



SC-F7000 Series

User's Guide

NPD4829-01 EN

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Introduction

Important Safety Instructions

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

When choosing a place for this product

- ❑ Place this product on a flat, stable surface that is larger than this product. This product will not operate properly if it is tilted or at an angle.
- ❑ Avoid places subject to rapid changes in temperature and humidity. Also keep it away from direct sunlight, strong light, or heat sources.
- ❑ Avoid places subject to shocks and vibrations.
- ❑ Keep this product away from dusty areas.
- ❑ Place this product near a wall outlet where the plug can be easily unplugged.

When setting up this product

- ❑ 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.

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.

Introduction

- ❑ 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 and gloves when refilling ink tanks or replacing the waste ink bottle.

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 swallowed, induce vomiting and consult a physician immediately.

Notes on This Guide

Meaning of Symbols

 Warning:	Warnings must be followed to avoid serious bodily injury.
 Caution:	Cautions must be followed to avoid bodily injury.
 Important:	Important must be followed to avoid damage to this product.
Note:	Notes contain useful or additional information on the operation of this product.

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.

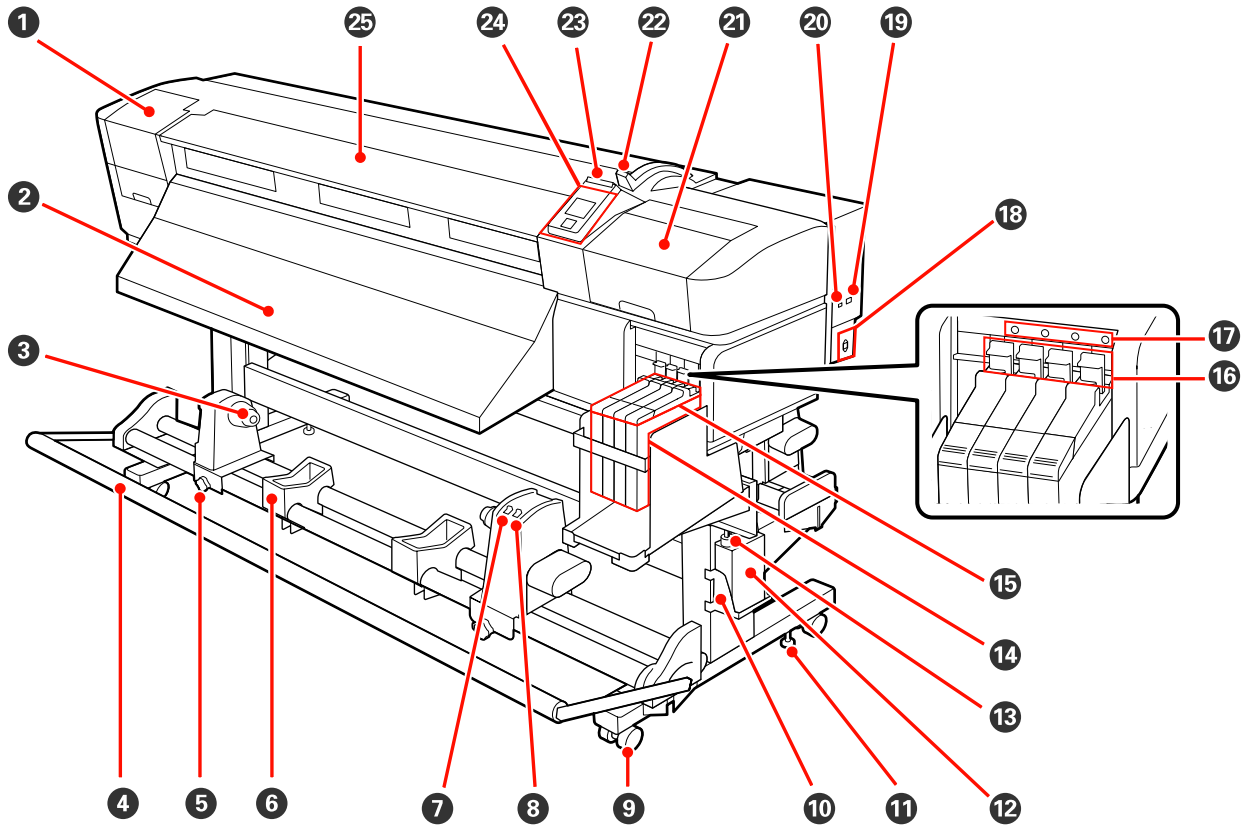
Windows refers to Windows 8, 7, Vista, XP.

- ❑ 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.

Introduction

Printer Parts

Front



- 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 54](#)
- 2 Eject guide**
 Media is ejected along this guide.
- 3 Roll core holder**
 Place the used roll core for media take-up on these holders. There are two holders: one on the left and one on the right.
 ☞ [“Media Loading and Take Up” on page 35](#)
- 4 Tensioner**
 The tensioner maintains tension to prevent the media sagging as it is taken up.
- 5 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 screws: one on the left and one on the right.

Introduction

6 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.

7 Auto switch

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

8 Manual switch

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

9 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.

10 Waste ink bottle holder

Place the waste ink bottle in this holder.

11 Adjuster

The adjusters keep the printer in place. After installing the printer, keep it securely in place during use.

12 Waste ink bottle

Waste ink collects in this bottle.

Replace with a new waste ink bottle when the level approaches the line.


13 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.

14 Ink tank

Holds ink used for printing.

15 Slider

 ["Slider" on page 10](#)

16 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.

17 Chip unit check lamp

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

On : An error occurred. Check the contents of the error on the control panel's screen.

Off : No error.

18 AC inlet

Connects the power cable.

19 LAN port

 ["LAN port" on page 10](#)


20 USB port

Connects the USB cable.

Introduction

21 Maintenance cover (right)

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

 [“Maintenance Around the Print Head” on page 53](#)

22 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.

23 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.

24 Control panel

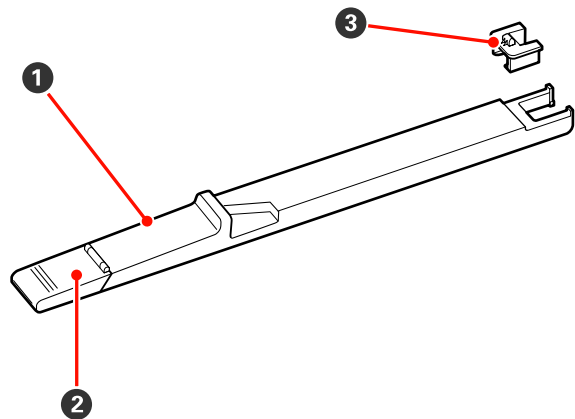
 [“Control panel” on page 14](#)

25 Front cover

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

Introduction

Slider

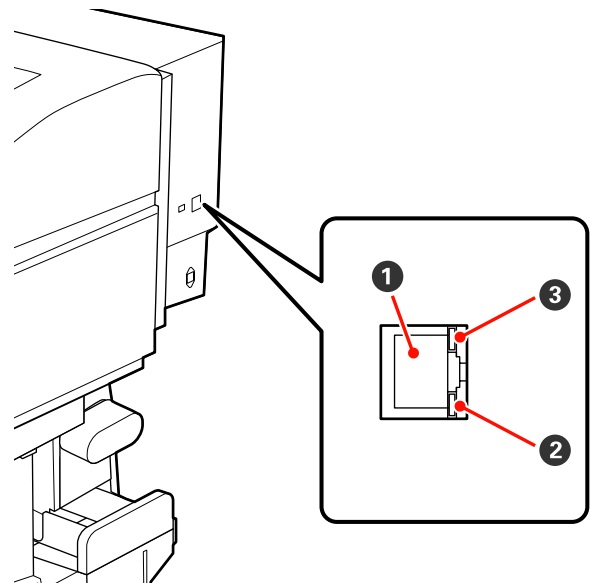


- 1 Slider**
Attach the chip unit included with the ink pack before refilling the ink.

[👉 “Chip Unit Replacement and Ink Refills” on page 61](#)
- 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.

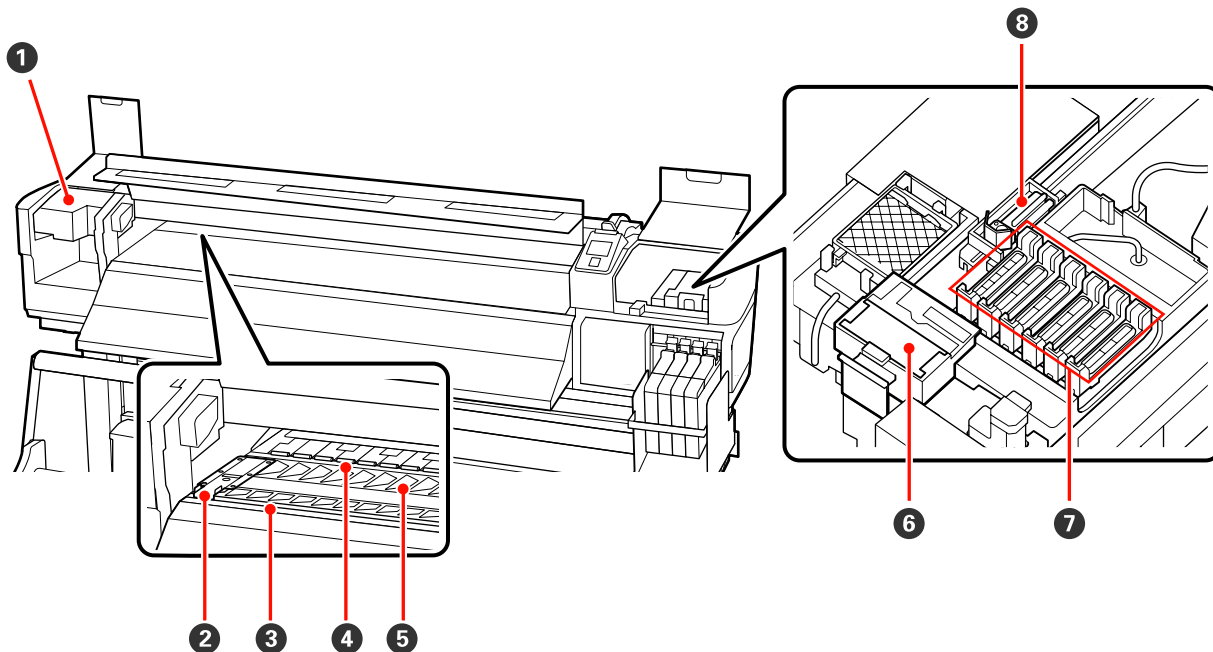
Red : 100Base-TX

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. Cleaning may be required depending on the status.

 [“Cleaning Around the Print Head” on page 54](#)

2 Media holding plate

The media holding plates prevent the media riding up and keeps fuzz 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 23](#)

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 50](#)

5 Platen

This part suctions the media for printing.

 [“Cleaning the Platen, Pressure Rollers, and Media Holding Plates” on page 50](#)

Introduction

6 Wiper cleaner

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

 [“Replacing the Wiper and Wiper Cleaner” on page 59](#)

7 Caps

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

 [“How to Clean” on page 53](#)

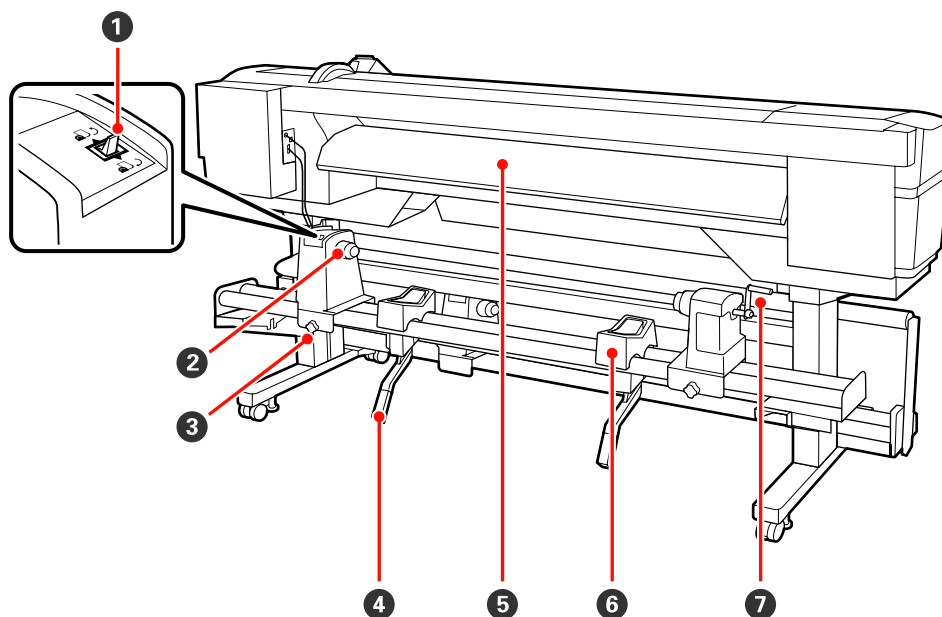
8 Wiper

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

 [“How to Clean” on page 53](#)

 [“Replacing the Wiper and Wiper Cleaner” on page 59](#)

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 holders: 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 screws: one on the left and one on the right.

Introduction

4 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 lift levers: one on the left and one on the right.

5 Loading guide

Media is loaded along this guide.

6 Roll support

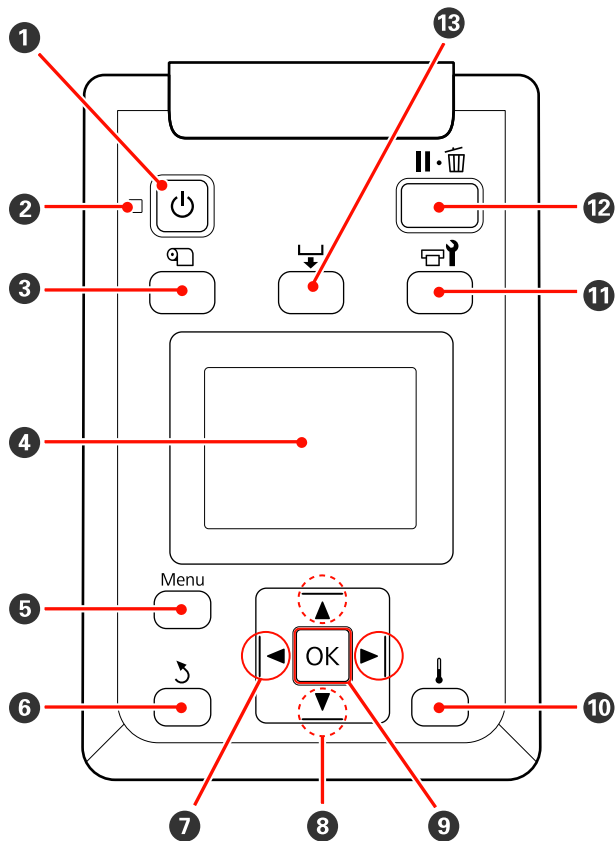
Rest media on these supports before placing it on the roll holders. There are two supports: one on the left and one on the right.

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

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

 On : The power is on.

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

 Off : The power is off.

- 3** **button (media setup button)**
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 70](#)

- 4** **Display**
Displays the printer's status, menus, error messages, and so on. [“Understanding the Display” on page 15](#)

- 5** **Menu button**
Press this button to display menus. [“Using the Control Panel Menu” on page 66](#)

- 6** **Back button (back button)**
Press this button to exit to the previous menu when options are displayed. [“Menu Operations” on page 66](#)

- 7** **Left/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** **Up/Down arrow buttons (media feed buttons)**
 - When media is loaded, you can press the **Down** button to feed the media and the **Up** button to rewind. Keep the **Down** button pressed to feed the media up to 103 cm. Keep the **Up** button pressed to rewind the media up to 25 cm.
Note that when the **Up** 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 66](#)

- 9** **OK button**
 - Pressing this button when a menu item is highlighted displays options for the selected item.
 - Pressing this button when an option is highlighted selects the highlighted item or performs the selected operation.
 - If pressed when the warning buzzer is sounding, the sound stops.

- 10** **Home button**
Pressing this button when menus are displayed closes the menus and returns the printer to ready status.

- 11** **Maintenance button (maintenance button)**

Introduction

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 75](#)

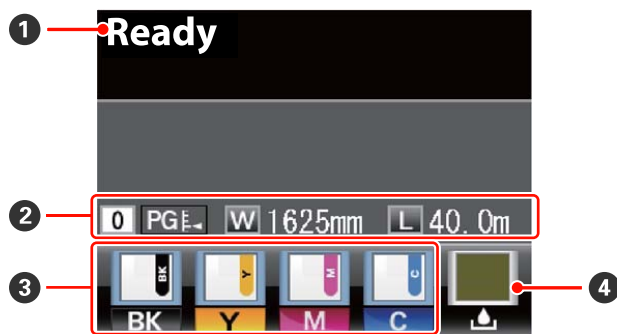
12 button (pause/cancel button)

- ❑ 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 34](#)
- ❑ When printing is in progress, you can use this button to adjust media feed.
 [“Feed Adjustment” on page 46](#)

Understanding the Display



1 Messages

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

[“When a Message is Displayed” on page 78](#)

2 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 created 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

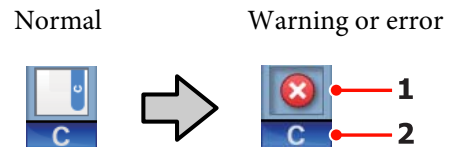
: 2.0

: 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 70](#)

3 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.

: The chip unit requires replacement. Replace the chip unit with one from a new ink pack.

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

2 Ink color codes

Introduction

- BK : Black
 Y : Yellow
 M : Magenta
 C : Cyan




4 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.

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

Media Feeding Unit Accommodates High-Capacity Rolls

The standard 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.

With the optional heavy roll media system, the printer can handle even larger 80 kg rolls with external diameters of 300 mm.

Auto Take-up Reel Unit Comes Standard

The auto take-up reel unit automatically takes up printed media cleanly, with no wrinkles. This is useful when printing large amounts or when performing continuous overnight printing.

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.

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.

Introduction

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.

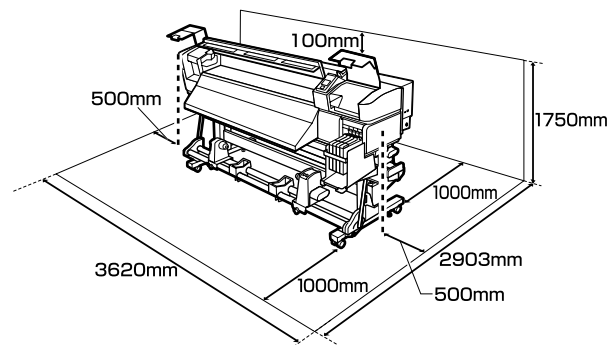
Notes on Usage and Storage

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 88](#)



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 88](#)

Note, however, that the desired results may not be achieved if the temperature and humidity are within the limits for the printer but not within those for the media. Be sure the operating conditions suit the media. For more information, see the documentation supplied with the media.

Also, when operating in dry areas, air conditioned environment, or under direct sunlight, maintain the appropriate humidity.

- ❑ Avoid using the printer in locations with heat sources or that are exposed to direct draughts from ventilators or air conditioners. The print head nozzles could dry out and clog.

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- ❑ Do not bend or tug the waste ink tube. Ink could spill inside or around the printer.
- ❑ We recommend performing maintenance on the following components as required. Failure to perform appropriate maintenance will shorten print head life.

 [“Maintenance Around the Print Head” on page 53](#)

Component to be cleaned	Frequency
Print head	<ul style="list-style-type: none"> ❑ When colors in the printout are faint or missing even after head has been cleaned.
Wiper	
Caps	
Wiper rail	<ul style="list-style-type: none"> ❑ When the printout is smudged or not clear.

Component requiring replacement	Frequency
Wiper cleaner	If the printout is faint or smudged, or segments are missing even after cleaning.
Wiper	

- ❑ 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.

Periodical Cleaning  [“Printer Setup Menu” on page 73](#)

- ❑ 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.

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. Repair work for such malfunction will 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.

Introduction

- ❑ 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 51](#)

- ❑ 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 any objects on top of the ink tank.

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, as otherwise discoloration or other marks may appear where the prints touch. These marks will disappear if the prints are immediately separated and dried but will become permanent if the surfaces are not separated.
- ❑ Avoid direct sunlight.

Introduction

- ❑ 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 disc. 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.*

Software Name	Summary
EPSON LFP Remote Panel 2	<p>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.</p> <p> "Starting EPSON LFP Remote Panel 2" on page 22</p> <p> "Exiting EPSON LFP Remote Panel 2" on page 22</p>
Epson Driver and Utilities	<p>Installs the Epson communications driver (EPSON SC-F7000 Series Comm Driver).</p> <p>The Epson communications driver is required if the EPSON LFP Remote Panel 2 is to be used to copy media settings. 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.</p>
Epson Network Utilities	<p>Install and launch a wizard that will help you enter IP addresses for a simple network connection.</p>
EpsonNet Config	<p>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.</p> <p>The manual is also installed along with the software.</p>

Introduction

Starting EPSON LFP Remote Panel 2

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

- 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 the 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 EPSON LFP Remote Panel 2 main window.

See EPSON LFP Remote Panel 2 help for more information.

Exiting EPSON LFP Remote Panel 2

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

Uninstalling Software



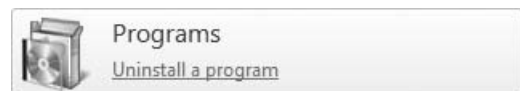
Important:

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

This section describes how to uninstall EPSON LFP Remote Panel 2 and the Epson communications driver.

