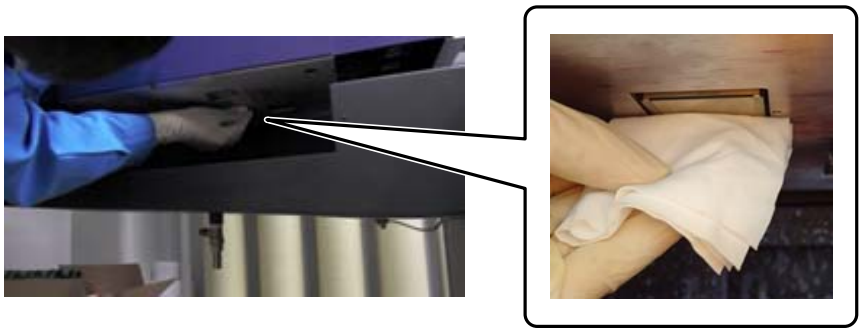
1-2 When the following message is displayed, hold down the cleaning buttons on the left and right sides of the carriage for approximately 10 seconds to perform cleaning.

[Press the cleaning buttons on the side of the carriage. Click [OK] after pressing each button for about 10 seconds.]

When the cleaning is complete, press [OK] on the message screen.

1-3 When the following message is displayed, clean the surface of the nozzles with a polyester/nylon knit woven fabric.

[After the carriage stops moving, wipe the nozzle surface then click [OK].]



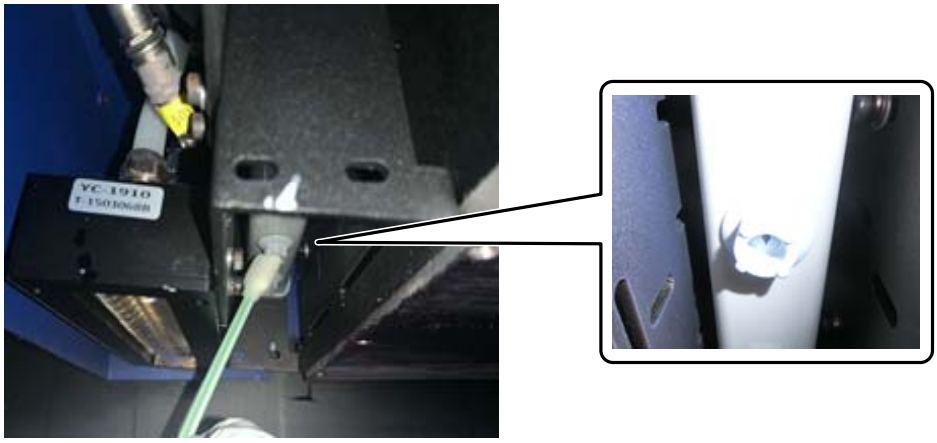
Wipe the surface of the nozzles from back to front. Do not wipe in the opposite direction.

1-4 Check the area around the surface of the nozzles, and if it is dirty with ink or dust, apply some cleaning liquid to the polyester/nylon knit woven fabric and wipe off the dirt.

1-5 Apply the cleaning liquid to the polyester/nylon knit woven fabric, and then clean the UV lamps on both sides of the carriage. If the ink has hardened, use a scraper or a similar tool to remove it.

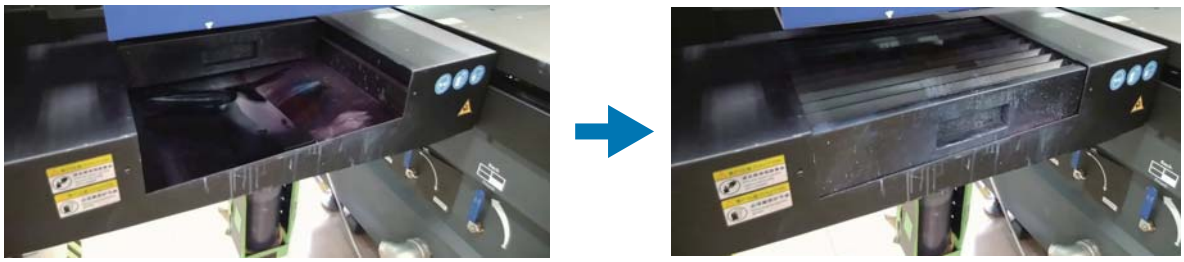
⚠ DANGER	Do not touch the UV lamp during printing. It can become extremely hot and could cause injuries or burns. When performing maintenance, allow the lamp to cool for at least six minutes before you start.

1-6 Use a cotton swab and so on to remove any dust and other particles from the ionizer.



When you have finished wiping, press [OK] on the message screen.
When the following message screen is displayed, return the louver (flushing box) on the ink receiver to the front position.

[Pull the louver (flushing box drawer) back then click [OK]. (Attention: after clicking OK, stay away from the carriage for a few seconds while it is flushing.)]



Move away from the printer and press [OK].

2 Use a vacuum cleaner and so on to suck up any dust that has accumulated on the cable carrier.

3 Use a vacuum cleaner and so on to suck up any dust that has accumulated on the filter for the UV lamp cooling unit.

4 Reset the maintenance counter on the UV Flatbed Controller screen.

☞"Resetting the Maintenance Counter" on page 76

Perform Maintenance Once Every Six Months

Read the following before performing any operations.

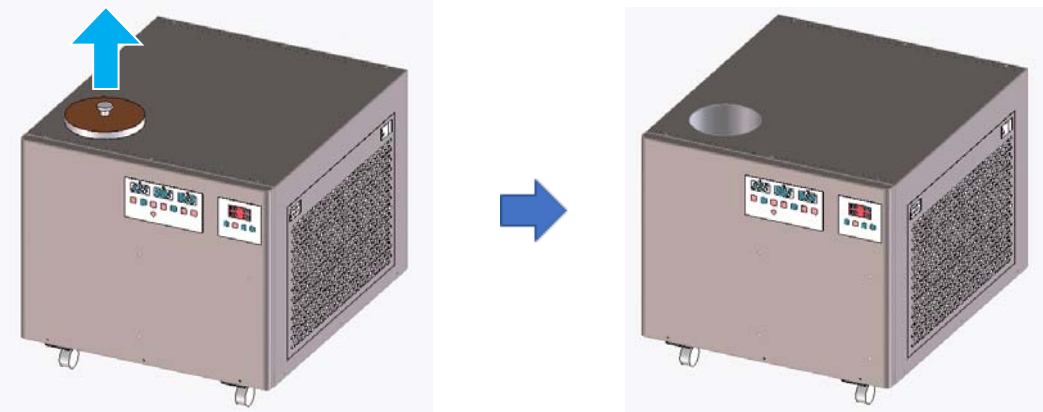
☞"Safety Precautions" on page 23

Refilling UV Lamp Coolant

1 Turn off the printer.

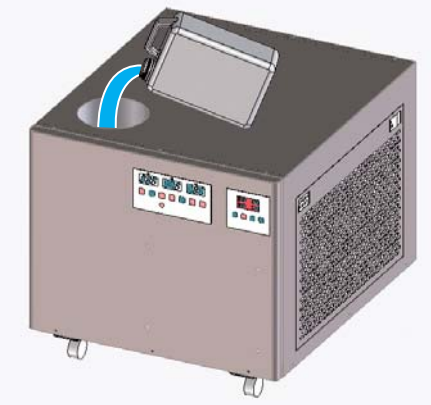
☞"Finishing Operations" on page 44

2 Remove the top cover from the UV lamp cooling unit.



3 Refill the coolant. Be sure to use the specified coolant.

☞"Preparing in Advance" on page 10



You can check the maximum and minimum limits for the coolant on the label (lines) inside the refill port.

4 Replace the top cover on the UV lamp cooling unit.

5 Reset the maintenance counter on the UV Flatbed Controller screen.

☞"Resetting the Maintenance Counter" on page 76

To continue using the printer, turn it back on.

☞"Getting Started" on page 31

Refilling Ink

Read the following before performing any operations.

☞"Safety Precautions" on page 23

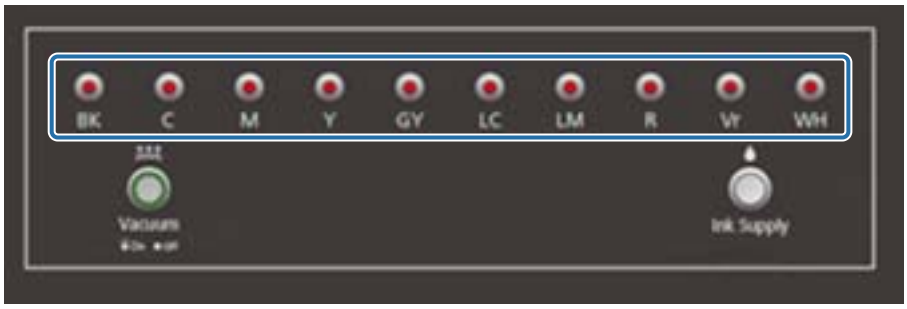
☞"Notes on Handling Ink Bottles" on page 27

Necessary items

Ink Bottles

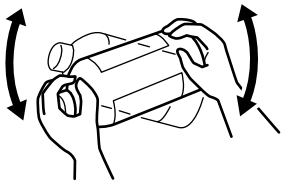
Procedure

1 Check the color of the ink lamps on the front of the printer to confirm which colors need to be refilled.



2 Take out the ink bottle of the color you want to refill from the bag, and then shake it as shown in the illustration.

The number of times you shake the bottle depends on the color of the ink.



C, M, Y, K, LC, LM, GY, R	20 times in 20 seconds
WH	100 times in 100 seconds
Vr, CL	No need to shake

3 With the ink bottle standing upright, slowly turn the cap to remove it.

4 Take a firm grip on the ink bottle, and use a tool to punch a hole in the lid.

Example tool

5 Check the color of the main ink tank, and turn the cap to remove it.

6 Refill the main ink tank with ink.

Important Do not leave any ink in the ink bottle, instead pour it all into the tank.

