

To customers who use EPSON projector with suspended ceiling-mount/wall-mount/projector stand in oily and smoky environment

Thank you very much for your continuous support for EPSON products.

If the projector is suspended from a ceiling, wall-mounted or using a projector stand; and installed in an environment with heavy oil smoke, or in places where oils and/or chemicals are volatilized, or where aroma oils are frequently burned, such suspension and environment could make certain parts of our projector susceptible to a material degradation which, over time, could break and cause the projector to drop.

Installation method/Environment/Place that may affect projector installation:-

Installation method	Environment / Place	Example
Ceiling suspended Wall-mounted Projector stand	Places with heavy oil and smoke	Factory, cooking place, home kitchen etc.
	Place which chemicals and solvent are volatilized	Factory, laboratory etc
	Place where oil, detergent, chemical etc. adhere	Factory, cooking place, home kitchen etc
	Place where aroma oil is burned frequently	Relaxation room etc
	Place with a lot of smoke and bubbles to be used for event staging (other than oil component)	Around the event staging effect device etc

Environment example



If you are concerned about the environment in which your projector is installed, or if you have any other questions, please call our service hotline:-

Location	Hotline	Operating Hours
Singapore	800-1205564	9am to 6pm, Mon - Fri (Except public holidays)
Malaysia	1800-8-17349	9am to 6pm, Mon - Fri (Except public holidays)
Philippines	1-800-1069-37766 1-800-3-0037766	9am to 6pm, Mon - Sat (Except public holidays)

Thailand	(66) 2-685-9899	8.30 am to 5.30 pm, Mon – Fri (Except public holidays)
Indonesia	1-500-766	8:30am to 5:30pm, Mon - Sat (Except public holidays)
Vietnam	Please email to <a href="mailto:support@epson.com.vn">support@epson.com.vn</a>	