- 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**).

Selecting the following deletes the Epson communications drivers.

EPSON SC-F7000 Series Comm Driver Printer Uninstall

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.

Basic Operations

Loading and Exchanging Media

Loading Media

The procedure for loading media varies depending on whether you are using the installed media feeding unit or the optional heavy roll media system.

Follow the steps below when using the supplied media feeding unit.

When the Heavy Roll Media Feeding Unit is installed, see: [☞ “Using the Optional Heavy Roll Media Feeding Unit” on page 28](#)

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.
- ❑ Secure the media in place by the following procedure.
Injury may occur if the media falls.
- ❑ Do not rub your hands along the edges of the media. The edges of the media are sharp and can cause injury.

Important:

Load media immediately 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.

Note:

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

[☞ “Supported Media” on page 86](#)

When the Standard Media Feeding Unit Is Installed

This section describes how to load media when the standard media feeding unit is installed.



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.

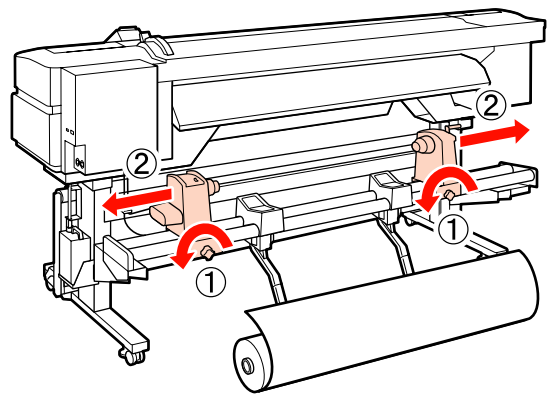
1

Turn on the printer by pressing the  button.

2

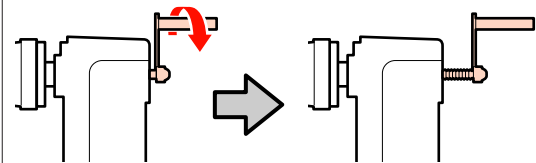
Loosen the roll holder fixing screws and adjust the roll holders so that the gap between the two is wider than the media.

Center the roll supports between the roll holders.



Important:

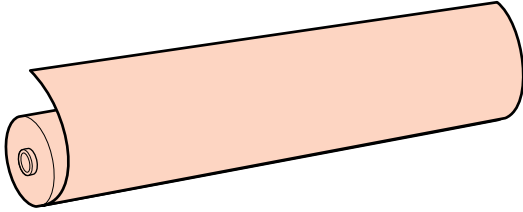
If the right holder handle shaft is not visible, rotate the handle forward until it stops. The media can not be properly loaded if the handle shaft is not visible.



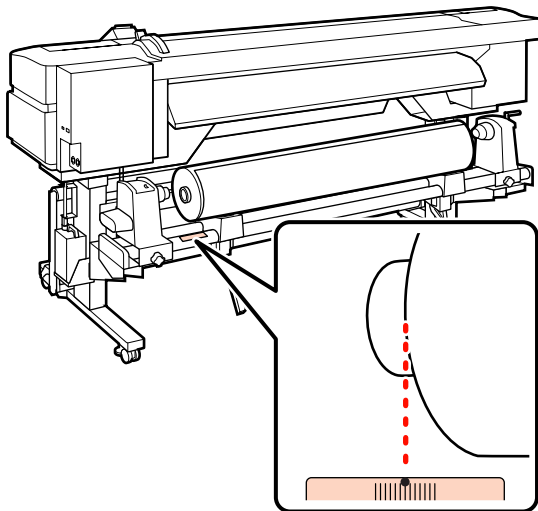
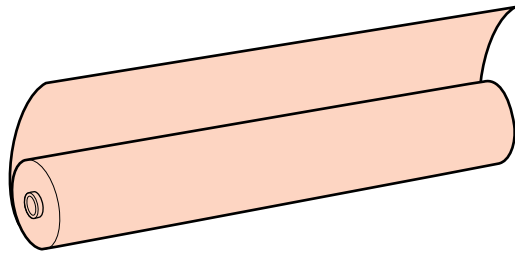
Basic Operations

- 3** Place media on the roll support oriented according to how it is rolled (see below) and position it as indicated by the mark on the label.


Printable Side Out



Printable Side In




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

 *Setup Guide*

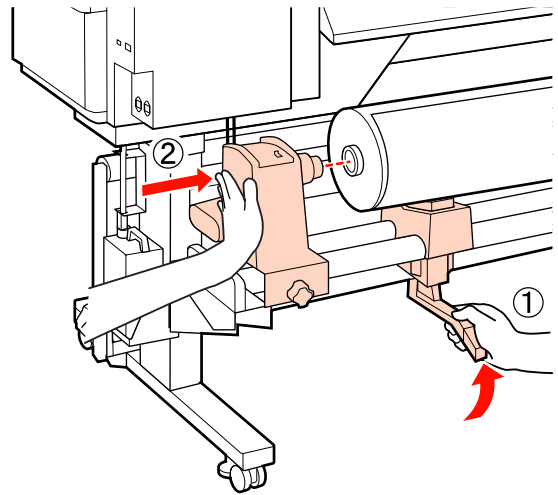
Note:

Be sure the option selected for **Roll Type** in the **Customize Settings** menu matches how the media is rolled. **Roll Type** defaults to **Printable Side Out**. Be sure to select **Printable Side In** after loading media rolled printable side in.

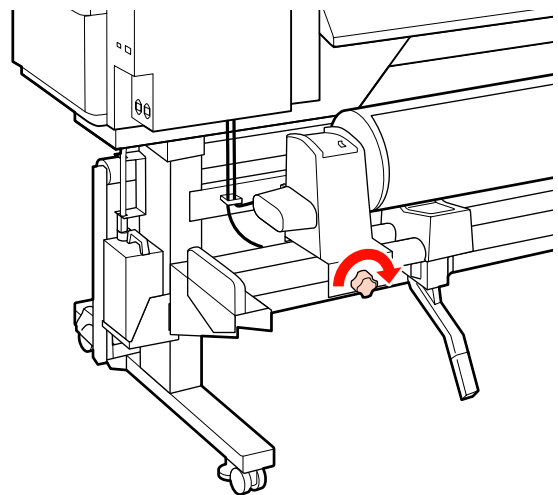
For more information see  ["Roll Type" on page 44](#)

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

If the roll of media has the 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.



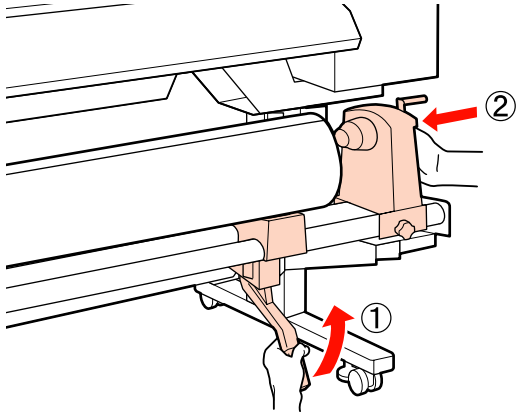
- 5** Tighten the roll holder screw to fix the roll holder in place.



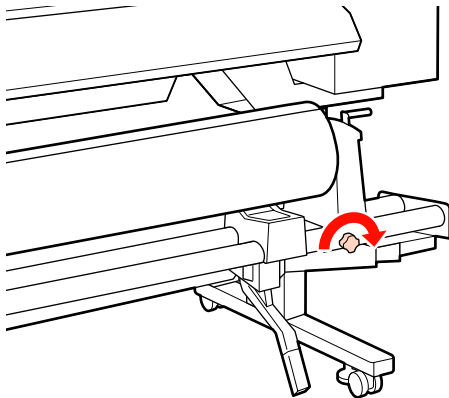
Basic Operations

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

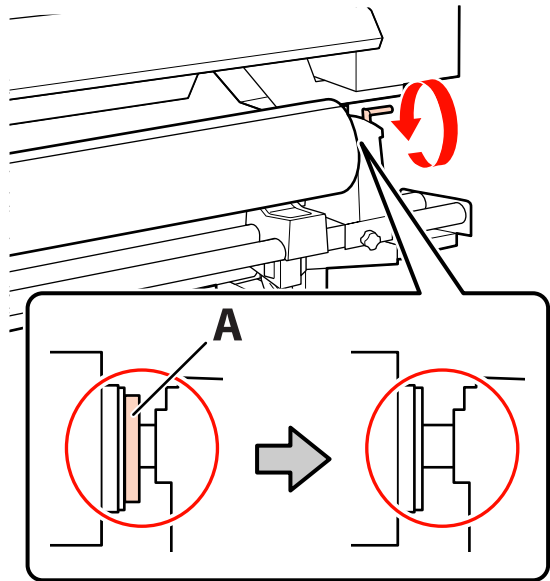
If the roll of media has the outer diameter which is less than 140 mm, lift it up by your hands, and set it to the roll holder as described in Step 4.



- 7** Tighten the roll holder screw to fix the roll holder in place.

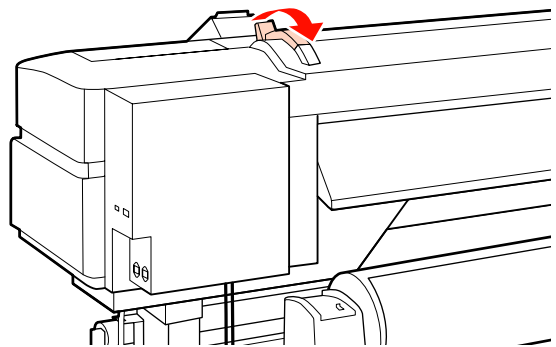


- 8** Rotate the handle until part A in the illustration below is fully inserted.

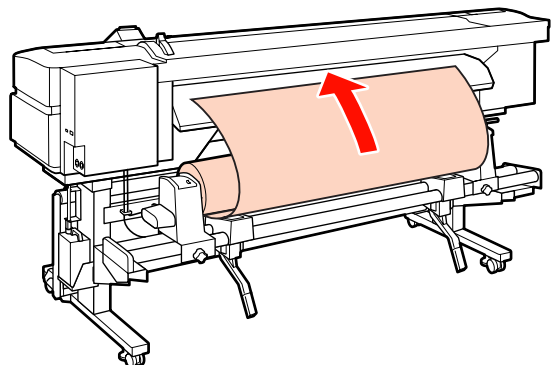


! Important:
Once part A is hidden, do not turn the handle any further. Failure to observe this precaution could damage the roll holder.

- 9** Raise the media loading lever.




- 10** Pull out the media and insert it into the printer.

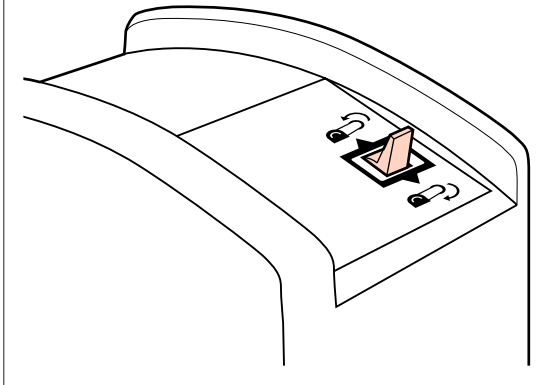


Basic Operations

Note:
Media that is heavy and difficult to unroll can be fed by pressing the drive switch on the left roll holder.

Printable Side Out 

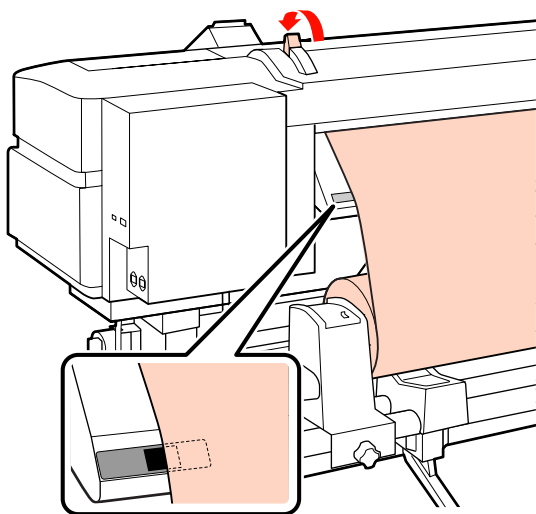
Printable Side In 



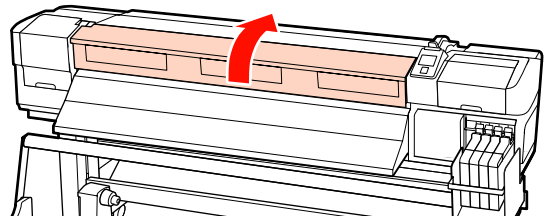
11 Insert the media past the pressure rollers and lower the media loading lever to hold it in place.

Confirm that the left edge of the media passes over the center of the square in the label on the loading guide.

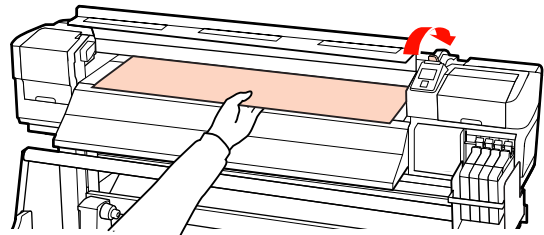
! Important:
Perform Steps 11 to 3 in reverse order and repeat the loading process if the left edge of the media is not within the guides. Do not attempt to reposition the roll holders while they are inserted in the media.



12 Go to the front of the printer and open the front cover.

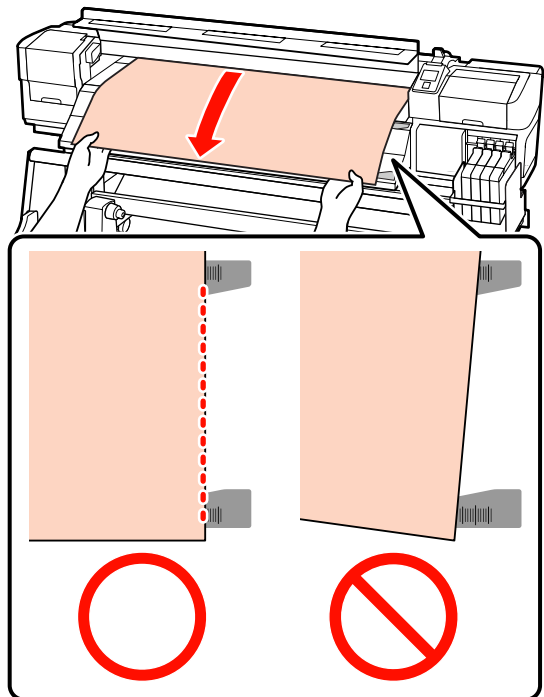


13 Hold the center of the media and raise the media loading lever.



14 Pull the media straight forward until the edge has past the label on the bottom side of the eject guide.

Keep the right edge of the media parallel with the scale markings on the two labels on the eject guide.



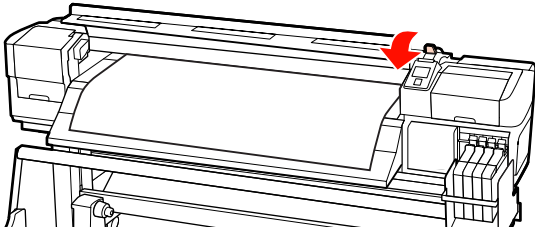
15 Lower the media loading lever to hold the media in place.

To print immediately, proceed to Step 16.

Basic Operations

For information on loading the media into the auto take-up reel unit, see:

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



Note:

If you would prefer to print from the very start of the roll, press the ▲ button in the control panel to rewind the media slightly.

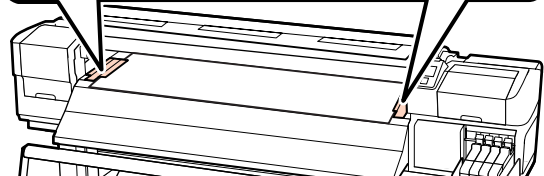
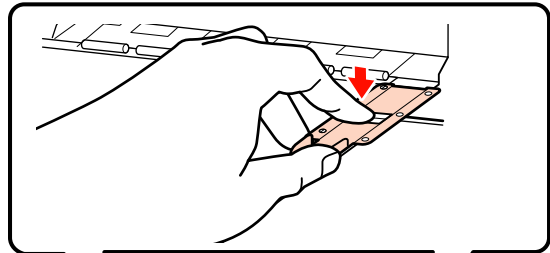
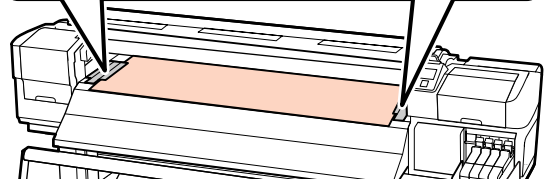
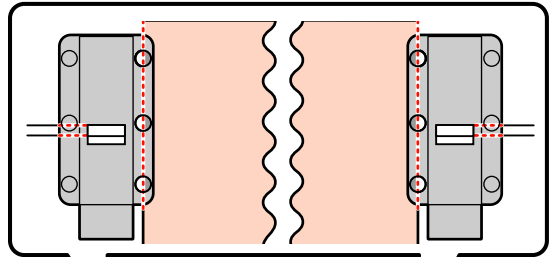
Be sure, however, to stop rewinding before the leading edge of the media is past the cutter groove (on the pressure roller side).

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

16

Attach the media holding plates at either side of the media.

First, position the plates so that the edges of the media are in the centers of the round holes. Next, adjust the position until the white line is visible in the square window and push the plates down to lock them in place and keep them from lifting.

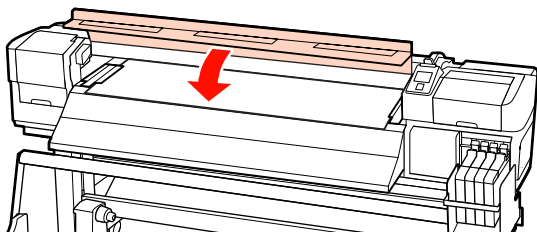


Basic Operations

! 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.
- ❑ 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.
- ❑ Leave left and right margins of over 10 mm when using the media holding plates. Narrower margins could result in printer printing over the plates.

17 Close the front cover.



Using the Optional Heavy Roll Media Feeding Unit

This section describes how to load media when the optional heavy roll media feeding unit is installed.

Using a lifter is recommended when handling a media that is 40 kg or heavier.


The explanation that follows assumes that a lifter is used.

The following types of lifter can be used.

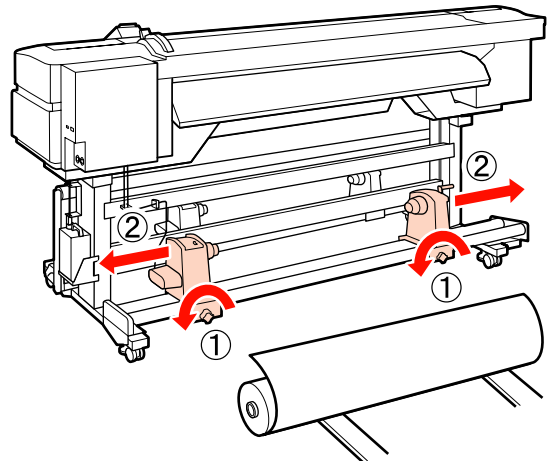
- ❑ Fork or platform thickness: 28 mm or less
- ❑ Fork or platform can be lowered to approx. 190 mm from the floor.

! 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. Using a lifter is recommended when handling a media that is 40 kg or heavier.

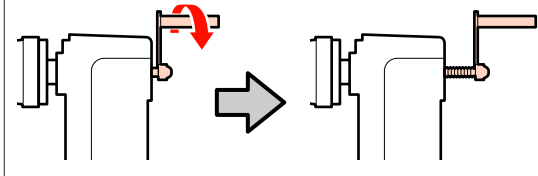
1 Turn on the printer by pressing the  button.

2 Loosen the roll holder fixing screws and adjust the roll holders so that the gap between the two is wider than the media.



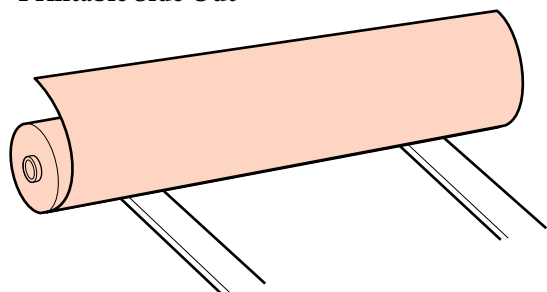
! Important:

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



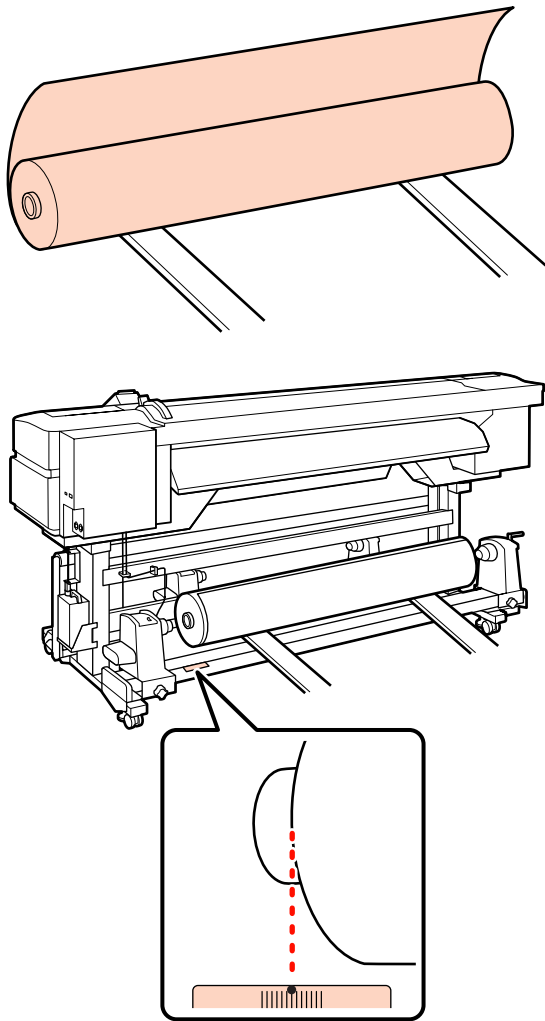
3 Place the media on a lifter oriented according to how it is rolled (see below) and move the lift to position the media as indicated by the mark on the label.