7 Turn the cap on the main ink tank to re-attach it.

Disposing of Used Consumables

Disposal

The following used materials containing ink are classed as industrial waste

- Polyester/nylon knit woven fabric
- Cleaning liquid
- Waste ink
- Media after printing

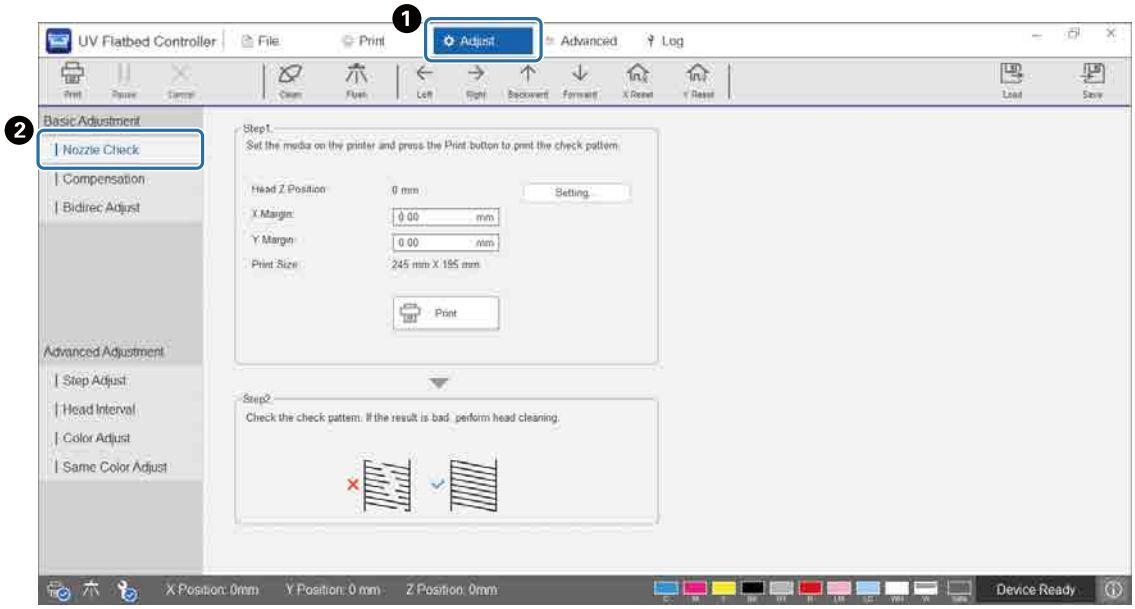
Dispose of waste in accordance with local laws and regulations, such as by commissioning an industrial waste disposal company to dispose of the waste. A material safety data sheet must be submitted to the industrial waste disposal company at the time of commission.

You can download the material safety data sheet from Epson's Website at www.epson.com.

Checking for Clogged Nozzles

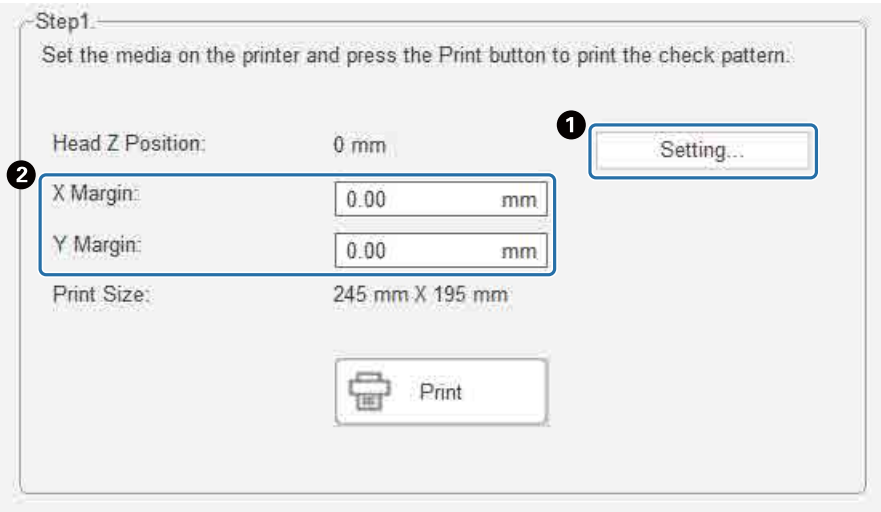
The size of the check pattern is 245 mm (9.65 in.) (H) and 195 mm (7.68 in.) (V).

1 After loading the media, select [Adjust] - [Nozzle Check] from the UV Flatbed Controller.

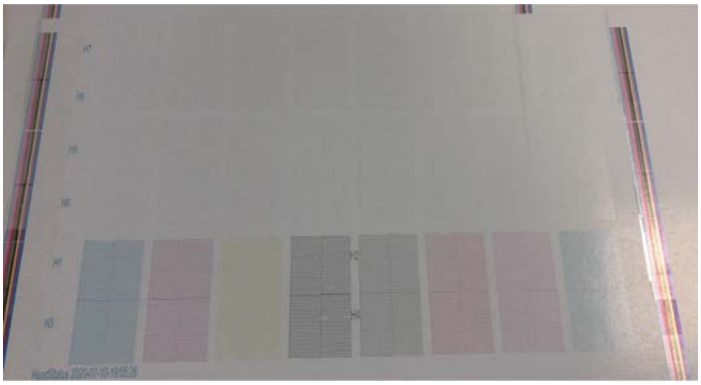


2 Adjust the head height, and then set the print start positions (X and Y positions).

"Adjusting the Height of the Print Head" on page 48



3 Select [Print] to print a check pattern.



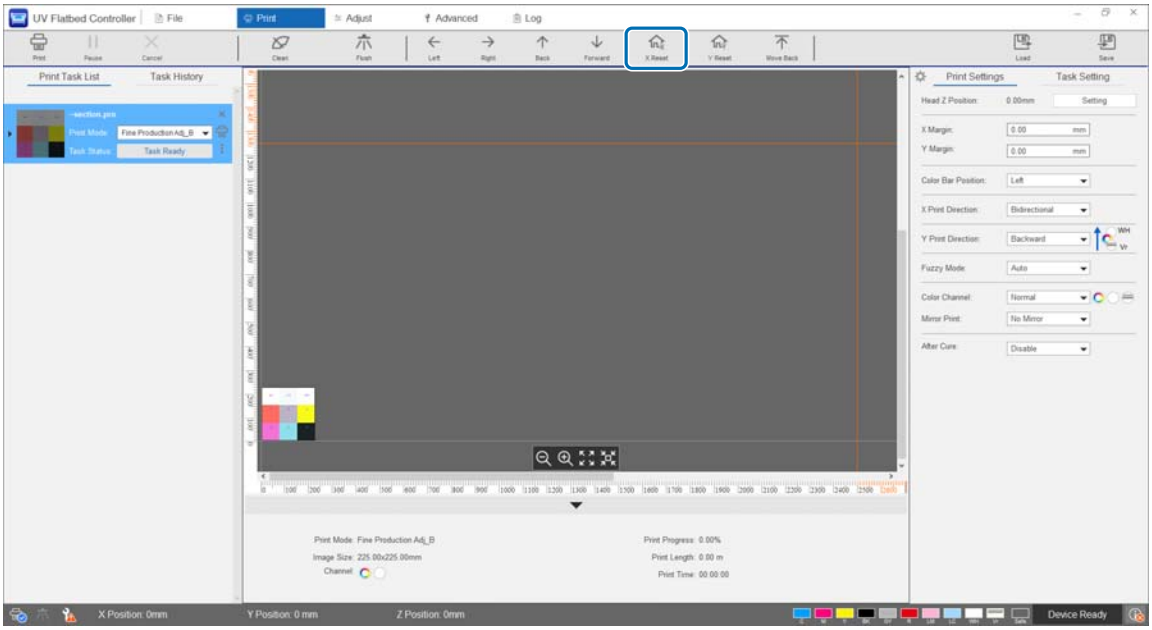
The white ink is white and varnish is transparent with patterns printed on them. Check these by using reflected light.

Clearing Clogged Nozzles

Performing Flushing

If the nozzles in the print head are only slightly clogged, perform flushing several times. This may clear the clogged nozzles.

1 From the UV Flatbed Controller's shortcut menu, execute [X Reset] to move the carriage to the reset position in the X direction.



2 Press [Flush] from the shortcut menu.

If the nozzles are still clogged, perform head cleaning.

Performing Head Cleaning

If the print head is clogged or if clogged nozzles are not cleared by flushing, perform head cleaning.

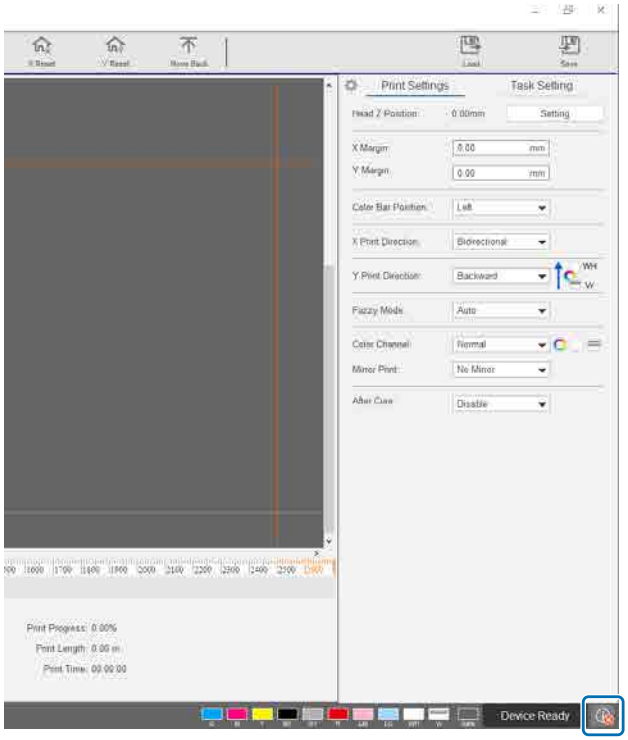
The head cleaning procedure is the same as for the surface of the print head nozzles and surrounding areas.

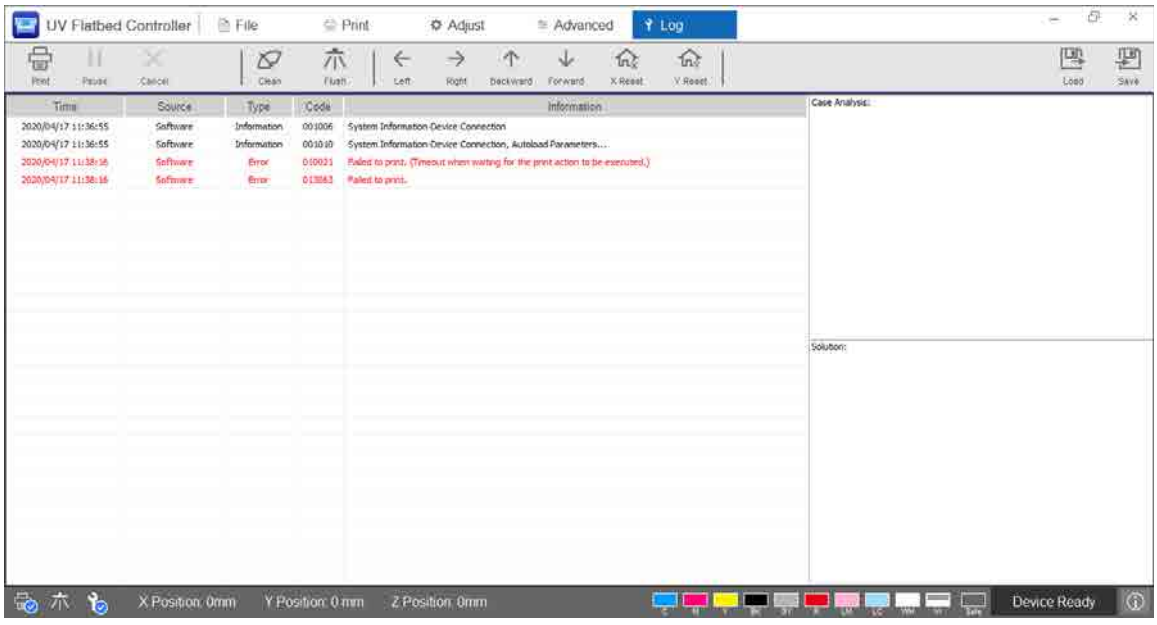
☞"Daily Cleaning" on page 81

When Problems Occur

Checking Messages

When a warning or error occurs in the printer, the ⓘ icon at the bottom right of the UV Flatbed Controller screen changes to ⚠ (Warning) or ⊗ (Error). Press the icon to check the content of the message.





