

SC-F9200 Series

User's Guide

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Introduction

Introduction

Manual Types and Usage

Manual Organization

The following manuals are available for the product.

The PDF manuals can be found on the software disc supplied with the product. You can view the PDF manuals using Adobe Reader or Preview (Mac OS X).

The Epson Video Manuals have been uploaded to the Epson manual YouTube channel. You can view these on your Web browser.

<i>Setup Guide</i>	Provides information on how to setup the printer after unpacking it from the box. Make sure you read this manual to perform operations safely.
<i>User's Guide</i> (this guide)	Provides information on basic printer operations, maintenance operations, troubleshooting and so on.
<i>Network Guide</i> (PDF)	Provides information on using the printer over a network.
<i>Epson Video Manuals</i>	Provides videos on media setup, basic maintenance operations, and so on.

Meaning of Symbols

 Warning:	Warning: Warnings must be followed to avoid serious bodily injury.
 Caution:	Cautions must be followed to avoid bodily injury.
 Important:	Important must be followed to avoid damage to this product.

Note:

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

Screenshots

- ❑ The screenshots in this manual may differ slightly from the actual screens. Note that the screenshots may also differ depending on differences in the operating system and the usage environment.
- ❑ Unless otherwise stated, Windows 7 screenshots are used for the Windows screenshots in this manual.

Illustrations

The illustrations in this manual may differ slightly from the actual objects they are intended to represent.

Operating System Versions

In this documentation, the following abbreviations are used.

Windows refers to Windows 8, 7, Vista, and XP.

- ❑ Windows 8 refers to Windows 8, Windows 8 Pro, and Windows 8 Enterprise.
- ❑ Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, and Windows 7 Ultimate.
- ❑ Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.
- ❑ Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.

Macintosh refers to Mac OS X.

- ❑ Mac OS X refers to Mac OS X 10.6.8 and later versions.

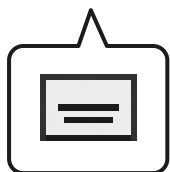
Introduction

Video Manuals

Click the following link to display a list of videos that have been uploaded to YouTube. Select the video you want to view from the list.

 [Epson Video Manuals](#)

If the subtitles are not displayed when you play the video, click the subtitles icon shown in the image below.



Important Safety Instructions

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

When choosing a place for this product

- ☐ Place this product on a flat, stable surface that is larger than this product. This product will not operate properly if it is tilted or at an angle.
- ☐ Avoid places subject to rapid changes in temperature and humidity. Also keep it away from direct sunlight.

- ☐ Avoid places subject to shocks and vibrations.
- ☐ Keep this product away from dusty areas.
- ☐ Place this product near a wall outlet where the plug can be easily unplugged.

When setting up this product

- ☐ This product's power cord is for use with this product only. Use with other equipment may result in fire or electric shock.
- ☐ Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as copiers or air control systems that regularly switch on and off.
- ☐ Avoid electrical outlets controlled by wall switches or automatic timers.
- ☐ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- ☐ Use only the type of power source indicated on the product's label.
- ☐ Use only the power cord that comes with this product. Use of another cord may result in fire or electric shock.
- ☐ Do not use a damaged or frayed power cord.
- ☐ If you use an extension cord with this product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ☐ If you plan to use the printer in Germany, observe the following:
To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 10 or 16 amp circuit breaker.
- ☐ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.

Introduction

When using this product

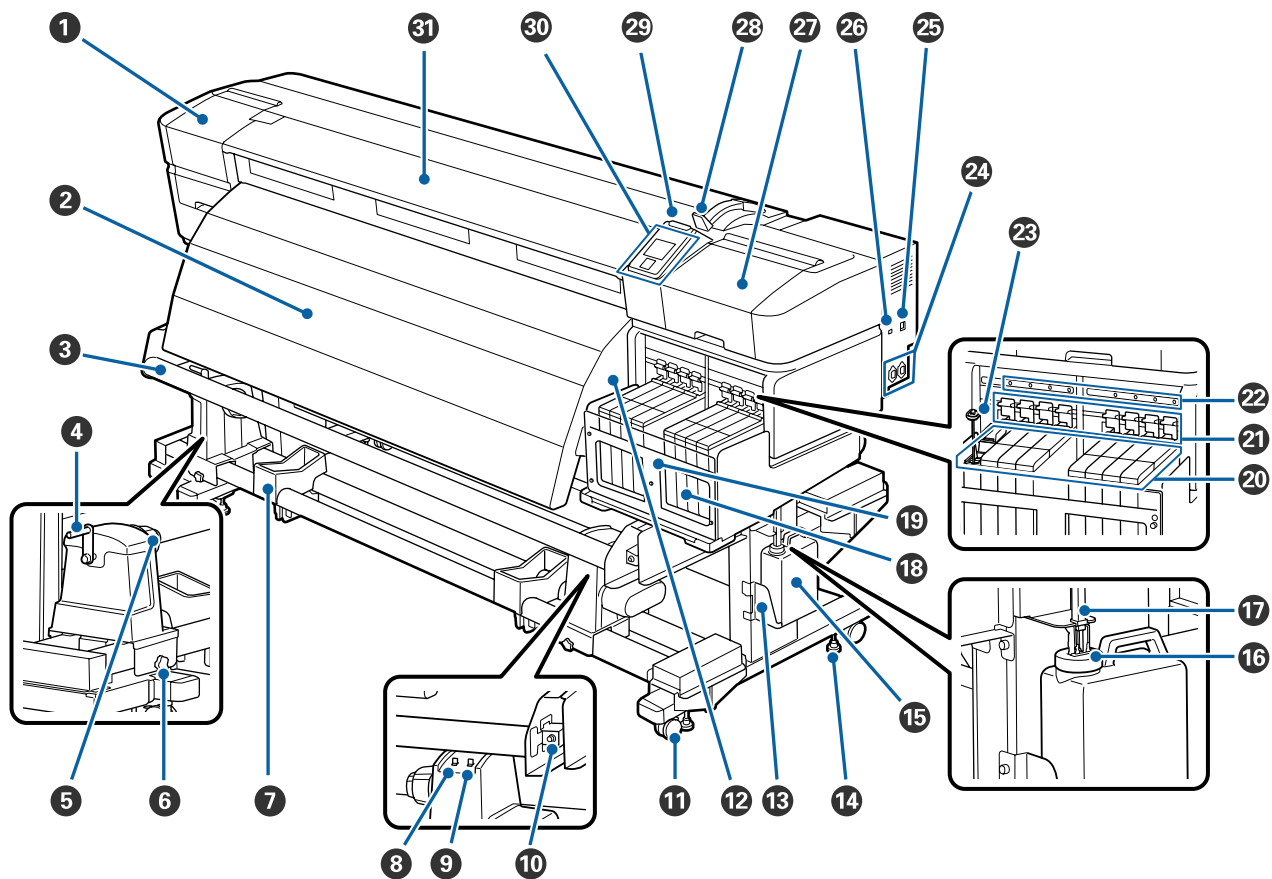
- ❑ Do not block or cover the openings in this product's cabinet.
- ❑ Do not insert objects through the slots. Take care not to spill liquid on this product.
- ❑ Do not attempt to service this product yourself.
- ❑ Unplug this product and refer servicing to qualified service personnel under the following conditions: The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the cabinet damaged; the product does not operate normally or exhibits a distinct change in performance.
- ❑ Do not move the print heads by hand; otherwise you may damage this product.
- ❑ Always turn the product off using the Power button on the control panel. When this button is pressed, the Power light flashes briefly then goes off. Do not unplug the power cord or turn off the product until the Power light stops flashing.
- ❑ This device has two power systems. There is a risk of electric shock unless the two power cables are unplugged during the maintenance.

When handling the ink packs

- ❑ Keep ink packs out of the reach of children and do not drink.
- ❑ Wear protective eyewear, gloves, and a mask when performing maintenance.
Should ink contact your skin or enter your eyes or mouth, immediately take the following actions:
 - ❑ If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.
 - ❑ If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation.
 - ❑ If fluid enters your mouth, consult a physician immediately.
 - ❑ If fluid is swallowed, do not force the person to vomit, and consult with a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.

Printer Parts

Front section



1 Maintenance cover (left)

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

[“Cleaning Around the Print Head” on page 59](#)

2 After heater

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

[“Heating & Drying” on page 45](#)

3 Media guide bar

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

4 Handle

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

Introduction

5 Roll core holder

Place the used roll core for media take-up on these holders. There are two supports: one on the left and one on the right.

 [“Media Loading” on page 35](#)

6 Roll core holder locking screw

The locking screws keep the roll core holders in place once they have been attached to the roll core. There are two supports: one on the left and one on the right.

7 Roll support

Rest media temporarily on these supports when removing the take-up roll. There are two supports: one on the left and one on the right.

8 Auto switch

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

9 Manual switch

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

10 Adjustment screw

Use the adjustment screw when performing parallel adjustment.

11 Casters

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

If the stand fixing screw is lowered too much, the caster rises off the floor. Do not use the printer when a caster is off the floor.

12 Airflow vents

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

13 Waste Ink Bottle holder

Place the Waste Ink Bottle in this holder.

14 Stand fixing screw

There are two screws on each leg. In addition to locking the casters, the stand fixing screws also keep the printer securely in place. After installing the printer, keep it securely in place during use.

15 Waste Ink Bottle

Waste ink collects in this bottle.

Replace with a new Waste Ink Bottle when the level approaches the line.

16 Stopper

The stopper prevents splatter when the waste ink is ejected.

Fit the stopper closely to the mouth of the Waste Ink Bottle in most situations.

17 Waste ink tube

Waste ink is discharged from this tube. Be sure the end of this tube is in the Waste Ink Bottle while the printer is in use.

Introduction

18 Ink tank

Holds ink used for printing.

19 Heat shield

Prevents the temperature of the ink in the ink tank from rising when using a commercially available heater. Make sure you clean the heat shield if any ink has adhered to it.

 [“Cleaning the Heat Shield” on page 66](#)

20 Slider

 [“Slider” on page 12](#)

21 Lock lever

Raise the lock lever to unlock the slider for removal when replacing the chip unit. Always lower the lock lever into the locked position after inserting the slider.

22 Chip unit check lamp

This lamp turns on when a message related to the chip unit is displayed.

On : Check the contents of the error on the control panel's screen and deal with the error.

Off : No error.

23 Stirring stick

This is only for the High Density Black ink tank. Stir the ink in the ink tank once a week.

24 AC inlet #1/AC inlet #2

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

25 LAN port

 [“LAN port” on page 12](#)

26 USB port

Connects the USB cable.

27 Maintenance cover (right)

Open this cover to perform maintenance around the print head. Normally closed when using the printer.

 [“Cleaning” on page 59](#)

28 Media loading lever

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

29 Alert lamp

This lamp lights or flashes when an error occurs.

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

Off : No error.

30 Control panel

 [“Control panel” on page 16](#)

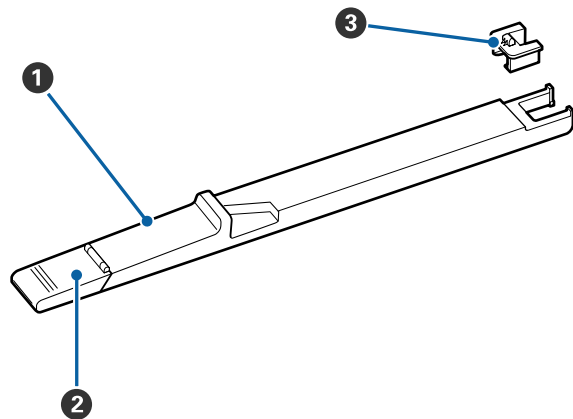
Introduction

31 Front cover

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

Introduction

Slider

**1 Slider**

Attach the chip unit included with the ink pack before refilling the ink.

 [“Chip Unit Replacement and Ink Refills” on page 67](#)

2 Ink inlet cover

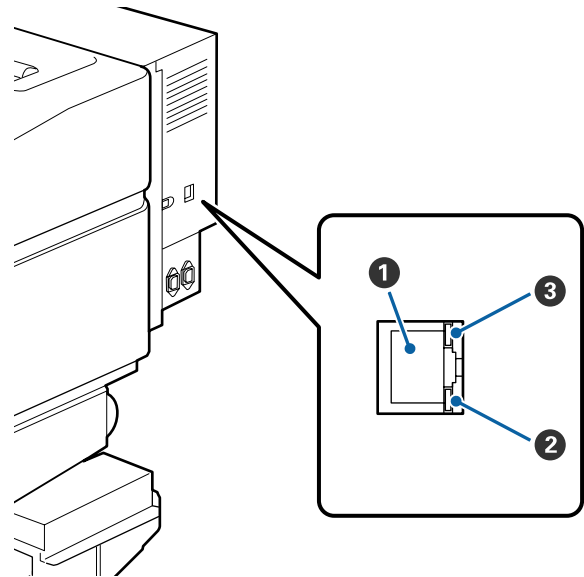
Open this cover to refill the ink tank with ink.

3 Chip unit

A unit that includes an IC chip.

This is included with the ink pack.

LAN port

**1 RJ-45 connector**

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

2 Data lamp (orange)

Indicates the network connection status and data receive status by flashing and/or turning on.

On : Connected.

Flashing : Receiving data.

3 Status lamp (green/red)

The color indicates the network connection speed.

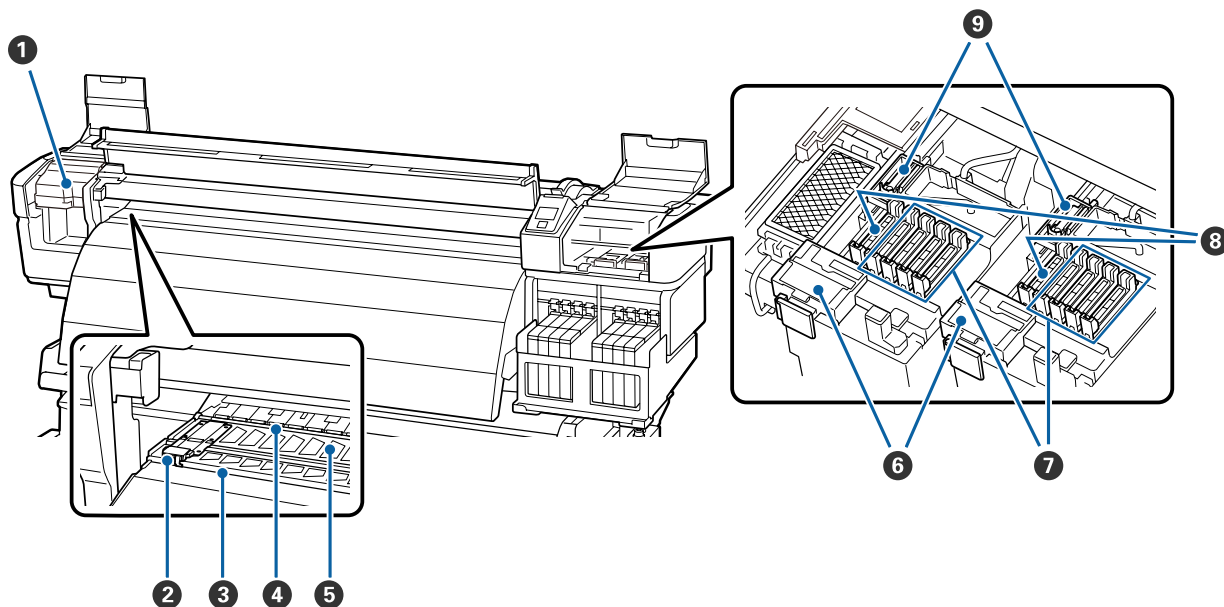
Red : 100Base-TX

Green : 1000Base-T

Introduction

Inside

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



1 Print head

The print head prints by moving left and right while emitting ink. The print head on the left is "Head1", the print head on the right is "Head2". Cleaning may be required depending on the status.

👉 [“Cleaning Around the Print Head” on page 59](#)

2 Media holding plate

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

👉 [“Loading media” on page 26](#)

3 Cutter groove

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

4 Pressure rollers

These rollers press down on the media during printing.

👉 [“Cleaning the Platen, Pressure Rollers, and Media Holding Plates” on page 64](#)

5 Platen

This part suctions the media for printing.

👉 [“Cleaning the Platen, Pressure Rollers, and Media Holding Plates” on page 64](#)

6 Wiper cleaner

The wiper cleaner removes ink from the wiper. This is a consumable; Replacement may be required depending on the status.

👉 [“Replacing the Wiper Cleaners and Wipers” on page 75](#)

Introduction

7 Anti-drying caps

Except during printing, these caps cover the print head nozzles to prevent them drying out. Cleaning may be required depending on the status.

👉 [“Cleaning Caps” on page 63](#)

8 Suction caps

These caps absorb the ink from the tips of the print head nozzles. Do not touch the insides of the suction caps. The part maybe deformed, and it may no longer be possible to perform capping correctly.

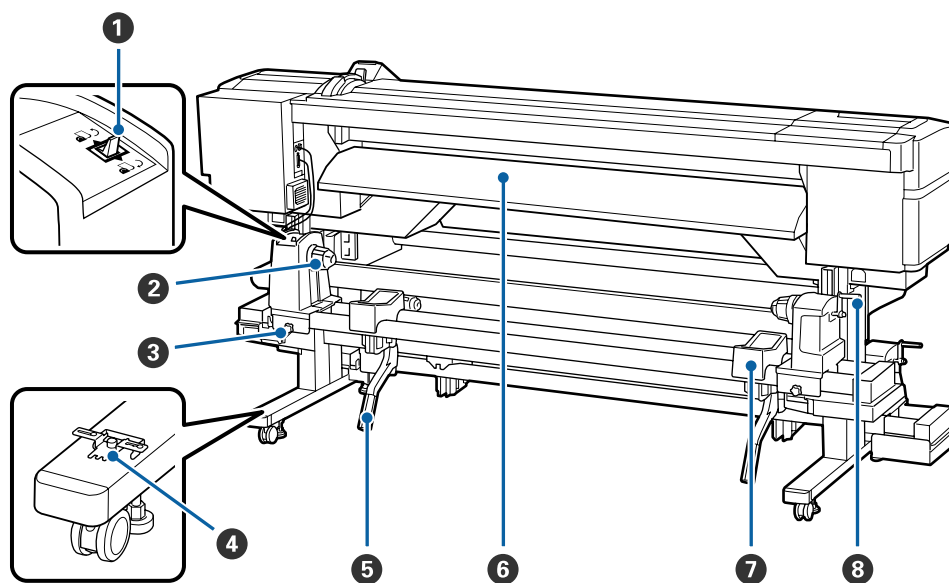
9 Wiper

The wiper removes ink from the print head nozzles. This is a consumable; Replacement or cleaning may be required depending on the status.

👉 [“Cleaning Wiper and Attachment Point” on page 61](#)

👉 [“Replacing the Wiper Cleaners and Wipers” on page 75](#)

Back



1 Drive switch

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

2 Roll holder

Place media on these holders. There are two supports: one on the left and one on the right.

3 Roll holder fixing screw

These screws fix the roll holders in place once the media has been installed. There are two supports: one on the left and one on the right.

4 Spacer

If vertical creases occur between the pressure rollers, insert this in the hollow of the media loading lever.

👉 [“Using the Spacer” on page 128](#)

Introduction

5 Lift lever

If the media to be mounted on the roll holders seems heavy, use these levers to raise the media effortlessly to the level of the roll holders. There are two supports: one on the left and one on the right.

6 Loading guide

Media is loaded along this guide.

7 Roll support

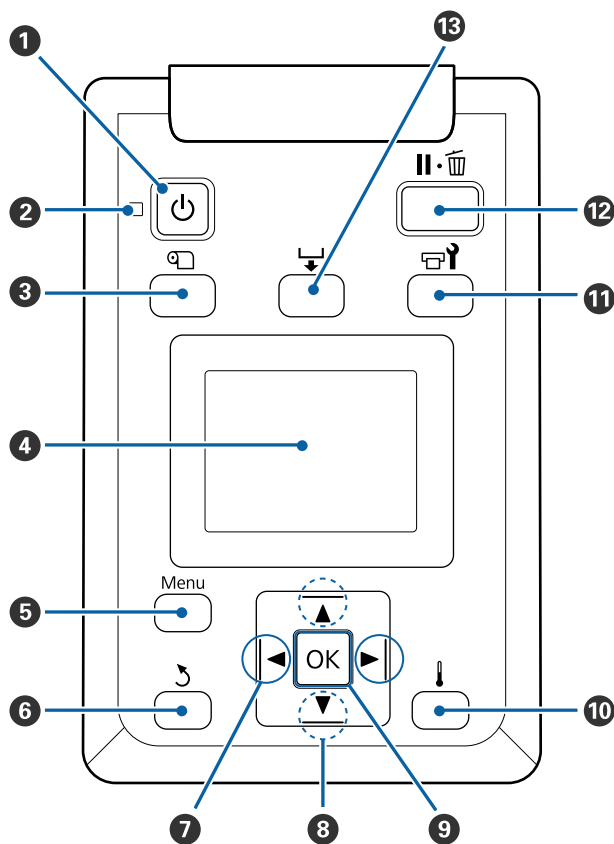
Rest media on these supports before placing it on the roll holders. There are two supports: one on the left and one on the right.

8 Handle

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

Introduction

Control panel

**1 Power button (power button)**

Turns the power on and off.

2 Power light (power light)

The printer's operational status is indicated by a lit or flashing light

On : The power is on.

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

Off : The power is off.

3 Media Setup button (media setup button)

Press this button to display the Media Setup menu, which contains such items as **Media Remaining**, **Select Media**, **Customize Settings**, and **Print Media List**. This button is disabled during printing.

[“The Media Setup Menu” on page 92](#)

4 Display

Displays the printer's status, menus, error messages, and so on. [“Understanding the Display” on page 17](#)

5 Menu button

Press this button to display menus. [“Using the Control Panel Menu” on page 87](#)

6 Back button (back button)

Press this button to exit to the previous menu when options are displayed. [“Menu Operations” on page 87](#)

7 Left and right arrow buttons (left and right arrow buttons)

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

8 Media feed buttons (media feed buttons)

- When media is loaded, you can press the ▼ button to feed the media and the ▲ button to rewind. Keep the ▼ button pressed to feed the media up to 103 cm. Keep the ▲ button pressed to rewind the media up to 25 cm.

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

- When the menus are displayed, these buttons can be used to select menu items and options. [“Menu Operations” on page 87](#)

9 OK button

- When the menus are displayed, these buttons can be used to select menu items and options.
- Pressing this button when an option is highlighted selects the highlighted item or performs the selected operation.
- If pressed when the warning buzzer is sounding, the sound stops.

10 Temperature button

Introduction

Pressing this button displays the Heating & Drying menu, where you can adjust the **Heater Temperature**. This menu can be adjusted during printing.

 [“The Media Setup Menu” on page 92](#)

11 button (maintenance button)

Pressing this button displays the Maintenance menu, which contains such items as **Nozzle Check**, **Cleaning**, **Head Maintenance**, and **Waste Ink Counter**. This button is disabled during printing.

 [“The Maintenance Menu” on page 98](#)

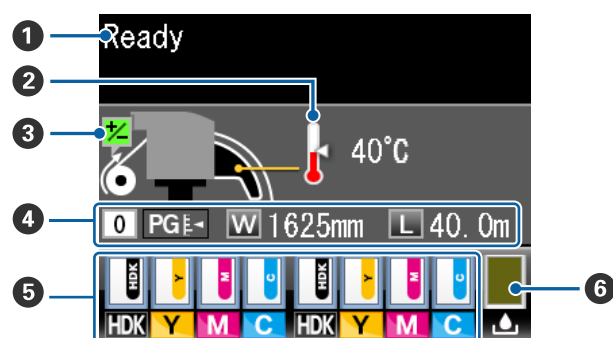
12 button (pause/cancel button)

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

13 button (media feed button)

- ☐ When the printer is in the ready state, you can feed the media to the cut position by pressing this button and then OK.
 [“Cutting Media” on page 33](#)
- ☐ When printing is in progress, you can use this button to adjust media feed.
 [“Feed Adjustment” on page 49](#)

Understanding the Display



1 Messages

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

 [“When a Message is Displayed” on page 101](#)

2 Heater temperature

This display shows the temperature settings for the after heater. The thermometer icons give a rough indication of the current temperatures of the heaters.



: The heater has reached the selected temperature.



: The heater has not reached the selected temperature.

3 Feed adjustment information during printing

Displayed when an adjustment value has been entered during printing.

4 Media info

- ☐ From left to right, this display shows the selected media, platen gap, media width, and media remaining.
- ☐ If a media setting bank number registered with this printer is selected as the print media, the number (from 1 to 30) will be displayed. When **RIP Settings** is selected, 0 will be displayed.
- ☐ The selected platen gap is shown as follows.

 : 1.5

 : 2.0

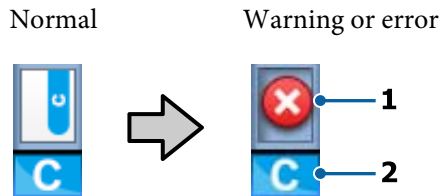
 : 2.5

- ☐ The media remaining is not displayed if **Off** is selected for **Remaining Setup** in the **Media Remaining** menu.
 [“The Media Setup Menu” on page 92](#)

Introduction

5 Chip unit status

The display changes as shown below when an error is detected in the installed chip unit.



1 Status indicators

The chip unit status is indicated as follows.



: No error. Ready to print.



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



: The chip unit could not be recognized or it is not compatible with the printer. Or, the slider is not locked.



Check the on-screen message.



: Check the ink level in the ink tank, and then replace the chip unit and refill the ink correctly.

As it gets closer to time to replace the chip unit,  will begin to flash.

 [“Chip Unit Replacement and Ink Refills” on page 67](#)

2 Ink color codes

HDK* : High Density Black

BK* : Black

Y : Yellow

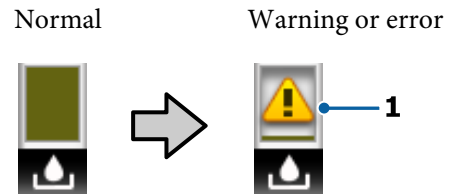
M : Magenta

C : Cyan

* The ink color selected at the time of purchase is displayed.

6 Waste Ink Bottle status

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



1 Status indicators

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



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



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



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

Introduction

Features

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

Realizing High Productivity

Improving drying characteristics

The built-in after heater allows you to rapidly dry ink after printing.

Media Feeding Unit Accommodates High-Capacity Rolls

The Media Feeding Unit can handle high-capacity rolls with external diameters of up to 250 mm and weights of up to 40 kg, ensuring that media require less frequent replacement, ensuring that media requires less frequent replacement.

Auto Take-up Reel Unit Comes Standard

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

High-capacity ink tank included

The printer includes a high-capacity ink tank for high productivity. We also offer 1000 ml high-capacity ink packs for ink refill. This eliminates the need for frequent troublesome ink cartridge replacements.

Achieving high-speed printing

The product is equipped with two staggered heads for faster printing. High speeds are supported by using two cartridges for each color of ink.

Superior Ease of Use

Media Installation and Take up a Snap

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

In addition to roll supports that give you a place to rest media during installation, the printer offers lift levers that allow heavy media to be effortlessly raised to the level of the roll holders.

Ease of Maintenance

Print quality can only be ensured through daily maintenance. The design of this printer leaves plenty of space for maintenance, making maintenance a snap.

E-Mail Error/Warning Notification

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

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

Lamp and Buzzer Error Alerts

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

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

High-Speed USB/Gigabit Ethernet

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

High Print Quality

Providing newly developed Black ink

The development of High Density Black ink has improved the density of black color when compared to Black ink, providing a richer, deeper black color. In addition, the color gamut has been widened, thereby realizing vivid colors to create a bold contrast.

Select High Density Black or Black as the Black ink type when you buy the printer. When changing the type of Black ink being used, the ink tank should only be changed by a service engineer. Changing the type of Black ink is provided for a fee.

Contact your dealer or Epson Support.

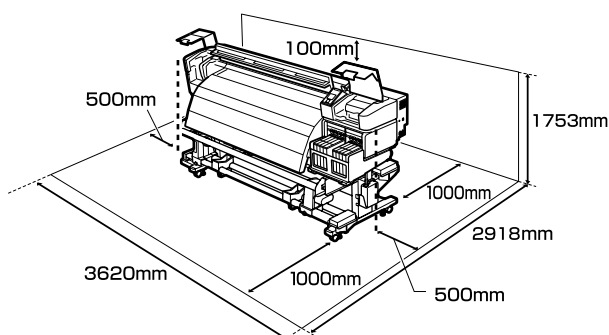
Notes on Usage and Storage

Installation space

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

See the "Specifications Table" for the external dimensions of the printer.

 ["Specifications Table" on page 131](#)



Notes when using the printer

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

- ❑ When using the printer, observe the operating temperature and humidity range described in the "Specifications Table".  ["Specifications Table" on page 131](#)
Note, however, that the desired results may not be achieved if the temperature and humidity are within the limits for the printer but not within those for the media. Be sure the operating conditions suit the media. For more information, see the documentation supplied with the media.
Also, when operating in dry areas, air conditioned environment, or under direct sunlight, maintain the appropriate humidity.
- ❑ Avoid using the printer in locations that are exposed to direct draughts from ventilators or air conditioners. The print head nozzles could dry out and clog.

- ❑ Use the printer in a location that is sufficiently ventilated.
- ❑ When using a commercially available heater, use it within the recommended operating temperature range. If it is used outside the recommended range, it could cause print quality to decline and clog the nozzles in the print head.  ["Specifications Table" on page 131](#)
- ❑ Do not bend or tug the waste ink tube. Ink could spill inside or around the printer.
- ❑ Maintenance such as cleaning and replacement must be performed according to usage frequency or at recommended intervals. Failure to perform regular maintenance could cause print quality to decline. In the absence of the appropriate maintenance, continued use could damage the print head.
 ["When to Perform Various Maintenance Operations" on page 55](#)
- ❑ The print head may not be capped (the print head may not return to the right side) if the printer is turned off when the media is jammed or an error has occurred. Capping is a function for automatically covering the print head with a cap (lid) to prevent the print head from drying out. In this case, turn on the power and wait a while until capping is performed automatically.
- ❑ When the power is on, do not remove the power plug or cut the power at the breaker. The print head may not be capped properly. In this case, turn on the power and wait a while until capping is performed automatically.
- ❑ The print head is automatically cleaned at a fixed interval after printing to keep the nozzle from clogging.
Be sure that the Waste Ink Bottle is placed whenever the printer is on.
 ["Printer Setup Menu" on page 96](#)
- ❑ As well as being expended during printing, ink is used during head cleaning and other maintenance required to keep the print head in working order.
- ❑ To ensure your printouts have a stable coloring, maintain a constant room temperature of 15 to 25°C.

Introduction

Notes when not using the printer

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

- ❑ If you do not print for a long time, the print head nozzles may become clogged. Turn the printer on at least once every two weeks to prevent the print head clogging.
When the printer is turned on, head cleaning is performed automatically. Do not turn the printer off until cleaning is complete.
Leaving the printer for too long without turning it on may result in a malfunction. In such a case, the repair work will also be charged.
- ❑ If you will not be using the printer for more than 2 weeks, maintenance must be performed by a service engineer before and after this period. This maintenance work will be charged.
Note that even if proper maintenance has been done before leaving the printer for a long time, repair may be necessary when doing maintenance for reusing the printer, depending on the period and conditions of storage. In such a case, the repair work will also be charged.
Contact your dealer or Epson Support.
- ❑ The pressure rollers may crease media left in the printer. The media may also become wavy or curled, causing jams or resulting in the media coming into contact with the print head. Remove the media before putting the printer in storage.
- ❑ Store the printer after confirming that the print head has been capped (the print head is positioned at the far right). If the print head is left uncapped for a long time, the print quality may decline.

Note:

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

- ❑ Close all covers before placing the printer in storage. If you are not using the printer for a long time, put an anti-static cloth or cover on the printer to prevent dust. The print head nozzles are very small, and they can become clogged easily if fine dust gets on the print head, and you may not be able to print properly.

- ❑ If you have not used the printer for a long time, check the print head for clogging before you start printing. Perform head cleaning if the print head is clogged.

 [“Checking for clogged nozzles” on page 82](#)

- ❑ When storing the printer, be sure that it is level: do not store it on an angle, on end, or upside down.

Notes on Handling Ink Packs and Ink Tanks

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

- ❑ Do not remove the ink tanks.
Ink tanks are calibrated when installed. Removing them can harm quality and functionality.
- ❑ Store ink packs at room temperature out of direct sunlight.
- ❑ To ensure print quality, use all the ink in the ink pack before the earlier of the following dates:
 - ❑ The date printed on the ink pack
 - ❑ 25 days from the day that the ink tank was refilled from the ink pack
- ❑ If the ink pack has been stored in a cold location for a long period of time, keep at room temperature for at least 4 hours before using.
- ❑ When refilling the ink in an ink tank, be sure to use all the ink in the ink pack at once.
- ❑ Refill the ink tank as soon as possible after opening the ink pack.
- ❑ Do not place items on the ink tank or subject the ink tank to strong impacts. The ink tank could be detached.
If the ink tank comes off, contact your dealer or Epson Support.
- ❑ Do not use if the High Density Black and Black inks are mixed. When changing the type of Black ink being used, the ink tank should only be changed by a service engineer. Changing the type of Black ink is provided for a fee.
Contact your dealer or Epson Support.

Handling Media

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

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

Notes on Handling

- ☐ Do not fold the media or damage the printable surface.
- ☐ Do not touch the printable surface. Moisture and oils from your hands can affect print quality.
- ☐ When handling media, hold it by both edges. We recommend wearing cotton gloves.
- ☐ Keep the media dry.
- ☐ Packaging materials can be used to store media and should not be thrown away.
- ☐ Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- ☐ When not in use, media should be removed from the printer, rewound, and inserted in its original packaging for storage. Leaving media in the printer for extended periods may cause it to deteriorate.

Handling Media After Printing

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

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

Introduction

Using the Supplied Software

Contents of the Software Disc

The following applications are available on the supplied software disk. Install as required.

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

Note:

- ❑ *The supplied disc does not contain printer drivers. A software RIP is required for printing. Software not on the supplied software disc (including software RIPs for this printer) is available from the Epson website.*
- ❑ *The latest applications can be downloaded from the Epson website.*

For Windows

Software Name	Summary
Epson Driver and Utilities	Epson communications drivers (EPSON SC-F9200 Series Comm Driver) are installed. The Epson communications driver is required to copy media settings using EPSON LFP Remote Panel 2. It is not a printer driver. In addition, the software RIP may not display printer status if the Epson communications driver is not installed when the printer is connected to a computer via USB. See the software RIP documentation for more information on the status display.
Epson Network Utilities	Install and launch a wizard that will help you enter IP addresses for a simple network connection.
EpsonNet Config	With this software, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard.

For Mac OS X

Software Name	Summary
Epson Network Utilities	Install and launch a wizard that will help you enter IP addresses for a simple network connection.
EpsonNet Config	With this software, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard.

Introduction

Uninstalling Software

Important:

- ❑ Log in to a "Computer administrator" account (an account that's part of the Administrators group).
- ❑ Enter the administrator password when prompted and then proceed with the remainder of the operation.
- ❑ Exit any other applications that may be running.

Windows

This section describes how to uninstall EPSON LFP Remote Panel 2 and the Epson communications driver using them as an example.

- 1 Turn off the printer, and unplug the interface cable.
- 2 Go to the **Control Panel** and click **Uninstall a program** from the **Programs** category.
- 3 Select the software you want to remove and then click **Uninstall/Change** (or **Change/Remove**).
 Select **EPSON SC-F9200 Series Comm Driver Printer Uninstall** to delete the Epson communications driver.
 To uninstall EPSON LFP Remote Panel 2, select EPSON LFP Remote Panel 2.
- 4 Select the target printer icon, and then click **OK**.
- 5 Follow the on-screen instructions to continue.
 When the delete confirmation message appears, click **Yes**.
 If you are reinstalling the Epson communications driver, restart the computer.

Mac OS X

The following describes how to remove the EPSON LFP Remote Panel 2.

- 1 Quit EPSON LFP Remote Panel 2.

- 2 Select **Applications - EPSON LFP Remote Panel 2**, and drag and drop the entire folder into **Trash** to delete.

Use the Uninstaller to uninstall other software.
 Uninstall the affected applications before performing a reinstall or update.

Download

The Uninstaller can be downloaded from the Epson website.

URL: <http://www.epson.com>

Uninstall

Follow the instructions provided on the Uninstaller download site.

Using EPSON LFP Remote Panel 2

EPSON LFP Remote Panel 2 is used to update firmware from a computer and copy media settings bank created in the printer's setup menu to a computer.

You can download it at your local Epson Web site.

<http://www.epson.com/>

Starting

Launch EPSON LFP Remote Panel 2 after confirming that the printer displays **Ready**.

Windows

- 1 The application can be launched using either of the following two methods.
 - ❑ Double-click the **EPSON LFP Remote Panel 2** icon on the desktop. The **EPSON LFP Remote Panel 2** icon is created when this application is installed.
 - ❑ Click **Start > All Programs** (or **Programs**) > **EPSON LFP Remote Panel 2 > EPSON LFP Remote Panel 2**.

- 2 Click the desired item in the main window of EPSON LFP Remote Panel 2.

For details, see the EPSON LFP Remote Panel 2 help.

Introduction

Mac OS X

Double-click **Applications > Epson Software > EPSON LFP Remote Panel 2 > EPSON LFP Remote Panel 2** to open the EPSON LFP Remote Panel 2 main window.

Closing

Click **Finish** in the EPSON LFP Remote Panel 2 main window.

Basic Operations

Loading and Exchanging Media

Whenever you attempt to load the media, check the following cautions beforehand.

For information on the media that can be used in the printer, see:

 [“Supported Media” on page 112](#)

Caution:

- ☐ The heaters and media holding plate may be hot; observe all necessary precautions. Failure to observe the necessary precautions could result in burns.
- ☐ Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.
- ☐ Do not rub your hands along the edges of the media. The edges of the media are sharp and can cause injury.
- ☐ Because the media is heavy, it should not be carried by one person.

Load the media just before printing

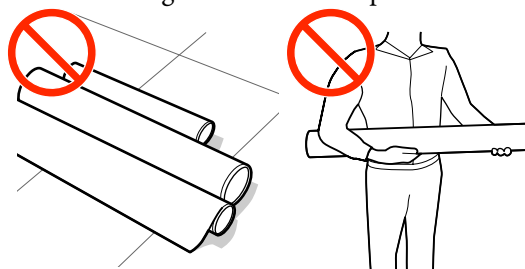
The pressure rollers may crease media left in the printer. The media may also become wavy or curled, causing jams or resulting in the media coming into contact with the print head.

Observe the following points when handling media

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

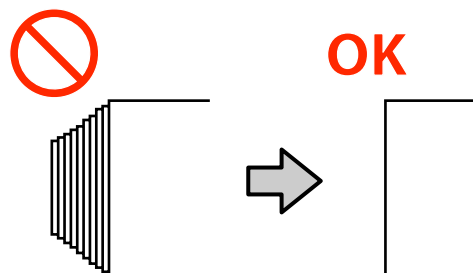
- ☐ Do not place exposed media directly on the floor. Media should be rewound and inserted in its original packaging for storage.

- ☐ Do not carry media with the media surface pressed against clothing. Handle media in its individual packaging until just before loading the media in the printer.



Do not set media if its right and left edges are uneven

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



Loading media

This section describes the methods to load media.

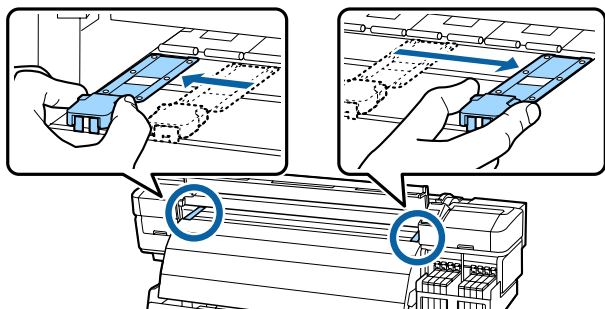
- 1** Press the  button, and then wait until **Load media.** is displayed on the screen.
- 2** Open the front cover, and move the media holding plates out of the way.

Important:

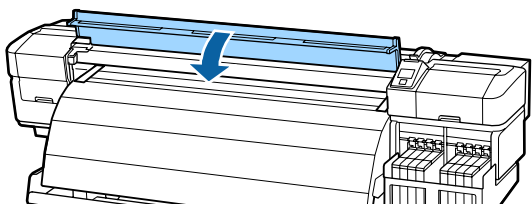
If the media holding plates are not moved out of the way, media insertion may fail or damage may occur to the edge of the media.

Basic Operations

Move the media holding plates to the right and left sides of the platen. Hold both tabs on the media holding plates to move them.

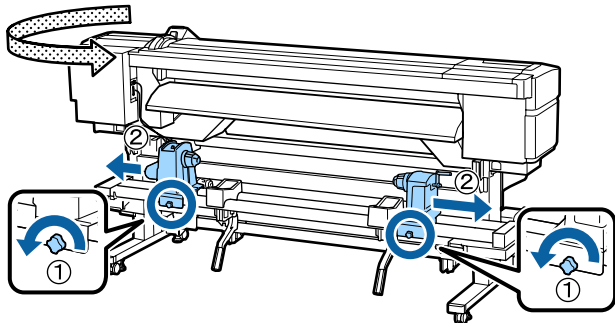


- 3** Close the front cover.



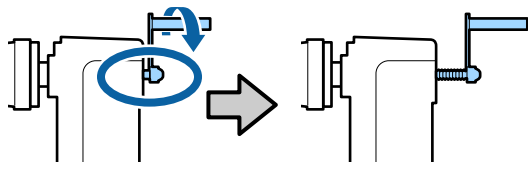
- 4** Loosen the roll holder fixing screws sufficiently and adjust the roll holders so that the distance between the two is wider than the media.

Center the roll supports between the roll holders.

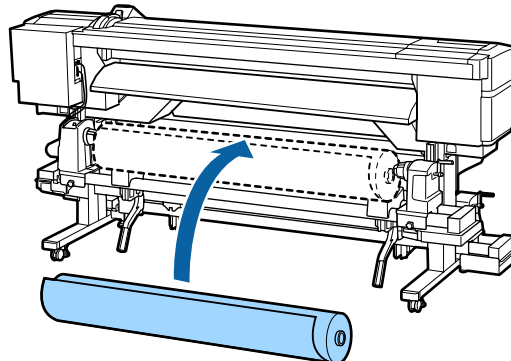


! Important:

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



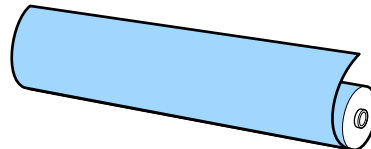
- 5** Temporarily place media on the roll supports.



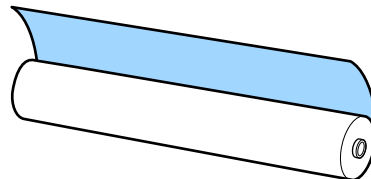
Note:

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

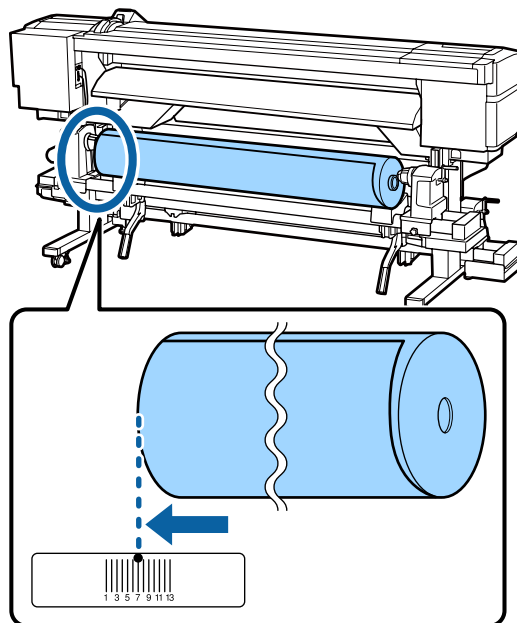
Printable Side Out



Printable Side In



- 6** Align the left edge of the media with the position on the label.