Printable Side Out



Basic Operations

Printable Side In



If the label does not have the loading position, mark it on the label as instructed in the *Setup Guide* supplied with the optional heavy roll media system.

➤ *Heavy Roll Media System Setup Guide*

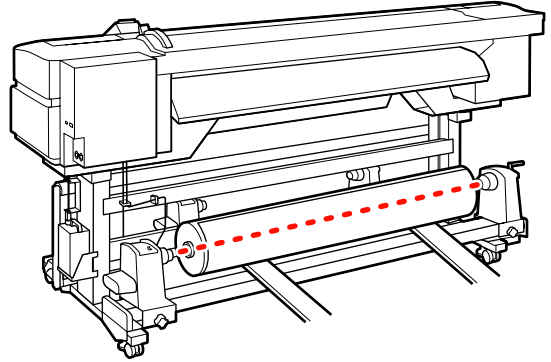
Note:

Be sure the option selected for **Roll Type** in the **Customize Settings** menu matches how the media is rolled. **Roll Type** defaults to **Printable Side Out**. Be sure to select **Printable Side In** after loading media rolled printable side in.

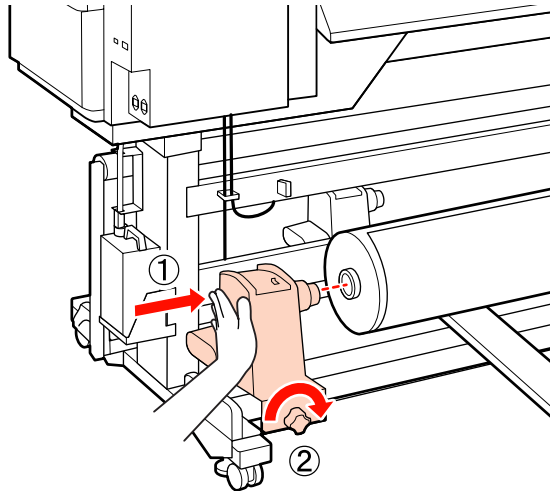
For more information see ➤ [“Roll Type” on page 44](#)

4 Align the media and the roll holders.

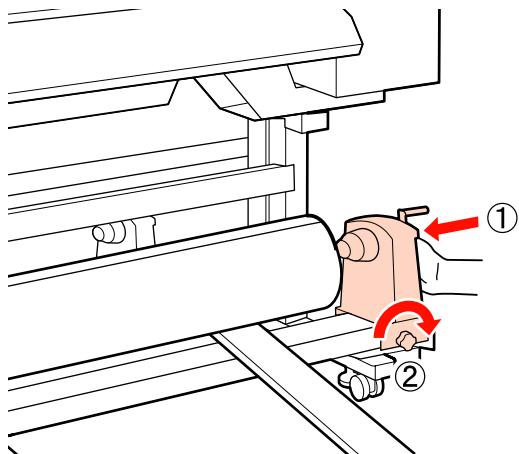
Raise or lower the lifter until the media roll core is level with the roll holders.



5 Fully insert the left roll holder. Next, tighten the roll holder screw to fix the roll holder in place.



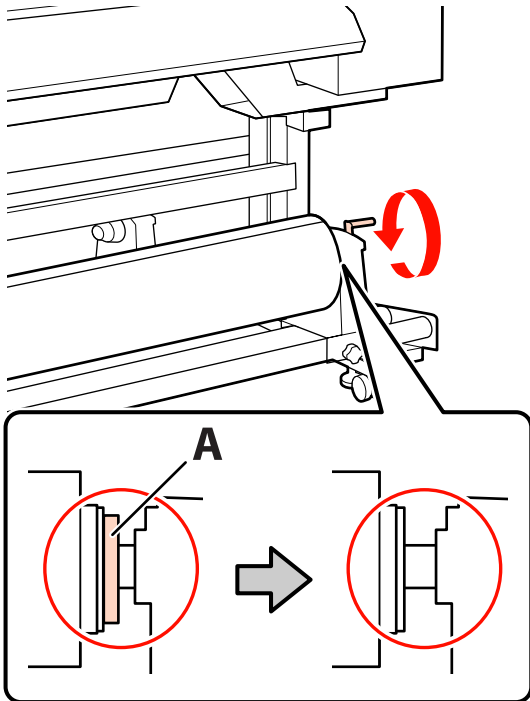
6 Fully insert the right roll holder. Next, tighten the roll holder screw to fix the roll holder in place.



7 Remove the lifter.

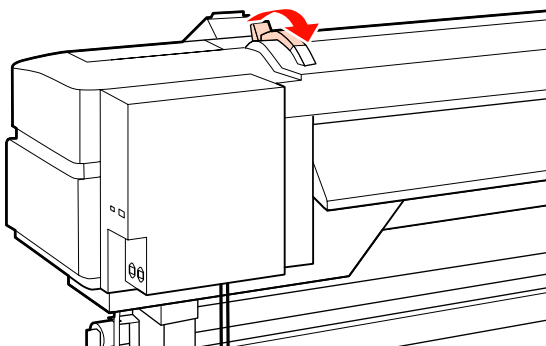
Basic Operations

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

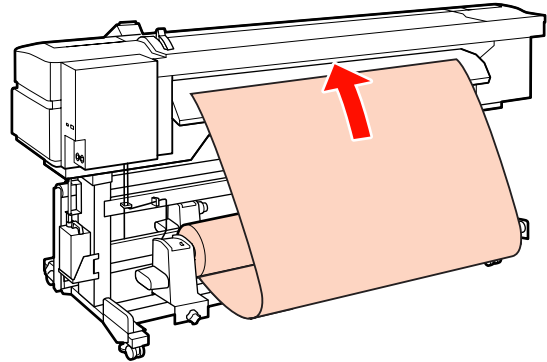


! Important:
 Once part A is hidden, do not turn the handle any further. Failure to observe this precaution could damage the roll holder.
 If part A is not hidden even after turning the handle until it can no longer be turned, return to step 6 and fully press the right unit into the roll core.



- 9** Raise the media loading lever.

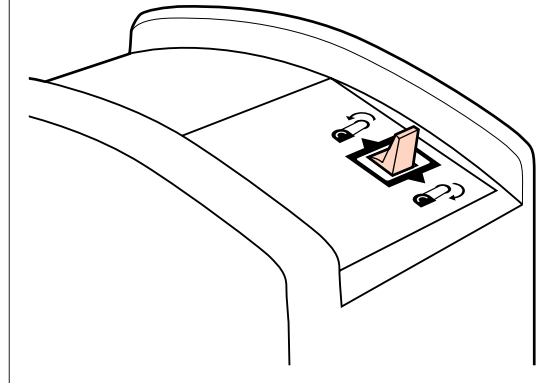


- 10** Pull out the media and insert it into the printer.



Note:
 Media that is heavy and difficult to unroll can be fed by pressing the drive switch on the left roll holder.

Printable Side Out 
 Printable Side In 

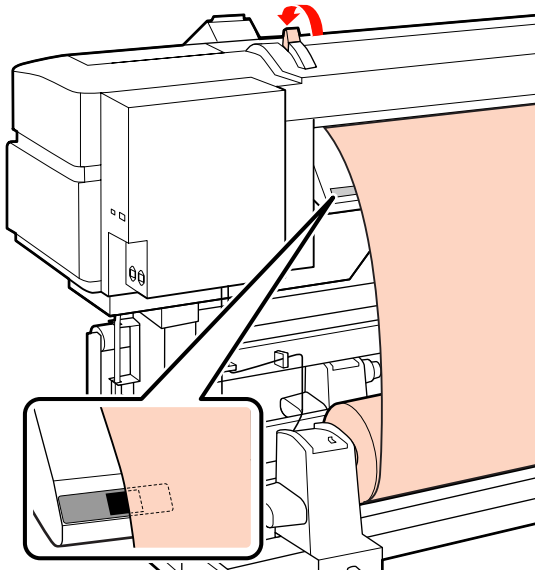


- 11** Insert the media past the pressure rollers and lower the media loading lever to hold it in place.

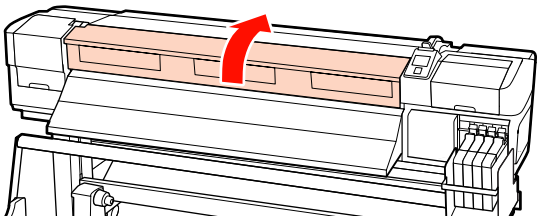
Confirm that the left edge of the media passes over the center of the square in the label on the loading guide.

! Important:
 Perform Steps 11 to 3 in reverse order and repeat the loading process if the left edge of the media is not within the guides. Do not attempt to reposition the roll holders while they are inserted in the media.

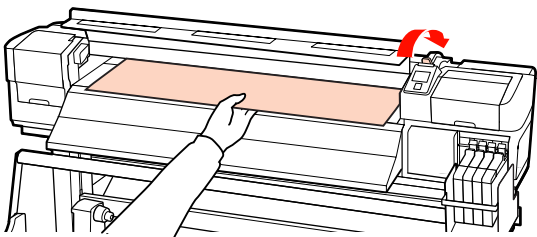
Basic Operations



12 Go to the front of the printer and open the front cover.

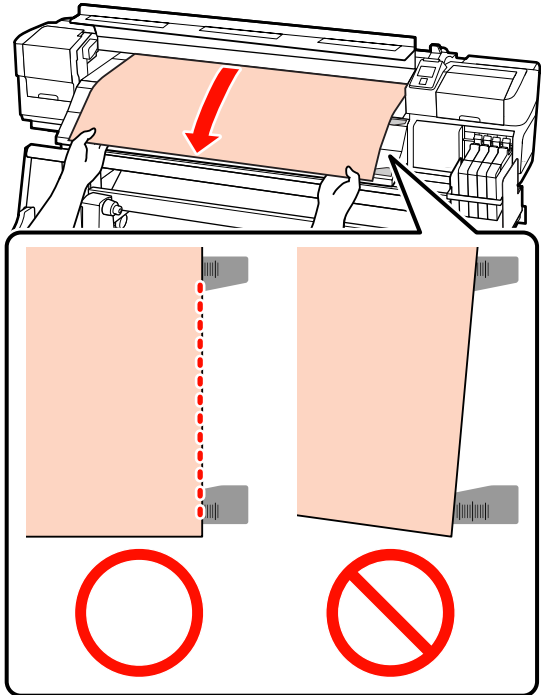


13 Hold the center of the media and raise the media loading lever.



14 Pull the media straight forward until the edge has past the label on the bottom side of the eject guide.

Keep the right edge of the media parallel with the scale markings on the two labels on the eject guide.

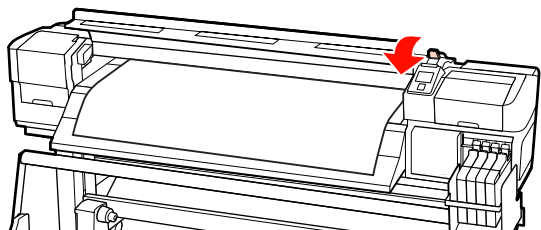


15 Lower the media loading lever to hold the media in place.

To print immediately, proceed to Step 16.

For information on loading the media into the auto take-up reel unit, see:

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



Basic Operations

Note:

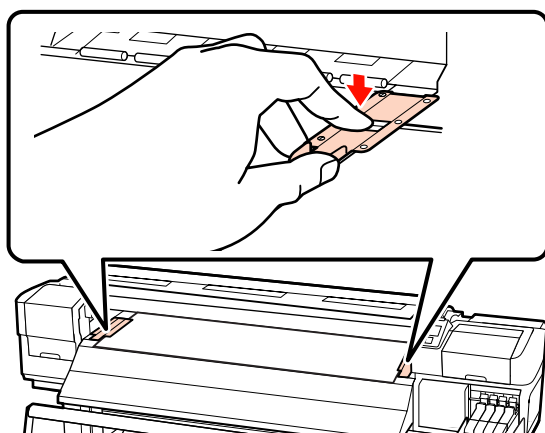
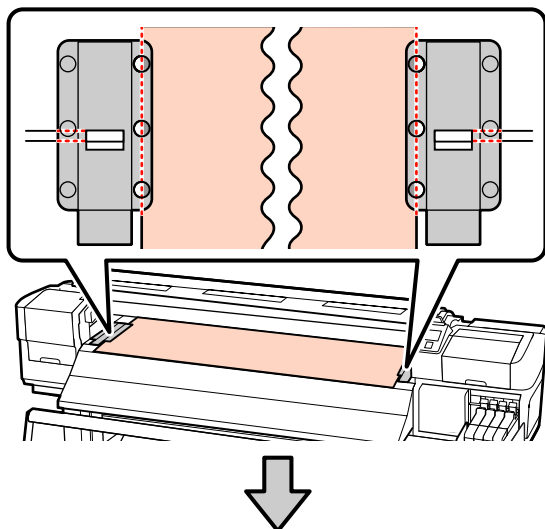
If you would prefer to print from the very start of the roll, press the ▲ button in the control panel to rewind the media slightly.

Be sure, however, to stop rewinding before the leading edge of 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.

16 Attach the media holding plates at either side of the media.

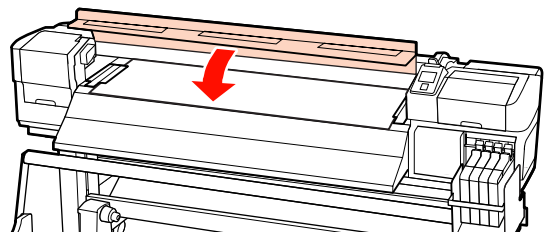
First, position the plates so that the edges of the media are in the centers of the round holes. Next, adjust the position until the white line is visible in the square window and push the plates down to lock them in place and keep them from lifting.



! Important:

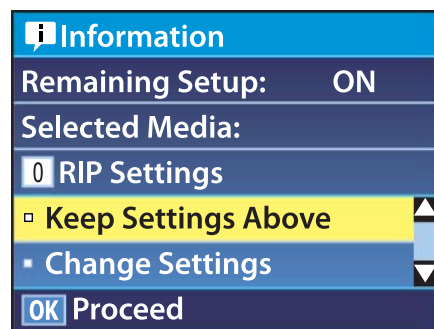
- ❑ Do not use the media holding plates with media that is more than 0.4 mm thick. The media holding plates could touch and damage the print head.
- ❑ Move the media holding plates to the left and right edges of the platen when they are not in use.
- ❑ Do not use the media holding plates if the sides of the printed media are smudged or torn.
- ❑ Leave left and right margins of over 10 mm when using the media holding plates. Narrower margins could result in printer printing over the plates.

17 Close the front cover.



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:

Basic Operations

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.

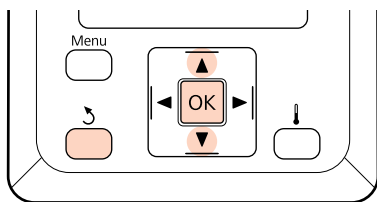
0 **RIP Settings:** Media settings are based on those in the RIP.

1 **XXXXXXXXXXXXXXXXXXXXX:** 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.

Media Settings  [“Saving Settings” 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 ⏪ button to display the dialog shown in Step 2 and then press the ⏪ button again.

5 After confirming that the settings are correct, use the ▼/▲ buttons to select **Keep Settings Above** and press the OK button.

6 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 5.0 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.

Exchanging 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.

Basic Operations

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.

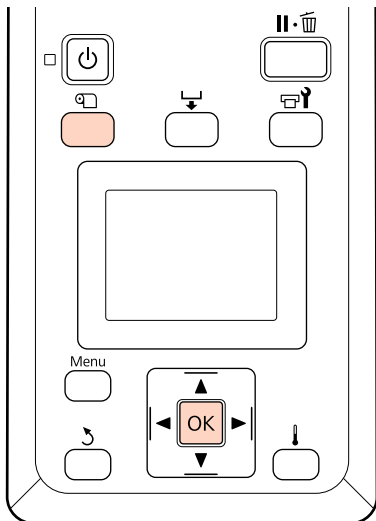
Note:


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

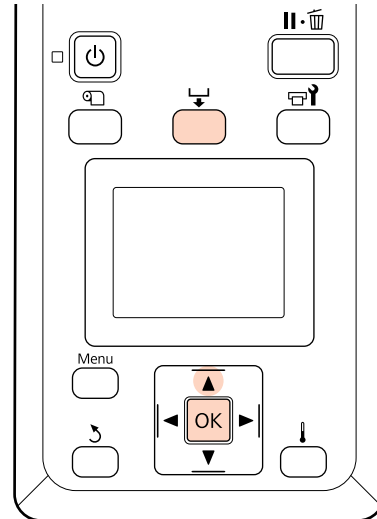
Use a cutter (available in the market) to cut the media when printing is complete. This section described how to use a cutter to cut the media.





Caution:

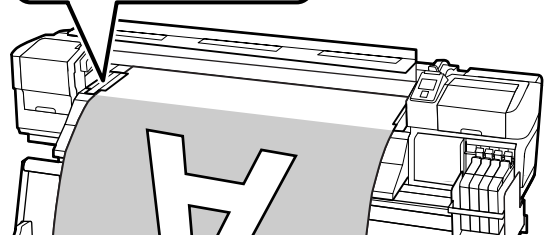
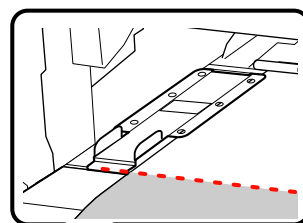
When cutting media, be careful not to cut your fingers or hands with the cutter or other blades.

Buttons that are used in the following settings



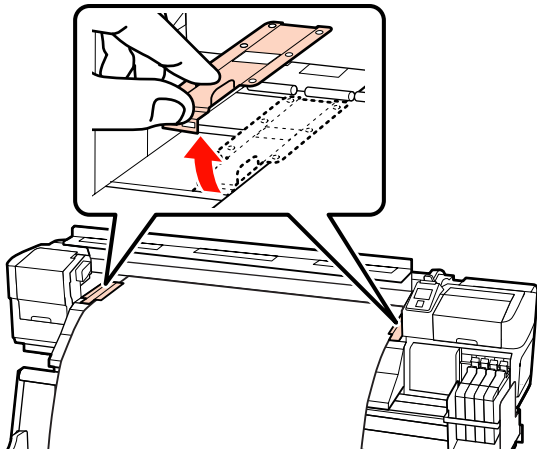
- 1 Confirm that the printer is ready to print.
- 2 Press the  button and the OK button. The printer will feed the trailing edge of the printed media to a position over the cutter groove.

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.

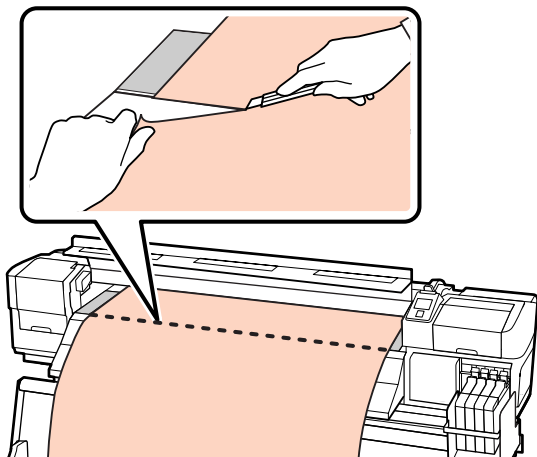


Basic Operations

- 3** Remove the media holding plates.



- 4** Cut the media with the cutter.
Pass the blade of the cutter down the cutting groove.



! **Important:**

To continue printing after cutting, do not rewind the media 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.

Note:

If you are using the auto take-up reel unit, set the Auto switch on the auto take-up reel unit to Off before using the Manual switch to position the media over the cutting groove.

Removing Media

You can now remove the media from the roll holders. To remove the media, reverse the steps you followed to load it.

Using the Auto Take-up Reel Unit

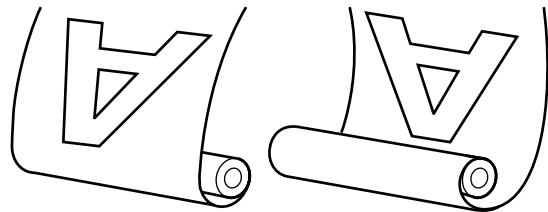
Media Loading and Take Up

The auto take-up reel unit automatically takes up media as it is printed, improving the efficiency of unmanned operation.

The auto take-up reel unit for this printer can take up media in either of the following directions.