Troubleshooting

Cannot Turn On the Printer

■ Has the emergency stop button been pressed? Turn the emergency stop button to the right to release it.

☞"Emergency Stop Button" on page 14

Print Quality is Poor

■ If the print head nozzles are clogged, perform flushing or head cleaning.

☞"Clearing Clogged Nozzles" on page 95

■ Perform the routine daily and monthly maintenance operations.

☞"Types of Maintenance and Timings" on page 79

■ Adjust bi-directional printing if there is misaligned text (in the horizontal direction) or graininess in the print outs.

☞"Adjusting Bi-directional Printing" on page 51

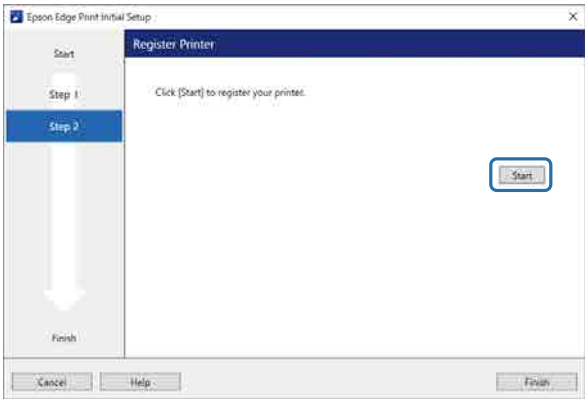
■ If adjusting bi-directional printing does not improve the issues, try making advanced print adjustments.

☞"Making Advanced Print Adjustments" on page 112

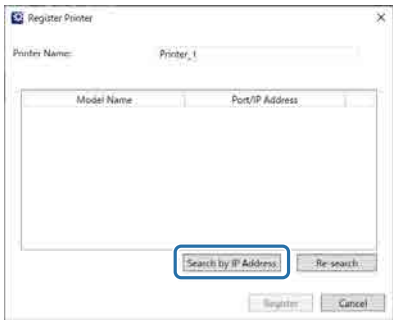
Cannot Register a Printer when Installing Epson Edge Print

If you cannot find the IP address of the printer on the printer registration screen, try specifying the local loopback address (127.0.0.1) on the IP address search screen. This method works when Epson Edge Print is installed on the same computer as the UV Flatbed Controller.

(1)



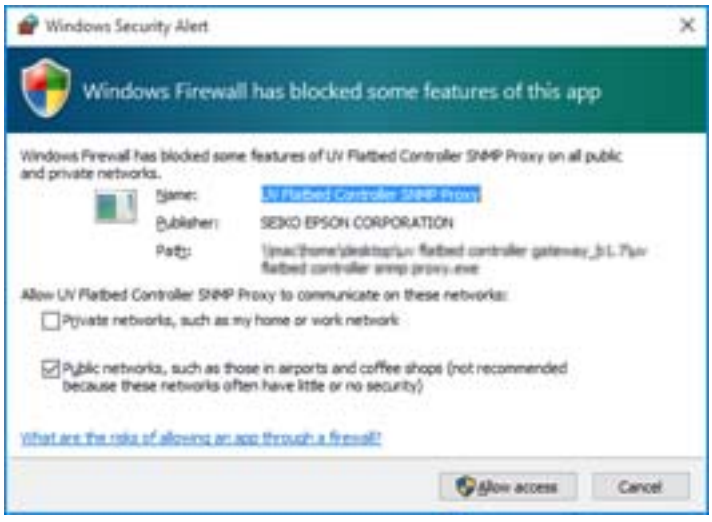
(2)



(3)

Warning Screen Displayed when Installing UV Flatbed Controller

The following screen may be displayed when you install UV Flatbed Controller if your computer has firewall settings enabled. If this screen is displayed, select [Allow Access].



Warning Screen Displayed Regarding the Free Space on the Computer's HDD

The following message may be displayed when you start the UV Flatbed Controller or when you send print data from another application.

[The print process is canceled because the free space on the HDD of the PC is not enough.]

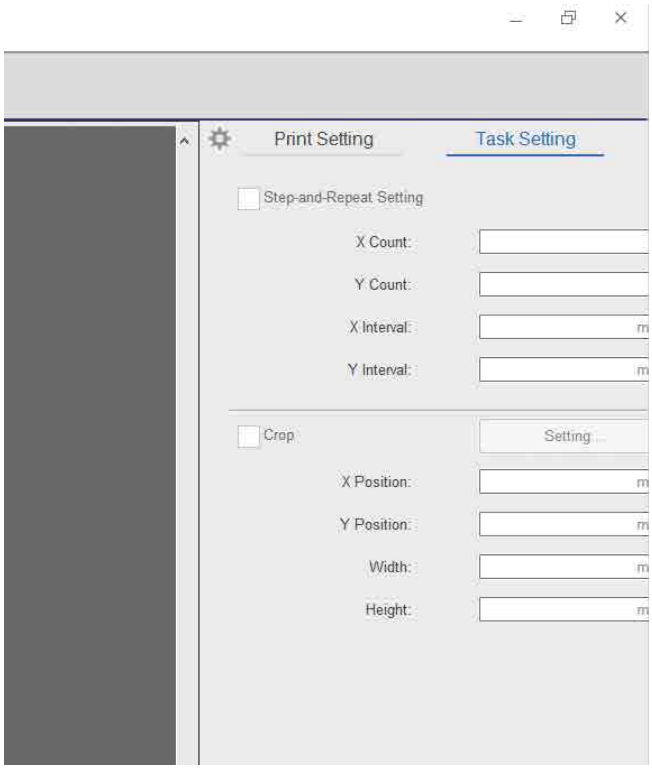
In order to print, you need to follow the steps below to make sure that the free space on your computer's HDD is larger than the size of the print data.

- Delete unnecessary data from [Print Task List] and [Task History] for the UV Flatbed Controller.
- Delete unnecessary data on your computer.

There is a Problem with the UV Flatbed Controller Display

Depending on the display settings, the screen display for the UV Flatbed Controller may look unusual (see the following example). In this situation, set the display zoom setting to less than 125%. We also recommend using the full HD (1920 x 1080) display.

☞"UV Flatbed Controller System Requirements" on page 122



Initialization Process Does Not Start

If the carriage stops outside the operating range, the initialization process may not start when the power is turned on. Move the carriage to the table side by hand, and then turn the printer back on again.

Size of Print Data and Print Results Do Not Match/Step & Repeat Print Position has Shifted

Follow the steps below.

1 Place the media so that the print start position of the media you want to print on is aligned with the home position (0,0).

☞"Placing Media on the Table" on page 37

If the print start position was aligned with the home position (0,0) when the size mismatch occurred, you do not need to reprint.
Go to step 3.

2 Specify the coordinates of the print start position in the UV Flatbed Controller, and then start printing.

Enter 0.00 in the [X Margin] and the [Y Margin] from [Print Settings].
You can use the print data (RIP file (.prn)) as it is when a size mismatch occurs.

☞"Starting Printing" on page 39

3 Measure the image size of the print results.

Measure the width and height of the image in mm.

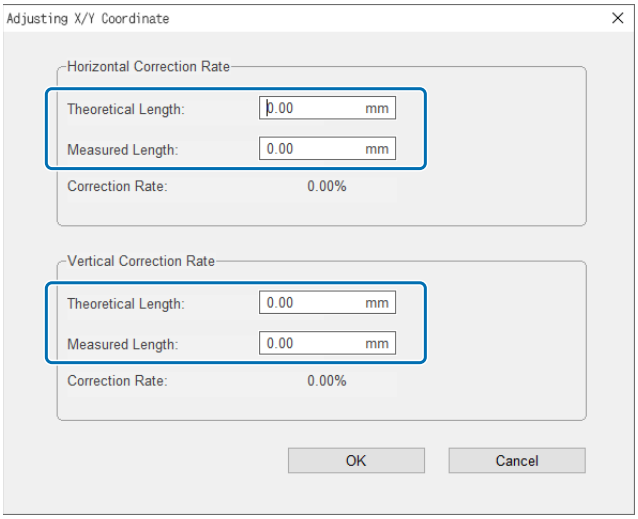
4 Enter the correction values in Epson Edge Print and create the print data (RIP file (.prn)).

Enter the image size you measured in step 3 in the [Horizontal Correction Rate] and the [Vertical Correction Rate].

☞ “Epson Edge Print Operation Guide”

5 Enter the correction values in the UV Flatbed Controller.

Select [Advanced] - [Advanced] - [Adjusting X/Y Coordinate] on the screen.



[Theoretical Length]: Enter the same values that you set in Epson Edge Print in step 4.
[Measured Length]: Enter the image size that you measured in step 3.

6 Place the media so that the print start position of the media you want to print on is aligned with the home position (0,0).
☞"Placing Media on the Table" on page 37

7 Specify the coordinates of the print start position in the UV Flatbed Controller, and then start printing.
Enter 0.00 in the [X Margin] and the [Y Margin] from [Print Settings].
☞"Starting Printing" on page 39

8 Use the actual print results to check the results of the adjustments.

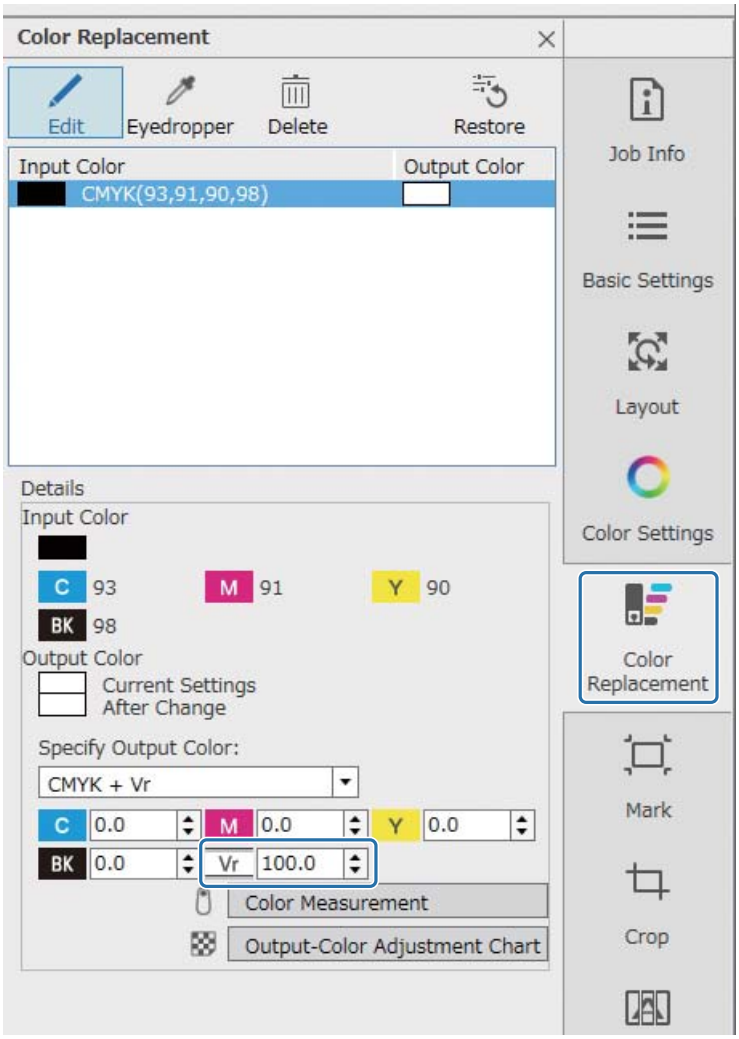
Improving the Roughness of Varnished Surfaces

If varnished surfaces are noticeably rough, try printing using the following method.