Basic Operations

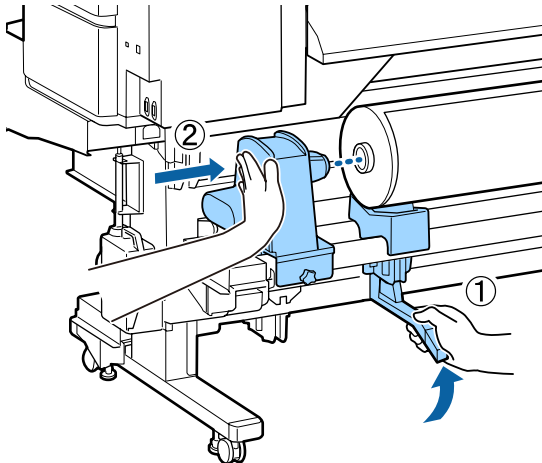
Note:

If the label does not have the loading position, mark it on the label as instructed in the Setup Guide.

 Setup Guide

7

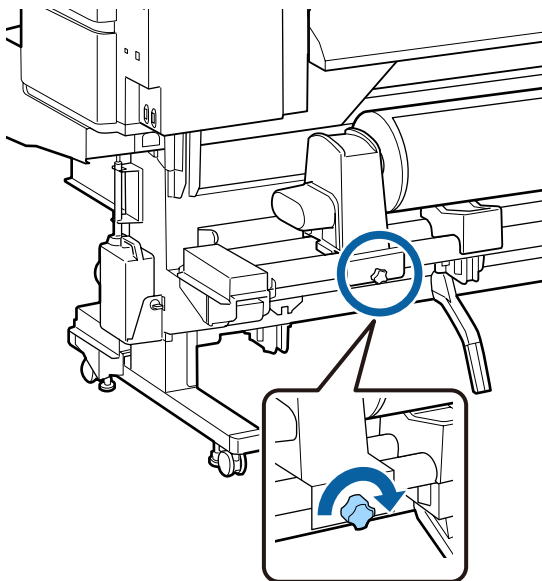
Raise the lift lever on the left side of the printer to lift the media into position, then firmly insert the roll holder.

**Note:**

If the roll of media has an outer diameter which is less than 140 mm, lift it up by your hands, and set it to the roll holder. The roll core will not reach the holder when raised using the lift lever.

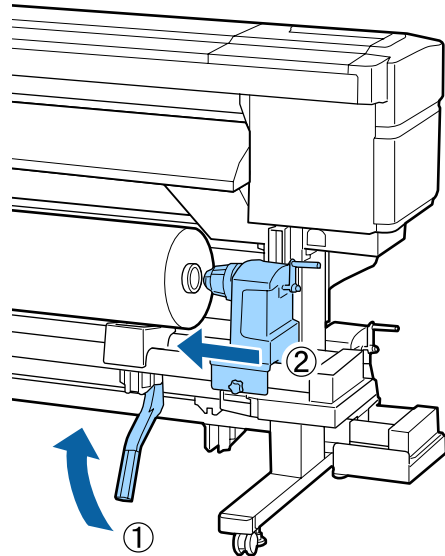
8

Tighten the roll holder fixing screw until the screw no longer turns to fix the roll holder in place.



9

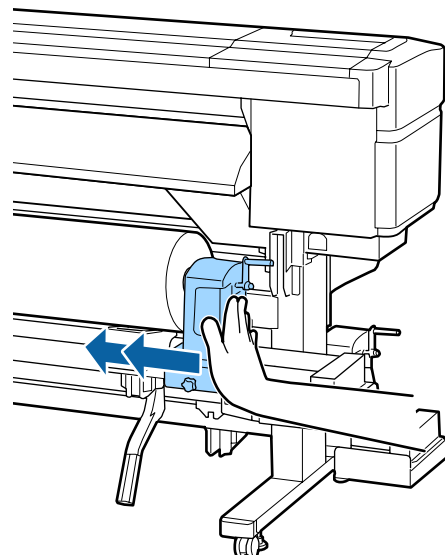
Raise the lift lever on the right side of the printer to lift the media into position, then firmly insert the roll holder.

**Note:**

If the roll of media has an outer diameter which is less than 140 mm, lift it up by your hands, and set it to the roll holder.

10

To ensure the roll holder is inserted into the roll core sufficiently, push the center section on the side of the roll holder towards the roll end twice.



Basic Operations

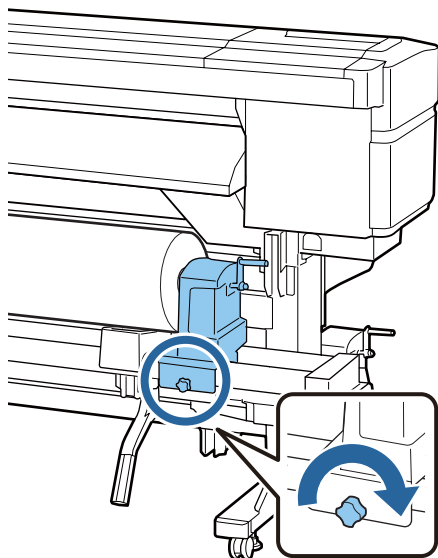
! Important:

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

This may cause banding in the print results.

11

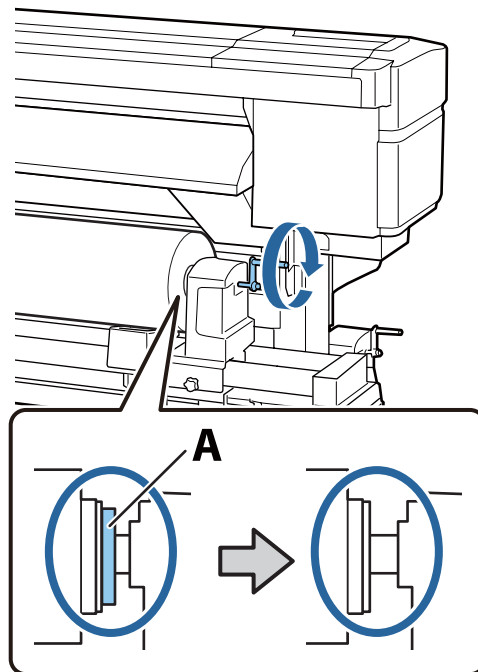
Tighten the roll holder fixing screw until the screw no longer turns to fix the roll holder in place.

**! Important:**

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

12

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

**! Important:**

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

If part A is still visible even after the handle has been turned fully, rewind the handle. Loosen the roll holder fixing screw on the right side, and then restart from Step 9.

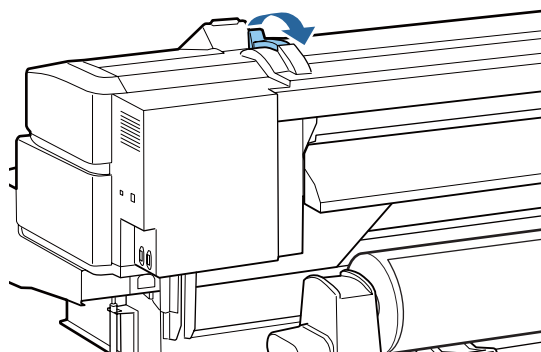
13

Confirm that the right and left edges of the attached roll are aligned.

If the right and left edges of the roll are not aligned, realign them.

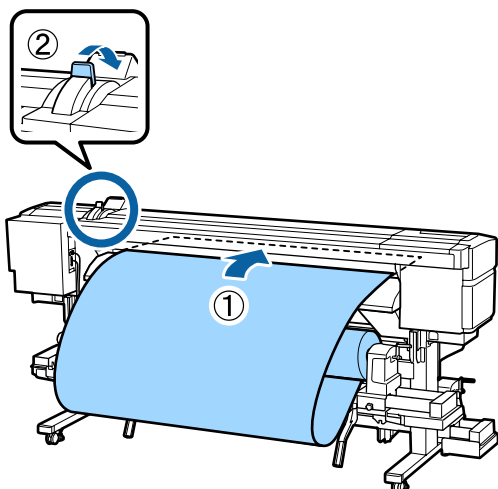
14

Raise the media loading lever.

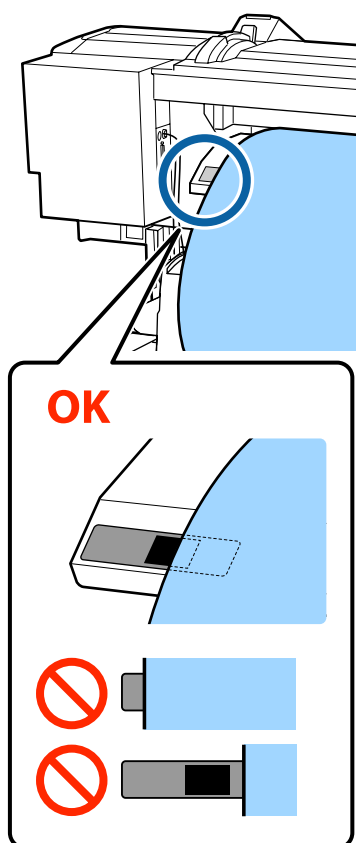


Basic Operations

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



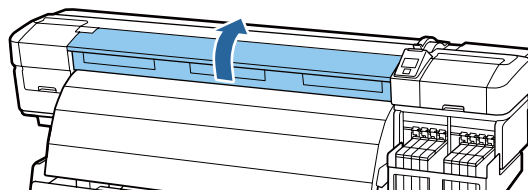
- 16** Confirm that the left edge of the media passes within the square of the label on the loading guide.



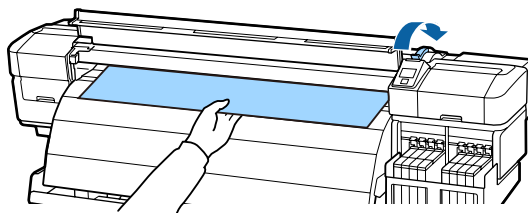
! Important:

Perform Steps 16 to 5 in reverse order and repeat the loading process if the left edge of the media is not within the black square of the label. Do not attempt to reposition the roll holders while they are inserted in the media.

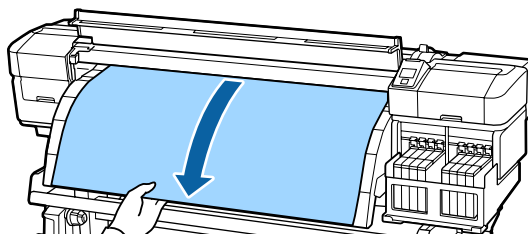
- 17** Go to the front of the printer and open the front cover.



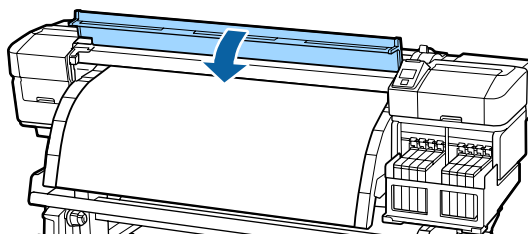
- 18** Hold the center of the media and raise the media loading lever.



- 19** Pull the media straight forward to the leading edge of the after heater.



- 20** Close the front cover.

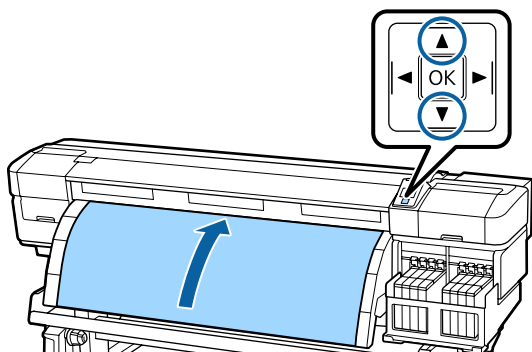


- 21** Rewind the leading edge of the media to the front cover.

For Printable Side Out media press the ▲ button, and for Printable Side In media press the ▼ to rewind the media.

Basic Operations

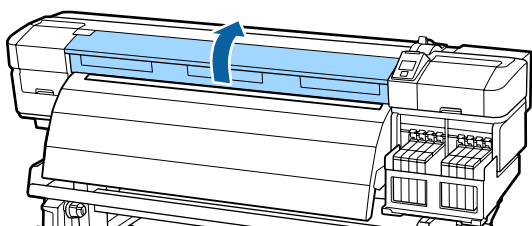
Confirm that the media was fed straight with the media straight and taut.

**Note:**

We recommend using the ► button on the control panel to set Media Suction to 2. The media is rewound straight.

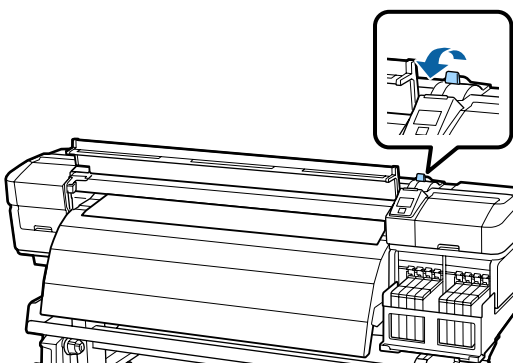
22

Open the front cover.



23

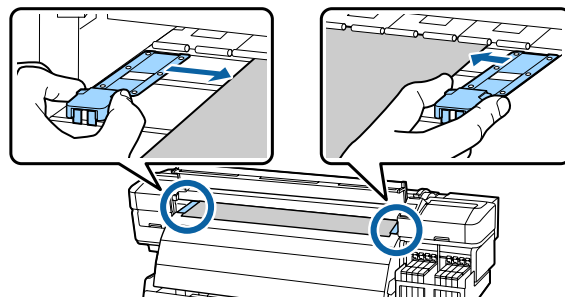
Lower the media loading lever to hold the media in place.



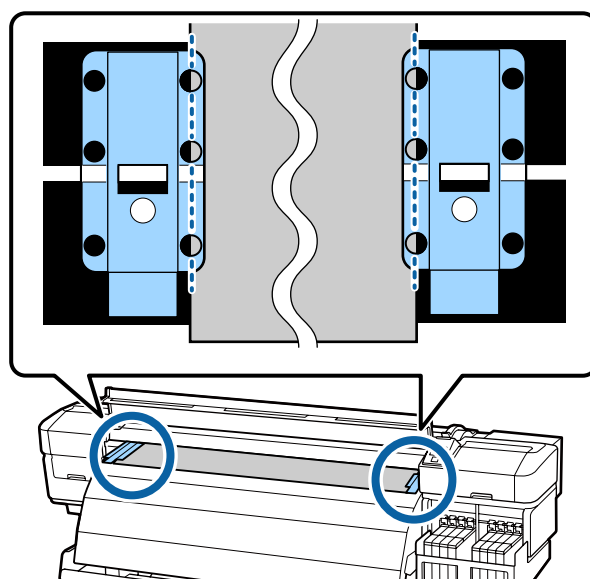
24

Position the media holding plates.

(1) While holding the tabs of the media holding plates on both sides, move the plate to the edge of the media.



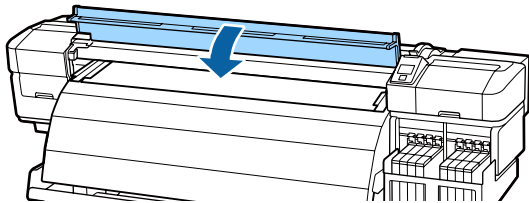
(2) Adjust so that the edge of the media is aligned to the center of the round holes in the media holding plates.

**Important:**

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

Basic Operations

- 25 Close the front cover.

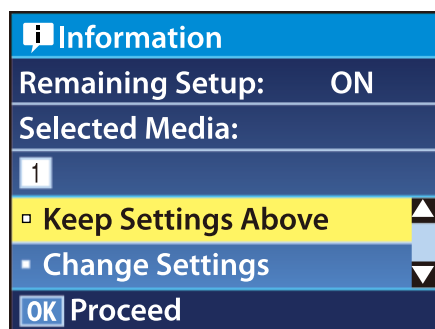


After loading the media, proceed to Viewing and Changing Media Settings.

➤ “Viewing and Changing Media Settings” on page 32

Viewing and Changing Media Settings

The control panel displays the following information once the media is loaded.



This display can be used to view or change the following two options:

- ❑ **Remaining Setup**
On: The printer displays the amount of media remaining.
Off: The printer does not display the amount of media remaining.
 When **Remaining Setup** is **On**, the printer will calculate the approximate amount of media remaining based on the length of the roll and the amount used for printing and display this information in the control panel. The display gives a rough idea of the amount of media available before printing, making it easier to know when media requires replacement.
 In addition, a warning will be displayed when the amount of media remaining reaches a specified level.

- ❑ **Selected Media**

Displays the parameters on which media settings are based as shown below.

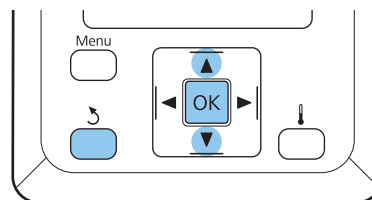
1 XXXXXXXXXXXXXXXXXXXX: Media settings are based on those stored in the printer in media settings bank No. 1.

Media settings banks can store a variety of settings for different media based on the options selected in the **Media Suction**, **Head Alignment**, and other menus. Up to 30 combinations of settings can be stored by assigning them to banks No. 1 to 30.

0 **RIP Settings:** Media settings are based on those in the RIP.

Media Settings ➤ “Storing Parameters in Print Media Setting Banks” on page 43

Buttons that are used in the following settings



- 1 Select an option.
To print at current settings:
 Use the ▼/▲ buttons to select **Keep Settings Above** and press the OK button.
 Proceed to Step 6.
To change settings:
 Use the ▼/▲ buttons to select **Change Settings** and press the OK button.
- 2 Select the items you want to change and press the OK button.
- 3 Select the desired option and press the OK button.
- 4 Press the 3 button to display the dialog shown in Step 2 and then press the 3 button again.
- 5 After confirming that the settings are correct, use the ▼/▲ buttons to select **Keep Settings Above** and press the OK button.
- 6 The roll type selection screen is displayed.
 Use the ▼/▲ buttons to select the roll type that matches the loaded roll and press the OK button.

Basic Operations

- 7** If **On** is selected for **Remaining Setup**, you will be prompted to enter the length of the current media.
Use the ▼/▲ buttons to choose a length between 1.0 and 999.5 m (15 and 3000 ft) and press the OK button. You can set in 0.5 m increments.

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

Replacing and removing media

To replace the media after printing, print the amount of media remaining, cut the media, and remove the roll.

Printing the Amount of Media Remaining

The printer displays the amount of media remaining and any media low warnings in the control panel. This makes it possible to determine whether the media requires replacement before printing.

The amount of media remaining can only be displayed if the correct length is entered when the media is loaded.

You can print the amount of media remaining on the leading edge of the roll before it is removed from the printer and then enter this number the next time the media is loaded for accurate information on the amount remaining.

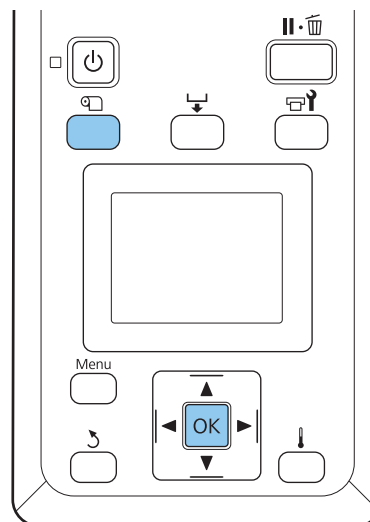
Note:

The printer does not calculate or display the amount of media remaining when **Off** is selected for **Remaining Setup** in the setup menu.

☞ [“Viewing and Changing Media Settings” on page 32](#)

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

Buttons that are used in the following settings



- 1** Confirm that the printer is ready to print.
- 2** Press the ☞ button, select **Media Remaining** in the menu, and press the OK button.
- 3** Select **Print Remaining Length** and press the OK button.
- 4** Press the OK button to print the amount of media remaining.

Cutting Media

Use a cutter (available in the market) to cut the media when printing is complete. This section described how to use a cutter to cut the media.

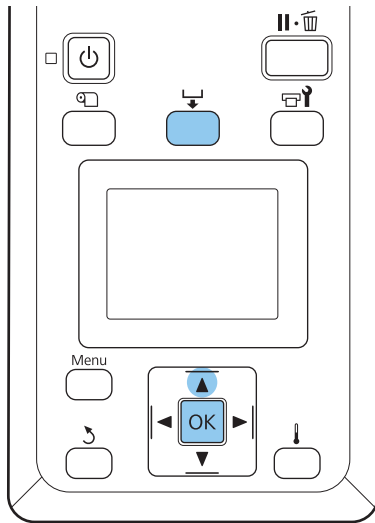


Caution:

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

Basic Operations

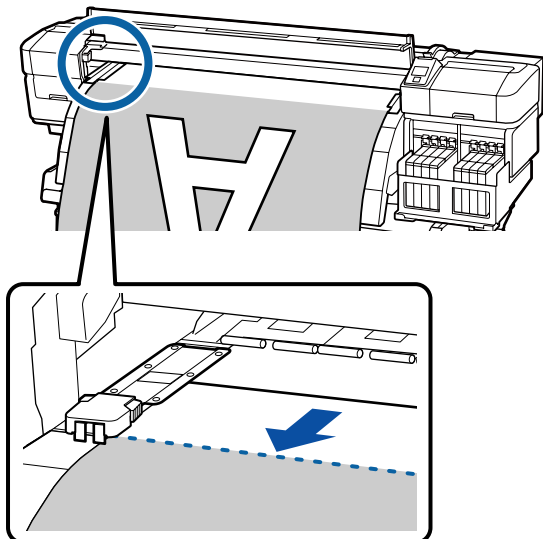
Buttons that are used in the following settings



1 After checking that the printer is ready, press the  button, and press the OK button.

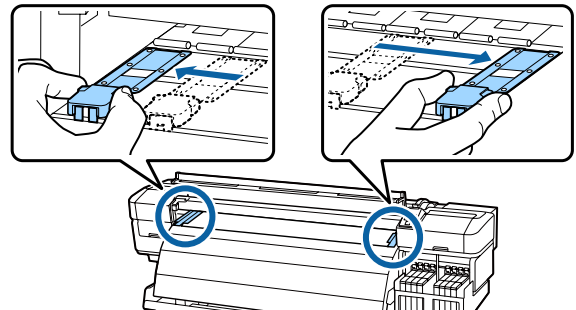
2 Check that the trailing edge of the printed media is fed to the position over the cutter groove, and open the front cover.

If you have printed the amount of media remaining, press the  button to rewind the media so that this information will remain on the roll after the media is cut.



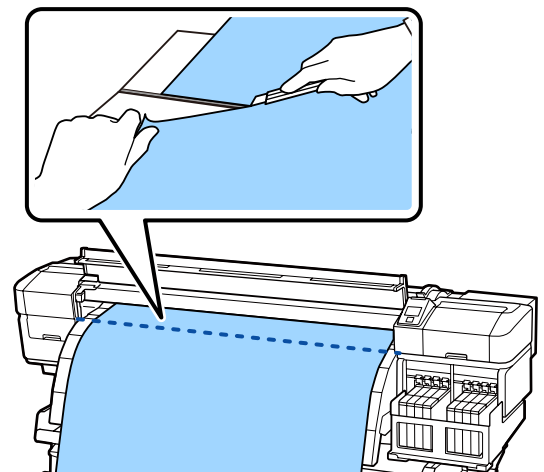
3 Open the front cover, and move the media holding plates out of the way.

Move the media holding plates to the right and left sides of the platen. Hold both tabs on the media holding plates to move them.



4 Cut the media with the cutter.

Pass the blade of the cutter down the cutting groove.

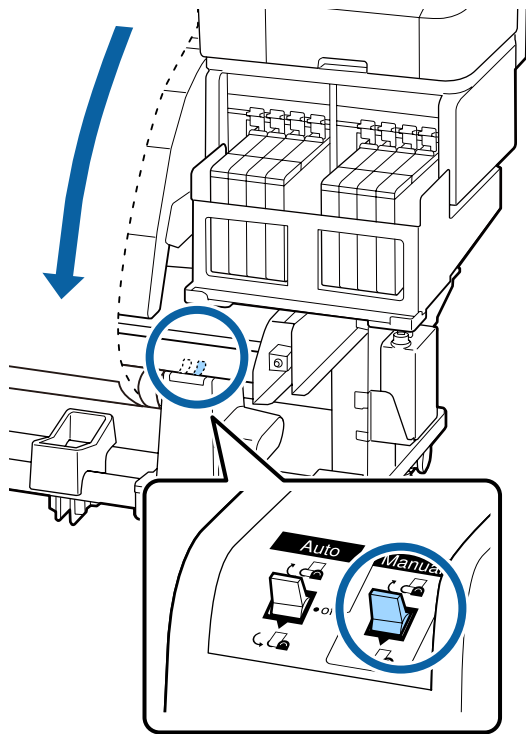


When the auto take-up reel unit is used, proceed to Step 5.

Otherwise, proceed to Step 7.

Basic Operations

- 5** Take up the cut media completely by operating the Manual switch according to how the media is rolled.



- 6** Remove the take-up roll.
 ➞ “Removing the Take-up Roll” on page 41

- 7** To remove the media, reverse the steps you followed to load it.
 ➞ “Loading media” on page 26

Using the Auto Take-up Reel Unit

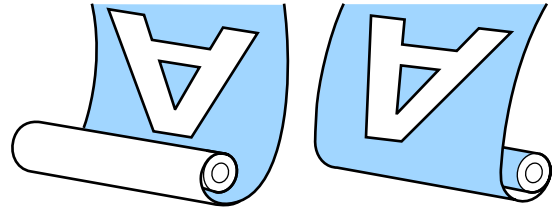
Media Loading

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

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

Printed side in

Printed side out



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

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

Caution:

- ☐ Follow the instructions in the manual when loading media or roll cores or removing media from the take-up roll. Dropping media, roll cores, or take-up rolls could result in injury.
- ☐ Be sure that your hands or hair do not get caught in the media feeding unit or auto take-up reel unit while it is operating. Failure to observe this precaution could result in injury.

Points to remember for correct take-up

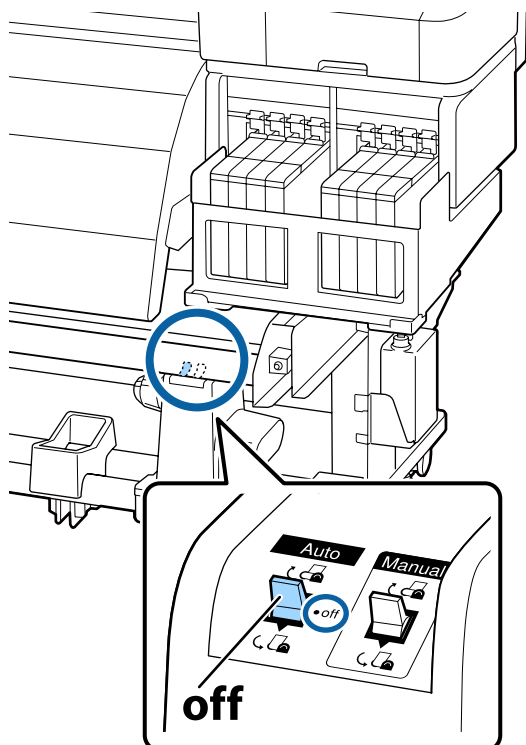
Observe the following points for correct take-up of media.

- ☐ We recommend using a take-up roll core with the same width as the media. If a take-up roll core of a different width is used, the take-up roll core may bend, and the media will be taken up incorrectly.
- ☐ We recommend Printed side in for the take-up of media. When take-up cannot be performed correctly with Printed side out, take-up using Printed side in.
- ☐ Media less than 36 inches may be taken up incorrectly.

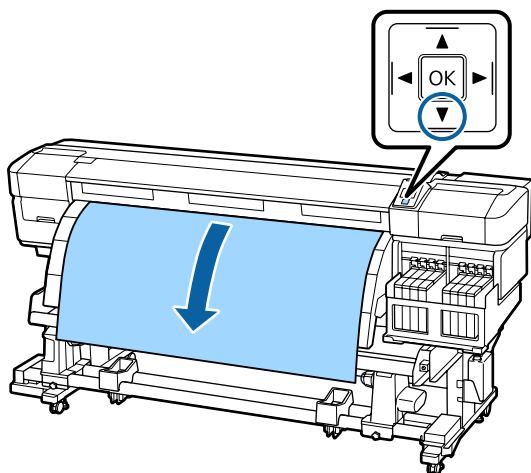
Basic Operations

Attaching the roll core

- 1 Set the Auto switch to off.



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

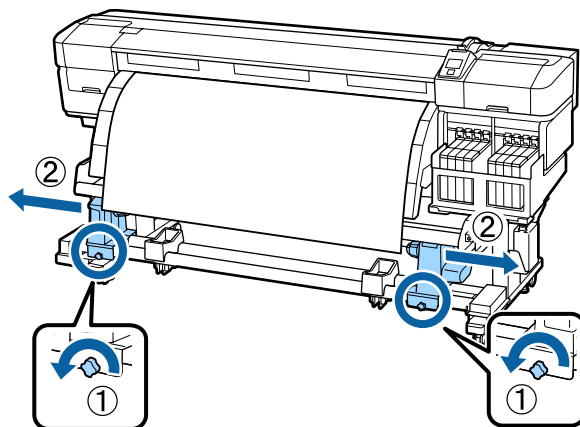


Important:

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

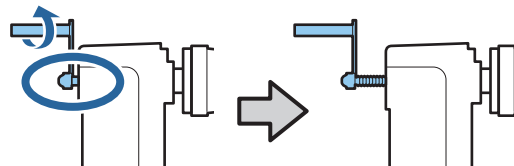
- 3 Loosen the roll core holder locking screws and adjust the roll core holders so that the distance between the two is wider than the media.

Center the roll supports between the roll holders.

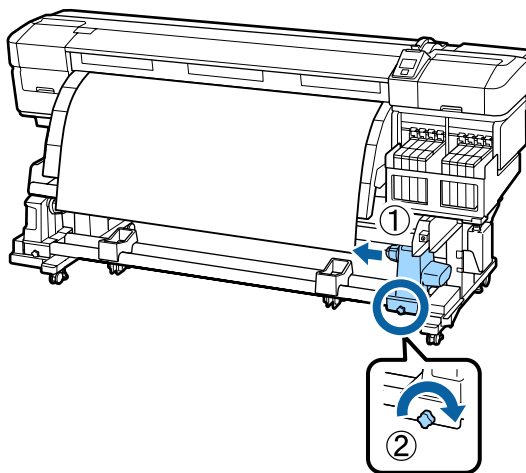


Important:

If the left roll core handle shaft is not visible, rotate the handle as shown in the illustration below until it stops. The roll core can not be properly loaded if the handle shaft is not visible.

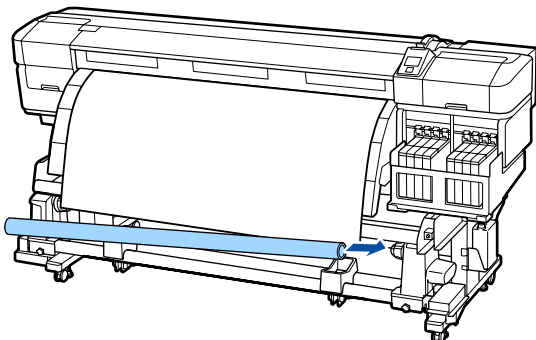


- 4 Align the right roll core holder with the right edge of the media and tighten the locking screw.

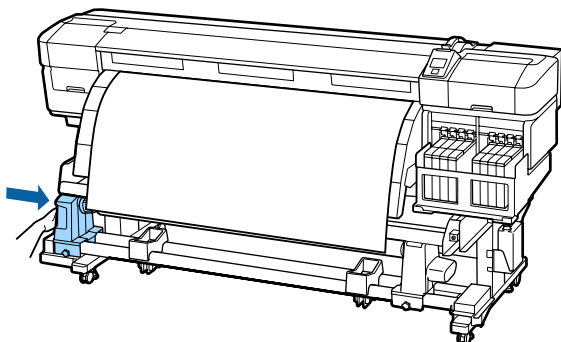


Basic Operations

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



- 6** Confirm the following: the left roll core holder is fully inserted into the roll core, and the roll core and edges of the media are not misaligned.

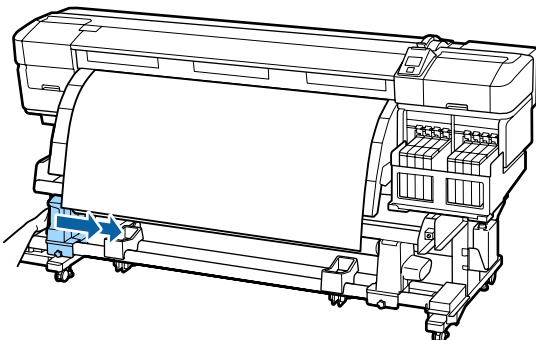


! Important:

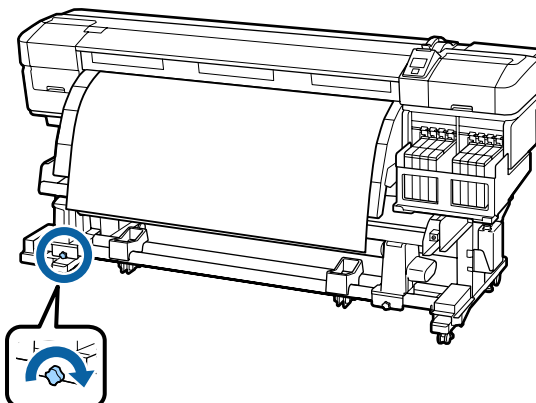
If the edges of the media are misaligned, the media cannot be taken up correctly. When misaligned, loosen the right roll core holder locking screw, and then restart from Step 4.

- 7** To ensure the roll core holder is inserted sufficiently, push the center section on the side of the roll core holder towards the roll end twice.

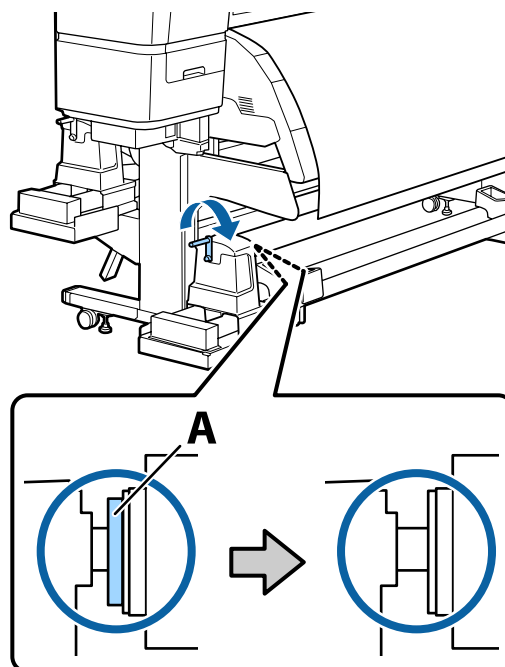
Confirm that the roll core and edges of the media are not misaligned.



- 8** Tighten the left roll core holder locking screw to fix the roll core holder in place.



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



! Important:

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

If part A is not hidden even after turning the handle until it can no longer be turned, the roll core holder may not be fully inserted. Return to step 6.

See the following for further instructions.

For information on taking-up with printed side in, see the following section.

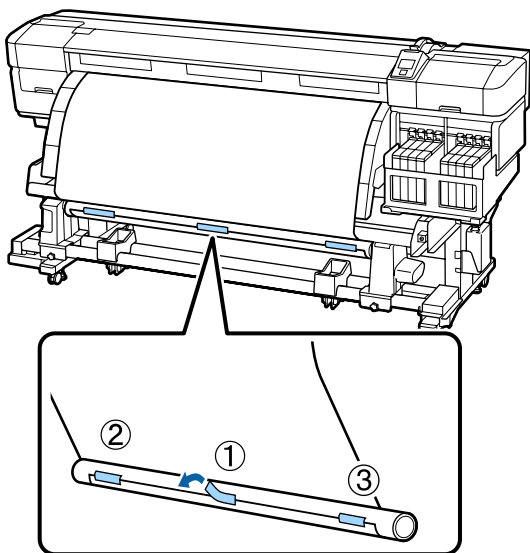
Basic Operations

Taking-up with printed side out ➡ “Take-up with the Printed Side Facing Out” on page 40

Take-up with the Printed Side Facing In

- 1 Pass the media through the front side of the media guide bar, and then attach the media to the take up roll core with tape.

In the order shown in the illustration, tape the media to the take up roll core. When attaching in the center, attach using tape while pulling the center of the media straight. When attaching on the left and right, attach using tape while pulling the media sideways.

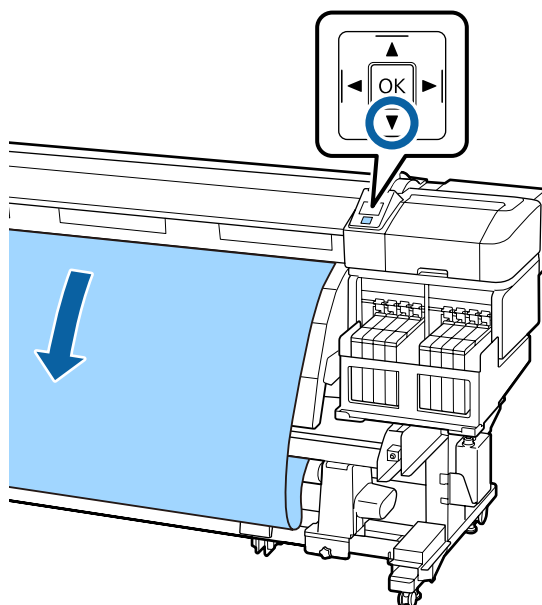


Important:

If the media is lifted up between the attached pieces of tape, the media will not be taken up correctly. If the media is lifted up, we recommend either adding tape and attaching it uniformly or fixing creases at the leading edge of the media.

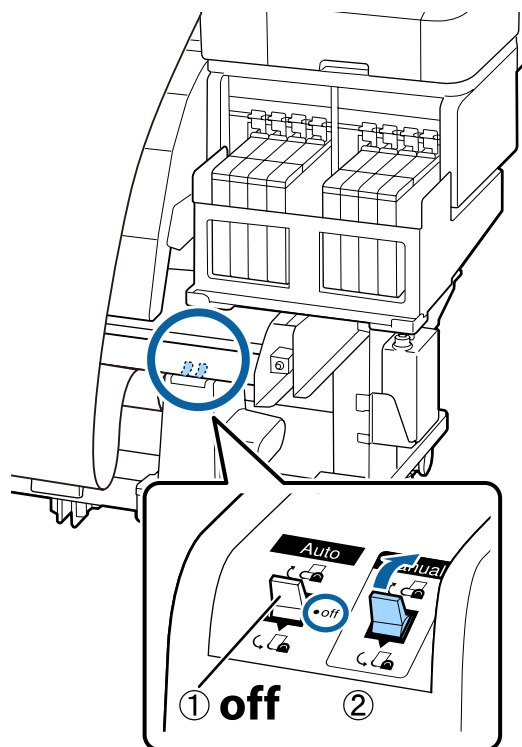
2

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



3

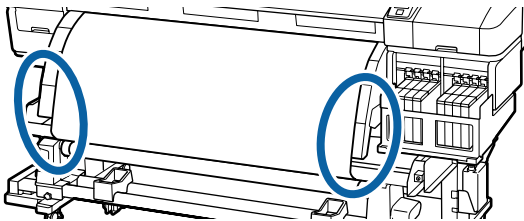
- 3 Check that the Auto switch is set to off, and then hold down the Manual switch on the side to wind the media that was fed in step 2 around the roll core.



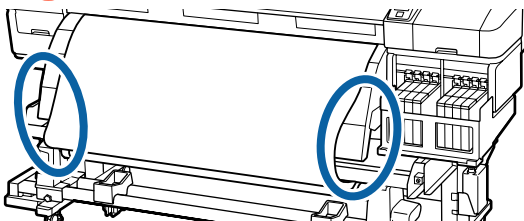
Basic Operations

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

OK

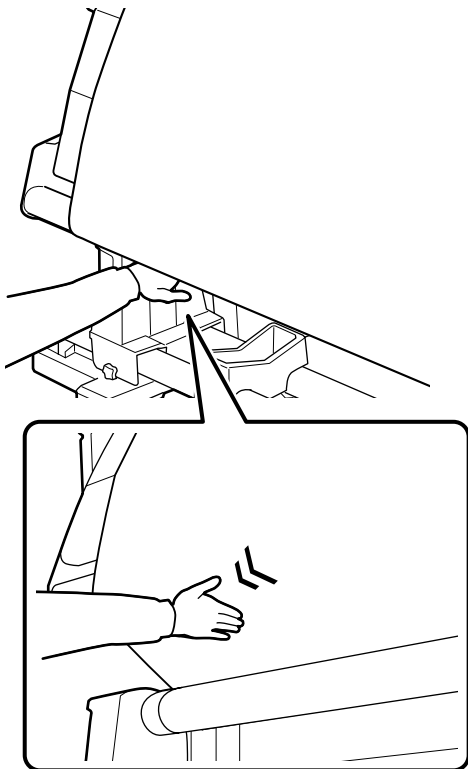


If the tensions of the left and right edges of the media are different, the media cannot be taken up correctly. Return to step 1.



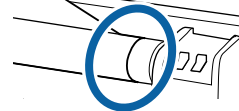
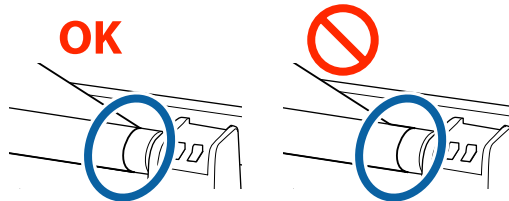
Note:

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



- 5** Confirm that the edges of media taken up on the roll core are not misaligned.

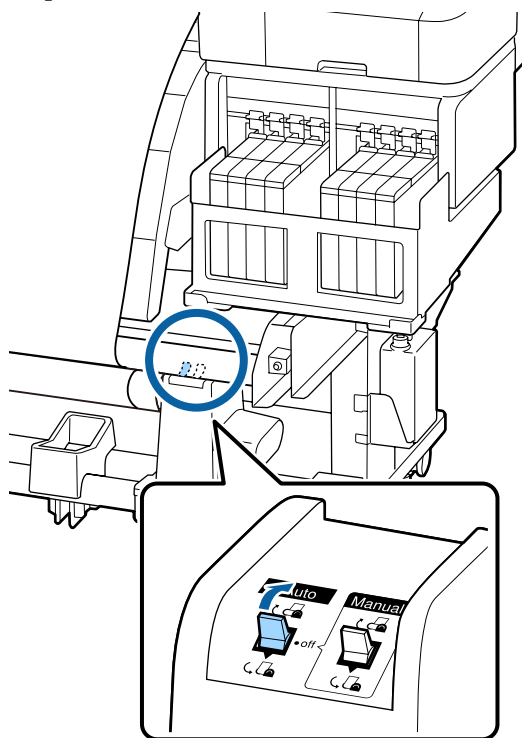
OK



! Important:

If the edges of media taken up on the roll core are misaligned, the media that follows cannot be taken up correctly. When misaligned, rewind the media, peel the tape, and then restart from Step 1.

- 6** Flip the Auto switch to .