Counterclockwise

Clockwise



Counterclockwise take up places the printed surface on the outside of the roll.

Clockwise take up places the printed surface on the inside of the roll.

The explanation that follows uses the supplied auto take-up reel unit for illustrative purposes, but the same procedure can be followed when using the optional auto take-up reel unit for heavy media.

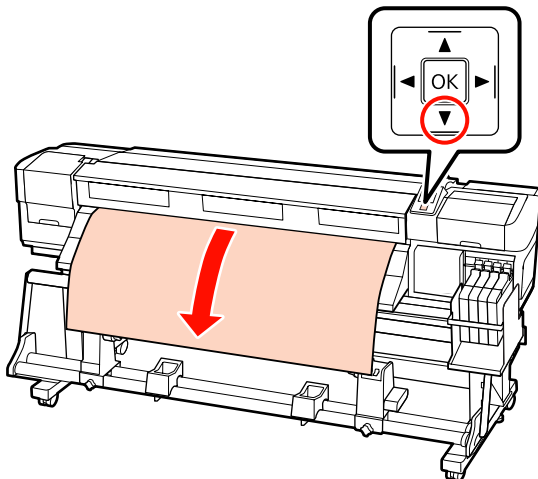
Basic Operations

⚠ Caution:

- ❑ Be sure that your hands or hair do not get caught in the auto take-up reel unit while it is in operation.
Failure to observe this precaution could result in injury.
- ❑ Perform the following procedure to correctly secure the roll core for the auto take-up reel unit into place.
Injury may occur if the take-up roll falls.

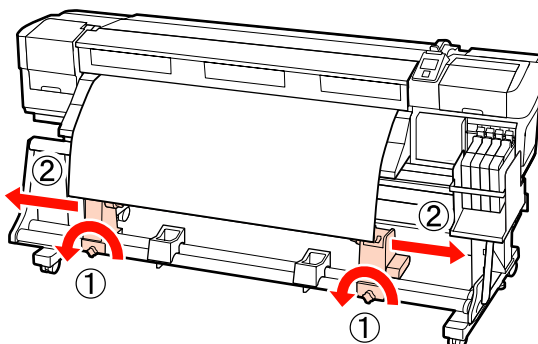
Attaching the Roll Core

- 1** After confirming that the media is loaded correctly, press the ▼ button to feed the media as far as the auto take-up reel unit roll core holder.

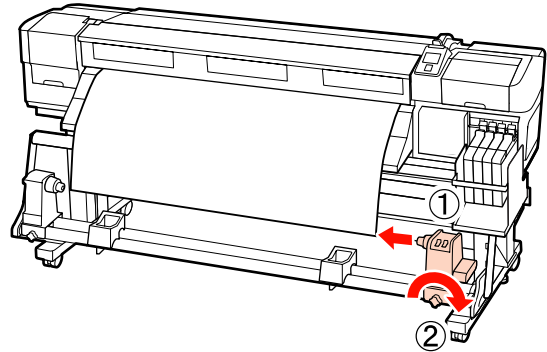


- 2** Loosen the roll core holder locking screws and adjust the roll core holders so that the gap between the two is wider than the media.

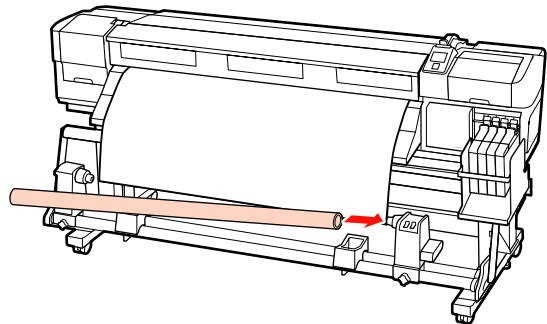
Center the roll supports between the roll holders.



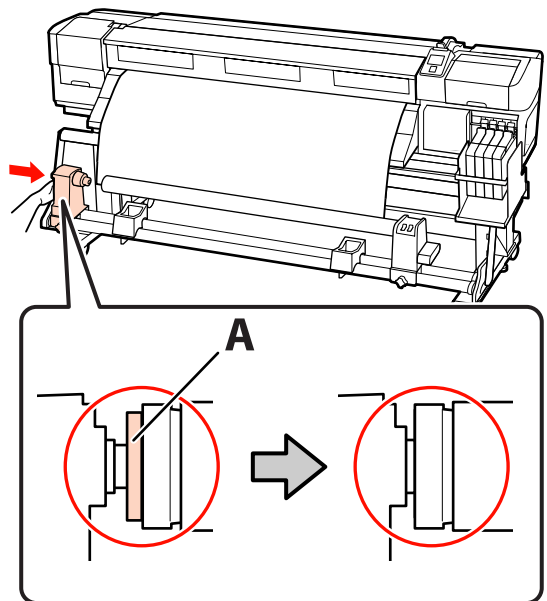
- 3** Align the right roll core holder with the right edge of the media and tighten the locking screw.



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



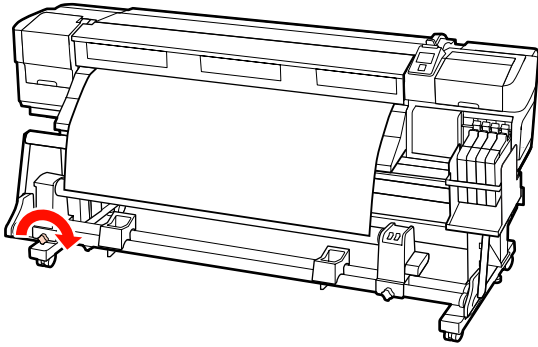
- 5** Insert the left holder into the roll core.
Slide the holder in until part A in the illustration below is fully inserted.



Basic Operations

! Important:
 Stop when part A is no longer visible. The take-up reel unit may not function as expected if the holder is inserted too far.

6 Tighten the roll core holder locking screw to fix the roll core holder in place.



See the following for further instructions.

For information on counterclockwise take up, see the following section.

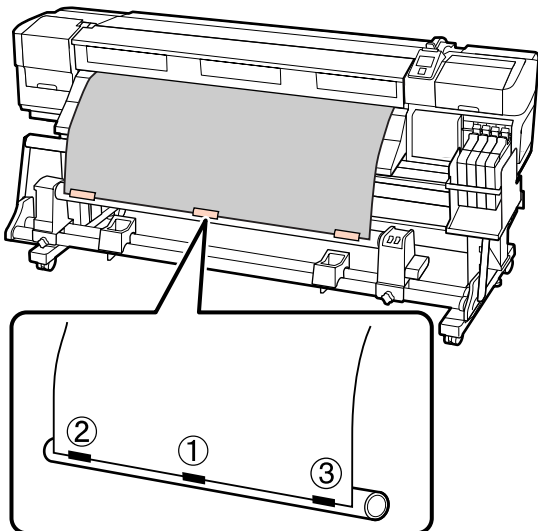
For information on clockwise take up, see [Clockwise Take Up](#) on page 38.

Counterclockwise Take Up

1 Attach the media to the take up roll core.

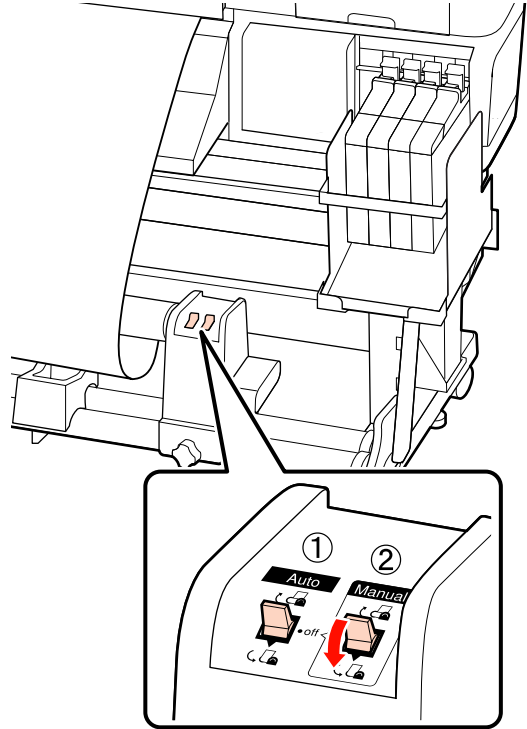
Tape the media to the take up roll core in the center and then at the left and right edges.

When attaching on the left and right, attach using tape while pulling the media straight down.

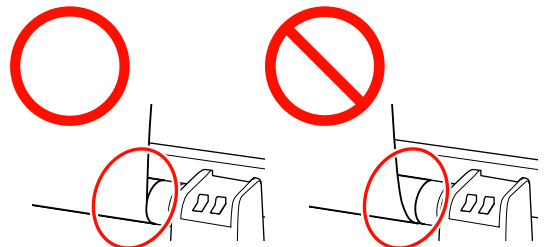


2 Press the ▼ button in the control panel to feed enough media for a single wrap around the roll core.


3 Flip the Auto switch to Off and press the Manual switch to wrap the media once around the roll core.

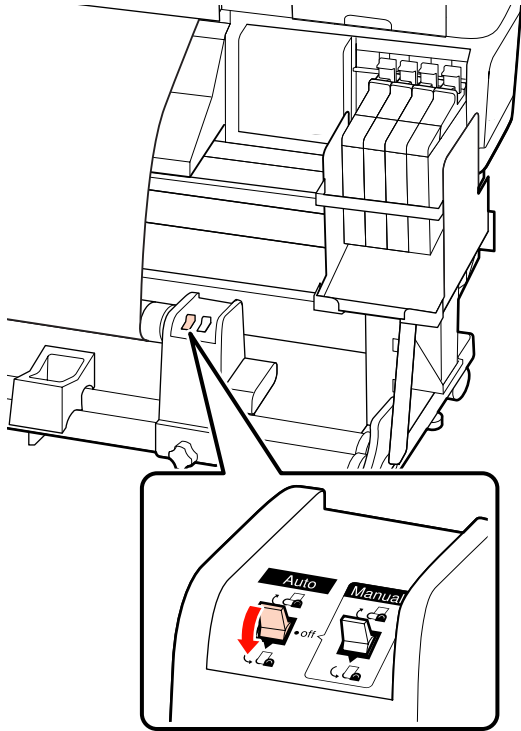


! Important:
 Confirm that edges of media taken up on the roll core are not misaligned. If the edges are misaligned, the media that follows cannot be taken up correctly. When the edges are misaligned, press the Manual switch to the side, rewind the media, remove the tape, and then repeat from Step 1.

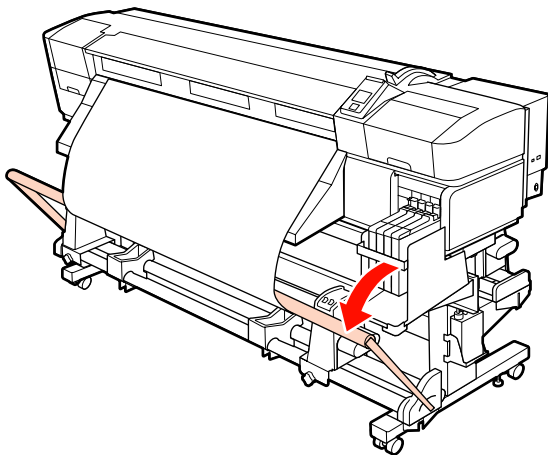


Basic Operations

- 4 Flip the Auto switch to .

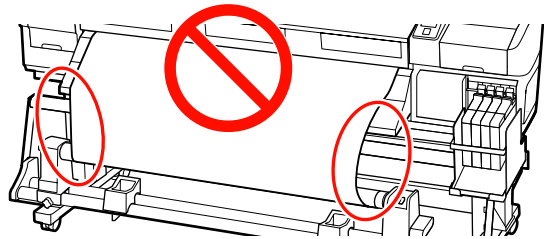


- 5 Lower the tensioner.



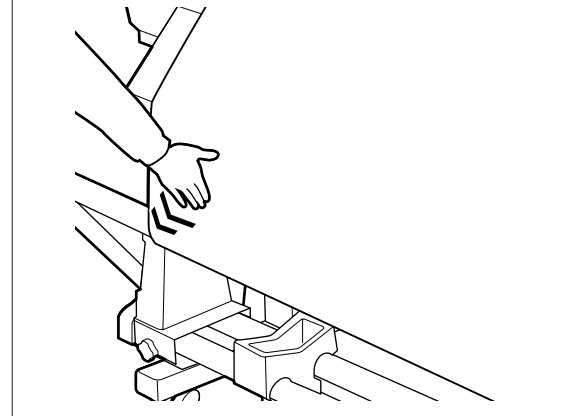
- 6 Confirm that the media is attached without deformation.

As shown in the identified sections in the illustration below, if the tensions of the left and right edges of the media are different, the media cannot be taken up correctly. If there is slack on one side, repeat from Step 1.



Note:

As shown in the illustration below, you can confirm differences in tension by lightly tapping on both edges of the media.



- 7 Press the ▼ button to feed the media until the take up roll core begins to turn.

! Important:
The auto take-up reel unit will not function if the tensioner is raised.

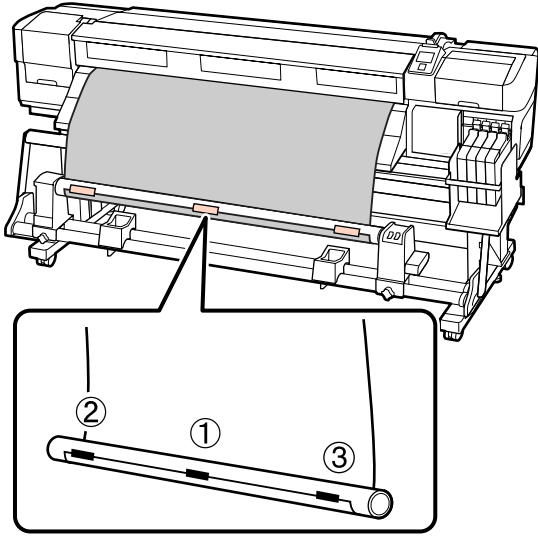
Clockwise Take Up


- 1 Attach the media to the take up roll core.

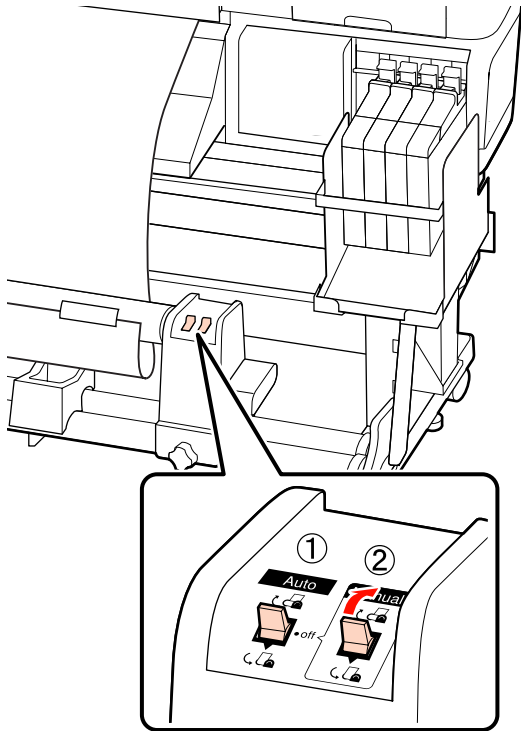
Tape the media to the take up roll core in the center and then at the left and right edges.


Basic Operations

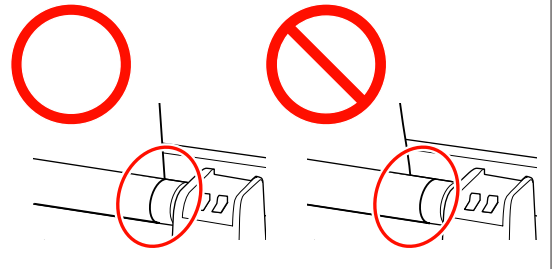
When attaching on the left and right, attach using tape while pulling the media straight down.




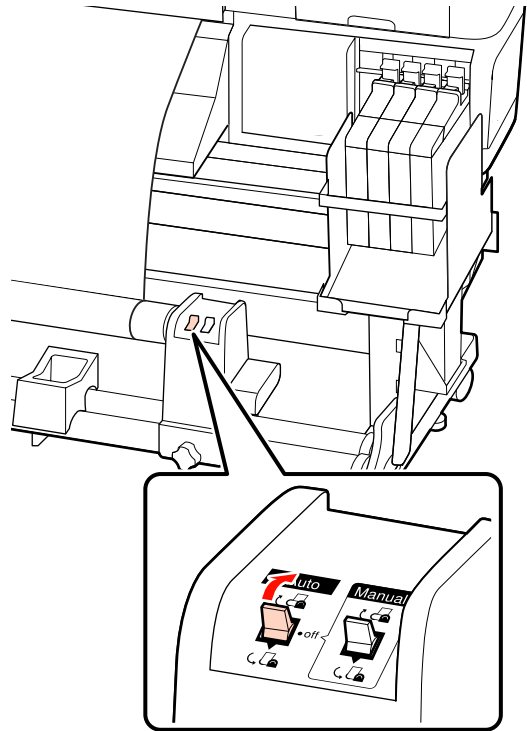
- 2 Press the ▼ button in the control panel to feed enough media for a single wrap around the roll core.
- 3 Flip the Auto switch to Off and press the Manual switch to  to wrap the media once around the roll core.



Important:
 Confirm that edges of media taken up on the roll core are not misaligned. If the edges are misaligned, the media that follows cannot be taken up correctly. When the edges are misaligned, press the Manual switch to the  side, rewind the media, remove the tape, and then repeat from Step 1.

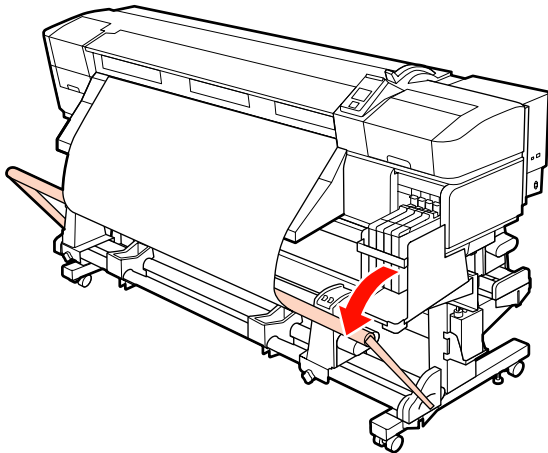


- 4 Flip the Auto switch to .



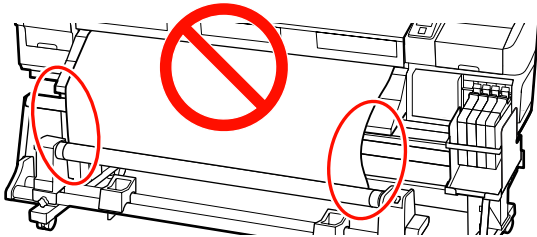
Basic Operations

- 5** Lower the tensioner.



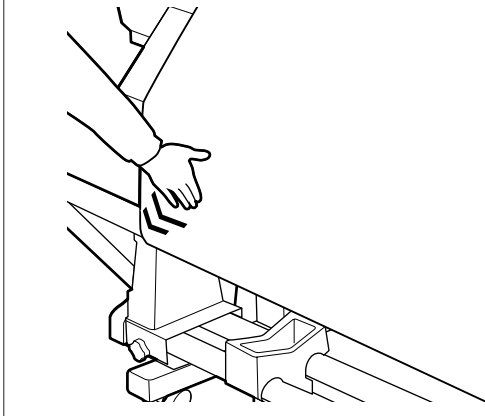
- 6** Confirm that the media is attached without deformation.

As shown in the identified sections in the illustration below, if the tensions of the left and right edges of the media are different, the media cannot be taken up correctly. If there is slack on one side, repeat from Step 1.



Note:

As shown in the illustration below, you can confirm differences in tension by lightly tapping on both edges of the media.



- 7** Press the ▼ button to feed the media until the take up roll core begins to turn.

! Important:
The auto take-up reel unit will not function if the tensioner is raised.

Removing the Take-up Roll

The procedure for removing media varies depending on whether you are using the installed auto take-up reel unit or the optional auto take-up reel unit for heavy media.

Follow the steps below when using the standard auto take-up reel unit.

When the Heavy Roll Auto Take-up Reel Unit is installed [☞ “Using the Optional Heavy Roll Auto Take-up Reel Unit” on page 41](#)

When the Standard Auto Take-up Reel Unit Is Installed

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

- ! 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.*

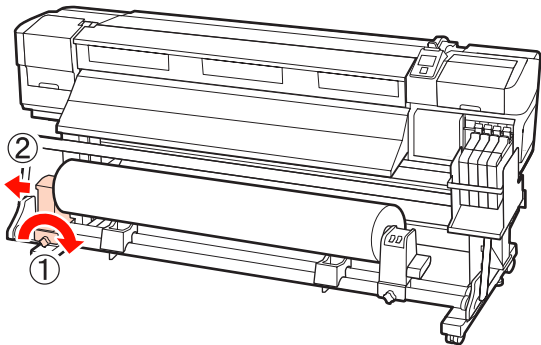
- 1** Cut the media and roll the cut end onto the take-up reel.