The method varies depending on how you created the print data.

When data for varnish printing is created using Epson Edge Print's output color replacement method

Add the print data to the job list in Epson Edge Print, set the Vr density to 100.0 in [Color Replacement] from the Job Settings menu, and then print again.



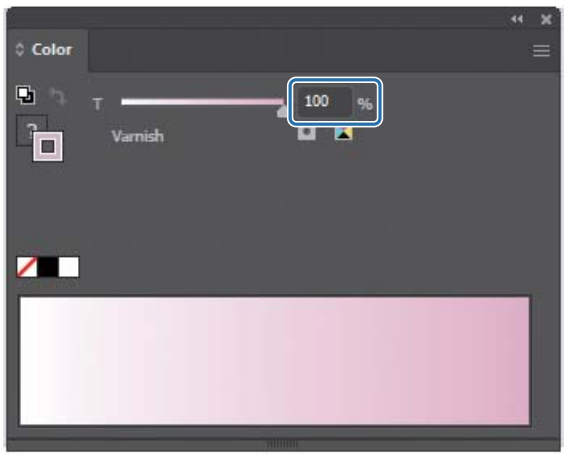
If there is no improvement, use Epson Edge Print to create and print two jobs: a color layer and a varnish layer.

☞"Printing the Color Layer and Varnish Layer Separately" on page 104

When data for varnish printing is created using spot color settings in image processing software

Open the print data in image processing software such as Adobe Illustrator, and then set the density of the spot color name "Varnish" to 100% to create the print data. Add the created print data to the job list in Epson Edge Print, and then print again.

Example: When using Adobe Illustrator



If there is no improvement, use Epson Edge Print to create and print two jobs: a color layer and a varnish layer.

"Printing the Color Layer and Varnish Layer Separately" on page 104

When data for varnish printing is created using Epson Edge Print's auto layer creation method

Use Epson Edge Print to create and print two jobs: a color layer and a varnish layer.

"Printing the Color Layer and Varnish Layer Separately" on page 104

If the solutions above do not improve the issue

Use Epson Edge Print to create and print a multi-layered print job for the color layer and the varnish layer using the white layer as the base layer for both.

"Printing Using a White Layer as the Base Layer" on page 108

Printing the Color Layer and Varnish Layer Separately

<Workflow>

1 Operations in Epson Edge Print

1-1 Print the data without using multi-layer print settings. (Output a color layer of the PRN file.)

1-2 Create and print a layer-only job for varnish printing with the same print data. (Output a varnish layer of the PRN file.)

2 Operations from the UV Flatbed Controller

Print the color layer and then the varnish layer in that order on the same media.

Operations in Epson Edge Print

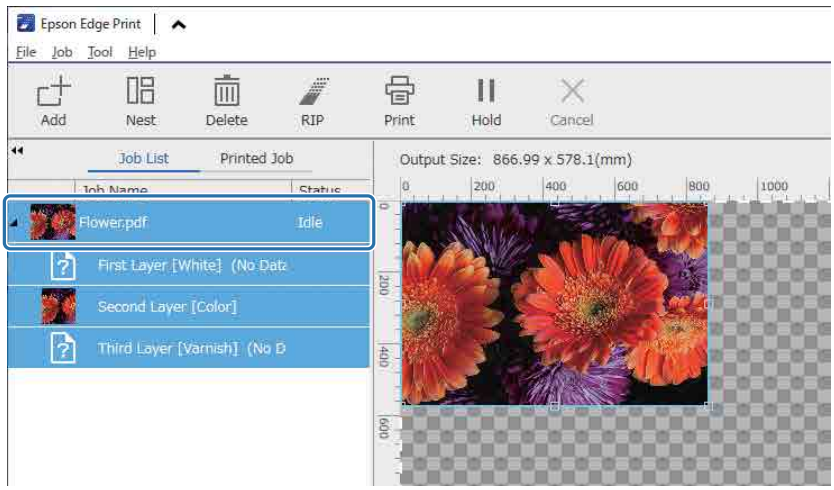
1 Click (Add) on the job toolbar to add print data to the job list. You can also drag and drop the print data file onto the job list.

A thumbnail and data name of the added print data is displayed in the job list, and the following three layers are displayed below the data name.

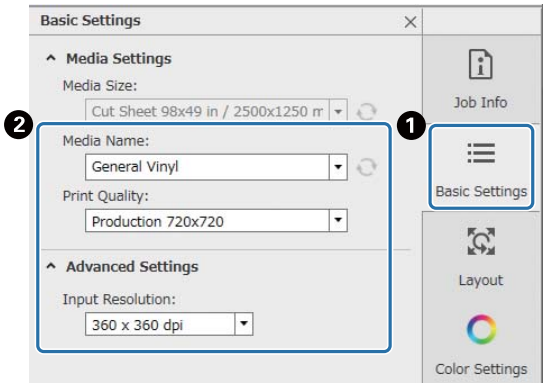
- [First Layer [White] (No Data)]
- [Second Layer [Color]]
- [Third Layer [Varnish] (No Data)]

2 Select the job you added in the job list.

The print image is displayed in the preview area.



3 Click (Basic Setting) in the Job Settings menu to set the media name and print quality.



4 Check the other settings, and then click (Print) on the job toolbar to start printing.

A color layer of the PRN file is output.

5 Click (Add) on the job toolbar to add the same print data as you added in step 1 to the job list. You can also drag and drop the same print data file as you added in step 1 onto the job list.

A thumbnail and data name of the added print data is displayed in the job list, and the following three layers are displayed below the data name.

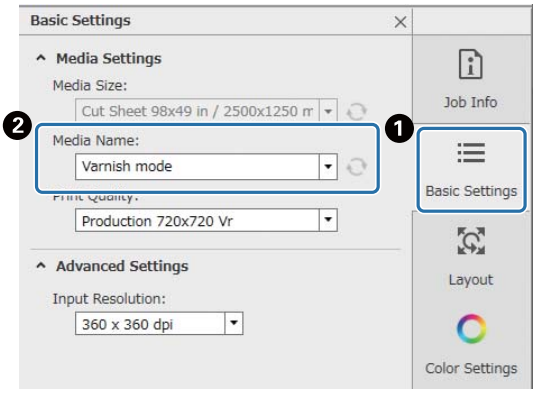
- [First Layer [White] (No Data)]
- [Second Layer [Color]]
- [Third Layer [Varnish] (No Data)]

6 Select the job you added in the job list.

The print image is displayed in the preview area.

7 Click (Basic Setting) in the Job Settings menu, and then select [Varnish mode] as the [Media Name].

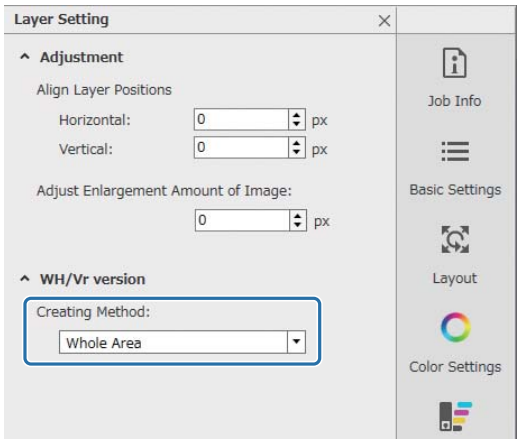
When you select [Varnish mode], the three layers in the job list are hidden.



8 Click (Multi-layer Print Settings) in the Job Settings menu, and then select the type of layer to be created in [Creating Method].

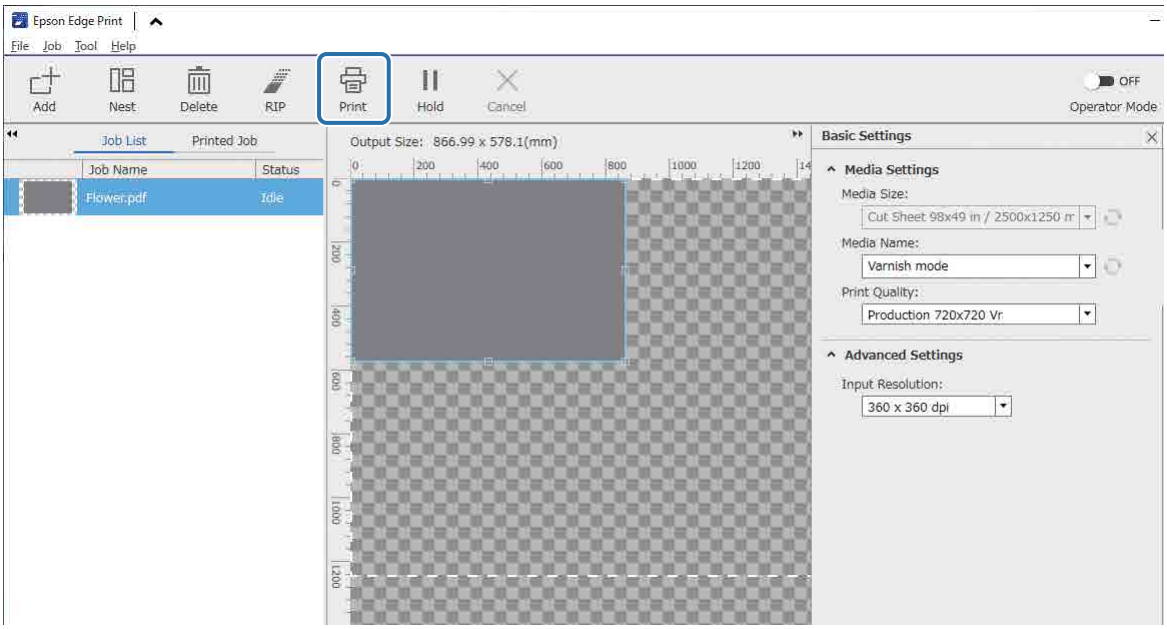
[Creating Method] allows you to create the following two types of layers for varnish printing.