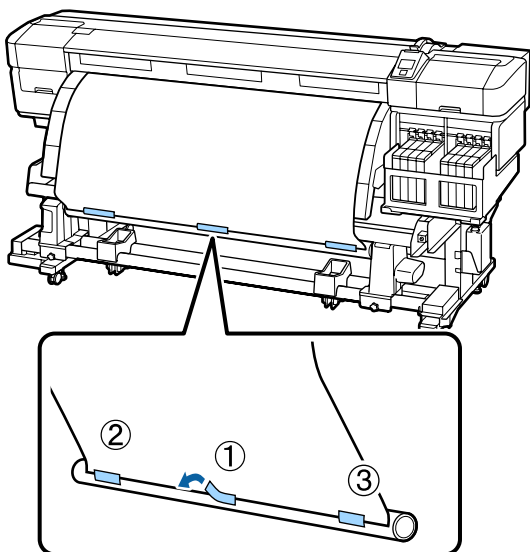


Basic Operations

Take-up with the Printed Side Facing Out

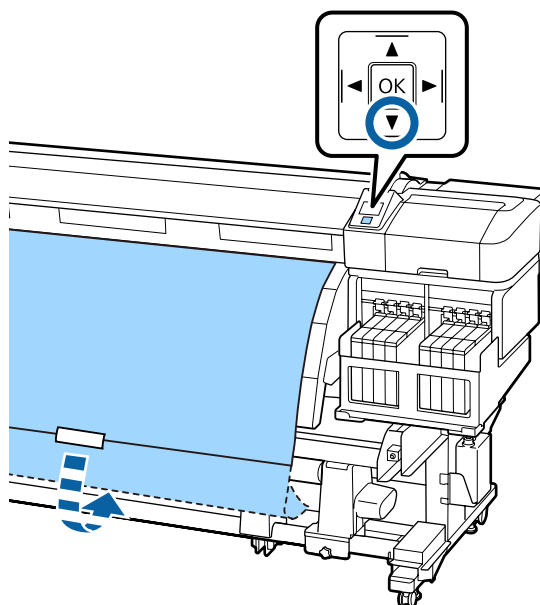
- 1 Pass the media through the front side of the media guide bar, and then attach the media to the take up roll core with tape.

In the order shown in the illustration, tape the media to the take up roll core. When attaching in the center, attach using tape while pulling the center of the media straight. When attaching on the left and right, attach using tape while pulling the media sideways.

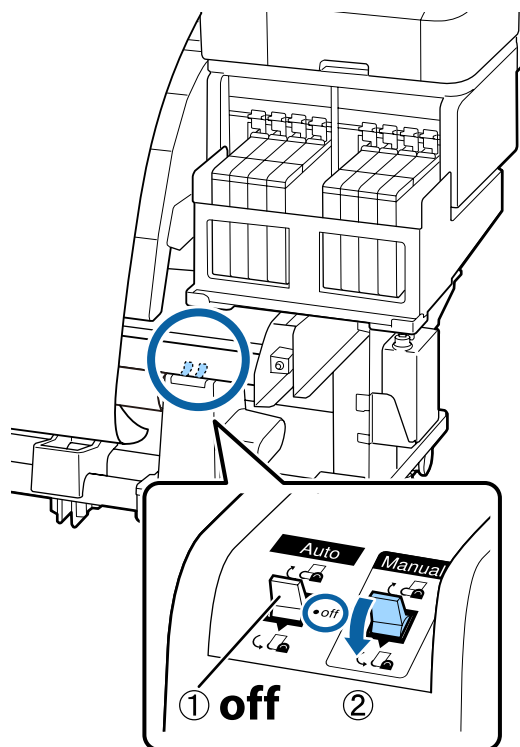
**Important:**

If the media is lifted up between the attached pieces of tape, the media will not be taken up correctly. If the media is lifted up, we recommend either adding tape and attaching it uniformly or fixing creases at the leading edge of the media.

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



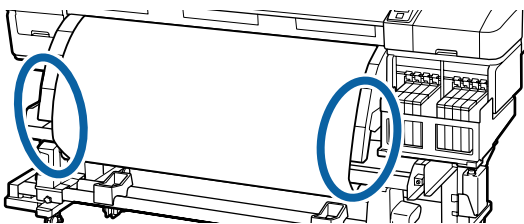
- 3 Check that the Auto switch is set to off, and then hold down the Manual switch on the ⌂ side to wind the media that was fed in step 2 around the roll core.



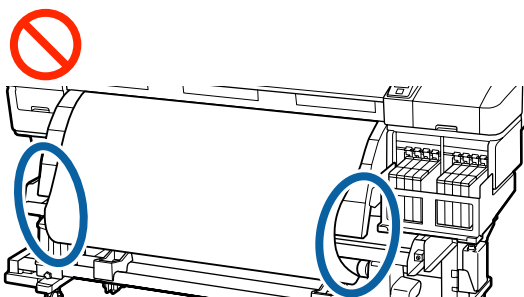
Basic Operations

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

OK

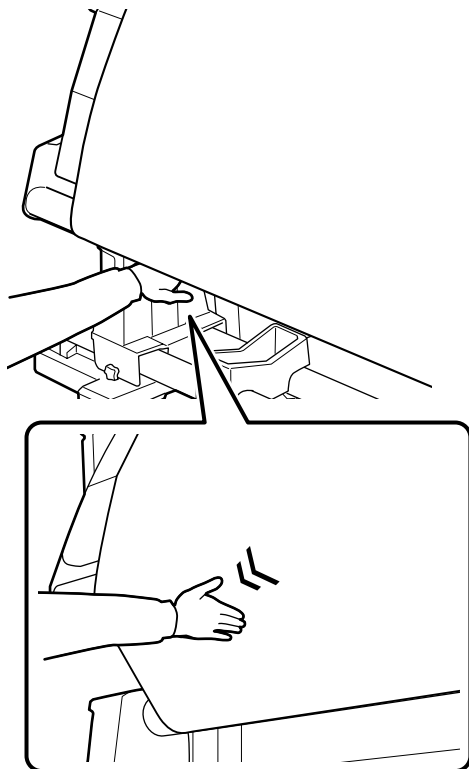


If the tensions of the left and right edges of the media are different, the media cannot be taken up correctly. Return to step 1.



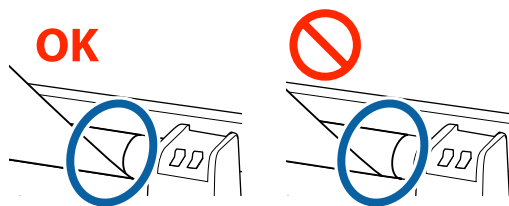
Note:

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



- 5** Confirm that the edges of media taken up on the roll core are not misaligned.

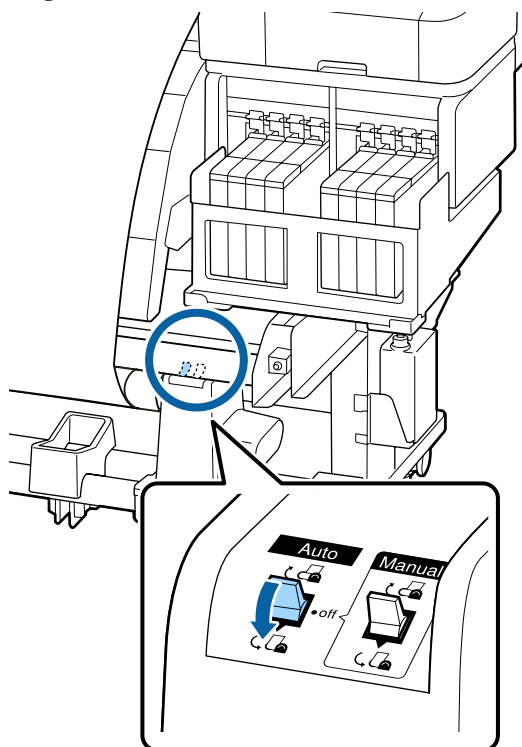
OK



! Important:

If the edges of media taken up on the roll core are misaligned, the media that follows cannot be taken up correctly. When misaligned, rewind the media, peel the tape, and then restart from Step 1.

- 6** Flip the Auto switch to .



Removing the Take-up Roll

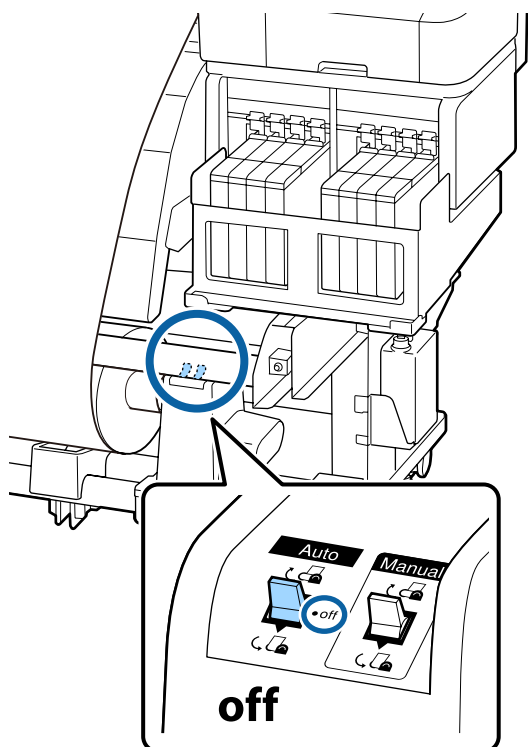
This section describes how to remove media from the take-up reel.

Basic Operations

Caution:

- ❑ Because the media is heavy, it should not be carried by one person. When loading or removing the media, use at least two persons.
- ❑ Perform the following procedure to properly remove the take-up roll. Injury may occur if the take-up roll falls.

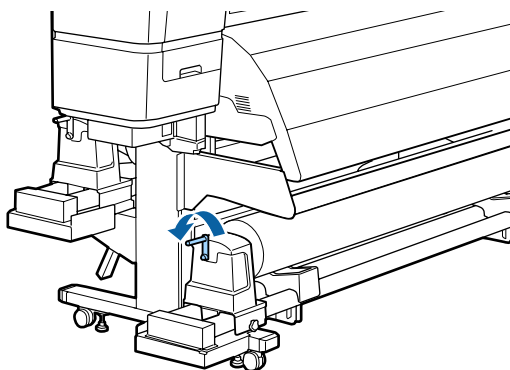
- 1** Set the Auto switch to off.



- 2** Cut the media and roll the cut end onto the take-up reel.

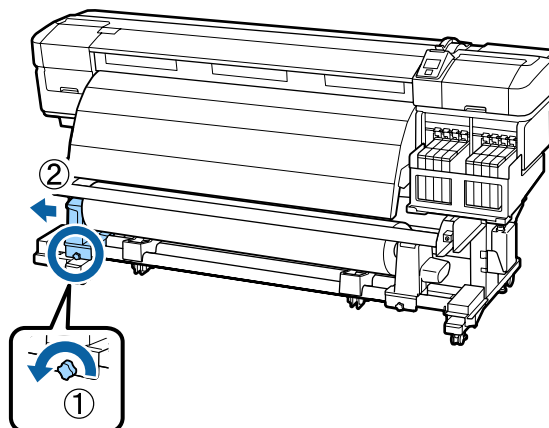
➞ "Cutting Media" on page 33

- 3** Rotate the handle of the left roll core holder.

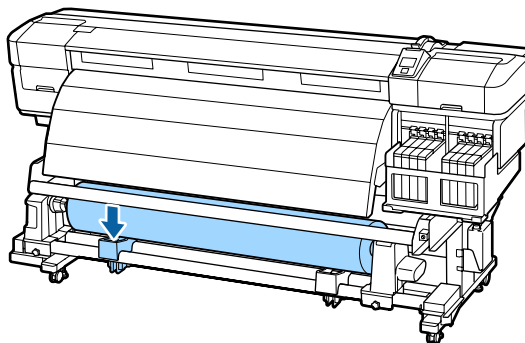


- 4** To prevent the media from sliding off the roll, support the roll at its left end.

- 5** Loosen the left roll core holder locking screw and remove the roll core holder.

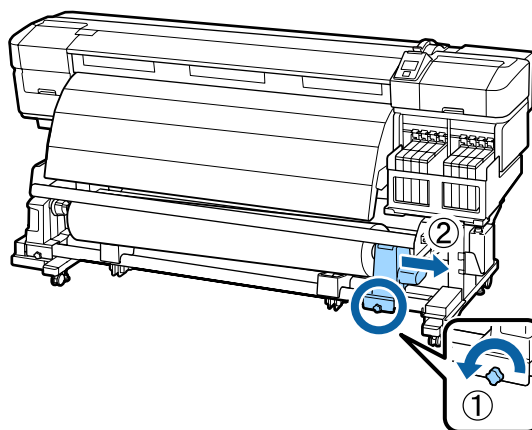


- 6** Lower the roll onto the roll support.



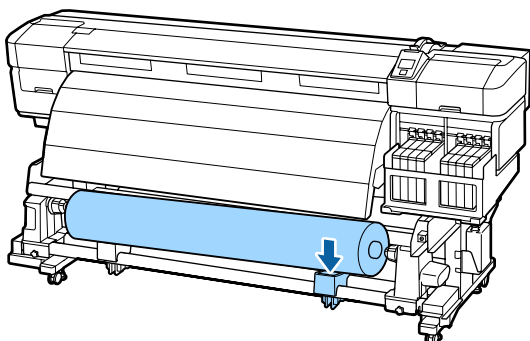
- 7** To prevent the media from sliding off the roll, support the roll at its right end.

- 8** Loosen the right roll core holder locking screw and remove the roll core holder from the roll.



9

Lower the roll onto the roll support.



Before Printing

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

Print Check Pattern

Print a check pattern to check for clogged nozzles.

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

Print Check Pattern  [“Checking for clogged nozzles” on page 82](#)

Head Cleaning  [“Head Cleaning” on page 83](#)

Saving Optimal Settings for the Current Media (Print Media Settings)

A variety of media settings can be optimized for the current media and stored in the printer.

Once frequently used settings have been stored in a media setting bank, it can be recalled to instantly optimize multiple parameters.

The printer offers a total of 30 media setting banks.

This section describes how to create media setting banks and the settings that can be stored.

Parameters Stored in Print Media Setting Banks

Media setting banks store the following:

- ☐ Setting Name
- ☐ Feed Adjustment
- ☐ Platen Gap
- ☐ Head Alignment
- ☐ Heating & Drying
- ☐ Media Suction
- ☐ Head Movement
- ☐ Multi-Strike Printing
- ☐ Roll Type
- ☐ Tension Measurement
- ☐ Feeding Tension
- ☐ Take-up Tension
- ☐ Feed Speed
- ☐ Prevent Sticking

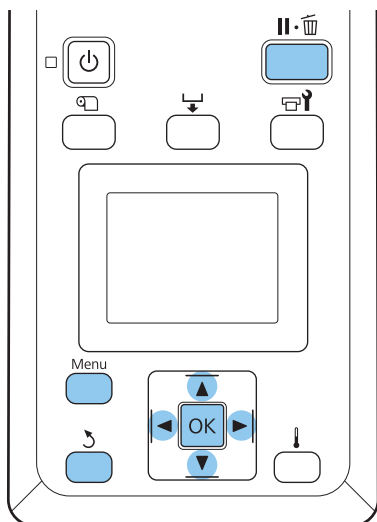
For more information on these items, see  [“The Media Setup Menu” on page 92](#)

Storing Parameters in Print Media Setting Banks

Follow the steps below to save media settings.

Basic Operations

Buttons that are used in the following settings



Choosing a Media Setting Bank

- 1 After confirming that the printer is ready, press the **Menu** button.
The settings menu will be displayed.
- 2 Select **Media Setup** and press the OK button.
- 3 Use the ▼/▲ buttons to select **Customize Settings** and press the OK button.
- 4 Use the ▼/▲ buttons to select a media setting bank number between 1 and 30 and then press the OK button.
Note that any settings already saved in the printer will be overwritten.

Setting Name

Name the media setting bank. Using distinctive names makes it easier to select banks for use.

- 1 Select **Setting Name** and press the OK button.
- 2 Use the ▼/▲ buttons to display letters and symbols. When the desired character is displayed, press the ► button to select the next entry position.
Mistakes can be erased by pressing the ◀ button to delete the previous character and move the cursor back one spot.

- 3 After entering the name, press the OK button.

Feed Adjustment

Feed Adjustment is used to correct banding (horizontal banding, tint unevenness, or stripes).

For Feed Adjustment, the user visually inspects print results and enters the adjustment value by hand.

See the following for details

👉 [“Feed Adjustment” on page 49](#)

Platen Gap

Adjust the platen gap (the gap between the print head and the media) if print results are smudged.

- 1 Use the ▼/▲ buttons to select **Platen Gap** and press the OK button.
- 2 Use the ▼/▲ buttons to select the desired setting and press the OK button.
- 3 Press the ↵ button to return to the customize settings menu.

! Important:

Select **2.5** only if print results are still smudged when **2.0** is selected. Choosing a larger gap than required may result in ink stains inside the printer, reduced print quality, or shorter product life.

Head Alignment

Select Head Alignment to realign the print head when print results seem grainy or out of focus.

For Head Alignment, you need to check the pattern and enter the optimum adjustment value for alignment.

See the following for details

👉 [“Correcting Print Misalignment \(Head Alignment\)” on page 48](#)

Basic Operations

Heating & Drying

Set the temperature of the after heater or Drying Time Per Pass.

Note:

Adjust Heater Temperature as follows:

- ❑ Set the heater to the temperatures recommended in the documentation provided with the media, if available.
- ❑ Raise the temperature if the print results are blurred or smudged or the ink clots. Note, however, that raising the temperature too high can cause the media to shrink, wrinkle, or deteriorate.

- 1 Use the ▼/▲ buttons to select **Heating & Drying** and press the OK button.
- 2 Use the ▼/▲ buttons to select the item you want to change.

Heater Temperature

- (1) Select **Heater Temperature** and press the OK button.
- (2) Use the ▼/▲ buttons to set the after heater temperature.

Drying Time Per Pass

- (1) Use the ▼/▲ buttons to select **Drying Time Per Pass** and press the OK button.
- (2) Use the ▼/▲ buttons to set the drying time.

When you want to maintain a constant drying time even when the print width changes, set the following value in accordance with the media width.

Drying Time Guidelines by Media Width

Media width	Drying time (seconds)
64 in	2.3
52 in	2.0
44 in	1.8
42 in	1.7
36 in	1.6

Media width	Drying time (seconds)
24 in	1.3

Blank Area Feed

- (1) Use the ▼/▲ buttons to select **Blank Area Feed** and press the OK button.
- (2) Use the ▼/▲ buttons to select the desired setting.

The following section shows the recommended setting values for **Blank Area Feed** according to the number of passes.

Recommended setting values for Blank Area Feed

Number of passes	Blank Area Feed
1 to 3	Mode 1
4	Mode 2
6 to 8	Mode 3

After Heater Feed

- (1) Use the ▼/▲ buttons to select **After Heater Feed** and press the OK button.
- (2) Use the ▼/▲ buttons to select whether to feed media to the after heater after printing (**On/Off**).

- 3 After finishing the configuration, press the OK button.

- 4 Press the ↵ button twice to return to the customize settings menu.

Media Suction

While printing, the printer uses suction to maintain the correct distance between the media and the print head; the amount varies with the type of media. Less suction is used for thin media that would not print or feed correctly at high levels of suction.

The suction power is weakened when the parameter is lowered.

- 1 Use the ▼/▲ buttons to select **Media Suction** and press the OK button.

Basic Operations

- 2 Use the ▼/▲ buttons to choose a value.
- 3 After finishing the configuration, press the OK button.
- 4 Press the ⏮ button to return to the customize settings menu.

Head Movement

Choose the range in which the print head moves during printing.

- 1 Use the ▼/▲ buttons to select **Head Movement** and press the OK button.
- 2 Use the ▼/▲ buttons to select the desired setting and press the OK button.
For faster printing, select **Data Width**.
For even, high-quality printing, select **Printer Full Width**.
- 3 Press the ⏮ button to return to the customize settings menu.

Multi-Strike Printing

Choose the number of times each line is printed.

- 1 Use the ▼/▲ buttons to select **Multi-Strike Printing** and press the OK button.
- 2 Use the ▼/▲ buttons to choose a value.
- 3 After finishing the configuration, press the OK button.
- 4 Press the ⏮ button to return to the customize settings menu.

Roll Type

Choose **Printable Side Out** or **Printable Side In** according to how the media is rolled.

- 1 Use the ▼/▲ buttons to select **Roll Type** and press the OK button.
- 2 Use the ▼/▲ buttons to select the desired setting and press the OK button.

- 3 After finishing the configuration, press the OK button.
- 4 Press the ⏮ button to return to the customize settings menu.

Tension Measurement

The tension is measured and adjusted automatically to maintain the correct tension for the media being printed. **Periodically** is recommended in most circumstances.

- 1 Use the ▼/▲ buttons to select **Tension Measurement** and press the OK button.
- 2 Use the ▼/▲ buttons to select the desired setting and press the OK button.
- 3 After finishing the configuration, press the OK button.
- 4 Press the ⏮ button to return to the customize settings menu.

Feeding Tension

Feeding Tension has 2 settings: **Auto** and **Manual**. The default setting of **Auto** is recommended in most situations. We recommend setting **Manual** in the following situations, and then changing the setting value.

When the media creases while printing
Set to higher than Lv32.

When banding (horizontal banding, tint unevenness, or stripes) appears at irregular intervals in printing results.
Set to lower than Lv32.

When the Media Size Check is set to Off
Set the Feeding Tension value as shown in the following table depending on the media width you loaded.

Media width	Feeding Tension value
64 in	Lv32
52 in	Lv26
44 in	Lv22
42 in	Lv21

Basic Operations

Media width	Feeding Tension value
36 in	Lv18
24 in	Lv12

If you have previously performed Feed Adjustment, you will need to perform it again after adjusting Feeding Tension.

 [“Feed Adjustment” on page 44](#)

1 Use the ▼/▲ buttons to select **Feeding Tension** and press the OK button.

2 Use the ▼/▲ buttons to select the item you want to change.

Selecting Auto

- (1) Select **Auto** and press the OK button.
- (2) Confirm that the checkbox has been selected and press the OK button.
- (3) Press the ⏮ button to return to the customize settings menu.

Selecting Manual

- (1) Select **Manual** and press the OK button.
- (2) Use the ▼/▲ buttons to set the recommended value.
- (3) After finishing the configuration, press the OK button.
- (4) Press the ⏮ button twice to return to the customize settings menu.

Take-up Tension

Take-up Tension has 2 settings: **Auto** and **Manual**.

The default setting of **Auto** is recommended in most situations. If media wrinkles when printing, or white banding (white or light lines) appears in the print results, we recommend using **Manual** and setting the value to lower than Lv7. Make the same settings if ink adheres to the back of the take-up roll. If thick media cannot be wound correctly, we recommend using **Manual** and setting the value to higher than Lv7.

If you have previously performed Feed Adjustment, you will need to perform it again after adjusting Take-up Tension.

 [“Feed Adjustment” on page 44](#)

1 Use the ▼/▲ buttons to select **Take-up Tension** and press the OK button.

2 Use the ▼/▲ buttons to select the item you want to change.

Selecting Auto

- (1) Select **Auto** and press the OK button.
- (2) Confirm that the checkbox has been selected and press the OK button.
- (3) Press the ⏮ button to return to the customize settings menu.

Selecting Manual

- (1) Select **Manual** and press the OK button.
- (2) Use the ▼/▲ buttons to set the recommended value.
- (3) After finishing the configuration, press the OK button.
- (4) Press the ⏮ button twice to return to the customize settings menu.

Feed Speed

The default setting is Lv2. The manufacturer default set value is recommended in most circumstances. Set **Lv1** if thin media is creased, torn, sticks together, or horizontal lines appear. To increase the printing speed, set **Lv2**. Note that the speed does not change when a large number (of passes) was selected.

1 Use the ▼/▲ buttons to select **Feed Speed** and press the OK button.

2 Use the ▼/▲ buttons to select the desired setting and press the OK button.

3 After finishing the configuration, press the OK button.

Basic Operations

- 4 Press the **3** button to return to the customize settings menu.

Prevent Sticking

We generally recommend to operate with this setting set to **Off**. If the printer is turned on or printing starts while the media is stuck to the platen, the media is not fed correctly and could cause a jam. In that case, set to **On** although operations take longer before printing or reactivating.

- 1 Use the **▼/▲** buttons to select **Prevent Sticking**, and then press the **OK** button.
- 2 Use the **▼/▲** buttons to select **On** or **Off**.
- 3 After finishing the configuration, press the **OK** button.

Exiting the Menus

Press **II·III** to exit the menus.

Correcting Print Misalignment (Head Alignment)

Given that there is a slight gap between the print head and the media, the landing sites for the different colors of ink may be affected by humidity, temperature, inertial forces imparted by the print head, or the direction of the print head as it moves from right to left or left to right. As a result, print results may appear grainy or out of focus. When this happens, perform Head Alignment to correct the print misalignment.

The thickness of the media determines the distance between the media and the print head. Head Alignment values can be stored separately for each type of media. Stored values can be recalled instantly the next time the media is used.

Change the adjustment method depending on the print direction.

For bidirectional printing

Select **Manual(Bi-D)**. If the graininess or misalignment is not improved after performing **Manual(Bi-D)**, try **Manual(Dual Head)**. If there is still no improvement, perform **Manual(Uni-D)**.

For unidirectional printing

Select **Manual(Dual Head)**. If the graininess or misalignment is not improved after performing **Manual(Dual Head)**, perform **Manual(Uni-D)**.

For Head Alignment, you need to check the pattern and enter the optimum adjustment value for alignment.

Notes on correct adjustment

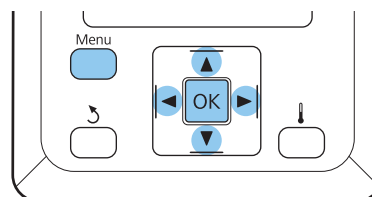
The condition of media is important for correct head alignment.

Observe the following points when loading media.

- ❑ Head Alignment varies with the media being used. Load and adjust the media that will be used in the actual print job.
- ❑ Pull the media to the prescribed position before performing Head Alignment. Correct adjustment may not be possible if the media is not pulled sufficiently because the condition of the leading edge of the media may worsen due to waves or other issues.

Loading Media  [“Loading and Exchanging Media” on page 26](#)

Buttons that are used in the following settings



- 1 Confirm that the media has been pulled to the prescribed position.

Correct adjustment may not be possible if the media is not pulled sufficiently.

Loading Media  [“Loading and Exchanging Media” on page 26](#)

- 2 After confirming that the printer is ready, press the **Menu** button.

The settings menu will be displayed.

Basic Operations

- 3 Select **Media Setup** and press the OK button.
- 4 Use the ▼/▲ buttons to select **Customize Settings** and press the OK button.
- 5 Use the ▼/▲ buttons to select a media setting bank number between 1 and 30 and then press the OK button.

Note that any settings already saved in the printer will be overwritten.
- 6 Use the ▼/▲ buttons to select **Head Alignment** and press the OK button.
- 7 Use the ▼/▲ buttons to select the adjustment method, and then press the OK button.
- 8 The printer will print a test pattern.

When printing is complete, the media will automatically be fed to a position where the pattern is clearly visible.

Cut the media if necessary.

 [“Cutting Media” on page 33](#)

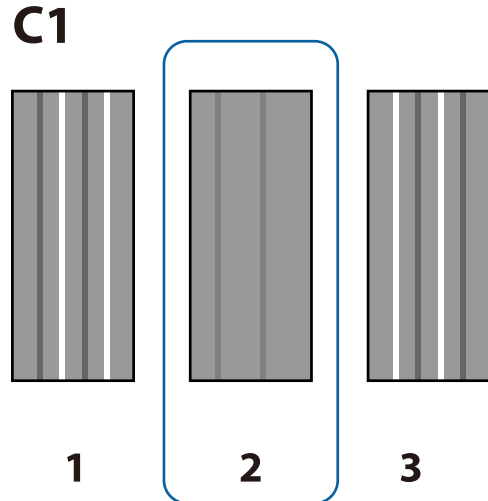
Note:

To rewind the media, press ▲. Stop rewinding before the media is past the cutter groove (on the pressure roller side).

If the leading edge of the media is curled, stop rewinding before the media reaches the inner side of the front cover.

- 9 Check the pattern and select the pattern number that has the least gaps.

In the following example, this would be pattern number 2.



- 10 If **C1** is displayed on the control panel screen, press the ◀/▶ buttons to select the number you checked in step 9, and then press the OK button.

- 11 Select the numbers for all colors and press OK.

Note:

To rewind the media, press the ▲ button. Stop rewinding before the media is past the cutter groove (on the pressure roller side).

If the leading edge of the media is curled, stop rewinding before the media reaches the inner side of the front cover.

- 12 If the final color has been configured, the printer returns to a ready state.

Feed Adjustment

Feed Adjustment is used to correct banding (horizontal banding, tint unevenness, or stripes).

Two methods are available for Feed Adjustment:

- ☐ Visually inspect print results and enter a correction by hand.
See the next section and make adjustments.

Basic Operations

- ❑ Enter a correction during printing and inspect the results.

☞ “Changing settings during printing” on page 51

Notes on correct adjustment

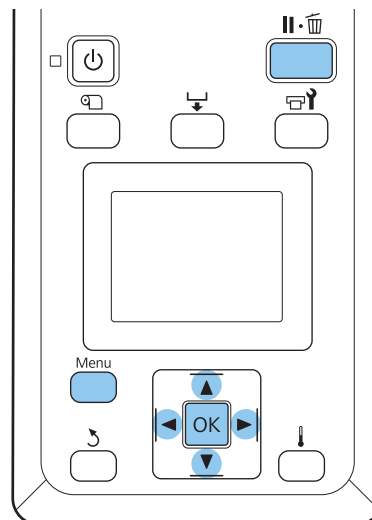
The condition of media is important for correct Feed Adjustment.

Observe the following points when loading media.

- ❑ Feed Adjustment varies with the media used. Load the media for which feed adjustment is required under the same conditions as the actual print job. For example, if you are using the Auto Take-up Reel Unit for printing, the Auto Take-up Reel Unit should also be used for feed adjustment.
- ❑ We recommend performing adjustment again in the following cases, even if the media has been adjusted.
 - ❑ When the media type is the same but the width is different.
 - ❑ When Feeding Tension or Take-up Tension have been changed.
 - ❑ When Media Suction has been changed.
 - ❑ When spacer is attached.
- ❑ Pull the media to the prescribed position before performing Feed Adjustment. Correct adjustment may not be possible if the media is not pulled sufficiently because the condition of the leading edge of the media may worsen due to waves or other issues.
Loading Media ☞ “Loading and Exchanging Media” on page 26

Setting procedure

Buttons that are used in the following settings



1

Confirm that the media has been pulled to the prescribed position.

Correct adjustment may not be possible if the media is not pulled sufficiently.

Loading Media ☞ “Loading and Exchanging Media” on page 26

2

After confirming that the printer is ready, press the **Menu** button.

The settings menu will be displayed.

3

Select **Media Setup** and press the **OK** button.

4

Use the ▼/▲ buttons to select **Customize Settings** and press the **OK** button.

5

Use the ▼/▲ buttons to select a media setting bank number between 1 and 30 and then press the **OK** button.

Note that any settings already saved in the printer will be overwritten.

6

Use the ▼/▲ buttons to select **Feed Adjustment** and press the **OK** button.

7

Select **Manual** and press the **OK** button.

8

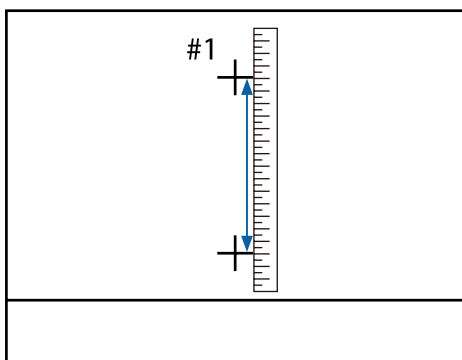
Use the ▼/▲ buttons to select a test pattern and press the **OK** button twice.

The longer the pattern, the more accurate the adjustment.

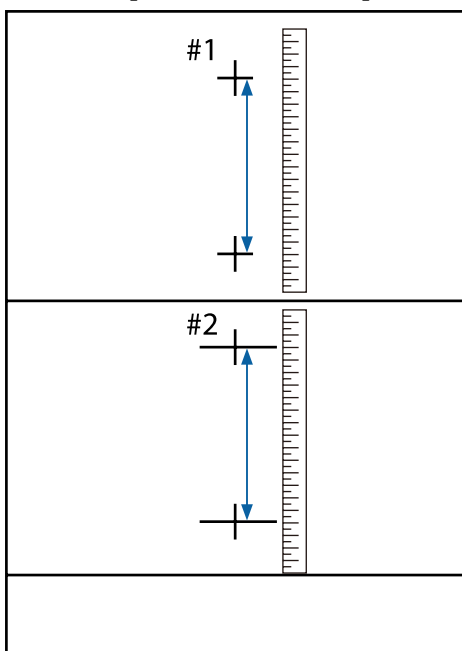
Basic Operations

- 9** The printer will print a test pattern.
When printing is complete, the media will automatically be fed to a position where the pattern is clearly visible.
- 10** Measure the distance between the “+” symbols.
The printed adjustment patterns differ depending on the **Feed Speed** setting.

When the Feed Speed is set to Lv1
Only #1 is printed.



When the Feed Speed is set to Lv2
#1 and #2 are printed. Check both patterns.



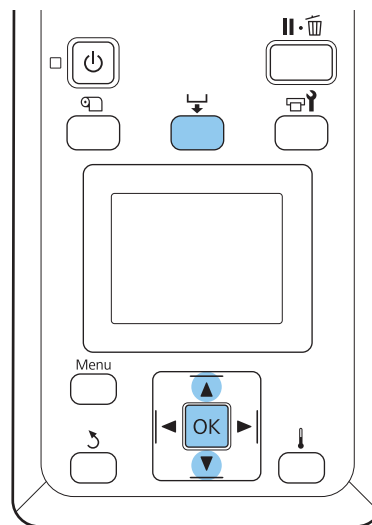
- 11** Pattern length is displayed in the control panel.
Select the values measured in Step 10.
Use the ◀/▶ buttons to select the value of #1 and press the OK button. Use the ◀/▶ buttons to select the value of #2 and press the OK button.
- 12** If configuration is finished, the printer returns to a ready state.

Changing settings during printing

Feed Adjustment and **Heating & Drying** can be changed during printing using the procedures shown below.

Feed Adjustment

Buttons that are used in the following settings



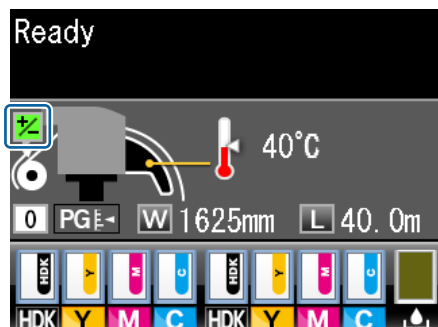
- 1** Press the  button during printing.
- 2** An adjustment value will be displayed. Use the ▼/▲ buttons to select a value.
If the feed amount is too small, black bands (dark stripes) will appear; adjust the feed amount upwards.
If, in contrast, the feed amount is too large, white bands (pale stripes) will appear; adjust the feed amount downwards.
- 3** If you are not satisfied with the results, use the ▼/▲ buttons to enter an adjustment value.
- 4** Press the OK button when settings are complete.

Basic Operations

Note:

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

- ❑ Perform **Feed Adjustment** again
- ❑ Execute **Restore Settings**



Heating & Drying

You can change the temperature of the after heater during printing.

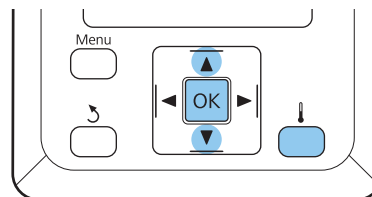
The default Heater Temperature is 50 °C.

Heater status can be viewed in the control panel. [☞ “Understanding the Display” on page 17](#)

Note:

- ❑ Temperature settings can be stored separately for each media type. [☞ “Saving Optimal Settings for the Current Media \(Print Media Settings\)” on page 43](#)
- ❑ The time needed for the heaters to reach the specified temperatures varies with the ambient temperature.
- ❑ If the following print data is sent when the room temperature is low, the heater performs warming up between pages and printing may stop.
 - ❑ Print data with a high density of ink
 - ❑ Print data with a small number of print passes

Buttons that are used in the following settings



- 1 Press the button during printing.
- 2 Use the buttons to choose a value.
- 3 Press the OK button to update the currently selected media settings.
- 4 Hold down the button until **Ready** is displayed.

Basic Operations

Printable area

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

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

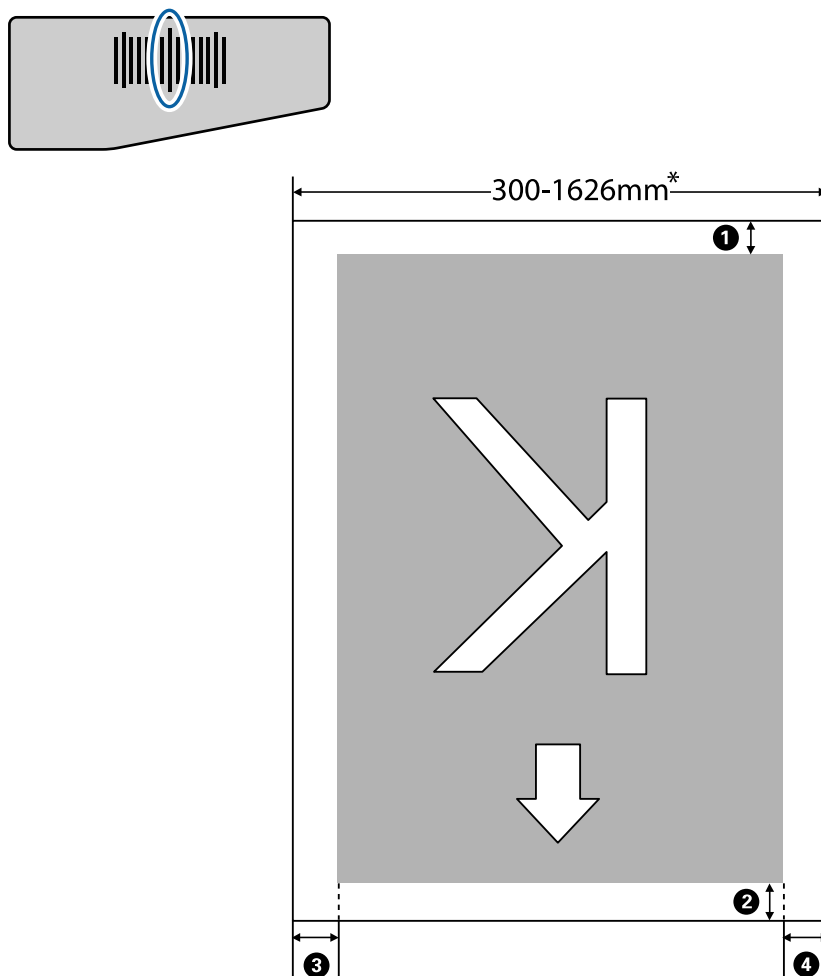
On : The printer automatically detects the left and right edges of the loaded media.

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

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

 [“Loading media” on page 26](#)

Off : The longest scale on the after heater's label (in the illustration below) is used as the standard position for the right edge of the media. Regardless of the width of the loaded media, the left edge of the media is determined to be 1,626 mm (64 inches) from the standard position for the right edge.



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

Basic Operations

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

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

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

*2 When **No Margin** is selected in **Margin Between Pages** from the printer's settings menu, you can adjust the margin within a range of -10 to 10 mm.

*3 This may be available in the RIP depending on the RIP software being used. Contact the RIP manufacturer for more information.

*4 Note the following points when configuring margins.

- ☐ Leave margins of 10 mm or more when using media holding plates. Narrower margins could result in printing over the plates.
- ☐ If the total of the print data width and configured left and right margins exceeds the printable area, a portion of the data will not be printed.

Note:

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

- ☐ Ensure that the print data width does not exceed the loaded media width.
- ☐ When media is loaded to the left of the right side reference position, align the **Print Start Position** setting with the position where the media set.

 ["Printer Setup Menu" on page 96](#)

Maintenance

When to Perform Various Maintenance Operations

It is necessary to perform proper maintenance at appropriate frequency to maintain print quality. Failure to perform appropriate maintenance will shorten product life. Read this section and perform maintenance appropriately.

Cleaning

If the print quality declines, clean the printer. If cleaning is neglected, and the printer is used with ink stains, lint, and dust attached, the following trouble may occur.

- ☐ Ink drops from lint or dust on the nozzle surface of the print head.



- ☐ Clogged nozzles during printing.
- ☐ Nozzle clogs cannot be cleared even after repeated head cleaning.
- ☐ Print head damage.

When to perform	Component to be cleaned
☐ When print quality declines ☐ When colors in the printout are faint or missing even after performing head cleaning a few times ☐ When the printout is smudged or not clear	☐ Around the print head 🔗 "Cleaning Around the Print Head" on page 59 ☐ Wiper 🔗 "Cleaning Wiper and Attachment Point" on page 61 ☐ Caps 🔗 "Cleaning Caps" on page 63
When ink and particles of media and lint from the media accumulate on the platen, pressure rollers, and media holding plates	Platen, pressure rollers, media holding plates 🔗 "Cleaning the Platen, Pressure Rollers, and Media Holding Plates" on page 64
When water droplets or dirt adheres to the front cover	Front cover 🔗 "Cleaning the Front Cover" on page 66

Maintenance

When to perform	Component to be cleaned
When ink adheres to the heat shield	Heat shield  "Cleaning the Heat Shield" on page 66

Replacing and Refilling Consumables

When to perform	When to replace or refill
When an ink low warning is displayed on the control panel screen, and the amount of ink remaining is less than 70 mm	Chip unit and ink pack  "Chip Unit Replacement and Ink Refills" on page 67
When a prepare and replacement message is displayed on the control panel screen	Waste Ink Bottle  "Disposing of Waste Ink" on page 74
☐ If the printout is faint or smudged, or segments are missing even after cleaning ☐ When ink adheres to the absorber on the back of the wiper cleaner ☐ When wipers are worn or deteriorated	Wiper cleaner, wiper Make sure you replace the wiper cleaners and wipers in the same unit at the same time.  "Replacing the Wiper Cleaners and Wipers" on page 75
When deformed or damaged	Media holding plate  "Replacing the media holding plates" on page 78

Other maintenance

When to perform	Type
Once a week	Stirring High Density Black ink  "Stirring High Density Black ink" on page 80
☐ When checking if nozzles are clogged ☐ When checking which colors are clogged ☐ Horizontal stripes or tint unevenness (banding) are appeared.	Print a check pattern and check which color nozzles are missing.  "Checking for clogged nozzles" on page 82 If no nozzles are clogged, see "Problem Solver" and "Horizontal stripes or tint unevenness (banding)" for other solutions.  "Horizontal stripes or tint unevenness (banding)" on page 106
When a clog is found after checking for clogged nozzles	Head Cleaning  "Head Cleaning" on page 83
When the following message is displayed on the control panel screen Apply carriage rod grease. See manual.	Applying Carriage Rod Grease  "Applying Carriage Rod Grease" on page 84

Maintenance

Preparation and Notes

What You'll Need

Ready the following items before beginning cleaning and replacement.

Protective eyewear (available in the market)

Protects your eyes from ink and ink cleaner.

Mask (available in the market)

Protects your nose and mouth from ink and ink cleaner.

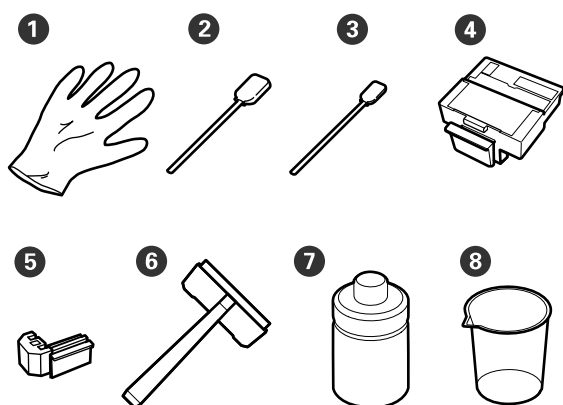
Maintenance kit (supplied with the printer)

For general cleaning.

The following items are in the kit.