[☞ “Cutting Media” on page 34](#)

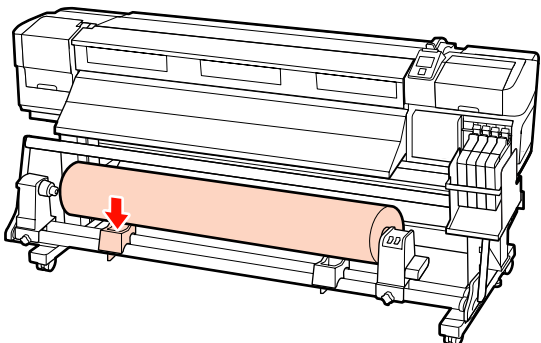
- 2** To prevent the media from sliding off the roll, support the roll at its left end.

Basic Operations

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

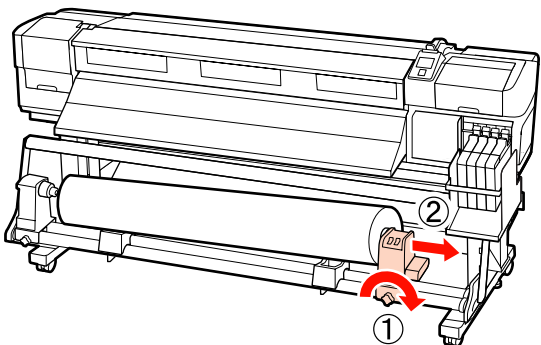


- 4** Lower the roll onto the roll support.

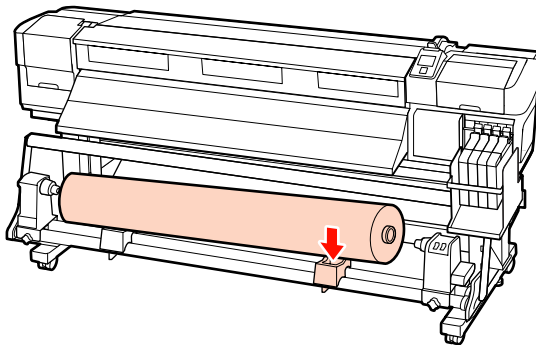


- 5** To prevent the media from sliding off the roll, support the roll at its right end.

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



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



Using the Optional Heavy Roll Auto Take-up Reel Unit

This section explains how to remove media from the take-up reel using a lifter.

The following types of lifter can be used.

- Fork or platform thickness: 28 mm or less
- Fork or platform can be lowered to approx. 190 mm from the floor.

! Caution:

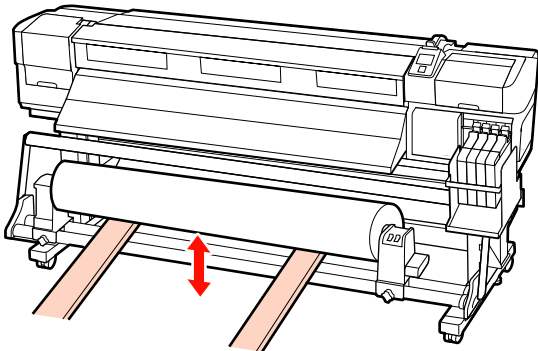
- Because the media is heavy, it should not be carried by one person. When loading or removing the media, use at least two persons. Using a lifter is recommended when handling a media that is 40 kg or heavier.
- Follow the instructions in the manual when loading media or roll cores or removing media from the take-up roll. Dropping media, roll cores, or take-up rolls could result in injury.

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

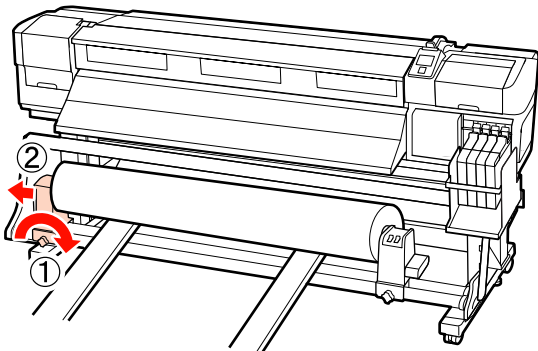
 [“Cutting Media” on page 34](#)

Basic Operations

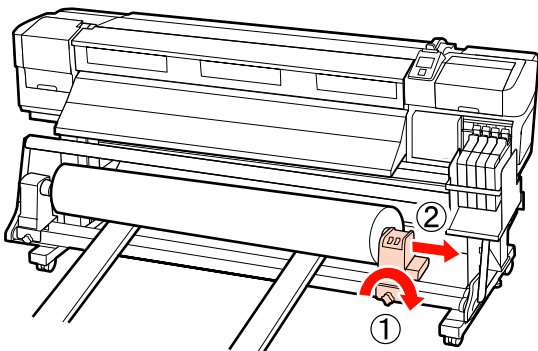
- 2** Insert the lifter between the media and the auto take-up reel unit and adjust the height to support the take-up roll.



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



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




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 a Check Pattern  “Checking for clogged nozzles” on page 51

Head Cleaning  “Head Cleaning” on page 51

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 Media Setting Banks

Media setting banks store the following:

- Setting Name
- Feed Adjustment
- Platen Gap
- Head Alignment
- Drying
- Media Suction
- Head Movement
- Multi-Strike Printing
- Roll Type
- Tension Measurement
- Media Tension

Basic Operations

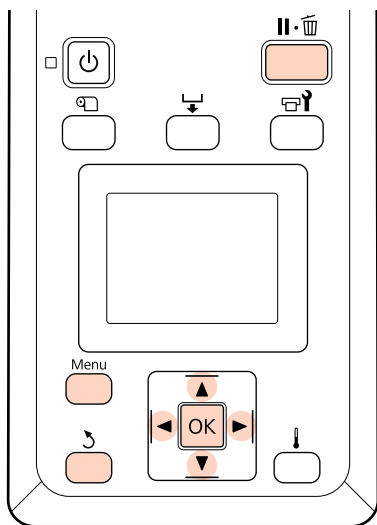
❑ Feed Speed

For more information on these items, see [☞ “The Media Setup Menu” on page 70.](#)

Saving Settings

Follow the steps below to save media settings.

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, lines, or strips of uneven color).

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 46](#)

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.

Basic Operations

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 45](#)

Drying

Allows you to set the drying time per pass.

- 1 Use the ▼/▲ buttons to select **Drying** and press the OK button.
- 2 Select **Drying Time Per Pass** and press the OK button.
- 3 Use the ▼/▲ buttons to change the time in increments of 0.1 seconds.
- 4 Select the desired option and press the OK button.
- 5 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.
- 2 Use the ▼/▲ buttons to choose a value.
- 3 Select the desired option and 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**.

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 Select the desired option and 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 Select the desired option and press the OK button.

Basic Operations

Tension Measurement

Periodically is recommended in most circumstances. Choose **Off** if slack develops in the media or other printing problems occur.

- 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 Select the desired option and press the OK button.

Media Tension

Increase tension if creases appear in the media during printing. The higher the value, the greater the tension.

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

 [“Feed Adjustment” on page 43](#)

- 1 Use the ▼/▲ buttons to select **Media Tension** and press the OK button.
- 2 Use the ▼/▲ buttons to choose a value.
- 3 Select the desired option and press the OK button.
- 4 Press the ⏪ button to return to the customize settings menu.


Feed Speed

Choose a slower feed speed if media is creased or torn or sticks together during printing. The lower the value, the slower the speed.

- 1 Use the ▼/▲ buttons to select **Feed Speed** and press the OK button.
- 2 Use the ▼/▲ buttons to choose a value.
- 3 Select the desired option and press the OK button.

- 4 Press the ⏪ button to return to the customize settings menu.

Exiting the Menus

Press  to exit the menus.

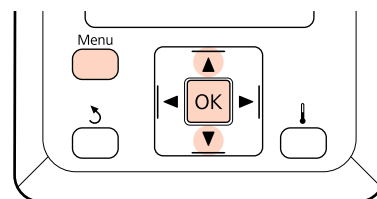
Correcting Print Misalignment (Head Alignment)

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.

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

Buttons that are used in the following settings



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

Basic Operations

- 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.

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

- 6** Use the ▼/▲ buttons to select **Manual(Uni-D)** or **Manual(Bi-D)** and press the OK button.

- 7** 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 34](#)

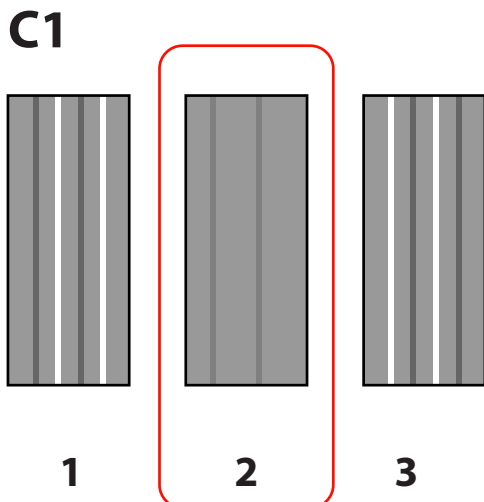
Note:

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.

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

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



- 9** When C1 is displayed in the control panel, use the ▼/▲ buttons to select the number recorded in Step 8 and press the OK button.

- 10** Select the numbers for all colors and press OK.

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

Feed Adjustment

Feed Adjustment is used to correct banding (horizontal banding, lines, or strips of uneven color).

Two methods are available for Feed Adjustment:

- Visually inspect print results and enter a correction by hand.
- Enter a correction during printing and inspect the results.

Note:

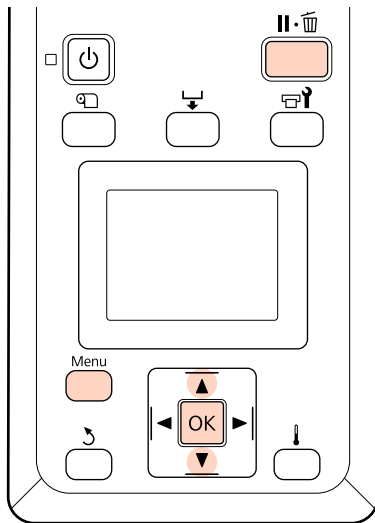
Feed Adjustment varies with the media used. Load the media for which feed adjustment is required under the same conditions as the actual print job. For example, if you are using the auto take-up reel unit for printing, the auto take-up reel unit should also be used for feed adjustment.

Furthermore, when installing the heavy roll media system, the media must be loaded and feed adjustment performed again, even if once you adjust with the standard roll media system.

Basic Operations

Using a Test Pattern

Buttons that are used in the following settings



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

The settings menu will be displayed.

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

- 3 Use the ▼/▲ 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.

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

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

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

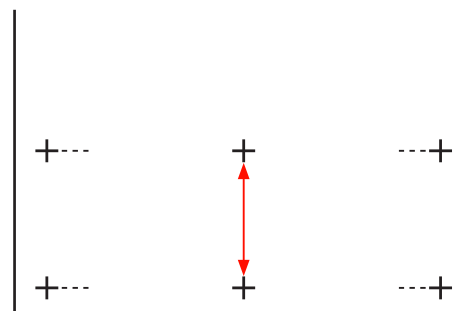
The longer the pattern, the more accurate the adjustment.

- 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.

- 9 Measure the distance between the “+” symbols.

Record either the distance between the two center symbols or the average of the distances between the left, center, and right symbols.



- 10 Pattern length is displayed in the control panel. Using the ▼/▲ buttons, enter the value recorded in Step 10 and press the OK button.

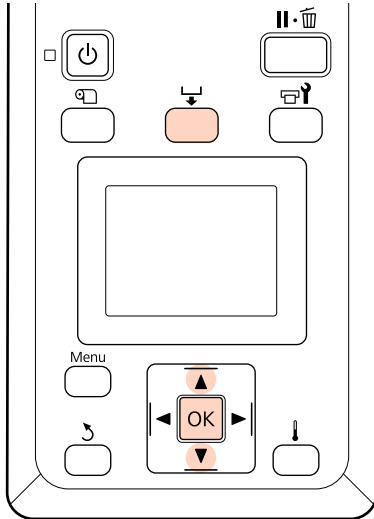
Note:




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.



Performing Feed Adjustment During Printing

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.

Once the feed amount has been adjusted, printing will continue at the new value.

Note:

The new value is erased when:

- The media loading lever is raised
- The printer is turned off
- Changes are made to **Feed Adjustment** in the **Media Setup** menu.

Printable area

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

The positions of items **1** to **2** are as follows:

- 1** (right edge of media)

Varies with the option selected for **Media Size Check**.

On selected for **Media Size Check**: The right edge of the media.

Off selected for **Media Size Check**: The default right edge reference position (as far as the platen past the center of the label on the loading guide).

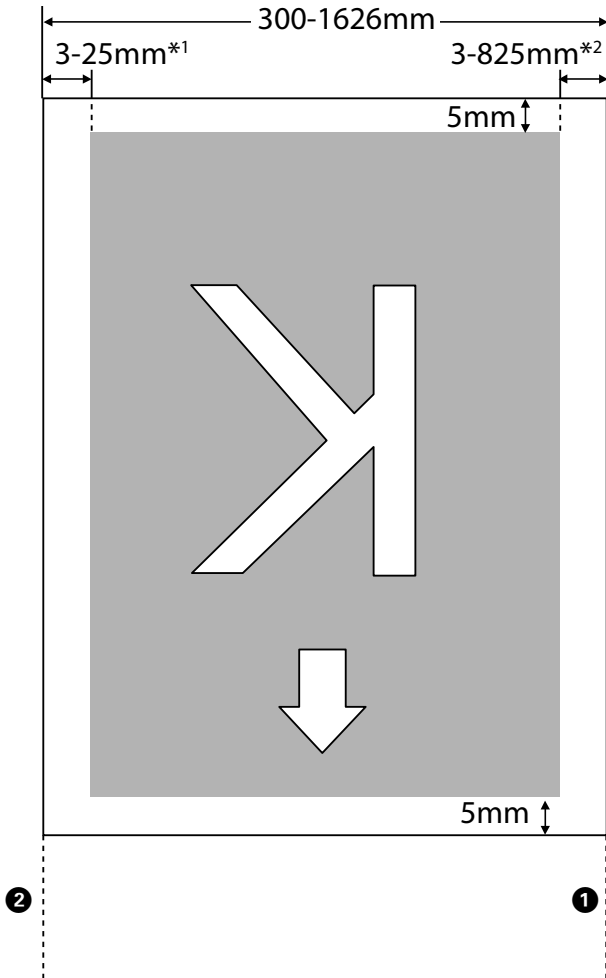
- 2** (left edge of media)

Varies with the option selected for **Media Size Check**.

On selected for **Media Size Check**: The left edge of the media.

Off selected for **Media Size Check**: 64 inches from the right edge reference position.

Basic Operations



- 1 The value selected for **Side Margin(Left)** in the setup menu. The default value is 5 mm. Choose a **Side Margin(Left)** over 10 mm when using media holding plates.
- 2 The total of the values selected for **Print Start Position** and **Side Margin(Right)** in the setup menu. The default value is 5 mm. Choose a **Print Start Position** or **Side Margin(Right)** over 10 mm when using media holding plates.

Note:
 The margins may not conform to the values selected in the document (or application). If the value selected for Side Margin or Print Start Position is changed, documents that fill the printable area will not be printed to the full width of the media.

Maintenance

Daily Maintenance

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

Cleaning the Platen, Pressure Rollers, and Media Holding Plates

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.

Ink and particles of paper 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.

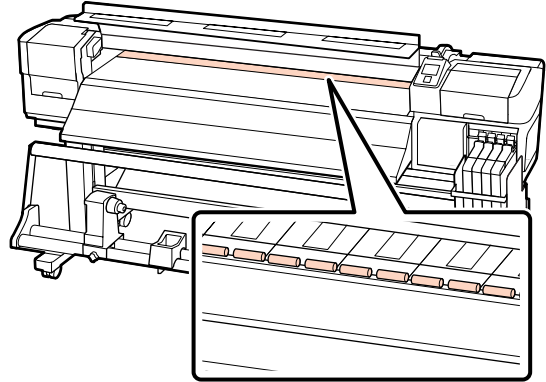
Important:

Continued use with lint, dust, or ink adhering to these surfaces could damage the print head or clog the nozzles.

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

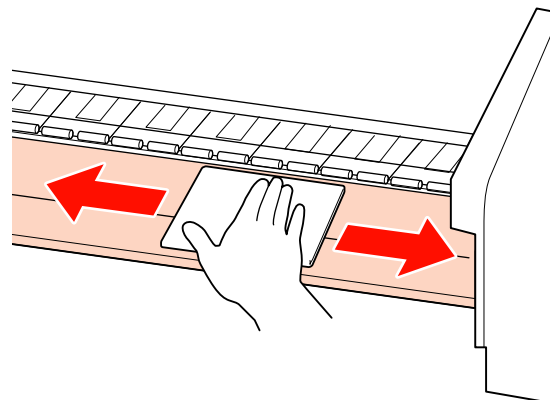
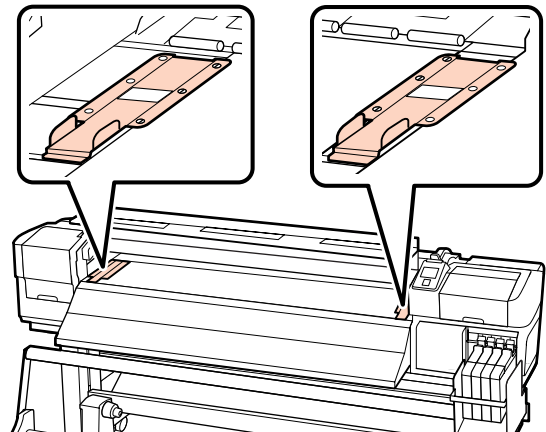
- 5 Clean the pressure rollers.

Remove particles of paper and dust from the pressure rollers using a soft-bristled brush.



- 6 Clean the media holding plates and platen.

Dampen a soft cloth in water, wring it out thoroughly, and use it to remove lint and dust from the media holding plates on both the left and right sides and from the platen.



Maintenance

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.

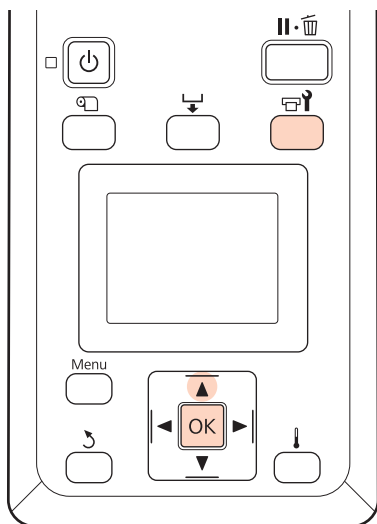
☞ [“Printer Setup Menu” on page 73](#)

- On-Demand Nozzle Pattern

Nozzle patterns can be printed as required and inspected visually to determine whether the nozzles are clogged.

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** and press the OK button.

- 3 A nozzle pattern will be printed.

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

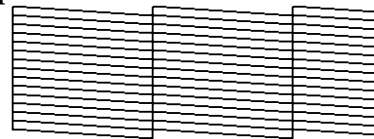
Cut the media if necessary.

☞ [“Cutting Media” on page 34](#)

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.

- 4 Inspect the nozzle pattern.

Example of clean nozzles



The pattern contains no gaps.

Example of clogged nozzles



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

☞ [“Head Cleaning” on page 51](#)

- 5 The menus close when printing is complete.

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.

Maintenance

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, perform regular part cleaning.

 ["How to Clean" on page 53](#)

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 73](#)

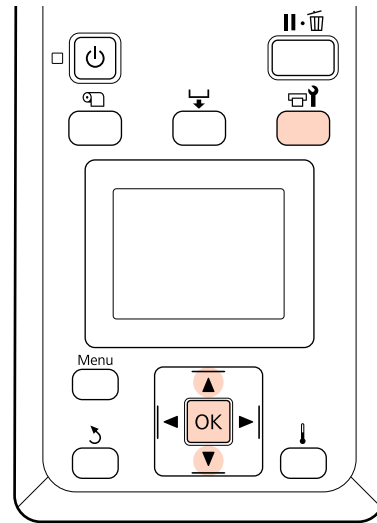
Cleaning Cycle

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


 ["Printer Setup Menu" on page 73](#)

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 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.

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.

Maintenance

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 51](#)

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.

Maintenance Around the Print Head

The printer requires cleaning and part replacement around the print head to maintain print quality; the maintenance schedule depends on the frequency with which the printer is used.

Failure to perform appropriate maintenance will shorten product life.

Part Cleaning: Preparation and Notes

What You'll Need

Ready the following items before beginning part cleaning.

- Protective eyewear (available in the market)
Protects your eyes from ink.
- A maintenance kit (consumable)
Contains gloves, cleaning sticks, wiper, and wiper cleaner.
Please acquire a consumable maintenance kit.

 [“Options and Consumable Products” on page 85](#)

- A clean room wiper (available in the market)

A lint-free (non-woven) cleaning cloth. Use to clean around the print head.

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

Used cleaning sticks, wiper and wiper cleaner taken from the printer can be placed here.

Notes on Cleaning

- Remove the media from the printer before proceeding.
- Complete the task within 10 minutes to prevent the print head drying out.

A buzzer will sound after 10 minutes.
- Never touch the belts, circuit boards, or any parts that do not require cleaning.

Failure to observe this precaution could result in malfunction or reduced print quality.
- Do not use anything other than a consumable cleaning stick. 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.
- Use dry cleaning. Do not add any cleaning solution, water, or alcohol to the cleaning stick. If water, alcohol, or cleaning solution gets on the nozzle surface, cap, or wiper, this can damage the printer.
- Touch a metallic object before starting work to discharge any static electricity.

How to Clean

To preserve print quality and ensure good results, clean around the print head as suggested below.