- Whole Image
- Partial Image

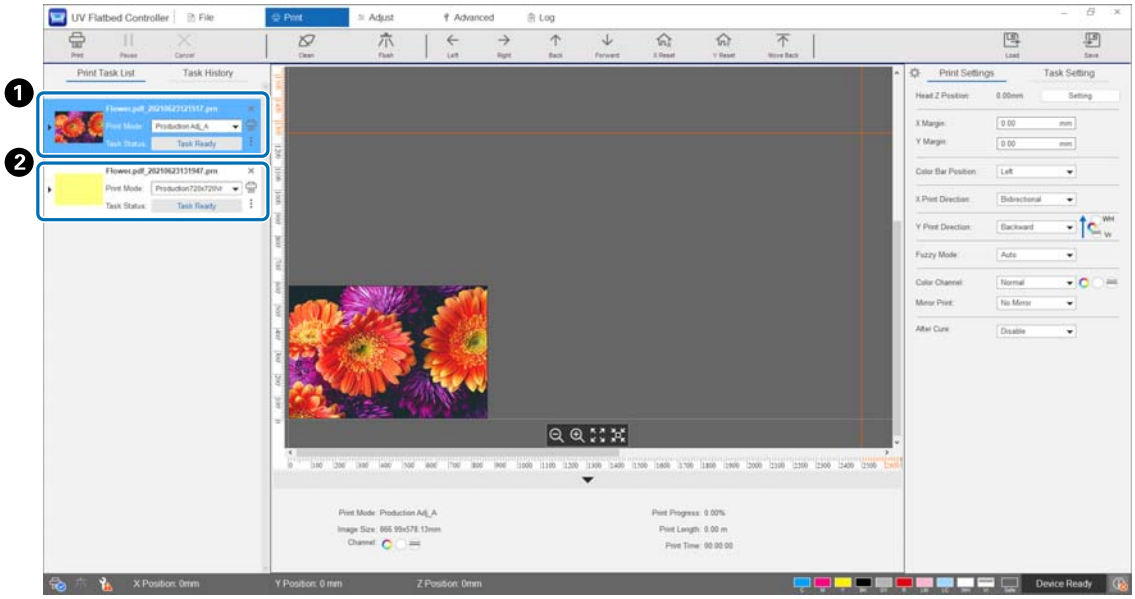


9 Check the other settings, and then click (Print) on the job toolbar to start printing.

A varnish layer of the PRN file is output.



Operations from the UV Flatbed Controller



On the same media, print the color layer of the PRN file (❶), and then print the varnish layer of the PRN file (❷).

Printing Using a White Layer as the Base Layer

<Workflow>

1 Operations in Epson Edge Print

Create and print data for the layer for white printing and the layer for varnish printing. (Output a multi-layered version of the PRN file.)

2 Operations from the UV Flatbed Controller

Perform multi-layered printing of white/color/varnish.

Operations in Epson Edge Print

1 Click (Add) on the job toolbar to add print data to the job list. You can also drag and drop the print data file onto the job list.

A thumbnail and data name of the added print data is displayed in the job list, and the following three layers are displayed below the data name.

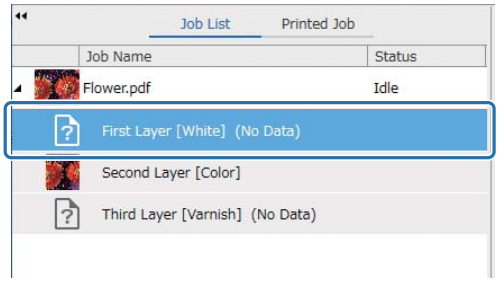
- [First Layer [White] (No Data)]
- [Second Layer [Color]]
- [Third Layer [Varnish] (No Data)]

2 Select the job you added in the job list.

The print image is displayed in the preview area.

3 Select [First Layer [White] (No Data)] in the job list, and then click (Multi-layer Print Settings) in the Job Settings menu.

The setting area switches to multi-layer print settings.



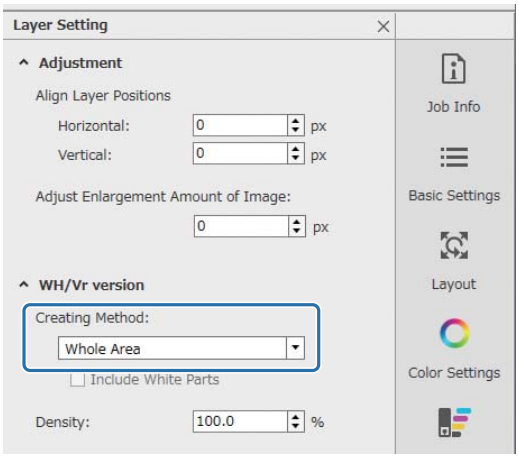
4 Select the type of layer you want to create in [Creating Method] from [WH/Vr version].

The created layer is added to the job list.

[Creating Method] allows you to create the following three types of layers for white printing.

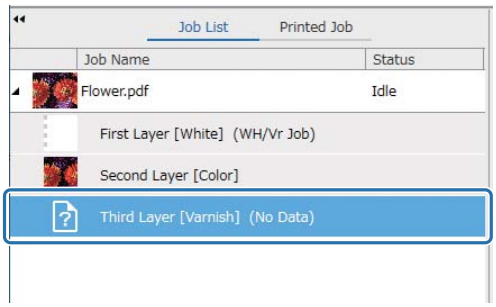
- Whole Image
- Partial Image
- Without part of image

If necessary, use [Density] to set the density of the white ink.



5 Select [Third Layer [Varnish] (No Data)] in the job list, and then click (Multi-layer Print Settings) in the Job Settings menu.

The setting area switches to multi-layer print settings.



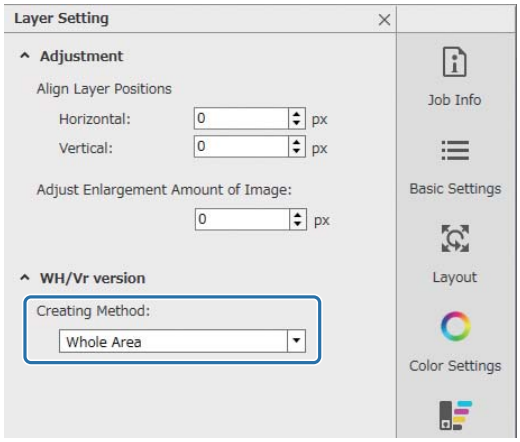
6 Select the type of layer you want to create in [Creating Method] from [WH/Vr version].

The created layer is added to the job list.

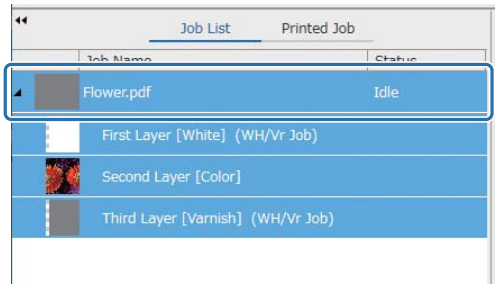
[Creating Method] allows you to create the following two types of layers for varnish printing.

- Whole Image
- Partial Image

You cannot set the density for varnish ink.



7 In the job list, select the root of the multi-layered job (the row that displays the data name for the print data).



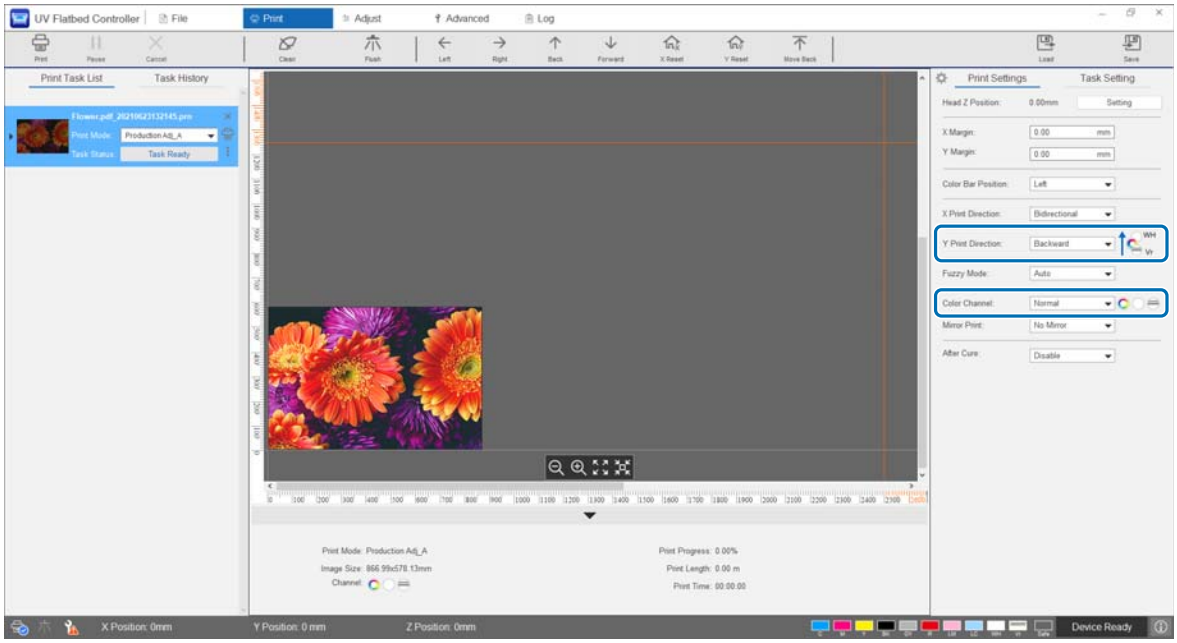
8 Click (Basic Setting) in the Job Settings menu to set the media name and print quality.

9 Check the other settings, and then click (Print) on the job toolbar to start printing.

A multi-layered version of the PRN file is output.

Operations from the UV Flatbed Controller

Print the corresponding PRN file. Set the [Y-Print Direction] to [Backward], and the [Color Channel] to [Normal].



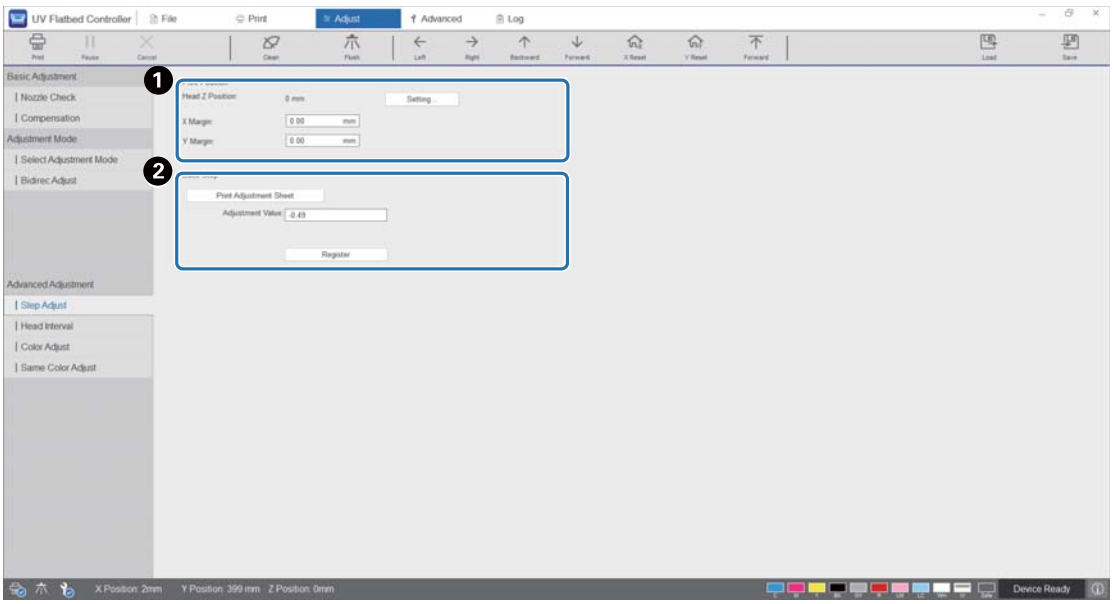
Making Advanced Print Adjustments

Step Adjustments

Adjust the gantry feed amount.