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

 [“Options and Consumable Products” on page 111](#)



①	Glove	2
②	Cleaning Stick (Wide)	25
③	Cleaning Stick (Narrow)	25
④	Wiper cleaner	2
⑤	Wiper	2
⑥	Cleaning wiper	1
⑦	Ink cleaner	1
⑧	Cup	1

Metal or plastic (PP/PE) tray (available in the market)

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

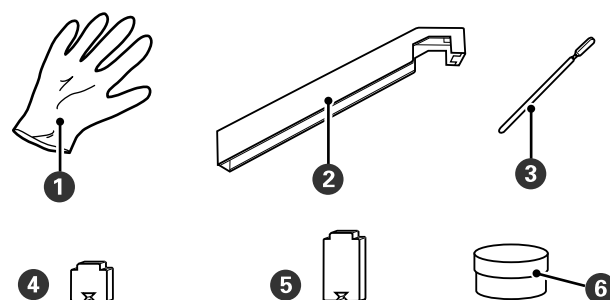
Soft cloth, brush (available in the market)

Use when cleaning inside the printer. We recommend an item that is not likely to generate lint or static electricity.

Grease kit (supplied with the printer)

Use when applying grease to the carriage rod.

The following items are in the kit.



①	Glove	16
②	Grease tool	1
③	Cleaning stick	8
④	Pad A	16
⑤	Pad B	16
⑥	Secondary carriage rod grease (grease)	2

Precautions regarding maintenance

To make maintenance, note the following points. Be sure to read the Safety Data Sheet before performing maintenance.

You can download it at your local Epson Web site.

Maintenance



Caution:

- ❑ During maintenance, wear protective clothing, including protective eyewear, gloves, and a mask.
Should fluid such as ink, waste ink, ink cleaner, or secondary carriage rod grease contact your skin or enter your eyes or mouth, immediately take the following actions:
 - ❑ If fluid adheres to your skin, wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.
 - ❑ If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult with a physician.
 - ❑ If fluid enters your mouth, consult with a physician as soon as possible.
 - ❑ If swallowed, do not induce vomiting. Consult with a physician as soon as possible. If vomiting is induced, vomited material may enter the windpipe, which is dangerous.
 - ❑ Store ink packs, waste ink, ink cleaner, and secondary carriage rod grease, in a location out of reach of children.
 - ❑ After performing maintenance, wash your hands and gargle thoroughly.
-
- ❑ Remove the media from the printer before proceeding.
 - ❑ Never touch the belts, cables, circuit boards, or any parts that do not require cleaning. Failure to observe this precaution could result in breakdown or malfunction of the printer, or reduced print quality.
 - ❑ Do not use anything other than the consumable cleaning sticks. Other types of stick that produce lint will damage the print head.
 - ❑ Always use fresh cleaning sticks. Re-using sticks can make stains even harder to remove.
 - ❑ Do not touch the ends of the sticks. Oil from your hands could damage the print head.

- ❑ Do not get alcohol or water on the nozzle surface, caps, or wiper. If water or alcohol gets on the nozzle surface, caps, or wiper, this can damage the printer.
- ❑ Touch a metallic object before starting work to discharge any static electricity.

Moving the Print Head

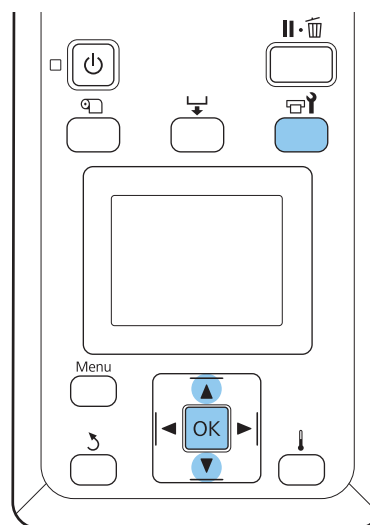
This section describes how to position the print head for part cleaning.



Important:

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

Buttons that are used in the following settings



1

Confirm that the printer is on and press . The Maintenance menu will be displayed.

2

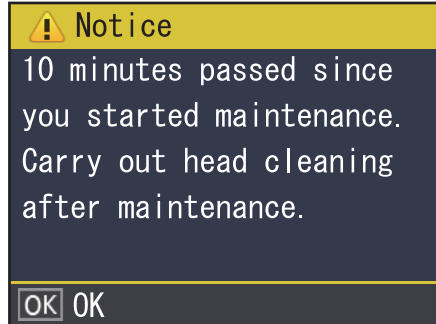
Use the / buttons to select **Head Maintenance** and press the OK button.

The print head moves to the cleaning position.

Maintenance

Note:

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



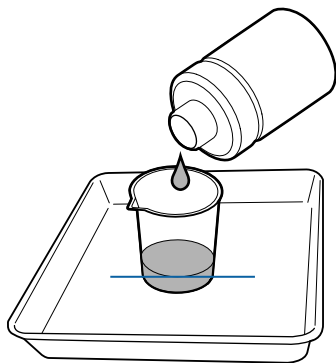
Using Ink Cleaner

Use ink cleaner to clean around the print head and around the caps only. Using ink cleaner on other parts of the printer could damage the product.

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

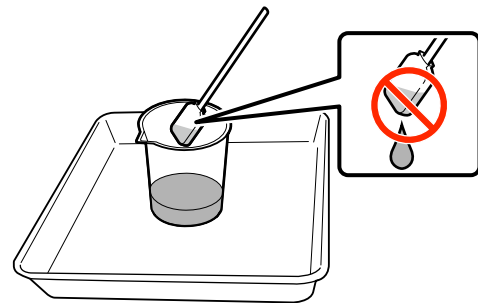
☞ [“Precautions regarding maintenance” on page 57](#)

- 1** Put the cup supplied with the maintenance kit on the tray, and pour approximately 10 ml of ink cleaner into the cup.


2

Dampen the cleaning stick with ink cleaner.

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


Important:

- ☐ Rinse a cleaning stick using ink cleaner for each step.
- ☐ Do not reuse ink cleaner.
- ☐ Used ink cleaner and cleaning sticks are industrial waste. Dispose of them in the same way as for waste inks.
☞ [“Disposal of Used Consumables” on page 86](#)
- ☐ Store ink cleaner at room temperature out of direct sunlight.
- ☐ After using the ink cleaner, make sure you close the cap.

Cleaning

Cleaning Around the Print Head

Inspect the area around the print head and remove any ink, lint, or dust as described below. The printer has two print heads. Clean both.

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

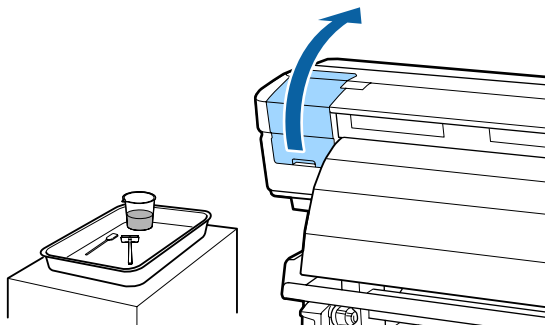
☞ [“Precautions regarding maintenance” on page 57](#)

- 1** Position the print head for maintenance purposes.

☞ [“Moving the Print Head” on page 58](#)

Maintenance

- 2 After the print head moves to the left end of the printer, open the left maintenance cover.



- 3 Dampen the cleaning stick (wide) with ink cleaner.

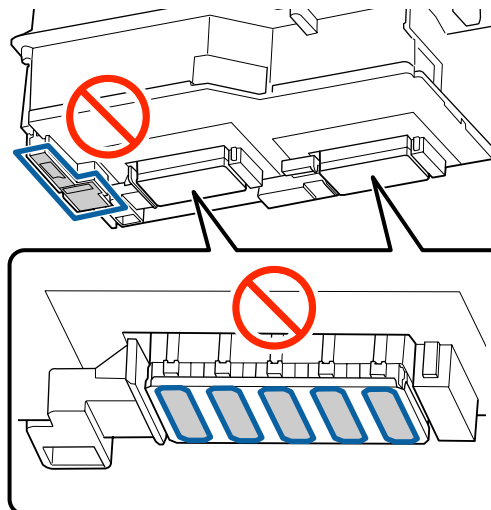
Use new cleaning stick and ink cleaner.

"Using Ink Cleaner" on page 59

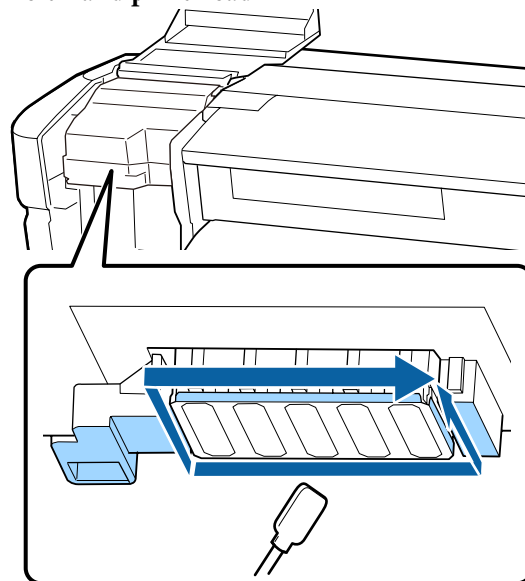
- 4 Wipe off any adhered ink, lint, and dust from the parts that are indicated by below.

Important:

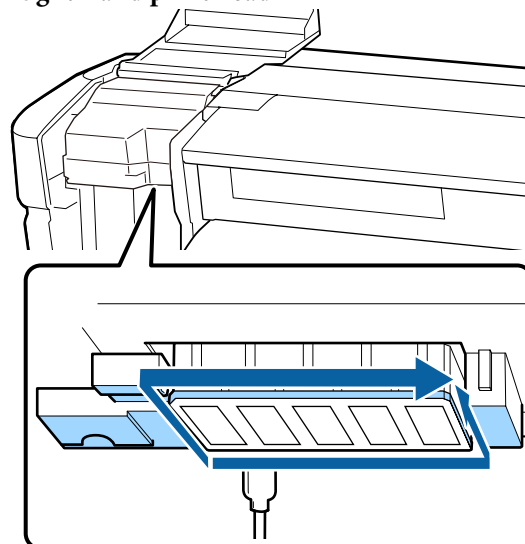
Do not touch the parts framed below. Failure to observe this precaution could affect print quality.



Left-hand print head



Right-hand print head



Ink is prone to adhere to the areas indicated by the arrows, so be sure to wipe off any ink found.

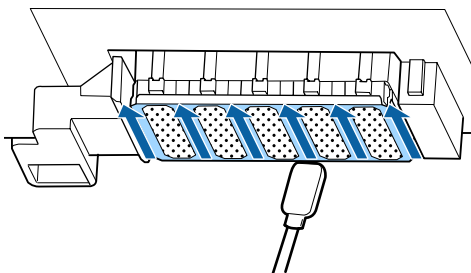
If any lint or dust is caught, hook it using the tip of a cleaning stick.

- 5 Apply ink cleaner to the areas indicated by the arrows to dissolve adhered ink stains.

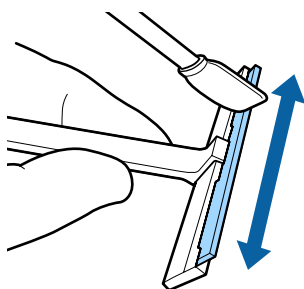
Important:

When applying ink cleaner, make sure you do not press too hard on the nozzles (parts indicated by shown below). Also, make sure you move the cleaning stick in one direction; do not move it back and forth.

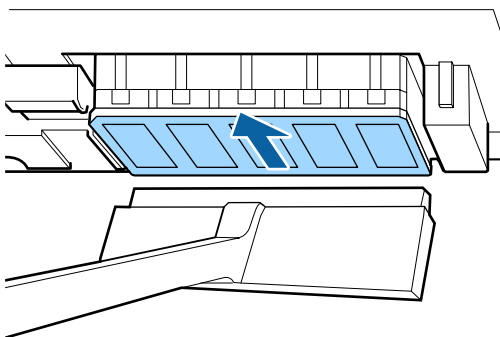
Maintenance



- 6** Dampen the cleaning stick (wide) with the ink cleaner, then wipe away any dust and dirt on the front, back, and sides of the wiper blade.



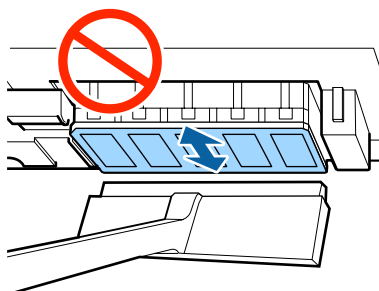
- 7** Wipe away ink stains and so on from the print head surface by moving the cleaning wiper from the inside toward you once.



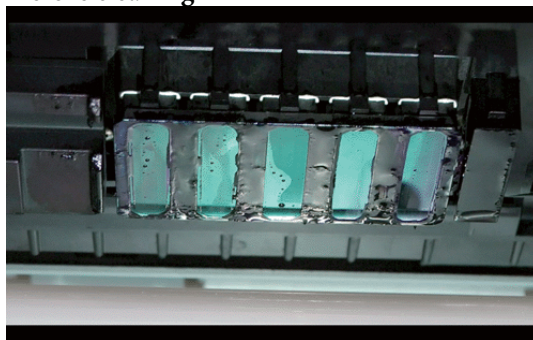
! Important:

Do not move the cleaning wiper back and forth.

Otherwise, the print head may be damaged.

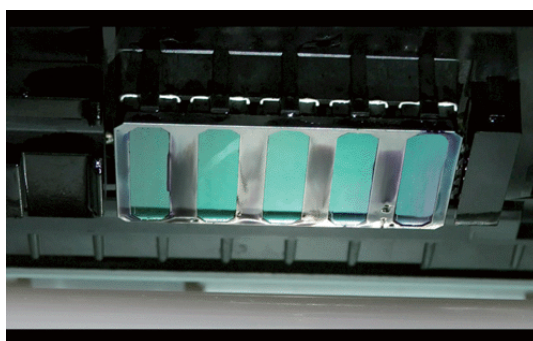


Before cleaning



After cleaning

Dried and adhered ink, lint, and dust are cleanly removed.



If any ink, lint, or dust remain, repeat steps 6 and 7.

! Important:

If stains are wiped off while the surface of the print head remains dried, the print head may be damaged. If the surface is dried, return to Step 5 to apply ink cleaner.

- 8** Wipe stains off the cleaning wiper, and store it in a location that is not exposed to dust and away from direct sunlight.

- 9** Close the left maintenance cover.

Next, clean the wiper and attachment point.

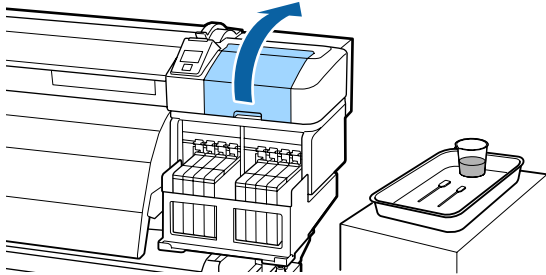
Cleaning Wiper and Attachment Point

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

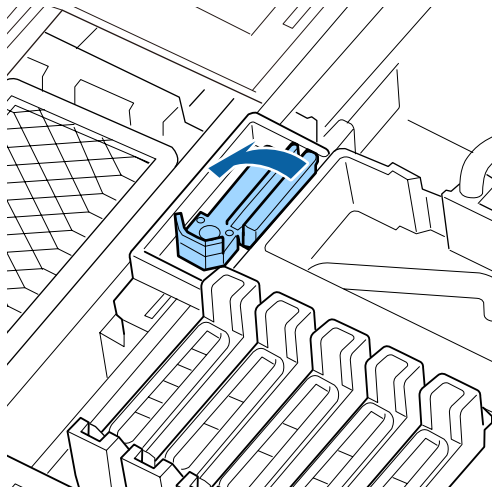
☞ [“Precautions regarding maintenance” on page 57](#)

Maintenance

- 1 Open the right maintenance cover.



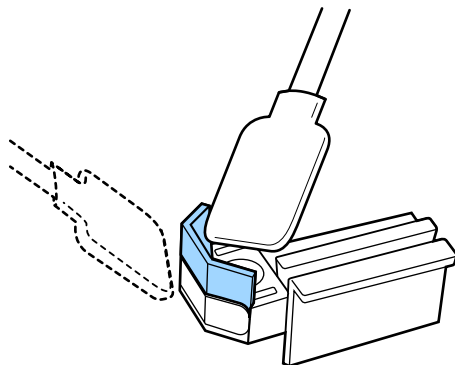
- 2 Remove the wiper.
Holding the wiper by the attachment point, tilt it left and lift it out.



- 3 Dampen a new cleaning stick (wide) with ink cleaner.

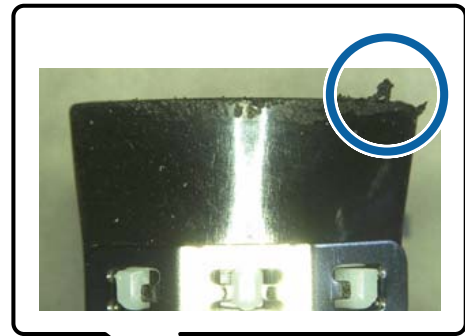
 [“Using Ink Cleaner” on page 59](#)

- 4 Clean the front and back of the wiper with the cleaning stick (wide).

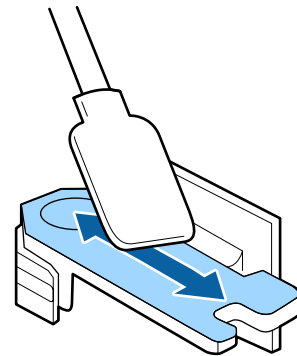


If the wiper part has split off or is broken, we recommend replacing it with a new one.

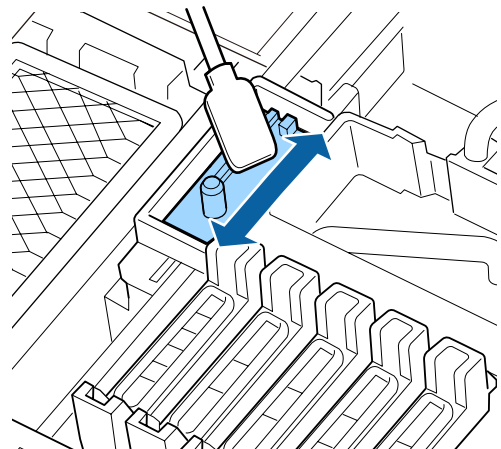
 [“Replacing the Wiper Cleaners and Wipers” on page 75](#)



- 5 Clean the bottom of the wiper with the cleaning stick (wide).

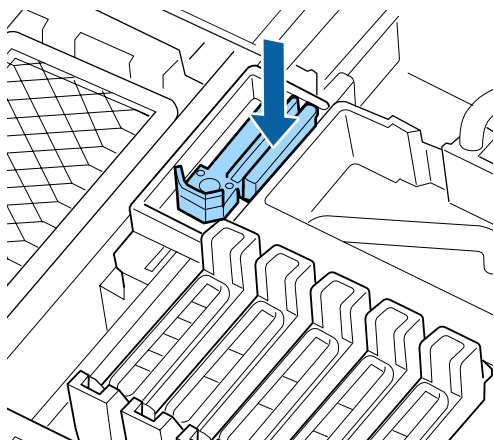


- 6 Clean the attachment points with the cleaning stick (wide).



Maintenance

- 7** Return the wiper when cleaning is complete. Place on the attachment point and press down until you hear a click.



Clean the other wiper and attachment point in the same way.

Next, clean the caps.

Cleaning Caps

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

 [“Precautions regarding maintenance” on page 57](#)

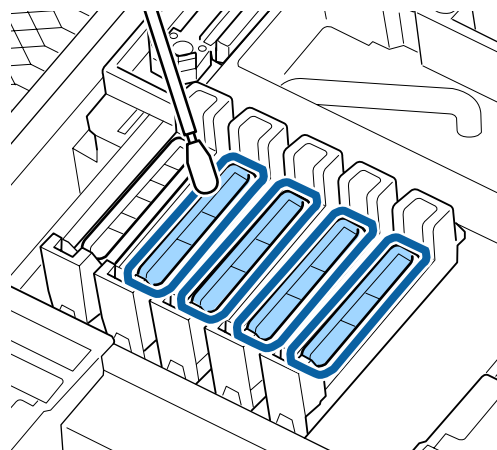
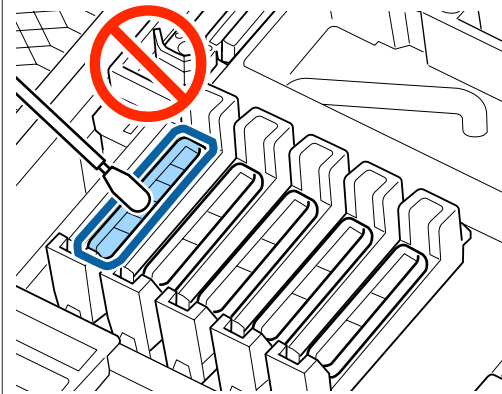
- 1** Dampen a new cleaning stick (narrow) with ink cleaner.

 [“Using Ink Cleaner” on page 59](#)

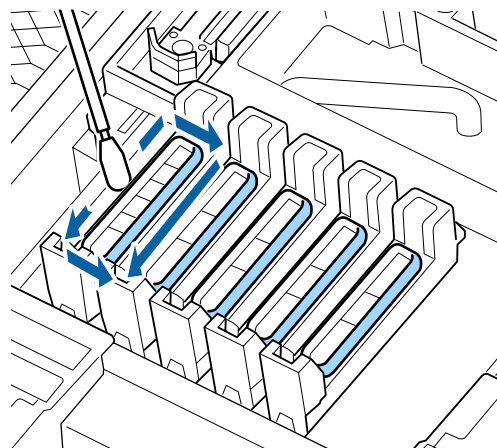
- 2** Hold the cleaning stick (narrow) in a perpendicular orientation, and wipe off any ink that has adhered to the inside of the Anti-drying caps.

Important:

Do not touch the insides of the suction caps. The part maybe deformed, and it may no longer be possible to perform capping correctly.

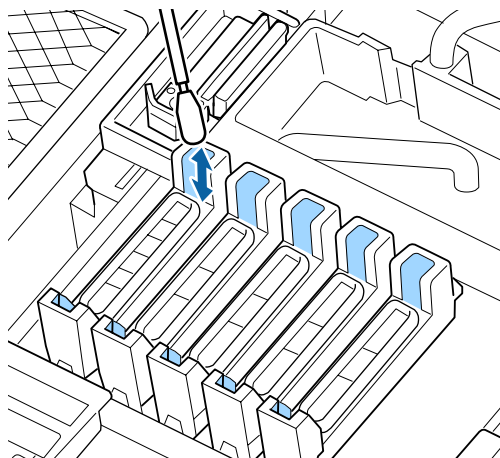


- 3** Hold the cleaning stick (narrow) in a perpendicular orientation, and wipe the outer areas of all the caps.



Maintenance

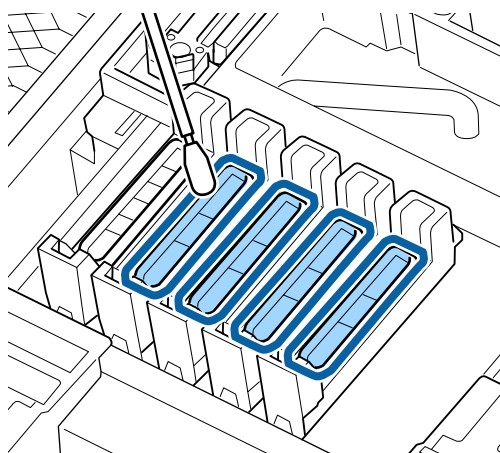
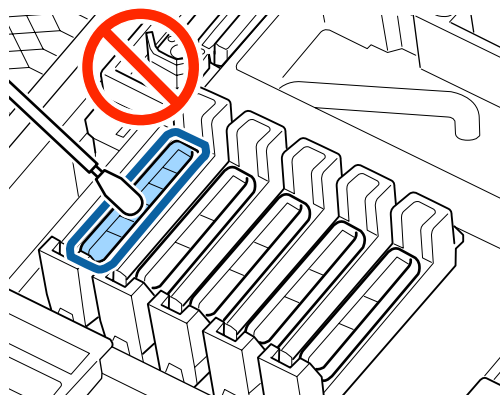
- 4** Wipe off ink that has adhered to the guide section.



- 5** Hold a new cleaning stick in a perpendicular orientation, and wipe off any ink cleaner that has adhered to the inside of the Anti-drying caps.

! Important:

Do not touch the insides of the suction caps. The part maybe deformed, and it may no longer be possible to perform capping correctly.



Clean other caps in the same way.

- 6** After cleaning, close the right maintenance cover and press the OK button twice.

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

To continuously make prints, perform **Nozzle Check**.

[“Checking for clogged nozzles” on page 82](#)

Disposing of used cleaning sticks and ink cleaner [“Disposal of Used Consumables” on page 86](#)

Cleaning the Platen, Pressure Rollers, and Media Holding Plates

Ink and particles of media and lint from the media accumulate on the platen, pressure rollers, and media holding plates. Ink on these surfaces may be transferred to the media. Clean them thoroughly.

! Caution:

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

! Important:

Do not use ink cleaner when cleaning the platen, high pressure rollers, or media holding plates.

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

[“Precautions regarding maintenance” on page 57](#)

- 1** Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.
- 2** Leave the printer for a minute.

Maintenance

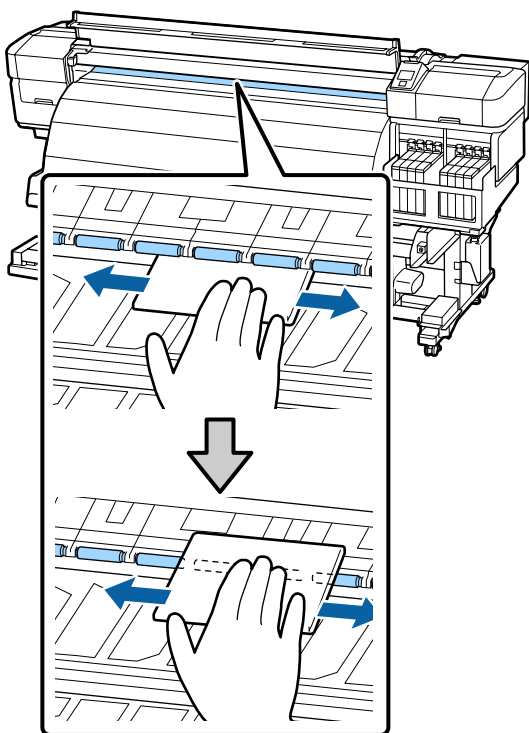
- 3 Open the front cover.
- 4 Raise the media loading lever.

- 5 Remove stains on the pressure rollers using a dry, soft cloth.

Slide a dry cloth between the pressure rollers and the platen and over the upper part of the pressure rollers to wipe the area.

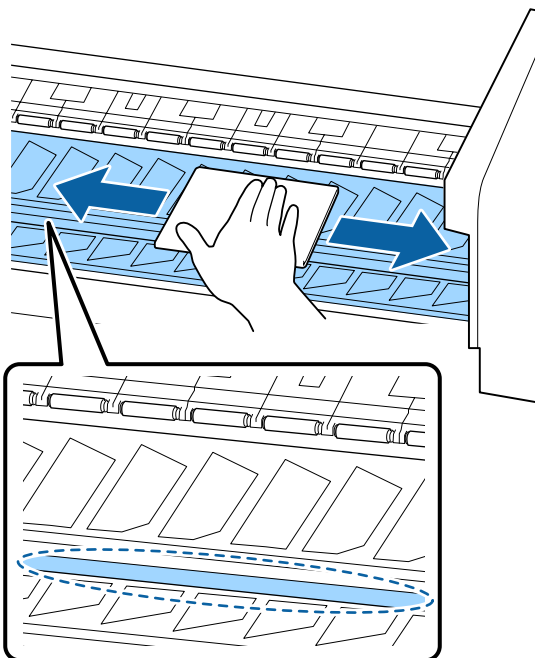
**Important:**

Do not press strongly on the rollers when wiping. This may detach the rollers.



- 6 Wipe lint, dust, and adhered ink from the platen using a brush or soft cloth that has been soaked in water and squeezed well.

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



- 7 Wipe off the media holding plates using a soft cloth that has been soaked in water.

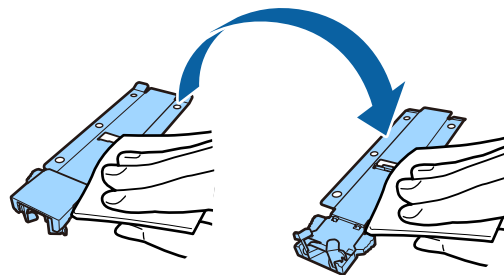
Normally, wipe off any lint and dust that has attached to the surface, without removing the media holding plates.

When media with glue is used or ink has adhered to the surface of the media holding plates, remove the plates, and wipe stains off both the front and rear surfaces.

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

Removing and attaching the media holding plates

 [“Replacing the media holding plates” on page 78](#)



- 8 After cleaning, close the front cover.

Maintenance

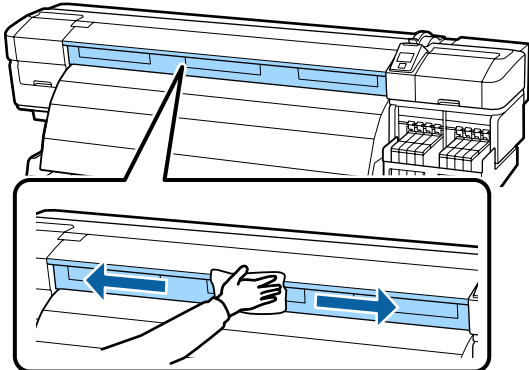
Cleaning the Front Cover

When drying ink using the after heater, steam is generated which may form water droplets on the front cover. These droplets of water may drip and stain the media. Wipe off any water droplets or dirt that has adhered to the front cover with a soft cloth that has been soaked in water and squeezed well.

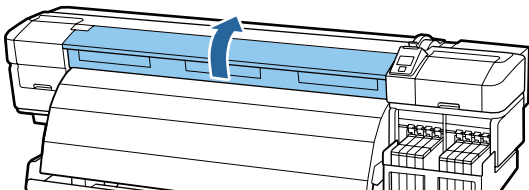
Before starting this procedure, be sure to read the following:

 [“Precautions regarding maintenance” on page 57](#)

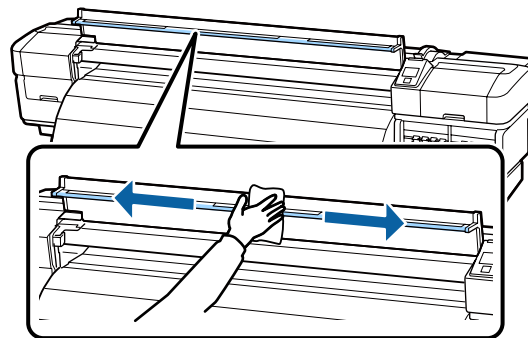
- 1** Remove media from the printer.
- 2** Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.
Leave the printer for a minute.
- 3** Wipe off water droplets or dirt that has adhered to the surface of the front cover with a soft cloth that has been soaked in water and squeezed well.



- 4** Open the front cover.



- 5** Wipe off water droplets or dirt that has adhered to the bottom of the front cover with a soft cloth that has been soaked in water and squeezed well.



- 6** After cleaning, close the front cover.

Cleaning the Heat Shield

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

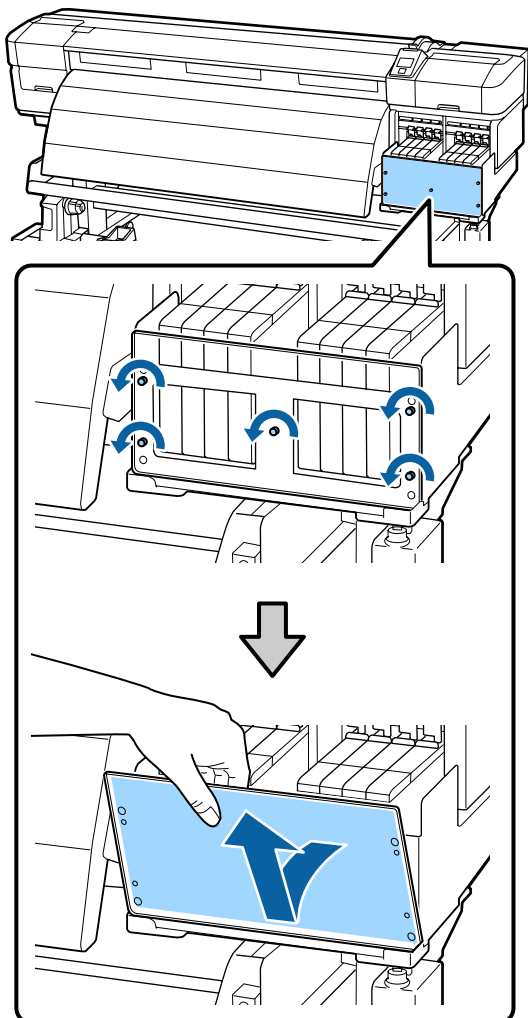
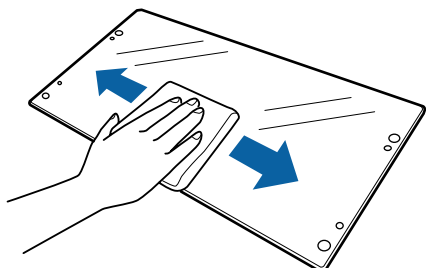
Before starting this procedure, be sure to read the following:

 [“Precautions regarding maintenance” on page 57](#)

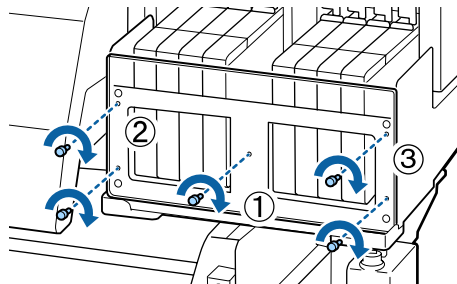
Maintenance

1 Remove the heat shield.

Use your fingers to completely remove the five screws securing the heat shield, and remove the heat shield.

**2** Wipe off ink that has adhered to the heat shield with a soft cloth that has been soaked in water and squeezed well.**3** Attach the heat shield.

Align the holes on the heat shield with the ink tank cover, and then secure it in place by tightening the screws in the following order; center, left, and finally right.



Replacing and Refilling Consumables

Chip Unit Replacement and Ink Refills

Time Period for Chip Unit Replacements and Ink Refills

If the **Check Ink Levels** message is displayed on the control panel, the chip unit needs to be replaced soon. Obtain an ink pack of the appropriate color as soon as possible.

You will be unable to print if the chip unit for even one color needs to be replaced. If the **Check Ink Levels** message is displayed during a print job, you can replace the chip unit and refill the ink while printing continues.

Ink Packs Compatible with this Printer  [“Options and Consumable Products” on page 111](#)

Maintenance



Important:

This printer has a remaining ink warning system. Use the following procedure for replacement and ink refills to replace the chip unit and refill the ink correctly.

This system does not directly detect the amount of ink remaining in the ink tank. Instead, the amount of ink remaining is estimated based on the ink usage conditions and displayed as a message. To maintain the accuracy of this system, you must replace the chip unit and refill the ink as soon as possible once the remaining ink is 70 mm or less from the bottom of the ink tank.

Procedure for Replacement and Ink Refills

The refill method differs depending on the type of ink. Use the refill method that matches the type of ink.

Read the Safety Data Sheet before performing the procedure.

You can download it at your local Epson Web site.



Caution:

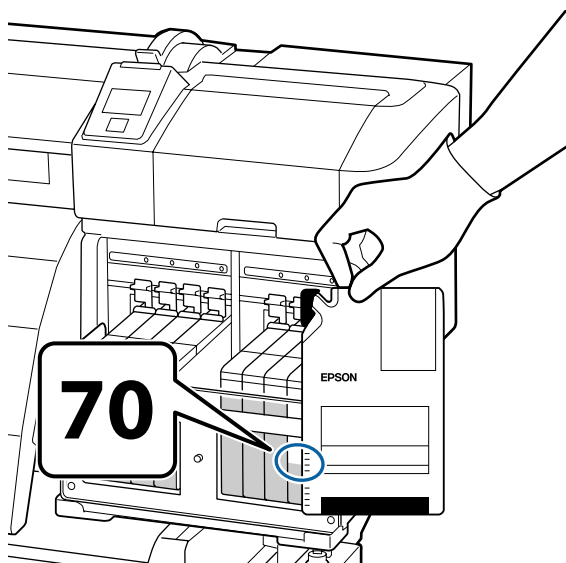
- ❑ Store ink packs in a location out of reach of children.
- ❑ During maintenance, wear protective clothing, including protective eyewear, gloves, and a mask.
Should ink contact your skin or enter your eyes or mouth, take the following actions:
 - ❑ If fluid adheres to your skin, wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.
 - ❑ If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult with a physician.
 - ❑ If fluid enters your mouth, consult with a physician as soon as possible.
 - ❑ If swallowed, do not induce vomiting. Consult with a physician as soon as possible. If vomiting is induced, vomited material may enter the windpipe, which is dangerous.
- ❑ Note the following points when refilling ink.
 - ❑ Gently tear off the ink pack spout opening. If you cut the nozzle too quickly, ink may splatter.
 - ❑ Do not squeeze open ink packs. Ink may spill.
 - ❑ Gently tilt the ink pack when pouring ink into the ink tank.

Maintenance

! Important:

- ❑ *Epson recommends the use of genuine Epson ink packs.
Epson cannot guarantee the quality or reliability of nongenuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.
Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.*
- ❑ *Genuine Epson ink, other than those specified here, could cause damage that is not covered by Epson's warranties.
☞ ["Options and Consumable Products" on page 111](#)*
- ❑ *Do not place items on the ink tank or subject the ink tank to strong impacts. The ink tank could be detached.
Contact your dealer or Epson Support.*
- ❑ *Do not use if the High Density Black and Black inks are mixed. When changing the type of Black ink being used, the ink tank should only be changed by a service engineer. Changing the type of Black ink is provided for a fee.
Contact your dealer or Epson Support.*

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


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

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

If the remaining ink level is 70 mm or less:
 Proceed to Step 2.
! Important:

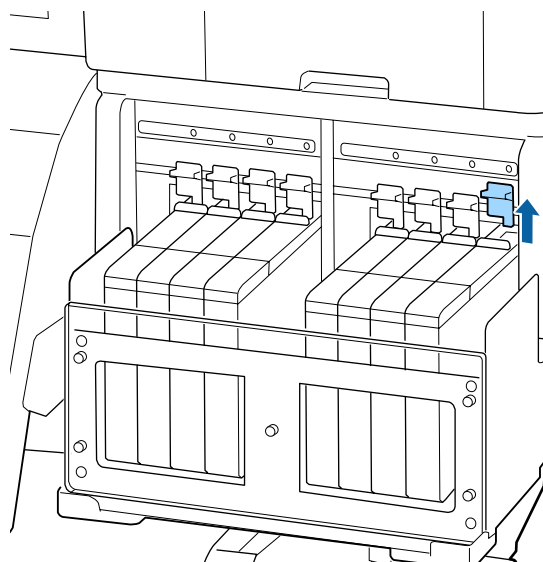
When the remaining ink is 70 mm or more from the bottom of the ink tank and a message appears stating, **Refill Ink Tank**, it is time to replace the ink tank. We recommend replacing the ink tank at this time. Replacements and repairs will be provided for a fee.

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

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

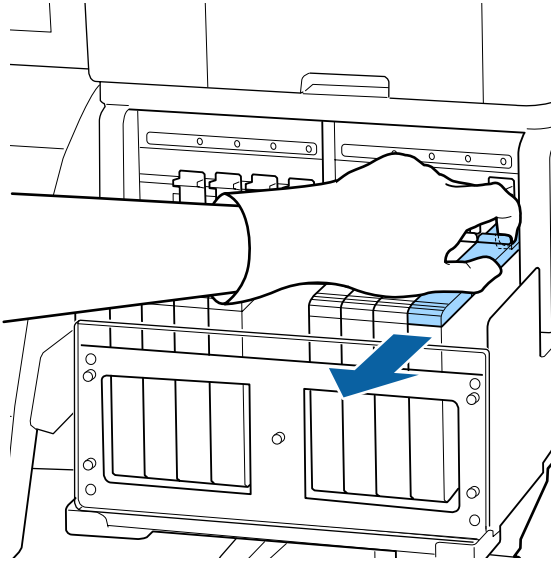
Contact your dealer or Epson Support.

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



Maintenance

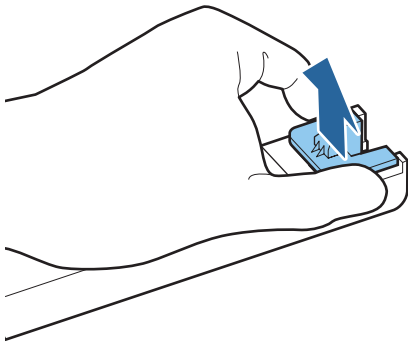
- 3** Insert a finger into the depression on the top of the slider and pull straight outward.



! Important:

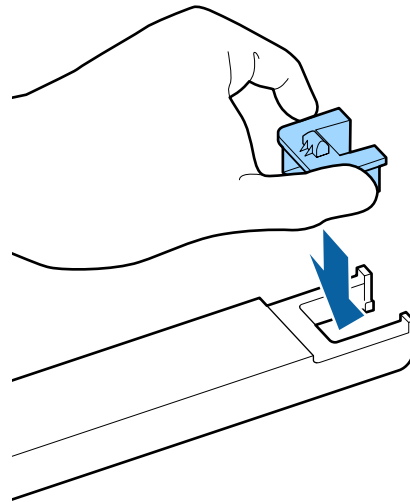
Do not tilt the slider. If the chip unit is dropped it may break.

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

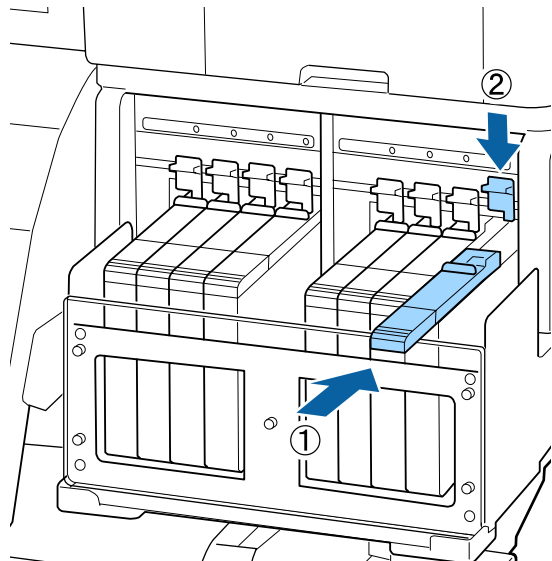


- 5** Attach the chip unit supplied with the new ink pack to the slider.

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



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

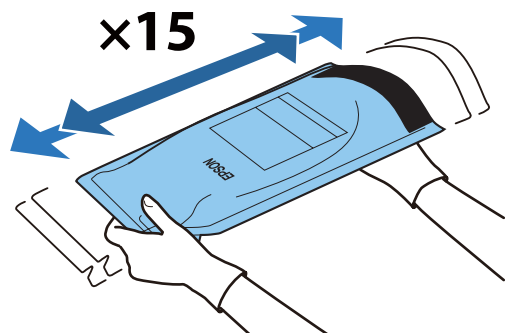


! Important:

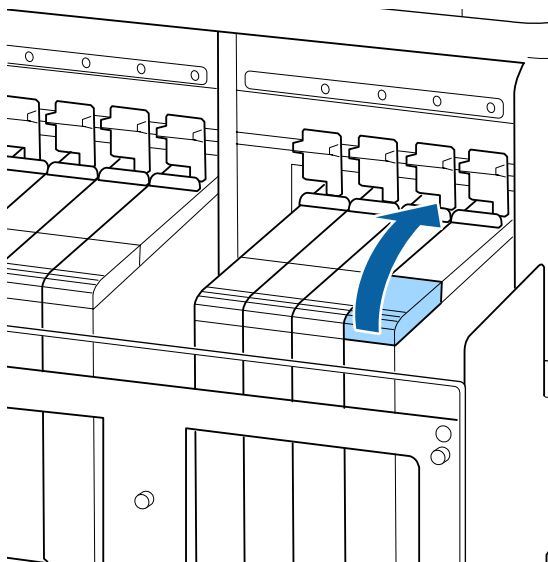
Do not push the slider in with too much force. Failure to observe this precaution could damage the printer.

Maintenance

- 7** Shake the new ink pack as shown in the illustration horizontally for approximately 5 cm left and right for 5 seconds approximately 15 times.



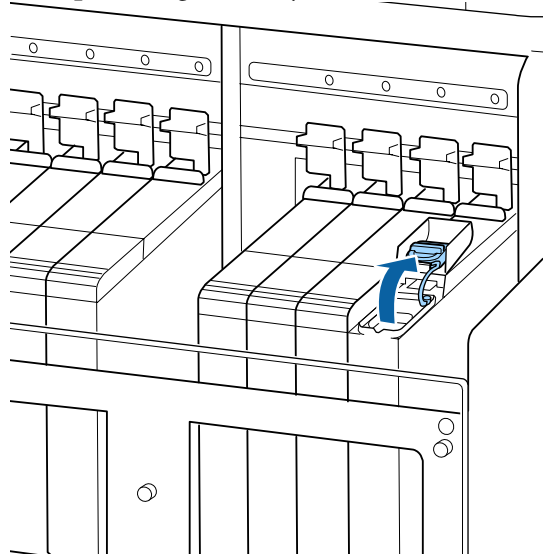
- 8** Open the slider ink inlet cover.



- 9** Remove the ink inlet cap from the ink tank.
The method for removing the ink inlet cap differs depending on the type of ink being refilled.

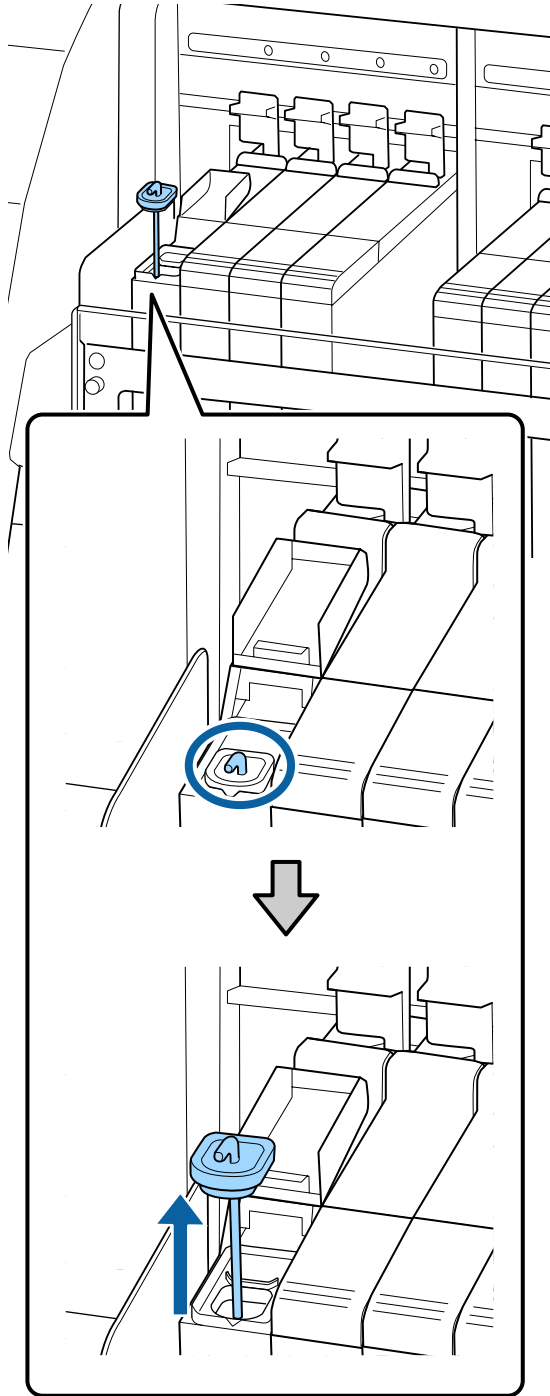
**Important:**

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

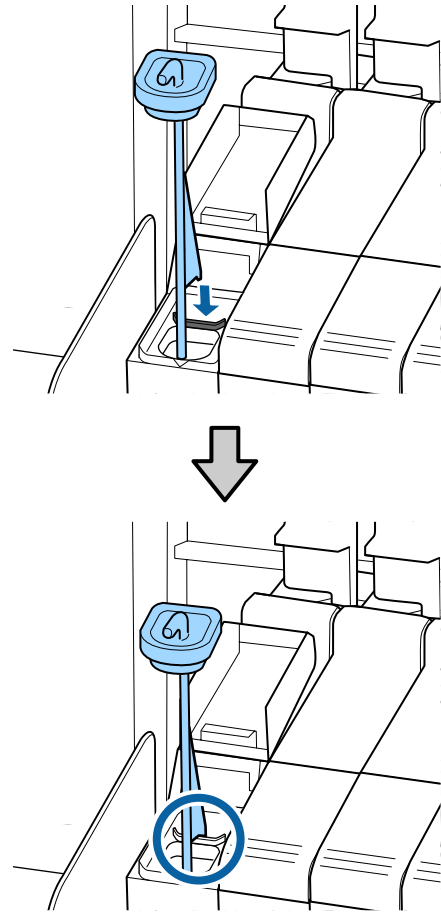
Except for High Density Black ink**For High Density Black ink**

- (1) Hold the part shown in the circled area in the illustration to remove the ink inlet cap. If the ink inlet cap is removed with another part, ink adheres.

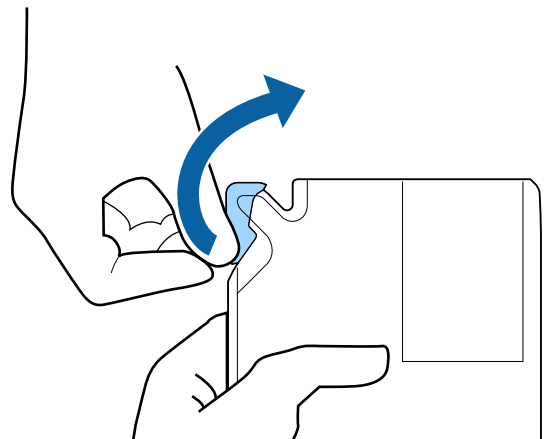
Maintenance



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



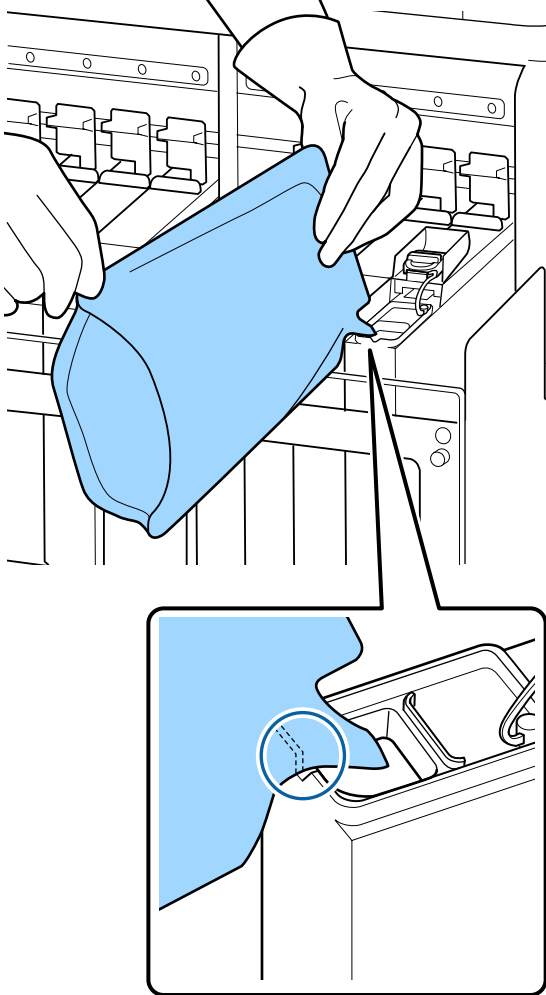
- 10 Tear off the ink pack spout opening.



Maintenance

11

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

**Important:**

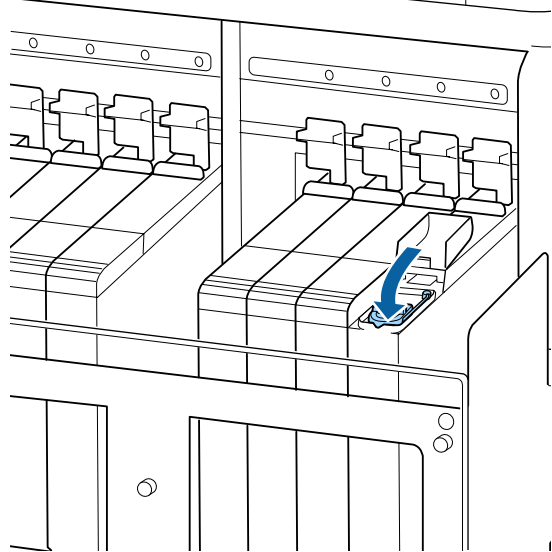
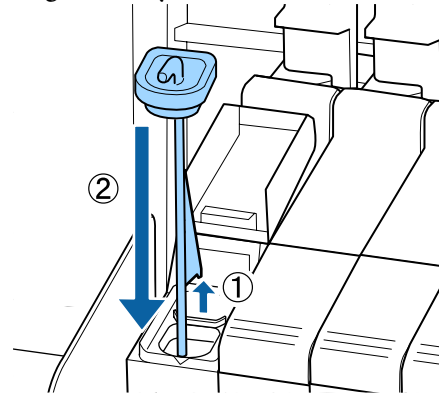
Get all the ink out of the ink pack so that there is none remaining.

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

This can cause messages from the remaining ink warning system to not be displayed properly.

12

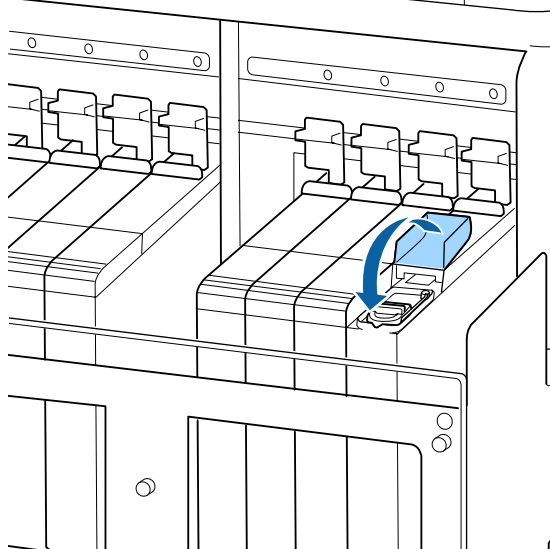
Put the ink inlet cap back on the ink tank. The method for attaching the ink inlet cap differs depending on the type of ink being refilled.

Except for High Density Black ink**For High Density Black ink****Important:**

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

Maintenance

- 13** Close the slider ink inlet cover.



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

[“Cleaning the Heat Shield” on page 66](#)

Disposing of Waste Ink

Be sure to replace the Waste Ink Bottle when the following message is displayed in the control panel.

- ☐ Prepare empty waste ink bottle.
- ☐ Replace waste ink bottle and press OK.

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

Important:

Never remove the Waste Ink Bottle while the head is being cleaning or a print operation is in progress. Failure to observe this precaution could cause waste ink to leak.

Waste Ink Counter

The printer uses the waste ink counter to track waste ink and displays a message when the counter reaches the warning level. If you follow the message instructions and replace the Waste Ink Bottle, the waste ink counter is cleared automatically.

If you replace the Waste Ink Bottle before being prompted by a message, run the Waste Ink Counter option in the Maintenance menu after replacement.

[“The Maintenance Menu” on page 98](#)

Important:

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

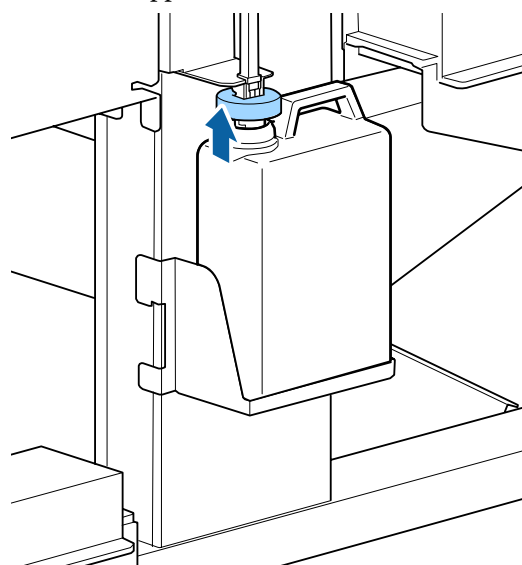
Replacing the Waste Ink Bottle

Follow the procedure below to replace the waste ink bottle.

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

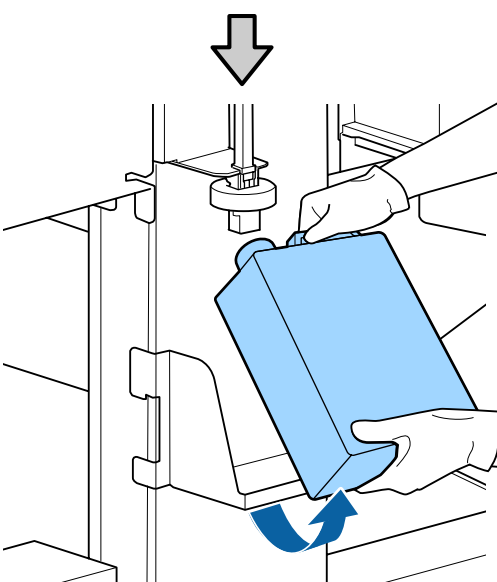
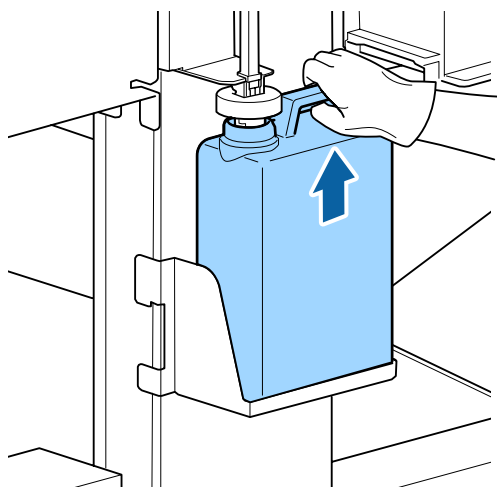
[“Precautions regarding maintenance” on page 57](#)

- 1** Raise the stopper.



Maintenance

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



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

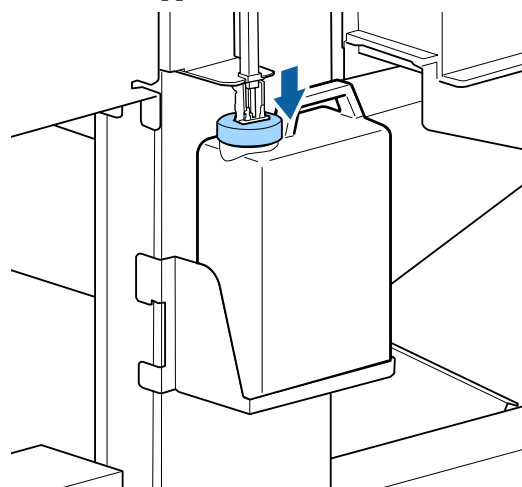
- 3** Insert the waste ink tube into the mouth of the new Waste Ink Bottle and place the Waste Ink Bottle in the holder.

Tightly seal the lid on the used Waste Ink Bottle.

! Important:

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

- 4** Lower the stopper.



! Important:

Confirm that the stopper adheres closely the mouth of the bottle. If there is a gap, waste ink may splatter and stain the surrounding area.

- 5** Press the OK button.

- 6** Check again to confirm that a fresh Waste Ink Bottle is correctly placed and then press the OK button to reset the waste ink counter.

 [“Disposal of Used Consumables” on page 86](#)

Replacing the Wiper Cleaners and Wipers

If clogged nozzles cannot be cleared even after repeated head cleaning and performing cleaning, it is possible that the cleaning wipers and wipers may be worn or degraded. In the following status, make sure you replace the wiper cleaners and wipers in the same unit at the same time.

Maintenance

- ❑ Wipers: The edge is not smooth even after wiping the wiper section with a cleaning stick. Otherwise, the wiper is cracked.
- ❑ Wiper cleaner: A film of ink has adhered to the rear surface of the absorbent section.

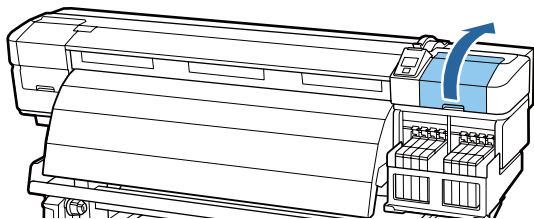


Follow the procedure below to replace the wiper cleaners.

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

🔗 [“Precautions regarding maintenance” on page 57](#)

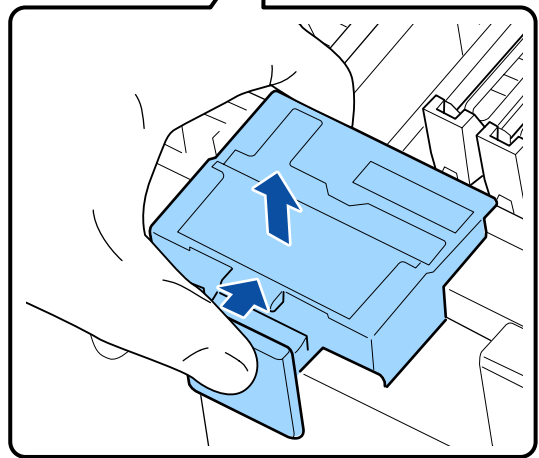
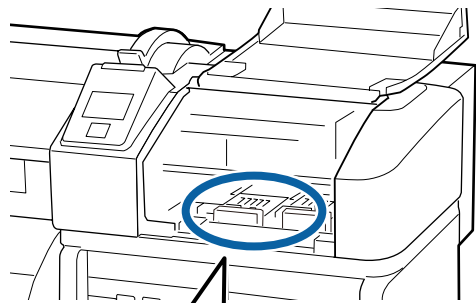
- 1 Position the print head for maintenance purposes.
🔗 [“Moving the Print Head” on page 58](#)
- 2 After the print head moves to the left end of the printer, open the right maintenance cover.



3

Remove the wiper cleaner.

Grasp the cleaner as shown and lift it from the printer.

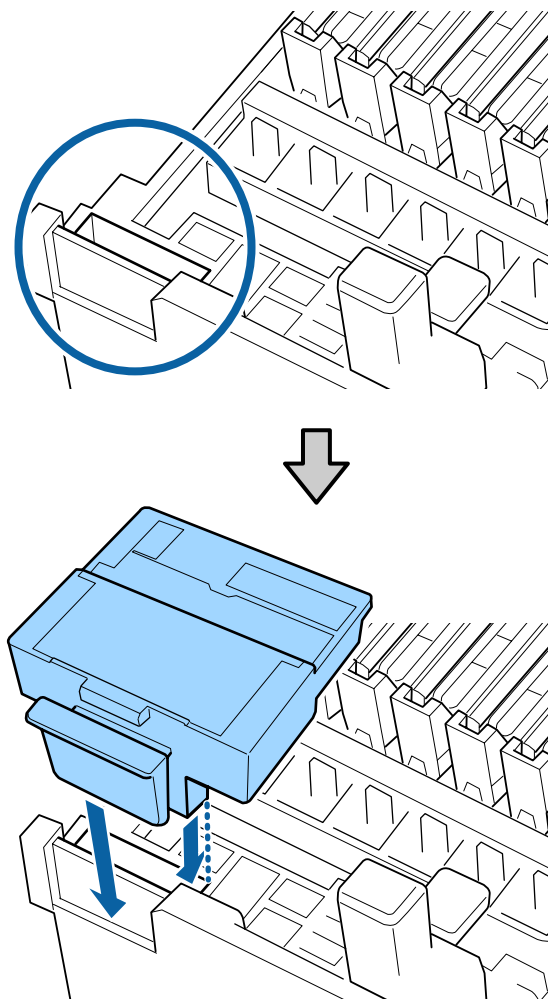


Maintenance

4

Insert a new wiper cleaner.

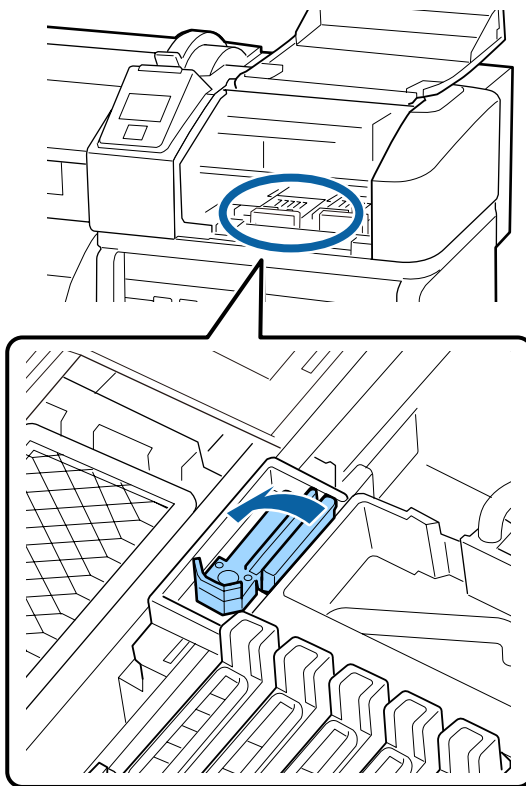
Place on the attachment point and press down until you hear a click.



5

Remove the wiper.

Holding the wiper by the attachment point, tilt it left and lift it out.

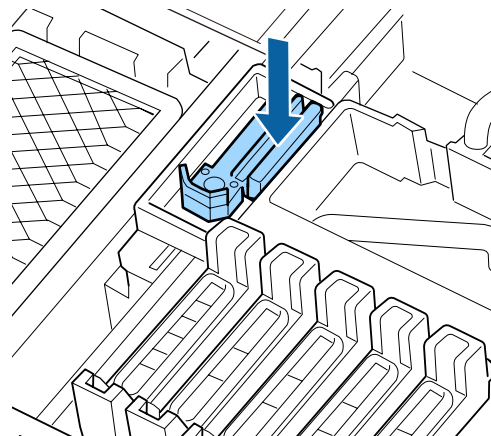


6

Insert new wiper.

Remove the cap on the wiping part of the wiper.

Place on the attachment point and press down until you hear a click.



7

Close the maintenance cover, and then close the setup menu.

If the OK button is pressed once, the wiper moves to the inner side. If the OK button is pressed again, the print head returns to its normal position and the menu closes.

Maintenance

Disposal of used wipers and wiper cleaners 
[“Disposal of Used Consumables” on page 86](#)

Replacing the media holding plates

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

Media holding plates available on the printer

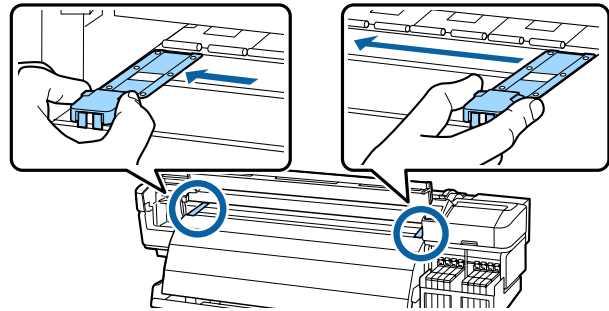
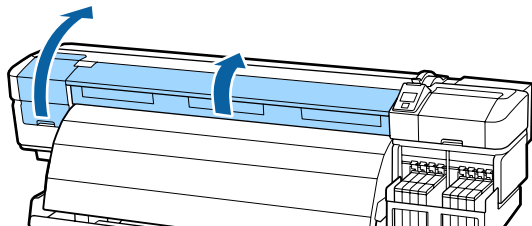
 [“Options and Consumable Products” on page 111](#)

Important:

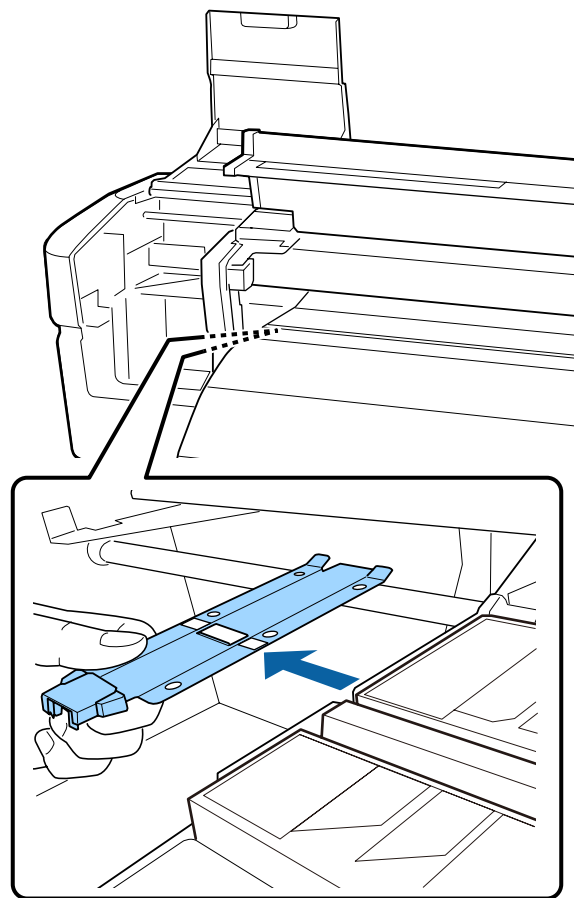
If a deformed or damaged media holding plate continues to be used, it may result in damage to the print head.

Replacement procedure

- 1 Remove media, and press the  button to turn the printer off.
 [“Replacing and removing media” on page 33](#)
- 2 Open the left maintenance cover and front cover.
- 3 Follow the steps below to remove the media holding plate.
 - (1) While holding the tabs of the media holding plate on both sides, move the plate to the left edge of the platen.



- (2) Remove the left media holding plate, and then remove the right one.



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

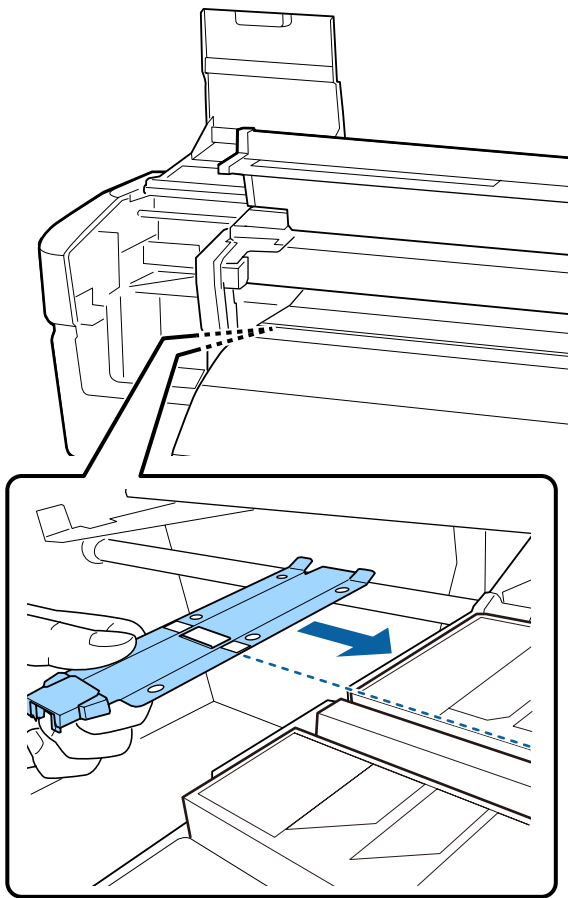
Important:

If the media holding plate is inserted into the right edge, it will drop into the printer and cause malfunction.

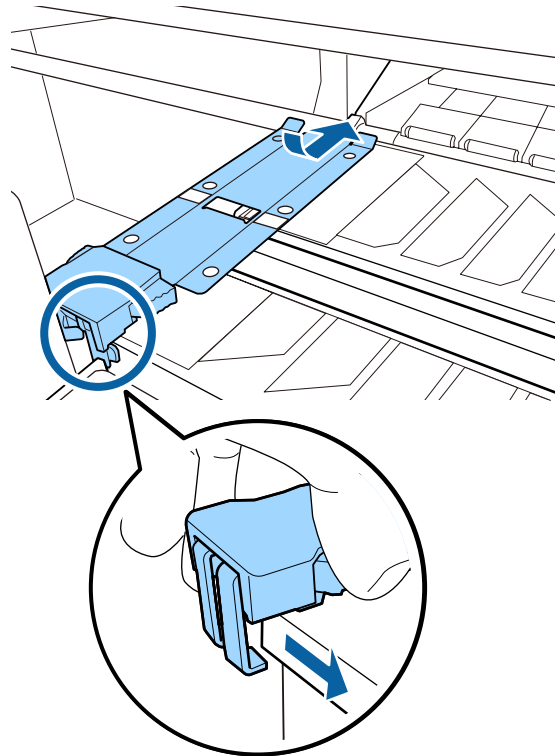
When inserting the plate, check the following two points.

Maintenance

- (1) Align the plate on the platen with the white line on the media holding plate.



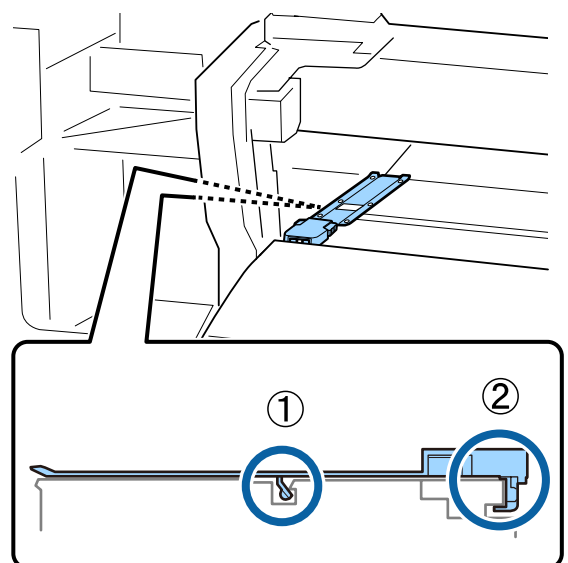
- (2) While pressing the tip of the metallic plate against the platen, attach the hooked sections to the front corner of the platen.



5

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

- (1) Latch at the rear of square hole: Groove in front of the plate on the platen
- (2) Latch at the rear of tab: Front corner of the platen



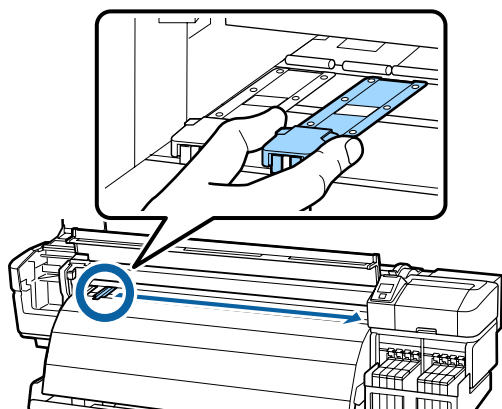
Maintenance

! Important:

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

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

Releasing the tab fixes the media holding plate.



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

Other maintenance

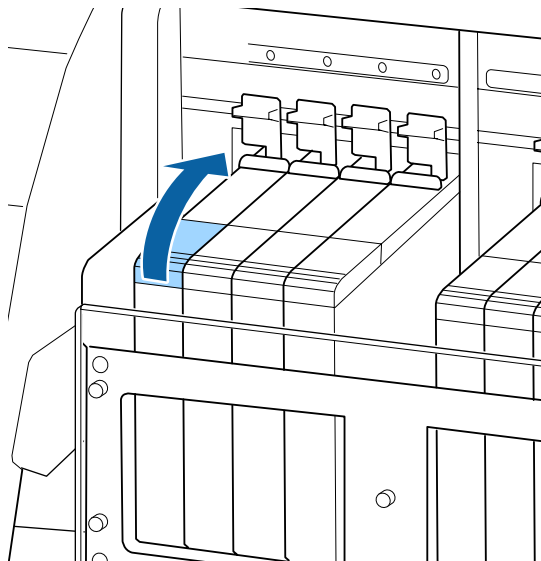
Stirring High Density Black ink

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

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

 [“Precautions regarding maintenance” on page 57](#)

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

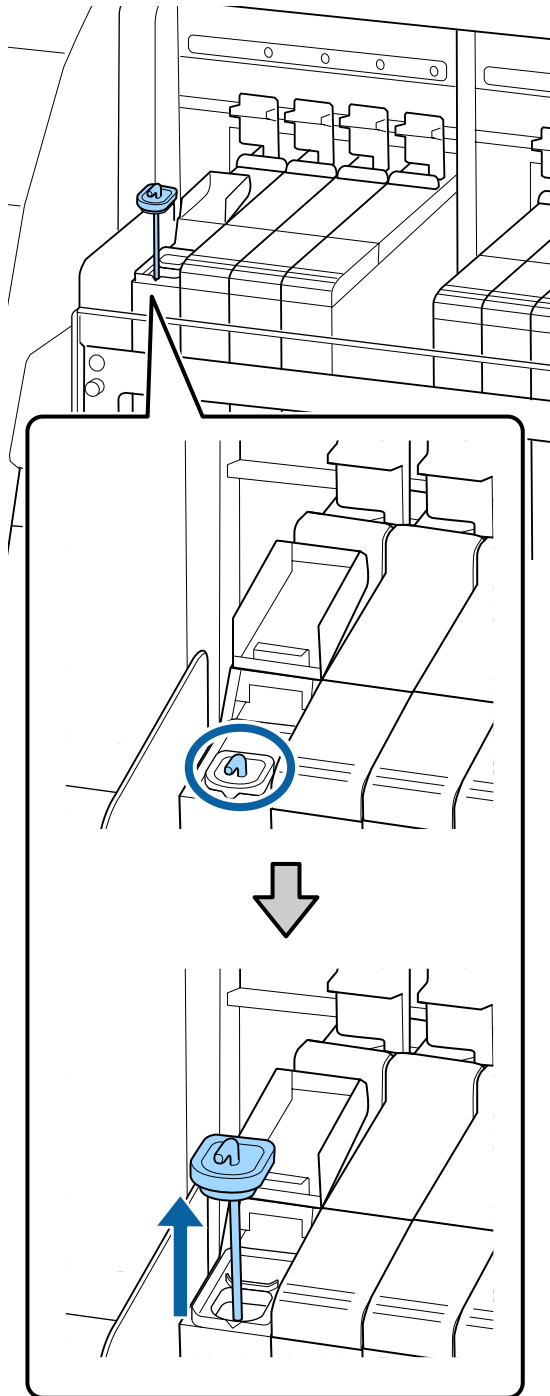


- 2** Remove the ink inlet cap from the ink tank.
Hold the part shown in the circled area in the illustration to remove the ink inlet cap. If the ink inlet cap is removed with another part, ink adheres.

! Important:

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

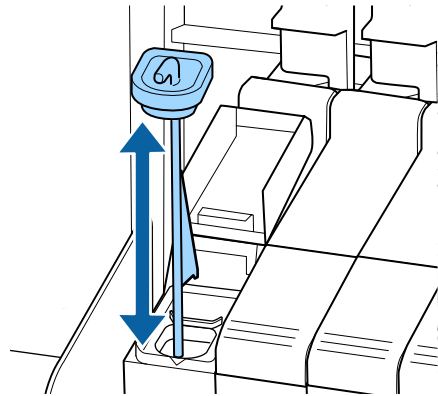
Maintenance



3

Move the stirring stick up and down within one second and repeat about 15 times.

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

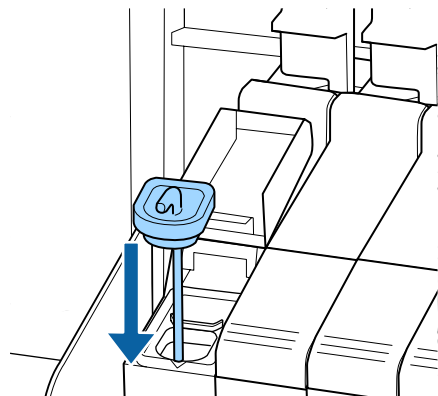


Important:

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

4

Put the ink inlet cap back on the ink tank.

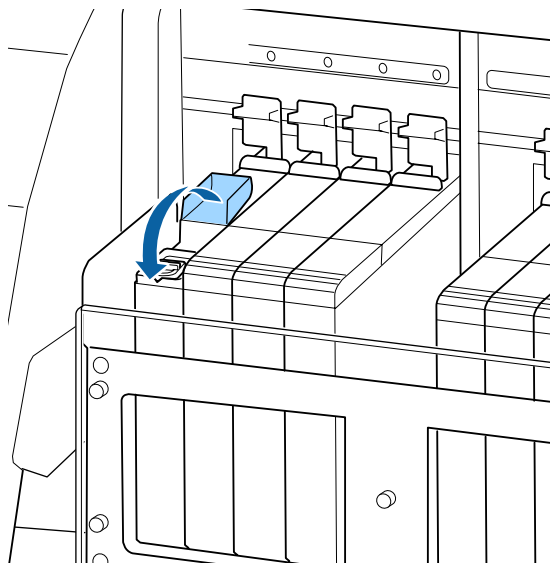


Important:

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

Maintenance

- 5** Close the ink inlet cover.



Checking for clogged nozzles

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

Ways to Check for Clogs

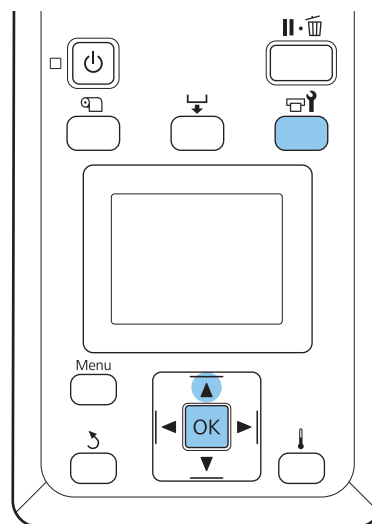
There are two ways to check for clogs.

- ❑ **Print Nozzle Pattern**
At specified intervals, the printer prints a test pattern at the start of normal printing. When printing is complete, you can visually inspect the pattern to determine whether there may be faint or missing colors in the preceding or following printout.
 [“Printer Setup Menu” on page 96](#)
- ❑ **On-Demand Nozzle Pattern**
Nozzle patterns can be printed as required and inspected visually to determine whether the nozzles are clogged.
Depending on the width of the loaded media, you can conserve the amount of media used by printing patterns side by side in the margins of a printed pattern.
 - ❑ From 51 inches to less than 64 inches: it is possible to print side by side up to 3 times at the right side, center, and left side.
 - ❑ From 34 inches to less than 51 inches: it is possible to print side by side up to 2 times at the right side and left side.

Note that when the media width is less than 34 inches and Media Size Check is set to Off, it is not possible to print side by side.

This section explains how to print and inspect a check pattern.

Buttons that are used in the following settings



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

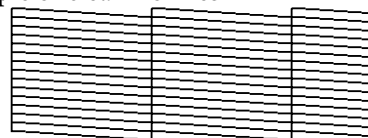
The Maintenance menu will be displayed.

- 2** Select **Nozzle Check**, select a print position of your choosing, and then press the OK button.

A nozzle pattern will be printed.

- 3** Inspect the nozzle pattern.

Example of clean nozzles



The pattern contains no gaps.

Example of clogged nozzles



Perform head cleaning on any arrays that are missing from the pattern.

Maintenance

“Head Cleaning” on page 83

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

4

The menus close when printing is complete.

If you will use the margin of media on which a check pattern has been printed during check pattern printing after head cleaning, use the  button to rewind the media until the Print Start Position reaches the position of the pressure roller.

Head Cleaning

Should the nozzle pattern contain faint or missing segments, you may be able to unclog the nozzles by cleaning the print head as described below.

There is no need to clean the head if the print result does not contain faint areas or other color problems.

You can also clean the head while printing is paused. Note, however, that hues in the printout may change when printing is resumed.

Head Cleaning Level

Choose from three levels of head cleaning.

Select **Execute (Light)** first. If the pattern still contains faint or missing segments after head cleaning has been performed once, try again using **Execute (Medium)** or **Execute (Heavy)**.

Note:

If colors are faint or missing even after head cleaning, clean around the print head.

 “Cleaning Around the Print Head” on page 59

Auto Maintenance Options

The printer features handy auto maintenance options for performing regular head cleaning at an interval selected as described below.

☐ Periodical Cleaning

Head cleaning is performed automatically at selected intervals of 1 to 240 hours.

 “Printer Setup Menu” on page 96

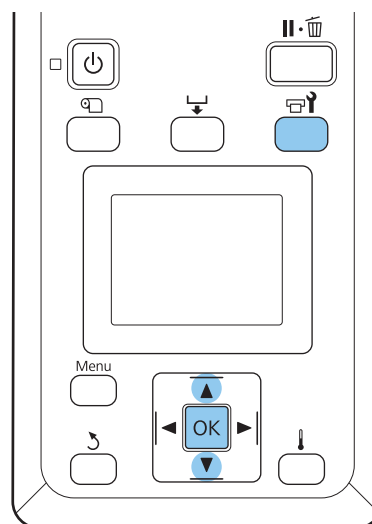
☐ Cleaning Cycle

Head cleaning is performed automatically at selected intervals of 1 to 10 pages.

 “Printer Setup Menu” on page 96

This section explains how to clean the head if you find that the nozzles are clogged on printing a test pattern.

Buttons that are used in the following settings



1

Pressing the  button when the printer is ready to print displays the Maintenance menu.

Pressing the  button when printing is paused takes you to Step 3.

2

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

3

Choose the nozzles to be cleaned.

All Nozzles

Choose this option if all patterns in the printed nozzle check results contain faint or missing segments. If you select **All Nozzles**, proceed to Step 5.

Selected Nozzles

Choose this option if only some of the numbered patterns (nozzle arrays) in the printed nozzle check results contained faint or missing segments. You can select multiple nozzle arrays.

Maintenance

- 4** Choose the nozzle arrays to be cleaned.
- ☐ Use the ▼/▲ buttons to choose the nozzle arrays with faint or missing segments in the nozzle check pattern and press the OK button.

- ☐ After selecting the arrays you wish to clean, select **Proceed** and press the OK button.

- 5** Select a cleaning level and press the OK button.
Select **Execute (Light)** first.

- 6** Head cleaning will be performed.
The menu will close when cleaning is complete. Print a nozzle pattern and inspect the results to determine whether the problem has been resolved.

 [“Checking for clogged nozzles” on page 82](#)

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

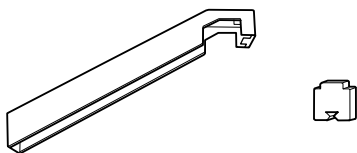
Applying Carriage Rod Grease

When the message **Apply carriage rod grease. See manual.** is displayed on the screen of the control panel, grease using the grease kit supplied with the printer.

Greasing areas

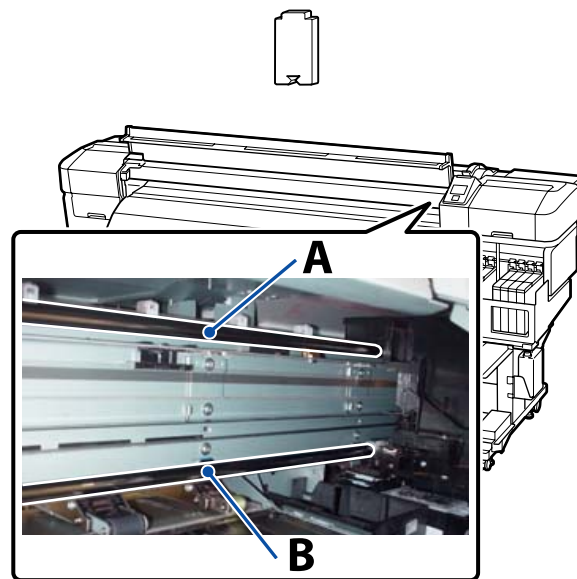
Carriage rod A

Use the grease tool and pad A to clean and grease rod A.



Carriage rod B

Use the pad B to clean and grease rod B.



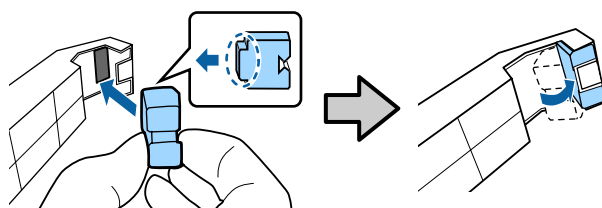
Greasing procedure

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

 [“Precautions regarding maintenance” on page 57](#)

Carriage rod A

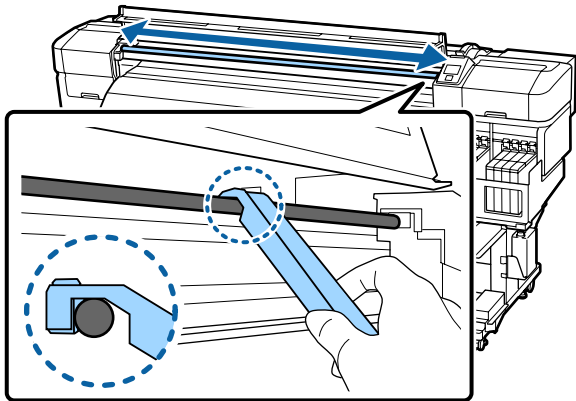
- 1** Press the  button.
The **Maintenance** menu will be displayed.
- 2** Use the ▼/▲ buttons to select **Grease Carriage Rod**, and then press the OK button.
- 3** When the message **Grease kit is needed. Continue?** is displayed, use the ▼/▲ buttons to select **Yes**, and then press the OK button.
- 4** Open the front cover.
- 5** Attach a fresh pad A to the grease tool.
Insert the tab of the pad firmly into the rectangular slot on the grease tool and fit the pad to the tool as shown.



Maintenance

6 Wipe stains off carriage rod A.

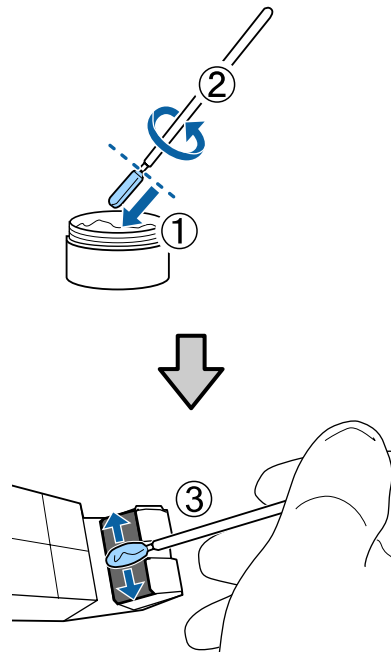
As shown in the illustration, hold the grease tool against the back of the rod and smoothly slide it twice from one end to the other and back again.

**7** Remove the stained pad from the grease tool.**8** Attach a fresh pad A to the grease tool.**9** Using a fresh cleaning stick, stir the grease in the container about ten times.**10** Wipe the tip of the cleaning stick on the edge of the container to remove excess grease.**! Important:**

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

11 Using a cleaning stick, apply grease to the pad as described below.

- (1) Fully submerge the tip of the cleaning stick in the grease.
- (2) Rotate the cleaning stick two or three times, and then remove it.
- (3) Apply the grease to the pad at the end of the grease tool.

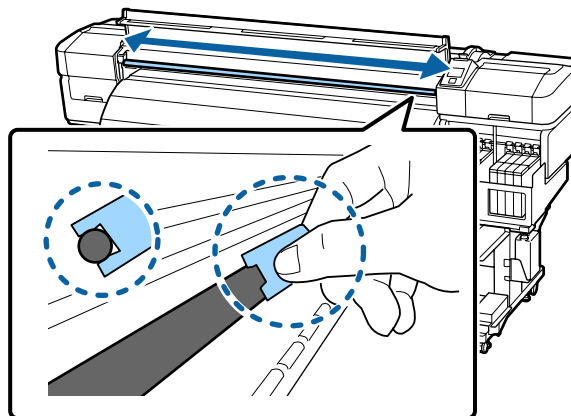
**12** Grease carriage rod A.

Hold the grease tool against the back of the rod and smoothly slide it twice from one end to the other and back again as shown in Step 6.

Next, grease carriage rod B.

Carriage rod B**1** Wipe stains off carriage rod B.

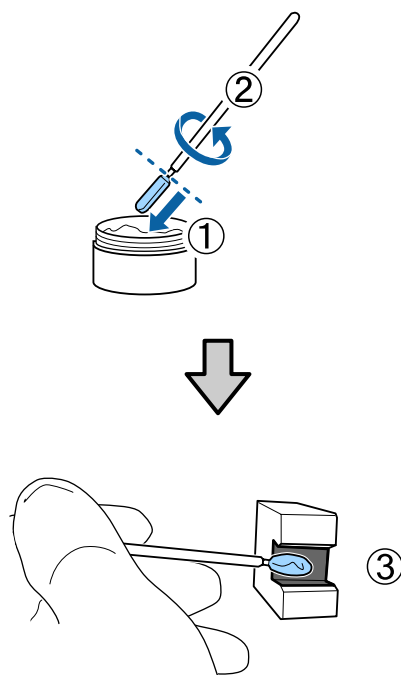
As shown in the illustration, hold the new pad B against the front of the rod and smoothly slide it twice from one end to the other and back again.

**2** Using a cleaning stick, apply grease to the new pad B as described below.

- (1) Fully submerge the tip of the cleaning stick in the grease.
- (2) Rotate the cleaning stick two or three times, and then remove it.

Maintenance

(3) Apply grease to pad B.



3

Grease carriage rod B.

Hold pad B against the front of the rod and smoothly slide it twice from one end to the other and back again as shown in Step 1.

4

Close the front cover and press the OK button.

The carriage moves back and forth.

5

Remove the stained pad from the grease tool, and store it with grease tool and the grease.

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

 [“Disposal of Used Consumables” on page 86](#)

Storage

- ☐ Replace the cap to prevent foreign objects falling into the grease.
- ☐ Store the container at room temperature with the cap uppermost in a location that is not exposed to direct sunlight.



Disposal of Used Consumables

Used ink packs, chip units, cleaning sticks, waste ink bottles, wipers, wiper cleaners, and post-printing media are industrial waste.

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

You can download it at your local Epson Web site.

Parts That Are Periodically Replaced

The following parts require periodic replacement.

(as of May, 2015)

The time until the following parts need to be replaced depends on the conditions of use.

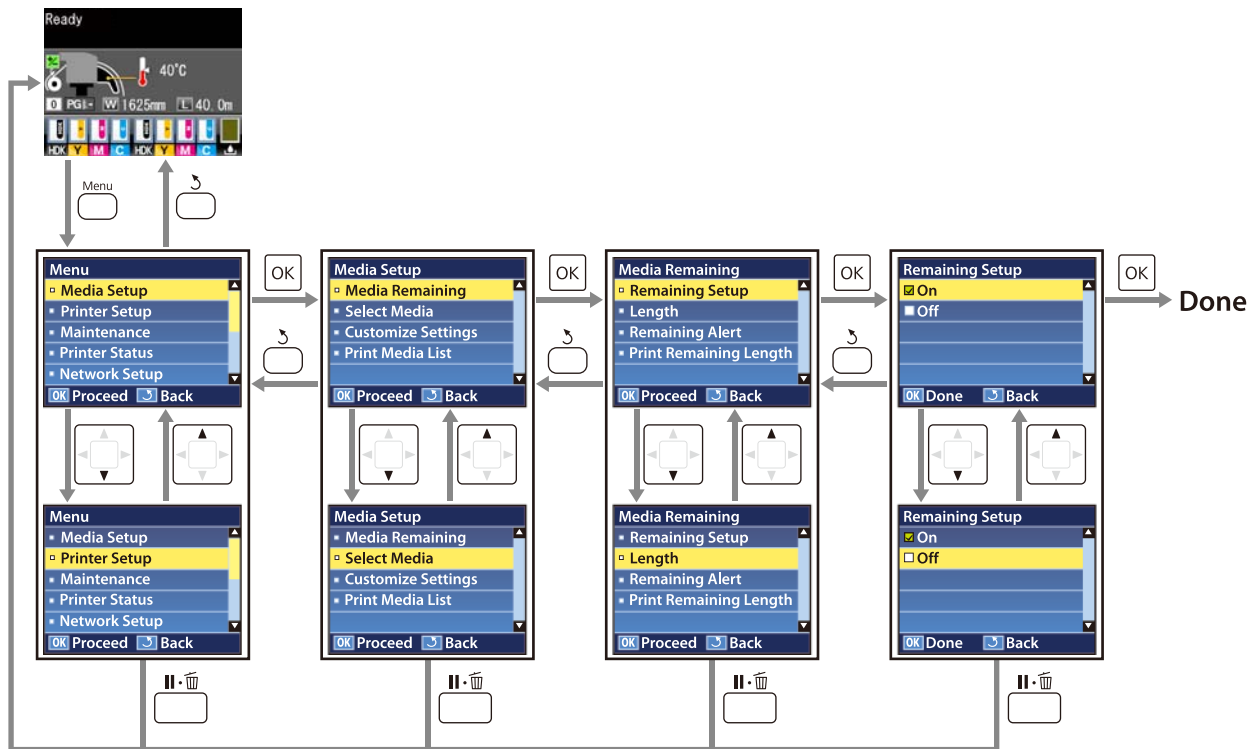
- ☐ Ink supply tank
- ☐ PF Roller Center Support

The part life varies with operating conditions. Base the decision to replace the print head on the quality of the print results.

Using the Control Panel Menu

Menu Operations

The menus are used as shown below.



Using the Control Panel Menu

Menu List

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

Menu	Item		Parameter
Media Setup  "The Media Setup Menu" on page 92	Media Remaining		
		Remaining Setup	ON, OFF
		Length	1.0 to 999.5 m (3 to 3000 ft)
		Remaining Alert	1 to 15 m (4 to 50 ft)
		Print Remaining Length	Print
	Select Media		1 to 30 (media setting bank number), RIP Settings
	Customize Settings		
		Current Settings	Change settings for currently selected media. The options available depend on whether RIP Settings or a media setting bank is selected. More information on the options available can be found below in the entries for RIP Settings and media setting banks 1 to 30.
	1 to 30 (media setting bank number)		
		Setting Name	Up to 22 half-size characters
		Feed Adjustment	Manual
		Platen Gap	1.5, 2.0, 2.5
		Head Alignment	Manual(Uni-D), Manual(Bi-D), Manual(Dual Head)
	Heating & Drying		
		Heater Temperature	OFF, 30 to 55 °C
		Drying Time Per Pass	0 to 10 sec
		Blank Area Feed	Mode 0, Mode 1, Mode 2, Mode 3
		After Heater Feed	ON, OFF
		Media Suction	0 to 10
		Head Movement	Data Width, Printer Full Width
		Multi-Strike Printing	OFF, 2 to 8
		Roll Type	Printable Side Out, Printable Side In
		Tension Measurement	Periodically, Every Page

Using the Control Panel Menu

Menu	Item		Parameter
		Feeding Tension	
		Auto	-
		Manual	0 to 40
		Take-up Tension	
		Auto	-
		Manual	1 to 9
		Feed Speed	Lv1, Lv2
		Prevent Sticking	ON, OFF
		Restore Settings	Yes, No
		RIP Settings	
		Platen Gap	1.5, 2.0, 2.5
		Head Alignment	
		Input thickness.	Manual(Uni-D), Manual(Bi-D), Manual(Dual Head)
		Roll Type	Printable Side Out, Printable Side In
		Tension Measurement	Periodically, Every Page
		Feeding Tension	
		Auto	-
		Manual	0 to 40
		Take-up Tension	
		Auto	-
		Manual	1 to 9
		Prevent Sticking	ON, OFF
		Restore Settings	Yes, No
	Print Media List		Print

Using the Control Panel Menu

Menu	Item	Parameter	
Printer Setup  “Printer Setup Menu” on page 96	Side Margin(Right)	3 to 25mm (0.12 to 1.00inch)	
	Side Margin(Left)	3 to 25mm (0.12 to 1.00inch)	
	Print Start Position	0 to 800 mm (0.00 to 32.00 inch)	
	Margin Between Pages		
	Normal	-	
		No Margin	-10 mm to +10 mm
	Media Size Check	ON, OFF	
	Media End Check	ON, OFF	
	Media Skew Check	ON, OFF	
	Media End Option	Continue, Stop Printing	
	Print Nozzle Pattern	OFF, 1 to 10 pages	
	Periodical Cleaning		
	Light	Off, 1 to 240 hours	
			Medium
			Heavy
	Cleaning Cycle	OFF, 1 to 10 pages	
	Heat Off Timer	15 to 240 minutes	
	Restore Settings	Yes, No	
Maintenance  “The Maintenance Menu” on page 98	Nozzle Check	Print	
	Print At Right	(The menu displayed in the setting items depends on the Media Size Check setting and the width of the loaded media.)	
			Print At Center
			Print At Left
	Cleaning		
	All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)	
			Head1/Head2, Head1, Head2
		Selected Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
	Head Maintenance	Move Head	
	Waste Ink Counter	-	
Printer Status  “The Printer Status Menu” on page 99	Print Status Sheet	Print	
	Firmware Version	XXXXXXX,X_XX,XXXX	

Using the Control Panel Menu

Menu	Item	Parameter
Network Setup  "The Network Setup Menu" on page 99	IP Address Setting	
	Auto	-
	Panel	IP: 000.000.000.000 - 255.255.255.255 SM: 000.000.000.000 - 255.255.255.255 DG: 000.000.000.000 - 255.255.255.255
	Print Status Sheet	Print
	Restore Settings	Yes, No
Preference  "The Preference Menu" on page 100	Date And Time	MM/DD/YY HH:MM
	Language	Japanese, English, French, Italian, German, Portuguese, Spanish, Dutch, Russian, Korean, Chinese
	Unit: Length	m, ft/in
	Unit: Temperature	°C, F
	Alert Sound Setting	ON, OFF
	Alert Lamp Setting	ON, OFF
Reset All Settings  "The Reset All Settings Menu" on page 100	-	Yes, No

Using the Control Panel Menu

Details of the Menu

The Media Setup Menu

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

 is the default setting.

Media Remaining

Item	Parameter	Explanation
Remaining Setup	On	Choose On to display and record, or Off to not display and not record, the amount of media remaining. If ON is set, Length , Remaining Alert , and Print Remaining Length are displayed and can be configured. The control panel shows the amount of media remaining based on the value selected for Length and the amount of media used during printing.
	Off	
Length	1.0 to 999.5 m (3 to 3000 ft)	Enter a value for overall roll length between 1.0 and 999.5 m (3 to 3000 ft). You can set in 0.5 m (1 ft) increments.
Remaining Alert	1 to 15m (4 to 50ft)	An alert will be displayed if the amount of media remaining reaches this length. Choose from values between 1 and 15 m (4 to 50 ft). You can set in 0.5 m (1 ft) increments.
Print Remaining Length	Print	Use Print Remaining Length to print the amount of media remaining on the current roll before replacing it with another type of media. You can then enter this number as the media the length the next time the roll is used.

Select Media

Parameter	Explanation
1 to 30 (media setting bank number)	Choose the media settings used for printing.
RIP Settings	Select a number between 1 and 30 to use the settings in the corresponding media setting bank. Use Customize Settings to create media setting banks. If RIP Settings is selected, the media settings selected in the software RIP will be used.

Customize Settings

Item	Parameter	Explanation
Current Settings	-	Change settings for currently selected media. The options available depend on whether RIP Settings or a media setting bank is selected. More information on the options available can be found below in the entries for RIP Settings and media setting banks 1 to 30.

Using the Control Panel Menu

1 to 30 (media setting bank number)

Item	Parameter	Explanation
Setting Name	-	Assign the media setting bank a name up to 22 half-size characters long. Using distinctive names makes it easier to select banks for use.
Feed Adjustment	Manual	Use this option if banding (horizontal banding, tint unevenness, or stripes) persists after head cleaning and head alignment have been performed. The user visually inspects print results and enters the adjustment value by hand.  “Feed Adjustment” on page 49 Adjustment varies with the media being used. Load the media for which feed adjustment is required under the same conditions as the actual print job.
Platen Gap	1.5	Choose the platen gap (the distance between the print head and the media). The default setting is recommended in most circumstances. Raise the setting by one level if printout is scratched or smudged. Select 2.5 only if print results are still smudged when 2.0 is selected. Choosing a larger gap than required may result in ink stains inside the printer, reduced print quality, or shorter product life.
	2.0	
	2.5	
Head Alignment		
	Manual(Uni-D) Manual(Bi-D) Manual(Dual Head)	Print Select Head Alignment to realign the print head when print results seem grainy or out of focus. When printing in both directions, select Manual(Bi-D). If the graininess or misalignment is not improved after performing Manual(Bi-D), try Manual(Dual Head). If there is still no improvement, perform Manual(Uni-D). When printing in one direction, select Manual(Dual Head). If the graininess or misalignment is not improved after performing Manual(Dual Head), perform Manual(Uni-D).  “Correcting Print Misalignment (Head Alignment)” on page 48
Heating & Drying		

Using the Control Panel Menu

Item		Parameter	Explanation
	Heater Temperature	Off	Set the after heater temperature.
		30 to 55°	The default Heater Temperature is 50 °C.
	Drying Time Per Pass	0 to 10 sec	Select the time the print head pauses to allow drying after each pass. Choose from values between 0.0 and 10.0 seconds. When you want to maintain a constant drying time even when the print width changes, set the drying time according to the media width. See the following for more information.  “Heating & Drying” on page 45 The time needed for the ink to dry varies with ink density and the media used. If the ink blurs on the media, set a longer time than the recommended value for drying the ink. Increasing the drying time increases the time needed to print.
	After Heater Feed	On	Select whether to feed media to the after heater after printing (On/Off).
		Off	Select On if the media will be cut before the next job starts. Note, however, that the margin will increase.
	Blank Area Feed	Mode 0	If there is a section without print data (a blank area) during a job, the media is fed quickly. If the value for the selected mode is small, the media is fed at a quicker speed. If this mode does not allow the ink to dry sufficiently, see the following section and change the mode.  “Heating & Drying” on page 45
		Mode 1	
		Mode 2	
		Mode 3	
	Media Suction	0 to 10	Suction is required to maintain the correct distance between the media and the print head; the amount needed varies with the type of media. Excessive Media Suction can increase the gap between the print head and thin or flexible media, potentially reducing print quality or preventing the media feeding normally. In such cases, you will need to lower the Media Suction . The Media Suction power is weakened when the parameter is lowered.
	Head Movement	Data Width	Choose the range in which the print head moves during printing.
		Printer Full Width	Data Width restricts print head movement to the printed area. Restricting the extent of print head movement increases print speed. If Printer Full Width is selected, the print head will move the full width of the largest media supported by the printer. Select this option for more even print results with less variation.
Multi-Strike Printing	Off	Choose the number of times each line is printed.	
	2 to 8		
Roll Type	Printable Side Out	Choose Printable Side Out or Printable Side In according to how the media is rolled.	
	Printable Side In		
Tension Measurement	Periodically	The tension is measured and adjusted automatically to maintain the correct tension for the media being printed. Periodically is recommended in most circumstances. Select Every Page for more precise tensioning, but note that print times will increase.	
	Every Page		
Feeding Tension			

Using the Control Panel Menu

Item		Parameter	Explanation
	Auto	-	The default setting of Auto is recommended in most situations. If creases appear in the media during printing, we recommend using Manual and setting the value to higher than Lv32. When banding (horizontal banding, tint unevenness, or stripes) occurs in printing results, we recommend using Manual and setting the value to lower than Lv32. When Media Size Check is set to Off, set Manual, and then set Feeding Tension to a recommended value that complies with the width of the loaded media. For details, see:  “Feeding Tension” on page 46
	Manual	0 to 40	
Take-up Tension			
	Auto	-	The default setting of Auto is recommended in most situations. If media wrinkles when printing, or white banding (white or light lines) appears in the print results, we recommend using Manual and setting the value to lower than Lv7. Make the same settings if ink adheres to the back of the take-up roll. If thick media cannot be wound correctly, we recommend using Manual and setting the value to higher than Lv7.
	Manual	1 to 9	
Feed Speed		Lv1	Lv2 is recommended in most situations. Set Lv1 if thin media is creased, torn, sticks together, or horizontal lines appear. Note that the speed does not change when a large number (of passes) was selected.
		Lv2	
Prevent Sticking		On	Select whether to enable (On) or disable (Off) operations to prevent media from sticking when the printer is turned on or when printing starts. Since operations take longer when On is selected, we recommend setting this to Off. Depending on the media type, it may easily adhere to the platen. If operations are performed while the media is on the platen, the media is not fed correctly and could cause a jam. If this occurs, set On.
		Off	
Restore Settings		Yes	If Yes is selected, the setting content of selected media settings are returned to the default settings.
		No	

RIP Settings

Item	Parameter	Explanation	
Platen Gap	1.5	Change Platen Gap (the gap between the print head and the media) in the media settings selected in the software RIP. The default setting is recommended in most circumstances. Raise the setting by one level if printout is scratched or smudged. Select 2.5 only if print results are still smudged when 2.0 is selected. Choosing a larger gap than required may result in ink stains inside the printer, reduced print quality, or shorter product life.	
	2.0		
	2.5		
Head Alignment			
	Input thickness.	0.1 to 1.0 mm (4 to 40 mil)	Enter a value for media thickness of from 0.1 to 1.0 mm (4 to 40 mil).
	Manual(Uni-D)	Print	Select Head Alignment to realign the print head when print results seem grainy or out of focus. When printing in one direction, select Manual(Uni-D) . When printing in both directions, select Manual(Bi-D) . If graininess or misalignment recurs after performing Manual(Uni-D) or Manual(Bi-D) , select Manual(Dual Head) .  “Head Alignment” on page 44
	Manual(Bi-D)		
	Manual(Dual Head)		

Using the Control Panel Menu

Item	Parameter	Explanation	
Roll Type	Printable Side Out	Choose Printable Side Out or Printable Side In according to how the media is rolled.	
	Printable Side In		
Tension Measurement	Periodically	The tension is measured and adjusted automatically to maintain the correct tension for the media being printer.	
	Every Page	Periodically is recommended in most circumstances. Select Every Page for more precise tensioning, but note that print times will increase.	
Feeding Tension			
	Auto	-	The default setting of Auto is recommended in most situations. If creases appear in the media during printing, we recommend using Manual and setting the value to higher than Lv32. When banding (horizontal banding, tint unevenness, or stripes) occurs in printing results, we recommend using Manual and setting the value to lower than Lv32. When Media Size Check is set to Off , set Manual , and then set Feeding Tension to a recommended value that complies with the width of the loaded media. For details, see:  "Feeding Tension" on page 46
	Manual	0 to 40	
Take-up Tension			
	Auto	-	The default setting of Auto is recommended in most situations. If media wrinkles when printing, or white banding (white or light lines) appears in the print results, we recommend using Manual and setting the value to lower than Lv7. Make the same settings if ink adheres to the back of the take-up roll. If thick media cannot be wound correctly, we recommend using Manual and setting the value to higher than Lv7.
	Manual	1 to 9	
Prevent Sticking	On	Select whether to enable (On) or disable (Off) operations to prevent media from sticking when the printer is turned on or when printing starts. Since operations take longer when On is selected, we recommend setting this to Off . Depending on the media type, it may easily adhere to the platen. If operations are performed while the media is on the platen, and the media is not fed correctly causing a jam, set On .	
	Off		
Restore Settings	Yes	If Yes is selected, the content of configured RIP Settings are returned to the default settings.	
	No		

Print Media List

Parameter	Explanation
Print	Print the contents of media setting banks 1 to 30.

Printer Setup Menu

 is the default setting.

Using the Control Panel Menu

Item	Parameter	Explanation	
Side Margin(Right)	3 to 25mm (0.12 to 1.00inch)	Choose the width of the right margin when media is loaded in the printer. See the following for more information.  "Printable area" on page 53	
Side Margin(Left)	3 to 25mm (0.12 to 1.00inch)	Choose the width of the left margin when media is loaded in the printer. See the following for more information.  "Printable area" on page 53	
Print Start Position	0 to 800 mm (0.00 to 32.00 inch)	Adjust this parameter if you want to print from the near center of the media or if you want to shift the printed area left from the Side Margin(Right) setting. The area between the right edge of the media and Print Start Position is left blank. If a value is selected for Side Margin(Right) , an additional area corresponding to the width selected for Side Margin(Right) will be left blank. See the following for more information.  "Printable area" on page 53	
Margin Between Pages		Allows you to enter a margin between pages. Even after making adjustments, the size of the margin may change depending on the media and usage environment. The margin increases when the number is moved in the + direction, and decreases when the number is moved in the - direction.  "Printable area" on page 53	
	Normal		-
	No Margin		-10 mm to +10 mm
Media Size Check	On	Choose whether the printer automatically detects (On), or does not automatically detect (Off),the size of the media when the media is loaded. We generally recommend to operate with this setting set to On . Try Off if the printer displays a Media Size Error when the media is correctly loaded. Note, however, that the printer may print beyond the edges of the media when Off is selected. Ink used outside the edges of the media will stain the inside of the printer. Changed settings are reflected when the media is re-loaded.	
	Off		
Media End Check	On	Choose whether the printer automatically detects (On) or does not automatically detect (Off), the end of the media. Try Off if the printer displays Media Out when the media is correctly loaded. We generally recommend to operate with this setting set to On .	
	Off		
Media Skew Check	On	When skewed media is detected, the printer will either stop printing and display an error (On) or continue printing (Off). On is recommended in most circumstances, as skewed media may cause the printer to jam.	
	Off		
Media End Option	Continue	Select whether or not (Continue/Stop Printing) to print the remaining data after replacement.	
	Stop Printing		
Print Nozzle Pattern	Off	Select the frequency with which the printer prints a nozzle test pattern: never (Off) or once every 1 to 10 pages. Periodic test patterns will not be printed while Off is selected. To print a test pattern at the top of every 1 to 10 pages, select an option between 1 and 10 . When printing is complete, you can visually inspect the pattern to determine whether there may be faint or missing colors in the preceding or following printout.	
	1 to 10 pages		
Periodical Cleaning			

Using the Control Panel Menu

Item	Parameter	Explanation
Light Medium Heavy	Off, 1 to 240 hours	Select the frequency - never (Off) or after 1 to 240 hours - and strength with which the printer performs head cleaning. Periodical Cleaning will not be performed while Off is selected. If a value between 1 and 240 hours is selected, auto head cleaning will be performed after the specified number of hours. If printing is in progress when the specified time has elapsed, Periodical Cleaning will only be performed after printing is complete or the printer is reactivated. The following reset the timer: ☐ Choosing a setting time for this item. ☐ When head cleaning was performed using All Nozzles at a strength that is the same as or higher than the setting selected for this setting. Note that even when Off is selected for Periodical Cleaning, the printer will automatically clean the print head at a fixed interval after printing to keep the nozzle from clogging.
Cleaning Cycle	Off 1 to 10 pages	Select the frequency with which the printer performs auto head cleaning: never (Off) or once every 1 to 10 pages. The Cleaning Cycle will not be performed while Off is selected. Select 1 to 10 to perform head cleaning before the specified number of pages is printed.
Heat Off Timer	15 to 240 minutes	You can turn off the after heater automatically when no errors are detected and no print jobs are in progress. This option is used to choose the interval before the after heater turns off automatically. The printer will enter sleep mode when the Heat Off Timer expires. In sleep mode, the control panel turns off and the internal motors and other components consume less power. To reactivate the control panel display, press any button in the control panel except the  button. The control panel display will however turn off again if no operations are performed for another 30 seconds under these conditions. The printer and heaters are only fully reactivated when a print job is received, the media loading lever is used, or another operation involving printer hardware is performed.
Restore Settings	Yes No	Select Yes to restore all items in the Printer Setup menu to their default settings.

The Maintenance Menu

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

Item	Parameter	Explanation
Nozzle Check	Print	A nozzle pattern will be printed. Inspect the pattern visually and perform head cleaning if you detect faint or missing colors.  "Checking for clogged nozzles" on page 82 The menu displayed in the setting items depends on the Media Size Check setting and the width of the loaded media.
Print At Right Print At Center Print At Left		
Cleaning		

Using the Control Panel Menu

Item		Parameter	Explanation
	All Nozzles	Execute (Light)/ Execute (Medium)/ Execute (Heavy)	Note the numbers of patterns that contain faint or missing colors and clean all or selected nozzles. All Nozzles performs head cleaning for all nozzles. Choose Selected Nozzles to clean only the nozzles in selected arrays. The level of cleaning can be selected from Execute (Light), Execute (Medium), and Execute (Heavy). Select Execute (Light) first. If the problem persists after you have used Execute (Light), choose Execute (Medium). If the problem persists after you have used Execute (Medium), select Execute (Heavy).
	Head1/Head2		
	Head1		
	Head2		
Selected Nozzles			
Head Maintenance		Move Head	Position the print head for maintenance. Perform such maintenance as cleaning the wiper, caps, and the area around print head only after using this option to position the head for cleaning. Moving the print head manually could cause malfunction.  "Cleaning" on page 59
Waste Ink Counter		-	If you replace the Waste Ink Bottle before being prompted by a message indicating the replacement interval of the Waste Ink Bottle in the control panel, run the Waste Ink Counter option after replacement.

The Printer Status Menu

These items track printer use and settings.

Item	Parameter	Explanation
Print Status Sheet	Print	Print a status sheet showing current printer settings. Use this option to view a variety of information about the printer on a single sheet.
Firmware Version	XXXXXXXX,X_XX,XXXX	View the printer Firmware Version.

The Network Setup Menu

 is the default setting.

Item	Parameter	Explanation	
IP Address Setting			
	Auto	-	Select whether IP addresses are obtained automatically (Auto) using DHCP or manually (Panel). If Panel is selected, enter an IP address, subnet mask, and default gateway address. Contact your system administrator for detailed information.
	Panel	IP: XXX.XXX.XXX.XXX	
		SM: XXX.XXX.XXX.XXX	
		DG: XXX.XXX.XXX.XXX	
Print Status Sheet	Print	Use Network Setup to print the current network status. Use this information for a complete overview of network settings.	
Restore Settings	Yes	Select Yes to restore all items in the Network Setup menu to their default settings.	
	No		

Using the Control Panel Menu

The Preference Menu

is the default setting.

Item	Parameter	Explanation
Date And Time	MM/DD/YY HH:MM	Set the printer's built-in clock. The time provided by the clock is used when printing logs and status sheets.
Language	Japanese	Select the language used in the control panel display.
	English	
	French	
	Italian	
	German	
	Portuguese	
	Spanish	
	Dutch	
	Russian	
	Korean	
	Chinese	
Unit: Length	m	Choose the units of length used in the control panel display and when printing test patterns.
	ft/in	
Unit: Temperature	°C	Choose the temperature units used in the control panel display.
	F	
Alert Sound Setting	On	Enable (On) or disable (Off) the buzzer that sounds when an error occurs. If the OK button is pressed when the warning buzzer is sounding, the sound stops.
	Off	
Alert Lamp Setting	On	Enable (On) or disable (Off) the alert lamp that lights when an error occurs.
	Off	

The Reset All Settings Menu

Parameter	Explanation
Yes	Select Yes to reset all settings in the Preference menu except Date And Time , Language , Unit: Length , and Unit: Temperature .
No	

Problem Solver

When a Message is Displayed

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

Messages	What to do
Auto Take-up Reel Unit stopped.	Media is not correctly attached to the Auto Take-up Reel Unit. Press the  button and select Job Cancel to cancel printing. [Flip the Auto switch on the [Auto Take-up Reel Unit] to the off position, then flip it back and reattach the media to the [Auto Take-up Reel Unit].  "Media Loading" on page 35
Check Ink Levels	Chip unit is nearing end of service life. Obtain an ink pack of the appropriate color as soon as possible. Check the remaining ink in the ink tank via the scale on the ink pack. When remaining ink is 70 mm or less from the bottom of the ink tank, replace the chip unit and refill the ink. If the remaining ink level is greater than 70 mm from the base of the ink tank, continue use until the remaining ink reaches 70 mm.  "Options and Consumable Products" on page 111  "Notes on Handling Ink Packs and Ink Tanks" on page 21  "Chip Unit Replacement and Ink Refills" on page 67
Chip Unit Error Chip unit not recognized. Is this ink supported by this printer model?	Use only the chip units from specified Epson ink packs. You cannot use unspecified Epson ink packs.  "Options and Consumable Products" on page 111
Chip Unit Error Chip unit not recognized. Reattach or replace.	☐ Remove and reinsert the chip unit. If the same error still occurs, replace with a new chip unit.  "Chip Unit Replacement and Ink Refills" on page 67 ☐ Condensation may have formed inside the tank. Keep at room temperature for at least 4 hours.  "Notes on Handling Ink Packs and Ink Tanks" on page 21
Command Error Check print settings on RIP.	Press  and select Job Cancel. Check that the installed software RIP is compatible with the printer.
F/W Install Error Firmware update failed. Restart the printer.	Turn the printer off, wait for a few minutes, and then turn on the printer again. Update the firmware again. If this message appears on the LCD panel again, contact your dealer or Epson Support.
Media Size Error Load correct size media.	The media currently loaded is not the correct width. Raise the media loading lever and remove the media. The narrowest width supported by the printer is 300 mm. Be sure the media is at least 300 mm wide. If this message is displayed even though the media is the correct width, the printer may print if Off is selected for Media Size Check.  "Printer Setup Menu" on page 96

Problem Solver

Messages	What to do
Prepare empty waste ink bottle.	The Waste Ink Bottle is getting full. Ready a new Waste Ink Bottle.  "Options and Consumable Products" on page 111

When a Maintenance Call/Service Call Occurs

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

Troubleshooting

You cannot print (because the printer does not work)

The printer does not turn on.

■ **Is the power cable plugged into the electrical outlet or the printer?**

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

■ **Is there any problem with the electrical outlet?**

Make sure your outlet works by connecting the power cable for another electric product.

The printer is not communicating with the computer.

■ **Is the cable plugged in properly?**

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

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

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

🔗 ["Specifications Table" on page 131](#)

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

In the USB specification, daisy-chains of up to five USB hubs are possible. However, we recommend that you connect the printer to the first hub connected directly to the computer. Depending on the hub you are using, the operation of the printer may become unstable. If this should occur, plug the USB cable directly into your computer's USB port.

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

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

You cannot print under the network environment.

■ **Are the network settings correct?**

Ask your network administrator for the network settings.

■ **Connect the printer directly to the computer using a USB cable, and then try to print.**

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

The printer has an error.

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

🔗 ["Control panel" on page 16](#)

🔗 ["When a Message is Displayed" on page 101](#)

The printer sounds like it is printing, but nothing prints

The print head moves, but nothing prints.

■ **Confirm the printer operation.**

Print a test pattern. Test patterns can be printed without connecting the printer to a computer and hence can be used to check printer function and status. 🔗 ["Checking for clogged nozzles" on page 82](#)

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

■ **Is the message Motor Self Adjustment displayed on the control panel's screen?**

The printer adjusts the internal motor. Wait for a while without turning off the printer.

Problem Solver

Test Pattern Does Not Print Correctly

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

🔗 ["Head Cleaning" on page 83](#)

- **Has the printer been left unused for a long time?**
If the printer has not been used for a long time, the nozzles may have dried up and have been clogged. Steps to take when the printer has not been used for a long time. 🔗 ["Notes when not using the printer" on page 21](#)

The prints are not what you expected

Print quality is poor, uneven, too light, or too dark.

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

🔗 ["Checking for clogged nozzles" on page 82](#)

- **Was Head Alignment performed?**
Select Head Alignment to realign the print head when print results seem grainy or out of focus.

🔗 ["Correcting Print Misalignment \(Head Alignment\)" on page 48](#)

- **Have you tried Feed Adjustment?**
Large discrepancies in the feed amount cause banding (horizontal banding, tint unevenness, or stripes). Perform Feed Adjustment according to the media used.

🔗 ["Feed Adjustment" on page 44](#)

- **Are you using a genuine Epson ink pack?**
The printer is designed for use with the genuine Epson ink packs specified in this manual. Using any other type of ink pack may result in reduced print quality.

We recommend using only the genuine ink packs specified in this manual.

- **Are you using an old ink pack?**
The print quality declines when an old ink pack is used. Use a new ink pack. Use all the ink in the ink pack before the date printed on ink pack.

- **Is the after heater temperature appropriate?**
Raise the temperature if the print results are blurred or smudged or the ink clots. Note, however, that raising the temperature too high can cause the media to shrink, wrinkle, or deteriorate.

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

- **Are media settings correct?**
Confirm that the media settings in the software RIP or on the printer match the media actually in use.

- **Is Data Width selected for Head Movement?**
Selecting **Data Width** for **Head Movement** in the setup menu increases print speed but may slightly reduce print quality. For better quality results, select **Printer Full Width** for **Head Movement**. 🔗 ["Printer Setup Menu" on page 96](#)

- **Have you compared the printing result with the image on the display monitor?**
Since monitors and printers produce colors differently, printed colors will not always match on-screen colors perfectly.

- **Was a printer cover opened during printing?**
Opening covers during printing causes the print head to stop abruptly, resulting in uneven colors. Do not open the covers while printing is in progress.

Problem Solver

The print is not positioned properly on the media.

- **Is the media loaded correctly and are the margins correct?**
If the media is not loaded correctly, the results may be off center or part of the data may not be printed. Make sure the loading method suits your setup.
 ["Loading media" on page 26](#)
You should also check whether the correct options are selected for **Side Margin** and **Print Start Position** in the settings menu.
 ["Printer Setup Menu" on page 96](#)

- **Is the media skewed?**
If **Off** is selected for **Media Skew Check** in the setup menu, printing will continue when the media is skewed and data will appear outside the print area. Set **Media Skew Check** to **On** in the Menu.
 ["Printer Setup Menu" on page 96](#)

- **Is the media wide enough for the print data?**
Although printing normally stops if the print image is wider than the media, data will be printed beyond the edges of the media if **Off** is selected for **Media Size Check** in the setup menu. Ink used outside the edges of the media will stain the inside of the printer. The changed setting is applied when the media is reloaded.
 ["Printer Setup Menu" on page 96](#)

Vertical ruled lines are misaligned.

- **Is the print head misaligned? (in bidirectional printing)**
With bidirectional printing, the print head prints while moving left and right. If the print head is misaligned, ruled lines may be misaligned accordingly. If vertical ruled lines are misaligned with bidirectional printing, perform Head Alignment.
 ["Correcting Print Misalignment \(Head Alignment\)" on page 48](#)

The printed surface is scuffed or soiled.

- **Is the media too thick or too thin?**
Check media specifications to confirm that it is compatible with the printer. If you are using a software RIP, contact the manufacturer for information on the settings and media that can be used.

- **Is the media wavy?**
Certain types of media may develop waves under some conditions (humidity and temperature) while installed in the printer. If a wave has developed, press the ▼ button in the control panel to feed the media and avoid the affected area. We recommend that you lower the temperature and humidity to prevent waves developing.

- **Is the media creased or folded?**
Media that is creased or folded may rise from the platen and contact the print head, resulting in smudges or uneven colors.

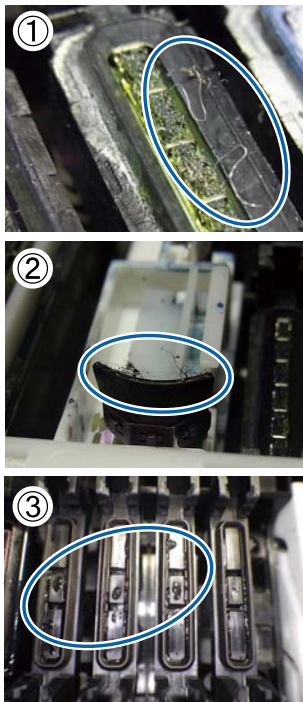
- **Are the wiper, caps, or print head stained?**
Ink clots or lint around the wiper, caps, or print head may result in stains caused by a build-up of ink. Clean the affected area.
 ["Cleaning" on page 59](#)

- **Is the print head striking the printed surface?**
Smear caused by the print head striking the media can be prevented by adjusting the **Platen Gap** to suit the media.
 ["Platen Gap" on page 44](#)

Problem Solver

Nozzle clogs cannot be cleared.

■ Is cleaning being performed?



As shown in photos (1) and (2), if lint or dust adheres to the area around the print head, caps, or wipers, nozzle clogs may occur during printing. Moreover, if the lint or dust is left adhered, nozzle clogs cannot be cleared even after repeated head cleaning. Also, if ink drips onto the cap as shown in photo (3), nozzle clogs may occur.

Clean each area.

👉 [“Cleaning Around the Print Head” on page 59](#)

Ink drops



■ Is media being handled appropriately?

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

- ❑ Do not place exposed media directly on the floor. Media should be rewound and inserted in its original packaging for storage.
- ❑ Do not carry media with the media surface pressed against clothing. Handle media in its individual packaging until just before loading the media in the printer.

■ Has any lint adhered to the nozzle surface of the print head?

If any lint adheres to the nozzle surface of the print head, ink may drip from the lint. Clean around the print head.

👉 [“Cleaning” on page 59](#)

Horizontal stripes or tint unevenness (banding)



Multiple causes are possible.

When you are printing with 1 pass/2 passes in the RIP software print settings, follow the instructions from Step 1. In other cases, carry out the following procedure until the print results improve.

Before starting work, always perform a nozzle check and Head Alignment. If nozzles are clogged or the head is misaligned, no measures will result in improvements.

👉 [“Checking for clogged nozzles” on page 82](#)

👉 [“Correcting Print Misalignment \(Head Alignment\)” on page 48](#)

1

Slow Feed Speed in the setup menu.

If media printed with 1 pass/2 passes in the RIP software print settings is taken up, banding may occur. The solution depends on the selected Media Setup menu setting. Carry out the instructions for the selected setting.

Problem Solver

- ❑ When RIP Settings is selected
Slow the feed speed of the software RIP.
- ❑ When 1 to 30 (media setting banks) is selected
Set Feed Speed in the setup menu to **Lv1**.

2 Check the attachment of the media holding plates

If a media holding plate is not installed correctly, media feeding may be disturbed. See the following reference and reattach the media holding plates.

🔗 [“Loading and Exchanging Media” on page 26](#)

If installing the media holding plate correctly still does not resolve the problem, perform the following measure.

3 Feed Adjustment

Feed adjustment may be required independently depending on the media used. If the roll width is different, independent adjustment is required even with the same media. For more accurate adjustment, print a test pattern using the following settings: **Manual - 500mm Pattern**.

🔗 [“Feed Adjustment” on page 49](#)

Stains Due to Head Striking



The media and print head are contacting during printing.

Perform the following sequence until the print results have improved.

1 Cut sections of media with wrinkles or waviness

If media is stored inappropriately or left loaded in the printer, wrinkles and waviness may occur. If media is used in this state, the print head and the raised surface of the media may contact and cause staining. Cut sections with wrinkles or waviness before using media.

Furthermore, store media as described in the manual accompanying the printer and load media in the printer just before printing.

If the problem is not resolved even when printing on sections without wrinkles or waviness, perform the following measure.

2 Loading the media in the printer correctly and configuring the media settings appropriately

If the media loading method, Heater Temperature, tension, Media Suction and other settings are inappropriate, wrinkles and waviness occur on the media. Make sure the loading method and settings are correct.

🔗 [“Loading and Exchanging Media” on page 26](#)

If the measures above do not resolve the problem, perform the following measure.

3 Checking that the media is loaded correctly in the Auto Take-up Reel Unit

If the method to attach the media to the take up roll core is inappropriate, media may move around during take-up, which may cause wrinkles and raised sections.

Make sure media is being loaded on the Auto Take-up Reel Unit correctly.

🔗 [“Using the Auto Take-up Reel Unit” on page 35](#)

4 Set the after heater temperature correctly.

Adjust the after heater temperature to suit the media.

Media

Media Is Creased

■ Are the Feeding Tension and Feed Speed options in the setup menu correct for the current media?

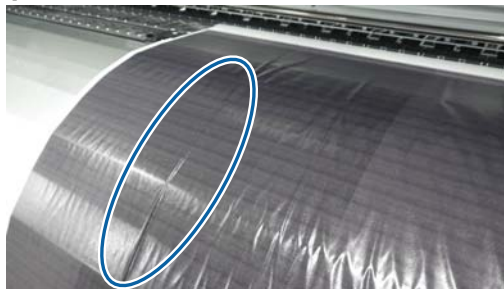
If these options are not correctly adjusted for the current media, the media may be creased or torn during printing.

🔗 [“Feeding Tension” on page 46](#)

🔗 [“Feed Speed” on page 47](#)

Problem Solver

■ Is media printed at a high density being taken up?

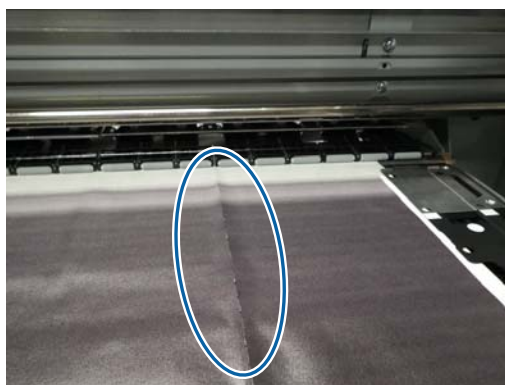


If thin media or media lengthened by water absorption is printed at a high density is being taken up, creases may appear in the media in the after heater. Set **Take-up Tension** to **Manual** in the settings menu, and reduce the settings. Alternatively, we recommend using thicker media.

🔗 [“The Media Setup Menu” on page 92](#)

■ Is the after heater temperature too high? Adjust the after heater temperature to suit the media.

Vertical creases occur between the pressure rollers



When using thin media or media lengthened by water absorption, vertical creases may occur between the pressure rollers. When vertical creases occur in media on the platen, head striking may occur. Perform the following sequence until the vertical creases have improved.

1 Set **Feeding Tension** to **Manual** and increase the value.

🔗 [“Feeding Tension” on page 46](#)

2 Change **Take-up Tension** to **Manual**, and reduce the value.

🔗 [“Take-up Tension” on page 47](#)

3 Attach a spacer in the hollow of the media loading lever.

For details, see:

🔗 [“Using the Spacer” on page 128](#)

Media Jams

■ Is the media creased or folded?

Media with a strong curl or that is folded back on its leading edge or creased may cause jams or other media feed problems. Do not use media affected by these types of problems.

■ Is the media too thick or too thin?

Check the media specifications to determine whether it can be used in the printer. If you are using a software RIP, contact the manufacturer for information on the settings and media that can be used.

■ Is Media Suction set too high?

Reduce Media Suction. 🔗 [“Media Suction” on page 45](#)

Printing does not stop when the roll ends

■ Is Media End Check set to Off in the Printer Setup?

Normally, **Media End Check** should be set to **On**. 🔗 [“Printer Setup Menu” on page 96](#)

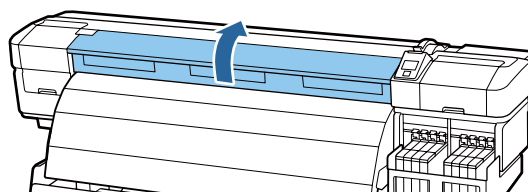
Removing Jammed Media

Follow the steps below to remove jammed media.

⚠ **Caution:**

Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.

1 Open the front cover.



Problem Solver

- 2** Turn off the printer.

If a message is displayed and the printer will not turn off, unplug the power cable.

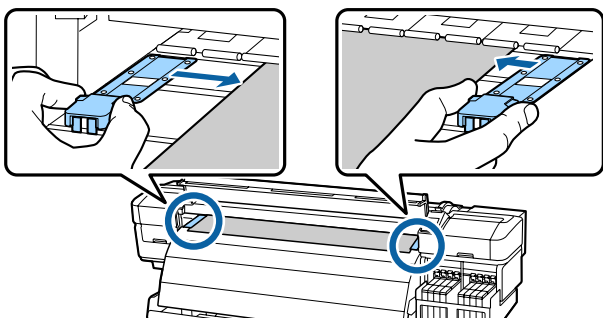
- 3** Move the media holding plates out of the way.

! Important:

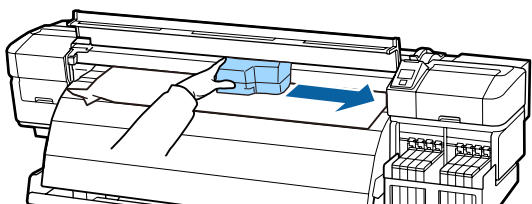
Cease use of the printer if the media holding plates are deformed. Continued use could damage the pressure rollers or print head.

Contact your dealer or Epson Support.

Move the media holding plates to the right and left sides of the platen. Hold both tabs on the media holding plates to move them.



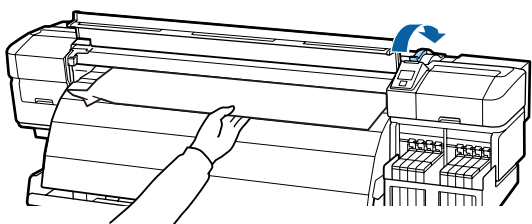
- 4** If the print head is over the media, move it away from the jam.



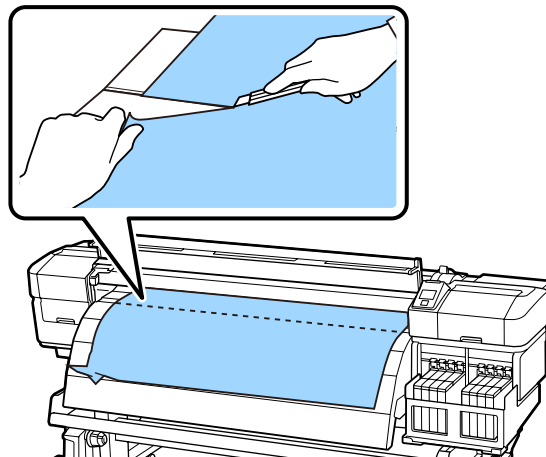
! Important:

Move the print head only after removing the media holding plates. Contact with deformed media holding plates could damage the print head.

- 5** Raise the media loading lever.



- 6** Pull the media to the cutter groove and use a cutter to remove torn or creased portions.



- 7** Manually rewind the cut media.

- 8** Remove any media that remains inside the printer.

- 9** Turn on the power to the printer and perform a nozzle check.

Check the printed check pattern, and if there are any clogs, perform head cleaning.

[“Checking for clogged nozzles” on page 82](#)

! Important:

If the printer is left off for an extended period, the print head will be left uncapped and dry out, and will not print properly when printing resumes.

Turning the printer on automatically caps the print head.

Reload the media and resume printing.

[“Loading media” on page 26](#)

Problem Solver

Media is not fed straight or taken up well

■ **Has parallel adjustment been performed for the Media Feeding Unit and Auto Take-up Reel Unit?**

Perform parallel adjustment for the Media Feeding Unit and Auto Take-up Reel Unit when there are problems with media feeding or take-up and after moving the printer.

🔗 ["Parallel adjustment" on page 118](#)

■ **Is take-up occurring with the printed side facing out?**

Take up media with the printed side facing in.

■ **Is narrow media being taken up?**

We recommend using media with a width of 36 inches or greater.

■ **Is thick media being taken up?**

When thick printed media is being taken up, we recommend setting the print settings of the software RIP to 3 passes or higher.

Others

The after heater automatically turns Off

- The after heater will turn off if no print job is received for some time and no error occurs. The time before the after heater turns off automatically can be selected using the **Heat Off Timer** option in the setup menu.

🔗 ["Printer Setup Menu" on page 96](#)

The after heater will be reactivated when a print job is received, the media loading lever is used, or another operation involving printer hardware is performed.

The control panel display keeps turning off.

■ **Is the printer in sleep mode?**

The printer enters sleep mode when the **Heat Off Timer** expires and the heaters turn off. The time before the after heater turns off can be selected using the Printer Setup menu.

🔗 ["Printer Setup Menu" on page 96](#)

The after heater will be reactivated and sleep mode will end when a print job is received, the media loading lever is used, or another operation involving printer hardware is performed.

The red light is on inside the printer.

■ **This is not a failure.**

The red light is a light inside the printer.

The administrator password has been forgotten.

■ **Reset the password.**

At the Network Setup menu of the control panel, run **Restore Settings**, and then set a new password.

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

Appendix

Options and Consumable Products

The following options and consumable products are available for use with your printer. (as of May, 2015)

For the latest information, see the Epson Web site.



Important:

Refilling the ink tank with an ink pack not specified in this manual can damage the printer. Epson is not responsible for any damages or injuries incurred through the use of unspecified Epson genuine ink packs, even if the printer is still within warranty.

Ink packs

Printer model	Product		Part number	Explanation
SC-F9200 SC-F9270	Ink pack	High Density Black	T741X	Epson recommends the use of genuine Epson ink packs. Epson cannot guarantee the quality or reliability of nongenuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.  "Chip Unit Replacement and Ink Refills" on page 67
		Black	T7411	
		Cyan	T7412	
		Magenta	T7413	
		Yellow	T7414	
SC-F9280	Ink pack	High Density Black	T742X	Epson recommends the use of genuine Epson ink packs. Epson cannot guarantee the quality or reliability of nongenuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.  "Chip Unit Replacement and Ink Refills" on page 67
		Black	T7421	
		Cyan	T7422	
		Magenta	T7423	
		Yellow	T7424	

Others

Product	Part number	Explanation
Maintenance Kit (except for SC-F9280)	C13S210038	Contains the cleaning sticks, gloves, wiper, wiper cleaner, ink cleaner, cleaning wiper, and cup required for printer maintenance.  "Cleaning" on page 59
Maintenance Kit (for SC-F9280)	C13S210039	
Waste Ink Bottle	T7240	Identical to the Waste Ink Bottle supplied with the printer.
Media Holding Plate	C12C932121	Identical to the media holding plate supplied with the printer.

Supported Media

The following media can be used with the printer.

Print quality is greatly affected by the type and quality of media used. Choose a media suited to the task at hand. For information on use, refer to the documentation supplied with the media or contact the manufacturer. We recommend that you print a test run and check the results before purchasing media in large quantities.



Important:

Do not use media that is wrinkled, scuffed, torn, or dirty.

Standard Roll Media System

Roll core size	2 or 3 inch
Roll outer diameter	Up to 250 mm
Media width	300 to 1626 mm (64 inches)
Media thickness	Up to 1mm
Roll weight	Up to 40kg

Moving and Transporting the Printer

This section describes how to move and transport the product.

Moving the Printer

This section assumes that the product is being moved to another location on the same floor without traversing stairs, ramps, or lifts. See below for information on moving the printer between floors, to another building, or between non-level floors.



[“Transport” on page 113](#)



Caution:

Do not tilt the product more than 10 degrees forward or back while moving it. Failure to observe this precaution could result in the printer falling over, causing accidents.

Getting Ready

Remove the media guide bar when the frontage or passageway is narrow.



[“Removing the Media Guide Bar” on page 113](#)

1

Confirm that the printer is off.

2

Remove the Waste Ink Bottle.



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

3

Disconnect the power cords and all other cables.

4

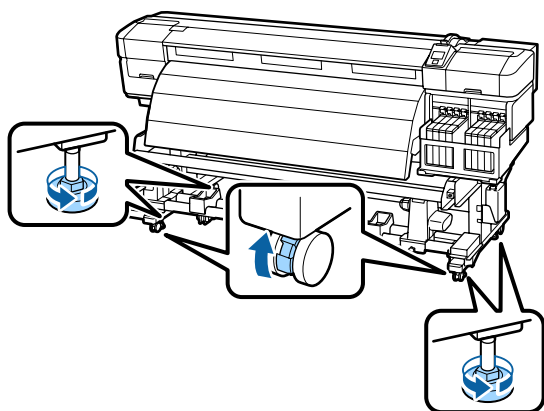
Remove media from the Media Feeding Unit and Auto Take-up Reel Unit.

Appendix

5

Unlock the stand.

Release the caster locks on the left and right legs and fully raise the stand fixing screws.



6

Move the printer.

**Important:**

Use the casters on the dedicated printer stand to move the printer indoors a short distance over a level floor. They can not be used for transport.

Post-Move Setup

After moving the printer, follow the steps below to ready it for use.

1

Check that the new location is appropriate.

☞ [Setup Guide](#)

2

If the media guide bar was removed, reattach it.

☞ [“Attaching the Media Guide Bar” on page 115](#)

3

Perform parallel adjustment for the Media Feeding Unit and Auto Take-up Reel Unit.

☞ [“Parallel adjustment” on page 118](#)

4

Plug in the power cables and turn the printer on.

☞ [Setup Guide](#)

5

Perform a nozzle check to check for clogged nozzles.

☞ [“Checking for clogged nozzles” on page 82](#)

6

Perform Head Alignment and check print quality.

☞ [“Head Alignment” on page 44](#)

Transport

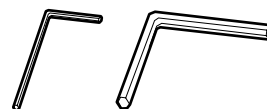
Before transporting the printer, contact your dealer or Epson Support.

Removing and Attaching the Media Guide Bar

Removing the Media Guide Bar

When moving the printer, remove the media guide bar if the frontage or passageway is narrow. After attaching the media guide bar, perform parallel adjustment.

Parts used in the following operation



1

Confirm that the printer is off.

2

Remove the media guide bar.

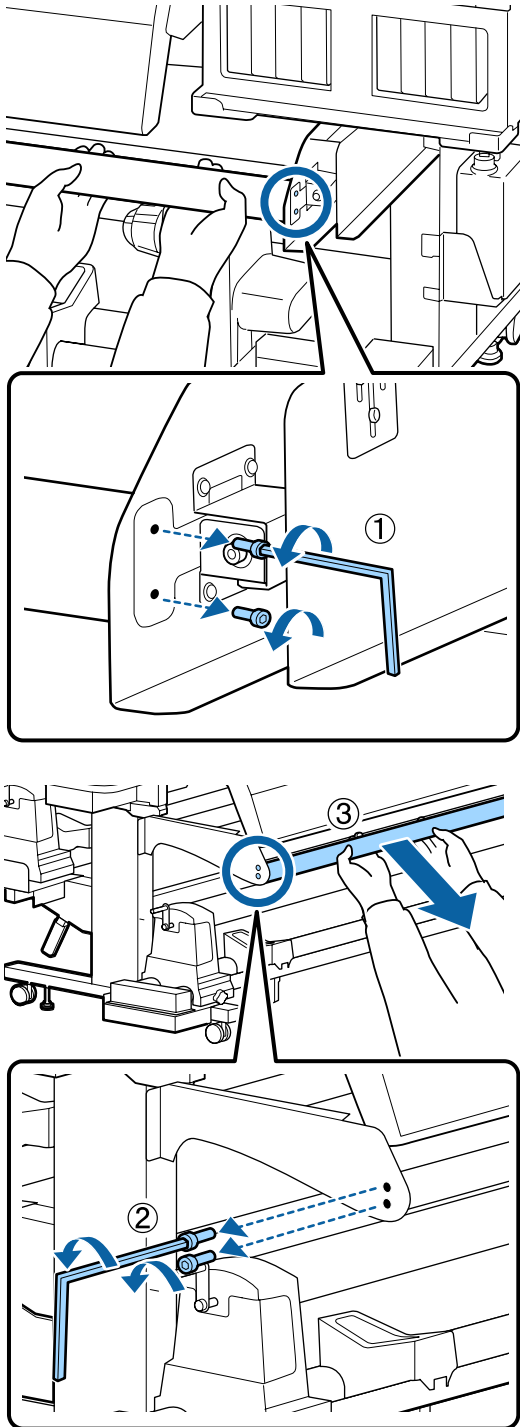
Use the included hexagon wrench (small) to completely loosen the 4 screws securing the media guide bar, and then remove the media guide bar.

**Important:**

Remove the bar using two or more people. If the media guide bar locking screws are removed, the media guide bar will fall. Have one person hold the media guide bar while the screws are being removed.

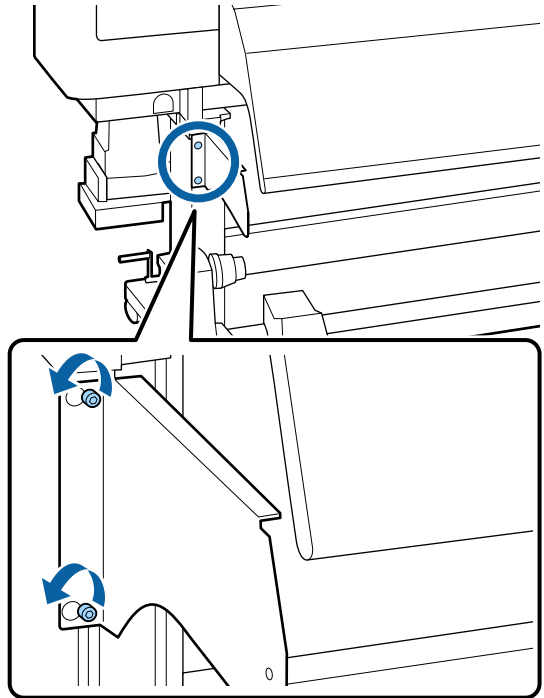
If the media guide bar falls, it may be deformed.

Appendix



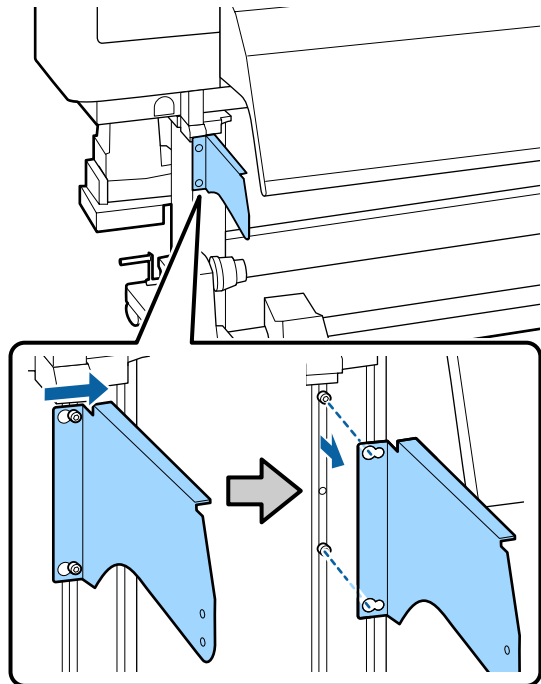
3

Use a hexagon wrench (large) to rotate the two screws a couple of turns to loosen them.



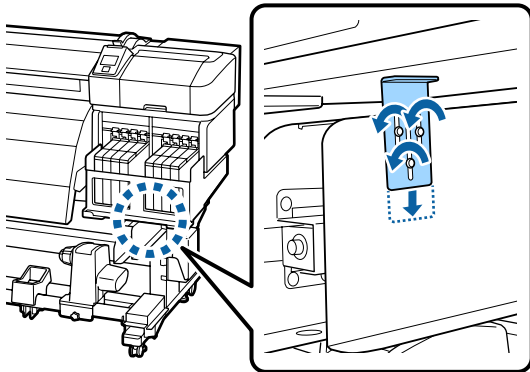
4

Remove the left-hand fixing plate for the media guide bar.

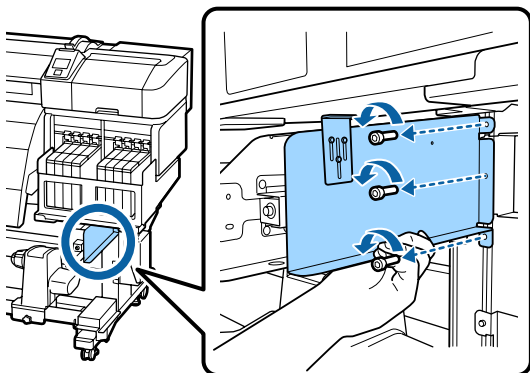


Appendix

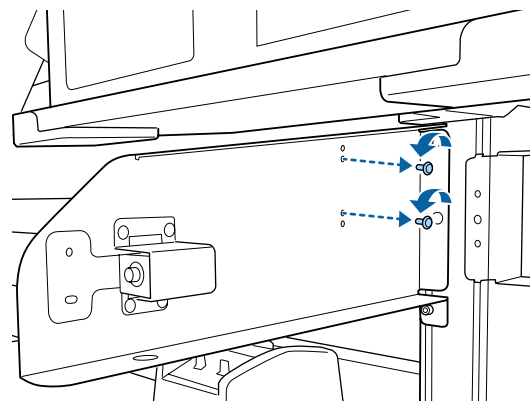
- 5** Loosen the tank cover adjustment section.
Use a hexagon wrench (small) to rotate the three screws a couple of turns to loosen them.



- 6** Remove the tank cover holding plate.
While supporting the tank cover holding plate, use a hexagon wrench (large) to remove the three screws.

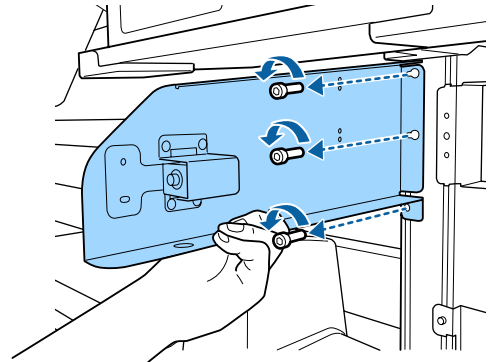


- 7** Use a hexagon wrench (small) to remove the two screws.



- 8** Remove the right-hand fixing plate for the media guide bar.

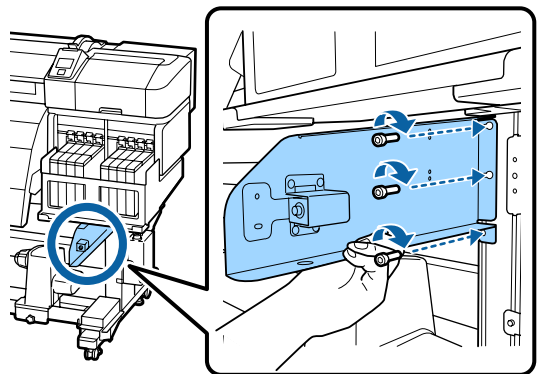
While supporting the right-hand fixing plate for the media guide bar, use a hexagon wrench (large) to remove the three screws.



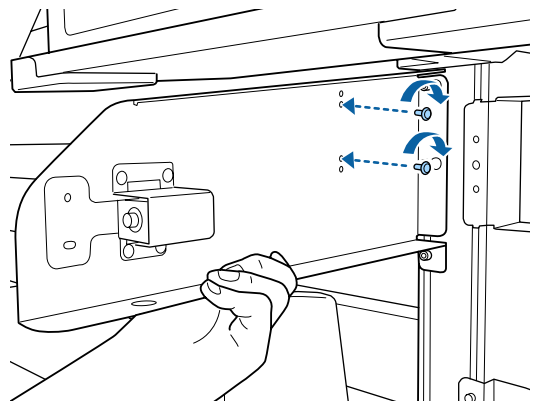
Attaching the Media Guide Bar

- 1** Attach the right-hand fixing plate for the media guide bar.

While supporting the right-hand fixing plate for the media guide bar, use a hexagon wrench (large) to tighten and firmly secure the three screws.



- 2** Use the hexagon wrench (small) to tighten and firmly secure the two screws.

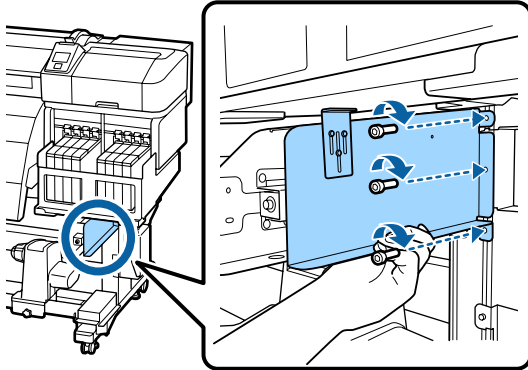


Appendix

3

Attach the tank cover holding plate.

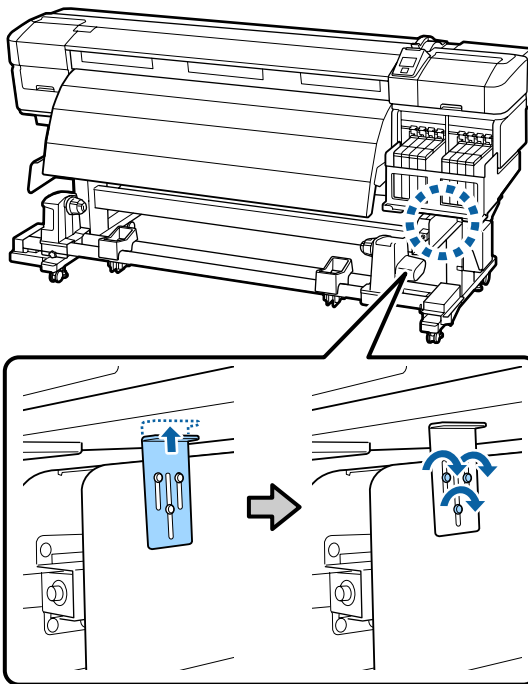
While supporting the tank cover holding plate, use a hexagon wrench (large) to tighten and firmly secure the three screws.



4

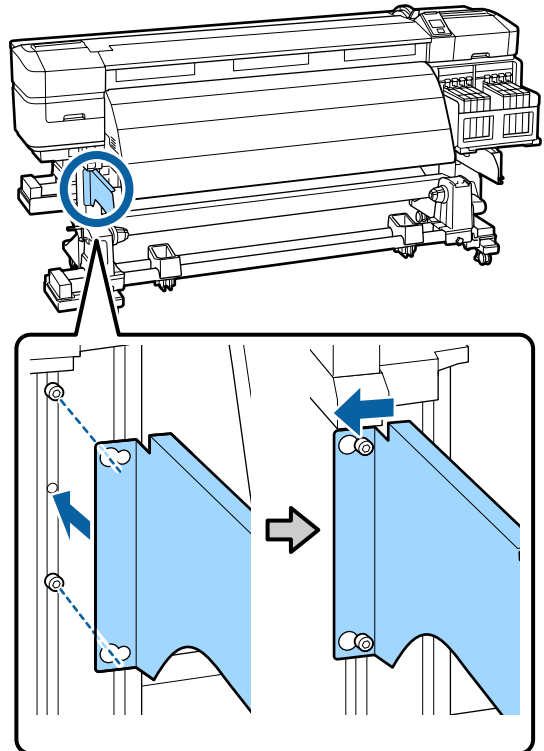
Secure the tank cover adjustment section.

While lifting up the tank cover adjustment section until it touches the tank cover, use a hexagon wrench (small) to tighten and firmly secure the three screws.



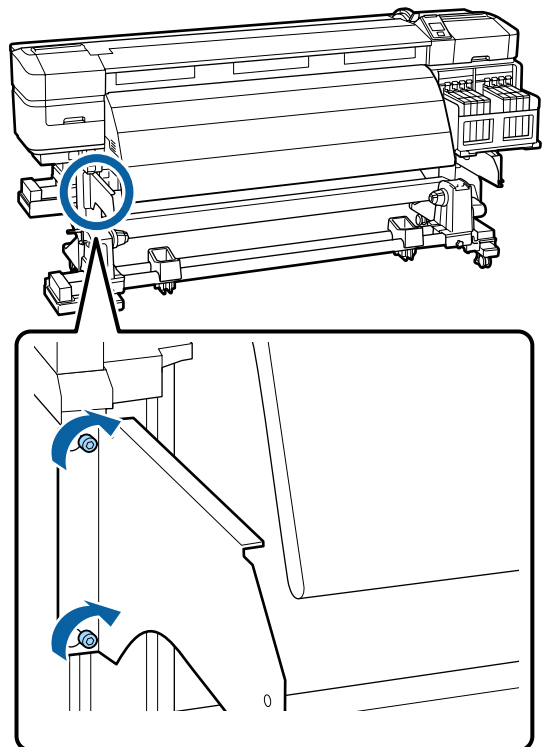
5

Attach the left-hand fixing plate for the media guide bar.



6

Use the hexagon wrench (large) to tighten and firmly secure the two screws that were provisionally secured.

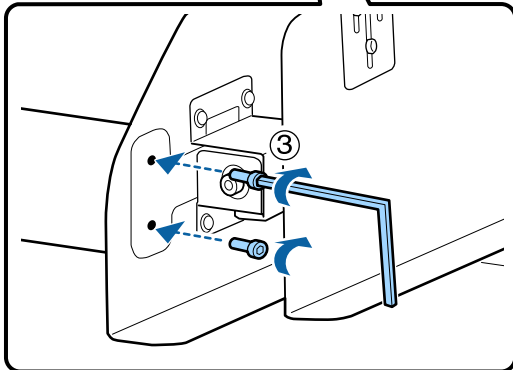
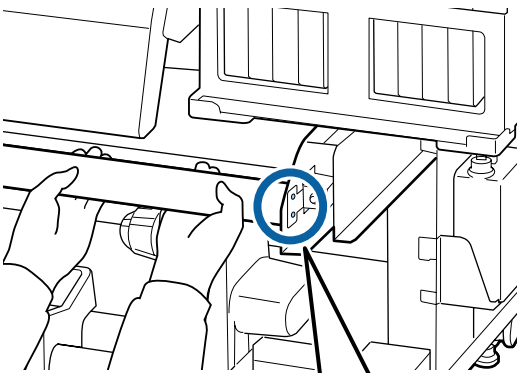
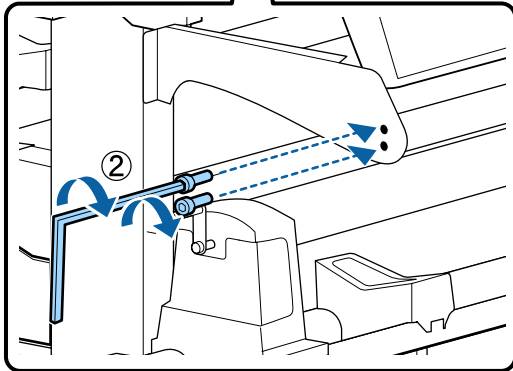
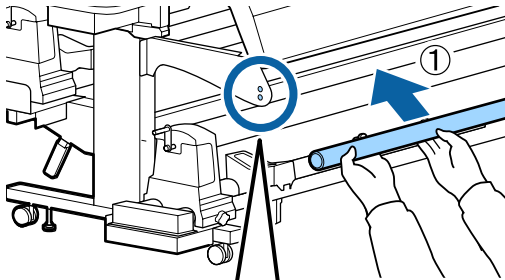


Appendix

- 7** Use the hexagon wrench (small) to tighten the four screws and secure the media guide bar.

**Important:**

Attach the bar using 2 or more people. If the media guide bar falls, it may be deformed. Have 1 person hold the media guide bar when the screws are being secured.



- 8** Perform parallel adjustment.

After attaching the media guide bar, read the following section, and then proceed to parallel adjustment.

Parallel adjustment

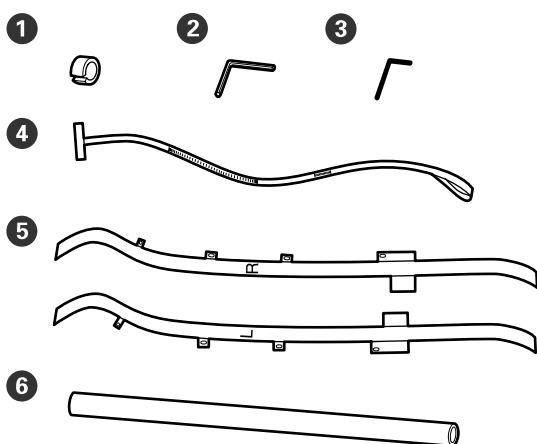
In the following cases, perform parallel adjustment for the Media Feeding Unit and Auto Take-up Reel Unit.

- ☐ There are problems with media feeding
- ☐ There are problems with take-up
- ☐ The printer has been moved

Parallel adjustment requires two persons because the front and rear side of the printer must be checked and adjusted simultaneously.

Preparations for Parallel Adjustment

Perform parallel adjustment using the included roll core and adjustment tools. Ready the following items before beginning adjustment.



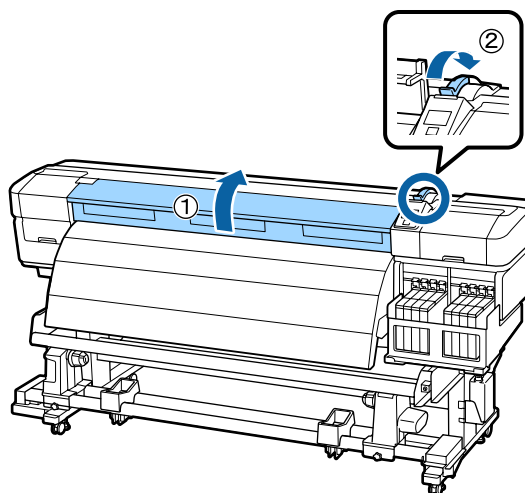
1	Counterweights
2	Hexagon wrench (large)
3	Hexagon wrench (small)
4	Film a
5	Film b
6	Roll core

Note:

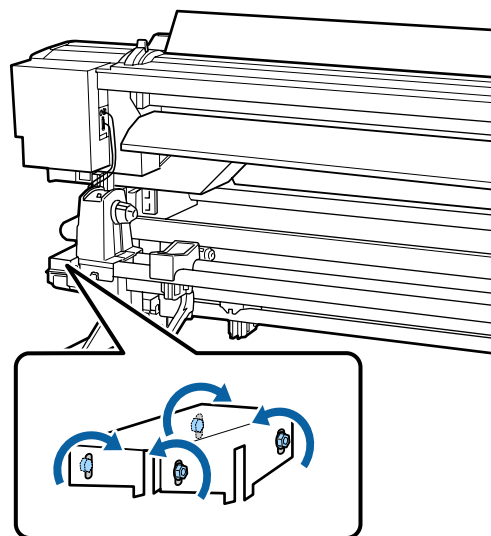
When the film will be reused, the adhesive side may be soiled. Soak a lint-free cloth in water, wring it out, and then use it to wipe away the dust and lint stuck to the reverse side.

Parallel Adjustment for the Media Feeding Unit

- 1 Confirm that the printer is off.
- 2 Open the front cover and raise the media loading lever.



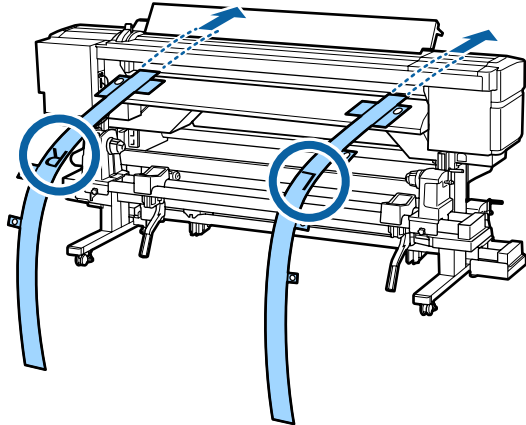
- 3 On the rear side of the printer, use the large hexagon wrench to loosen the four fixing screws in the illustration.



Appendix

4

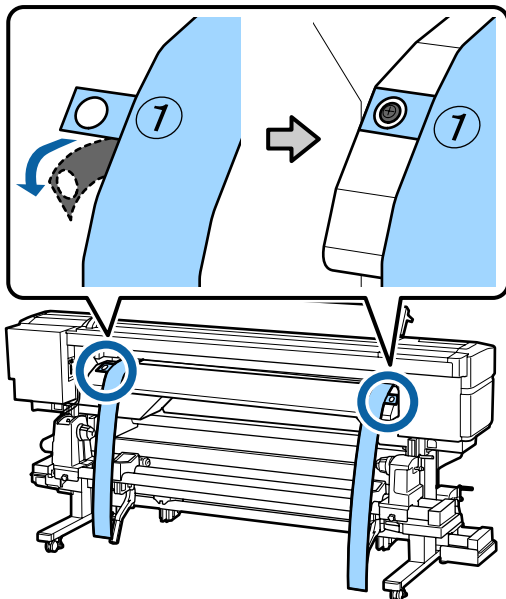
Pass the left and right sides of film b from the rear to the front.



5

As shown in the illustration, align Hole 1 of film b with the screws on the left and right edges of the loading guide, and then adhere it.

If the film is being used for the first time, remove the protective film on the reverse side.



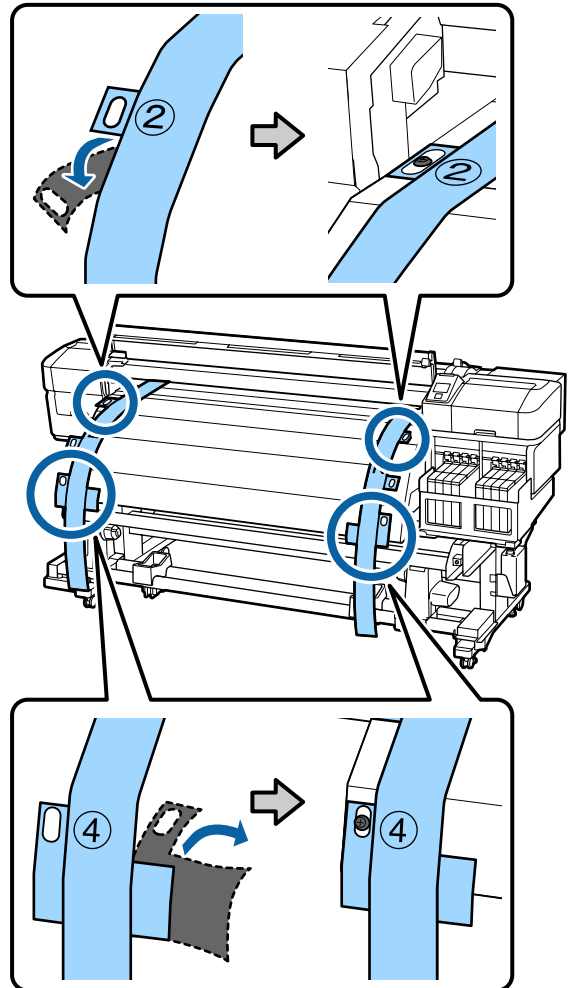
6

As shown in the illustration, align Hole 2 and 4 of film b at the front of the printer with the screws on the left and right side of the after heater, and then adhere them.

If the film is being used for the first time, remove the protective film on the reverse side.

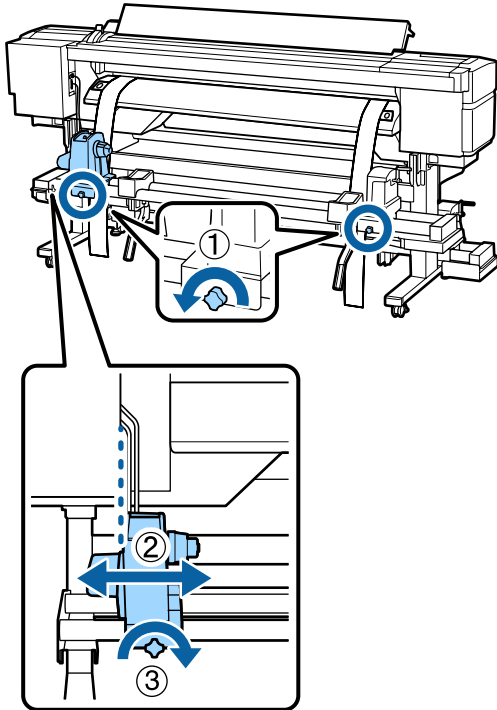
Align Hole 2 with the screw at the top section of the after heater.

Align Hole 4 with a screw at the lead edge of the after heater.

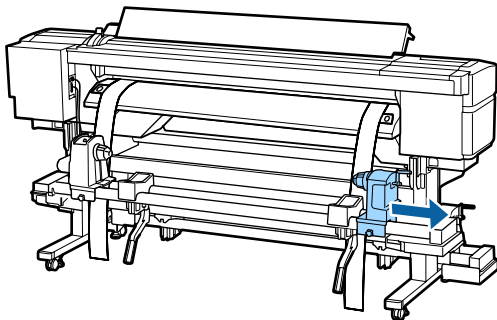


Appendix

- 7** On the rear of the printer, loosen the roll holder fixing screws on the left and right sides. Next, tighten the roll holder fixing screw to align the left roll holder with the position of dotted line.

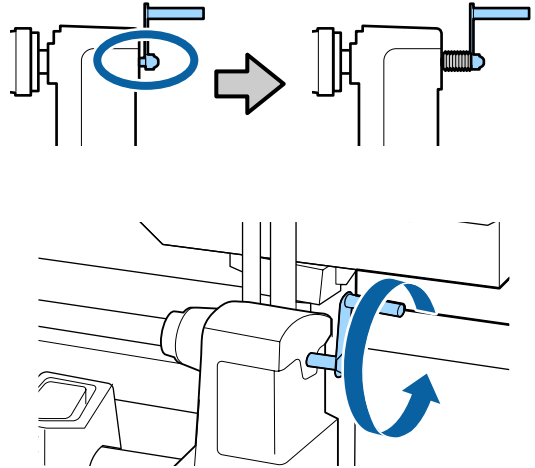


- 8** Adjust the right roll holder so that the distance between the two is wider than the roll core.

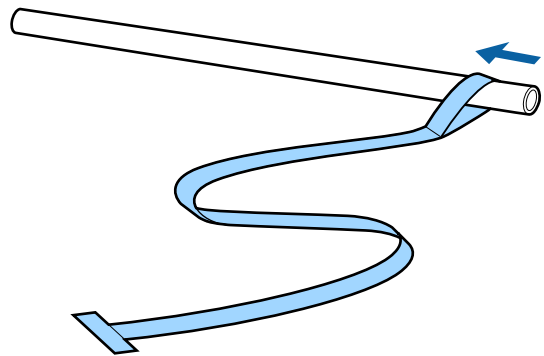


! Important:

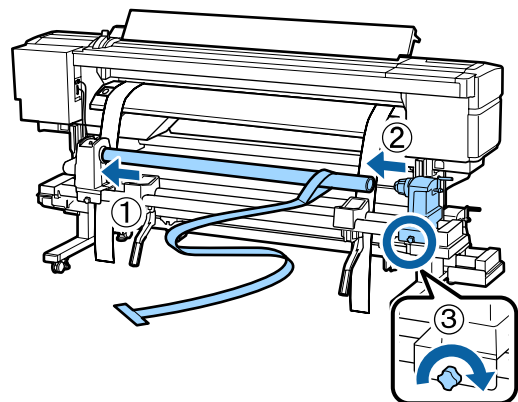
If the right holder handle shaft is not visible, rotate the handle as shown in the illustration below until it stops.



- 9** Pass film a through the roll core.

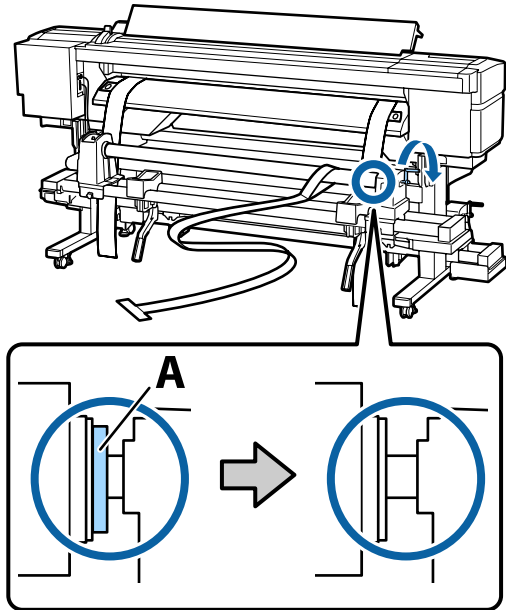


- 10** Insert the roll core into the left roll holder. Next, insert the right roll holder into the roll core, and then tighten the roll holder fixing screw.

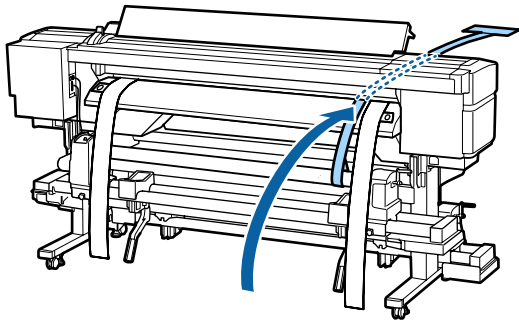


Appendix

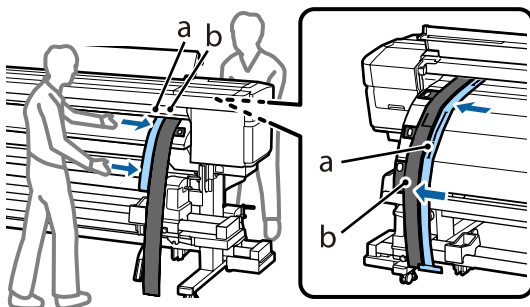
- 11** Rotate the handle until part A in the illustration below is fully inserted.



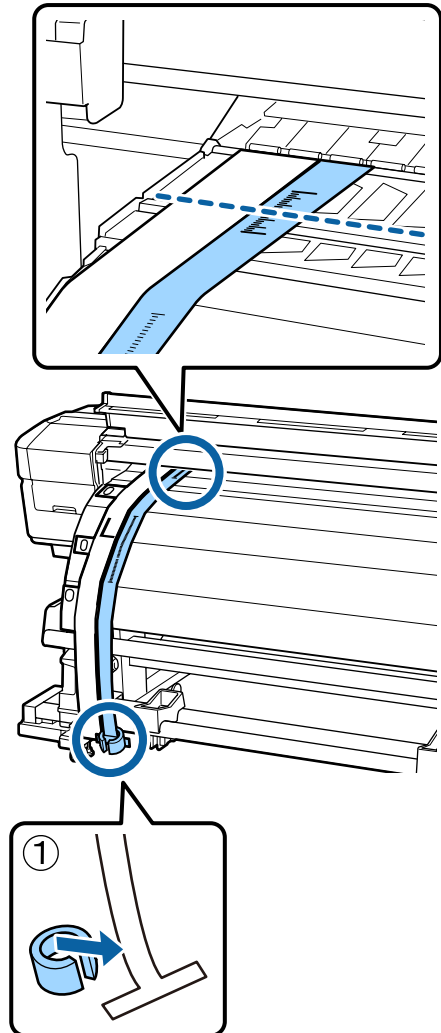
- 12** Pass film a from the rear to the front.



- 13** While checking at the front and rear of the printer, align film a with film b tightly.



- 14** Attach a counterweight to film a. After film a stops swinging, make a note of the value of the scale on film a where the edge of the platen overlaps.

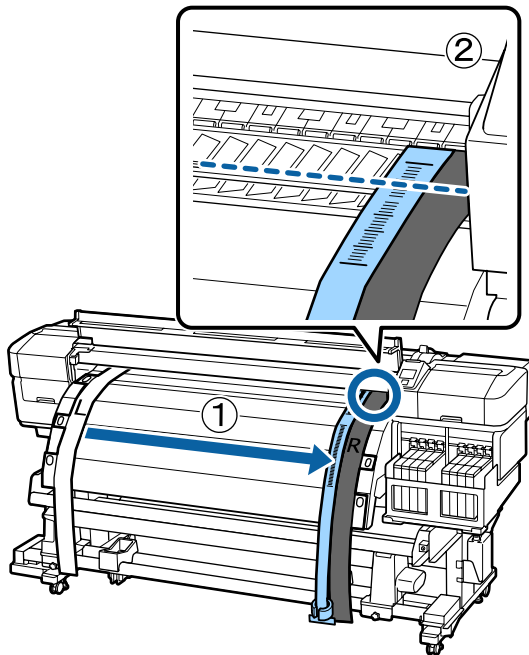


Appendix

15

At the front and rear of the printer, raise film a and move it so that it aligns with the right side of film b tightly. After film a stops swinging, check the scale at the edge of the plate on the platen and on film a.

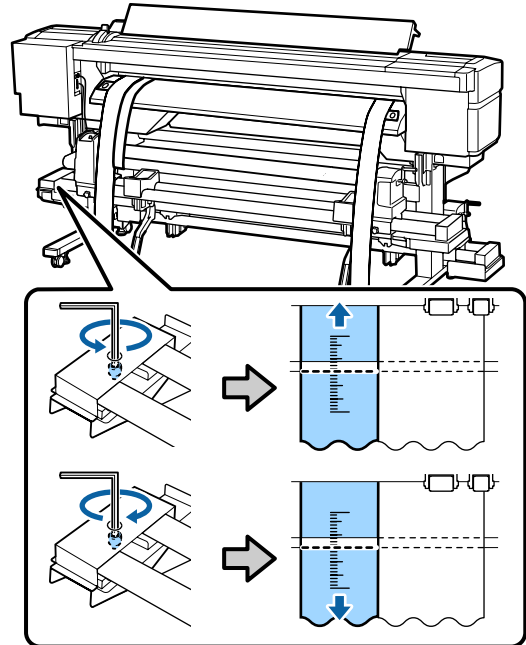
If the value is different from the left side, proceed to Step 16. If the value is the same, proceed to Step 17.



16

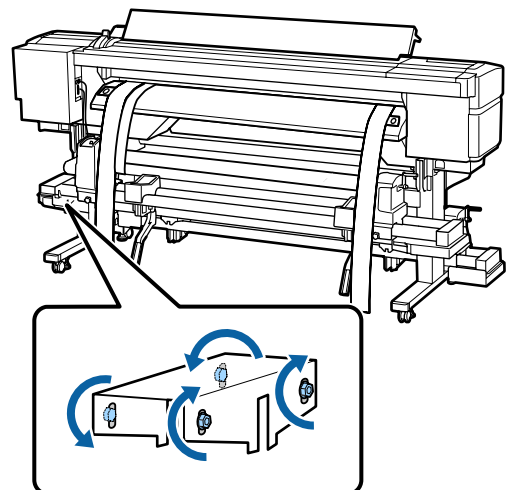
While checking the scale of film a at the front of the printer, make an adjustment on the rear side of the printer.

If the adjustment screw is turned counterclockwise, the scale moves back. If the adjustment screw is turned clockwise, the scale moves towards you. One turn of the screw moves the line about 1 mm. If the value of this scale matches the left side, the adjustment is complete.



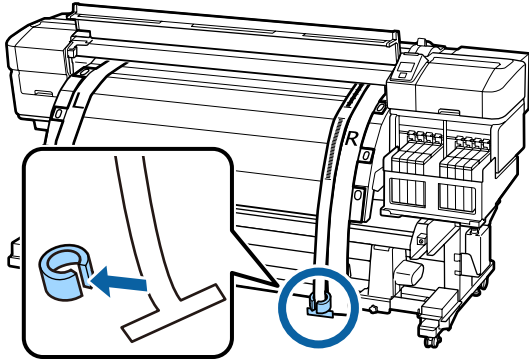
17

Use the large hexagon wrench to firmly secure the 4 screws.

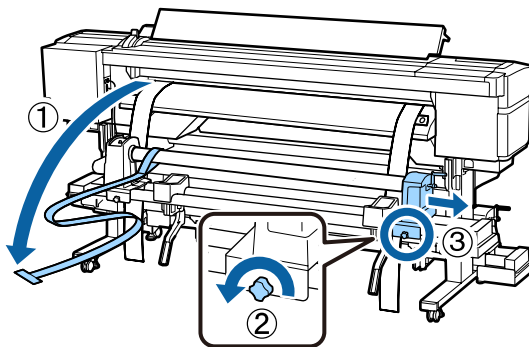


Appendix

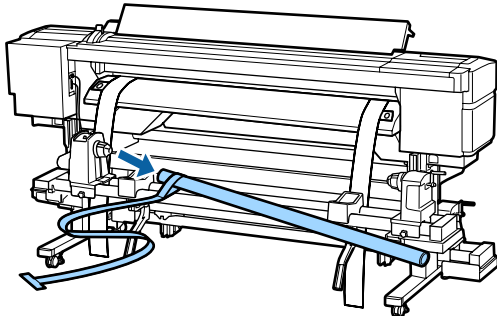
- 18** At the front of the printer, remove the counterweight attached to film a.



- 19** Pull film a from the rear of the printer. Next, loosen the right roll holder fixing screw, and move away the roll holder.



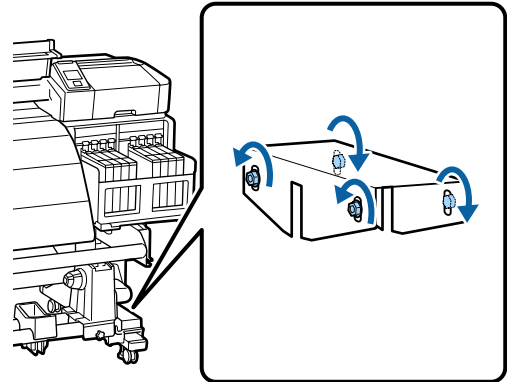
- 20** Remove the roll core.



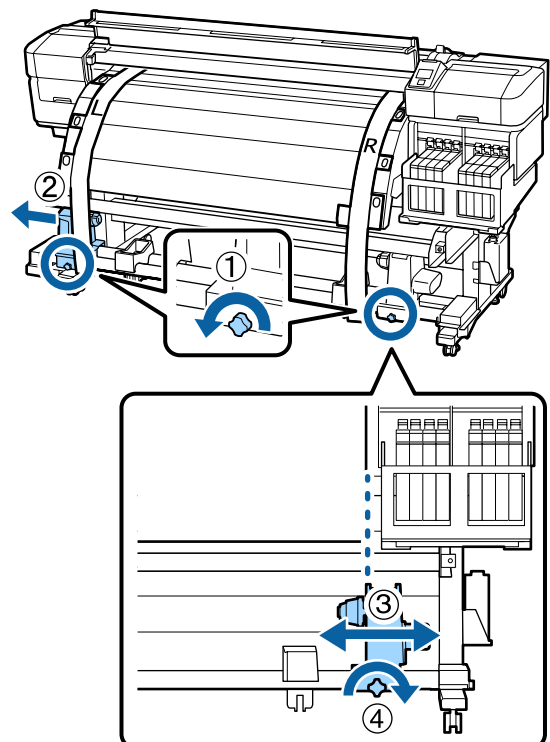
Next, proceed to the parallel adjustment of the Auto Take-up Reel Unit.

Parallel Adjustment for the Auto Take-up Reel Unit

- 1** Use the large hexagon wrench to loosen the four fixing screws on the front of the printer as shown in the illustration.



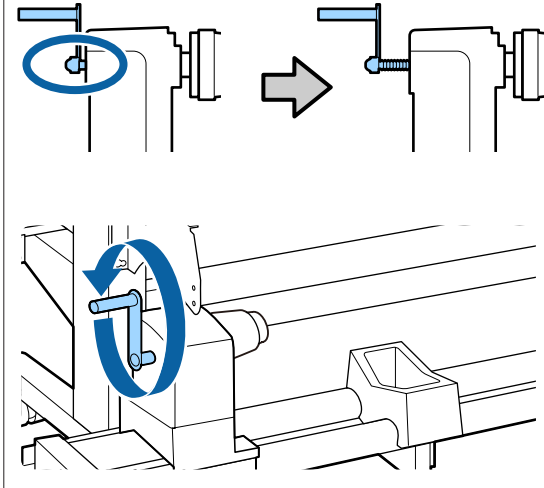
- 2** Loosen the roll core holder locking screws and move the left roll core holders to the outside. Next, tighten the roll core holder locking screw to align the right roll core holder with the position of dotted line.



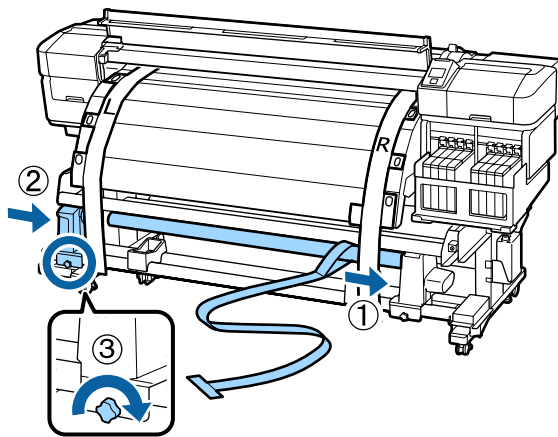
Appendix

! Important:

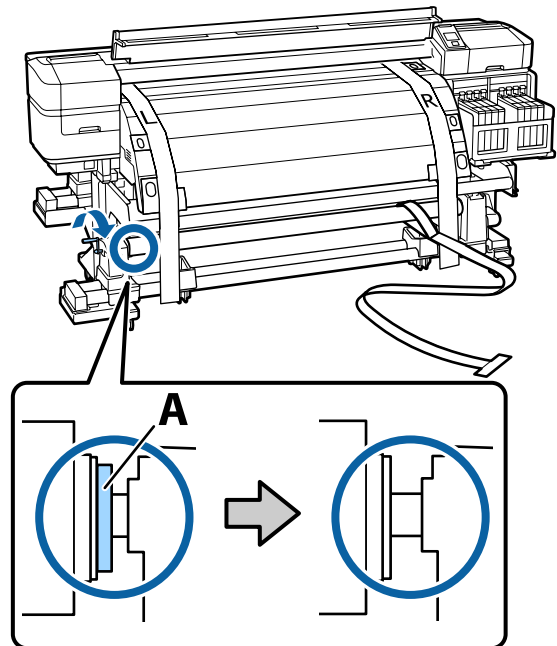
If the left roll core handle shaft is not visible, rotate the handle as shown in the illustration below until it stops.

**3**

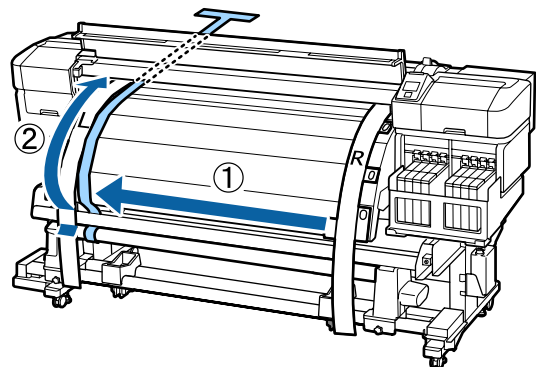
Insert the roll core into the right roll holder. Next, insert the left roll core holder into the roll core, and then tighten the roll core holder locking screw.

**4**

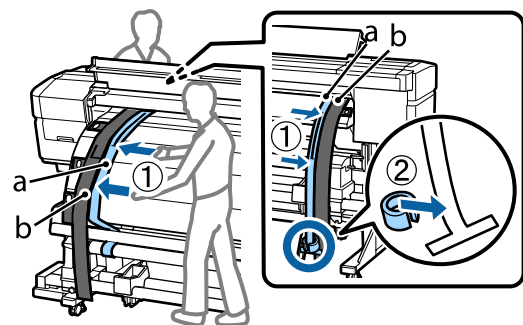
Rotate the handle until part A in the illustration below is fully inserted.

**5**

Bring film a to the left side of film b. Pass the lead edge of film a between the media guide bar and after heater, and then insert it into the printer.

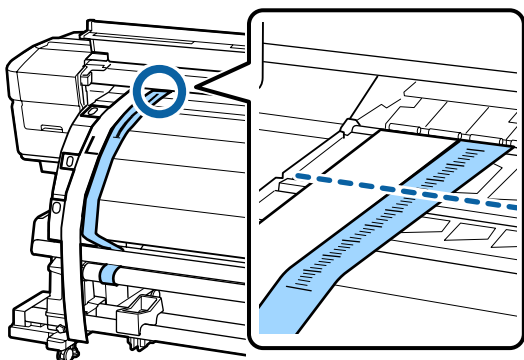
**6**

While checking at the front and rear of the printer, align film a with film b tightly. At the rear of the printer, attach a counterweight to film a.



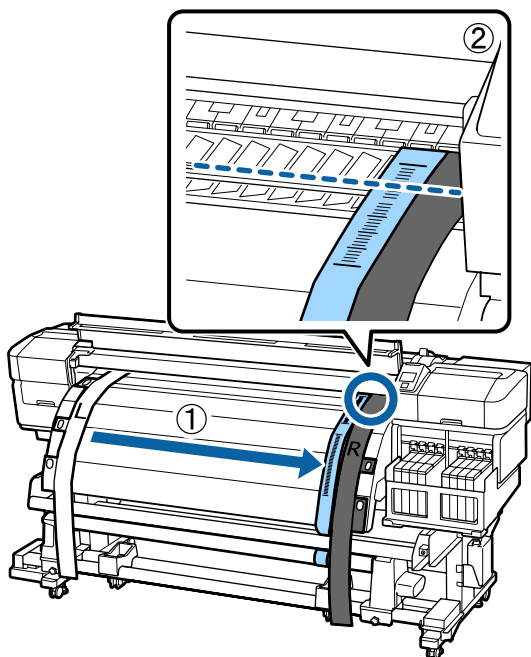
Appendix

- 7** After film a stops swinging, make a note of the value of the scale on film a where the edge of the platen overlaps.



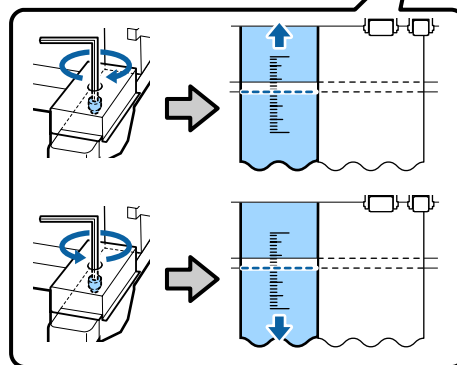
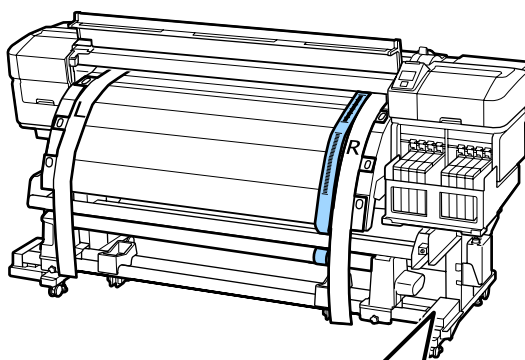
- 8** At the front and rear of the printer, raise film a and move it so that it aligns with the right side of film b tightly. After film a stops swinging, check the scale at the edge of the plate on the platen and on film a.

If the value is different from the left side, proceed to Step 9. If the value is the same, proceed to Step 10.

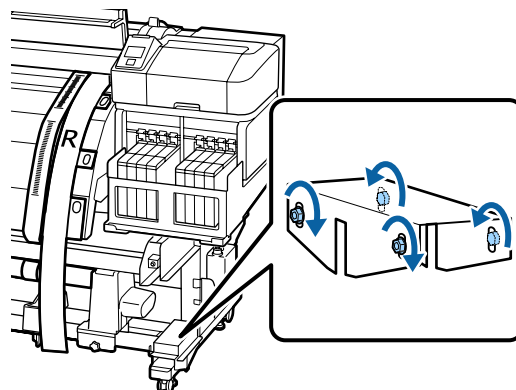


- 9** While checking the scale of film a on the front side of the printer, use the large hexagon wrench for adjustment.

If the adjustment screw is turned clockwise, the scale moves back. If the adjustment screw is turned counterclockwise, the scale moves towards you. One turn of the screw moves the line about 1 mm.

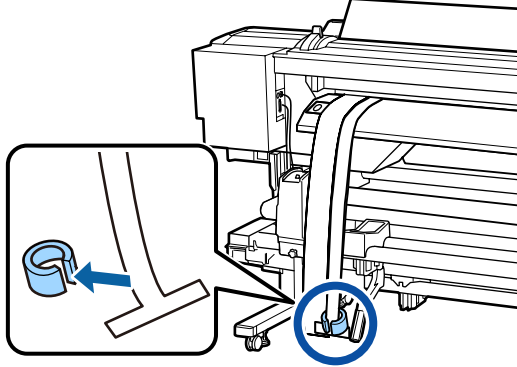


- 10** Use the large hexagon wrench to firmly secure the 4 screws.

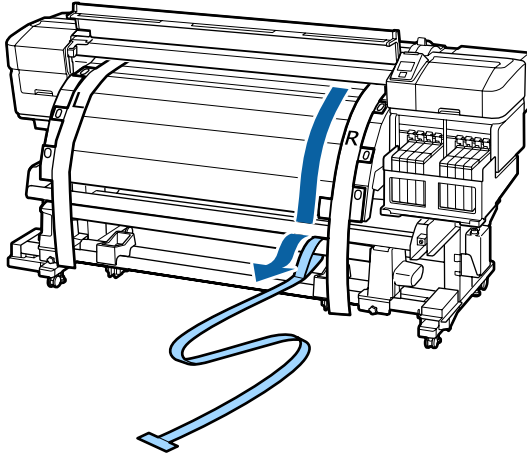


Appendix

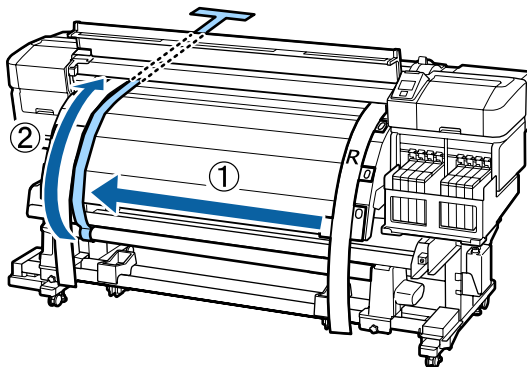
- 11** At the rear of the printer, remove the counterweight attached to film a.



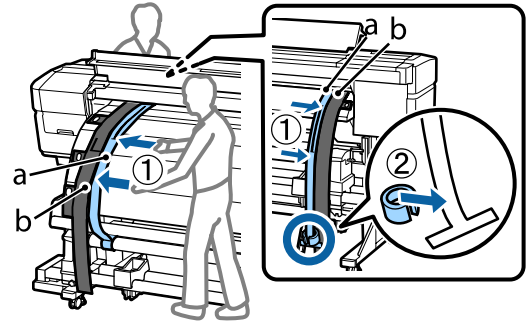
- 12** Pull out film a from the printer.



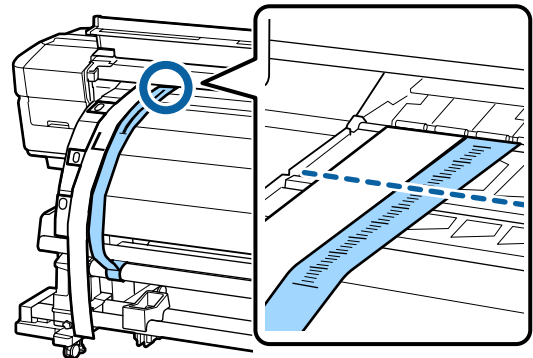
- 13** Bring film a to the left side of film b. Pass the lead edge of film a by the front of the media guide bar and then insert it into the printer.



- 14** At the front and rear of the printer, raise film a and move it so that it aligns with film b tightly. At the rear of the printer, attach a counterweight to film a.



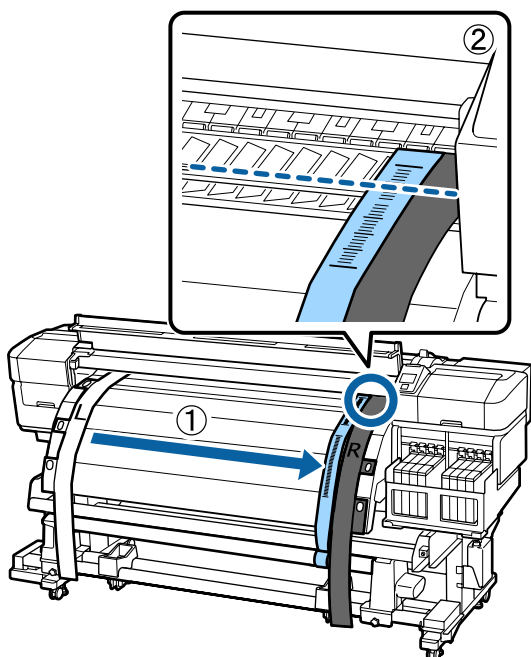
- 15** After film a stops swinging, make a note of the value of the scale on film a where the edge of the platen overlaps.



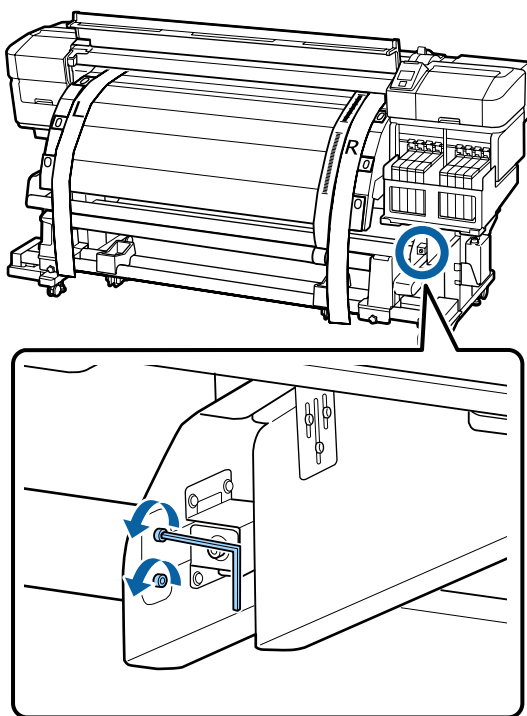
Appendix

- 16** At the front and rear of the printer, raise film a and move it so that it aligns with the right side of film b tightly. After film a stops swinging, check the scale at the edge of the plate on the platen and on film a.

If the value is different from the left side, proceed to Step 17. If the value is the same, proceed to Step 20.

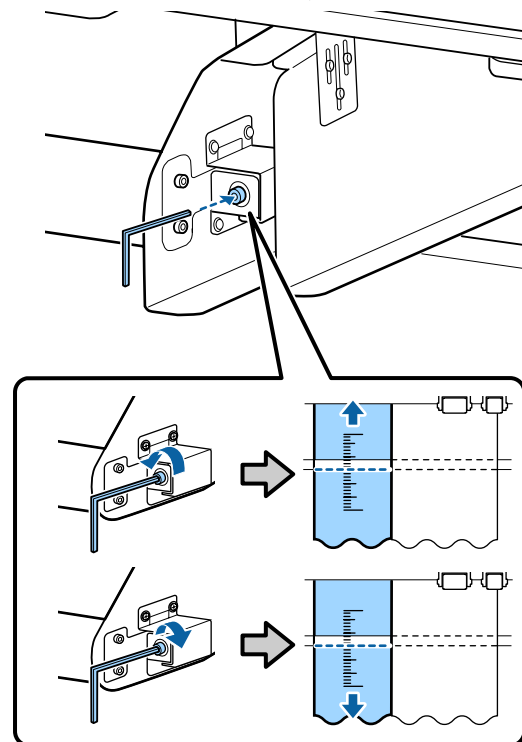


- 17** Use the small hexagon wrench to loosen the 2 screws.

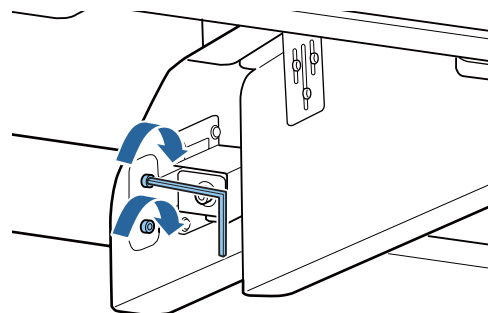


- 18** While checking the scale of film a on the front side of the printer, make adjustments using the large hexagon wrench while you use your hand to hold the media guide bar.

If the adjustment screw is turned counterclockwise, the scale moves back. If the adjustment screw is turned clockwise, the scale moves towards you. One turn of the screw moves the line about 1 mm. If the value of this scale matches the left side, the adjustment is complete.

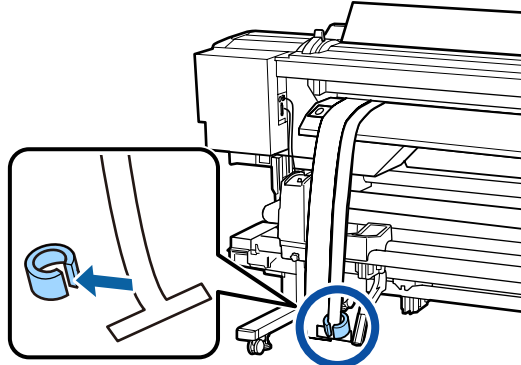


- 19** Use the small hexagon wrench to tighten the 2 screws.

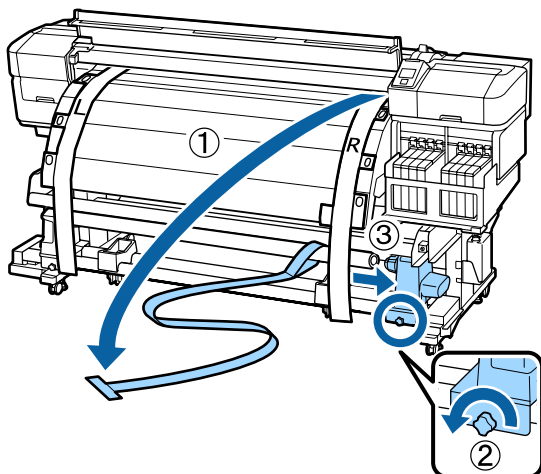


Appendix

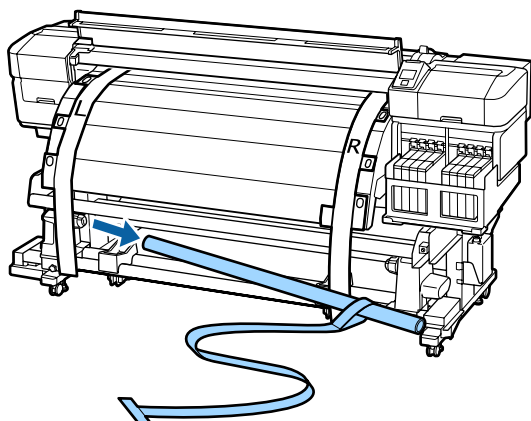
- 20 At the rear of the printer, remove the counterweight attached to film a.



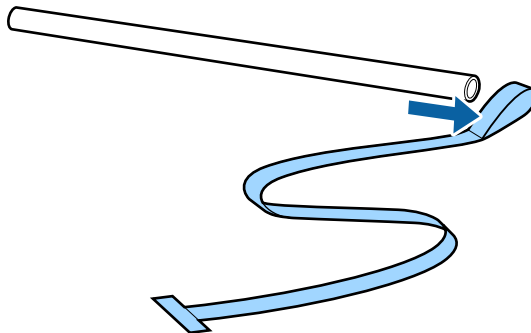
- 21 Pull out film a from the printer. Next, loosen the right roll core holder locking screw and remove the roll core holder from the roll.



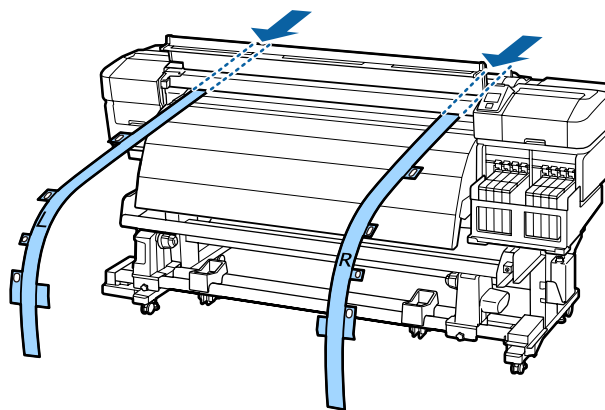
- 22 Remove the roll core.



- 23 Remove film a from the roll core.



- 24 Remove the left and right side of film b from the printer.

**Note:**

Store film a and b with the counterweight without creasing them. If film will be used again, remove dust and other objects and stretch it well before using it.

Using the Spacer

If the vertical creases between the pressure rollers are not improved even after adjusting **Feeding Tension** and **Take-up Tension**, insert the spacer supplied with the printer in the hollow of the media loading lever.

When changing the adjustment position of the spacer, you need a commercially available plus head screwdriver. Prepare this in advance.

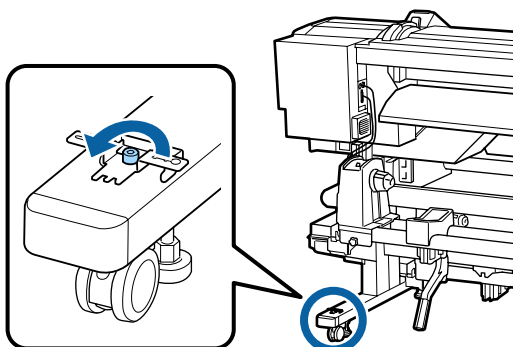
Removing the Spacer

Remove the spacer attached to the leg with the hexagon wrench (large) supplied with the printer.

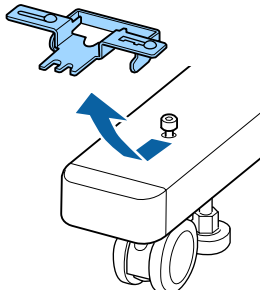
Appendix

- 1 Loosen the screws with the hexagon wrench (large).

Do not remove the screws.



- 2 Remove the spacer.

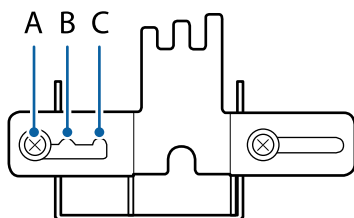


- 3 Tighten the screws that you loosened.

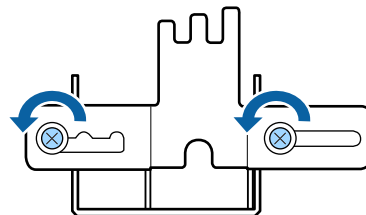
Adjusting the Spacer

You can adjust the spacer in three stages. Normally, it is adjusted to position A. If vertical creases are not improved, try adjusting to position B and then C.

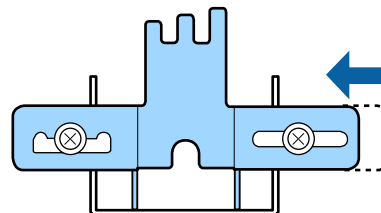
This section explains how to adjust the position from A to B. Follow the same procedure when adjusting to position C.



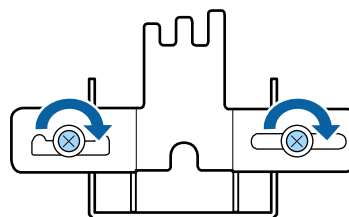
- 1 Use the plus head screwdriver to loosen the two screws.



- 2 Move the adjustment position from A to B.



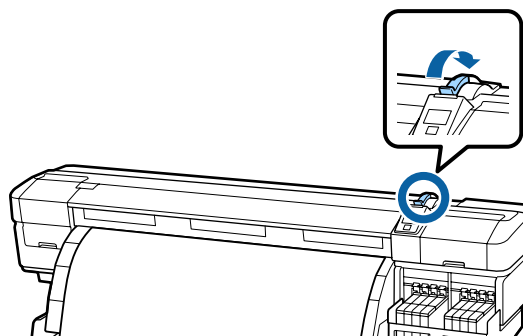
- 3 Use the plus head screwdriver to tighten the two screws.



Attaching the Spacer

- 1 Confirm that the printer is ready to print.

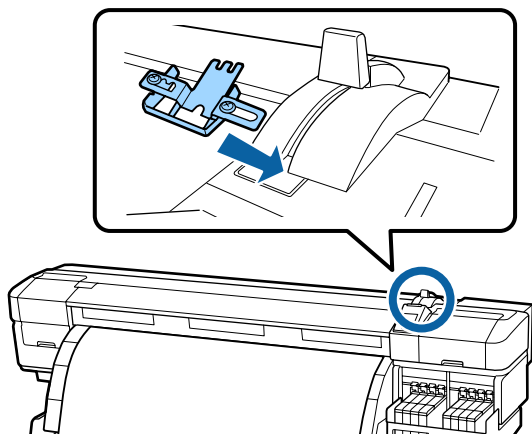
- 2 Raise the media loading lever.



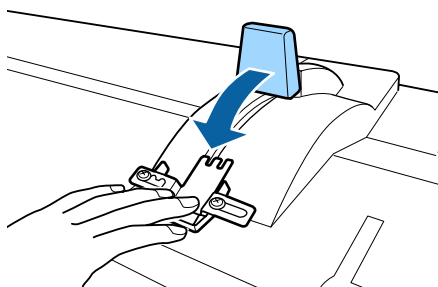
- 3 Check that the adjustment position is position A.

Appendix

- 4** Attach the spacer in the hollow of the media loading lever.



- 5** While holding the spacer, lower the media loading lever.



When you lower the media loading lever, the media confirmation and setting changes are displayed on the control panel screen. See the following and check the settings.

☞ [“Viewing and Changing Media Settings” on page 32](#)

- 6** Perform Feed Adjustment.

☞ [“Feed Adjustment” on page 49](#)

- 7** Perform printing, and then check that vertical creases have been removed by viewing through the window on the front cover.

If the vertical creases have been removed, adjustment is complete. If the vertical creases have not been removed, stop printing, raise the media loading lever, and remove the spacer.

- 8** Change the spacer adjustment position.

☞ [“Adjusting the Spacer” on page 129](#)

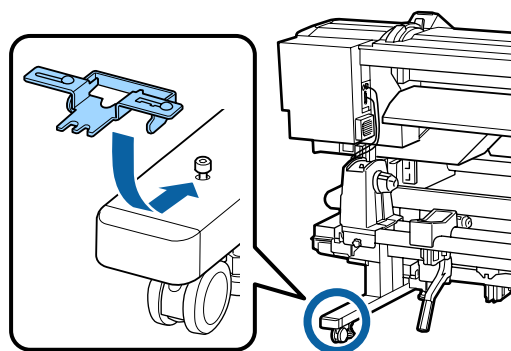
- 9** Attach the spacer, and then check that vertical creases have been removed.

See steps 4 to 7.

If the vertical creases have still not been removed, change the adjustment position to position C, and then repeat steps 4 to 6.

Storing the Spacer

When not using the spacer, perform the spacer removal procedure in reverse to secure it to the leg.



Appendix

System Requirements

Consult the documentation for your software RIP.

Specifications Table

Printer Specifications		
Printing method	On-demand ink jet	
Nozzle configuration	360 nozzles x 2 x 2 rows x 4 colors (Black ^{*1} , Cyan, Magenta, Yellow)	
Resolution (maximum)	720×1440dpi	
Control code	ESC/P raster (undisclosed command)	
Media Feed Method	Friction feed	
Built-in memory	512 MB for Main 128 MB for Network	
Interface	Hi-Speed USB-Compatible with the USB 2.0 Specification. 100Base-TX/1000Base-T ^{*2}	
Rated voltage	AC100-120V	AC200-240V
Rated frequency	50/60 Hz	
Rated current	#1: 10 A #2: 10 A	#1: 5 A #2: 5 A
Power consumption (total for numbers 1 and 2)	Printing: Approx. 760 W Ready mode: Approx. 458 W Sleep mode: Approx. 11 W Power off: Approx. 1 W	
Temperature	Operating: 15 to 35°C (15 to 25°C recommended) Storage (before unpacking): -20 to 60°C (within 120 hours at 60°C, within a month at 40°C) Storage (before refilling with ink): -20 to 40°C (within a month at 40°C)	

Printer Specifications	
Humidity	Operating: 20 to 80% (40 to 60% recommended) (without condensation) Storage (before and after unpacking): 5 to 85% (without condensation)
Operating Temperature/Humidity Range (area with diagonal lines: recommended)	
Dimension	Storage (minimum) dimensions: 2620 (W) x 1013 (D) x 1314 (H) mm Maximum dimensions: 2620 (W) x 1198 (D) x 1653 (H) mm
Weight ^{*3}	Approx. 288 kg

^{*1}High Density Black or Black

^{*2} Use a shielded twisted pair cable (category 5 or higher).

^{*3} Supplied media system installed; ink not included.

Appendix

Ink Specifications	
Type	Dedicated ink pack
Sublimation transfer ink	High Density Black, Black, Cyan, Magenta, Yellow
Use by date	See the date printed on the ink pack (at normal temperature)
Print quality guarantee expiry	25 days (from the day that the ink tank was refilled from the ink pack)
Storage temperature	5 to 35°
Capacity	1000ml

Note:

To ensure your printouts have a stable coloring, maintain a constant room temperature of 15 to 25°C.

Standards and Approvals

Safety	UL 60950-1
	CSA C22.2 No.60950-1
EMC	FCC part 15 subpart B Class A
	CAN/CSA-CEI/IEC CISPR 22 Class A
	AS/NZS CISPR 22 Class A

**Warning:**

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

Where To Get Help

Technical Support Web Site

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

<http://support.epson.net/>

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

<http://www.epson.com>

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

Contacting Epson Support

Before Contacting Epson

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

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

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

Where To Get Help

Help for Users in North America

Epson provides the technical support services listed below.

Internet Support

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

Speak to a Support Representative

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

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

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



Important:

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

Purchase Supplies and Accessories

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

Help for Users in Europe

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

Help for Users in Australia

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

Your Dealer

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

Internet URL

<http://www.epson.com.au>

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

Epson Helpdesk

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

The Helpdesk numbers are:

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

Where To Get Help

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

Help for Users in Singapore

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

World Wide Web

(<http://www.epson.com.sg>)

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

Epson HelpDesk

(Phone: (65)65863111)

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

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

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

(<http://www.epson.co.th>)

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

Epson Hotline

(Phone: (66)2685-9899)

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

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

Help for Users in Vietnam

Contacts for information, support, and services are:

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

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

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

(<http://www.epson.co.id>)

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

Epson Hotline

- ☐ Sales enquiries and product information
- ☐ Technical support

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

Epson Service Center

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

Phone/Fax: (62) 21-62301104

Where To Get Help

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

Help for Users in Hong Kong

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

Internet Home Page

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

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

Users can access our World Wide Web home page at:

<http://www.epson.com.hk>

Technical Support Hotline

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

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

(<http://www.epson.com.my>)

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

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- ☐ Sales enquiries and product information (Infoline)
Phone: 603-56288222
- ☐ Enquiries on repair services & warranty, product usage and technical support (Techline)
Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

Where To Get Help

World Wide Web

(<http://www.epson.co.in>)

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

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

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

Helpline

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

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

Help for Users in the Philippines

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

Trunk Line: (63-2) 706 2609

Fax: (63-2) 706 2665

Helpdesk Direct Line: (63-2) 706 2625

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

World Wide Web

(<http://www.epson.com.ph>)

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

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

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

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

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