- When colors in the printout are faint or missing even after head has been cleaned.
- When the printout is smudged.

Maintenance

Clean the parts in the following order.

- (1) Print head
- (2) Wiper
- (3) Caps
- (4) Wiper rail

Moving the Print Head

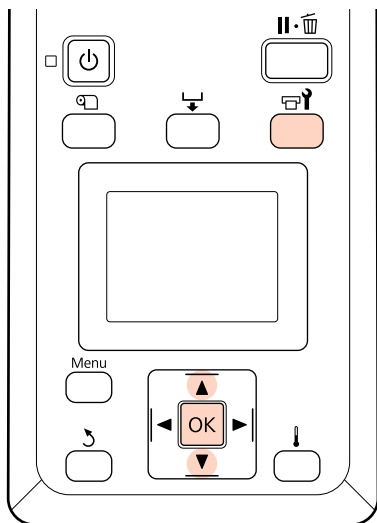
This section describes how to position the print head for part cleaning.



Important:

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

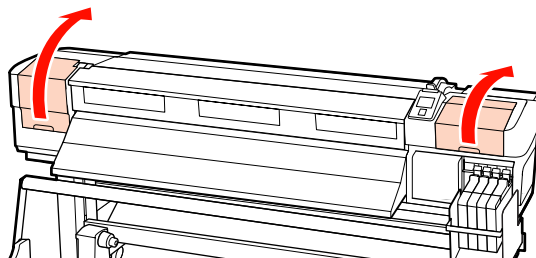
Buttons that are used in the following settings



- 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.
- 3** Press the OK button to move the print head to the cleaning position.

4

Open the maintenance covers at each end.



Cleaning Around the Print Head

Inspect the area around the print head and remove any ink stains as described below.

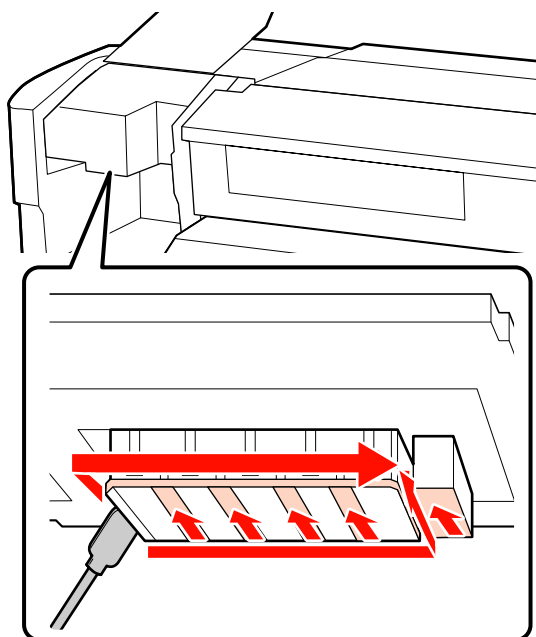
1

Use a cleaning stick to wipe the areas of the print head shown in the illustration.



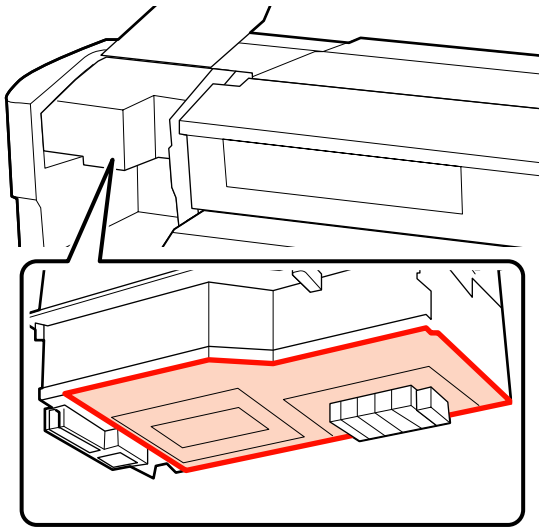
Important:

Be sure to use a narrow cleaning stick to clean between the nozzles (the four areas shown in the illustration). Touching the nozzle surface with the cleaning stick could damage the print head.



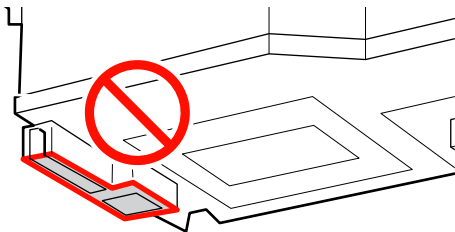
Maintenance

- 2** Ink spatters on the base of the print head can be removed using a clean room wiper (available in the market).



! Important:

- ❑ Be sure not to touch the nozzle surface during cleaning. Failure to observe this precaution could damage the print head.
- ❑ The parts shown below are sensors. Be careful not to touch this area with your hands or clean room wiper. Failure to observe this precaution could affect print quality.

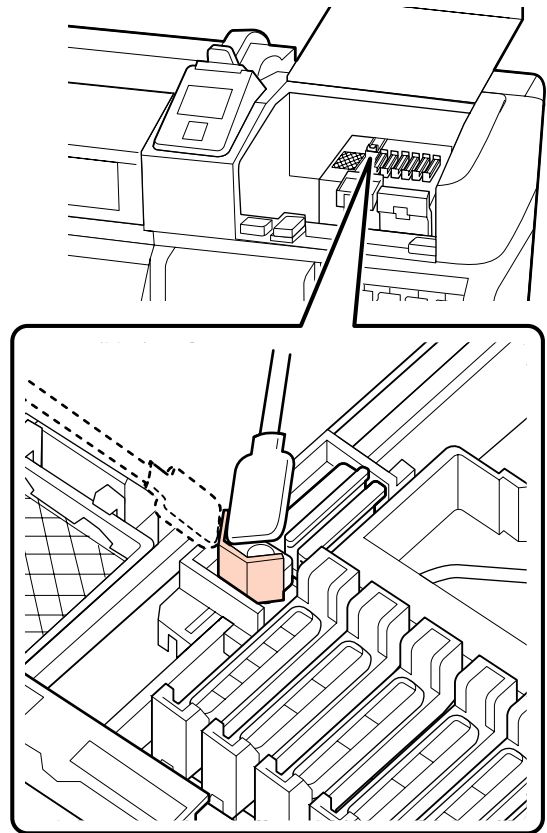


Cleaning Wiper and Caps

- 1** Clean the front and back of the wiper with a cleaning stick.

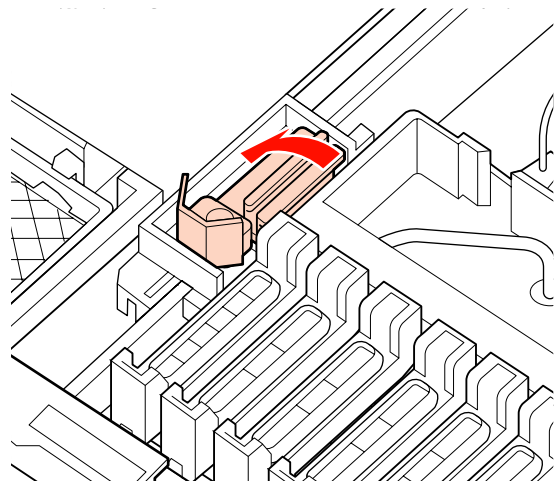
If the attachment points do not require cleaning, clean the wiper as shown below and proceed to Step 7.

If there is ink on the attachment points, remove the wiper for cleaning. Proceed to Step 2.



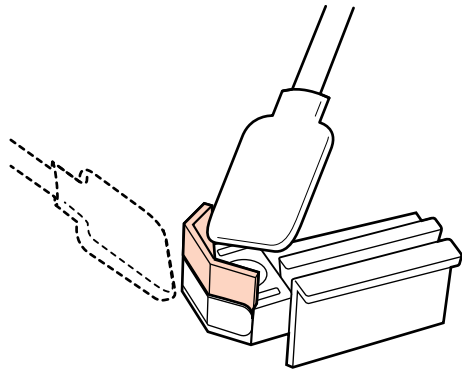
- 2** Remove the wiper.

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

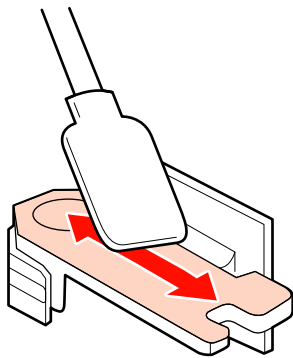


Maintenance

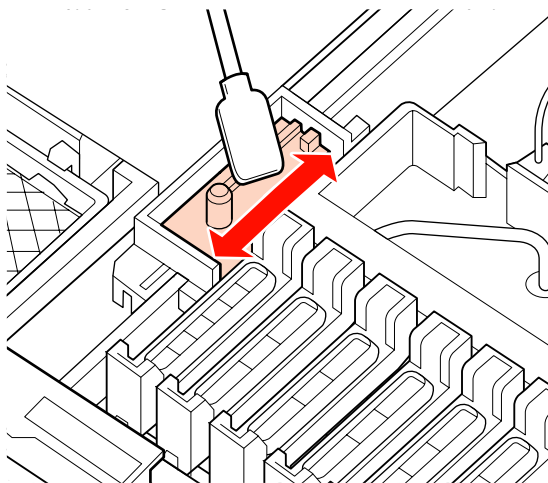
- 3** Clean the front and back of the wiper with a cleaning stick.



- 4** Clean the bottom of the wiper with a cleaning stick.

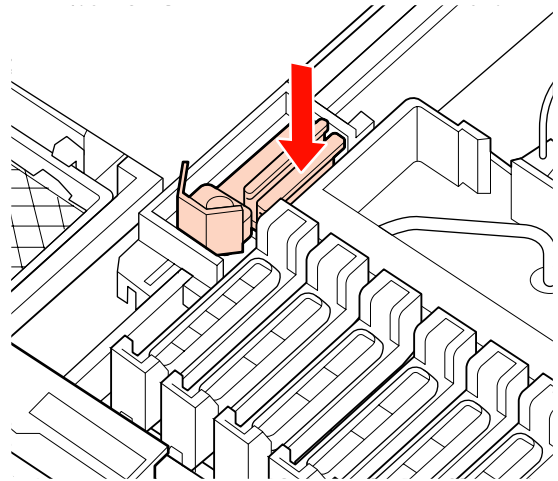


- 5** Clean the attachment points with a cleaning stick.



- 6** Return the wiper when cleaning is complete.

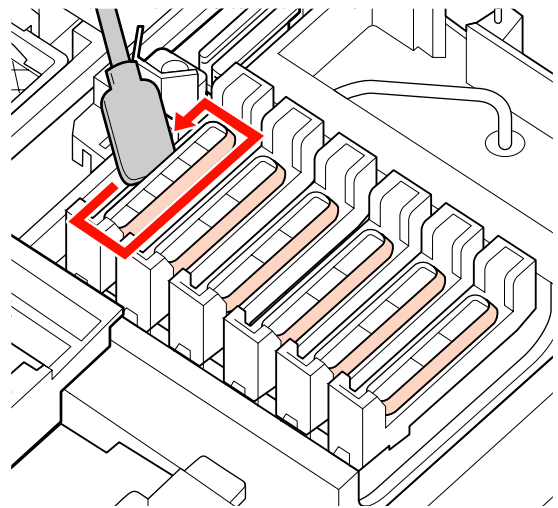
Place on the attachment point and press down until you hear a click.



- 7** Clean the area around the outside of the caps with a cleaning stick.

! Important:

Do not touch the insides of the caps. Failure to observe this precaution could deform the affected parts.



Cleaning the Wiper Rail

! Important:

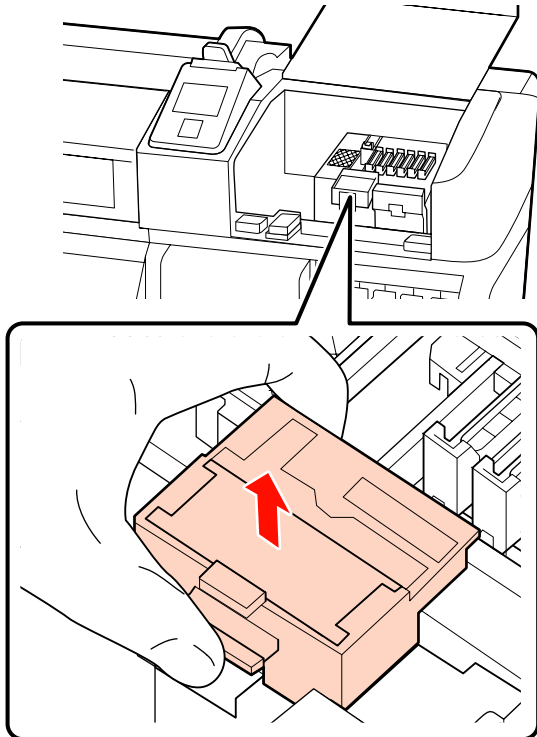
Neglecting to clean the wiper rail can impair the performance of the wiper, causing product malfunction.

Maintenance

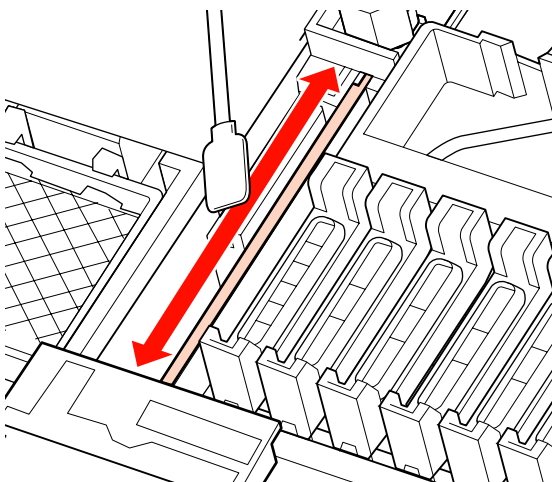
1 When **Press OK after cleaning.** is displayed on the control panel and the OK button is pressed, the wiper moves to the back.

2 Remove the wiper cleaner.

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

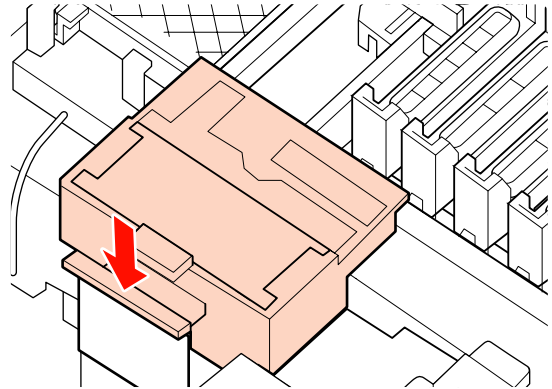


3 Clean the area shown in the illustration.



4 Return the wiper cleaner that was removed in Step 2 to its original position.

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



5 Close both maintenance covers and press the OK button.

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

Disposing of Waste Ink

When to Dispose 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.

Maintenance

Caution:

- ❑ Store waste ink in a location out of reach of children.
- ❑ Wear protective eyewear and gloves when replacing waste ink bottle.

Should waste 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 problems persist, consult with a physician.
- ❑ If swallowed, induce vomiting immediately and consult with a physician as soon as possible.

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 ink to leak.
- ❑ The waste ink from the printer is industrial waste. Proper waste ink disposal in compliance with the industrial waste disposal laws and ordinances of your local government is required. Consign disposal of waste inks to an industrial waste disposer. At this point, please provide the Material Safety Data Sheet (MSDS) to the industrial waste disposer. You can download it at your local Epson Web site.

The printer tracks waste ink and displays a message when the counter reaches the warning level. Reset the waste ink counter after replacing the waste ink bottle.

Note:

If you replace the waste ink bottle before being prompted by a message in the control panel, reset the waste ink counter using the **Waste Ink Counter** option in the Maintenance menu.

 [“The Maintenance Menu” on page 75](#)

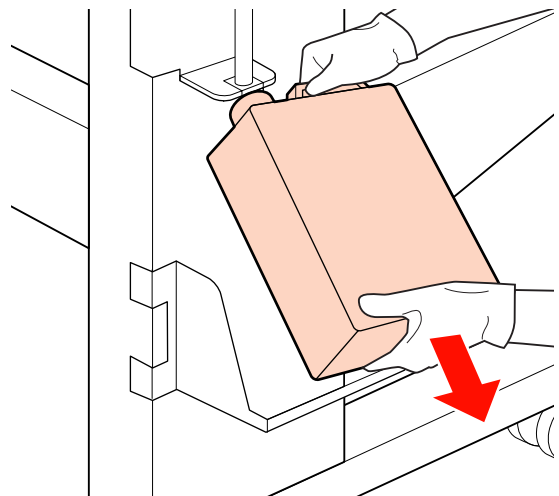
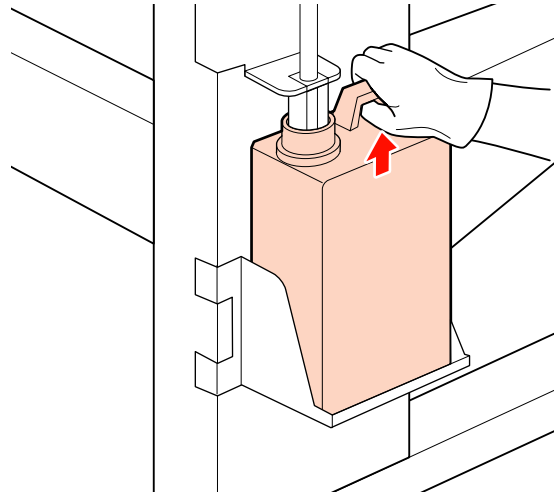
Important:

Only reset the counter when replacing the waste ink bottle. Resetting the counter before the waste ink bottle is replaced will result in the printer being unable to accurately track the waste ink level.

Replacing the Waste Ink Bottle

1

Remove the waste ink bottle from the waste ink bottle holder.



2

Insert the waste ink tube into the mouth of the new waste ink bottle and place the waste ink bottle in the holder.

Tightly seal the lid on the used waste ink bottle.

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.

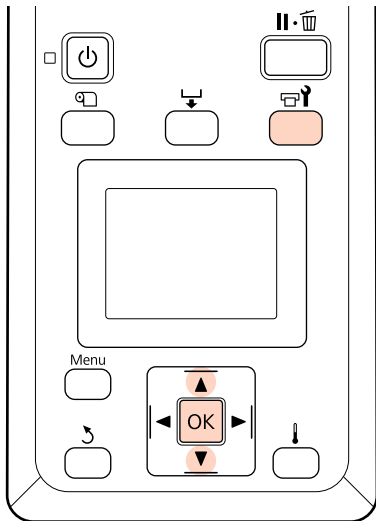
Maintenance

- 3** Press the OK button.
- 4** 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.

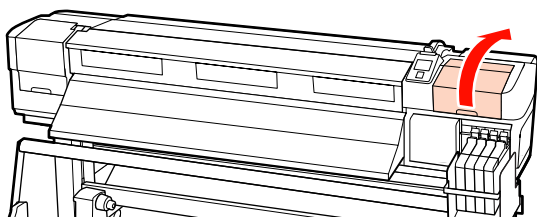
Replacing the Wiper and Wiper Cleaner

Replace the wiper cleaner and wiper if the printout is faint or smudged, or segments are missing even after cleaning.

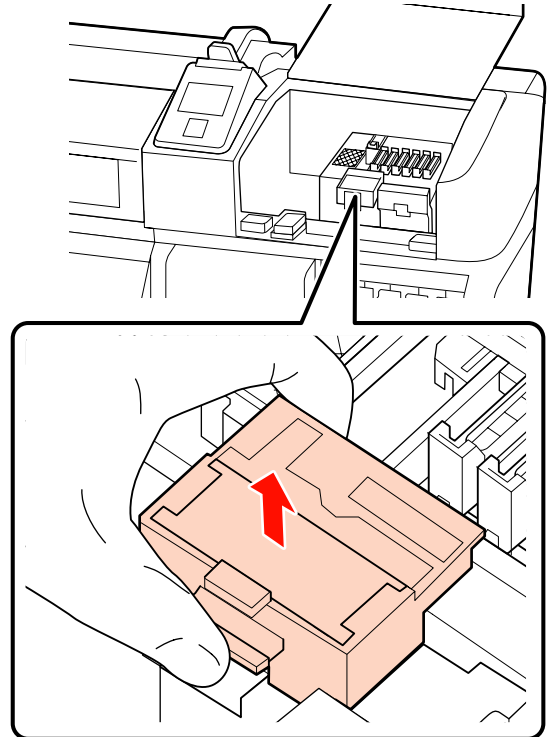
Buttons that are used in the following settings



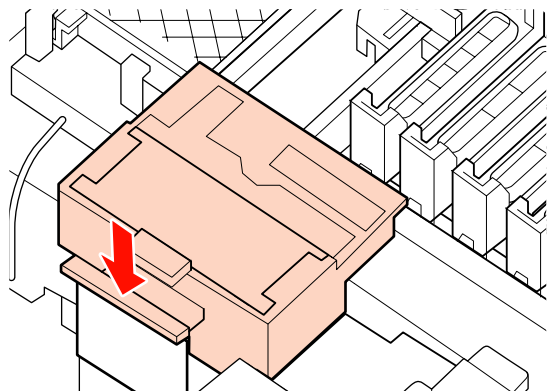
- 1** Confirm that the printer is on and press . The Maintenance menu will be displayed.
- 2** Use the / buttons to select **Head Maintenance** and press the OK button.
- 3** Press the OK button to move the print head to the cleaning position.
- 4** Open the right maintenance cover.