1 Select the adjustment mode from [Adjust] - [Select Adjustment Mode] on the screen.
"Adjustment Mode" on page 53

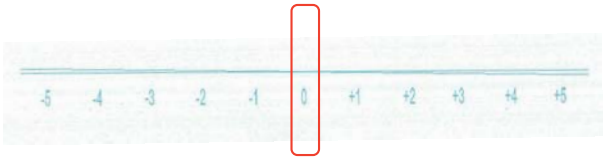
2 Select [Adjust] - [Step Adjust] on the UV Flatbed Controller to make adjustments.



❶ Adjust the head height, and then set the print start positions (X and Y positions).
"Adjusting the Height of the Print Head" on page 48

❷ Adjust the basic steps.
Print an adjustment pattern and check the number with the least amount of deviation from the reference line. Enter the number you selected in [Adjustment Value], and then press [Register].

Print an adjustment pattern and check the number with the least amount of deviation from the reference line. In the following example, the best pattern is "0".



For example, if the "0" line is not straight but the "+1" line is straight, add "+1" to the original value shown on the screen and enter it. When you have finished entering the numbers, press [Register].

Head Interval Adjustments

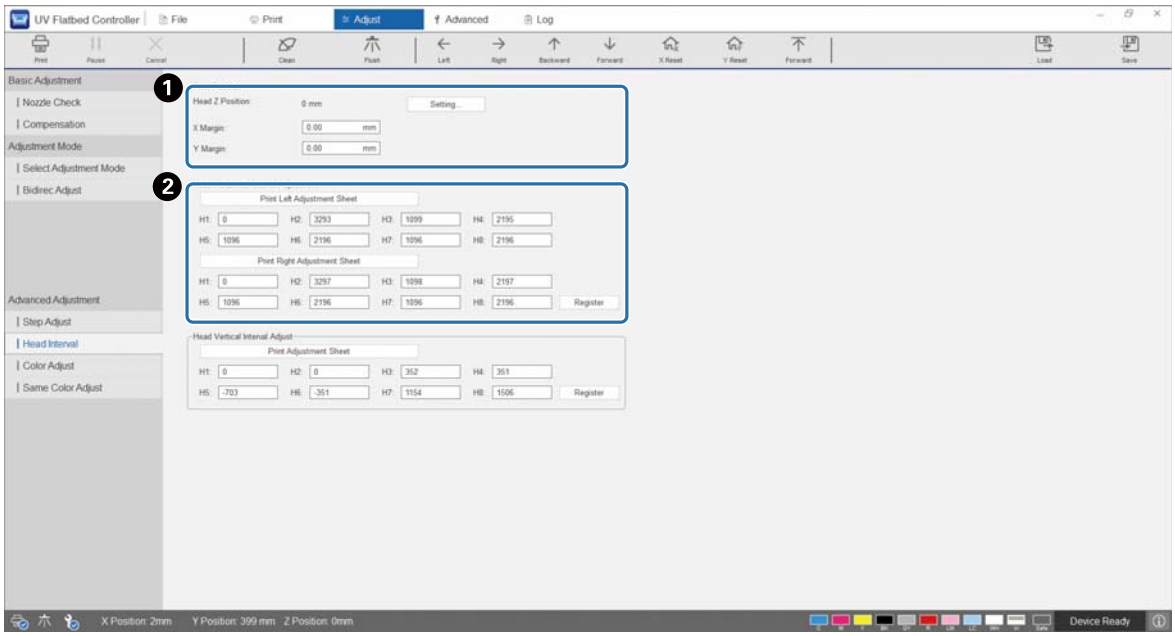
Adjust the position of each print head in relation to the reference print head (H1) horizontally and vertically respectively.

First, select the adjustment mode from [Adjust] - [Select Adjustment Mode] on the screen.

☞"Adjustment Mode" on page 53

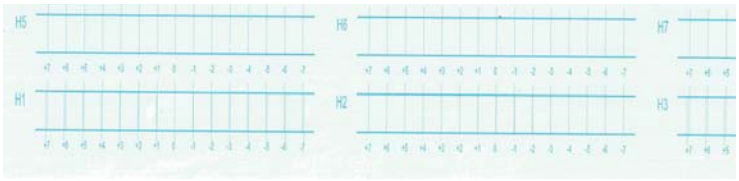
Next, select [Adjust] - [Head Interval] on the UV Flatbed Controller to perform adjustments.

Horizontal Adjustments

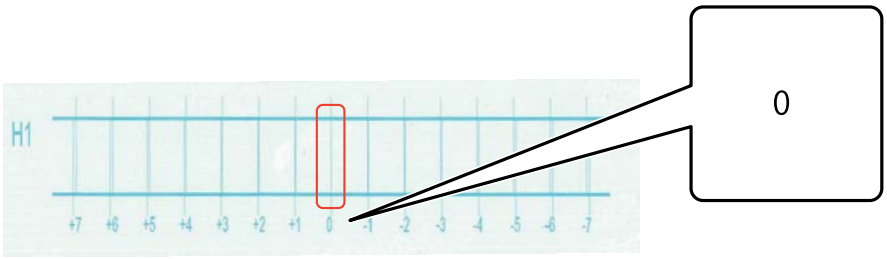


❶ Adjust the head height, and then set the print start positions (X and Y positions).
☞"Adjusting the Height of the Print Head" on page 48

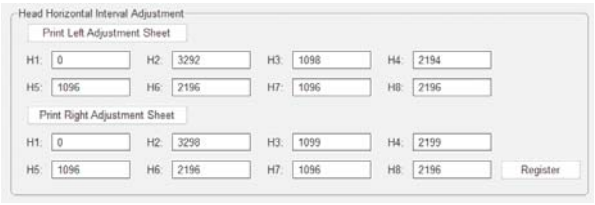
❷ Make horizontal adjustments.
Press [Print the Adjustment Pattern] to print the adjustment pattern.



The "0" line (the vertical line in the red box) is straight, which is normal.

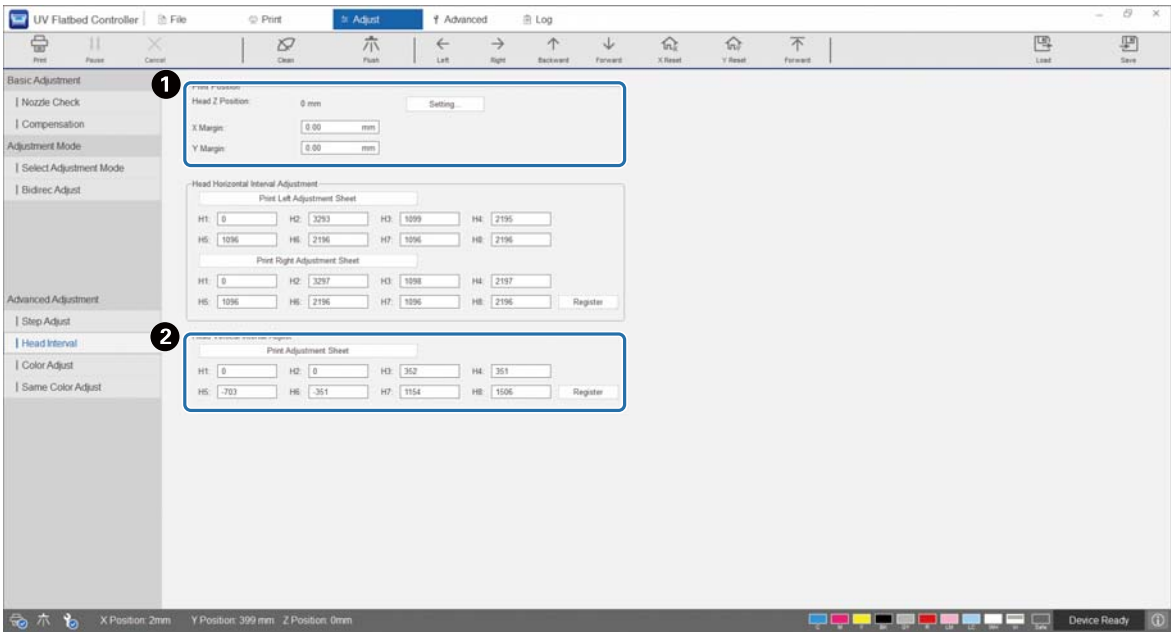


If the "0" line is not straight but the "+1" line is straight, for example, add "+1" to the original number on the screen, and then enter it. When you have finished checking the pattern for each print head (H1 to H8) and entering the values on the screen, press [Register].



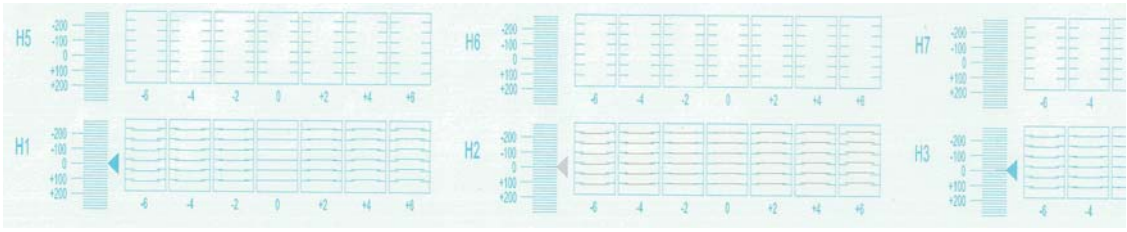
Press [Print Right Adjustment Sheet], and then repeat the same steps as above.

Vertical Adjustments

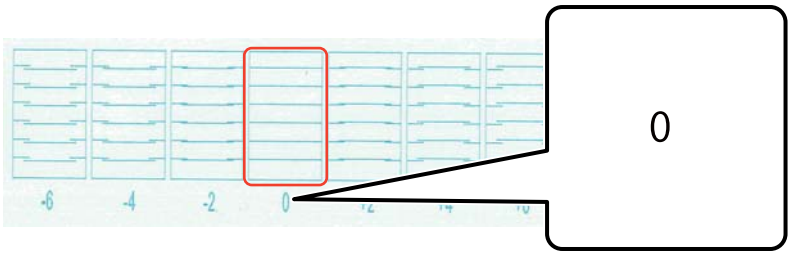


❶ Adjust the head height, and then set the print start positions (X and Y positions).
☞"Adjusting the Height of the Print Head" on page 48

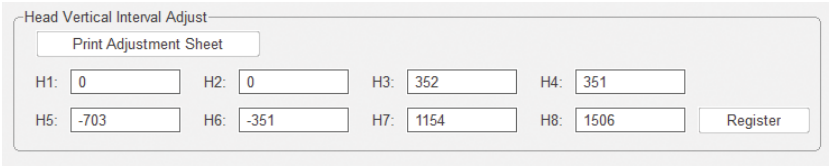
❷ Make vertical adjustments.
Press [Print the Adjustment Pattern] to print the adjustment pattern.



The "0" line (the horizontal line in the red box) is straight, which is normal.