- 5** Remove the wiper cleaner. Grasp the cleaner as shown and lift it from the printer.



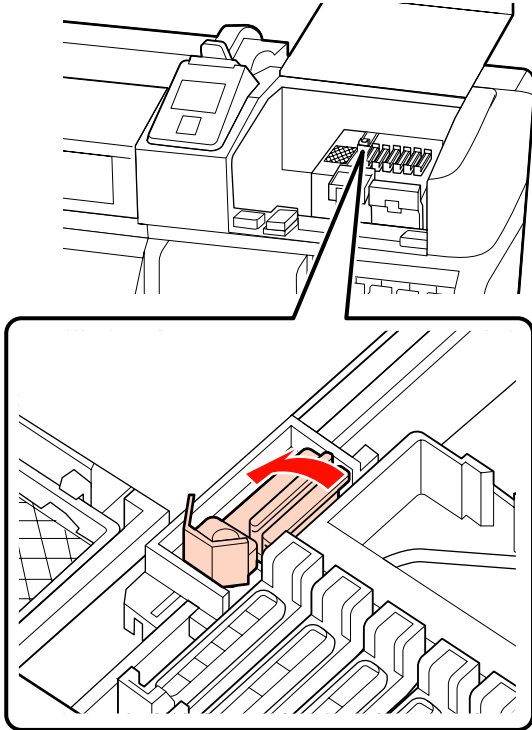
- 6** Insert a new wiper cleaner. Place on the attachment point and press down until you hear a click.



Maintenance

- 7** Remove the wiper.

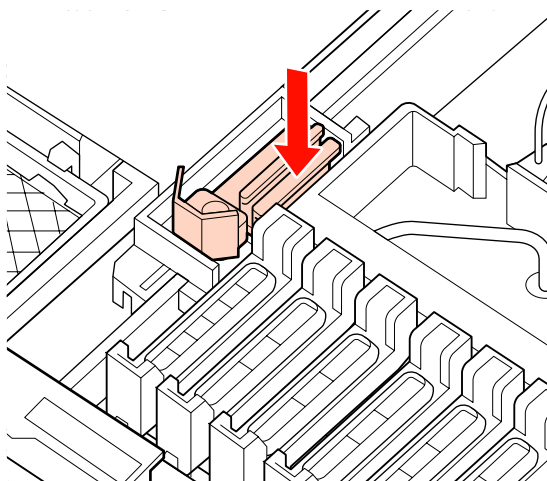
Holding the wiper by the attachment point, tilt it left and lift it out.



- 8** 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.



- 9** Press the OK button when the replacement procedure is complete.

- 10** Close the maintenance cover and press the OK button.


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

Chip Unit Replacement and Ink Refills

Time Period for Chip Unit Replacements and Ink Refills

If the message **Chip unit expended.** is displayed on the control panel, this means that 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 **Chip unit expended.** 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 85](#)

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.

When you are using the ink of initial filling after the service engineer attaches the ink tank, replace the chip unit and refill the ink when remaining ink is about 70 mm from the bottom of the ink tank.

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

You can use the same procedure to replace chip units for all colors.

Caution:

- Store ink packs in a location out of reach of children.
- Wear protective eyewear and gloves when refilling ink.

Be sure to read the Material Safety Data Sheet (MSDS) before using ink packs. You can download it at your local Epson Web site.

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 problems persist, consult with a physician.
- If swallowed, induce vomiting immediately and consult with a physician as soon as possible.
- Note the following points when refilling ink.
- Gently tear off the ink pack spout opening.
If you cut the nozzle too quickly, ink may splatter.
- Do not squeeze open ink packs. Ink may spill.
- Gently tilt the ink pack when pouring ink into the ink tank.

Important:

- Epson recommends the use of genuine Epson ink packs.

Epson cannot guarantee the quality or reliability of nongenuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.

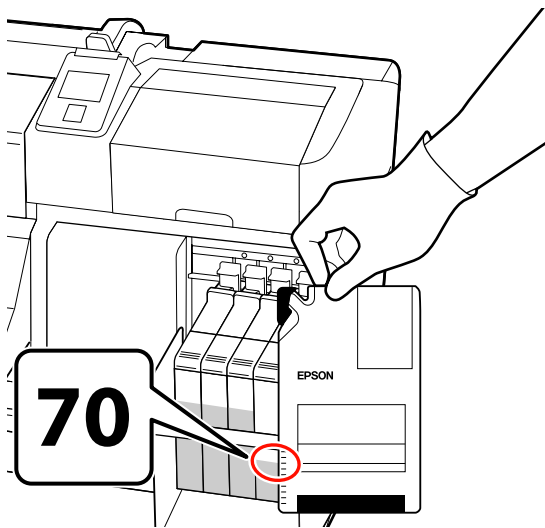
Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

- Genuine Epson ink packs, other than those specified in this manual, could cause damage that is not covered by Epson's warranties.

 [“Options and Consumable Products” on page 85](#)

Maintenance

- 1 If the message **Chip unit expended.** is displayed on the control panel screen, check the remaining ink 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.

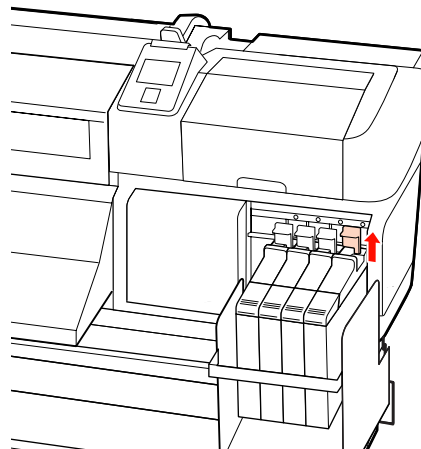
! Important:
When the remaining ink is 70 mm or more from the bottom of the ink tank and a message appears stating, **Refill Ink Tank**, it is time to replace the ink tank. We recommend replacing the ink tank at this time. Replacements and repairs will be provided for a fee.

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.

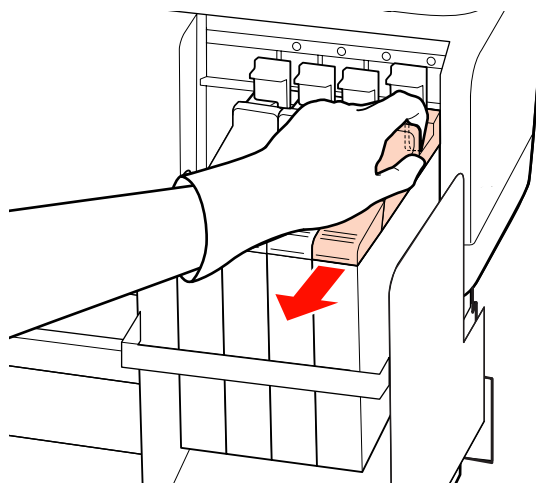
The ink tank replacement interval depends on the usage environment and conditions.

Contact your dealer or Epson Support.

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

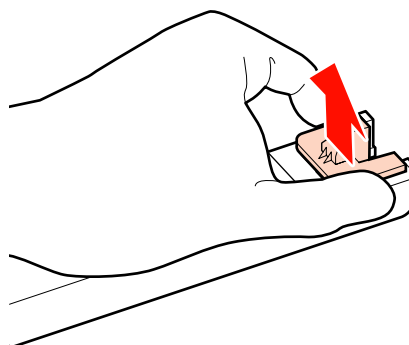


- 3 Insert a finger into the depression on the top of the slider and pull straight outward.



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

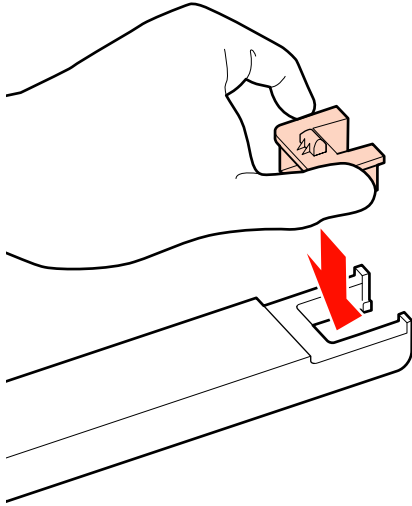
- 4 Remove the chip unit from the slider.



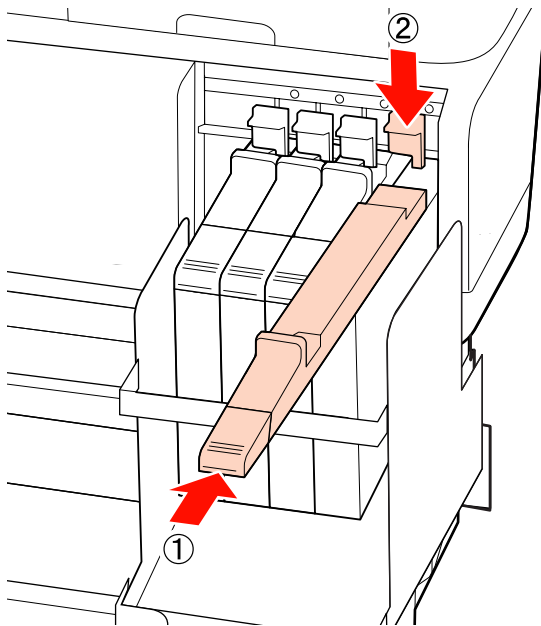
Maintenance

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

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

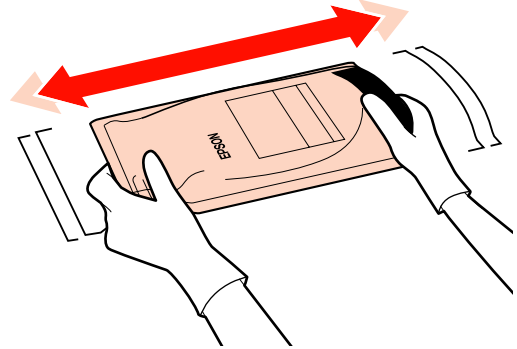


- 6** Hold the slider level and insert it, then lower the lock lever.

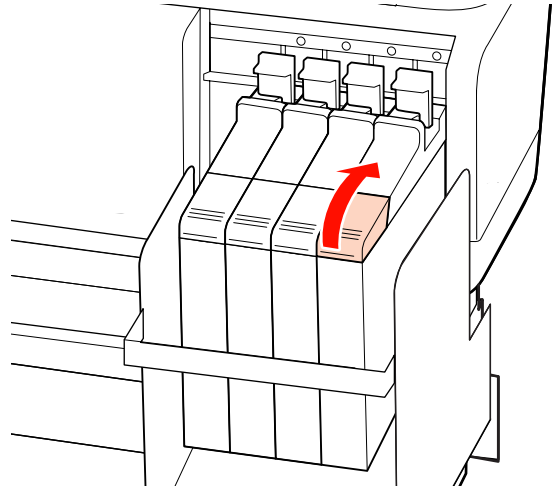


! **Important:**
Do not push the slider in with too much force.
Failure to observe this precaution could damage the printer.

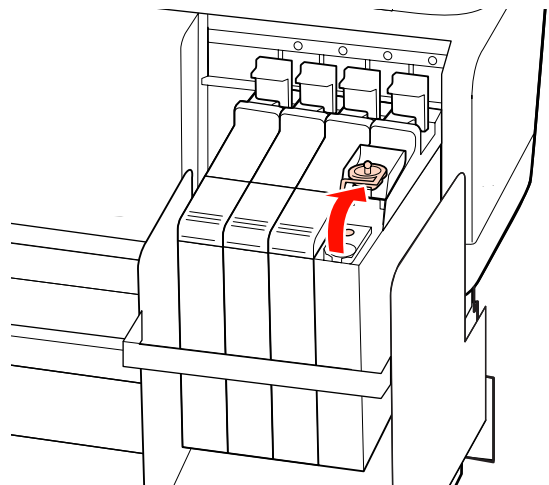
- 7** Shake the new ink pack as shown in the illustration horizontally for approximately 5 cm left and right for 5 seconds approximately 15 times.



- 8** Open the slider ink inlet cover.

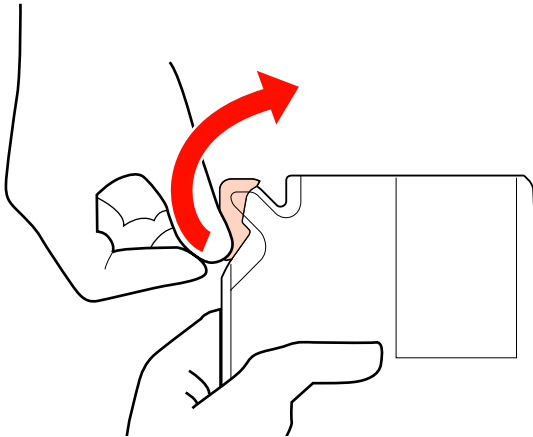


- 9** Remove the ink inlet cap from the ink tank.

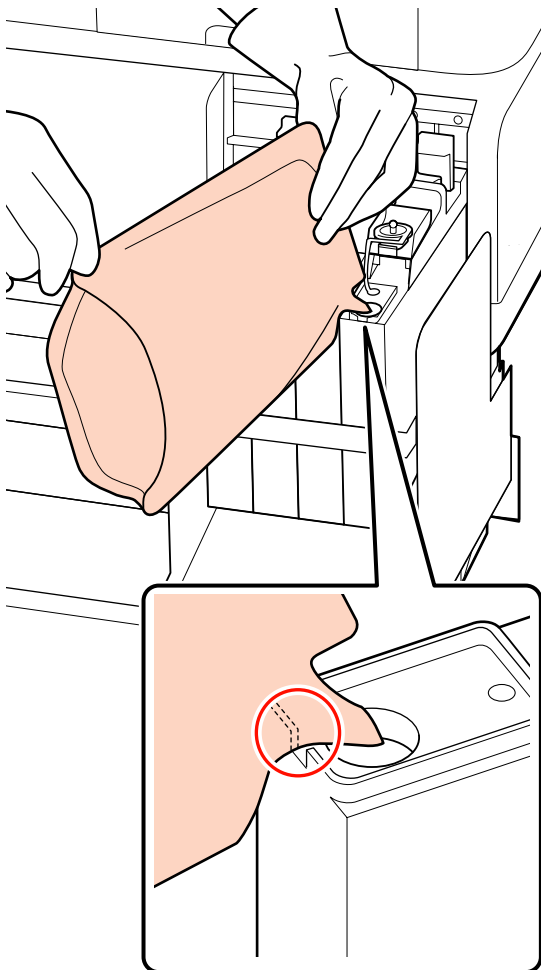


Maintenance

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

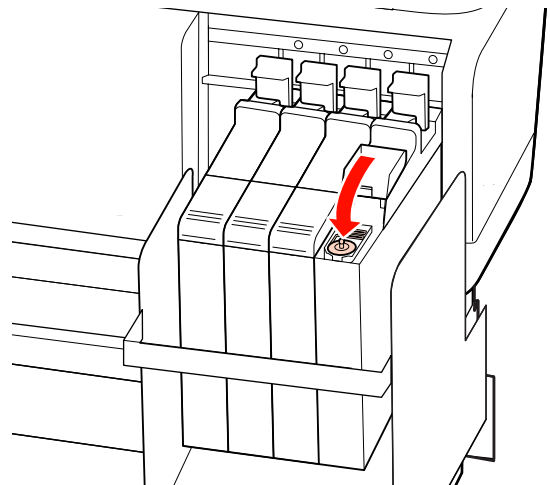


- 11** Fill the ink tank with the ink from the ink pack.
Insert the spout of the ink pack into the ink tank ink inlet groove and slowly tilt to pour out the ink.

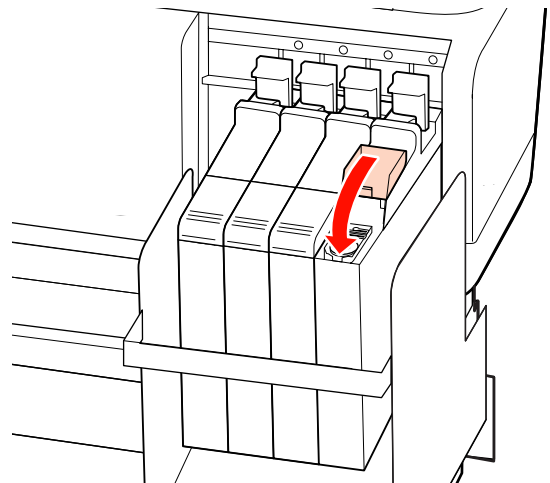


! Important:
Get all the ink out of the ink pack so that there is none remaining.
Do not use the ink in an ink pack to refill multiple different ink tanks.
This can cause messages from the remaining ink warning system to not be displayed properly.

- 12** Put the ink inlet cap back on the ink tank.



- 13** Close the slider ink inlet cover.



Disposal of Used Consumables

Dispose of used ink packs and chip units, as well as printed media following local laws and regulations, for example by consigning waste to industrial waste disposer.

Parts That Are Periodically Replaced

The following parts require periodic replacement.

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

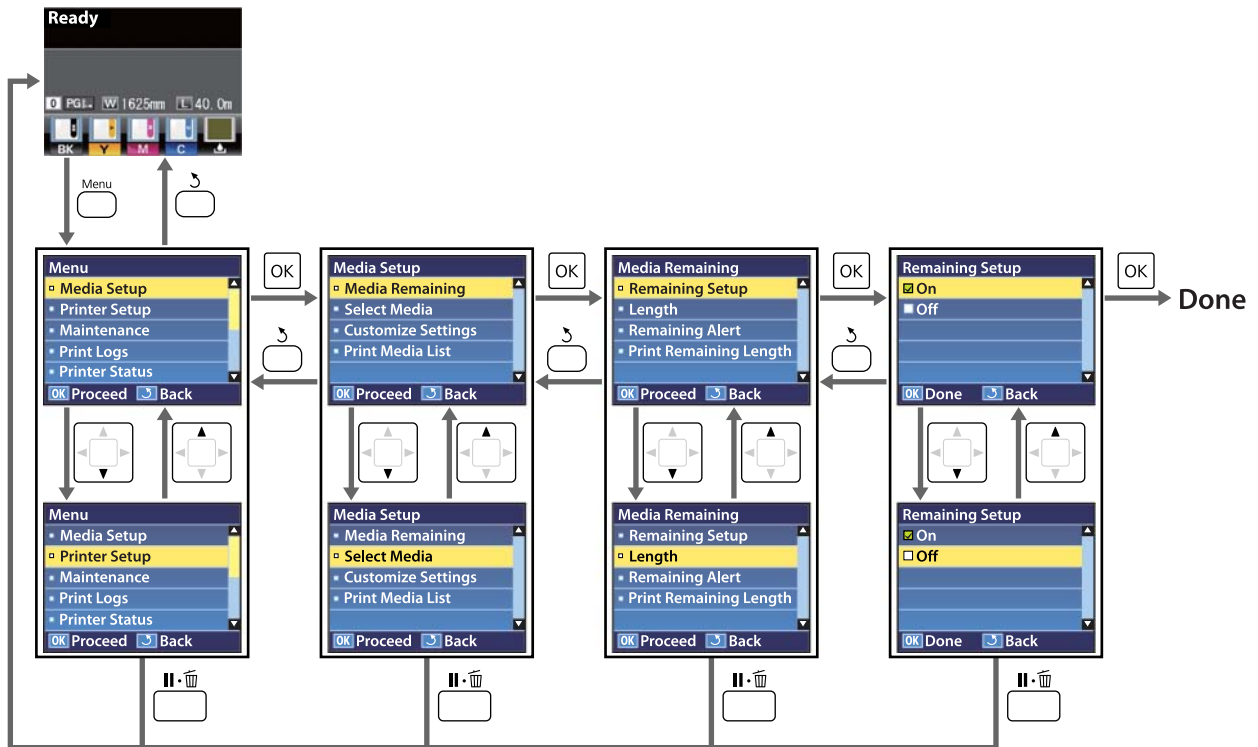
- Print head
- Carriage encoder
- Ink holder
- Damper kit
- Pump cap
- Ink supply tank

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 70	Media Remaining	
	Remaining Setup	On, Off
	Length	5.0 to 999.5 m (15 to 3000 ft)
	Remaining Alert	1 to 15 m (4 to 50 ft)
	Print Remaining Length	Print
	Select Media	RIP Settings, 1 to 30 (media setting bank number)
	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.
	RIP Settings	
	Platen Gap	1.5, 2.0, 2.5
	Head Alignment	
	Input thickness.	Manual (Uni-D), Manual (Bi-D)
	Roll Type	Printable Side Out, Printable Side In
	Tension Measurement	Periodically, Every Page, Off
	Media Tension	0 to 40
	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)

Using the Control Panel Menu

Menu	Item	Parameter
	Drying	
	Drying Time Per Pass	0 to 10 sec
	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, Off
	Media Tension	0 to 40
	Feed Speed	1 to 2
	Print Media List	
Printer Setup  "Printer Setup Menu" on page 73	Side Margin(Right)	3 to 25 mm (0.12 to 1.00 inch)
	Side Margin(Left)	3 to 25 mm (0.12 to 1.00 inch)
	Print Start Position	0 to 800 mm (0.00 to 32.00 inch)
	Media Size Check	On, Off
	Media End Check	On, Off
	Media Skew Check	On, Off
	Print Nozzle Pattern	Off, 1 to 10 pages
	Periodical Cleaning	
	Light	Off, 1 to 240 hours
	Medium	
	Heavy	
	Power	
	Cleaning Cycle	Off, 1 to 10 pages
	Sleep Mode	15 to 240 minutes
Restore Settings	Yes, No	
Maintenance  "The Maintenance Menu" on page 75	Nozzle Check	Print
	Cleaning	
	All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
	Selected Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
	Head Maintenance	Move Head
	Waste Ink Counter	-


Using the Control Panel Menu


Menu	Item	Parameter
Print Logs ☞ "The Print Logs Menu" on page 75	Print Job Log Sheet	Print
	Show Total Prints	XXXXXX m ² (XXXXXX ft ²)
Printer Status ☞ "The Printer Status Menu" on page 76	Print Status Sheet	Print
	Firmware Version	XXXXXXXX,X_XX,XXXX
Network Setup ☞ "The Network Setup Menu" on page 76	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 76	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
	Alert Sound Setting	On, Off
	Alert Lamp Setting	On, Off
Reset All Settings ☞ "The Reset All Settings Menu" on page 77		Yes, No

Using the Control Panel Menu

Details of the Menu

The Media Setup Menu

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

 indicates default settings.

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. Length , Remaining Alert , and Print Remaining Length options are available when On is selected. The display panel shows the amount of media remaining based on the value selected for Length and the amount of media used during printing.
	Off	
Length	5.0 to 999.5 m (15 to 3000 ft)	Enter a value for overall roll length between 5.0 and 999.5 m (15 to 3000 ft). You can set in 0.5 m (1 ft) increments.
Remaining Alert	1 to 15m (4 to 1,524.00cm)	An alert will be displayed if the amount of media remaining reaches this length. Choose from values between 1 and 15 m (4 and 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
RIP Settings	Choose the media settings used for printing.
1 to 30 (media setting bank number)	If RIP Settings is selected, the media settings selected in the software RIP will be used. 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.

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

RIP Settings

Item	Parameter	Explanation
Platen Gap	1.5	Change Platen Gap (the gap between the print head and the media) for the media setting bank selected in the software RIP. The default setting of 1.5 is recommended in most situations. Choose 2.0 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
	Manual(Bi-D)	
		Select Head Alignment to realign the print head when print results seem grainy or out of focus. You need to check the pattern and enter the optimum adjustment value for alignment. ↗ "Correcting Print Misalignment (Head Alignment)" on page 45
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	Choose Periodically or Every Page to have the printer automatically monitor and adjust media tension during printing for optimal results, Off to disable automatic tension adjustment. Periodically is recommended in most circumstances. The printer may however be unable to adjust tension appropriately for some media, resulting in excessive slack or other maladjustments that cause printing problems, in which case you should select Off . Note, however, that Off may result in unusually large margin between pages. In addition, printing may not stop and the inside of the printer may become stained. Observe the following precautions: <input type="checkbox"/> Do not print at the end of a roll <input type="checkbox"/> Do not select Off for Media End Check. Select Every Page for more precise tensioning, but note that print times will increase.
	Every Page	
	Off	
Media Tension	0 to 40	Increase tension if creases appear in the media during printing. The higher the value, the greater the tension. The manufacturer default set values will change as follows depending on the Tension Measurement setting. Periodically/Every Page: Level 28 Off: Level 39

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.

Using the Control Panel Menu

Item	Parameter	Explanation
Feed Adjustment	Manual	Use this option if banding (horizontal banding, lines, or strips of uneven color) persists after head cleaning and head alignment have been performed. Visually inspects the printed pattern and enter the adjustment value by hand. ☞ "Feed Adjustment" on page 46
Platen Gap	1.5	Choose the platen gap (the distance between the print head and the media). The default setting of 1.5 is recommended in most situations. Choose 2.0 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)	Select Head Alignment to realign the print head when print results seem grainy or out of focus.
	Manual(Bi-D)	You need to check the pattern and enter the optimum adjustment value for alignment. ☞ "Correcting Print Misalignment (Head Alignment)" on page 45
Drying		
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. The time needed for the ink to dry varies with ink density and the media used. If the ink blurs on the media, set a longer time for drying the ink. Increasing the drying time increases the time needed to print.
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 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 media suction. The 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	


Using the Control Panel Menu



Item	Parameter	Explanation
Tension Measurement	Periodically	<p>Choose Periodically or Every Page to have the printer automatically monitor and adjust media tension during printing for optimal results, Off to disable automatic tension adjustment.</p> <p>Periodically is recommended in most circumstances.</p> <p>The printer may however be unable to adjust tension appropriately for some media, resulting in excessive slack or other maladjustments that cause printing problems, in which case you should select Off. Note, however, that Off may result in unusually large margin between pages. In addition, printing may not stop and the inside of the printer may become stained. Observe the following precautions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Do not print at the end of a roll <input type="checkbox"/> Do not select Off for Media End Check. <p>Select Every Page for more precise tensioning, but note that print times will increase.</p>
	Every Page	
	Off	
Media Tension	0 to 40	<p>Increase tension if creases appear in the media during printing. The higher the value, the greater the tension.</p> <p>The manufacturer default set values will change as follows depending on the Tension Measurement setting.</p> <p>Periodically/Every Page: Level 15</p> <p>Off: Level 25</p>
Feed Speed	1 to 2	<p>Choose a slower feed speed if thin media is creased or torn or sticks together during printing. The lower the value, the slower the speed.</p>

Print Media List

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

Printer Setup Menu

 indicates default settings.

Item	Parameter	Explanation
Side Margin(Right)	3 to 25 mm (0.12 to 1.00 inch)	<p>Choose the width of the right margin when media is loaded in the printer. See the following for more information.</p> <p> "Printable area" on page 48</p>
Side Margin(Left)	3 to 25 mm (0.12 to 1.00 inch)	<p>Choose the width of the left margin when media is loaded in the printer. See the following for more information.</p> <p> "Printable area" on page 48</p>


Using the Control Panel Menu



Item	Parameter	Explanation	
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 48	
Media Size Check	On	Choose whether the printer automatically detects (On), or does not automatically detect (Off), the edges of the media. 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. We generally recommend to operate with this setting set to On .	
	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		
Print Nozzle Pattern	Off	Choose 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			
Light	Off/1 to 240 hours	Choose 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 or the printer is in sleep mode 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: <input type="checkbox"/> Turning the printer on. <input type="checkbox"/> Choosing another option for this item. <input type="checkbox"/> Manually performing head cleaning using All Nozzles. 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.	
			Medium
			Heavy
			Power
Cleaning Cycle	Off	Choose 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.	
	1 to 10 pages		

Using the Control Panel Menu

Item	Parameter	Explanation
Sleep Mode	15 to 240 minutes	The printer will enter sleep mode if no errors have occurred, no print jobs have been received, and no actions are performed on the control panel for an extended period of time. This setting selects the amount of time until the printer enters sleep mode.
Restore Settings	Yes	Select Yes to restore all items in the Printer Setup menu to their default settings.
	No	

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 51
Cleaning		
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.
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.  "Maintenance Around the Print Head" on page 53
Waste Ink Counter	-	Use this item to reset the waste ink counter after placing a new waste ink bottle. Only reset the counter when replacing the waste ink bottle. Resetting the counter before the waste ink bottle is replaced will result in the printer being unable to accurately track the waste ink level.

The Print Logs Menu

These items are used to track consumables.

Item	Parameter	Explanation
Print Job Log Sheet	Print	You can print the job information saved in the printer (up to 10 jobs). The information includes the media and ink used in each job, making it easier to track the use of consumables.

Using the Control Panel Menu

Item	Parameter	Explanation
Show Total Prints	XXXXXX m ² (XXXXXX ft ²)	Displays the total area of media printed (to a maximum of six digits).

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

 indicates default settings.

Item	Parameter	Explanation
IP Address Setting		
Auto	-	Choose 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.
	IP: XXX.XXX.XXX.XXX	
	SM: XXX.XXX.XXX.XXX	
Panel	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	

The Preference Menu

 indicates default settings.

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.

Using the Control Panel Menu

Item	Parameter	Explanation
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	
Alert Sound Setting	On	Enable (On) or disable (Off) the buzzer that sounds when an error occurs.
	Off	If the OK button is pressed when the warning buzzer is sounding, the sound stops.
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 , and Unit: Length .
No	


Problem Solver

When a Message is Displayed

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

Messages	What to do
Prepare empty waste ink bottle.	The waste ink bottle is getting full. Ready a new waste ink bottle.  "Options and Consumable Products" on page 85
Chip Unit Error Chip unit not recognized. Reattach or replace.	<ul style="list-style-type: none"> <input type="checkbox"/> 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 61 <input type="checkbox"/> 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 19
Chip Unit Error Chip unit cannot be recognized. Refill after matching ink pack with label?	Use only the chip units from specified Epson ink packs. You cannot use unspecified Epson ink packs.  "Options and Consumable Products" on page 85
Chip unit expended.	Chip unit is nearing end of service life. Obtain an ink pack of the appropriate color as soon as possible.  "Options and Consumable Products" on page 85  "Notes on Handling Ink Packs and Ink Tanks" on page 19
Command Error Check print settings on RIP.	Press  and select Job Cancel . Check that the installed software RIP is compatible with the printer.
Unit Matching Error Check combination of Media Feeding Unit and Auto Take-up Reel Unit. Then restart printer.	The standard media feeding unit is used only with the standard auto take-up reel unit, the heavy roll media feeding unit only with the heavy roll auto take-up reel unit. If you have mismatched the feeding and take-up reel units, turn the printer off and install the correct equipment.  Setup Guide  Heavy Media Roll System Setup Guide
F/W Install Error Firmware update failed. Restart the printer.	Turn the printer off, wait for a few minutes, and then turn on the printer again. Use EPSON LFP Remote Panel 2 to update the firmware again. If this message appears in the control panel again, contact your dealer or Epson Support.
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 Off, then flip it back and reattach the media to the auto take-up reel unit.  "Media Loading and Take Up" on page 35

Problem Solver

Messages	What to do
Media Size Error Load correct size media.	<p>The media currently loaded is not the correct width. Raise the media loading lever and remove the media.</p> <p>The narrowest width supported by the printer is 300 mm. Be sure the media is at least 300 mm wide.</p> <p>If this message is displayed even though the media is the correct width, the printer may print if Off is selected for Media Size Check.</p> <p> "Printer Setup Menu" on page 73</p>

When a Maintenance Call/Service Call Occurs

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

Troubleshooting

You cannot print (because the printer does not work)

The printer does not turn on.

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

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

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

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

The printer is not communicating with the computer.

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

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

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

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

 ["Specifications Table" on page 88](#)

- **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 14](#)

 ["When a Message is Displayed" on page 78](#)

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 51](#)

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 51](#)

- **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 18](#)

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 51](#)

- **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 45](#)

- **Have you tried Feed Adjustment?**
Large discrepancies in the feed amount cause banding (horizontal banding, lines, or strips of uneven color). Perform Feed Adjustment according to the media used.
[🔗 "Feed Adjustment" on page 43](#)

- **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.

- **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 73](#)

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

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

The print is not positioned properly on the media.

- **Is the media loaded correctly and are the margins correct?**
If the media is not loaded correctly, the results may be off center or part of the data may not be printed. You should also check whether the correct options are selected for **Side Margin** and **Print Start Position** in the setup menu.
[🔗 "Loading Media" on page 23](#)
[🔗 "Printer Setup Menu" on page 73](#)

- **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 73](#)

Problem Solver

■ Is the media wide enough for the print data?

Although printing normally stops if the print image is wider than the media, data will be printed beyond the edges of the media if **Off** is selected for **Media Size Check** in the setup menu. Choose **On** for **Media Size Check** in the setup menu.

 ["Printer Setup Menu" on page 73](#)

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 45](#)

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.

 ["Maintenance Around the Print Head" on page 53](#)

■ Is the print head scuffing the printed surface?

Smear caused by the print head scuffing the media can be prevented by adjusting the **Platen Gap** to suit the media.

It may also be prevented by choosing a high value for **Media Tension**.

 ["Platen Gap" on page 43](#)

 ["Media Tension" on page 45](#)

Media

Media Is Creased

■ Are the Media 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.

 ["Media Tension" on page 45](#)

 ["Feed Speed" on page 45](#)

■ Try selecting Off for Tension Measurement in the setup menus.

Automatic tensioning may fail to maintain some types of media at the appropriate tension, resulting in excessive slack or other tensioning problems that interfere with printing.

 ["Tension Measurement" on page 45](#)

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 44](#)

Problem Solver

Printing does not stop when the roll ends

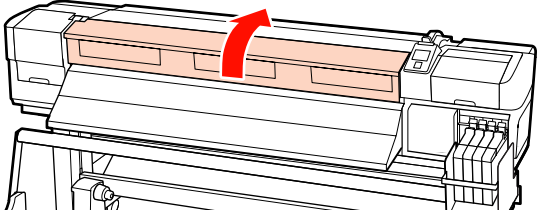
■ **Is Off selected for Tension Measurement?**
Periodically is recommended in most circumstances.
 ↗ "Tension Measurement" on page 45

Removing Jammed Media

Follow the steps below to remove jammed media.

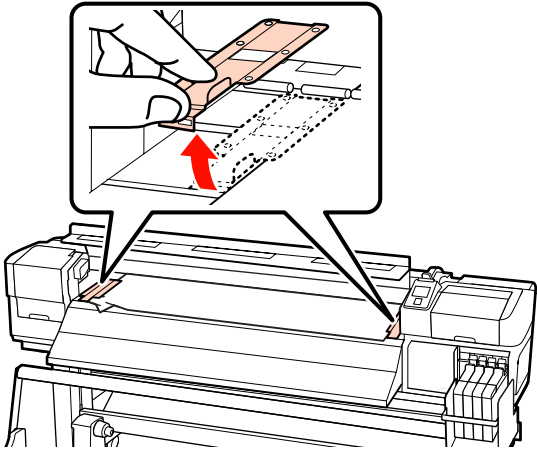
⚠ Caution:
 Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.

1 Open the front cover.



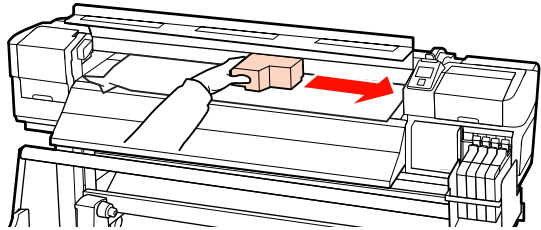
2 Turn off the printer.
 If a message is displayed and the printer will not turn off, unplug the power cable.

3 Remove the media holding plates, if installed.



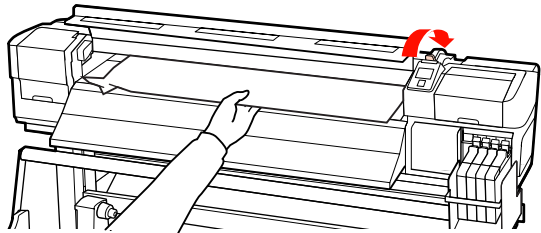
⚠ Important:
 Cease use of the printer if the media holding plates are deformed. Continued use could damage the pressure rollers or print head.
 Contact your dealer or Epson Support.

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

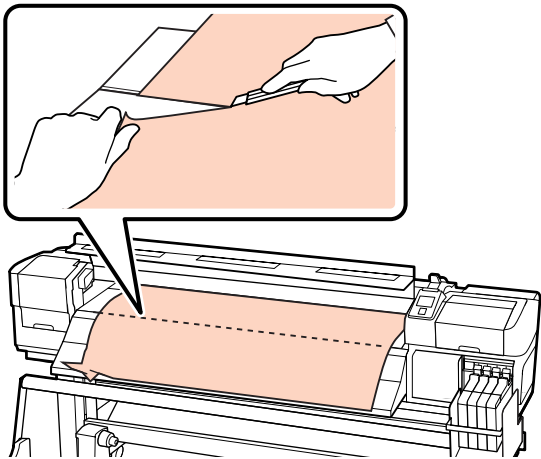


⚠ Important:
 Move the print head only after removing the media holding plates. Contact with deformed media holding plates could damage the print head.

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.

Problem Solver

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 51](#)

**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 23](#)

Others

The control panel display keeps turning off.

■ Is the printer in sleep mode?

Press the  button on the control panel to return to the normal state. The time before the printer enters sleep mode can be selected in the Printer Setup menu.

 [“Printer Setup Menu” on page 73](#)

The red light is on inside the printer.

■ This is not a failure.

The red light is a light inside the printer.

Appendix

Options and Consumable Products

The following options and consumable products are available for use with your printer.(as of September 2012)

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-F7000/ SC-F7070	Ink packs	Black	T7411	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 61
		Cyan	T7412	
		Magenta	T7413	
		Yellow	T7414	
SC-F7080	Ink packs	Black	T7421	
		Cyan	T7422	
		Magenta	T7423	
		Yellow	T7424	

Others

Product	Part number	Explanation
Maintenance Kit	T7242	Contains the cleaning sticks, gloves, wipers, and wiper cleaner required for printer maintenance. 🔗 "Maintenance Around the Print Head" on page 53
Waste Ink Bottle	T7240	Identical to the waste ink bottle supplied with the printer.
Media Holding Plate	C12C890891	Identical to the media holding plate supplied with the printer.
Heavy Roll Media System	C12C890761	A media feeding unit and auto take-up reel for heavy rolls (up to 80 kg).

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 1 mm
Roll weight	Up to 40 kg

Heavy Roll Media System

Roll core size	2 or 3 inch
Roll outer diameter	Up to 300 mm
Media width	300 to 1626 mm (64 inches)
Media thickness	Up to 1 mm
Roll weight	Up to 80 kg

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 87](#)



Caution:

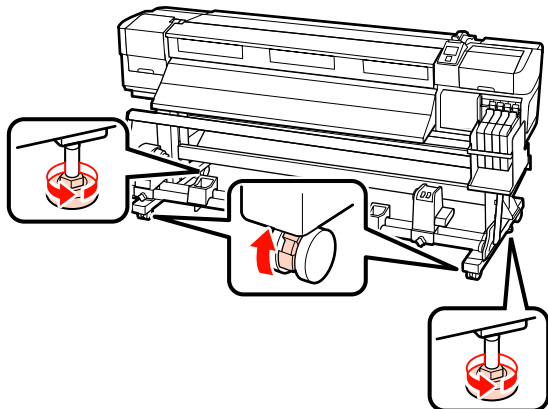
Do not tilt the product more than 10 degrees forward or back while moving it. Failure to observe this precaution could result in the printer falling over, causing accidents.

Getting Ready

- 1** Confirm that the printer is off.
- 2** Remove the waste ink bottle.
 [“Replacing the Waste Ink Bottle” on page 58](#)
- 3** Disconnect the power cords and all other cables.
- 4** Remove media from the media feeding unit and auto take-up reel unit.

- 5** Unlock the stand.

Release the caster locks on the left and right legs and fully raise the adjusters.



- 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** Plug in the power cables and turn the printer on.
[☞ Setup Guide](#)
- 3** Perform a nozzle check to check for clogged nozzles.
[☞ “Checking for clogged nozzles” on page 51](#)
- 4** Perform Head Alignment and check print quality.
[☞ “Head Alignment” on page 44](#)

Transport

Before transporting the printer, contact your dealer or Epson Support.

Appendix

System Requirements

Consult the documentation for your software RIP.

Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	360 nozzles × 2 rows × 4 colors (Black, Cyan, Magenta, Yellow)
Resolution (maximum)	720 × 1440 dpi
Control code	ESC/P raster (undisclosed command)
Media Feed Method	Friction feed
Built-in memory	512 MB for Main 128 MB for Network
Interface	Hi-Speed USB-Compatible with the USB 2.0 Specification. 100Base-TX/1000Base-T*1
Rated voltage	AC 100 to 240V
Rated frequency	50 to 60Hz
Rated current	1.0 to 0.5A
Power consumption	Printing: Approx. 65 W Ready mode: Approx. 20 W Sleep mode: Approx. 9 W Power off: 0.5 W or less
Temperature	Operating: 15 to 35 °C/59 to 95 °F (15 to 25 °C/59 to 77 °F recommended) Storage (before unpacking): -20 to 60 °C (-4 to 140 °F) (no more than 120 hours at 60 °C (140 °F), within a month at 40 °C (104 °F)) Storage (after unpacking): -20 to 40 °C (-4 to 104 °F) (within a month at 40 °C (104 °F))
Humidity	Operating: 20 to 80% (40 to 60% recommended) (without condensation) Storage (before and after unpacking): 5 to 85% (without condensation)

Printer Specifications	
Operating Temperature/Humidity Range (%) 	
Dimension	Storage (minimum) dimensions: 2620 (W) × 915 (D) × 1311 (H) mm Maximum dimensions: 2620 (W) × 1259 (D) × 1650 (H) mm
Weight*2	Approx. 225 kg

*1 Use a shielded twisted pair cable (category 5 or better).

*2 Supplied media system installed; ink not included.

Ink Specifications	
Type	Dedicated ink pack
Sublimation transfer ink	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	Uninstalled: -20 to 40°C (within a month at 40°C) Installed: -20 to 35°C (within a month at 40°C) Transporting: -20 to 60°C (within a month at 40°C, within 72 hours at 60°C)
Capacity	1000 ml

Appendix



Important:

The ink will freeze if stored for a long period of time at -20°C or below. If the ink is frozen, store for at least 4 hours at room temperature (25°C) before using. (With no condensation.)

Standards and Approvals

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



Warning:

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

Where To Get Help

Technical Support Web Site

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

<http://support.epson.net/>

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

<http://www.epson.com>

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

Contacting Epson Support

Before Contacting Epson

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

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

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

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)

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- Product usage questions or problems
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