If the "0" line is not straight but the "+1" line is straight, for example, add "+1" to the original number on the screen, and then enter it. When you have finished checking the pattern for each print head (H1 to H8) and entering the values on the screen, press [Register].

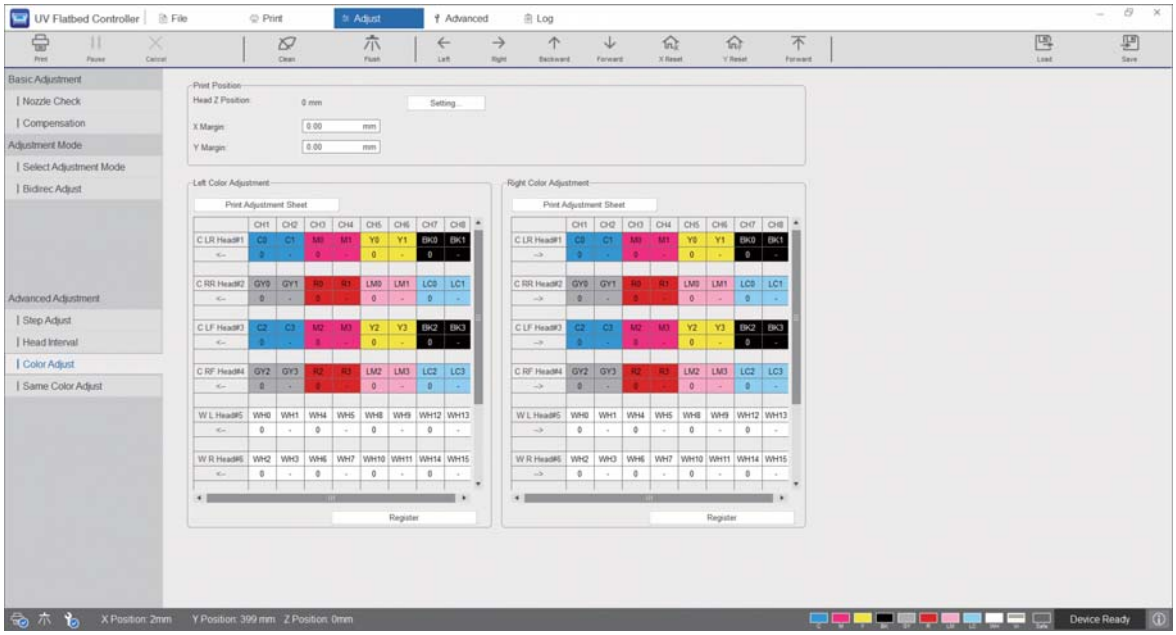


Color Adjustment

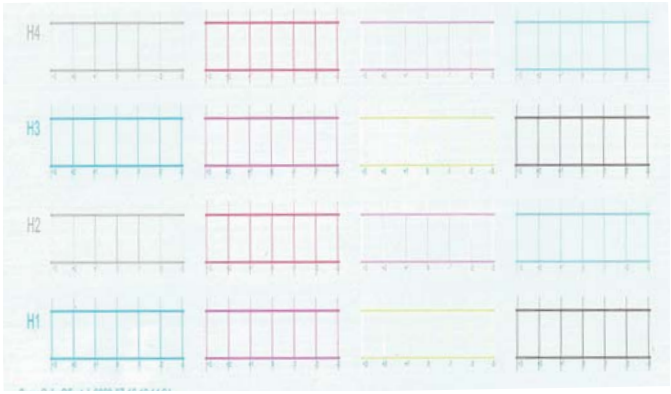
Adjust the position of ink drops for each color nozzle in the same print head.

1 Select the adjustment mode from [Adjust] - [Select Adjustment Mode] on the screen.
"Adjustment Mode" on page 53

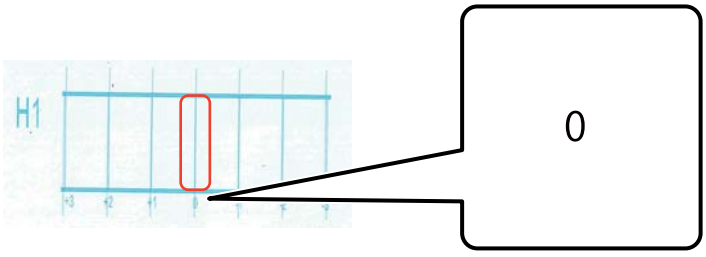
2 Select [Adjust] - [Color Adjustment] in the UV Flatbed Controller.



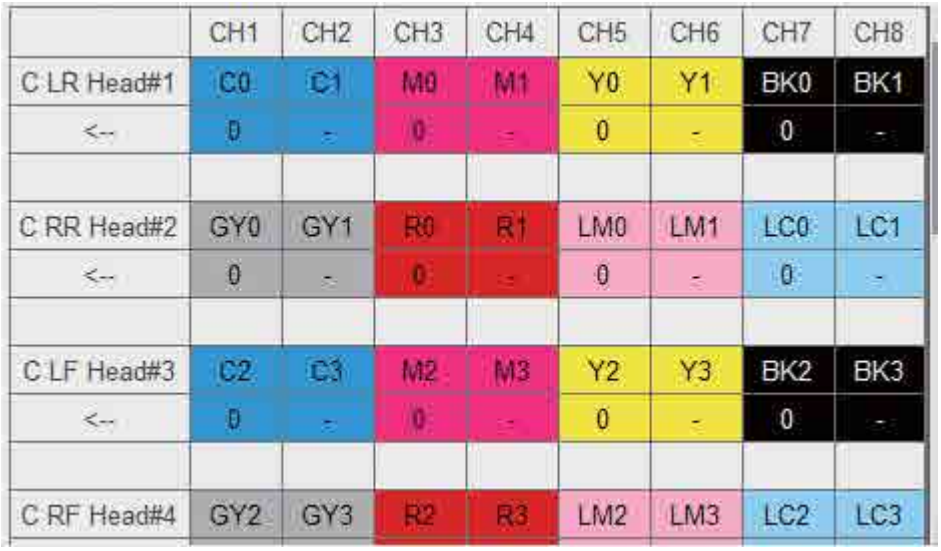
3 Select [Print the Adjustment Pattern] from [Left Color Adjustment] to print the adjustment pattern.



4 The "0" line (the vertical line in the red box) is straight, which is normal.



5 If the "0" line is not straight but the "+1" line is straight, for example, enter "+1" on the screen. When you have finished checking the pattern for each print head (H1 to H8) and entering the values on the screen, press [Register].



	CH1	CH2	CH3	CH4	CH5	CH6	CH7	CH8
C LR Head#1	C0	C1	M0	M1	Y0	Y1	BK0	BK1
<--	0	-	0	-	0	-	0	-
C RR Head#2	GY0	GY1	R0	R1	LM0	LM1	LC0	LC1
<--	0	-	0	-	0	-	0	-
C LF Head#3	C2	C3	M2	M3	Y2	Y3	BK2	BK3
<--	0	-	0	-	0	-	0	-
C RF Head#4	GY2	GY3	R2	R3	LM2	LM3	LC2	LC3

6 Repeat steps 1-5 in [Right Color Adjustment].

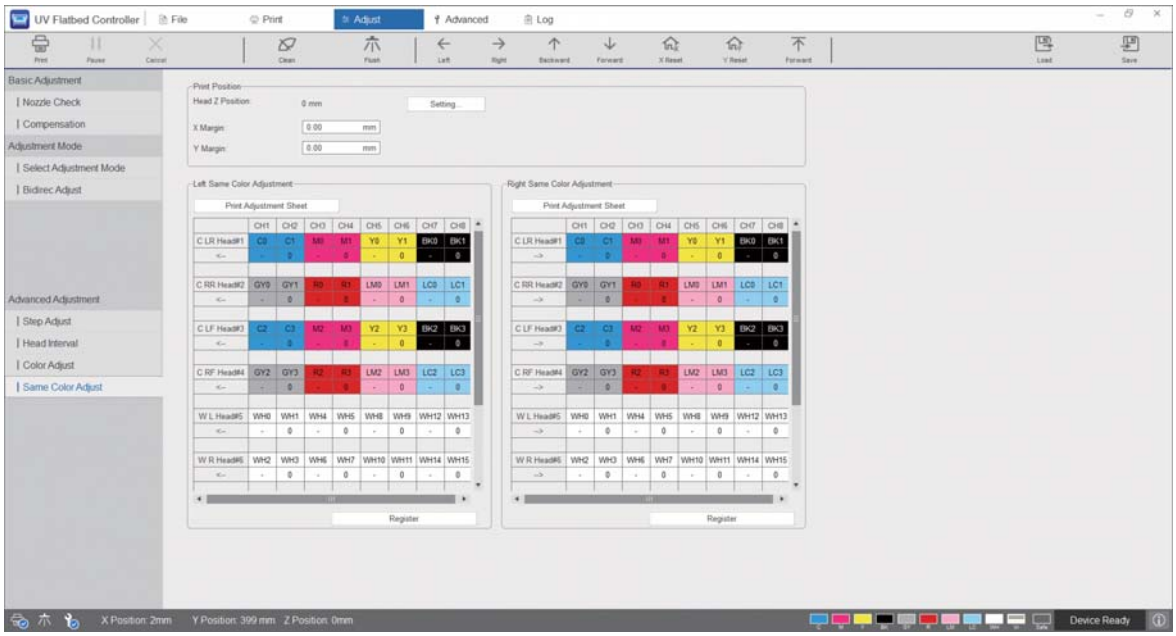
Important When you perform a color adjustment, the value for the same color adjustment will also change. When you perform color adjustment, make sure you also perform the same color adjustment.

Same Color Adjustment

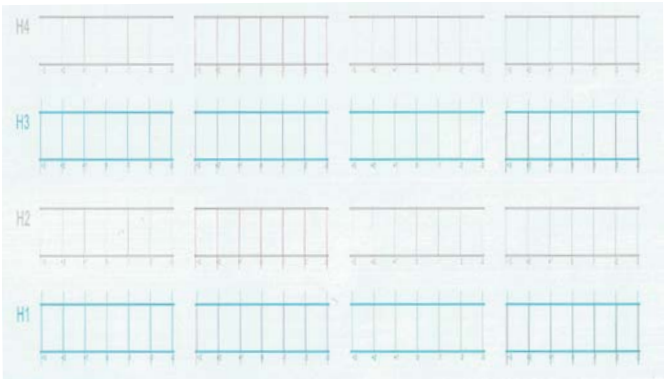
Adjust the position of ink drops for the same color nozzle in the same print head.

1 Select the adjustment mode from [Adjust] - [Select Adjustment Mode] on the screen.
"Adjustment Mode" on page 53

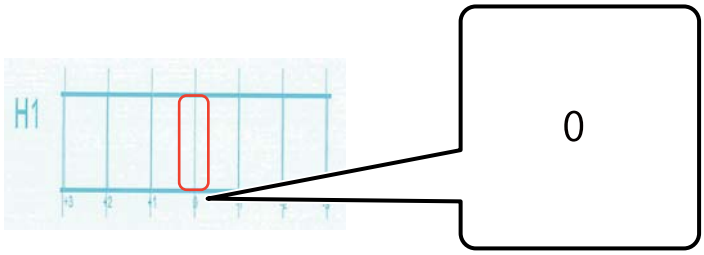
2 Select [Adjust] - [Same Color Adjust] in the UV Flatbed Controller.



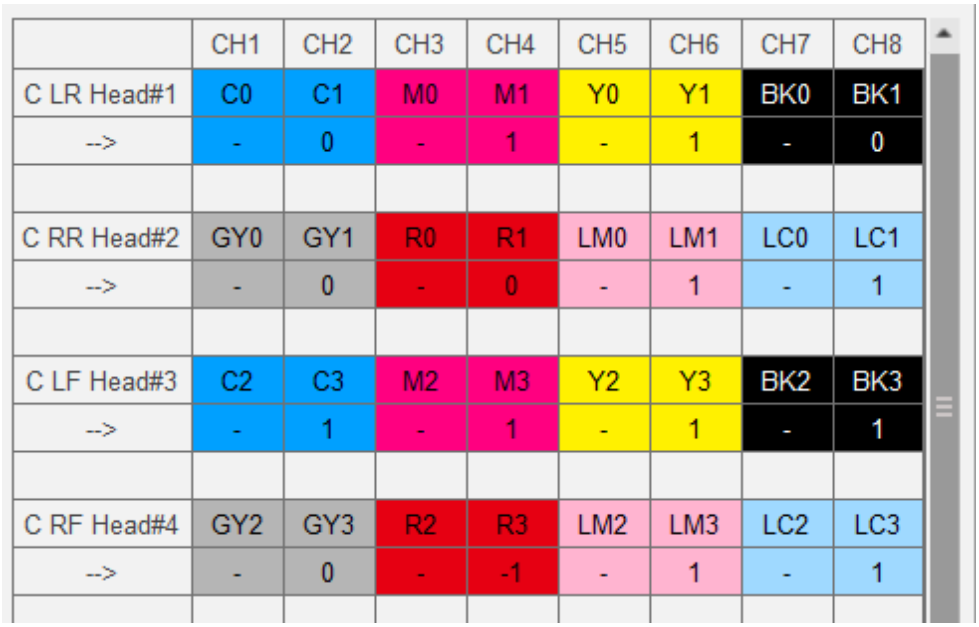
3 Select [Print the Adjustment Pattern] from [Left Color Adjustment] to print the adjustment pattern.



4 The "0" line (the vertical line in the red box) is straight, which is normal.



5 If the "0" line is not straight but the "+1" line is straight, for example, enter "+1" on the screen. When you have finished checking the pattern for each print head (H1 to H8) and entering the values on the screen, press [Register].



	CH1	CH2	CH3	CH4	CH5	CH6	CH7	CH8
C LR Head#1	C0	C1	M0	M1	Y0	Y1	BK0	BK1
-->	-	0	-	1	-	1	-	0
C RR Head#2	GY0	GY1	R0	R1	LM0	LM1	LC0	LC1
-->	-	0	-	0	-	1	-	1
C LF Head#3	C2	C3	M2	M3	Y2	Y3	BK2	BK3
-->	-	1	-	1	-	1	-	1
C RF Head#4	GY2	GY3	R2	R3	LM2	LM3	LC2	LC3
-->	-	0	-	-1	-	1	-	1

6 Repeat steps 1-5 in [Right Color Adjustment].

Appendix

Consumables and Optional Items

The following is a list of the consumables and optional items that can be used with this printer. (As of August, 2020)
For the latest information, see the Epson Website (http://www.epson.com).

Ink Bottles

Name	Part Number	Notes
Black	T49V1	
Cyan	T49V2	
Magenta	T49V3	
Yellow	T49V4	
Light Cyan	T49V5	
Light Magenta	T49V6	
Gray	T49V7	
Red	T49V8	
White	T49V9	
Varnish	T49VA	
Cleaning	T49V0	Use this to clean the area such as the plates around the print head. (In this guide, this item is described as "cleaning liquid".)

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

Others

Name	Part Number	Notes
Coolant	C13S210135	Refills the UV lamp cooler.
Waste ink bottle	C13T724000	Collects waste ink from the ink receiver.

Transporting and Moving

Contact your local dealer or Epson support for assistance.

UV Flatbed Controller System Requirements

System Requirements

Operating system	Windows 7 x64 Windows 10 x64
CPU	Intel Core i7 2.0 GHz or faster
Free memory region	8 GB or more/4th generation
Storage	SSD 250 GB or more
Display	Full HD (1920 x 1080) recommended

Specifications

Printer

Printing system	On-demand inkjet system
Ink colors	Cyan, Magenta, Yellow, Black, Light Cyan, Light Magenta, Gray, Red, White, Varnish
Table height	900 mm (35.4 in.)
Print size (maximum)	Width 2500 mm (98.4 in.) x Length 1250 mm (49.2 in.)
Media thickness (maximum)	80 mm (3.15 in.)
Media weight (maximum)	50 kg/m^2 (for an un-concentrated load)
Resolution (dpi)	360 x 720, 720 x 720, 720 x 1080, 720 x 1440
Weight	Approx. 1370 kg (3020.3 lb.)
Rated voltage	200 V / 208 V / 220 V / 230 V / 240 V
Rated frequency	50 / 60 Hz
Rated current	29 A
Apparent power	5.7 kVA
Power consumption	Approx. 4.8 kw (when printing)

Communication interface	SuperSpeed USB
External dimensions	(W) 4635 mm (182.5 in.) x (D) 2768 mm (109.0 in.) x (H) 1730 mm (68.1 in.) (W) 4635 mm (182.5 in.) x (D) 2768 mm (109.0 in.) x (H) 1400 mm (55.1 in.) (without the signal lamp)
Sound pressure level	Less than 70 dB (A) (when printing)
Temperature	Operating: 15 to 30°C (59 to 86°F) (20 to 25°C [68 to 77°F] recommended) During storage (before ink filling): -20 to 60°C (-4 to 140°F) (within 96 hours at -20°C [-4°F], within 1 month at 40°C [104°F], within 120 hours at 60°C [140°F]) During storage (after ink filling): -20 to 40°C (-4 to 104°F) (within 1 month at 40°C [104°F])
Humidity	Operating: 20 to 80% (40 to 60% recommended) (without condensation) During storage (before ink filling): 5 to 85% (without condensation) During storage (after ink filling): 5 to 85% (without condensation)

Important Use this printer at an altitude of 3000 m (9842.5 ft.) or less.

Ink Bottles

Shape	Dedicated ink bottles
Ink type	UV ink
Printing guarantee period	Expiration date on ink bottle (stored at room temperature)
Storage temperature	When packed for transport:-30 to 60°C (-22 to 140°F) (Within 24 hours at -30 to -10°C [-22 to 14°F], within 1 month at -10 to 40°C [14 to 104°F], within 120 hours at 50°C [122°F], and within 24 hours at 60°C [140°F]) When packed for storage: -30 to 40°C (-22 to 104°F) (Within 24 hours at -30 to -20°C [-22 to -4°F] and within 1 month at 30 to 40°C [86 to 104°F]) Ink freezing temperature: -30°C (-22°F) or colder
Volume	1000 ml

Declaration Of Conformity (for EU countries only)

Manufacturer	SEIKO EPSON CORPORATION Address 3-5, Owa 3-chome, Suwa-shi, Nagano-ken 392-8502 Japan
Representative	EPSON EUROPE B.V. Address Atlas Arena, Asia Building, Hoogoorddreef 5, 1101 BA Amsterdam Zuidoost The Netherlands
Brand Name	EPSON
Product Name	UV Flatbed Printer
Model	N771A
Conforms to the following Directive(s) and Norm(s)	Directive 2006/42/EC: EN ISO 12100 EN 60204-1 EN 1010-1 EN 1010-2 Directive 2014/30/EU: EN 55011 EN 61000-6-2 Directive 2011/65/EU: EN 50581

Where To Get Help

Technical Support Web Site

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

https://support.epson.net/

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

https://www.epson.com

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

Contacting Epson Support

Before Contacting Epson

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

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

- Product serial number
  (The serial number label is usually on the back of the product.)
- Product model
- Product software version
  (Click **About**, **Version Info**, or similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Help for Users in North America

Visit **www.epson.com/support** (U.S.) or **www.epson.ca/support** (Canada) and search for your product to download software and utilities, view manuals, get FAQs and troubleshooting advice, or contact Epson.

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred Limited Warranty Plan. Dial (888) 668-3266, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Before you call, make sure you have your printer serial number and proof of purchase.

Note	• If you experience difficulty with the toll-free line, call (562) 276-1305. • 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, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit **proimaging.epson.com** (U.S.) or **proimaging.epson.ca** (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Help for Users in Latin America

If you need additional help with your Epson product, contact Epson.

Epson provides these technical support services:

Internet Support

Visit Epson's support website at epson.com.jm/support (Caribbean), epson.com.br/suporte (Brazil), or latin.epson.com/soporte (other regions) 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

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

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	0800-007-5000
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 592-2200 Other cities: 018000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358

Country	Telephone
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10-126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit epson.com.jm (Caribbean), epson.com.br (Brazil), or latin.epson.com (other regions) or call your nearest Epson sales office.

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 (https://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
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

Telephone number	Fax number	Address
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/New Zealand

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

Your Dealer

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

Internet URL

Australia

https://www.epson.com.au

New Zealand

https://www.epson.co.nz

Access the Epson Australia/New Zealand World Wide Web pages.

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:

Australia	Phone:	1300 361 054
	Fax:	(02) 8899 3789
New Zealand	Phone:	0800 237 766

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

Help for Users in Singapore

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

World Wide Web (https://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 Toll Free: 800-120-5564

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

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

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

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

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

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

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone):	+84 28 3925 5545
Service Center:	68 Nam Ky Khoi Nghia Street, Nguyen Thai Binh Ward, District 1, Ho Chi Minh City, Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

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

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

- Sales enquiries and product information
- Technical support

Phone	(62) 21-572 4350
Fax	(62) 21-572 4357

Epson Service Center

Jakarta	Mangga Dua Mall 3rd floor No 3A/B Jl. Arteri Mangga Dua, Jakarta
	Phone/Fax: (62) 21-62301104
Bandung	Lippo Center 8th floor Jl. Gatot Subroto No.2 Bandung
	Phone/Fax: (62) 22-7303766
Surabaya	Hitech Mall lt IIB No. 12 Jl. Kusuma Bangsa 116 – 118 Surabaya
	Phone: (62) 31-5355035 Fax: (62)31-5477837

Yogyakarta	Hotel Natour Garuda Jl. Malioboro No. 60 Yogyakarta Phone: (62) 274-565478
Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan Phone/Fax: (62) 61-4516173
Makassar	MTC Karebosi Lt. Ill Kav. P7-8 Jl. Ahmad Yani No.49 Makassar Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

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

Internet Home Page

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

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

https://www.epson.com.hk

Technical Support Hotline

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

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

Help for Users in Malaysia

Contacts for information, support, and services are:

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

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

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

Epson Helpdesk

- Sales enquiries and product information (Infoline)

  Phone: 603-56288222

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

  Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

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

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

Helpline

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

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

Help for Users in the Philippines

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

Trunk Line: (63-2) 706 2609
Fax: (63-2) 706 2665

Helpdesk Direct Line: (63-2) 706 2625

E-mail: epchelpdesk@epc.epson.com.ph

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

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

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

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

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty