

SL-D3000

Operation Guide

Contents

Introduction

Warnings, Cautions, Notes, and Tips.	4
Screen Shots In the Guide.	4
Illustrations In the Guide.	4
Printer Parts.	5
Front.	5
Rear.	9
Internal.	12
Operation panel.	15
Notes on Usage.	17
Notes on Printer Usage.	17
Notes on Handling Ink Cartridges.	17
Disposing of the Main Printer Unit and Consumables.	18
For United States customers only.	18
For European customers only.	18
For Turkish customers only.	19
For Ukraine customers only.	19

Starting up and Shutting down the Printer

Starting up the Printer.	20
Shutting down the Printer.	23
Turning the Power Off in an Emergency.	25

Replacing Paper

Genuine Epson Paper.	26
Printer Driver Settings.	27
Notes on Handling Paper.	27
Notes on Paper Storage.	28
Notes when Printing.	28
Storing and Displaying Printed Paper.	29
Paper Feed Section.	30
Notes when Loading Paper.	30
Replacing Paper in the Rear Roll Paper Feeder.	30
Removing Paper.	30
Removing Flanges.	33
Installing Flanges.	34
Loading Paper.	37
Replacing Paper in the Front Roll Paper Feeder	43
Removing Paper.	43
Removing Flanges.	44
Installing Flanges.	46

Loading Paper.	49
------------------------	----

Ejecting Paper

Ejected Paper Path.	53
When the sorter unit is installed.	53
When the sorter unit is not installed.	54
When the Long print stacker is installed (only for Single Roll Model).	55
Ejected Paper Path and Supported Paper Sizes.	55

Replacing Ink Cartridges

Checking the Ink Level.	57
Replacement Procedure.	58

Replacing the Maintenance Tank

Checking Maintenance Tank Space.	61
Replacement Procedure.	62

Disposing of Trimmed Waste Paper

Checking the Trimmed Waste Paper Box Usage	65
Disposal Procedure.	66

Replacing Ribbon Cassettes

Ink Ribbon Replacement Time.	68
Replacement Procedure.	68

Adjusting the Humidity in the Roll Paper Feeder

Turning the Humidity Control Unit On and Off	74
Changing Between Dehumidification and Humidification.	74

Setup and Maintenance

Summary.	79
Starting Up.	80
Printer Information.	80
Checking Printer Information.	80
Paper Settings.	83
Head Cleaning.	85
Operation History.	94

Contents

Error History.	96
Help.	97

Checking Items and Checking Times

Checking Items List.	98
Daily Checks.	99
Printing Mount.	99
Ink Absorber.	99
Top Tray.	100
Checking Once a Month.	100
Roll Paper Feeder.	100
Paper Feed Path After Printing.	101
Checking Once Every Six Months.	105
Feed Roller on Paper Feed Side.	105

Troubleshooting

When an Error is Displayed.	107
Warning Buzzer and Light Displays.	107
About Error Messages.	108
Errors and Solutions.	109
Cannot Clear the Displayed Error.	117
When the Paper Jams.	119
Front Roll Paper Feeder/Rear Roll Paper Feeder.	120
Back Printing Unit/Decurl Unit/Long Paper Ejection Unit.	127
Problems with Print Results.	132
Problems when Cutting Paper.	133
Problems with the Sorter.	133
Problems with the Humidity Control Unit.	134
Problem with the Maintenance Utility.	134
Emergency Stop.	135
Shutting down the Printer in an Emergency.	135
What to do after an Emergency Stop.	136
When the Power Fails.	136
Starting after a Power Failure.	136
What to do in a Sudden Power Failure.	136
Cannot Clear the Problem.	136

Appendix

Consumables and Optional Products.	137
Printer Specifications.	139
External Dimensions and Necessary Space.	142
Notes.	146
UNITED STATES OF AMERICA (FCC).	146
CANADA (ICES).	146



Where To Get Help

Technical Support Web Site.	147
Contacting Epson Support.	147
Before Contacting Epson.	147
Help for Users in North America.	148
Help for Users in Europe.	148
Help for Users in Taiwan.	148
Help for Users in Australia.	149
Help for Users in Singapore.	149
Help for Users in Thailand.	150
Help for Users in Vietnam.	150
Help for Users in Indonesia.	150
Help for Users in Hong Kong.	151
Help for Users in Malaysia.	151
Help for Users in India.	151
Help for Users in the Philippines.	152

Introduction

Introduction

Warnings, Cautions, Notes, and Tips

 Warnings	Warnings must be followed to avoid serious bodily injury.
 Cautions	Cautions must be followed to avoid bodily injury.
Notes	contain important information on the operation of this product.
Tips	contain useful tips on the operation of this product.

Screen Shots In the Guide

Screen shots used in this guide may differ to the actual screens. Also, the screens may differ depending on the operating system used and the usage environment.

Illustrations In the Guide

Unless stated otherwise, illustrations used in this guide are of the Dual Roll Model. Note that while the Dual Roll Model includes a front roll paper feeder, the Single Roll Model does not.

Introduction

Printer Parts

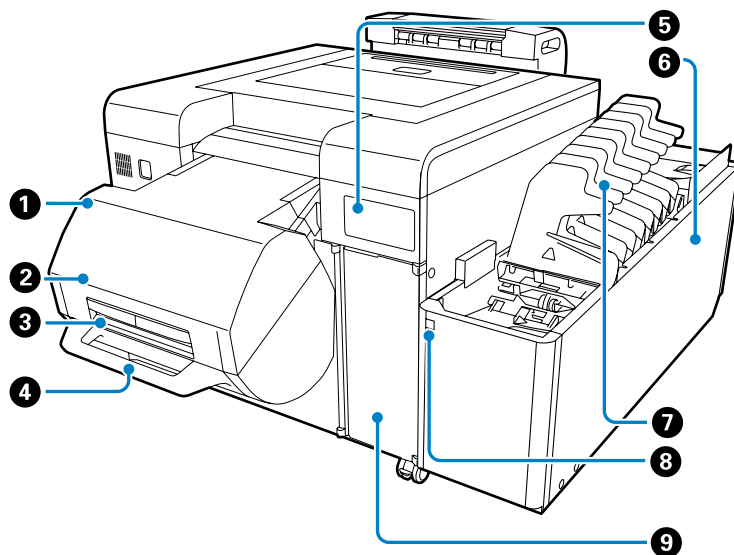
There are two versions of this printer available; the Dual Roll Model that comes with a front roll paper feed unit and a rear roll paper feed unit, and the Single Roll Model that comes with only the rear roll paper feed unit.

Front

Tip:

Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.

When the front roll paper feeder is lowered

**1 Front roll paper feeder (only for the Dual Roll Model)**

Holds the Spindle unit.

 [“Replacing Paper” on page 26](#)

2 Front roll cover (only for the Dual Roll Model)

Open when loading and removing paper.

 [“Replacing Paper” on page 26](#)

3 Front roll lever (only for the Dual Roll Model)

Hold when opening the front roll cover.

4 Front roll handle (only for the Dual Roll Model)

Hold when raising the front roll paper feeder. Do not move the printer by using the Front roll handle.

Introduction

5 Operation panel

Switches for setting the paper type as well as lights that indicate the status of the printer.

 [“Operation panel” on page 15](#)

6 Sorter unit (optional)

Automatically sorts prints when the optional sorter unit is installed.

7 Sorter tray (Included with the optional sorter unit)

Holds one print order in one tray (or up to 50 sheets in one tray).

8 Sorter Drive Switch (Included with the optional sorter unit)

Press when manually feeding to the next optional sorter tray. Press once to move the sorter tray forward by one step.

Always use the switch to move the sorter tray. Do not move it manually.

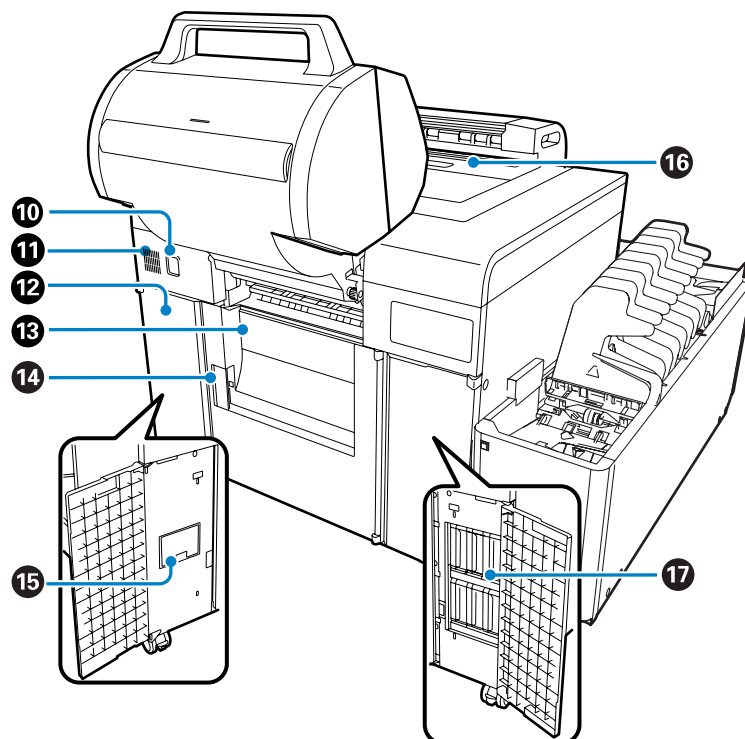
9 Ink Cartridge Cover

Open when replacing the ink cartridge.

 [“Replacing Ink Cartridges” on page 56](#)

Introduction

When the front roll paper feeder is raised



10 Lock Release button (only for the Dual Roll Model)

Press the Lock Release button while holding down the handle on the front roll paper feeder slightly to release the lock. You can then raise the front roll paper feeder.

11 Air Intake

Takes air into the printer. Do not allow anything to block this intake vent.

12 Maintenance Tank Cover

Open when replacing the maintenance tank.

13 Rear roll cover

Open when loading and removing paper.

14 Rear roll lever

Pull forward to open the rear roll cover.

15 Maintenance Tank

Tank for collecting waste ink.

 [“Replacing the Maintenance Tank” on page 61](#)

Introduction

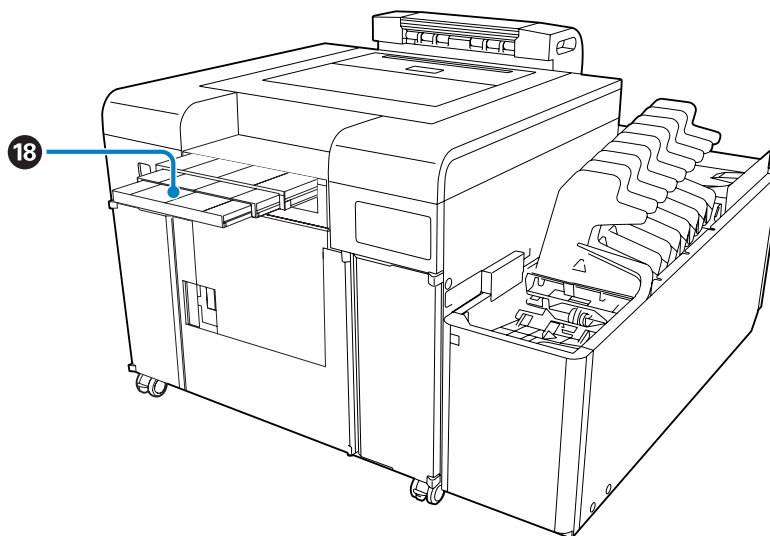
16 Top cover/Top tray

Open to clear paper jams and perform maintenance. When the sorter is installed, prints longer than 305 mm (long paper) are ejected here.

17 Ink Cartridge

Install the six different color ink cartridges here.

Single Roll Model

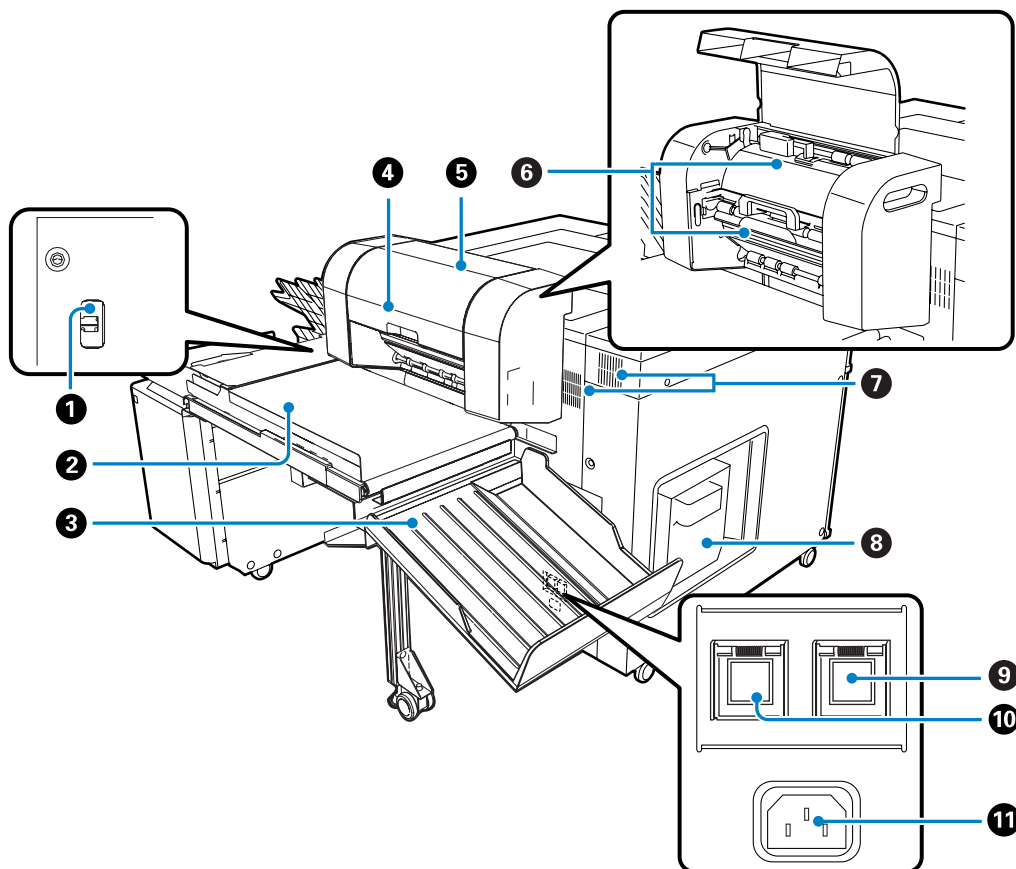


18 Long print stacker

Supports ejected long paper. Extend this stacker when printing on long paper.

Introduction

Rear

**1 USB port**

Connects the USB cable.

2 Conveyor (Included with the optional sorter unit)

Conveys ejected prints to the Side tray or to the sorter.

3 Side tray

Ejects print sizes that not supported by the Top tray and the sorter, as well as ejecting unnecessary paper that remains in the printer when an error occurs.

4 Long paper ejection unit (Included with the optional sorter unit)

Depending on the print size, paper is ejected to the Top tray, Side tray, or the sorter.

 [“Ejected Paper Path and Supported Paper Sizes” on page 55](#)

5 Long paper ejection unit cover

Open if there is a paper jam.

Introduction

⑥ Inside cover for long paper ejection unit (upper/lower)

Open if there is a paper jam.

Loosen the screw for the upper cover section, and then remove.

⑦ Exhaust vent

Vents internal heat from the printer. Do not cover the vent.


⑧ Trimmed waste paper box

Collects trimmed waste paper during printing.

 [“Disposing of Trimmed Waste Paper” on page 65](#)

⑨ Humidity control unit power switch

The humidity control unit operates when you press the switch to turn on the light.

 [“Adjusting the Humidity in the Roll Paper Feeder” on page 73](#)

⑩ Power switch

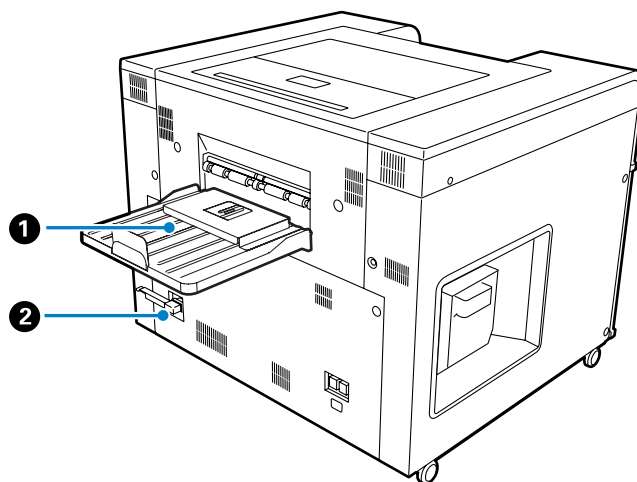
Under normal use, the switch is turned on (the light is on). During an emergency, or when the printer is not used for a long time, press to switch the power off (the light turns off). Normally, you should turn the printer on or off from the Client PC.

⑪ AC inlet

Connects the power cable.

Introduction

When the sorter unit is not installed



1 Tray

Holds up to 50 prints.

2 Sorter port

Connects the sorter unit cable.

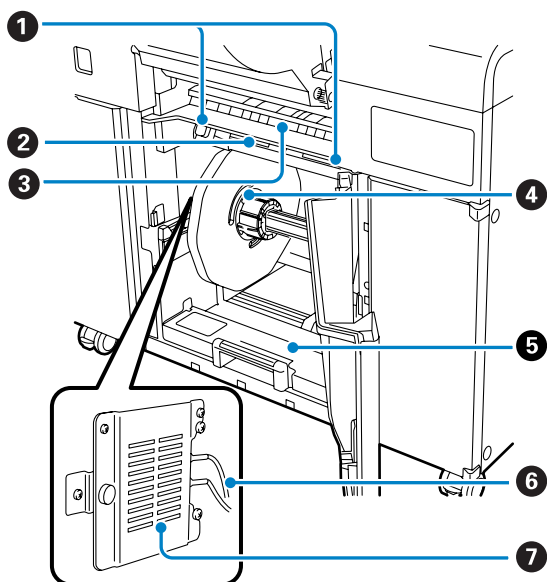
Introduction

Internal

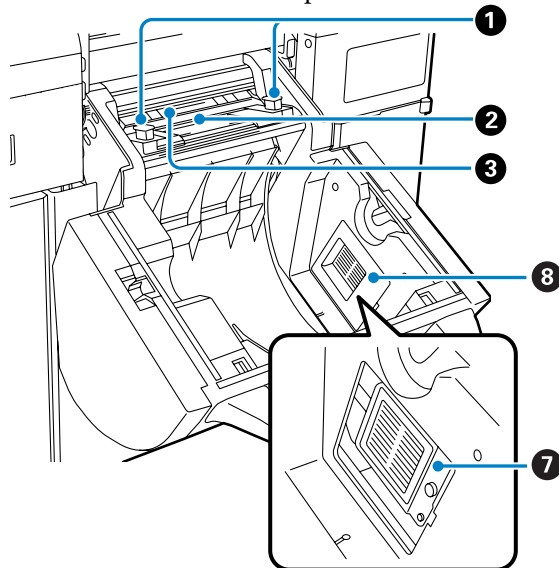
Tip:

Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.

When the rear roll cover is open



When the front roll cover is open



1 Paper width guide

Adjust to the width of the paper.

2 Paper feed slot

Load paper by inserting the leading edge of the paper.

3 Paper size guide

This guide helps when adjusting the Paper width guide position.

4 Spindle unit

Load roll paper.

5 Rear roll paper feeder

Pull forward when removing the Spindle unit.


6 Electrodes

The black connector is negative (-), and the red connector is positive (+).

Introduction

7 Humidity control unit

Adjusts the humidity in the roll paper feeder. Turn over to switch between dehumidification and humidification. When the white side is facing out in the roll paper feeder, dehumidification is performed. When the black side is facing out, humidification is performed.

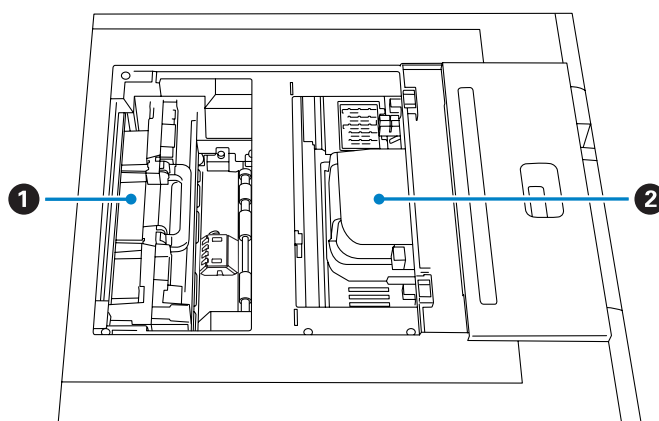
 [“Adjusting the Humidity in the Roll Paper Feeder” on page 73](#)

8 Humidity control unit cover

Open when installing the humidity control unit in the front roll paper feeder, or when switching between dehumidification and humidification.

 [“Changing Between Dehumidification and Humidification” on page 74](#)

Heater unit/Print Head Unit



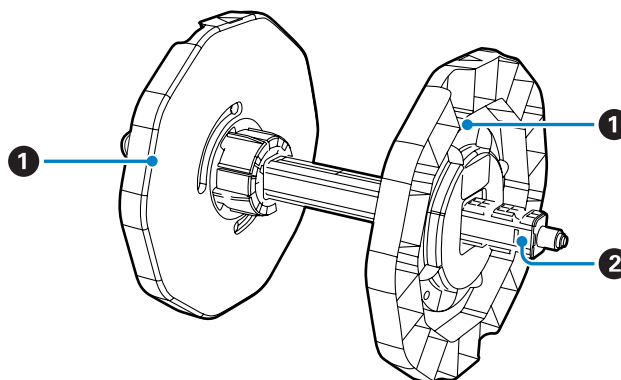
1 Heater unit

Dries the paper after printing. If a paper jam occurs, remove to check inside the printer.

2 Print Head Unit

Fires ink while moving left and right to print. Do not move the Print Head Unit by hand.

Spindle unit



Introduction

① Flange

Fixes to the left and right of the paper core. After passing through the Spool, rotate the center section to fix the Spool in place.

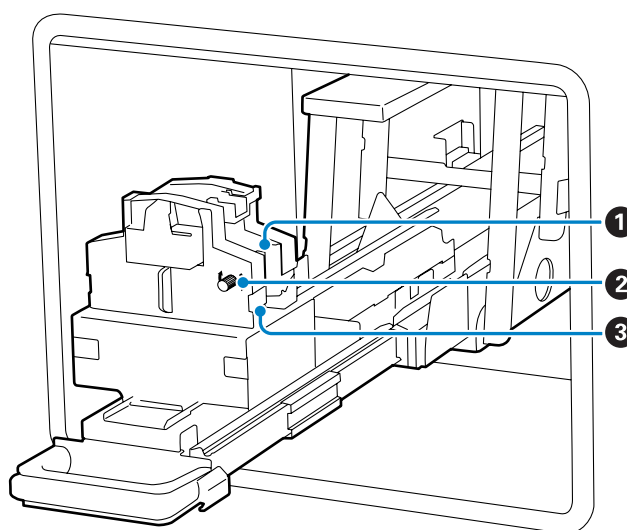
② Spool

After fixing the paper in place with the Flange, pass it through the Flange.

Notes:

When printing on A4 size paper (210 mm wide), you need the optional SPINDLE UNIT 210MM.

Back printing unit



① Ribbon cassette

A Ribbon cassette for printing on the back of prints. Two ribbon cassettes allow you to print two lines on the back of your prints. If the printing quality starts to look too light, replace the Ribbon cassette.

 [“Replacing Ribbon Cassettes” on page 68](#)

② Knob

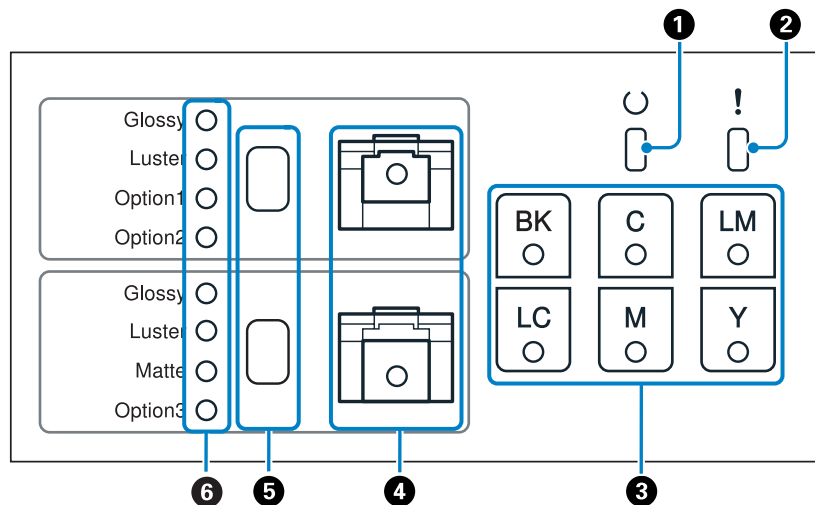
Turn the knob to take up the ribbon slack. After taking up the slack, load the ribbon in the Ribbon cassette.

③ Handle

Align with the groove in the Ribbon cassette to fix it in place.

Introduction

Operation panel

**Tip:**

Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.

1 ○ light (green)

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

On: The printer is ready.

Flashing: Operations such as printing, initializing, or maintenance, are being performed.

Off: The printer is off, or an error has caused operations to stop.

2 ! light (orange)

The printer's error status is indicated by a lit light.

On: An error has occurred, it is recovering from an error, or a service call error has occurred.

Off: The printer is off, or no errors have occurred.

3 Ink status light (orange)

Ink cartridge error status is indicated by a lit light.

On: If the ink light is on, printing cannot be performed because ink is running low, or an error has occurred.

Off: The printer is off, or no ink cartridge errors have occurred.

Introduction

4 Paper status light (orange)

Roll paper feeder error status is indicated by a lit or flashing light.

On: If the light is on, there is no paper in the roll paper feeder, or paper is running low.

Flashing: If the light is flashing, a paper jam has occurred in the roll paper feeder.

Off: The printer is off, or no paper errors have occurred.

5 Paper type setting switch

Press to change the paper type. The paper type changes each time the button is pressed, and the current paper type is indicated by the lights. Match the paper type to the type of paper loaded.

The switch is enabled when the roll paper feeder cover is open, and paper is removed.

Professional Paper for SureLab <Matte> is only available for the rear roll paper feeder.

You cannot change to paper for Option 1, 2, or 3.

6 Paper type light (green)

The paper type setting is indicated by a lit or flashing light.

On: Indicates the paper type setting.

Flashing: The paper type can be changed.

Off: The power is off, or the paper type cannot be set in the current status.

Introduction

Notes on Usage

Notes on Printer Usage

- ☐ Do not suddenly change the temperature in the room where this product is set up.

If the temperature changes suddenly, drops of water (condensation) could occur inside the product which may have an adverse effect on operations.
- ☐ Do not place any containers containing water, such as vases or cups, on this product. If water enters the product, it could cause it to malfunction. Also, do not put any heavy objects on the product.
- ☐ Vents have been installed on this product. Vents have been installed to take in and exhaust air from this product. Do not place any objects near the vent, and do not cover the vent with film sheets or paper and so on.
- ☐ Do not use accessories supplied with this product with any other devices.
- ☐ Do not print solid white or all white data. Otherwise the paper may be jammed and cause a malfunction.
- ☐ The safety device operates if the printer cover is opened while printing, and printing stops automatically. Printing restarts when the error is cleared from the Client PC.
- ☐ If the printer is not used for a long time, after performing "Post-Operation Check" as normal, leave the ink cartridges installed when storing.
- ☐ Contact a technical representative if you are planning to move or transport the printer.
- ☐ Do not move this printer by using the Front roll handle.
- ☐ Regardless of the operating system settings, computers on your system cannot enter sleep mode.
- ☐ Depending on the environment being used, image size, and image type, the print may not be delivered to the correct tray or sorter. If the prints are not delivered to the correct tray or sorter, or not delivered in the correct order, remove the ejected paper manually and place in the correct position.

Notes on Handling Ink Cartridges

- ☐ If you move ink cartridges from a cold place to a warm place, leave them at room temperature for more than four hours before use.
- ☐ We recommend using the ink cartridge before the expiry date printed on the individual packaging boxes. If you use an ink cartridge beyond the expiry date, it may affect print quality.
- ☐ Do not touch the ink supply port on the ink cartridges. Ink may have leaked from the ink cartridge.
- ☐ Because the green IC chip contains the cartridge's own information such as the remaining ink level, you can still reinstall and use the ink cartridge after removing it from the printer.
- ☐ When you remove the ink cartridge before it is expended, store it without getting dirt on the ink supply port. The ink supply port has a valve in it so it does not need to be capped.
- ☐ Do not touch the green IC chip on the ink cartridges. Doing so may prevent normal operation and printing.

Introduction

- ❑ Do not dismantle or remodel ink cartridges. You may not be able to print properly.
- ❑ Do not drop or knock it against hard objects; otherwise, the ink may leak.
- ❑ Although nothing may be printed, this printer uses ink from all cartridges during head cleaning and other maintenance operations to keep the Print Head Unit in good condition.
- ❑ Although the ink cartridges may contain recycled materials, this does not effect printer function or performance.
- ❑ Do not leave the printer without ink cartridges installed. The ink in the product may dry up, and you may not be able to print properly.
- ❑ Install an ink cartridge in each cartridge holder. You cannot print unless the correct cartridge is installed in each cartridge holder.
- ❑ Replace ink cartridges when the power is on. If cartridges are replaced when the power is off, the product cannot detect the amount of ink remaining and so cannot print normally.
- ❑ To maintain the quality of the head, this printer stops printing before ink cartridges are completely expended.
- ❑ Store ink cartridges in the same environment as the printer's installation environment. Also, avoid direct sunlight.

Disposing of the Main Printer Unit and Consumables

Entrust waste processing to an industrial waste disposal contractor, and dispose of it in accordance with the law and local regulations.

For United States customers only

WARNING: The cords included with this product contain chemicals, including lead, known to the State of California to cause birth defects or other reproductive harm. *Wash hands after handling.* (This notice is provided in accordance with Proposition 65 in Cal. Health & Safety Code § 25249.5 and following.)

For European customers only

The crossed out wheeled bin label that can be found on your product indicates that this product should not be disposed of via the normal household waste stream. To prevent possible harm to the environment or human health please separate this product from other waste streams to ensure that it can be recycled in an environmentally sound manner. For more details on available collection facilities please contact your local government office or the retailer where you purchased this product.

This information only applies to customers in the European Union, according to Directive 2002/96/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 27 January 2003 on waste electrical and electronic equipment (WEEE) and legislation transposing and implementing it into the various national legal systems.

For other countries, please contact your local government to investigate the possibility of recycling your product.

Introduction



For Turkish customers only

EEE Yönetmeliğine Uygundur.

For Ukraine customers only

Обладнання відповідає вимогам Технічного регламенту обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні.

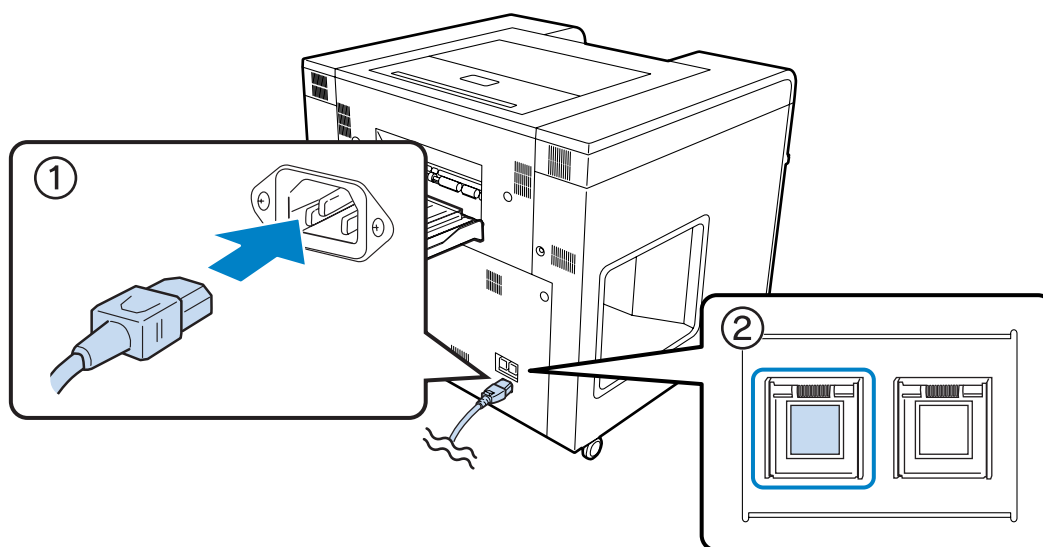
Starting up and Shutting down the Printer

Starting up the Printer

Click **Pre-operation Check** on the Client PC to start the printer.

In Pre-operation Check, the printer starts after the items that need to be checked manually have been displayed. When Printer PC is connected to the printer, Printer PC starts automatically.

The Power switch on the back of the printer should normally be On (the light is on). If the Power switch is turned off, check that the power cable is inserted in the AC inlet, and then turn on the Power switch (the light turns on).



Tip:

Normally, you do not need to operate the humidity control unit power switch.

See the following for more information on using the humidity control unit.



[“Adjusting the Humidity in the Roll Paper Feeder” on page 73](#)

1

Start the SL-D3000 Maintenance Utility.

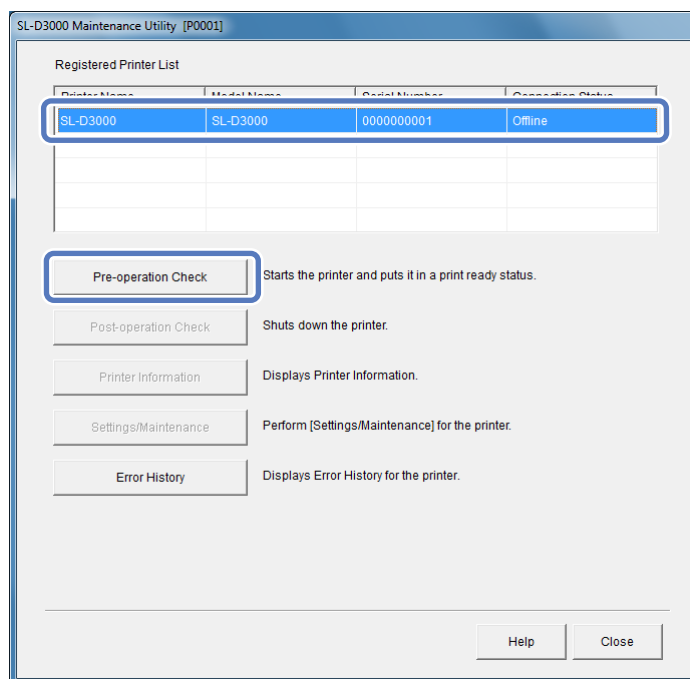
You can use one of the following methods to display the pre-operation check screen.

On the Client PC, click **Start - All Programs - EPSON SL-D3000 System Application - Maintenance Utility**.

Starting up and Shutting down the Printer

2

Select the printer you want to start from the Registered Printer List, and then click **Pre-operation Check**.



Tip:

- ❑ If the selected printer is already available, the Pre-operation Check button is unavailable.
- ❑ If the cable connected to the printer is disconnected, or the printer's Power switch is off, an error message is displayed because connection is not possible. Check the contents of the message.

🔗 [“Errors and Solutions” on page 109](#)

3


Perform the manual check items displayed on the screen. Click **OK** after completing the operations.

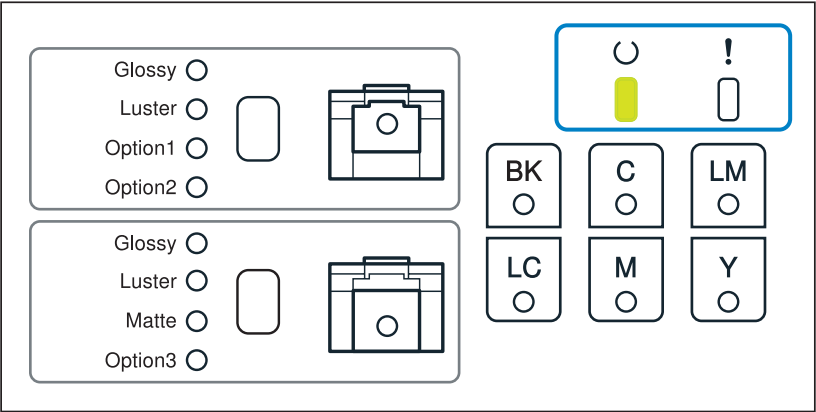
When you click **OK**, the printer automatically performs a Pre-operation Check. It takes about 4 to 5 minutes to complete the Pre-operation Check.

Tip:

If the Printer PC does not shut down correctly for any reason such as a power failure, the Printer PC may not start after performing a Pre-operation Check. If this happens, start the Printer PC manually, and then perform a Pre-operation Check.

Starting up and Shutting down the Printer

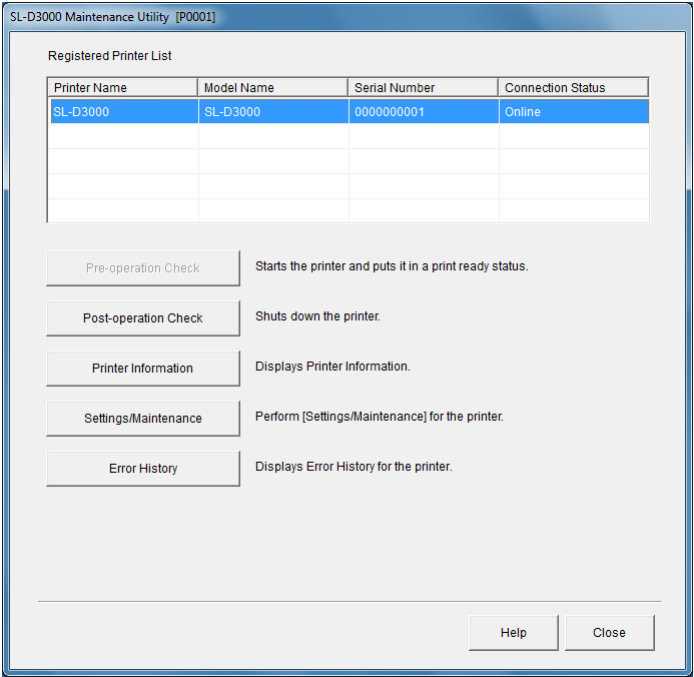
- 4
- Check that the  light on the Operation panel has changed from flashing to lit.



Tip:

- Because you can use the screen to perform printer maintenance and a Post-operation Check, keep the screen open until you shut down the printer.
- Click **Close** on the SL-D3000 Maintenance Utility screen to close the screen.
- By clicking **Printer Information**, you can check information such as the remaining amounts for consumables. Check as necessary.

 [“Printer Information” on page 80](#)



This completes this section.

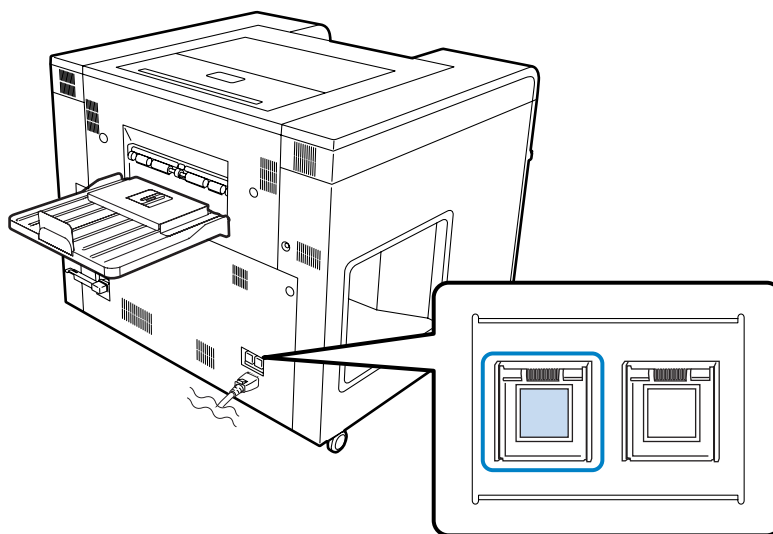
Starting up and Shutting down the Printer

Shutting down the Printer

Click **Post-operation Check** on the Client PC to shut down the printer.

When the printer is shut down in Post-operation Check, and Printer PC is connected to the printer, Printer PC closes automatically.

The Power switch on the back of the printer should normally be On (the light is on). Normally, you do not need to turn off the Power switch or disconnect the power cable when you finish work. During an emergency, or when not using the printer for a long time, turn off the Power switch (the light turns off).

**1**

Close the Printer Information and Settings/Maintenance screens if they are open.

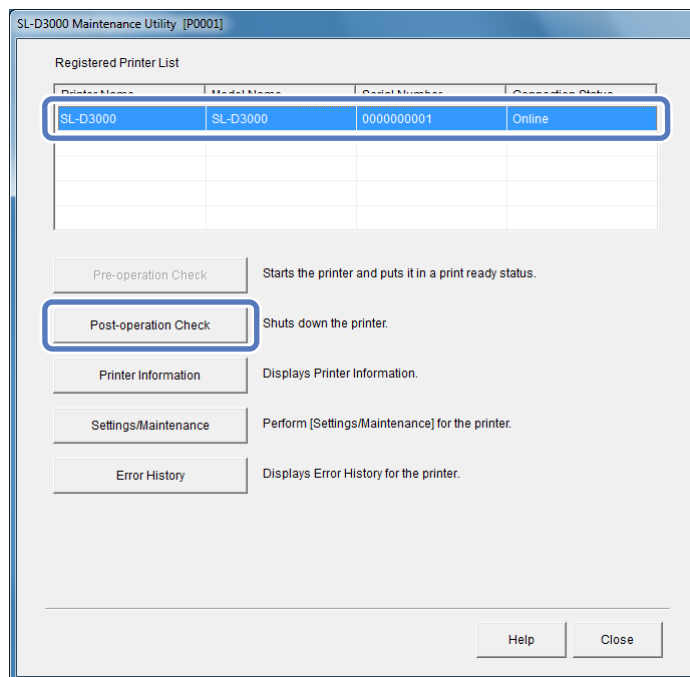
Tip:

You cannot start the Post-operation Check if the Printer Information and Settings/Maintenance screens are open.

Starting up and Shutting down the Printer

2

Select the printer you want to close from the Registered Printer List, and then click **Post-operation Check**.



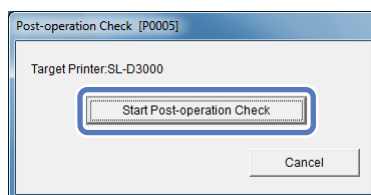
Tip:

In the following situations, the Post-operation Check button is unavailable.

- ☐ When the printer has already shut down
- ☐ When the cable connected to the printer is disconnected
- ☐ When the printer's Power switch is off

3

Click **Start Post-operation Check**.



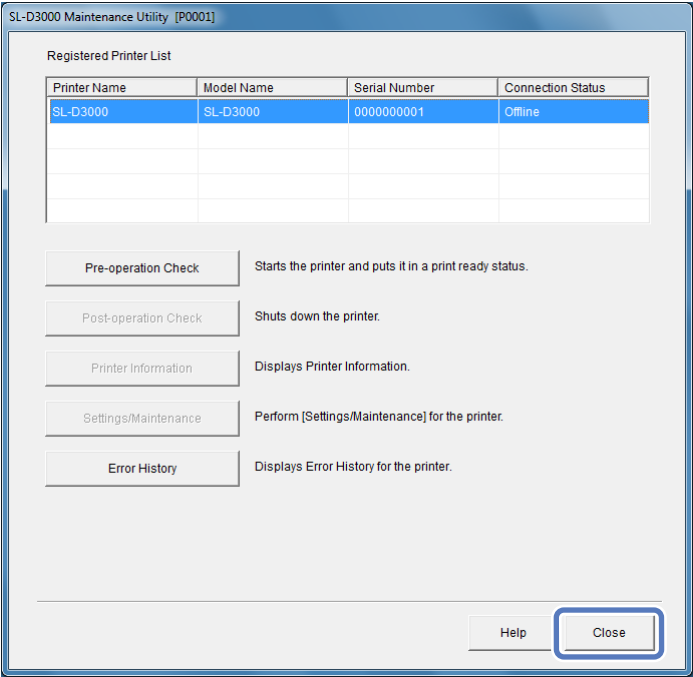
4

Follow the on-screen instructions to check the printer, and then click **OK**.

Once the Post-operation Check is finished, automatic shut-down operations take about 1 to 2 minutes to complete.

Starting up and Shutting down the Printer

5 Click **Close** to finish.



Tip:
If you are using another printer, continue making operations without closing the screen.

This completes this section.

Turning the Power Off in an Emergency

See the following if you need to turn off the power in an emergency.

 [“Emergency Stop” on page 135](#)

Replacing Paper


Replacing Paper


This section explains how to use genuine Epson paper, and how to remove paper from the roll paper feeder and load new paper.


Tip:

- ❑ When paper is out, use the paper status lights on the Operation panel to check which roll paper feeder is empty.
- ❑ If the edges of the paper are torn, use scissors to cut the paper so that it is straight, and then load the paper.
- ❑ You need to make the following preparations if you want to replace the paper with paper of the same width and type.
 - ❑ Before replacing, make a note of the amount remaining for the current paper
 - ❑ When replacing the paper, set the amount of paper remaining after replacement from the Client PC

If the remaining amount of paper is not set correctly, the paper level is not displayed correctly.

 [“Paper Settings” on page 83](#)
- ❑ Rear roll paper feeder operations differ from front roll paper feeder operations. See the following for more information.

 [“Replacing Paper in the Rear Roll Paper Feeder” on page 30](#)

 [“Replacing Paper in the Front Roll Paper Feeder” on page 43](#)
- ❑ Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.

Genuine Epson Paper

For optimum print quality, we recommend using the following genuine Epson paper.

Professional Paper for SureLab <Glossy>

Professional Paper for SureLab <Luster>

Professional Paper for SureLab <Matte>

For more details about genuine Epson paper, see the following sections.

 [“Consumables and Optional Products” on page 137](#)

Replacing Paper

Printer Driver Settings

Set "Paper Type" for the printer driver according to the paper name as shown in the following table.

Paper Name	Printer Driver Paper Type Setting
Professional Paper for SureLab <Glossy>*	Professional Paper for SureLab <Glossy>
Professional Paper for SureLab <Luster>*	Professional Paper for SureLab <Luster>
Professional Paper for SureLab <Matte>	Professional Paper for SureLab <Matte>

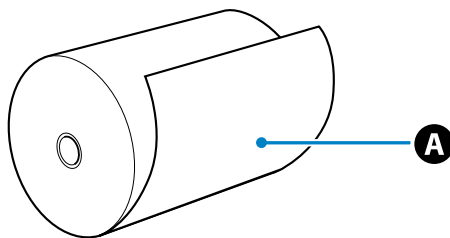
* Set High Quality in the printer driver's image settings to achieve high quality printing when using Professional Paper for SureLab <Glossy> and Professional Paper for SureLab <Luster>.

Tip:

We recommend updating your printer driver to the latest version. Check the Epson home page for more information on the printer driver download service. (<http://www.epson.com>)

Notes on Handling Paper

- ❑ The printable surface is the outer surface of the roll paper (**A**).

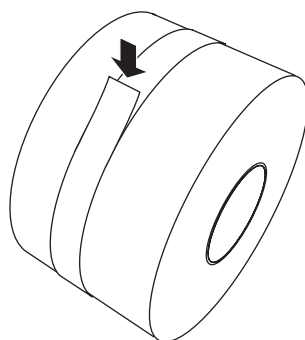


- ❑ Be careful not to fold the paper or to scuff the printable surface.
- ❑ Do not touch the printable surface of the paper. Moisture and oil from your hands can stain the paper and effect print quality.
- ❑ Handle the paper by the edges, or wear cotton gloves.
- ❑ Make sure the paper does not get wet.
- ❑ Do not use paper that is wrinkled, fuzzy, torn, or dirty.

Replacing Paper

Notes on Paper Storage

- ☐ When storing paper before and after opening, store in the following environment and keep it out of direct sunlight.
- ☐ We recommend storing paper in the optional PAPER CASE. If you are not using the PAPER CASE, return the paper to its original packaging, and then place it in a separate packing box.
- ☐ To prevent the paper from unravelling, we recommend using the paper belt supplied to keep the paper in place.
- ☐ After opening, remove any unused paper from the core unit, wind it up, and then store. If the paper is left installed in the printer for extended periods of time, the paper quality may decline.



Paper Type	Storage Environment	
	Temperature	Humidity
Professional Paper for SureLab <Glossy>	15 to 25 °C	20 to 80 %
Professional Paper for SureLab <Luster>	15 to 25 °C	20 to 80 %
Professional Paper for SureLab <Matte>	15 to 25 °C	20 to 60 %

Notes when Printing

- ☐ Make sure that the leading edge of the paper is cut horizontally in a straight line, perpendicular to the long side of the paper.
- ☐ Use the paper at the room temperatures shown below. If the paper is not used in the following environment, the print quality may decline.

Paper Type	Temperature	Humidity
Professional Paper for SureLab <Glossy>	15 to 30 °C	30 to 60 %
Professional Paper for SureLab <Luster>	15 to 30 °C	30 to 60 %
Professional Paper for SureLab <Matte>	15 to 25 °C	30 to 60 %

Replacing Paper

Storing and Displaying Printed Paper

- ☐ Make sure the printed surface does not get scuffed or scratched.
- ☐ To maintain color tones, avoid high temperatures, high humidity, direct sunlight, and make sure you store the prints in a dark environment.
- ☐ Try to avoid displaying prints outdoors and in direct sunlight. Otherwise the colors may fade faster than expected.
- ☐ When exhibiting prints indoors, we recommend keeping them in frames such as glass. This will help to maintain the print quality without fading for a long time.

Replacing Paper


Paper Feed Section

The configuration for the paper feed section of the printer changes depending on the model. Although all models are equipped with a rear roll paper feeder, only the Dual Roll Model is equipped with a front roll paper feeder. Also, the type of paper supported and the capacity differs for each type of feeder as shown in the following table.

Paper Feed Section	Supported Paper Types	Available Paper Width	Compatible with A4 Width
Front roll paper feeder	Professional Paper for SureLab <Glossy> Professional Paper for SureLab <Luster>	102 to 203 mm (4 to 8 inches)	Not supported
Rear roll paper feeder	Professional Paper for SureLab <Glossy> Professional Paper for SureLab <Luster> Professional Paper for SureLab <Matte>	102 to 305 mm (4 to 12 inches)	Supported*

* Requires the optional SPINDLE UNIT 210MM.

Notes when Loading Paper

- ❑ When using the paper for the first time after purchase, we recommend cutting off approximately 1 meter before use. Depending on the paper's transportation environment, the print quality may decline for this first part of the paper.
- ❑ Professional Paper for SureLab <Matte> is only available for the rear roll paper feeder. It cannot be loaded or printed from the Front roll paper feeder.
 [“Replacing Paper in the Rear Roll Paper Feeder” on page 30](#)

Replacing Paper in the Rear Roll Paper Feeder

Removing Paper


- 1** Prepare the following items.


Items	Explanation
New paper for loading	You can load the following genuine Epson paper in the rear roll paper feeder. Professional Paper for SureLab <Glossy> Professional Paper for SureLab <Luster> Professional Paper for SureLab <Matte>
A linen or vinyl cloth	To avoid soiling the paper, place the Spindle unit on the cloth when loading/removing the paper.
Gloves	Wear gloves to avoid soiling the paper when handling it.



Tip:

To print on A4 size (210 mm wide) paper, you need the optional SPINDLE UNIT 210MM. When using the SPINDLE UNIT 210MM, read the instructions supplied with the unit.

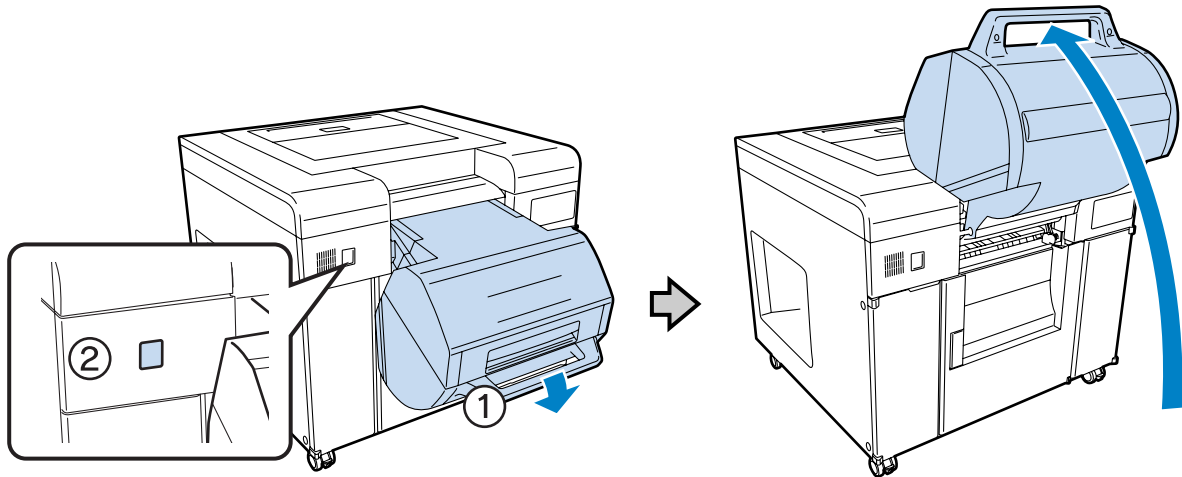
Replacing Paper

- 2** Check that the  light on the Operation panel is lit.

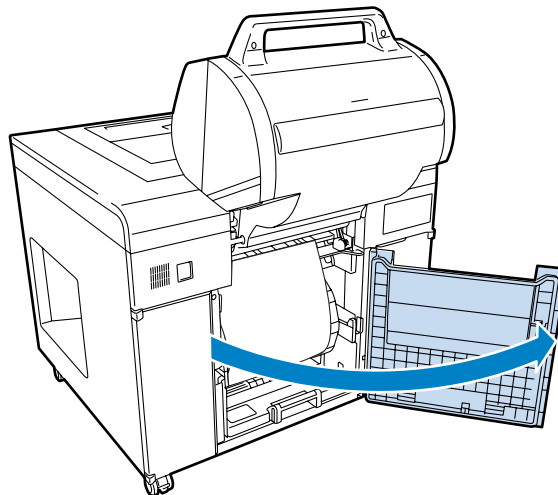
If the  light is flashing, the printer is operating. Wait until operation has stopped.

- 3** For the Dual Roll Model, hold down the handle of the front roll paper feeder a little () while pressing the Lock Release button (), and then raise the front roll paper feeder.

When the roll paper feeder is raised, a warning buzzer sounds.

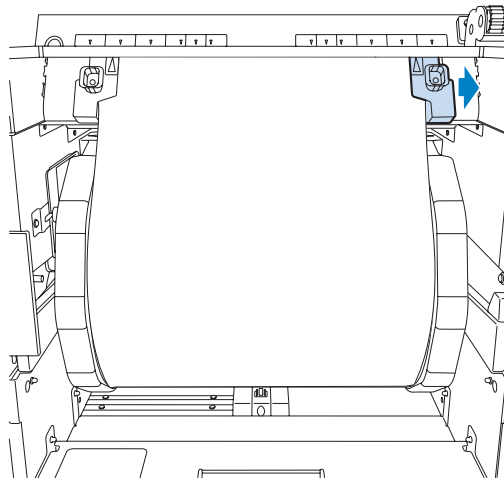


- 4** Open the rear roll cover.

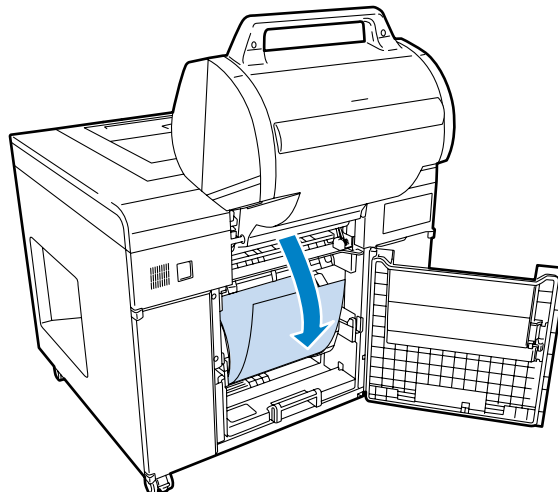


Replacing Paper

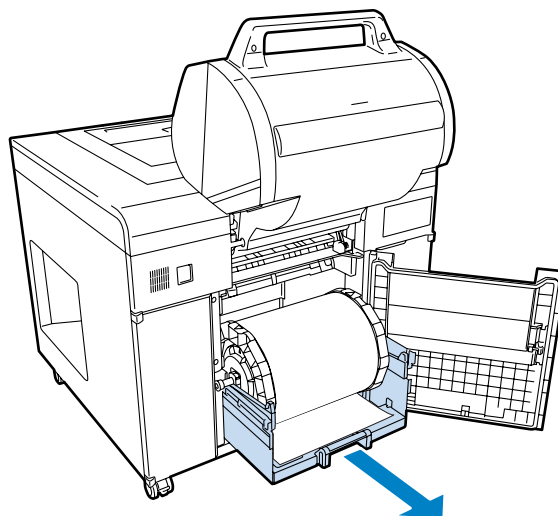
- 5** Slide the right Paper width guide to the right.



- 6** Remove the paper from the Paper feed slot, and rewind the paper.



- 7** Grip the handle and pull out the rear roll paper feeder.



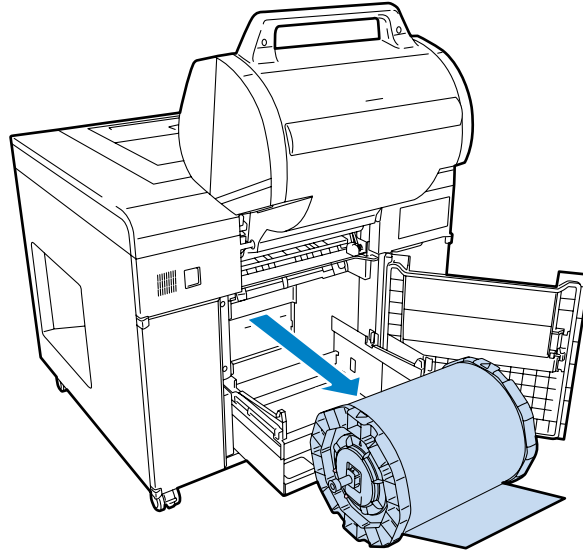
Replacing Paper

8

Remove the Spindle unit.

To use A4 width paper, go to "Installing Flanges" and install the optional SPINDLE UNIT 210MM.

➞ ["Installing Flanges" on page 34](#)

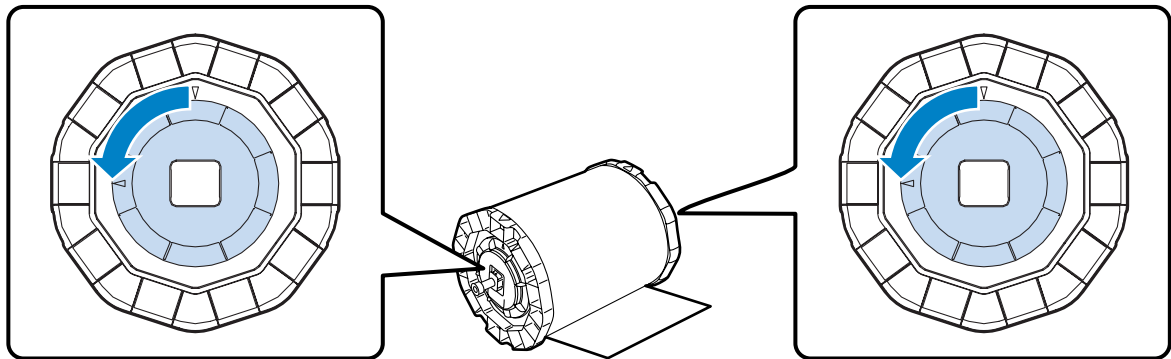


Removing Flanges

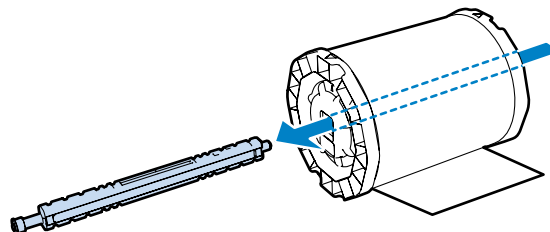
1

Release the locks on the left and right flanges.

Rotate the center sections of the Flange counterclockwise to release the lock.

**2**

Remove the Spool.

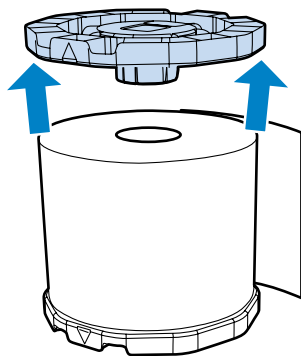


Replacing Paper

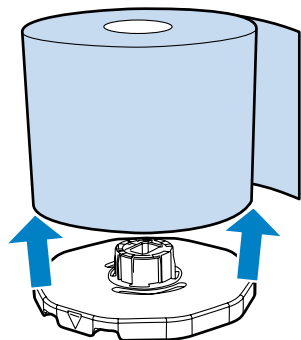
- 3 Stand the Spindle unit vertically on a flat surface, and then remove the top Flange.

Tip:

It does not matter which Flange is at the top.



- 4 Remove the paper.

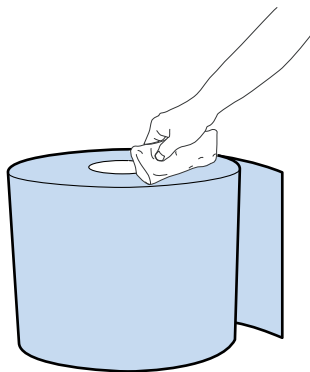


Tip:

After removing the paper, rewind it correctly and then store it in the optional PAPER CASE, or in the original packaging that came with the paper.

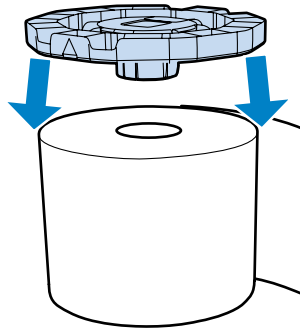
Installing Flanges

- 1 Remove the new paper from its packaging, and stand it vertically on the flat surface. Next, wipe away paper particles from the top of the paper with a damp cloth.



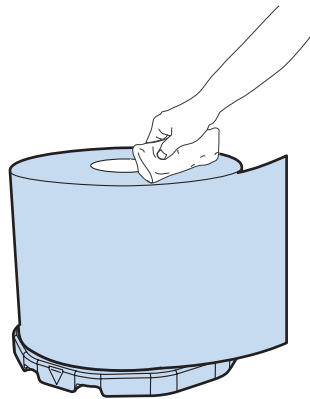
Replacing Paper

- 2** Set the Flange on the paper surface from which paper particles have been wiped away.
Place the paper straight to the Flange.

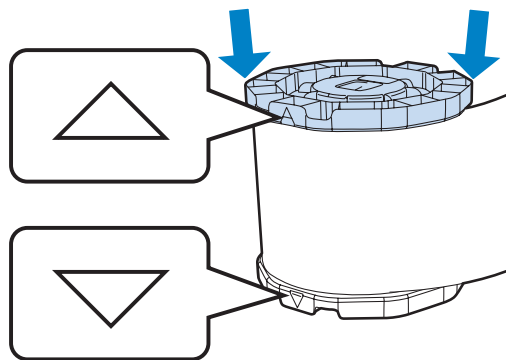


Tip:
Either Flange can be set.

- 3** Position the paper so that the surface to which the Flange has not been set is face up.
Next, wipe away paper particles with a damp cloth.

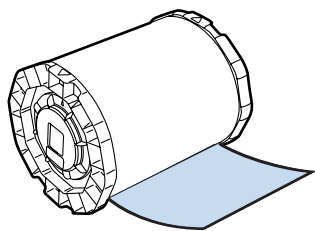


- 4** Place the other Flange on the other end of the paper.
Align the triangular marks on the flanges as shown in the illustration below.

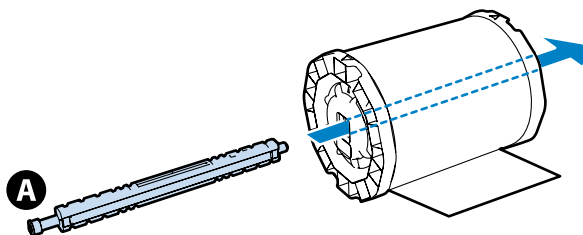


Replacing Paper

- 5** Place the Spindle unit on its side so that the paper is in the position shown below.
Make sure the triangular marks on the flanges have not shifted out of position.

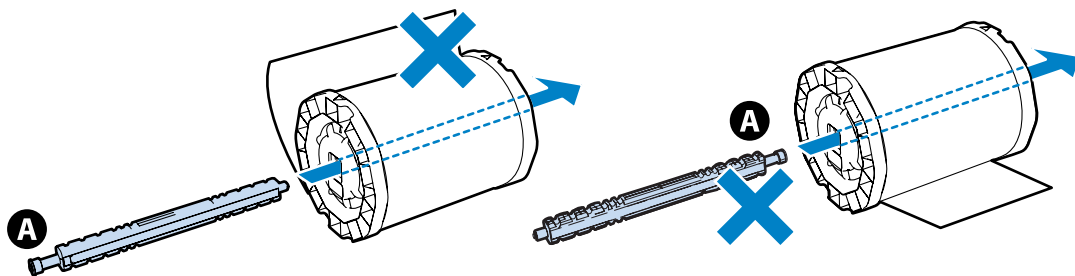


- 6** Insert the Spool so that the gear section (A) is on the left.



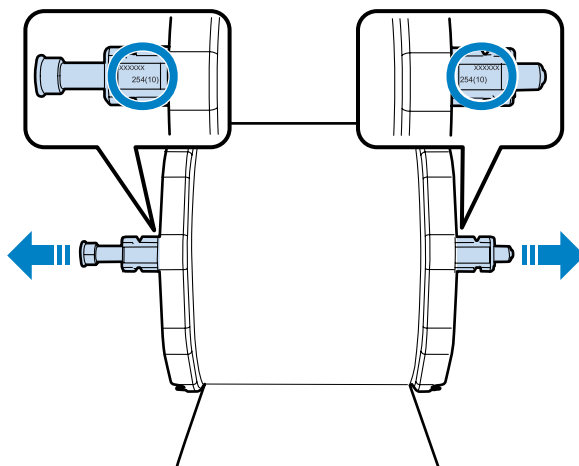
Note:

Note the direction of the Spool and the direction of the paper. If the directions are not correct, the paper cannot be loaded correctly.



- 7** Adjust the position of the Spool so that it is at the center of the Spindle unit.

Match the edges of the flanges to the scale "|" marks on the paper size display according to the width of the paper.

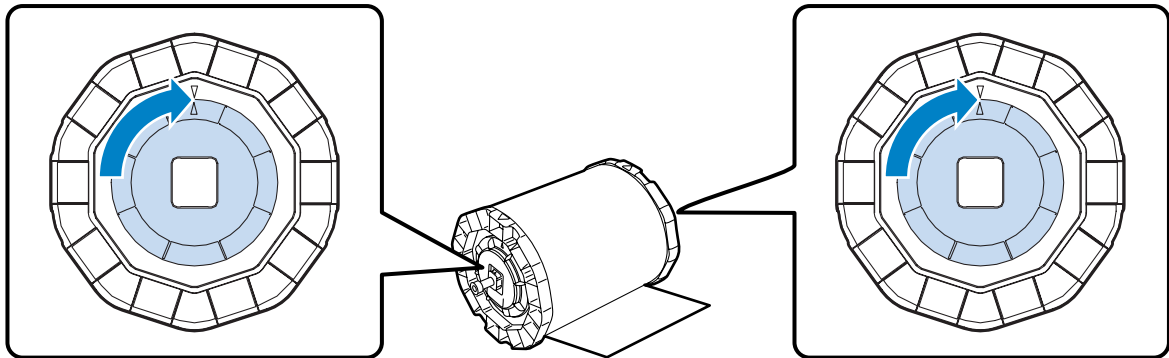


Replacing Paper

8

Lock the flanges on both sides.

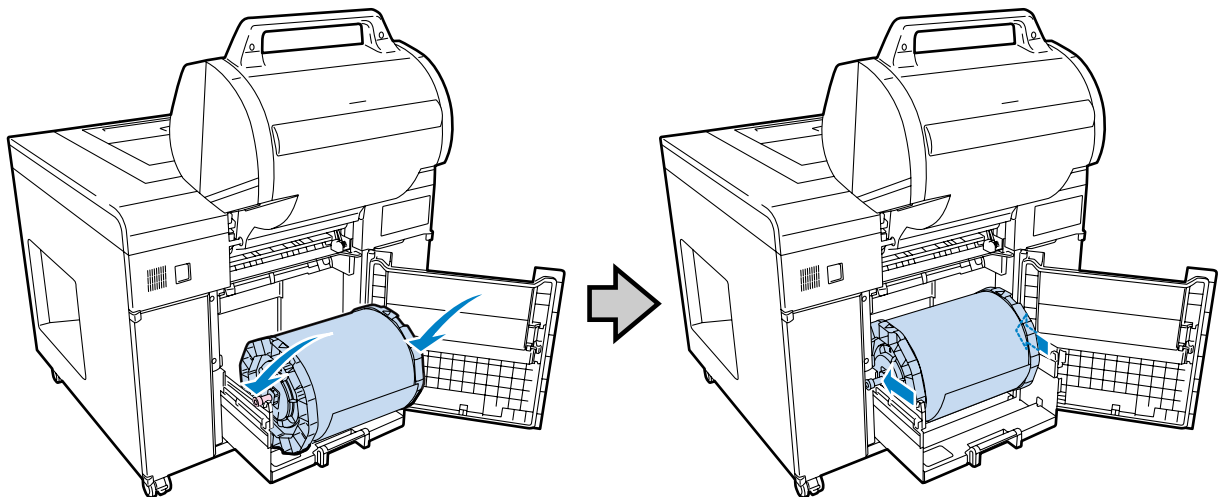
Rotate the center sections of the flanges clockwise to lock them in place.



Loading Paper

1

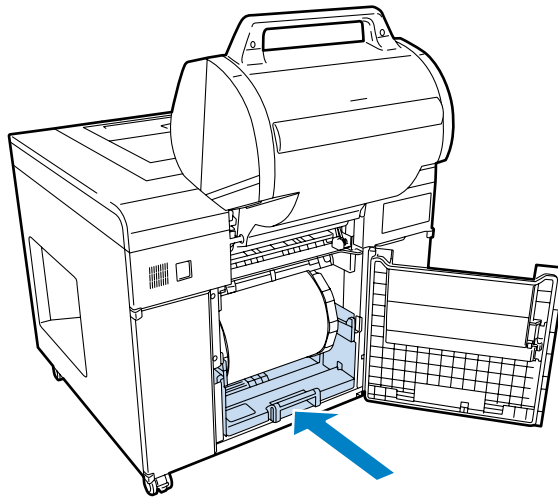
Place the Spindle unit into the rear roll paper feeder in the direction shown in the illustration below, and then push the rear roll paper feeder into the printer.

**Tip:**

Remove any tape or protective sheets from the paper.

Replacing Paper

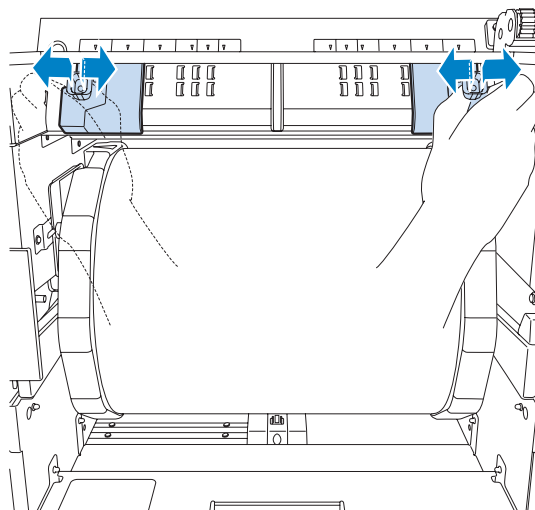
- 2** Slide the rear roll paper feeder into the printer.



- 3** Adjust the position of the paper width guides to the width of the paper.

When adjusting the position of the paper width guides, raise the guides slightly, and then move to the left and right.

Adjust the triangle mark on the paper width guides to the scale. The scale is displayed in millimeters (with inches in parentheses).

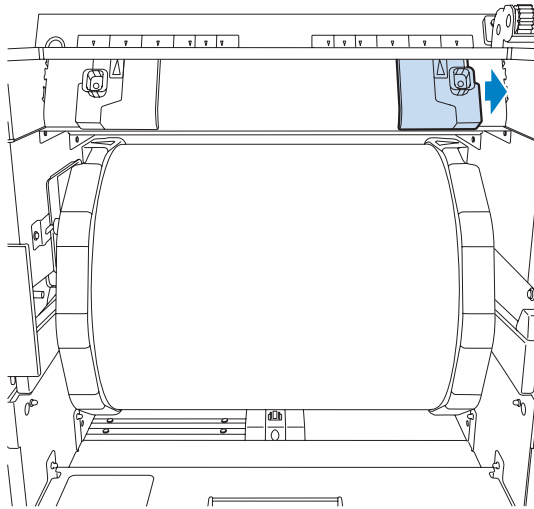


Replacing Paper

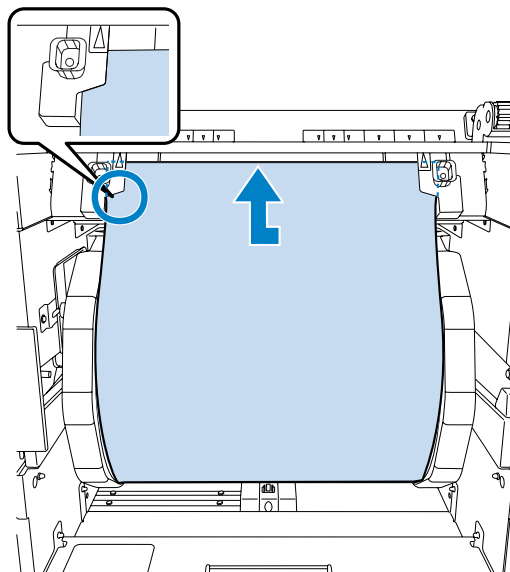
4

Slide the right Paper width guide to the right.

Without lifting forwards, slide the Paper width guide to the right within the movable area.

**5**

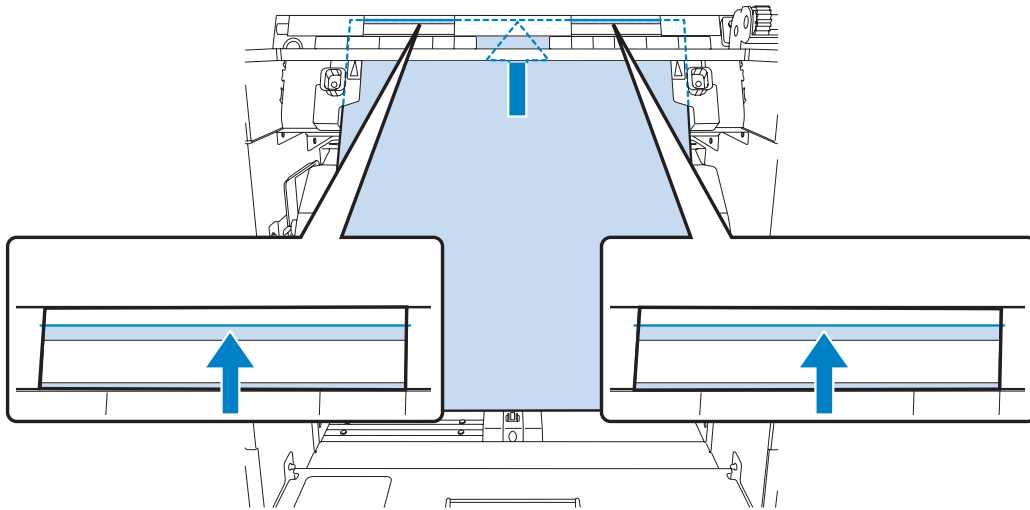
Match the left edge of the paper with the left Paper width guide, and pass the leading edge of the paper through the groove in the paper width guides.



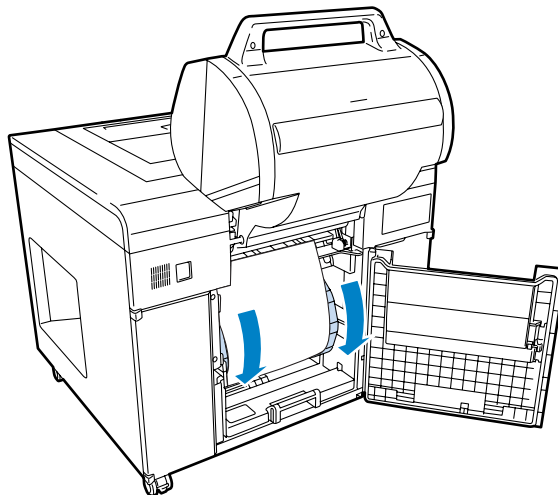
Replacing Paper

6

Insert until the leading edge of the paper is visible beyond the roller as shown in the illustration below.

**7**

Rotate the flanges forward slowly to take up the slack in the paper.

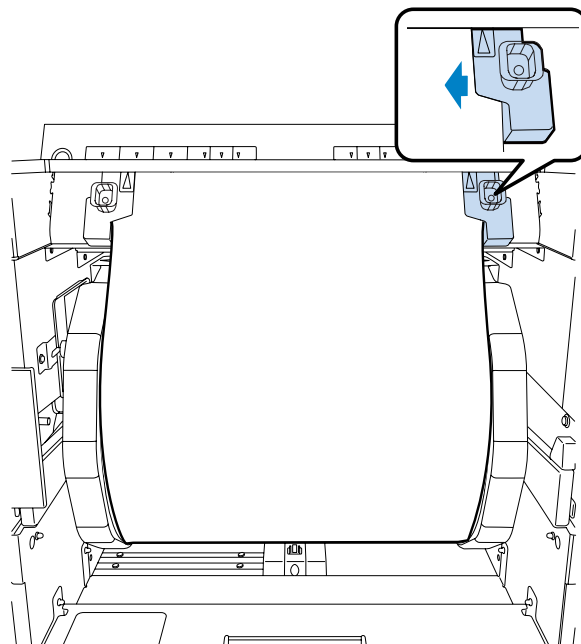
**Note:**

Printing when the paper is sagging could decrease print quality and cause a paper jam. Make sure you take up the slack in the paper.

Replacing Paper

8

Slide the right Paper width guide to the left until it is flush with the edge of the paper.



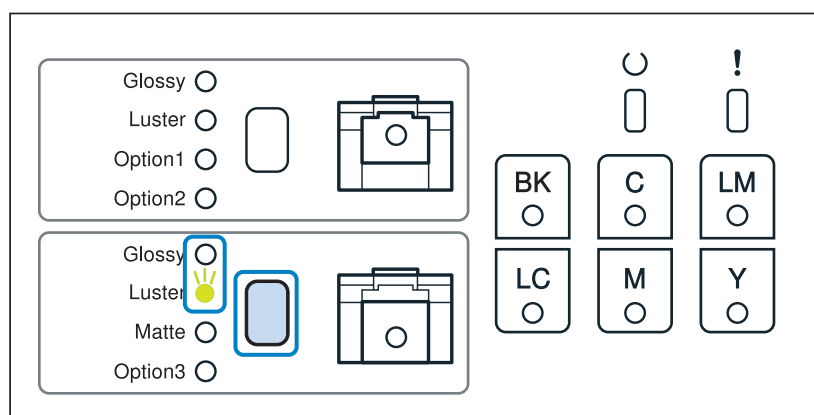
Note:

- ❑ Make sure that there is no gap between the Paper width guide and the edge of the paper. If there is a gap, the print position may be misaligned, or a feeding error may occur.
- ❑ Do not push the Paper width guide against the paper too forcefully. The paper may be damaged, or it may cause a paper jam.

9

If the paper type has changed, set the paper type on the Operation panel.

Each time you press the Paper type setting switch on the rear roll paper feeder, the paper type changes and the light flashes to indicate the current paper type.



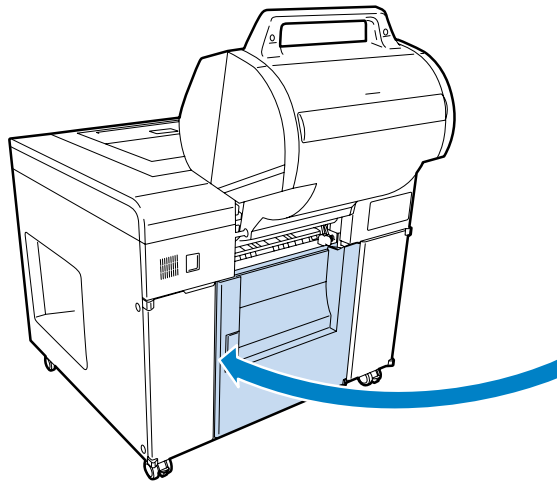
Tip:

If you clear the cover open error by clicking **OK** on the Client PC, you cannot change the paper type. To change the paper type, remove the paper from the Paper feed slot, reinsert it, and then try again.

Replacing Paper

10

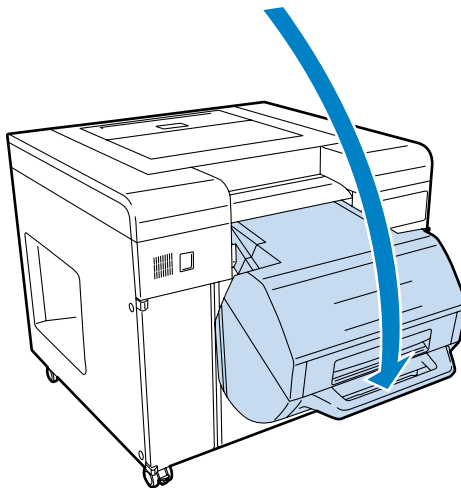
Close the rear roll cover.



11

For the Dual Roll Model, press the front roll paper feeder down as far as it will go.


Check that the front roll paper feeder is fixed in place.

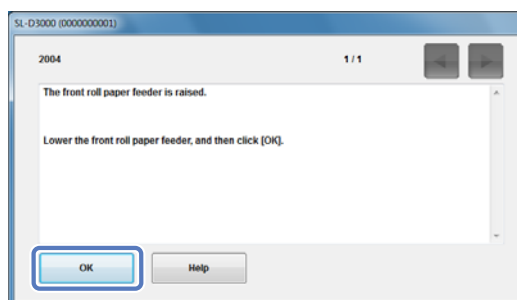


Tip:

If an error is displayed on the Client PC, you need to clear the error.

*Click **OK** on the error message.*

Next, check that the  light on the Operation panel is lit.



This completes this section.

Replacing Paper


Replacing Paper in the Front Roll Paper Feeder

Only the Dual Roll Model supports front roll paper.

Removing Paper

- 1** Prepare the following items.

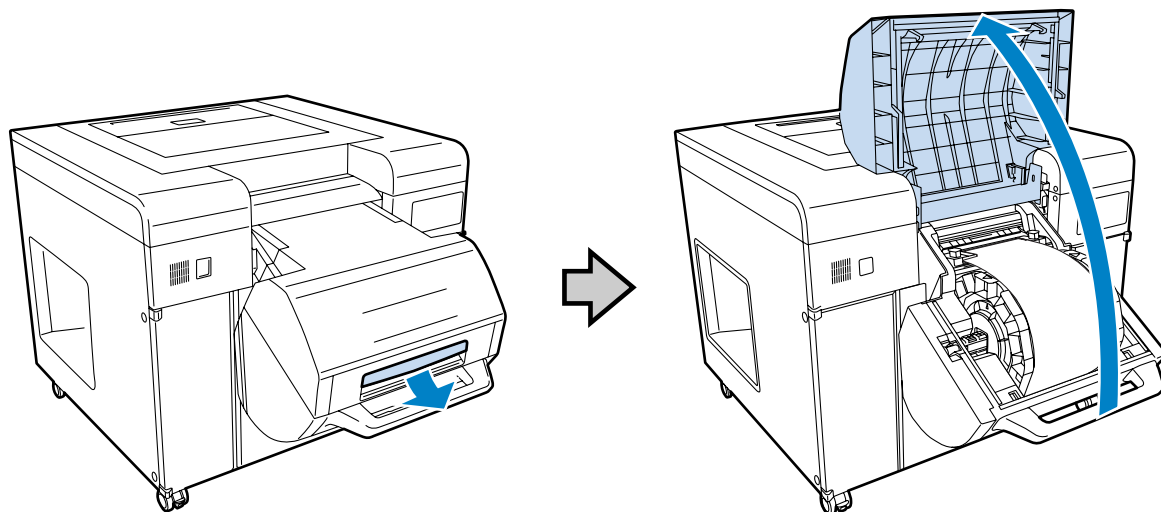
Items	Explanation
New paper for loading	You can load the following genuine Epson paper in the rear roll paper feeder. Professional Paper for SureLab <Glossy> Professional Paper for SureLab <Luster>
A linen or vinyl cloth	To avoid soiling the paper, place the Spindle unit on the cloth when loading/removing the paper.
Gloves	Wear gloves to avoid soiling the paper when handling it.

- 2** Check that the  light on the Operation panel is lit.

If the  light is flashing, the printer is operating. Wait until operation has stopped.

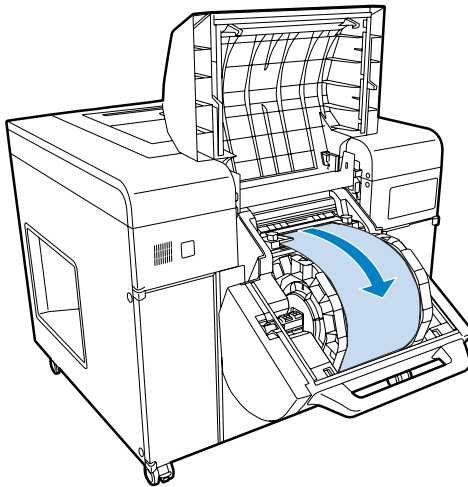
- 3** Pull the Front roll lever forward and release the lock, and then open the front roll cover.

When the cover is opened, a warning buzzer sounds.

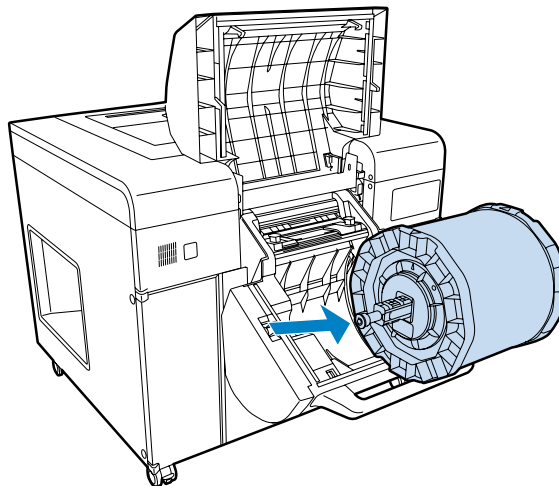


Replacing Paper

- 4 Remove the paper from the Paper feed slot, and rewind the paper.

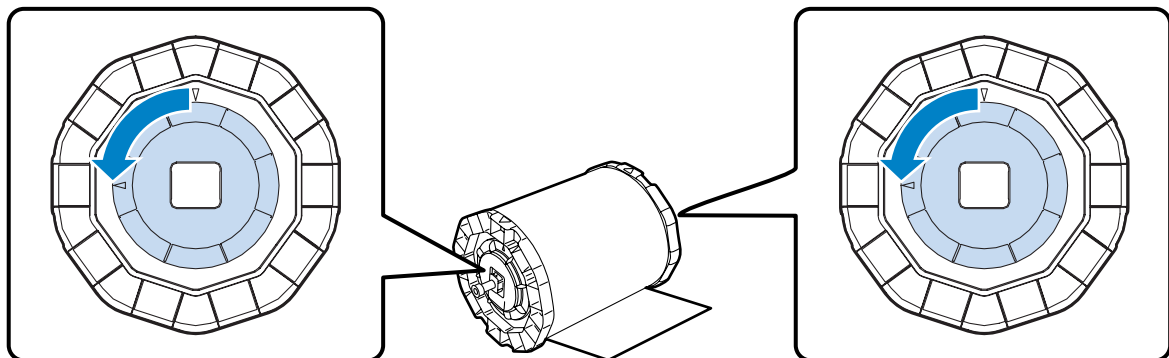


- 5 Remove the Spindle unit.



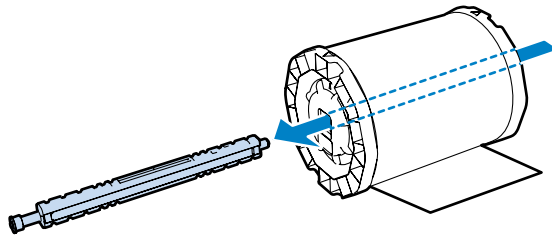
Removing Flanges

- 1 Release the locks on the left and right flanges.
Rotate the center sections of the Flange counterclockwise to release the lock.



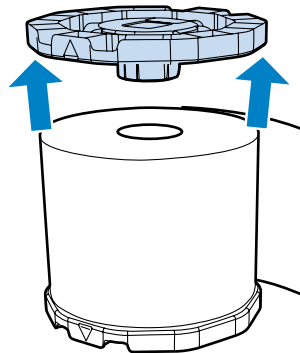
Replacing Paper

- 2** Remove the Spool.

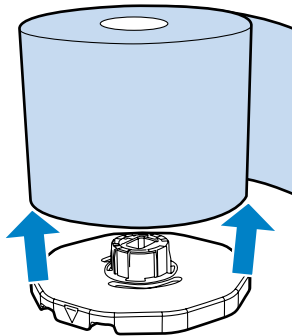


- 3** Stand the Spindle unit vertically on a flat surface, and then remove the top Flange.

Tip:
It does not matter which Flange is at the top.



- 4** Remove the paper.

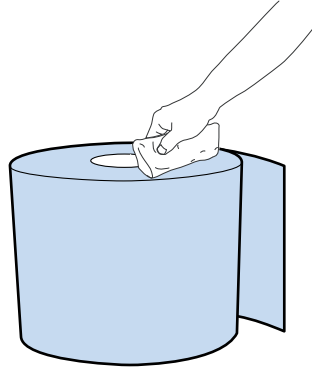


Tip:
After removing the paper, rewind it correctly and then store it in the optional PAPER CASE, or in the original packaging that came with the paper.

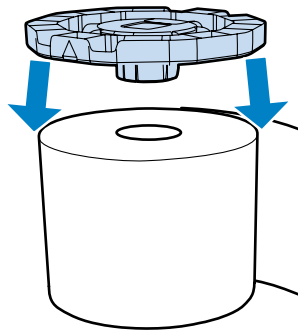
Replacing Paper

Installing Flanges

- 1 Remove the new paper from its packaging, and stand it vertically on the flat surface. Next, wipe away paper particles from the top of the paper with a damp cloth.

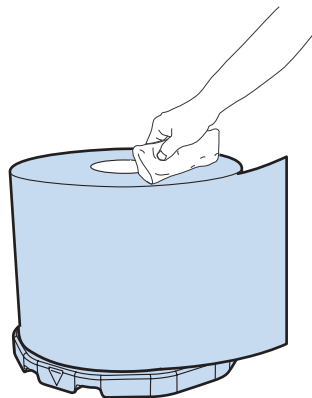


- 2 Set the Flange on the paper surface from which paper particles have been wiped away.
Place the paper straight to the Flange.



Tip:
Either Flange can be set.

- 3 Position the paper so that the surface to which the Flange has not been set is face up.
Next, wipe away paper particles with a damp cloth.

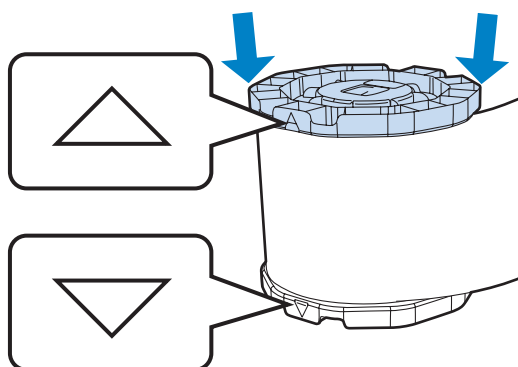


Replacing Paper

4

Place the other Flange on the other end of the paper.

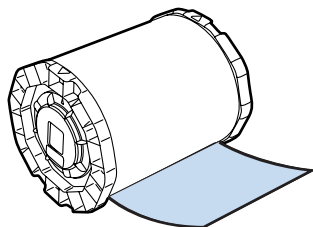
Align the triangular marks on the flanges as shown in the illustration below.



5

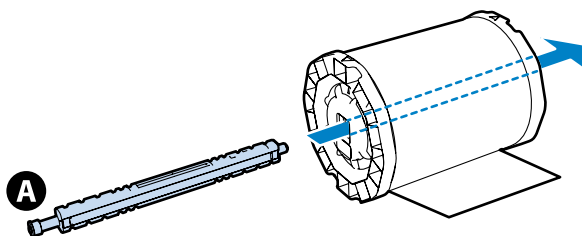
Place the Spindle unit on its side so that the paper is in the position shown below.

Make sure the triangular marks on the flanges have not shifted out of position.



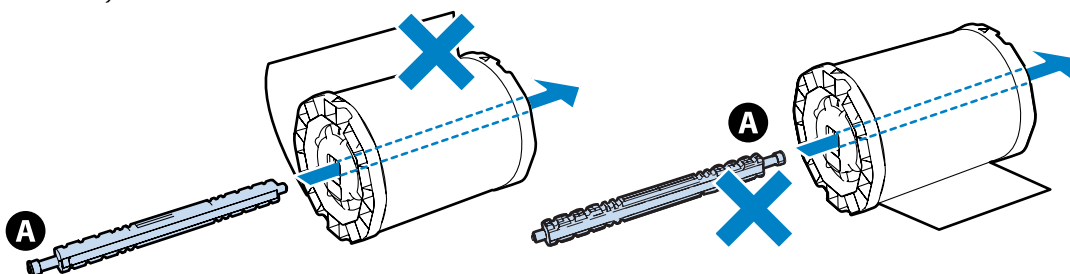
6

Insert the Spool so that the gear section (A) is on the left.



Note:

Note the direction of the Spool and the direction of the paper. If the directions are not correct, the paper cannot be loaded correctly.

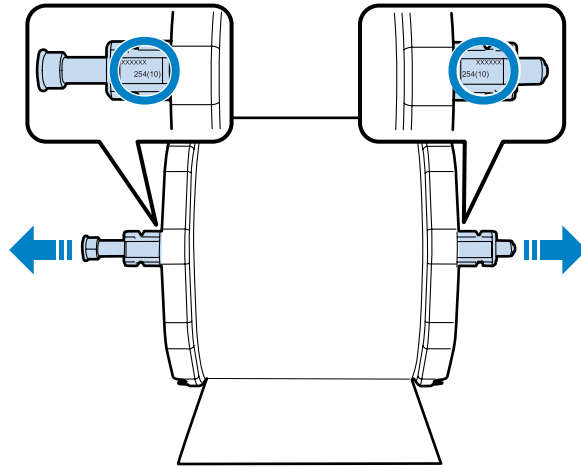


Replacing Paper

7

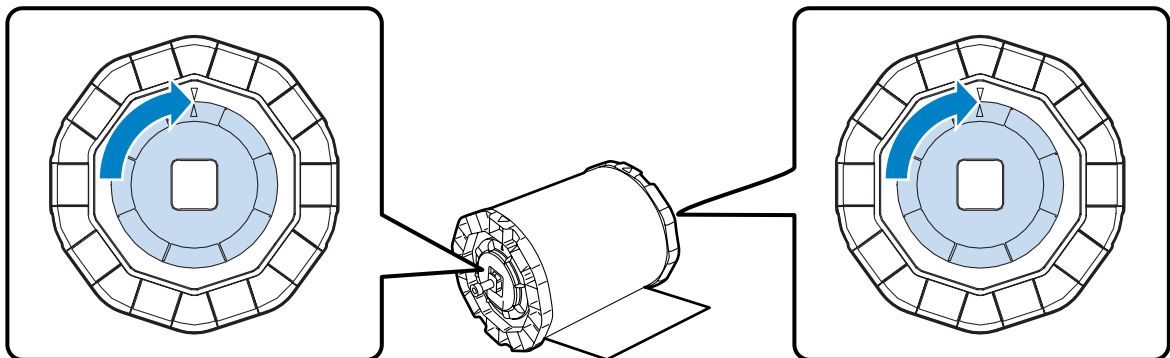
Adjust the position of the Spool so that it is at the center of the Spindle unit.

Match the edges of the flanges to the scale "I" marks on the paper size display according to the width of the paper.

**8**

Lock the flanges on both sides.

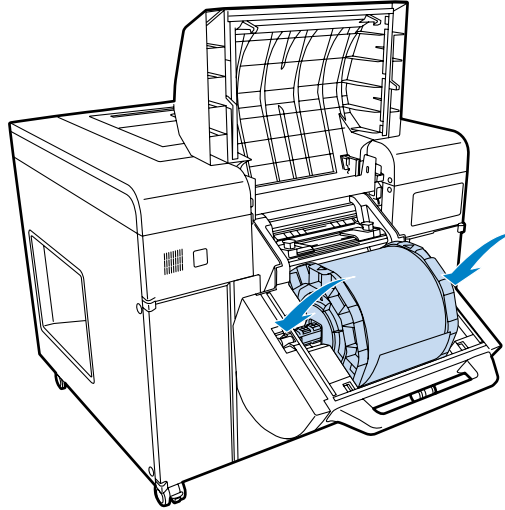
Rotate the center sections of the flanges clockwise to lock them in place.



Replacing Paper

Loading Paper

- 1 Place the Spindle unit in the direction shown in the illustration below, and load it into the printer.

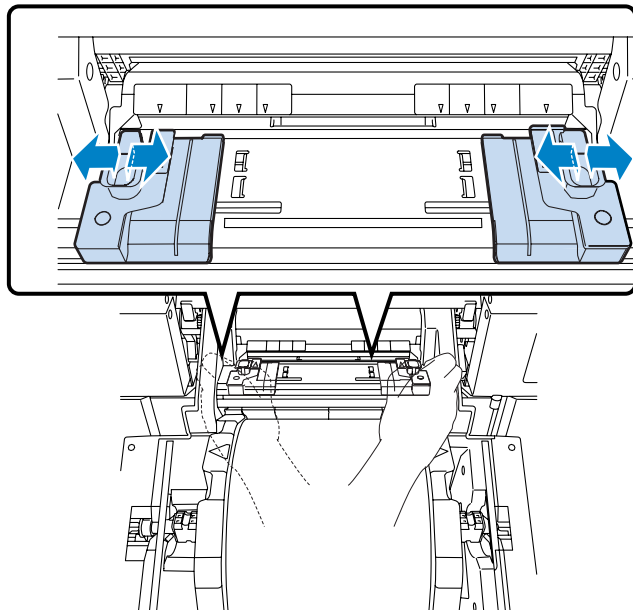
**Tip:**

Remove any tape or protective sheets from the paper.

- 2 Adjust the position of the paper width guides to the width of the paper.

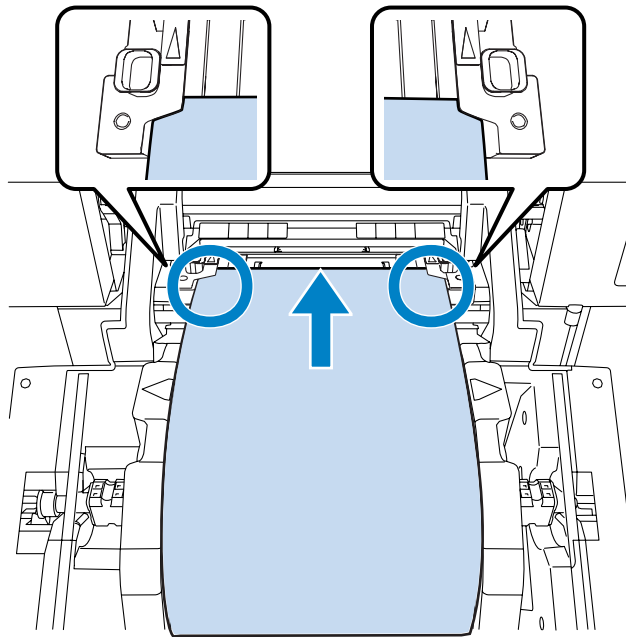
When adjusting the position of the paper width guides, raise the guides slightly, and then move to the left and right.

Adjust the triangle mark on the paper width guides to the scale. The scale is displayed in millimeters (with inches in parentheses).



Replacing Paper

- 3** Pass the leading edge of the paper through the groove in the paper width guides.

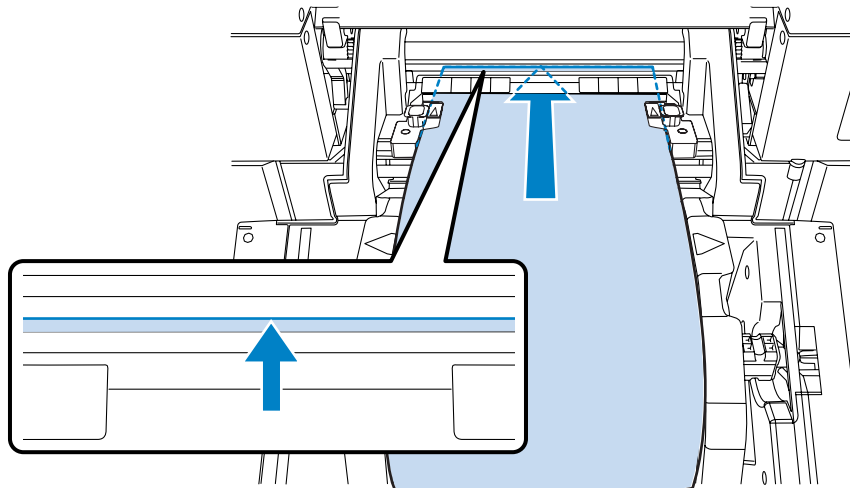


- 4** Insert until the leading edge appears at the position shown in the illustration below.

Check that the paper is nipped with the feed roller.

Note:

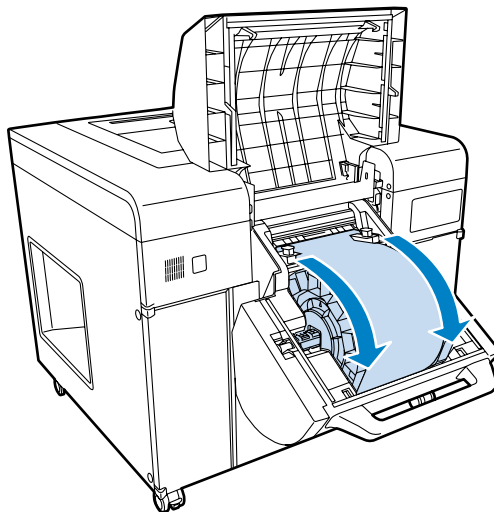
If you insert the paper into the printer and raise the front roll paper feeder immediately, the paper may be wrinkled. Do not insert the paper beyond the position shown below.



Replacing Paper

5

Rotate the flanges forward slowly to take up the slack in the paper.



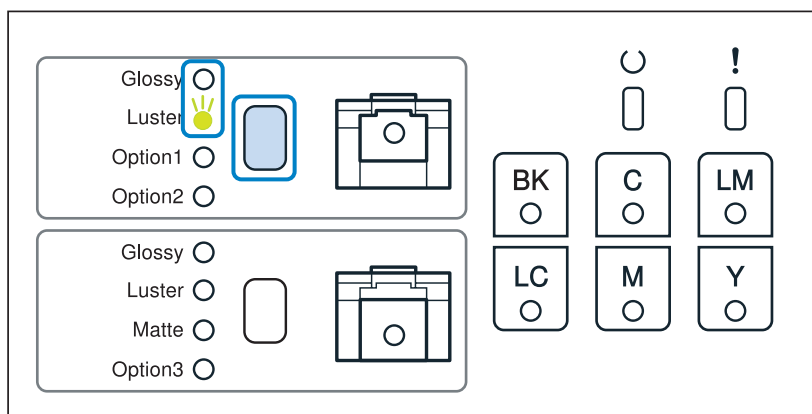
Note:

Printing when the paper is sagging could decrease print quality and cause a paper jam. Make sure you take up the slack in the paper.

6

If the paper type has changed, set the paper type on the Operation panel.

Each time you press the Paper type setting switch on the front roll paper feeder, the paper type changes and the light flashes to indicate the current paper type.



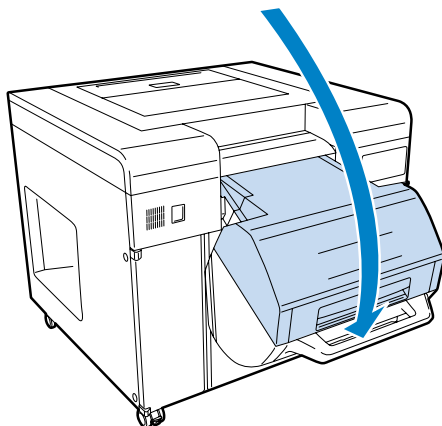
Tip:

If you clear the cover open error by clicking **OK** on the Client PC, you cannot change the paper type. To change the paper type, remove the paper from the Paper feed slot, reinsert it, and then try again.

Replacing Paper


7

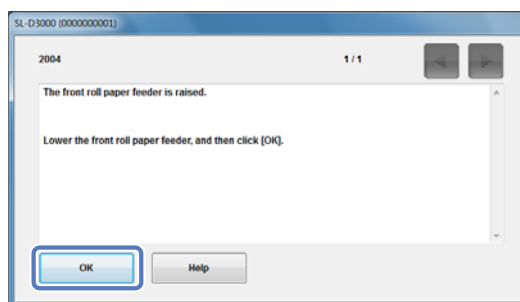
Close the front roll cover, and then press the Front roll lever to lock the front roll cover.

**Tip:**

If an error is displayed on the Client PC, you need to clear the error.

*Click **OK** on the error message.*

Next, check that the  light on the Operation panel is lit.



This completes this section.

Ejecting Paper

Ejecting Paper

This section explains how to eject paper.

Ejected Paper Path

After printing, paper is cut to the specified size, and assigned to the ejected paper path determined by the print size.

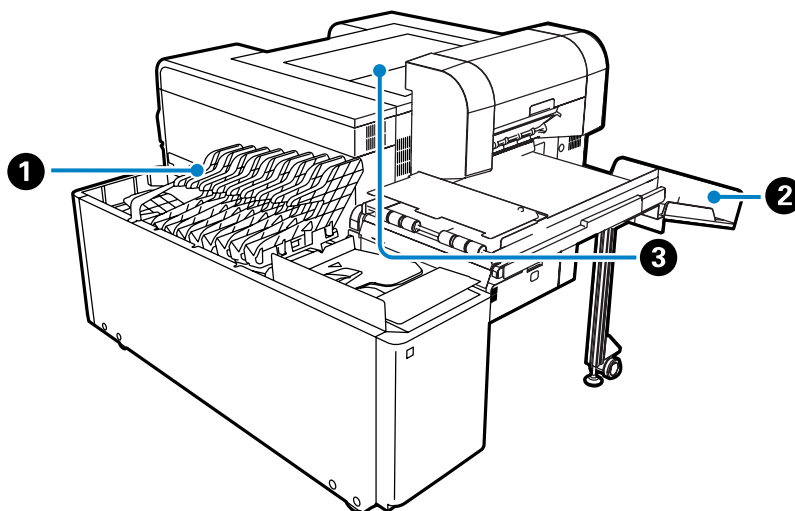
When the sorter unit is not installed, all prints are ejected to the tray.

When the sorter unit is installed

Ejected prints on the conveyer are carried to the Side tray or to the sorter.

Tip:

- ❑ If the prints are on the sorter tray in the back and cannot be easily reached, press and release the Sorter Drive Switch to slide the tray forward.
Do not move it manually.
- ❑ When there are prints in the tray right at the front, printing stops automatically to prevent prints from falling. Remove the paper from the sorter tray, and then restart printing.



Print Size		Paper Surface Type	Ejected Paper Path	Output Capacity
Length	Width			
89 to 305mm	102 to 210 mm	Glossy/Luster/Matte	① Sorter	50 max. for each tray ^{*1}
	254 mm and 305 mm	Glossy/Luster	② Side tray	50 max.
		Matte		20 max.

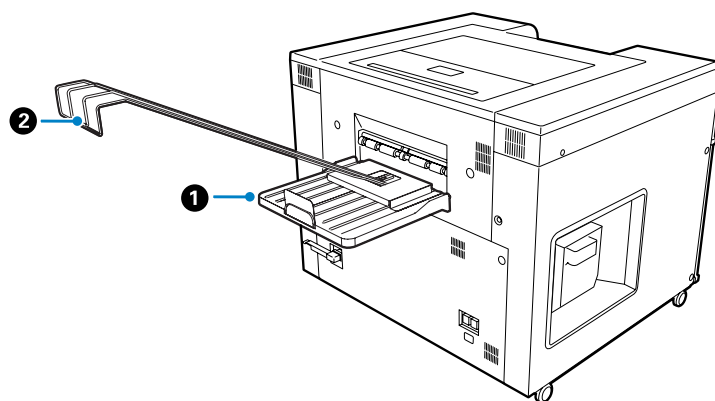
Ejecting Paper

Print Size		Paper Surface Type	Ejected Paper Path	Output Capacity
Length	Width			
306 to 914mm ^{*2}	-	Glossy/Luster	③ Top tray	30 max.
915 to 1219mm ^{*2}	-	Glossy/Luster		1
306 to 1219 mm ^{*2}	-	Matte		

^{*1} For print jobs that are larger than 50 prints, the prints are sorted into multiple trays.

^{*2} For prints that are longer than 305 mm, a confirmation screen is displayed on the Client PC for each print.

When the sorter unit is not installed

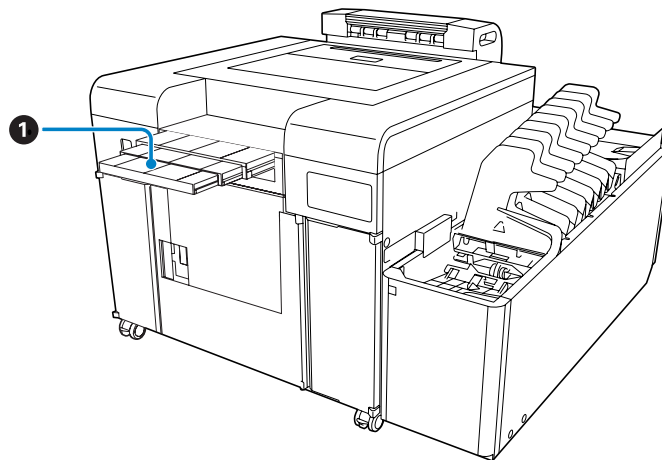


Print Size		Ejected Paper Path	Output Capacity
Length	Width		
89 to 203mm	-	① Tray	50 max.
204 to 305mm			30 max
306mm to 457mm [*]			1
458 to 1219mm [*]	-	② LONG PRINT STACKER (optional)	1

^{*} For prints that are longer than 305 mm, a confirmation screen is displayed on the Client PC for each print.

Ejecting Paper

When the Long print stacker is installed (only for Single Roll Model)



Print Size		Ejected Paper Path	Output Capacity
Length	Width		
458mm or more*	102mm or more	① Long print stacker	1

* For prints that are longer than 305 mm, a confirmation screen is displayed on the Client PC for each print.

Ejected Paper Path and Supported Paper Sizes

Print Size		Ejected Paper Path			
Size Name	Size (Width x Length)	When the sorter unit is installed			When the sorter is not installed
		Sorter	Top tray/ Long print stacker	Side tray	Tray
3R	127 x 89mm	Yes	No	No	Yes
4 x 6	102 x 152mm	Yes	No	No	Yes
4R	152 x 102 mm	Yes	No	No	Yes
5R	127 x 178 mm	Yes	No	No	Yes
8 R	203 x 254mm	Yes	No	No	Yes
10 x 8	254 x 203mm	No	No	Yes	Yes
8 x 12	203 x 305mm	Yes	No	No	Yes
12 x 8	305 x 203mm	No	No	Yes	Yes
10R	254 x 305mm	No	No	Yes	Yes
12 X 10	305 x 254mm	No	No	Yes	Yes
12 x 18	305 x 457 mm	No	Yes	No	Yes

Replacing Ink Cartridges

**Caution:**

- ❑ Do not disassemble the ink cartridge.

If it is disassembled, ink may get in your eyes or on the skin.

- ❑ Do not shake the ink cartridge too hard.

If you shake or swing it too hard, ink may leak from the cartridge.

- ❑ Do not store ink cartridges within the reach of children.

- ❑ Take the following measures if ink gets on your skin, or in your eyes or mouth.

- ❑ If any ink gets on your skin, wash immediately with soap and water.
- ❑ If any ink gets in your eyes, flush them immediately with water. Inflammation or light inflammation of the eyes may occur if they are not treated immediately. If any abnormalities occur, contact a doctor immediately.
- ❑ If any ink gets in your mouth, spit it out immediately and consult your doctor.

Note:

- ❑ See the following when handling ink cartridges.

 *[“Notes on Handling Ink Cartridges” on page 17](#)*

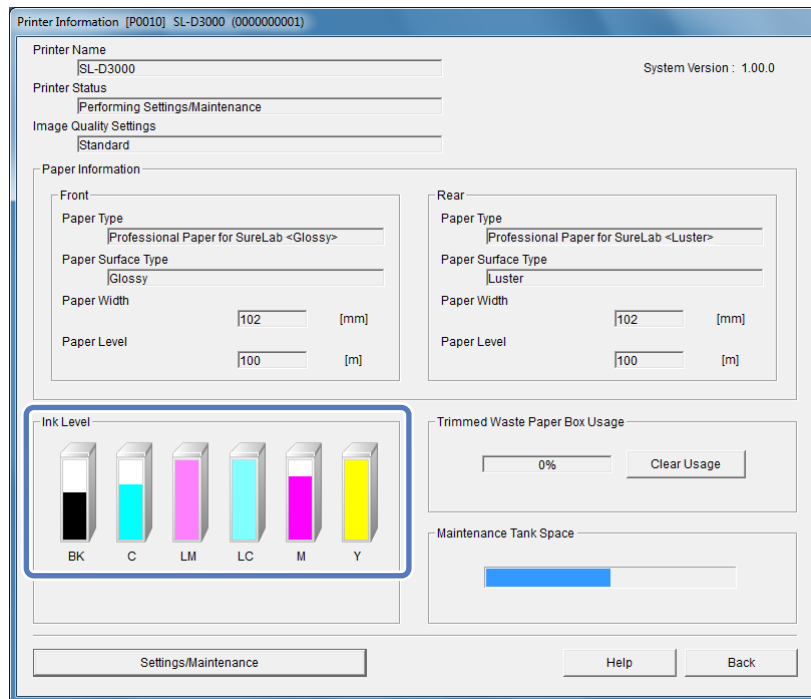
- ❑ *If you do not have a new ink cartridge ready for installation when the old cartridge is expended, leave the expended cartridge installed in the printer until the new cartridge is ready. If the ink cartridge is left uninstalled, it could cause the printer to breakdown.*
- ❑ *If the ink cartridge is expended, replace it as soon as possible with a new ink cartridge.*
- ❑ *After removing the ink cartridge, install the new cartridge right away, and do not leave the printer unattended while the ink cartridge cover is open.*

Replacing Ink Cartridges

Checking the Ink Level

You can check the amount of ink remaining from the Client PC.

 [“Printer Information” on page 80](#)



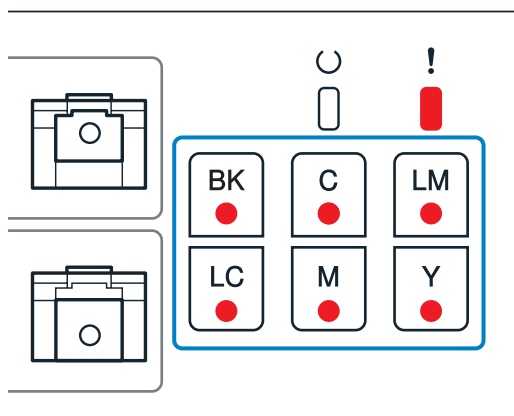
When the amount of ink remaining has fallen below the minimum limit, the Ink status light on the Operation panel is lit.

 [“Operation panel” on page 15](#)

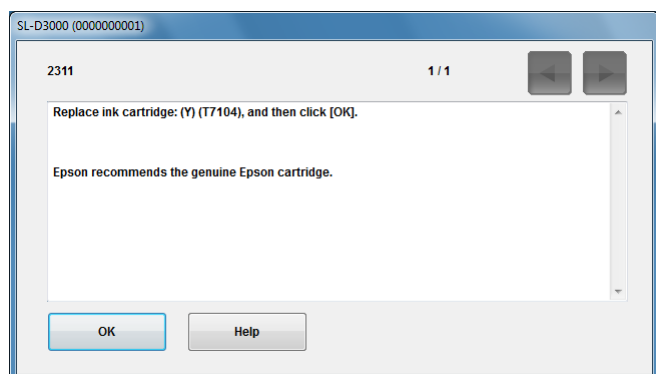
Also, an error message is displayed on the Client PC.

 [“When an Error is Displayed” on page 107](#)

Operation panel




Client PC





Replacing Ink Cartridges

Replacement Procedure

Note:

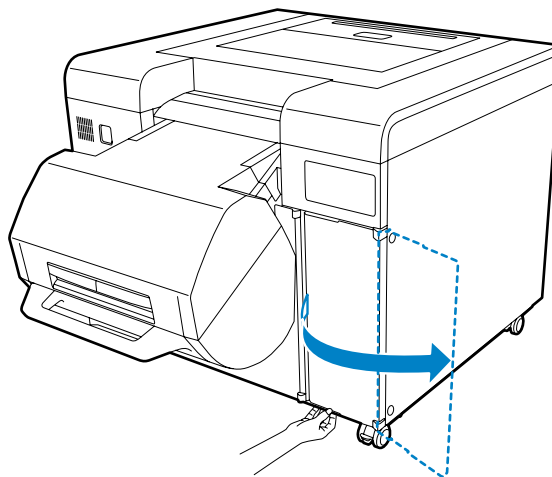
- ❑ Install an ink cartridge into each slot. You cannot print unless the correct cartridge is installed in each slot.
 - ❑ This product has been adjusted based on genuine ink cartridges. If you use ink cartridges other than genuine cartridges, the print results may be faint or the amount of ink remaining may not be detected correctly. We recommend using genuine ink cartridges.
-  [“Consumables and Optional Products” on page 137](#)

- 1 Check that the  light on the Operation panel is lit.

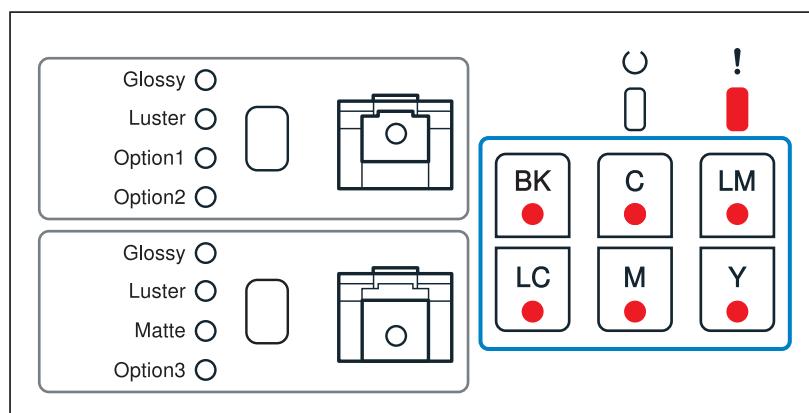
If the  light is flashing, the printer is operating. Wait until operation has stopped.

- 2 Place your hand under the ink cartridge cover to open the cover.

When the cover is opened, a warning buzzer sounds.



- 3 Check the light display on the Operation panel to check which ink cartridge(s) need to be replaced.

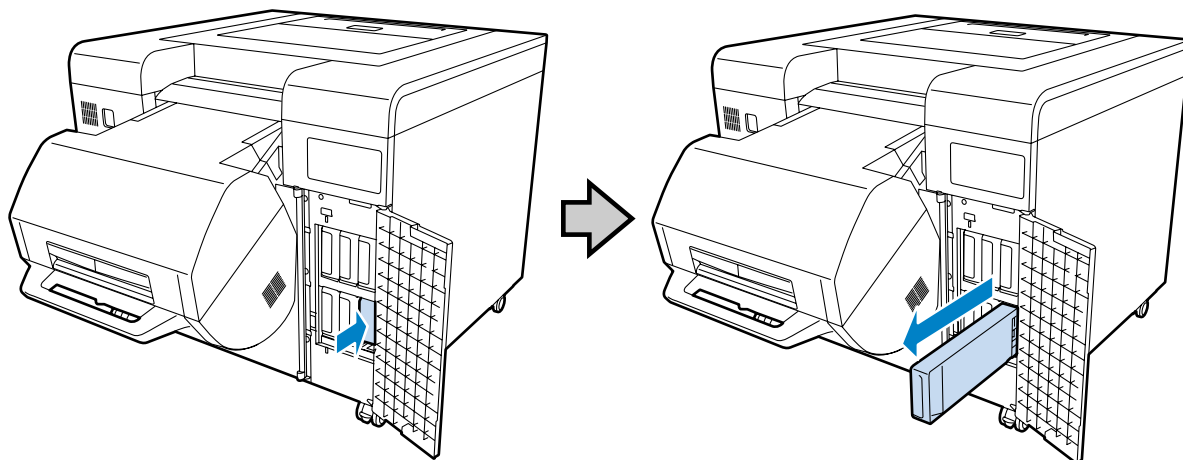


Replacing Ink Cartridges

4

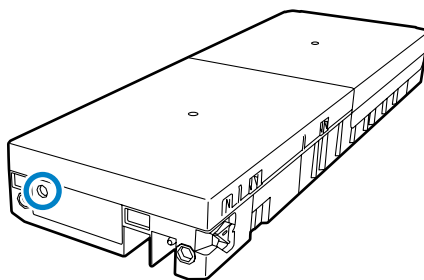
Press lightly on the expended ink cartridge (ink cartridge with the lit Ink status light), and remove the cartridge.

Here, Y (Yellow) is used as an example. Use the same procedure for the other colors.



Note:

- ❑ Note that there may be ink around the ink supply port of used ink cartridges.



- ❑ See the following for information on disposing of used ink.

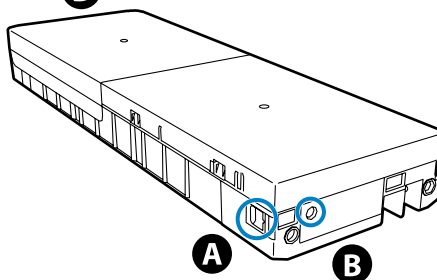
 [“Disposing of the Main Printer Unit and Consumables” on page 18](#)

5

Remove the new ink cartridge from its box.

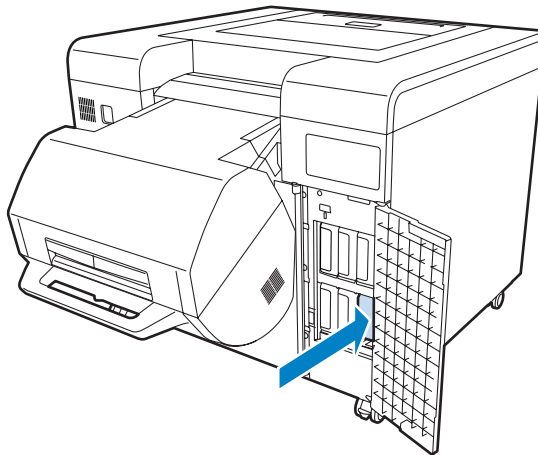
Note:

- ❑ Do not touch the green IC chip (**A**) on the ink cartridges; doing so may prevent normal operation and printing.
- ❑ Do not touch the ink supply port (**B**) on the ink cartridges; ink may leak.



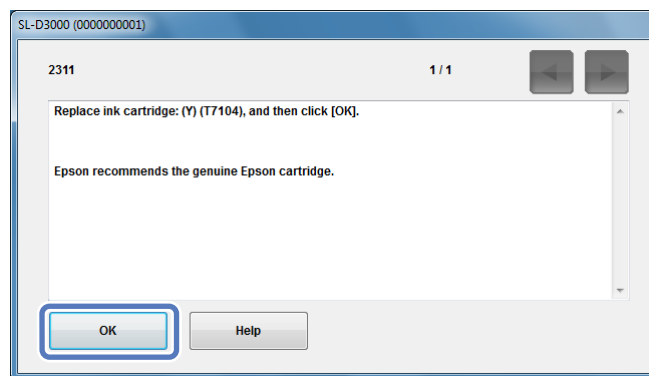
Replacing Ink Cartridges


- 6** Insert the ink cartridge until it meets resistance.



- 7** Close the ink cartridge cover.

- 8** If an error is displayed on the Client PC, click **OK** on the Client PC to clear the error.



- 9** Check that the  light on the Operation panel is lit.

This completes this section.

Replacing the Maintenance Tank

Replacing the Maintenance Tank

The maintenance tank absorbs ink consumed when performing head cleaning.

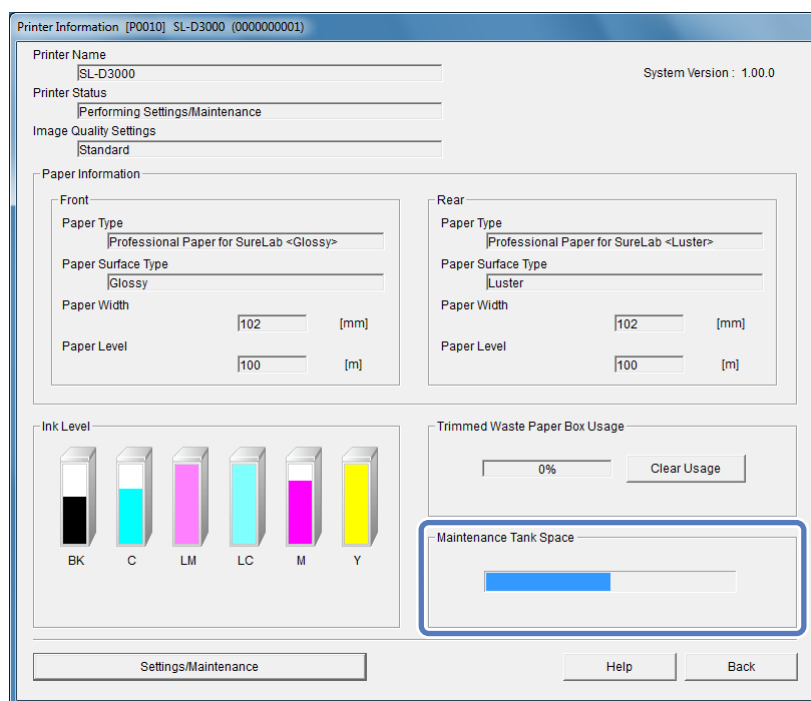
This section explains how to replace maintenance tanks that need to be replaced.
See the following section for the replacement maintenance tank.

 [“Consumables and Optional Products” on page 137](#)

Checking Maintenance Tank Space

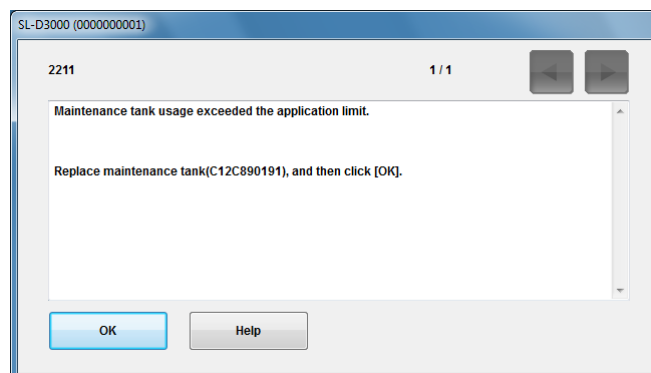
You can check the maintenance tank space from the Client PC.

 [“Printer Information” on page 80](#)



An error message is displayed on the Client PC when there is no space left in the maintenance tank.


 [“When an Error is Displayed” on page 107](#)



Replacing the Maintenance Tank

Replacement Procedure

1

Check that the  light on the Operation panel is lit.

If the  light is flashing, the printer is operating. Wait until operation has stopped.

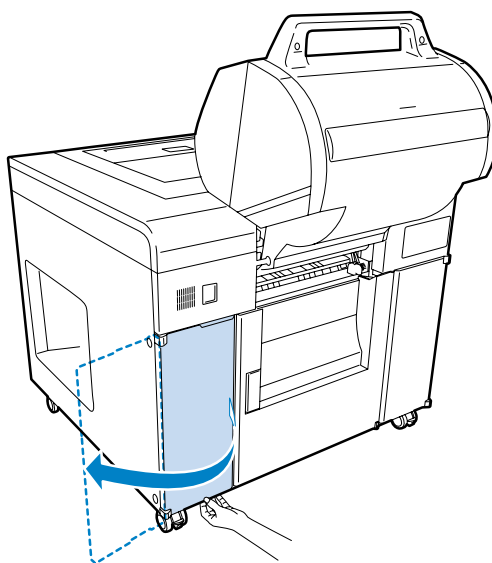
2

For the Dual Roll Model, hold down the handle of the front roll paper feeder a little, press the Lock Release button, and then raise the front roll paper feeder.

When the roll paper feeder is raised, a warning buzzer sounds.

3

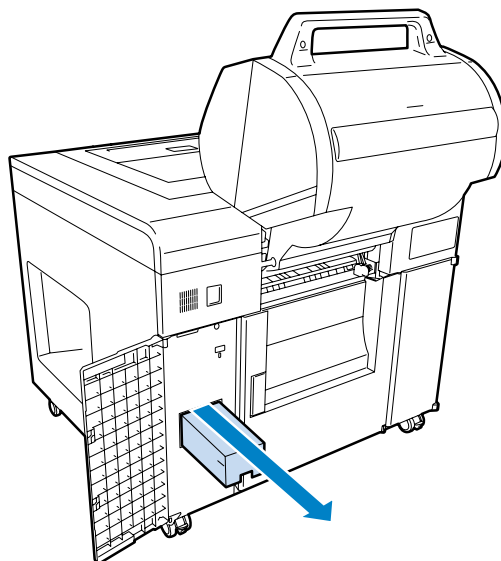
Place your hand under the maintenance tank cover to open the cover.

**4**

Remove the maintenance tank.

See the following for information on disposing of a used maintenance tank.

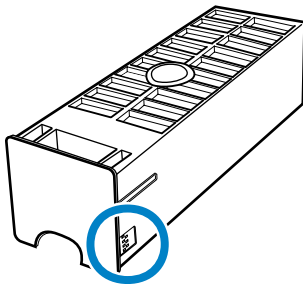
 [“Disposing of the Main Printer Unit and Consumables” on page 18](#)



Replacing the Maintenance Tank

Note:

Do not touch the green IC chip on the maintenance tank. Doing so may prevent normal operation and printing.

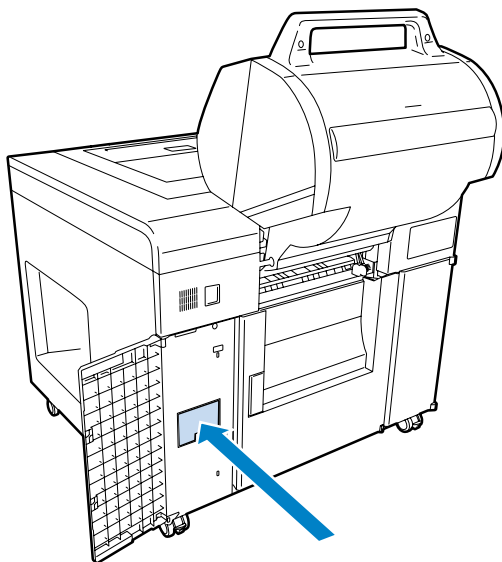


5

Prepare a new maintenance tank.

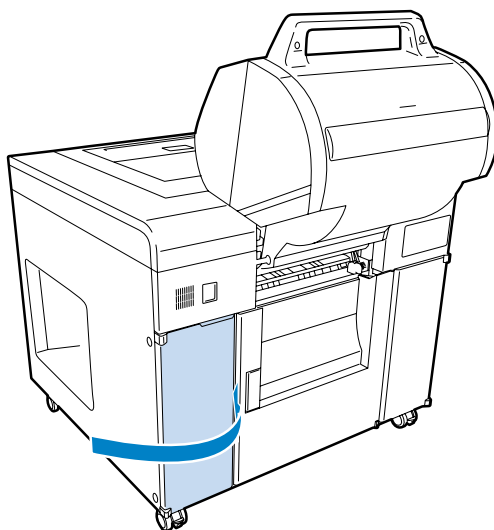
6

Insert the new maintenance tank.



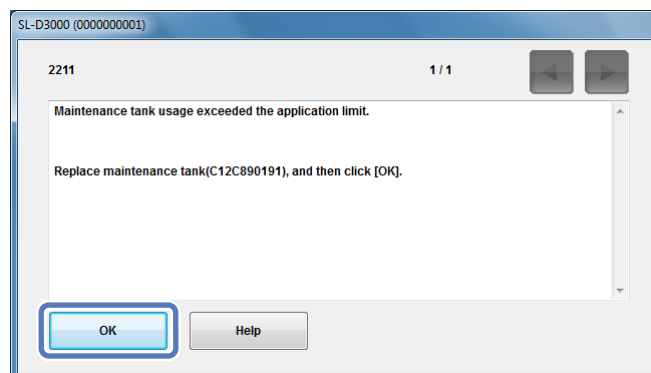
7


Close the maintenance tank cover.



Replacing the Maintenance Tank

- 8 For the Dual Roll Model, press the front roll paper feeder down as far as it will go.
Check that the front roll paper feeder is fixed in place.
- 9 If an error is displayed on the Client PC, click **OK** on the Client PC to clear the error.



- 10 Check that the  light on the Operation panel is lit.

This completes this section.

Disposing of Trimmed Waste Paper

Disposing of Trimmed Waste Paper

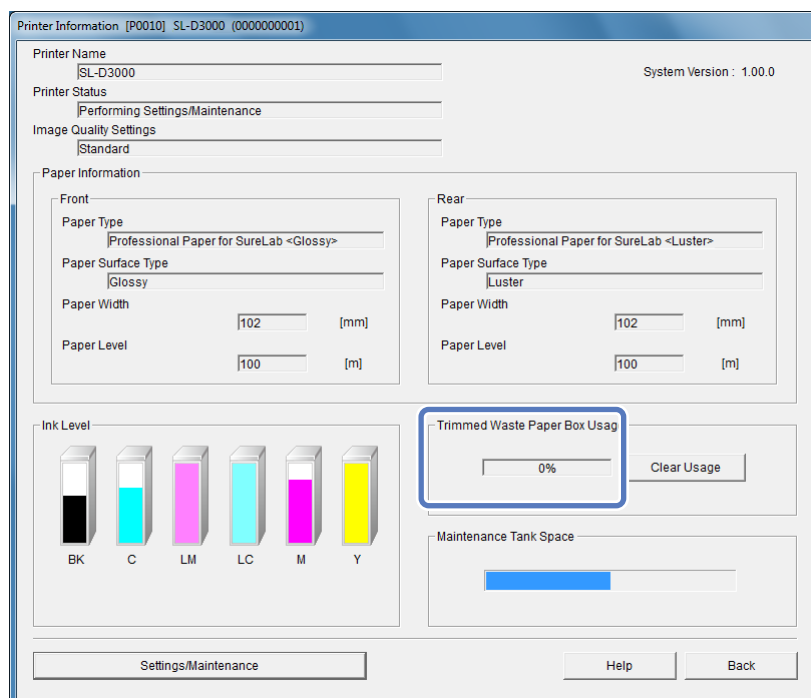
Trimmed waste paper collects in the trimmed waste paper box during printing. You need to empty the box before it is full.

This section explains how to dispose of trimmed waste paper.

Checking the Trimmed Waste Paper Box Usage

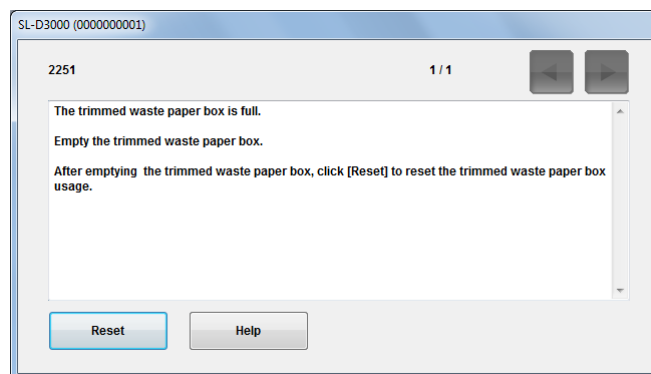
Check Trimmed Waste Paper Box Usage from the Client PC.

☞ [“Printer Information” on page 80](#)





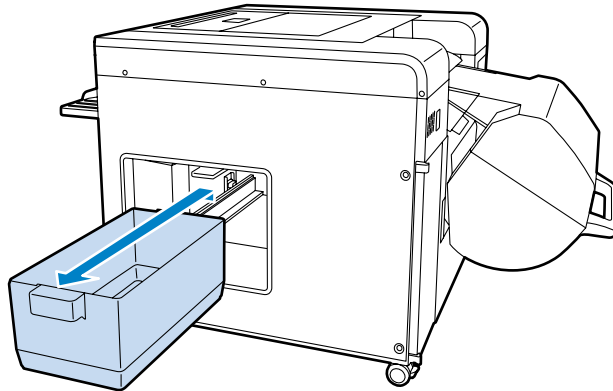
When Trimmed Waste Paper Box Usage is full, an error message is displayed on the Client PC.

☞ [“When an Error is Displayed” on page 107](#)

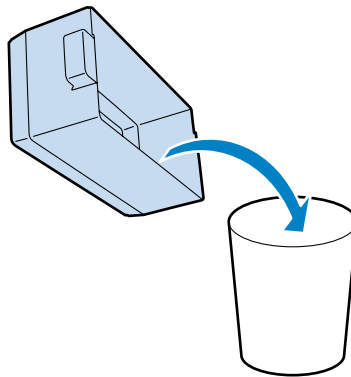


Disposing of Trimmed Waste Paper**Disposal Procedure**

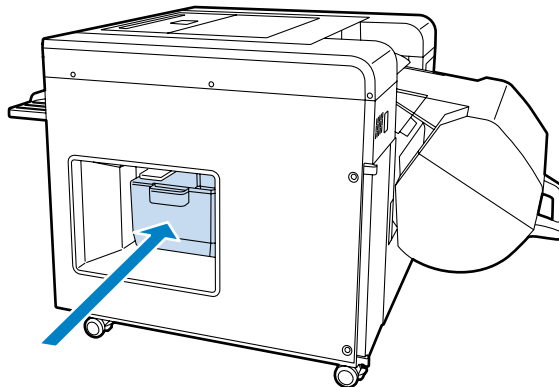
- 1** Check that the  light on the Operation panel is lit.
If the  light is flashing, the printer is operating. Wait until operation has stopped.
- 2** Slide out while slightly lifting the handle of the trimmed waste paper box.



- 3** Empty the trimmed waste paper box.



- 4** Insert the trimmed waste paper box.



Disposing of Trimmed Waste Paper

5

Reset Trimmed Waste Paper Box Usage from the Client PC.

Click **Clear Usage** on the Printer Information screen.

➞ [“Printer Information” on page 80](#)

The screenshot shows the 'Printer Information' window for an EPSON SL-D3000 printer. The window is titled 'Printer Information [P0010] SL-D3000 (0000000001)' and 'System Version : 1.00.0'. It contains several sections: 'Printer Name' (SL-D3000), 'Printer Status' (Performing Settings/Maintenance), 'Image Quality Settings' (Standard), 'Paper Information' (Front and Rear settings for Paper Type, Paper Surface Type, Paper Width, and Paper Level), 'Ink Level' (BK, C, LM, LC, M, Y), 'Trimmed Waste Paper Box Usage' (0% with a 'Clear Usage' button highlighted by a red rectangle), and 'Maintenance Tank Space' (a blue progress bar). At the bottom are 'Settings/Maintenance', 'Help', and 'Back' buttons.

Tip:

You can also reset the value for Trimmed Waste Paper Box Usage by clicking **Reset** on the error message if it is displayed on the Client PC.

This completes this section.

Replacing Ribbon Cassettes

Replacing Ribbon Cassettes

When the back printing unit is installed, replace the Ribbon cassette if back printing is too light.

See the following section for the replacement Ribbon cassette.

 [“Consumables and Optional Products” on page 137](#)

Note:

Do not perform back printing if the Ribbon cassette is not inserted.

Otherwise, paper could be jammed or the back printing unit could be damaged.

Ink Ribbon Replacement Time

When using an ink ribbon, back printing is light.

A different ink ribbon is used to print the first and second lines during back printing. If the first line is too light, replace the Ribbon cassette that is further inside the back printing unit. If the second line is too light, replace the ribbon cassette at the front.

The ink ribbon can still be used

2010.06.23

The ink ribbon needs to be replaced

2012.06.23

Tip:

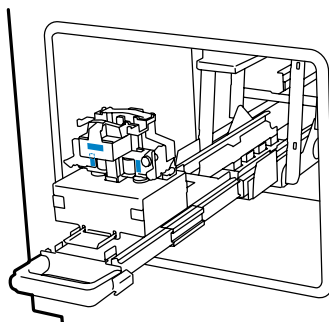
There are no light indications or error messages when it is time to replace the ribbon.

Replacement Procedure





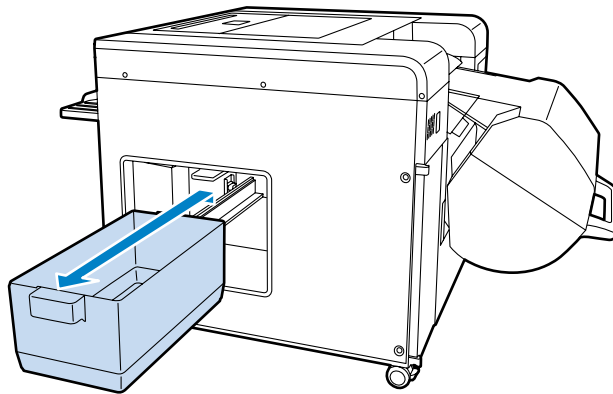
Caution:

When replacing the Ribbon cassette, do not touch the part with a warning label attached. Because it reaches high temperatures, burns could occur.

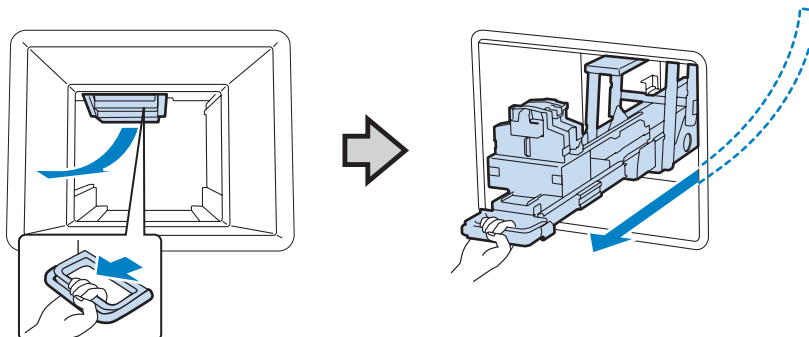


Replacing Ribbon Cassettes

- 1** Check that the  light on the Operation panel is lit.
If the  light is flashing, the printer is operating. Wait until operation has stopped.
- 2** Prepare a new Ribbon cassette.
If both lines are too light during back printing, you need to replace both ribbon cassettes.
- 3** Slide out while slightly lifting the handle of the waste paper box.
The back printing unit is installed behind the waste paper box.



- 4** Grip the handle on the back printing unit, and pull it down and out.

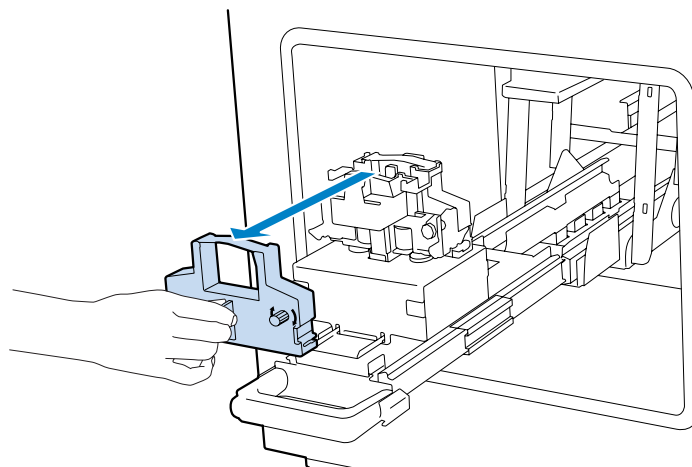


Replacing Ribbon Cassettes

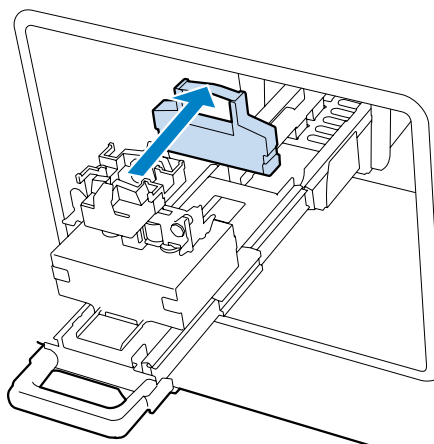
5

Hold the tab for the Ribbon cassette you want to replace and remove the cassette.

When replacing the Ribbon cassette at the front



When replacing the Ribbon cassette on the inside



Tip:

Dispose of the used Ribbon cassette in accordance with local regulations.

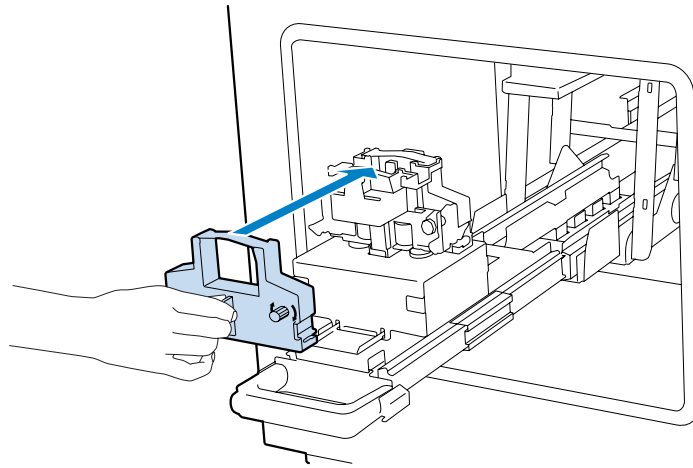
Replacing Ribbon Cassettes

6

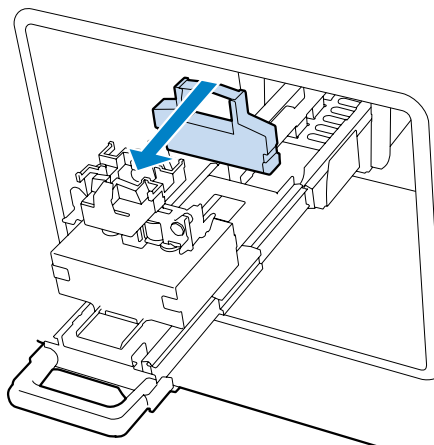
Insert a new Ribbon cassette.

Note the direction of the Ribbon cassette. The surface with a knob should face out.

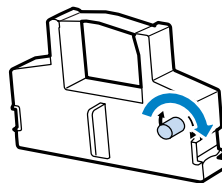
When replacing the Ribbon cassette at the front



When replacing the Ribbon cassette on the inside

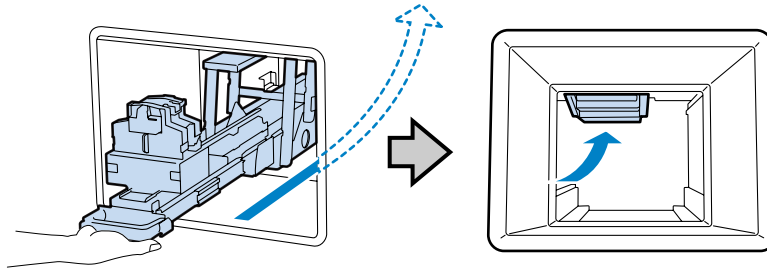
**Note:**

If the ribbon is slack, turn the knob on the Ribbon cassette to the right to take up the slack, and then insert it into the back printing unit.

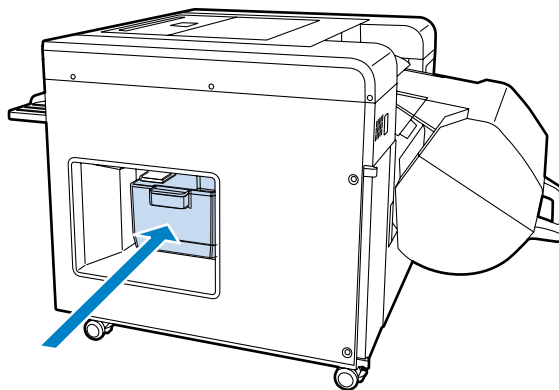


Replacing Ribbon Cassettes

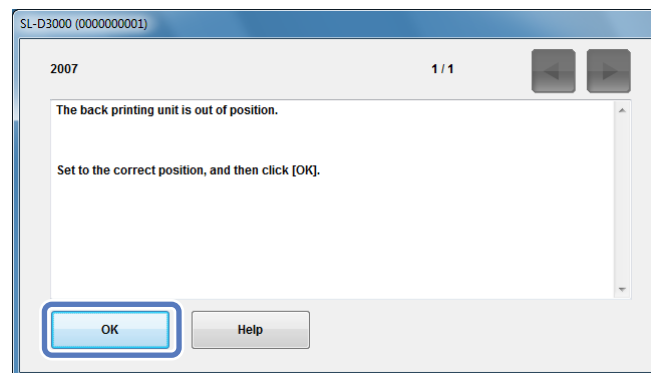
- 7 Push the back printing unit all the way in, and then holding the handle in the center push the unit up until it locks in place.




- 8 Insert the trimmed waste paper box.



- 9 Click **OK** on the Client PC to clear the error.



- 10 Check that the  light on the Operation panel is lit.

This completes this section.

Adjusting the Humidity in the Roll Paper Feeder

Adjusting the Humidity in the Roll Paper Feeder

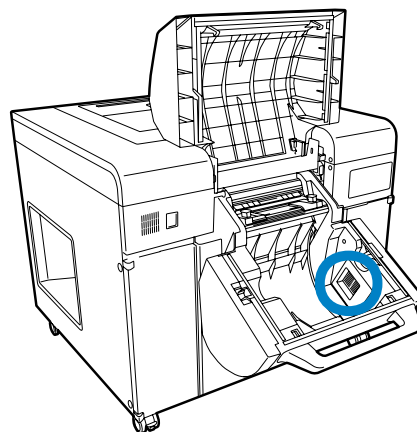
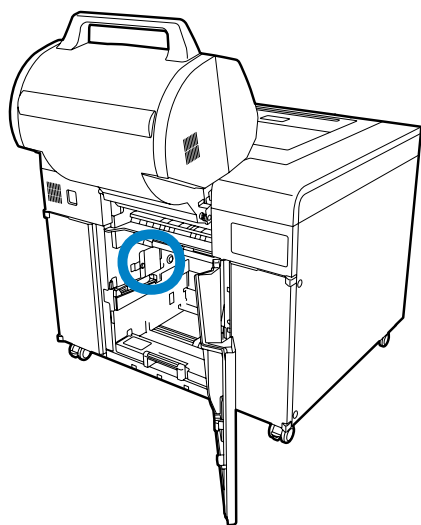
To maintain an appropriate humidity in the roll paper feeder, the humidity control unit can humidify or dehumidify the roll paper feeder.

Each roll paper feeder has a humidity control unit. Adjust the humidity control unit for the paper in the roll paper feeder for which you want to adjust the humidity. You can switch between dehumidification and humidification by changing the way in which the humidity control unit is installed.

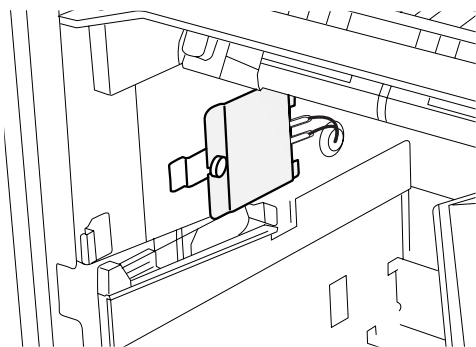
Tip:

The following shows the dehumidification and humidification standards.

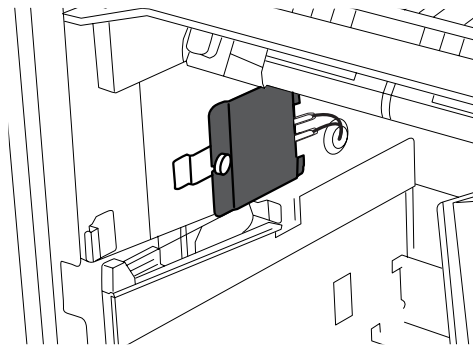
- ☐ When humidity is at 60 to 80%: We recommend dehumidification.
- ☐ When humidity is at 30 to 60%: You do not need to perform dehumidification or humidification.
- ☐ When humidity is at 20 to 30%: We recommend humidification.
- ☐ Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.



When dehumidifying, install so that the white surface faces out.



When humidifying, install so that the black surface faces out.

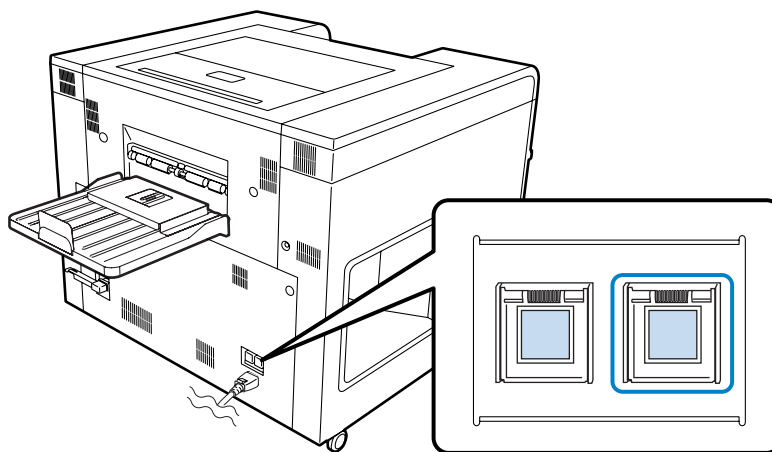


Adjusting the Humidity in the Roll Paper Feeder

Turning the Humidity Control Unit On and Off

When using the humidity control unit, press the humidity control unit's power switch on the back of the printer to turn it on (the light turns on).

When not using the humidity control unit, press the humidity control unit's power switch to turn it off (the light turns off).



Changing Between Dehumidification and Humidification

This section explains how to change between dehumidification and humidification.

Tip:

The following explanation uses the front roll paper feeder as an example. For the rear roll paper feeder, left and right are reversed.

1 Turn off the Power switch and the humidity control unit's power switch on the back of the printer.

2 Open the roll paper feeder's cover.

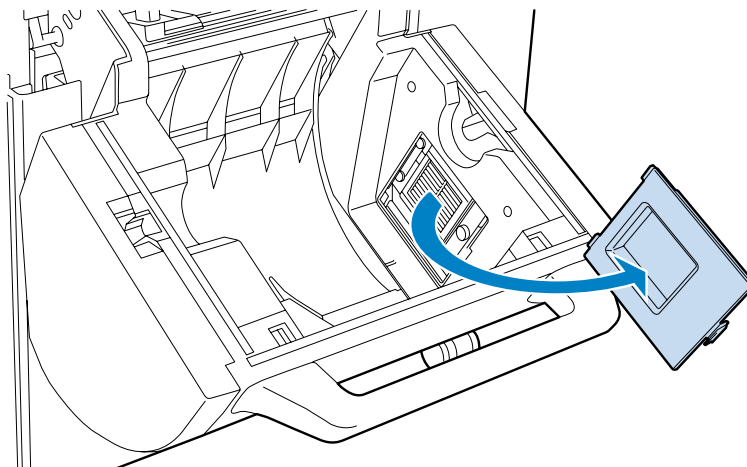
For the front roll paper feeder, pull the lever on the front roll paper feeder, and open the front roll cover.

For the rear roll paper feeder, hold down the handle of the front roll paper feeder a little while pressing the Lock Release button, raise the front roll paper feeder, and then open the rear roll cover.

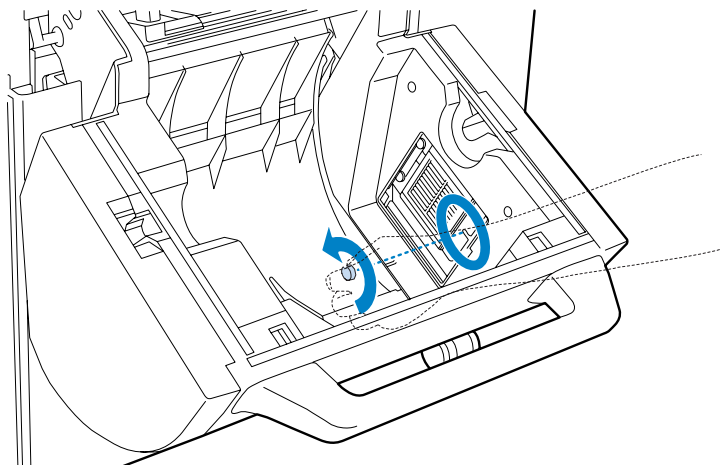
Adjusting the Humidity in the Roll Paper Feeder

- 3** Open the humidity control unit's cover.

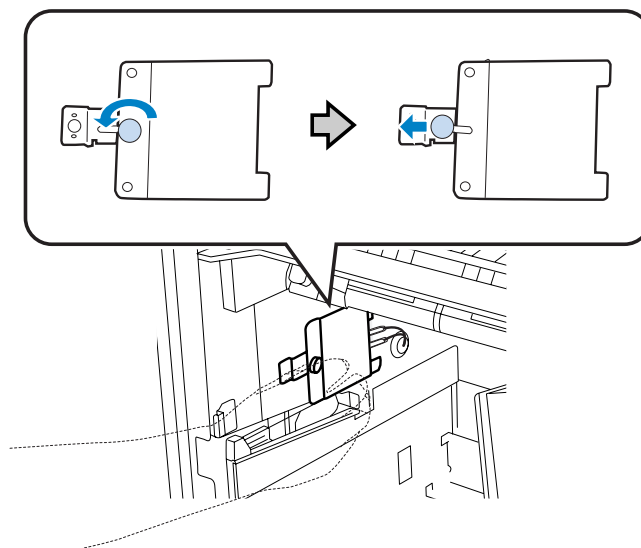
The rear roll paper feeder does not have a cover.



- 4** Remove the screw by hand (one point) that fixes the humidity control unit in place.



Do not remove the screw for the rear roll paper feeder. After loosening the screw, slide as shown in the following illustration.

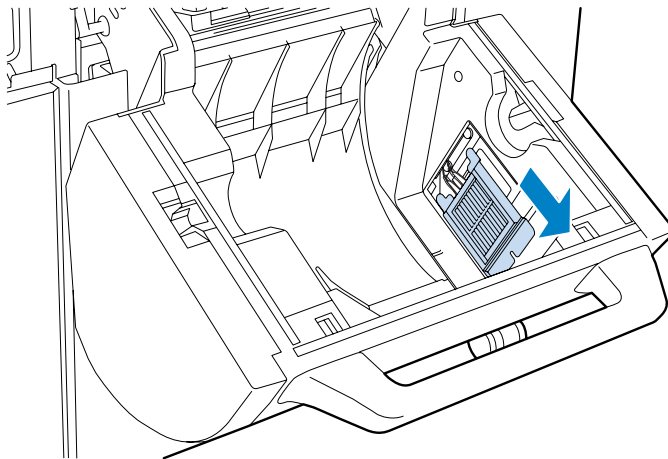


Adjusting the Humidity in the Roll Paper Feeder

- 5** Slowly remove the humidity control unit in the direction shown by the arrow.

Note:

Do not remove the humidity control unit's cable connectors (two points).

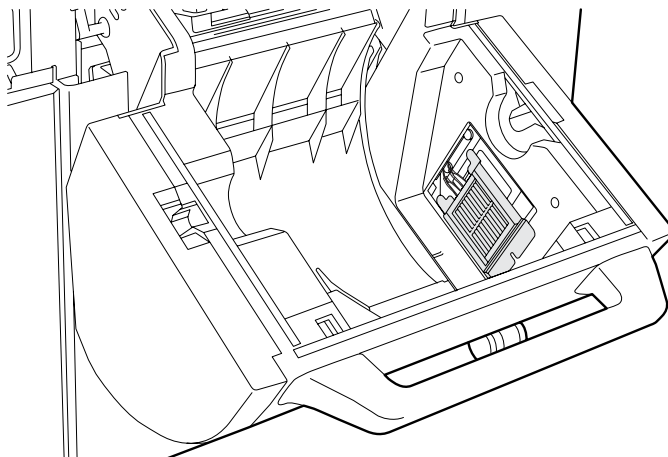


- 6** Turn it the other way round.

Note:

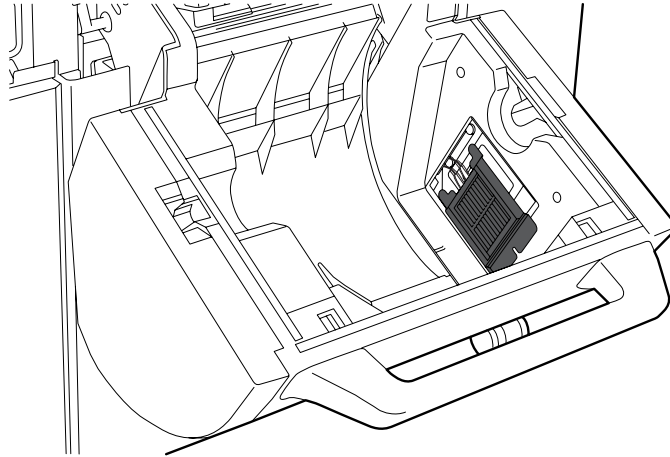
Be careful not to twist the cables.

When dehumidifying, the white surface should face out.



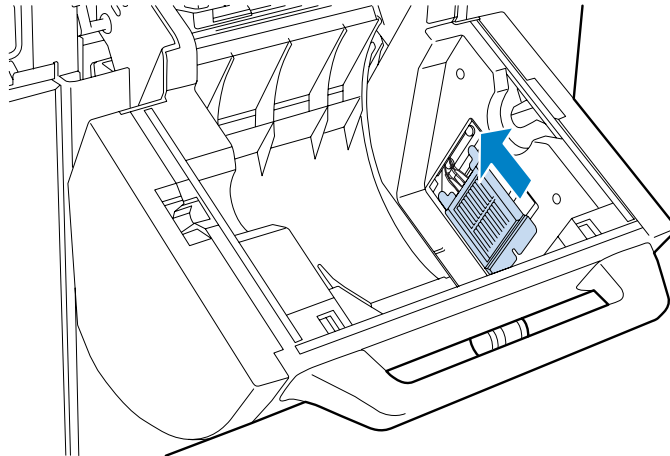
Adjusting the Humidity in the Roll Paper Feeder

When humidifying, the black surface should face out.



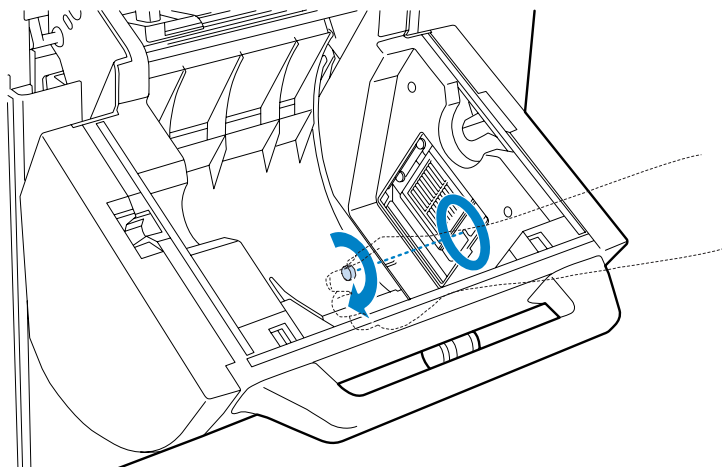
7

Insert the humidity control unit in the direction shown by the arrow.

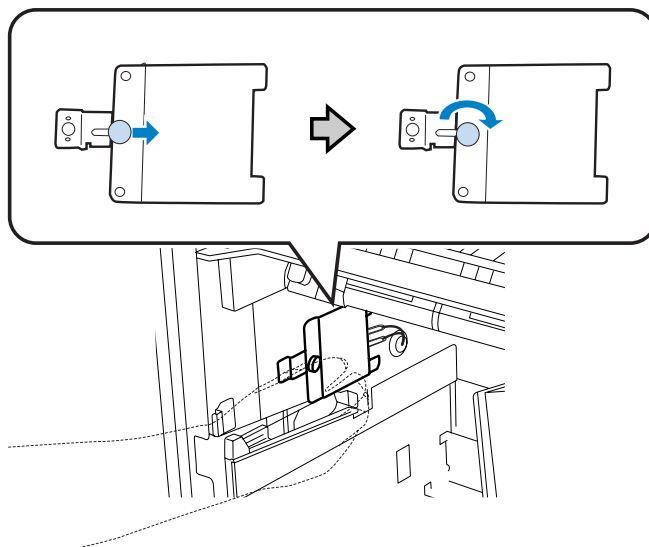


Adjusting the Humidity in the Roll Paper Feeder

- 8** Fix the screw in place by hand.



For the rear roll paper feeder, after sliding the screw, turn it by hand to fix it in place.



- 9** For the front roll paper feeder, attach the humidity control unit's cover.

- 10** Close the roll paper feeder's cover.

For the front roll paper feeder, close the front roll cover.

For the rear roll paper feeder, close the rear roll cover, and then press down the front roll paper feeder as far as it will go.

- 11** Turn on the humidity control unit's power switch.

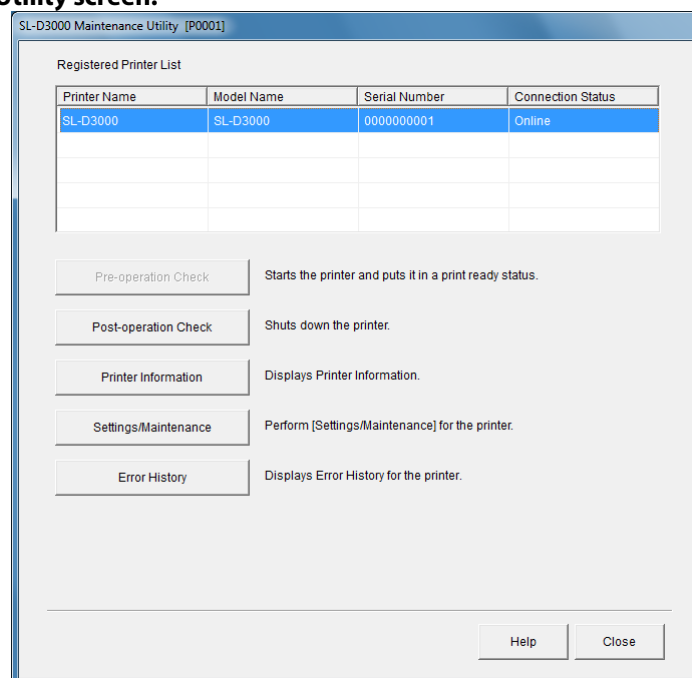
This completes this section.

Setup and Maintenance

Summary

From the Client PC, you can perform adjustment/maintenance operations such as checking the status of the printer, making settings, and performing head cleaning.

SL-D3000 Maintenance Utility screen:



Available functions:

Item		Explanation
Pre-operation Check		"Starting up the Printer" on page 20
Post-operation Check		"Shutting down the Printer" on page 23
Printer Information		"Printer Information" on page 80
Settings/ Maintenance	Print Condition Settings/Inspections - Paper Settings	"Paper Settings" on page 83
	CR Unit Adjustment/Maintenance - Head Cleaning	"Head Cleaning" on page 85
	Printer Adjustment/Maintenance - Operation History	"Operation History" on page 94
Error History		"Error History" on page 96

Setup and Maintenance

Starting Up

On the Client PC, click **Start - All Programs - EPSON SL-D3000 System Application - Maintenance Utility**.

Printer Information

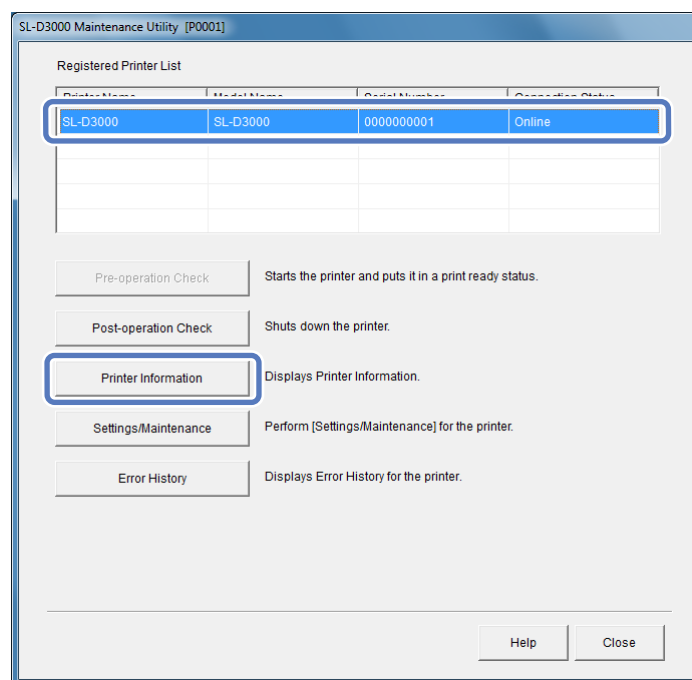
You can confirm various types of printer information.

Checking Printer Information

On the Printer Information screen, check the printer's settings, remaining amount of consumables, and so on.

1

Select the printer you want to use from the Registered Printer List, and then click **Printer Information**.



Tip:

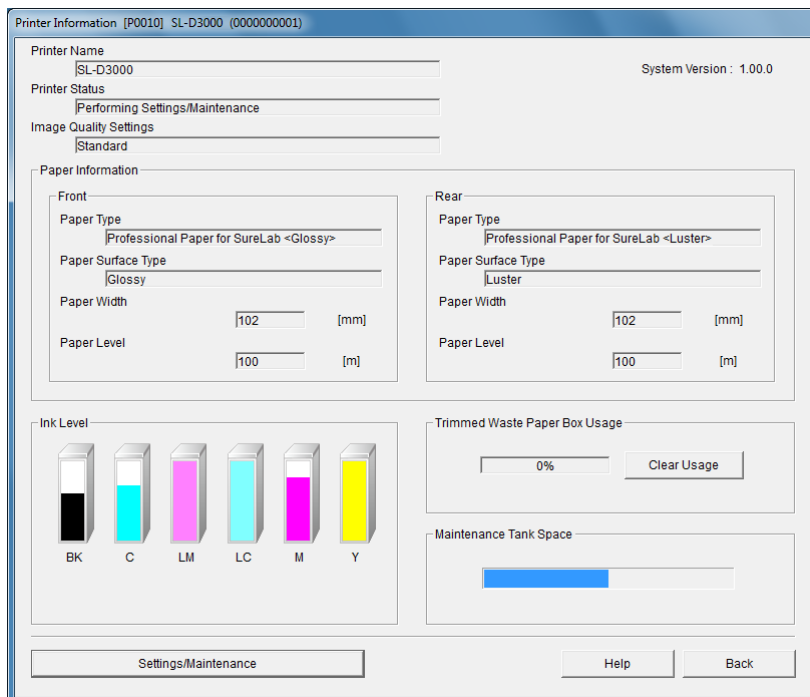
In the following situations, the **Printer Information** button is unavailable.

- ☐ When the printer's pre-operation check is not complete
- ☐ When the cable connected to the printer is disconnected
- ☐ When the printer's Power switch is off

Setup and Maintenance





2

On the Printer Information screen, you can check the printer's settings, remaining amount of consumables, and so on.



Item	Explanation	
Printer Name	Displays the printer name.	
Printer Status	Displays the printer status.	
	Standby	The printer is ready to print.
	Printing	The printer is printing.
	Performing Settings/ Maintenance	The printer is performing maintenance operations such as a nozzle check.
	An error has occurred	An error has occurred in the printer.
	Initializing	The printer is initializing.
	Shutting down	The printer is shutting down.
	Offline	The printer is not turned on, or is not connected.
Image Quality Settings	Displays the image settings.	
	Standard	Prints at standard (720 dpi) quality.
	High Image Quality	Prints at high resolution (1440 dpi) quality. You cannot select High Image Quality when Matte is set as the Paper Surface Type.
Paper Information (Front/Rear)	Displays information about the loaded paper. "- " is displayed when paper is not loaded or information cannot be acquired from the printer.	

Setup and Maintenance

Item	Explanation
Ink Level	<p>Displays the remaining amount of ink.</p> <p>"Caution" is displayed when ink is running low. "Error" is displayed when the amount of ink remaining has fallen below the minimum limit. The ink cartridge is grayed out when the ink cartridge is not installed, or if there is a problem with the ink cartridge.</p> <p>If a non-genuine cartridge is installed, a message is displayed indicating that it is not covered by the warranty.</p>
Trimmed Waste Paper Box Usage	<p>Displays the usage status of the trimmed waste paper box.</p> <p>"-" is displayed when information cannot be acquired from the printer.</p>
Clear Usage	<p>Click to clear the trimmed waste paper box usage.</p> <p>When you remove the trimmed waste paper from the trimmed waste paper box, click Clear Usage to reset the usage.</p>
Maintenance Tank Space	<p>Displays the amount of free space in the maintenance tank as a bar.</p> <p>When information cannot be acquired from the printer, the bar is not displayed.</p>
Settings/Maintenance	<p>Click to open the Settings/Maintenance screen.</p> <p> "Paper Settings" on page 83</p> <p> "Auto Cleaning" on page 85</p> <p> "Nozzle Check" on page 88</p> <p> "Operation History" on page 94</p>
Help	Click to display the Help.
Close	Closes the Printer Information screen.

Note:

This product has been adjusted based on genuine ink cartridges. If you use non-genuine cartridges, the print results may be faint or the amount of ink remaining may not be detected correctly. We recommend using genuine ink cartridges.

Tip:

Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.

Setup and Maintenance

Paper Settings

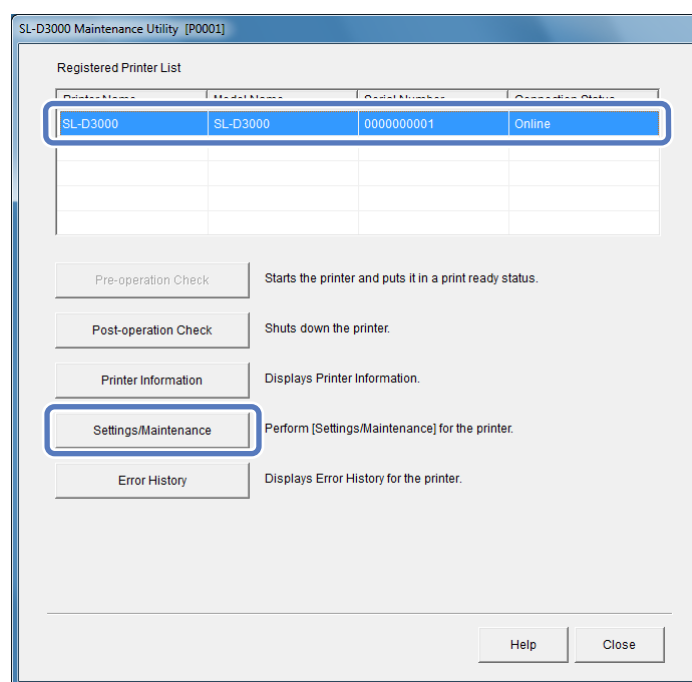
You can check the paper information loaded in the front roll paper feeder or the rear roll paper feeder, and change the remaining amount of paper.

Tip:

Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.

1

Click **Settings/Maintenance** on the SL-D3000 Maintenance Utility screen.



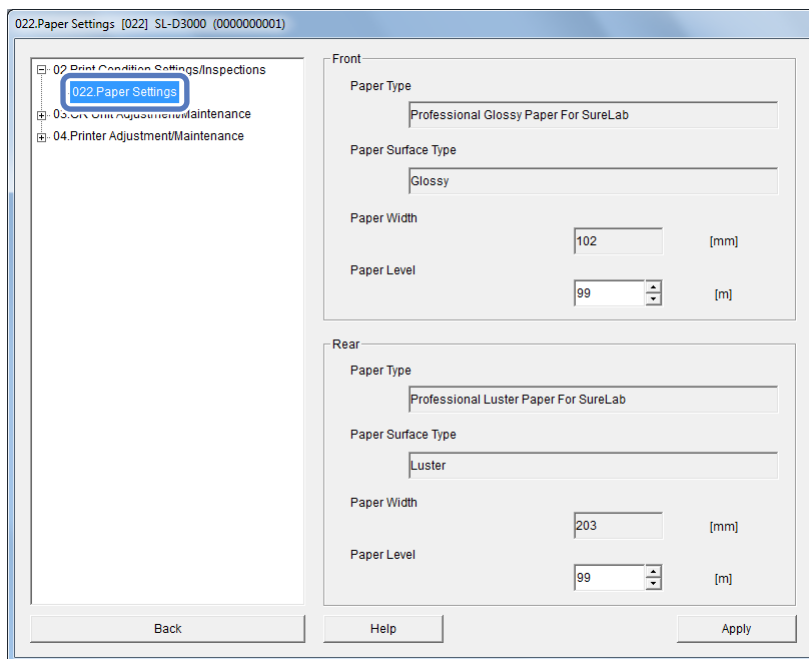
Tip:

*The Settings/Maintenance screen opens when you click **Settings/Maintenance** on the Printer Information screen.*

Setup and Maintenance

2

Click **Paper Settings (022)** from Print Condition Settings/Inspections (02).



Item		Explanation
Front	Paper Type	Displays the type of paper (the paper name) loaded in the front roll paper feeder.
	Paper Surface Type	Displays the paper surface type (the processing type for the paper surface) loaded in the front roll paper feeder.
	Paper Width	Displays the width of the paper loaded in the front roll paper feeder. Displays the width detected by the printer.
	Paper Level	Displays the remaining amount of paper loaded in the front roll paper feeder. If the displayed amount of paper remaining differs from the actual amount, enter the correct amount of paper and then click Apply .
Rear	Paper Type	Displays the type of paper (the paper name) loaded in the rear roll paper feeder.
	Paper Surface Type	Displays the paper surface type (the processing type for the paper surface) loaded in the rear roll paper feeder.
	Paper Width	Displays the width of the paper loaded in the rear roll paper feeder. Displays the width detected by the printer.
	Paper Level	Displays the remaining amount of paper loaded in the rear roll paper feeder. If the displayed amount of paper remaining differs from the actual amount, enter the correct amount of paper and then click Apply .
Back		Click to close the Settings/Maintenance screen.
Help		Click to display the Help.
Apply		Click to apply any changed settings.

Setup and Maintenance

Head Cleaning

This function allows you to check the status of the Print Head Unit and clear any clogged nozzles. If any Print Head Unit nozzles are clogged, there may be streaks in the prints or there may be a difference in color. If you notice any of these problems, perform **Auto Cleaning** (0311) to clean the head.

Note:

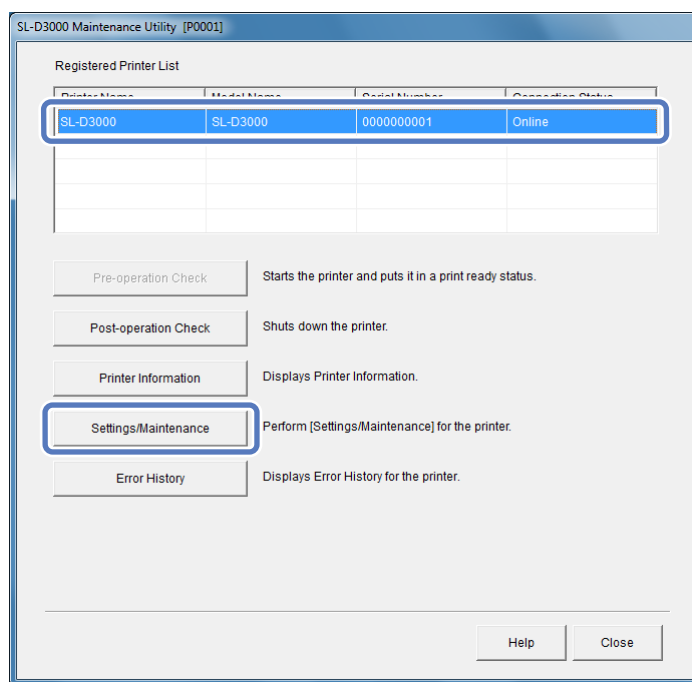
*If nozzles are still clogged after performing **Auto Cleaning** (0311) several times, you need to perform a **Nozzle Check** (0312) and clean the head. See the "SL-D3000 Administrator's Guide" for more information on using **Auto Cleaning** (0311) and **Nozzle Check** (0312) correctly.*

Auto Cleaning

If clogging is detected while checking the status of the Print Head Unit, cleaning is performed automatically.

1

Click **Settings/Maintenance** on the SL-D3000 Maintenance Utility screen.

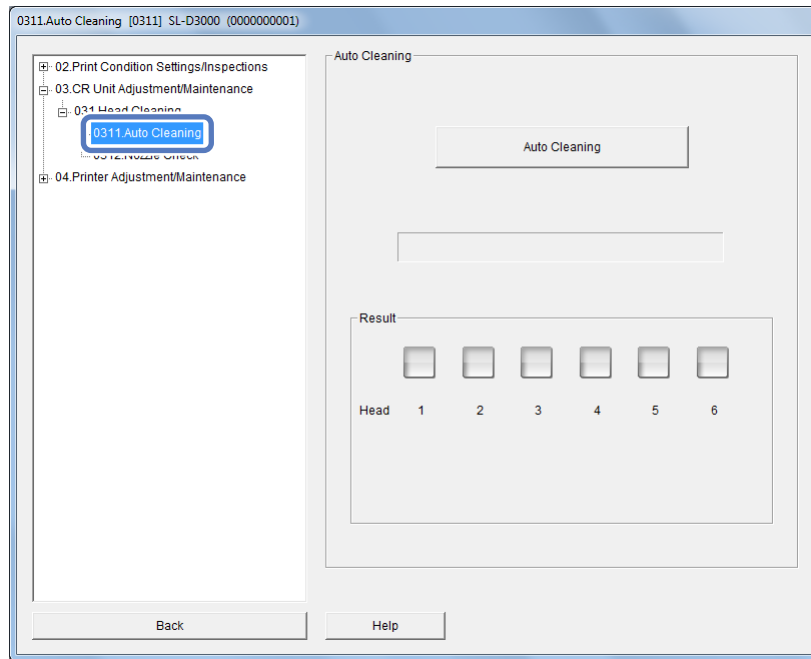


Tip:

*The Settings/Maintenance screen opens when you click **Settings/Maintenance** on the Printer Information screen.*

Setup and Maintenance

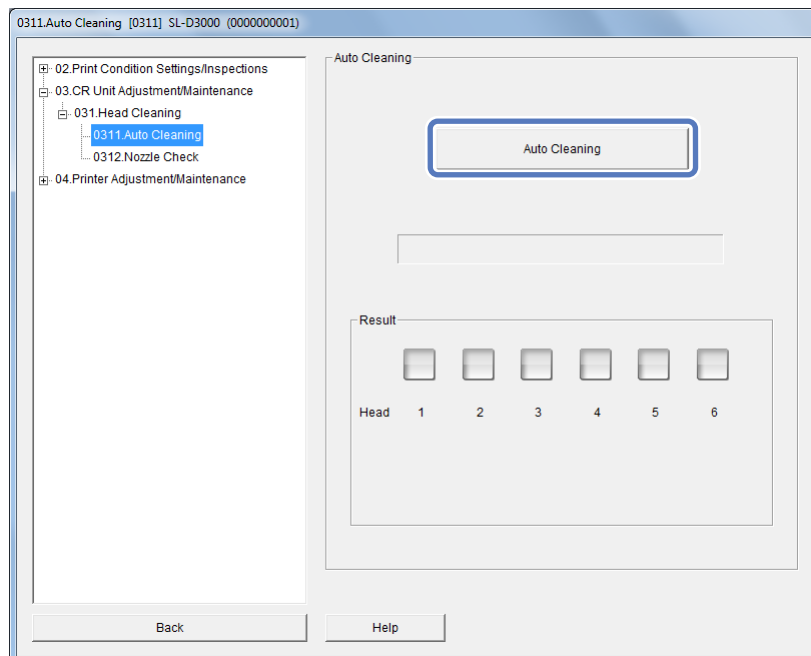
- 2 From the CR Unit Adjustment/Maintenance (03) menu, click **Auto Cleaning** (0311) from Head Cleaning (031).



- 3 Click **Auto Cleaning**.

Nozzle check begins, and cleaning is performed as necessary.

This may take some time depending on the status of the nozzles.

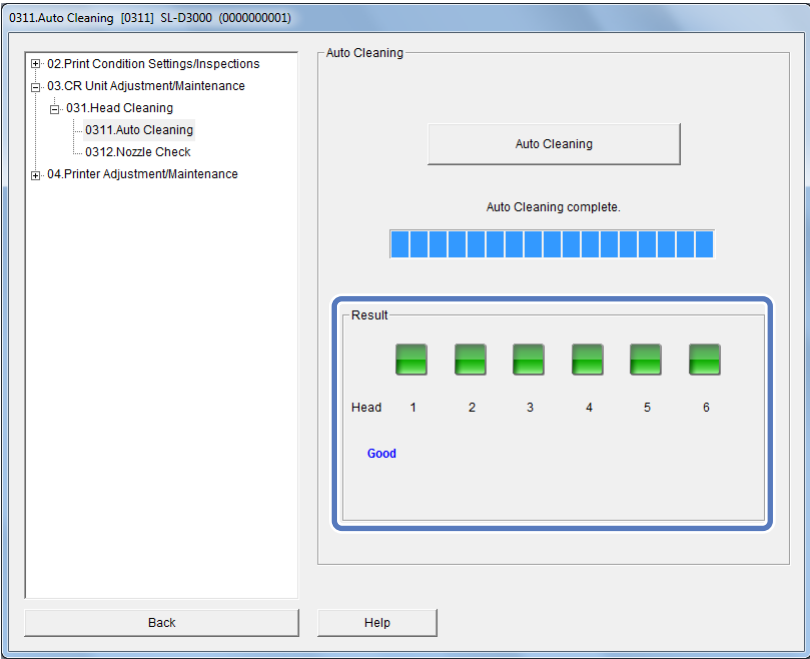


Setup and Maintenance





4 Check the status of each head displayed in Result.

When the nozzles are cleared, "Good" is displayed.

If nozzles are clogged, a message is displayed that indicates you need to clean the Print Head Unit again. Perform necessary cleaning.



Reading the Results:

Color	Explanation
 Green	The nozzles are not clogged.
 Yellow	Clogging is detected. Perform Auto Cleaning (0311) again.
 Red	Clogging is detected. Perform Detect Clogging from Nozzle Check (0312), and then perform Powerful cleaning again for heads indicated by red.
 White	Auto Cleaning is still in progress.

When you want to confirm the clogged nozzles by looking at the prints, perform **Print Check Pattern** from Nozzle Check (0312).

 [“Nozzle Check” on page 88](#)

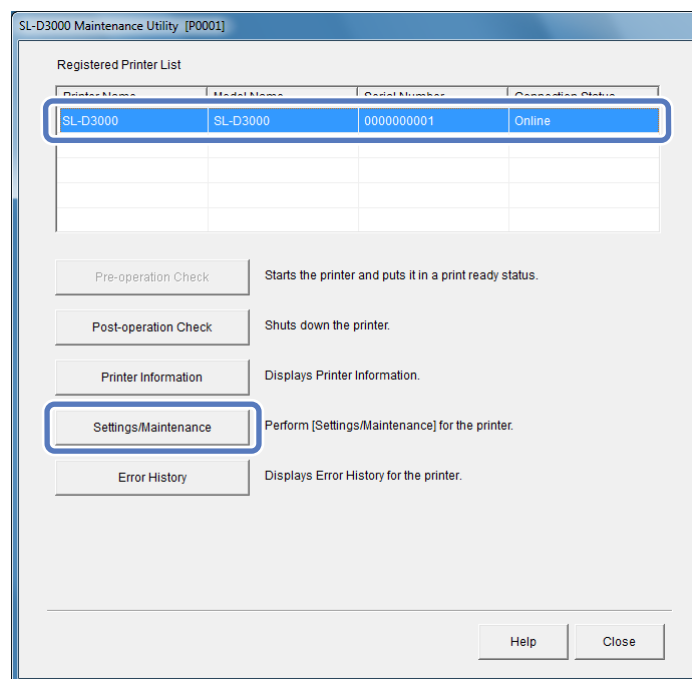
Setup and Maintenance

Nozzle Check

This function allows you to check for clogged nozzles in the Print Head Unit. The printer automatically detects clogging and displays the information on the screen. You can also print a check pattern for confirmation.

After performing a nozzle check, specify the type on the screen to perform head cleaning if necessary.

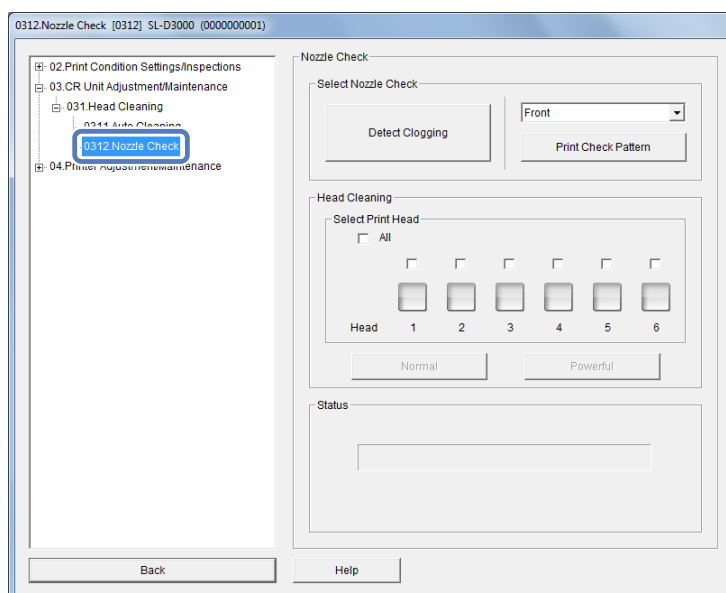
- 1 Click **Settings/Maintenance** on the SL-D3000 Maintenance Utility screen.



Tip:

The Settings/Maintenance screen opens when you click **Settings/Maintenance** on the Printer Information screen.

- 2 From the CR Unit Adjustment/Maintenance (03) menu, click **Nozzle Check** (0312) from Head Cleaning (031).



Setup and Maintenance

Checking with Detect Clogging

The printer checks the status of the nozzles, and displays any clogged nozzles on the screen. Perform Print Head Unit cleaning according to the check results.

Tip:

The method for confirming the status of the nozzles also includes the method for printing a check pattern.

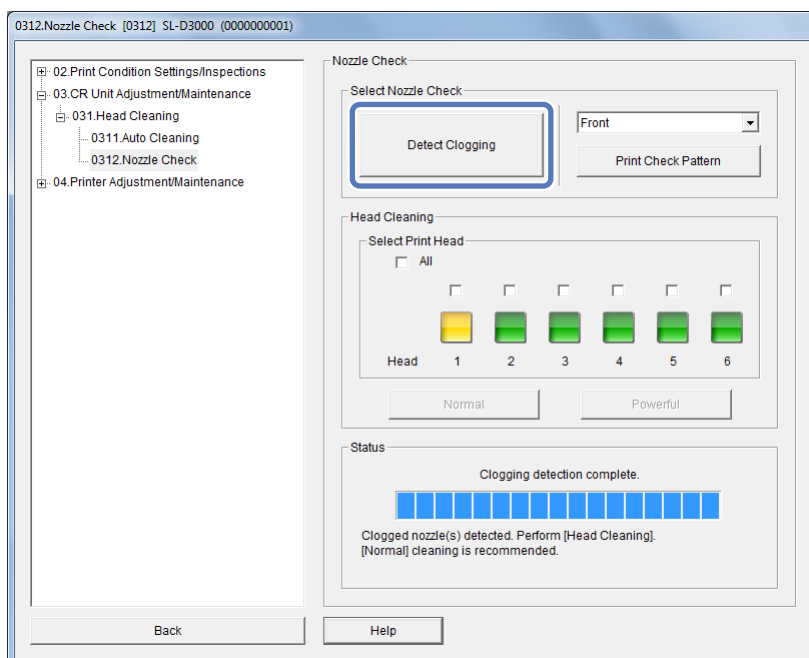
 [“Printing the check pattern” on page 91](#)

1






Click **Detect Clogging**.

Clogging detection starts, and the status of each nozzle is indicated by the colors.

Clogging detection takes about one minute.



Reading the Results:

Color	Explanation
 Green	The nozzles are not clogged.
 Yellow	Clogging is detected. Perform Normal cleaning.
 Red	Clogging is detected. Perform Powerful cleaning.
 Gray	Head cleaning is complete.
 White	Detect Clogging is still in progress.

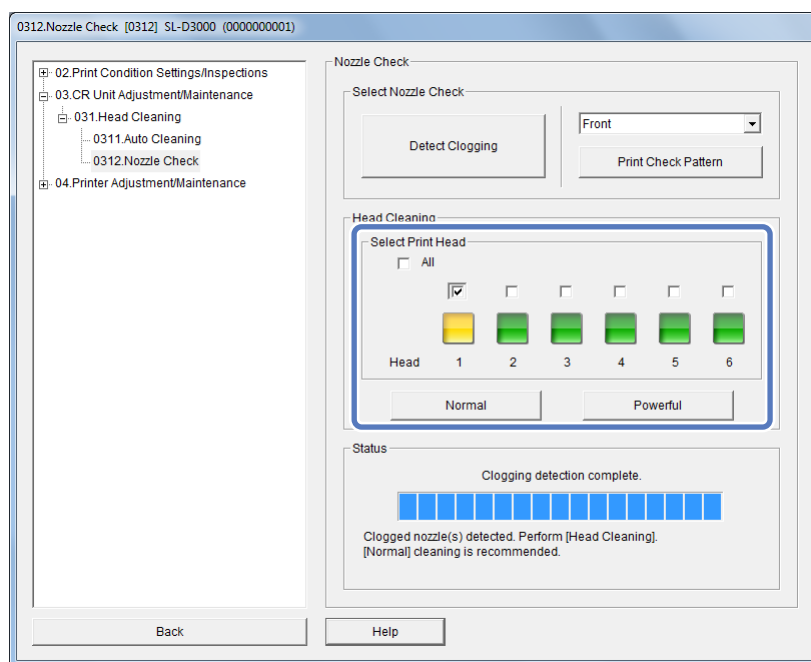
Setup and Maintenance

- 2** Select the head where clogged nozzles were detected, and then click **Normal** or **Powerful**.

To clean all of the print head units, check **All**.

The color changes to gray for the heads that have been cleaned.

Function	Explanation
Normal	Cleans the surface of the head, and clears clogged nozzles.
Powerful	Cleans more powerfully if the results of Detect Clogging are still red or nozzles are still clogged after repeating head cleaning several times. Because Powerful consumes more ink compared to Normal, prepare new ink cartridges before performing cleaning if ink levels are low.



- 3** Check the results after cleaning.

Go back to step **1**, and then use **Detect Clogging** to check the status of the nozzles.

If any nozzles are clogged, carry out the operation in step **2** to clean the nozzles.

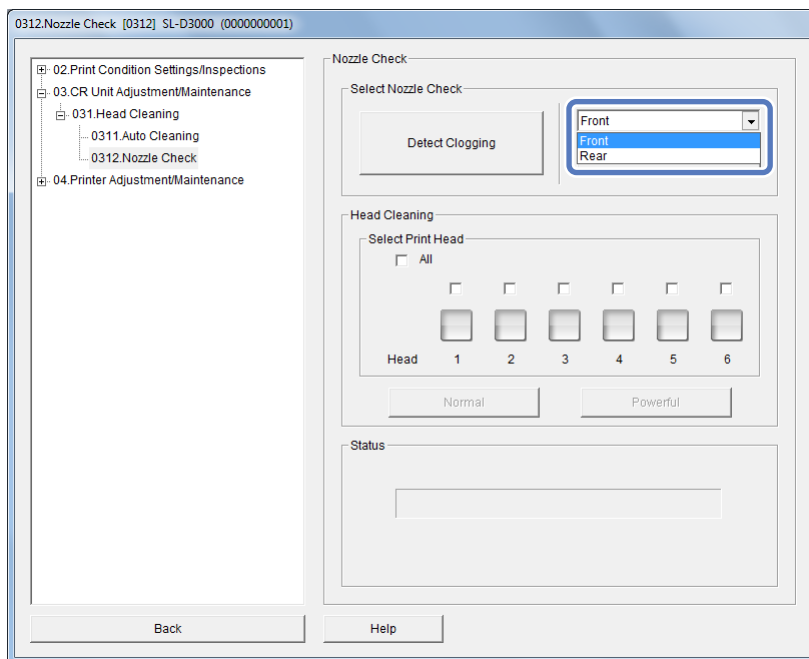
Setup and Maintenance

Printing the check pattern

Print a check pattern, and then check for clogged nozzles. Perform Print Head Unit cleaning according to the check results.

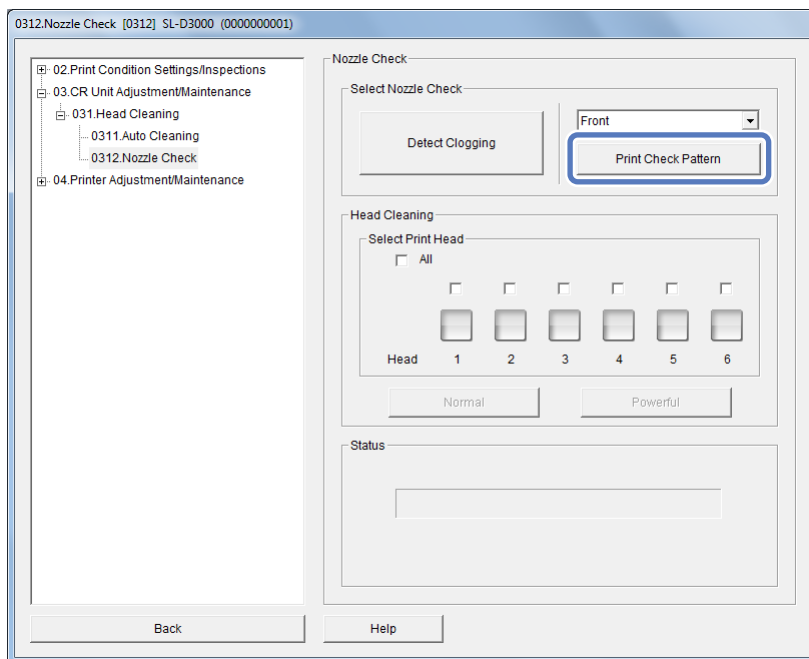
- 1 Select the roll paper feeder you want to use for printing.

This can be selected when paper is loaded.



- 2 Click **Print Check Pattern**.

The check pattern is printed.



Setup and Maintenance

3

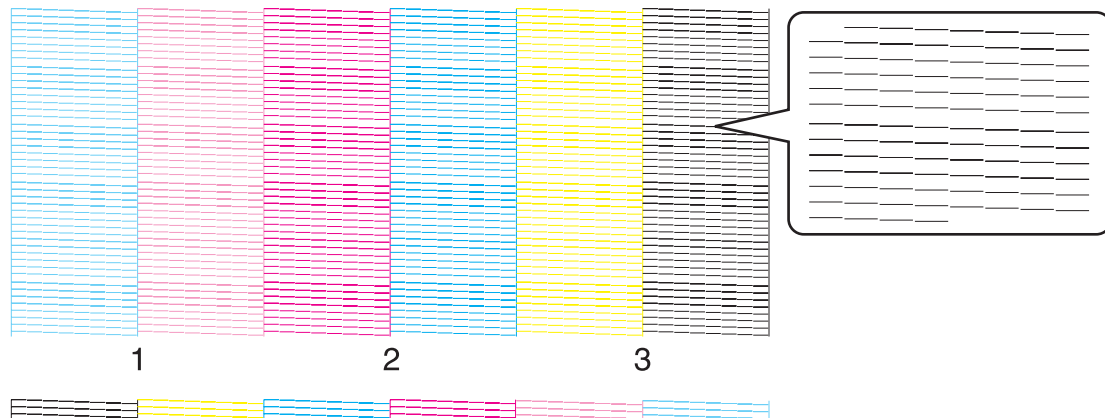
Check the print results.

See the illustration below for more information on reading the print results.

If there are any gaps in the check pattern, you need to perform head cleaning.

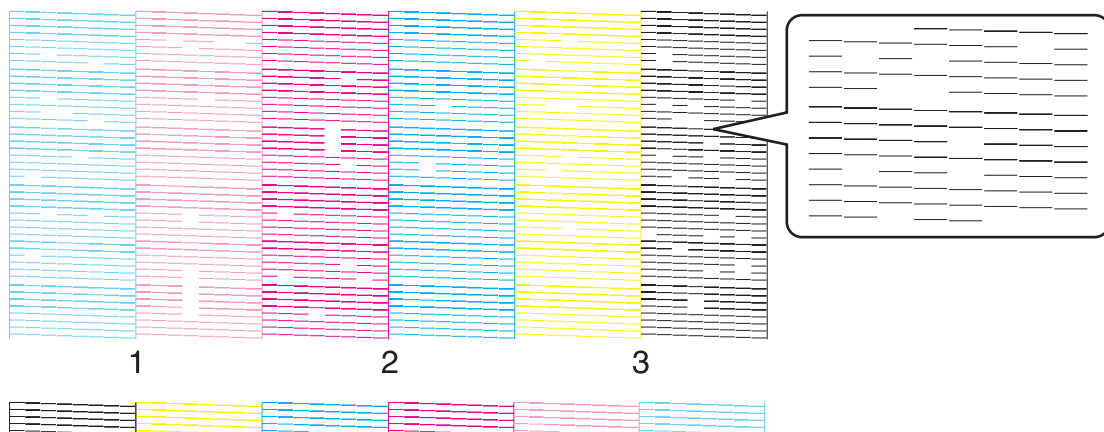
Result: Good

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



Result: Nozzles are clogged

There are gaps in the check pattern. Nozzles are clogged. Perform cleaning.



Tip:

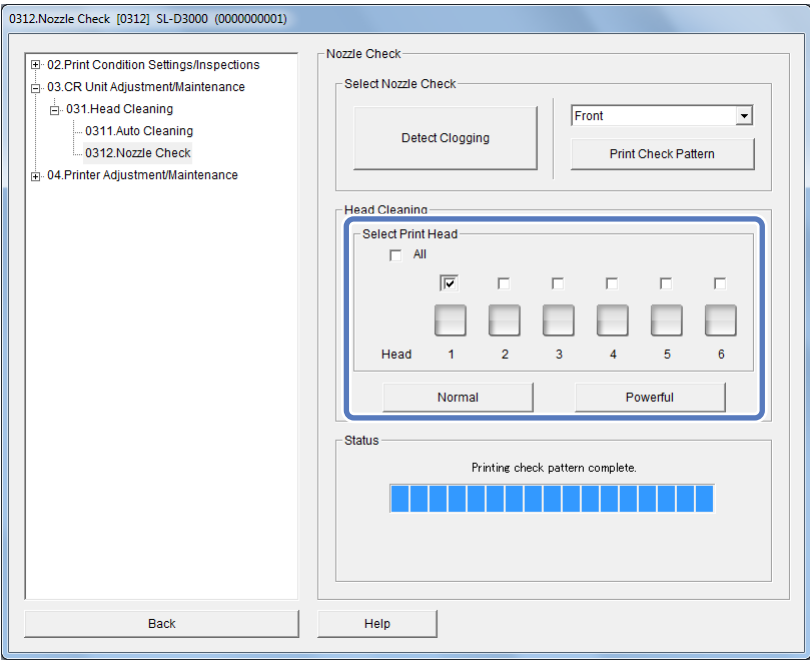
A number under each check pattern (1, 2, 3, ...) indicates the head number.

Setup and Maintenance

4 Select the head where clogged nozzles were detected, and then click **Normal** or **Powerful**.

To clean all of the print head units, check **All**.

Function	Explanation
Normal	Cleans the surface of the head, and clears clogged nozzles.
Powerful	Select if nozzles are still clogged after performing Normal cleaning several times. Because Powerful consumes more ink compared to Normal, prepare new ink cartridges before performing cleaning if ink levels are low.



5 After cleaning, check the results using nozzle check.

Go back to step **1**, and then print a check pattern to check the status of the nozzles.

If any nozzles are clogged, carry out the operation in step **4** to clean the nozzles.

Tip:

The method for confirming the status of the nozzles also includes Detect Clogging in which the printer automatically detects clogging.

 [“Checking with Detect Clogging” on page 89](#)

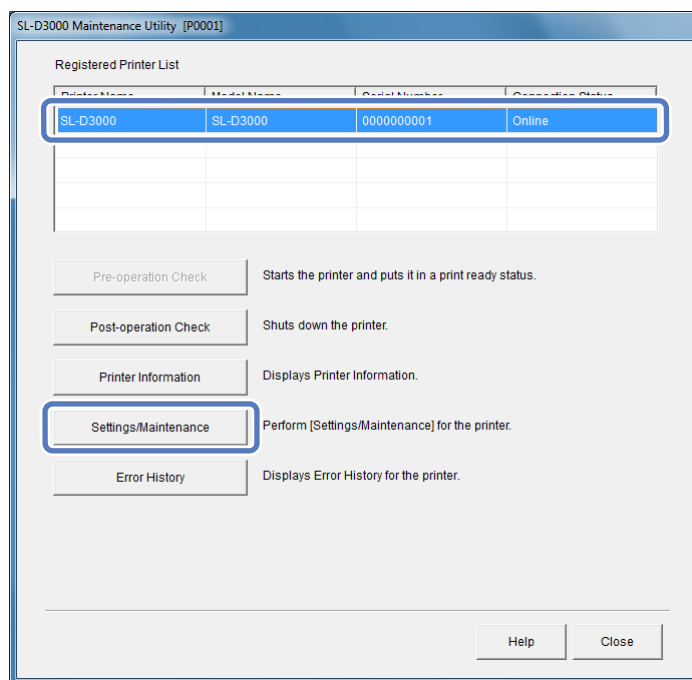
Setup and Maintenance

Operation History

You can check errors that have occurred, the number of prints, and the number of head cleaning operations in the printer.

1

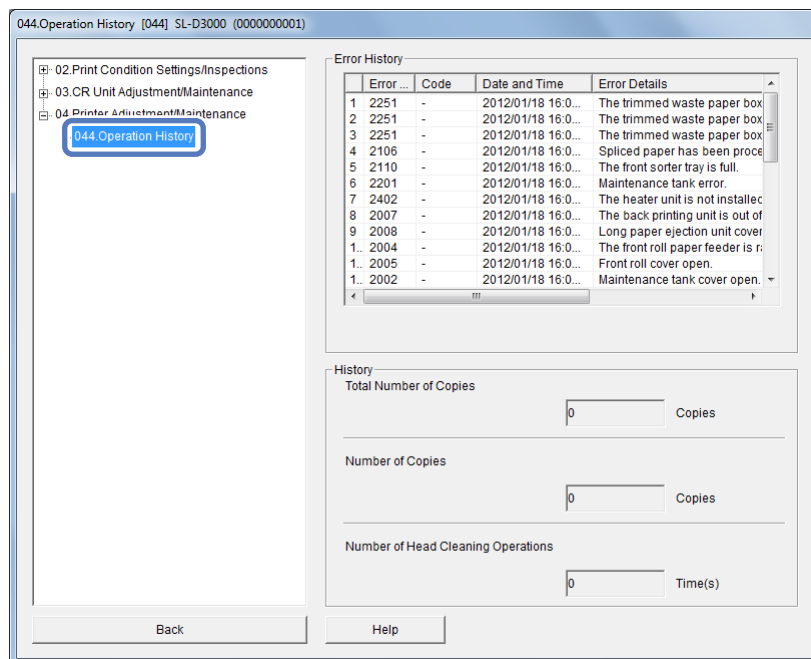
Click **Settings/Maintenance** on the SL-D3000 Maintenance Utility screen.

**Tip:**

The Settings/Maintenance screen opens when you click **Settings/Maintenance** on the Printer Information screen.

Setup and Maintenance

2

Click **Operation History** (044) from Printer Adjustment/Maintenance (04).

Item		Explanation
Error History		Displays up to 100 errors that have occurred in the printer, and information. Error ID indicates the error number. Service personnel can clear Error History.
History	Total Number of Copies	Displays the total number of copies.
	Number of Copies	Displays the number of copies. Service personnel can clear this number.
	Number of Head Cleaning Operations	Displays the number of head cleaning operations. Service personnel can clear this number.
Back		Click to close the Settings/Maintenance screen.
Help		Click to display the Help.

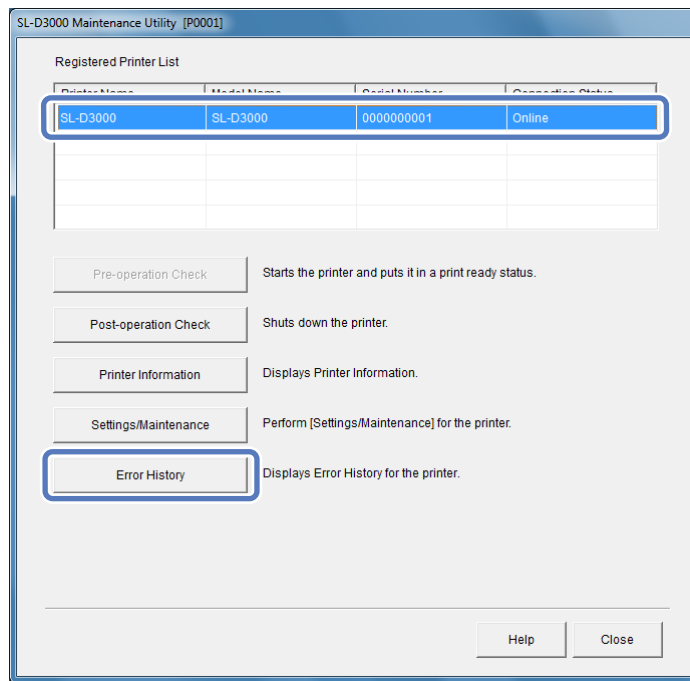
Setup and Maintenance

Error History

On the Error History screen, you can check errors that have occurred in the printer.

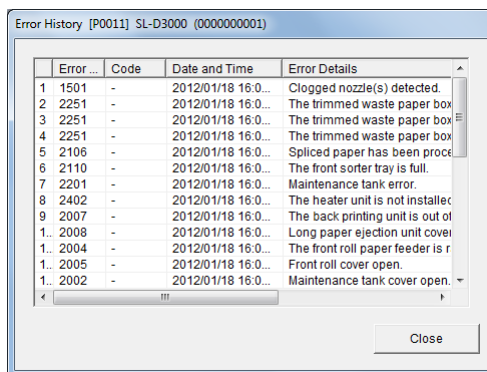
1

Click **Error History** on the SL-D3000 Maintenance Utility screen.



2

Check the Error History screen.



Up to 100 errors that have occurred in the printer, and information are displayed.

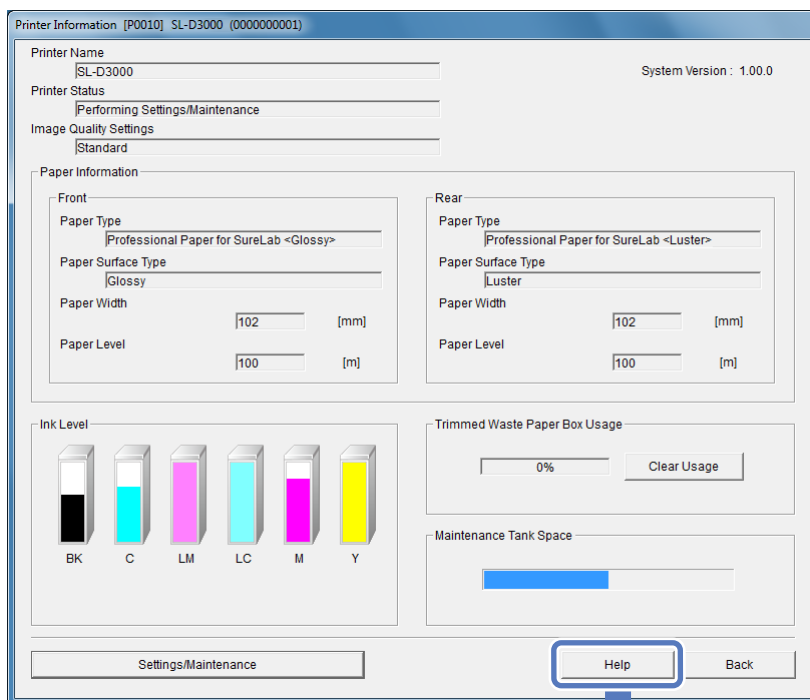
The error ID indicates the error number.

This number may be cleared by service personnel as it is used for management information when performing maintenance.

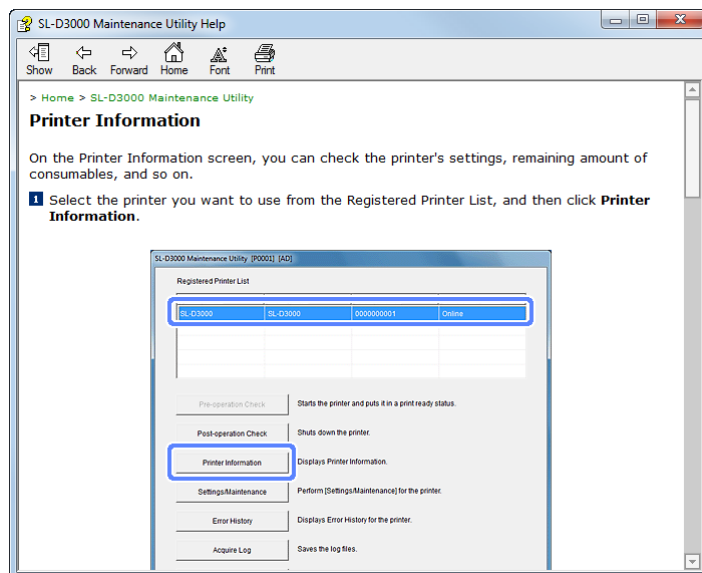
Setup and Maintenance

Help

Click **Help** on any screen to display the Help.



Help screen example



Checking Items and Checking Times

Checking Items and Checking Times

Checking Items List

See the following table for items that need to be checked and cleaned.

Checking Time	Check Part	Operation Contents	See the Following
Daily (after work)	Printing Mount and Ink Absorber	Visually check that no paper particles or ink are stuck to the parts. Wipe away any dirt with a damp cloth or cotton swab.	☞ "Printing Mount" on page 99 ☞ "Ink Absorber" on page 99
When using the Top tray	Top tray	Visually check that there is no dust or any foreign objects on the Top tray. Wipe off any dirt with a soft cloth.	☞ "Top Tray" on page 100
Once a month (after work)	Roll Paper Feeder	Visually check that no dust and so on has accumulated. Wipe off any dirt with a soft cloth.	☞ "Roll Paper Feeder" on page 100
	Paper Feed Path After Printing	Visually check that no paper particles are stuck to the prints. If you do notice any paper particles, use a vacuum cleaner to clean the paper feed path.	☞ "Paper Feed Path After Printing" on page 101
Once every six months (after work)	Feed Roller on Paper Feed Side	Visually check that no paper particles are stuck to the prints. If you do notice any paper particles, clean the roller with a Cleaning Sheet.	☞ "Checking Once Every Six Months" on page 105

Checking Items and Checking Times

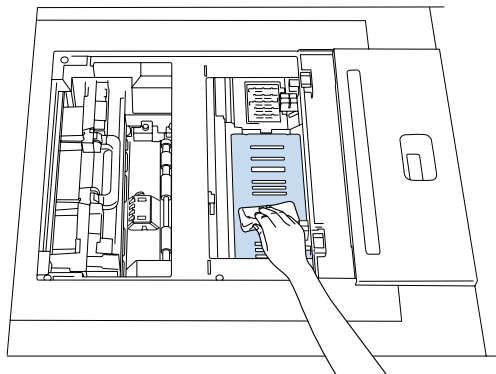
Daily Checks

Printing Mount

Visually check that no paper particles or ink are stuck to the parts. Wipe away any dirt with a damp cloth.

Note:

Do not wipe the ink absorber part. Otherwise ink may get on the cloth and smear the printing mount.

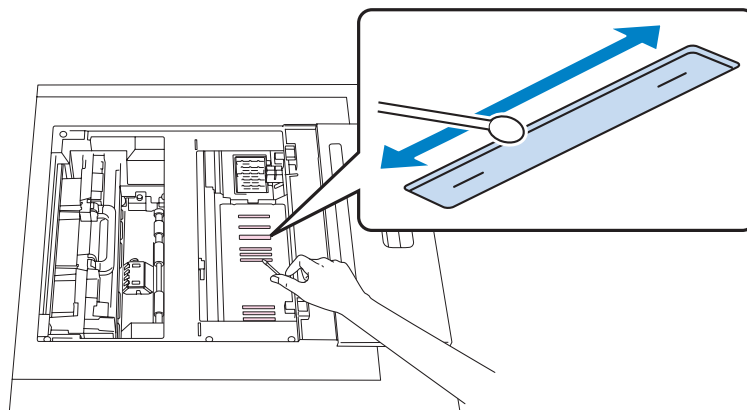
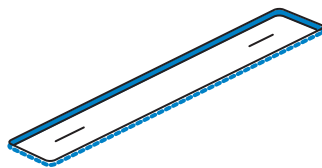


Ink Absorber

Visually check that no paper particles are stuck to the material. Gently wipe away any dirt with a cotton swab.

Note:

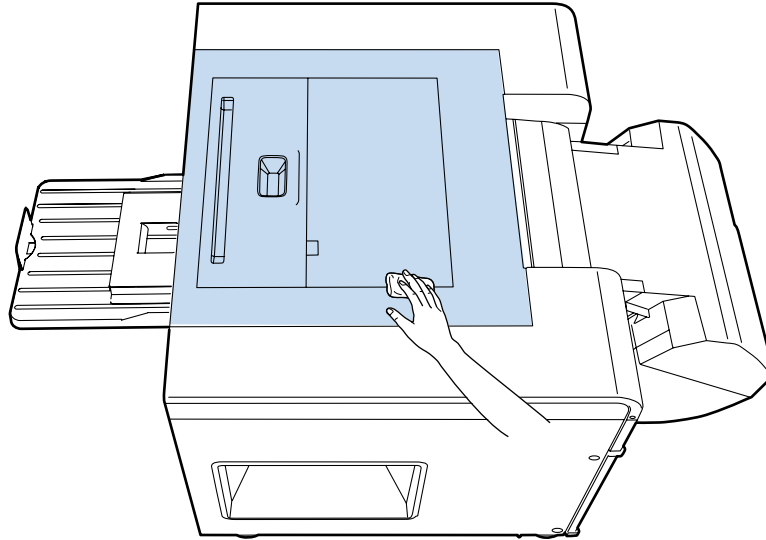
- ☐ *Make sure that no paper particles remain on the edges of the ink absorber. Otherwise the back of the print may be smeared.*
- ☐ *In particular, make sure that no paper particles remain at the corners of the ink absorber.*



Checking Items and Checking Times

Top Tray

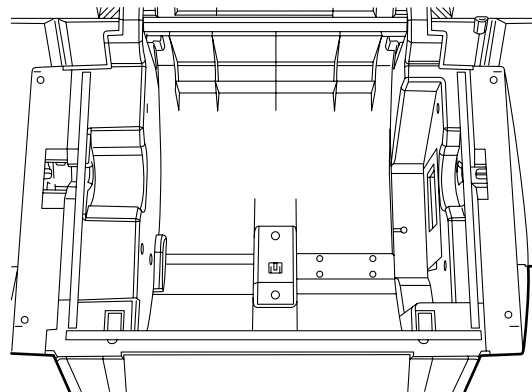
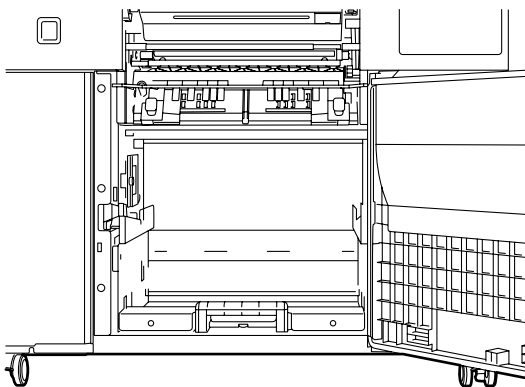
When prints are ejected to the Top tray, visually check that there is no dust or any foreign objects stuck to the prints. Wipe off any dirt with a soft cloth.



Checking Once a Month

Roll Paper Feeder

Visually check that no dust and so on has accumulated. Wipe off any dirt with a soft cloth.

**Tip:**

Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.

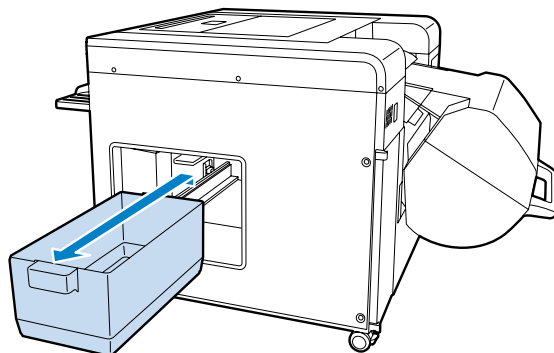
Checking Items and Checking Times

Paper Feed Path After Printing

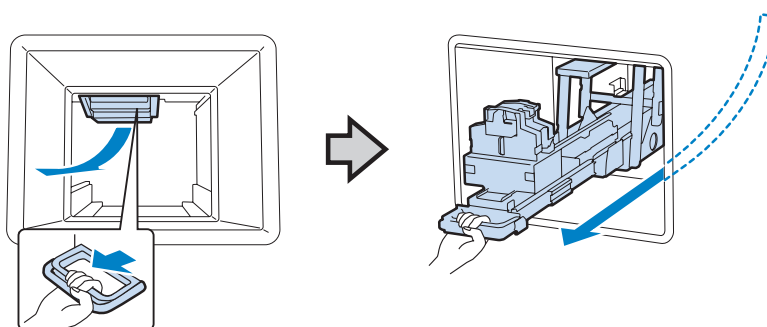
Visually check that no paper particles are stuck to the prints. If you do notice any paper particles, use a vacuum cleaner to clean the paper feed path.

- 1 Slide out while slightly lifting the handle of the waste paper box.

The back printing unit is installed behind the waste paper box.



- 2 Grip the handle on the back printing unit, and pull it down and out.

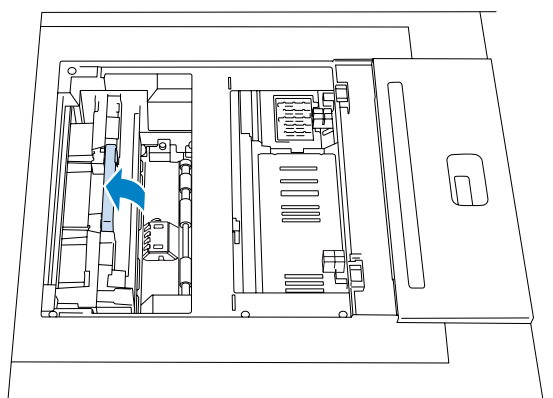


- 3 Open the top cover, raise the heater unit's lever, and release the lock.



Caution:

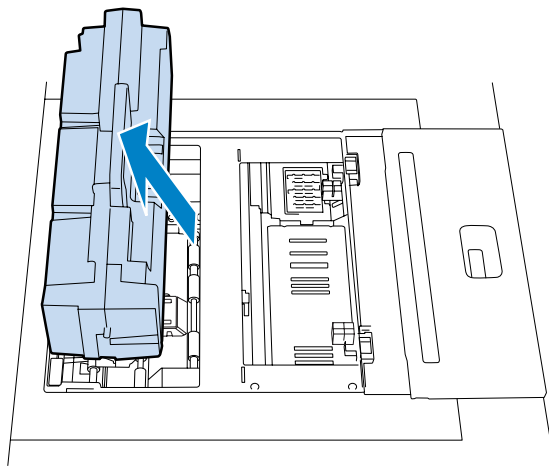
Do not touch the heater unit immediately after printing. Because the heater reaches high temperatures, burns could occur.



Checking Items and Checking Times

4

Raise and remove the heater unit.



Note:

Take care when handling the removed heater unit. If it is dropped or bumped, it could cause it to malfunction. Also, if the heater does get damaged, do not reinstall it in the printer.

5

After loosening the screws by hand as shown in the illustration below, remove both covers.

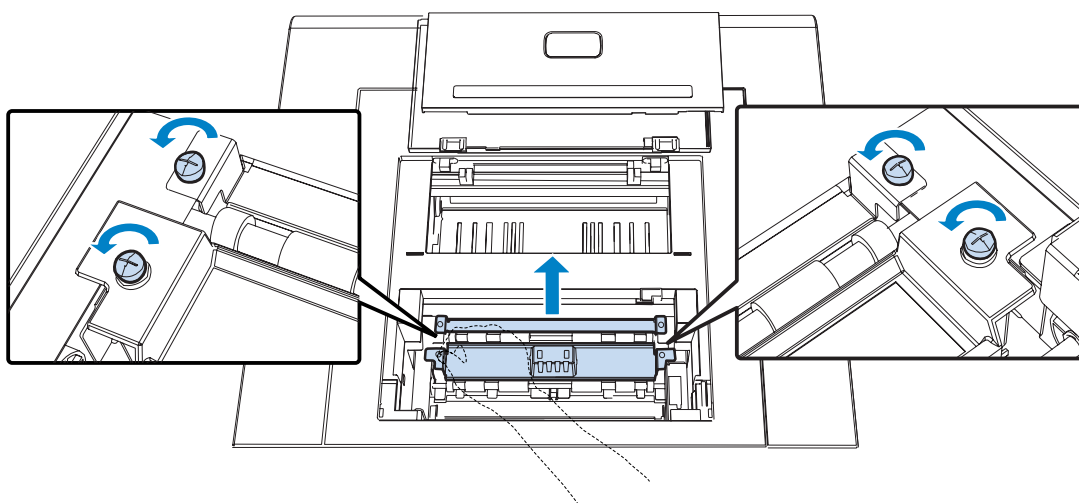


Caution:

Do not touch any parts immediately after printing except for the cover screws. Because the heater reaches high temperatures, burns could occur.

Note:

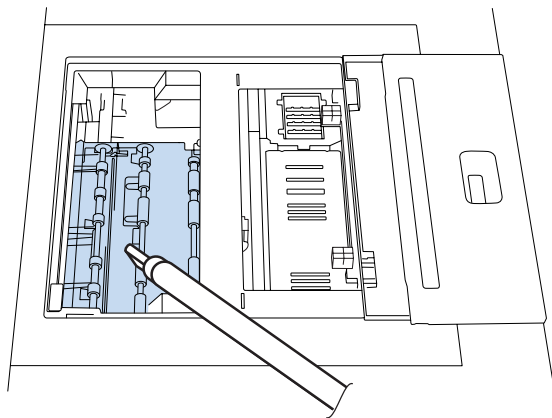
Take care when handling the removed covers. If they are dropped or bumped, they could be damaged. Also, if the covers do get damaged, do not reinstall them in the printer.



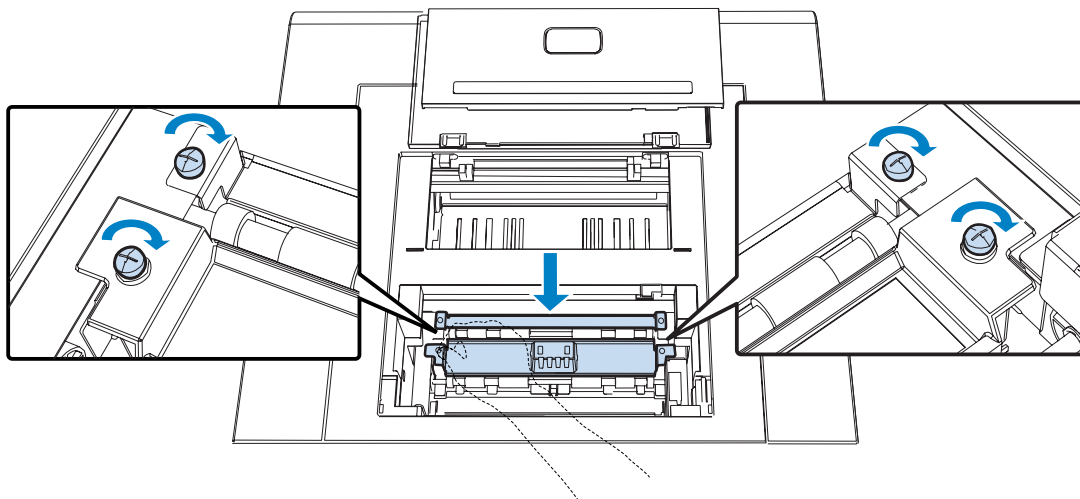
Checking Items and Checking Times

- 6** Use a vacuum cleaner to clear away any paper particles.

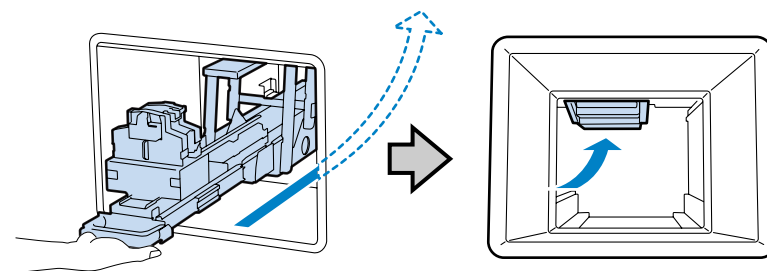
Also, use a vacuum cleaner to clear away any paper particles on the covers removed in the previous step.



- 7** Replace both covers and tighten the screws by hand to fix them in place.

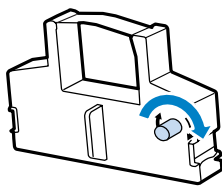


- 8** Push the back printing unit all the way in, and then holding the handle in the center push the unit up until it locks in place.



Checking Items and Checking Times**Note:**

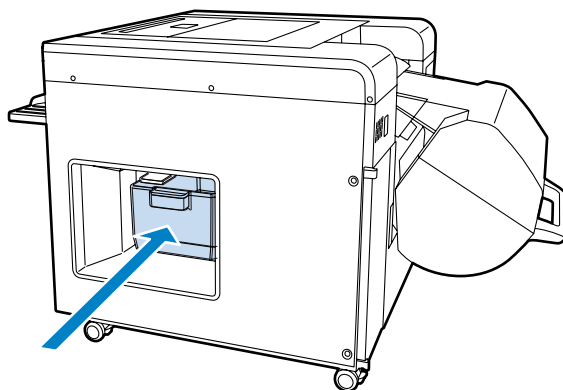
- ❑ *If the ribbon is slack, turn the knob on the Ribbon cassette to the right to take up the slack.*



- ❑ *Make sure that the Ribbon cassette is inserted correctly. If the Ribbon cassette comes out, insert it again.*

9

Insert the trimmed waste paper box.

**10**

Reinsert the heater unit and then close the top cover.
This completes this section.

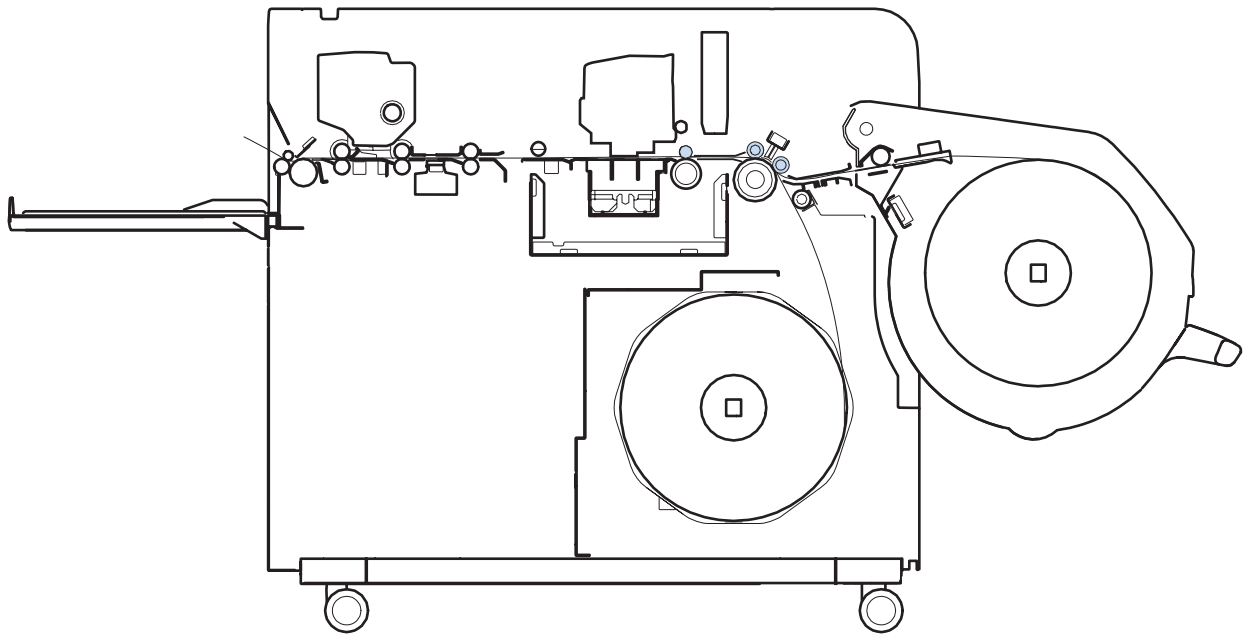
Checking Once Every Six Months

Feed Roller on Paper Feed Side

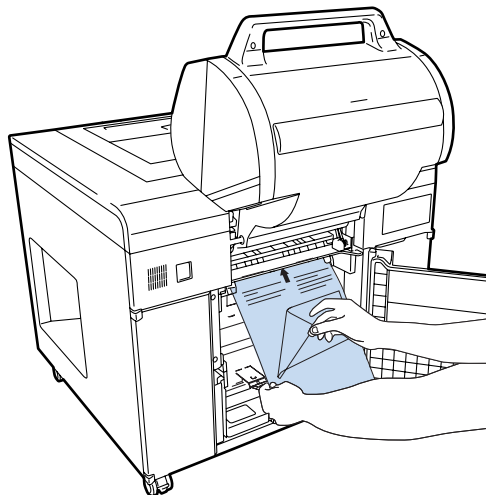
Tip:

Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.

Check that no paper particles are stuck to the prints. If there are any paper particles, use the Cleaning Sheet.




After removing the Spindle unit from the rear roll paper feeder and inserting the Cleaning Sheet into the Paper feed slot, peel off the adhesive tape. Slide the bottom edge of the Cleaning Sheet into the printer, and then close the rear roll cover. For the Single Roll Model, cleaning starts at this point. For the Dual Roll Model, push down the front roll paper feeder to its former position to start cleaning automatically.



Checking Items and Checking Times

Remove the Cleaning Sheet from the rear roll paper feeder after a warning buzzer sounds indicating that cleaning is complete. Finally, install the Spindle unit for the rear roll paper feeder as it was before.

Tip:

- ❑ See the manual supplied with the Cleaning Sheet for information on loading and using the Cleaning Sheet.
- ❑ See the following for information on installing and removing the rear roll paper feeder.
 [“Replacing Paper in the Rear Roll Paper Feeder” on page 30](#)

This completes this section.

Troubleshooting

When an Error is Displayed

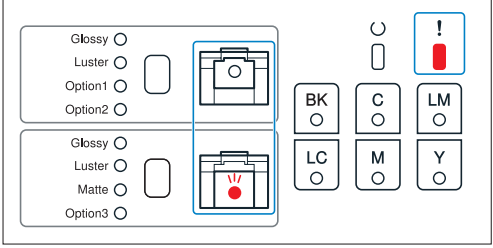

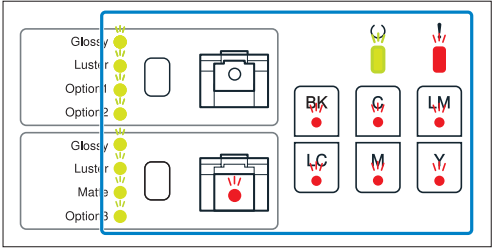

If an error occurs in the printer, the error is indicated by a warning buzzer and lights, and an error message is displayed on the Client PC.

Warning Buzzer and Light Displays

Warning Buzzer and lights indicate the following problems. Carry out solutions according to the problem.

Light Displays	Warning Buzzer	Problem
		What to do
<p>! light is lit</p>	<p>The warning buzzer sounds until you start to clear the error or press the Paper type setting switch.</p>	<p>Operations stopped due to an error occurring, the printer is recovering from an error, or a service call error has occurred.</p> <p>Check the error ID on the Client PC. See the following section or the online help to solve the problem.</p> <p>"Errors and Solutions" on page 109</p> <p>Contact a technical representative if a service call error has occurred.</p>
<p>! light is lit Ink status light is lit</p>		<p>When the Ink status light is lit, the amount of ink remaining in the cartridge has fallen below the minimum limit, or an error has occurred.</p> <p>Replace the ink cartridge.</p> <p>"Replacing Ink Cartridges" on page 56</p>
<p>! light is lit Paper status light is lit</p>		<p>If the Paper status light is on, there is no paper in the roll paper feeder, or paper is running low.</p> <p>Load paper in the roll paper feeder with the lit Paper status light.</p> <p>"Replacing Paper" on page 26</p>

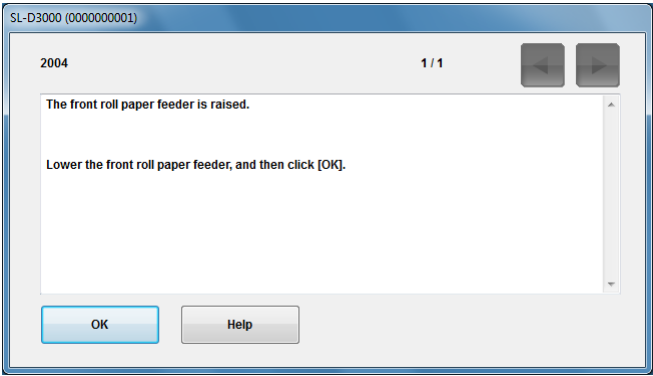
Troubleshooting

Light Displays	Warning Buzzer	Problem
		What to do
<p>! light is lit Paper status light is flashing</p> 	<p>The warning buzzer sounds until you start to clear the error or press the Paper type setting switch.</p>	<p>A paper jam or a bad paper feed occurred in the roll paper feeder with the flashing Paper status light.</p> <p>Clear the paper jam or feed the paper again.  "When the Paper Jams" on page 119</p>
<p>All lights are flashing</p> 	<p>One continuous beep</p>	<p>A fatal error has occurred.</p> <p>Restart the printer and the Printer PC.  "Emergency Stop" on page 135</p> <p>Turn off the power to stop the warning buzzer sound.</p> <p>Contact a technical representative if the error continues to occur.</p>

About Error Messages

When an error occurs in the printer, an error message is displayed.



The error ID, the contents of the error, and the solutions are displayed on the screen.



Troubleshooting

Errors and Solutions

Check the description of the error displayed, and take the necessary measures.

Error ID	Message	What to do
1011	Paper Out has been processed. Remove the paper from the tray, and then click [OK].	Remove the paper from the tray, and then click OK .
1012	The check pattern has been printed. Remove the prints from the paper tray, and then click [OK].	Remove the prints from the tray, and then click OK .
2190	One long length sheet printed. To continue printing, you need to remove prints from the tray. Remove the prints from the tray, and then click [OK].	Remove the prints from the paper tray, and then click OK .
2191	Roller cleaning complete. Remove the cleaning sheet from the roll holder, and then click [OK].	Remove the Cleaning Sheet from the roll paper feeder, and close the cover. If an error is displayed on the Client PC, click OK .
1321 1323 to 1324 1341 1343 to 1344	It is nearly time to replace parts. (xxxx) Contact a technical representative. You cannot print if it has reached the end of its service life.	Check the message, and then click OK . Contact a technical representative and request replacement for the parts displayed in (xxxx).
1311 to 1314 1316 to 1317	Ink low. (xx) (yyyy) Prepare a new correct cartridge. You may continue printing until replacement of the ink cartridge is required.	Check the message, and then click OK . Prepare a new ink cartridge for the color indicated as (xx), and then prepare to replace the cartridge.  "Replacing Ink Cartridges" on page 56
1004	Print head unit maintenance is in progress. Please wait.	Click OK , and then wait.
1501	Clogged nozzle(s) detected. Print head cleaning recommended before start printing. To perform Auto Cleaning, click [Cleaning]. To close the message, click [OK].	Click Cleaning , and then perform an auto cleaning. When you click OK , cleaning is not performed and the message is closed.
1211	Replace maintenance tank soon. Prepare a new maintenance tank (xxxxxxxxxx). You may continue printing until replacement of the maintenance tank is required.	Check the message, and then click OK . Prepare a new maintenance tank.  "Replacing the Maintenance Tank" on page 61


Troubleshooting

Error ID	Message	What to do
2103	A paper jam occurred while printing from the front roll. Remove the paper inside the printer, rewind the paper onto the roll, and then reload it to the paper feed slot. Click [OK] after loading the paper.	Remove paper from the printer, reload the paper, and then click OK .  "When the Paper Jams" on page 119
2104	A paper jam occurred while printing from the rear roll. Remove the paper inside the printer, rewind the paper onto the roll, and then reload it to the paper feed slot. Click [OK] after loading the paper.	
2105	An error occurred in the paper feeding unit. Reload the paper. Click [OK] after loading the paper.	Reload the paper, and then click OK .  "When the Paper Jams" on page 119
2108	The front roll paper is not loaded correctly. Check the position of the paper width guide and reload the paper. Click [OK] after loading the paper.	Check the position of the paper width guides, reload the paper, and then click OK .  "Replacing Paper" on page 26
2109	The rear roll paper is not loaded correctly. Check the position of the paper width guide and reload the paper. Click [OK] after loading the paper.	
2111	The front roll is out of paper. Remove the paper from the tray. Load new paper then click [OK], or click [Force] if the forced print operation is needed.	Load new paper, and close the cover. If an error is displayed on the Client PC, click OK . Click Force if the forced print operation is needed.  "Replacing Paper" on page 26
2112	The rear roll is out of paper. Remove the paper from the tray. Load new paper then click [OK], or click [Force] if the forced print operation is needed.	
2114	Paper is out or not loaded correctly. Load paper: Width = xxxxmm, Type = xxxx, and then click [OK].	Load new paper, and then click OK .  "Replacing Paper" on page 26
2115	The front roll is out of paper or not loaded correctly. Load paper: Width = xxxxmm, Type = xxxx, and then click [OK].	
2116	The rear roll is out of paper or not loaded correctly. Load paper: Width = xxxxmm, Type = xxxx, and then click [OK].	

Troubleshooting

Error ID	Message	What to do
2117	The print settings and the type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll, or click [Rear] to print from the rear roll.	Reload the correct paper. To continue printing, click Front or Rear to select the paper you want to use.  "Replacing Paper" on page 26
2118	The print settings and the type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll.	
2119	The print settings and the type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Rear] to print from the rear roll.	
2120	The print settings and the width of the loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll, or click [Rear] to print from the rear roll.	
2121	The print settings and the width of the loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll.	
2122	The print settings and the width of the loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Rear] to print from the rear roll.	
2123	The print settings, and the width and type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll, or click [Rear] to print from the rear roll.	
2124	The print settings, and the width and type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll.	
2125	The print settings, and the width and type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Rear] to print from the rear roll.	
2126	The front roll paper does not match the print settings. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll.	
2127	The rear roll paper does not match the print settings. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Rear] to print from the rear roll.	Reload the correct paper. To continue printing, click Front or Rear to select the paper you want to use.  "Replacing Paper" on page 26








Troubleshooting

Error ID	Message	What to do
2401	Adjusting heater unit temperature. Please wait. Printing starts automatically when temperature adjustment is complete. Click [Start] to print without waiting for the process to complete. (Note) Uneven color may occur if printing is started before processing is complete.	Please wait. Auto printing starts when the heater reaches a suitable temperature. By clicking Start , you can print before the warm up is complete, however uneven color may occur.
7102	The motor temperature exceeded the maximum value. Leave the printer power on and wait for at least 30 minutes while the printer cools down, and then click [OK].	Leave the printer power on and wait for at least 30 minutes while the printer cools down, and then click OK .
2402	The heater unit is not installed. Install the heater unit, and then click [OK].	Install the heater unit, and close the cover. If an error is displayed on the Client PC, click OK .
2129	Select a paper roll which the paper will be loaded from. Click [Rear] to print from the rear roll.	Click Rear to print from the rear roll.
2130	Select a paper roll which the paper will be loaded from. Click [Front] to print from the front roll, or click [Rear] to print from the rear roll.	Click Front to print from the front roll, or click Rear to print from the rear roll.
2131	A paper jam occurred. Remove the paper inside the printer, rewind the paper onto the roll, and then reload it to the paper feed slot. Click [OK] after loading the paper.	Remove paper from the printer, reload the paper, and then click OK .  "When the Paper Jams" on page 119
2132	The front roll is out of paper. Remove the paper from the tray. Load new paper, and then click [OK].	Load new paper, and then click OK .  "Replacing Paper" on page 26
2133	The rear roll is out of paper. Remove the paper from the tray. Load new paper, and then click [OK].	Load new paper, and then click OK .  "Replacing Paper" on page 26
2134	A paper jam occurred in the back printing unit. Remove paper inside the printer, and then reload the paper. Click [OK] after loading the paper.	Remove paper from the printer, reload the paper, and then click OK .  "When the Paper Jams" on page 119
2135	A paper jam occurred in the decurl unit. Remove paper inside the printer, and then reload the paper. Click [OK] after loading the paper.	
2136	A paper jam occurred in the long paper ejection unit. Remove paper inside the printer, and then reload the paper. Click [OK] after loading the paper.	
2001	Ink cartridge cover open. Close the cover, and then click [OK].	Close the ink cartridge cover. If an error is displayed on the Client PC, click OK .
2002	Maintenance tank cover open. Close the cover, and then click [OK].	Close the maintenance tank cover. If an error is displayed on the Client PC, click OK .





Troubleshooting

Error ID	Message	What to do
2003	Rear roll cover open. Close the cover, and then click [OK].	Close the rear roll cover. If an error is displayed on the Client PC, click OK .
2004	The front roll paper feeder is raised. Lower the front roll paper feeder, and then click [OK].	Lower the front roll paper feeder. If an error is displayed on the Client PC, click OK .
2005	Front roll cover open. Close the cover, and then click [OK]. If the error continues to occur, push the front roll lever while the cover is closed to lock the cover, and then click [OK].	Close the front roll cover. If an error is displayed on the Client PC, check the message.
2006	Top cover open. Close the cover, and then click [OK].	Close the top cover. If an error is displayed on the Client PC, click OK .
2007	The back printing unit is out of position. Set to the correct position, and then click [OK].	Set the back printing unit to the correct position, and then click OK .  "Replacing Ribbon Cassettes" on page 68
2008	Long paper ejection unit cover open. Close the cover, and then click [OK].	Close the long paper ejection unit cover. If an error is displayed on the Client PC, click OK .
2011	The Ink Cartridge Cover has been opened. There may still be paper inside the printer. Remove paper inside the printer, close the cover, and then click [OK].	Remove paper inside the printer, close the ink cartridge cover. If an error is displayed on the Client PC, click OK .  "When the Paper Jams" on page 119
2012	The Maintenance Tank Cover has been opened. There may still be paper inside the printer. Remove paper inside the printer, close the cover, and then click [OK].	Remove paper inside the printer, close the maintenance tank cover. If an error is displayed on the Client PC, click OK .  "When the Paper Jams" on page 119
2013	The rear roll cover has been opened. There may still be paper inside the printer. Remove paper inside the printer, close the cover, and then click [OK].	Remove paper inside the printer, close the rear roll cover. If an error is displayed on the Client PC, click OK .  "When the Paper Jams" on page 119
2014	The front roll paper feeder has been raised. There may still be paper inside the printer. Remove paper inside the printer, lower the front roll paper feeder, and then click [OK].	Remove paper from the printer, lower the front roll paper feeder. If an error is displayed on the Client PC, click OK .  "When the Paper Jams" on page 119
2015	The front roll cover has been opened. There may still be paper in the printer. Remove paper inside the printer, close the cover, and then click [OK]. If the error continues to occur, push the front roll lever while the cover is closed to lock the cover, and then click [OK].	Remove paper inside the printer, close the front roll cover. If an error is displayed on the Client PC, check the message.  "When the Paper Jams" on page 119



Troubleshooting

Error ID	Message	What to do
2016	<p>The top cover has been opened.</p> <p>There may still be paper inside the printer.</p> <p>Remove paper inside the printer, close the cover, and then click [OK].</p>	<p>Remove paper inside the printer, close the top cover. If an error is displayed on the Client PC, click OK.</p> <p> "When the Paper Jams" on page 119</p>
2017	<p>The back printing unit has not been installed in the correct position.</p> <p>There may still be paper inside the printer.</p> <p>Remove paper inside the printer, set the back printing unit to the correct position, and then click [OK].</p>	<p>Remove paper inside the printer, set the back printing unit to the correct position, and then click OK.</p> <p> "When the Paper Jams" on page 119</p>
2018	<p>The long paper ejection unit has been opened.</p> <p>There may still be paper inside the printer.</p> <p>Remove paper inside the printer, close the cover, and then click [OK].</p>	<p>Remove paper inside the printer, close the long paper ejection unit cover. If an error is displayed on the Client PC, click OK.</p> <p> "When the Paper Jams" on page 119</p>
2110	<p>The front sorter tray is full.</p> <p>Remove the prints from the sorter tray, and then click [OK].</p>	<p>Remove paper from the sorter tray.</p> <p>If an error is displayed on the Client PC, click OK.</p> <p>When the error does not clear even after removing the paper, hold down the Sorter Drive Switch for 10 seconds to move the sorter tray to the appropriate position.</p> <p> "Problems with the Sorter" on page 133</p>
2192	<p>The cleaning sheet is loaded with the wrong side up.</p> <p>Load the cleaning sheet front-side up, and then click [OK].</p>	<p>Load the Cleaning Sheet front-side up, and close the cover. If an error is displayed on the Client PC, click OK.</p>
2251	<p>The trimmed waste paper box is full.</p> <p>Empty the trimmed waste paper box.</p> <p>After emptying the trimmed waste paper box, click [Reset] to reset the trimmed waste paper box usage.</p>	<p>Empty the trimmed waste paper box.</p> <p>After emptying the trimmed waste paper box, click Reset to reset the trimmed waste paper box usage.</p> <p> "Disposing of Trimmed Waste Paper" on page 65</p>
2301 to 2304 2306 to 2307 2321 to 2324 2333 to 2334	<p>Ink cartridge error. (xx)</p> <p>If the ink cartridge is not set correctly, set it correctly.</p> <p>Please install correct cartridge.</p>	<p>Check the ink cartridge for the color displayed in (xx), replace or reset the ink cartridge, and close the cover. If an error is displayed on the Client PC, click OK.</p> <p> "Replacing Ink Cartridges" on page 56</p>
2311 to 2314 2316 to 2317	<p>Replace ink cartridge: XX, and then click [OK].</p> <p>Epson recommends the genuine Epson cartridge.</p>	<p>Replace the ink cartridge for the color displayed in (xx), and close the cover. If an error is displayed on the Client PC, click OK.</p> <p> "Replacing Ink Cartridges" on page 56</p>
2327 to 2330 2335 to 2336	<p>Insufficient ink left to perform initial charge: (xx)</p> <p>Replace ink cartridge, and then click [OK].</p>	

Troubleshooting

Error ID	Message	What to do
1005 to 1010	[Detect Clogging] could not be performed correctly. Perform [Print Check Pattern] from [Nozzle Check] to check the status of the print head.	You can continue printing when the Client PC clears the error. Print a check pattern, and then check for clogged nozzles. If any nozzles are clogged, perform head cleaning.  "Printing the check pattern" on page 91 Contact a technical representative if the error continues to occur.
4021	Clogged nozzle(s) detected. Print head cleaning recommended before start printing. To perform Auto Cleaning, click [Cleaning]. To continue printing, click [OK].	Click Cleaning , and then perform an auto cleaning. When you click OK , printing continues without performing cleaning.
2201, 2326	Maintenance tank error. Replace maintenance tank (xxxxxxxxxx), and then click [OK].	Replace the maintenance tank, or install it correctly, and close the cover. If an error is displayed on the Client PC, click OK .  "Replacing the Maintenance Tank" on page 61
2211	Maintenance tank usage exceeded the application limit. Replace maintenance tank (xxxxxxxxxx), and then click [OK].	Replace the maintenance tank, and close the cover. If an error is displayed on the Client PC, click OK .  "Replacing the Maintenance Tank" on page 61
2332	Insufficient maintenance tank capacity left to perform head cleaning or initial charge. Replace maintenance tank, and then click [OK].	Replace the maintenance tank, and close the cover. If an error is displayed on the Client PC, click OK .  "Replacing the Maintenance Tank" on page 61
2350	You have not installed genuine Epson ink cartridges. Information about ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support. For optimum quality and reliability Epson recommends using genuine Epson ink. Please call Epson user service hot-line xxx-xxx-xxxx for genuine I/C purchase.	This product has been adjusted based on genuine ink cartridges. If you use ink cartridges other than genuine cartridges, the print results may be faint or the amount of ink remaining may not be detected correctly. We recommend using genuine ink cartridges.
2351	Relace genuine Epson ink cartridges.	This product has been adjusted based on genuine ink cartridges. If you use ink cartridges other than genuine cartridges, the print results may be faint or the amount of ink remaining may not be detected correctly. We recommend using genuine ink cartridges.
7101	A sorter/long paper ejection unit connection error occurred. Turn off the printer and then check the connections.	Turn off the printer, and then check the connections.

Troubleshooting

Error ID	Message	What to do
7301	<p>A mechanical error occurred.</p> <p>Check if there is any paper remaining inside the printer, and then click [OK].</p> <p>If the error continues to occur, a malfunction may have occurred. Contact a technical representative.</p>	<p>Check if there is any paper remaining inside the printer, and then click OK.</p> <p>Contact a technical representative if the error continues to occur.</p>
6107 6109 to 6110	<p>Parts have reached the end of their service life. (xxxx)</p> <p>Contact a technical representative.</p>	<p>Contact a technical representative and request replacement for the parts displayed in (xxxx).</p>
5001	<p>The printer is disconnected.</p> <p>Check the cable connection, and then turn the printer back on.</p> <p>If the error continues to occur, contact a technical representative.</p>	<p>Check the cable connection, and then turn the printer back on.</p> <p> “Starting up and Shutting down the Printer” on page 20</p>
5002	<p>A network communication error occurred.</p> <p>Check the LAN cable connection.</p> <p>If the error continues to occur, contact a technical representative.</p>	<p>If the error is not cleared, contact a technical representative.</p>
7501	<p>A printer system error occurred.</p> <p>Turn off the printer, and then perform a Pre-operation Check.</p> <p>If the error continues to occur, a malfunction may have occurred. Contact a technical representative.</p>	<p>Turn off the printer, and then perform a Pre-operation Check.</p> <p> “Starting up and Shutting down the Printer” on page 20</p> <p>If the error continues to occur, a malfunction may have occurred. Contact a technical representative.</p>

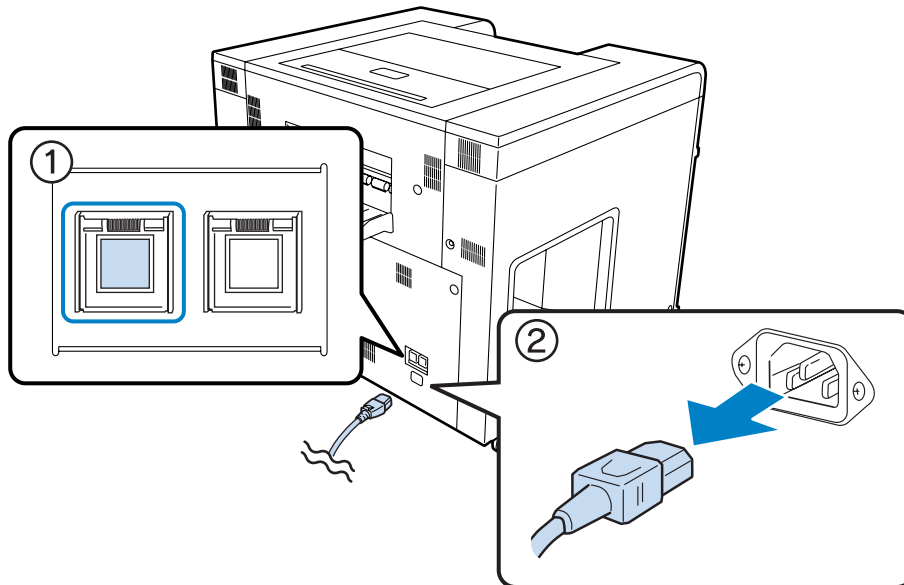
Troubleshooting

Cannot Clear the Displayed Error

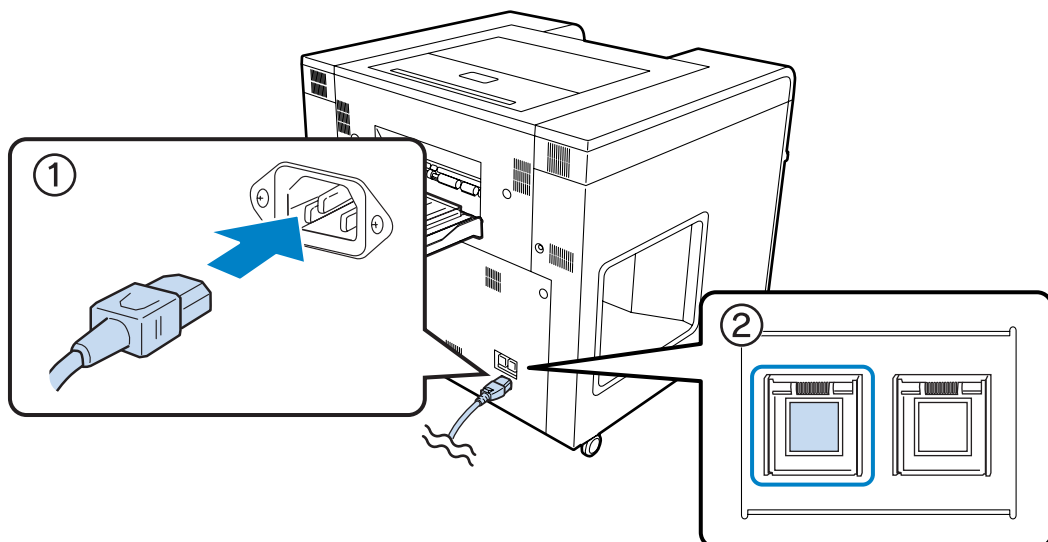
If an error is displayed that cannot be cleared, use the following procedure to restart the printer.

- 1 Press the Power switch to turn off the printer (the light turns off).

If you cannot turn off the power, disconnect the power cable.




- 2 Connect the power cable, and then press the Power switch to turn on the printer (the light turns on).



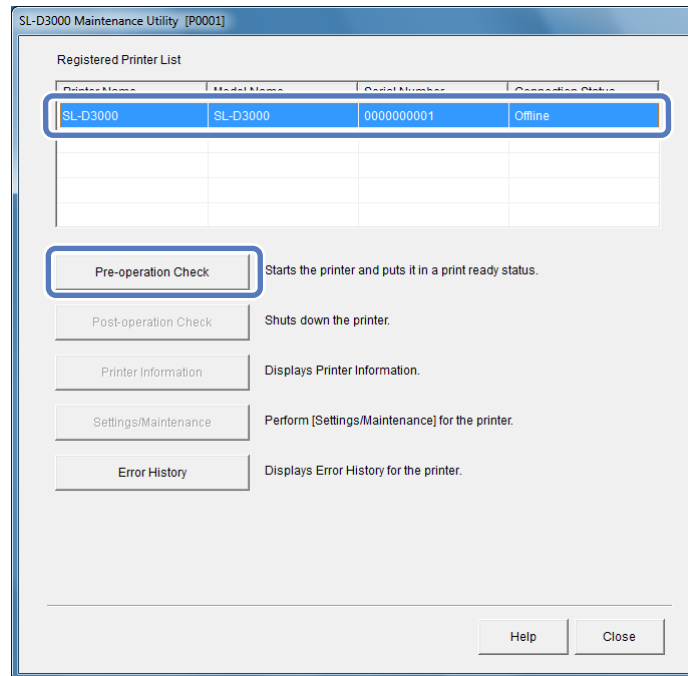
Troubleshooting

3

Select the printer you want to use, and then click **Pre-operation Check** to start the printer.

The power turns on and the  light is lit.

 [“Starting up the Printer” on page 20](#)



Tip:

If the error continues to occur even after restarting the printer, contact a technical representative.

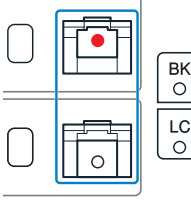
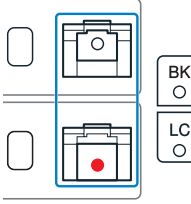
This completes this section.

Troubleshooting

When the Paper Jams

This section explains how to remove paper jammed inside the printer.

The procedure differs for the front roll paper feeder and the rear roll paper feeder. Check the Operation panel to determine which unit is jammed.

Light Displays	Explanation
	<p>Paper is jammed in the paper feed path for the front roll paper feeder. (Only the Dual Roll Model supports front roll paper.)</p>
	<p>Paper is jammed in the paper feed path for the rear roll paper feeder.</p>

Tip:

See the following if the table above and the lamp status differs.

 [“Warning Buzzer and Light Displays” on page 107](#)



Caution:

- ❑ When removing jammed paper, do not remove it too forcibly. Also, do not work with an unstable posture.
If the paper is suddenly pulled out, an injury could occur due to unnecessary force.
- ❑ Do not leave the printer with paper jammed inside.
Smoke could be emitted or it could ignite and cause a fire.

Troubleshooting

Front Roll Paper Feeder/Rear Roll Paper Feeder**Tip:**

Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.

1

Open the cover of the roll paper feeder with the lit Paper status light.

For the front roll paper feeder, pull the lever on the front roll paper feeder, and open the front roll cover.

When using the rear roll paper feeder, open the rear roll cover. For the Dual Roll Model, while holding down the handle of the front roll paper feeder a little, press the Lock Release button, raise the front roll paper feeder, and then open the rear roll cover.

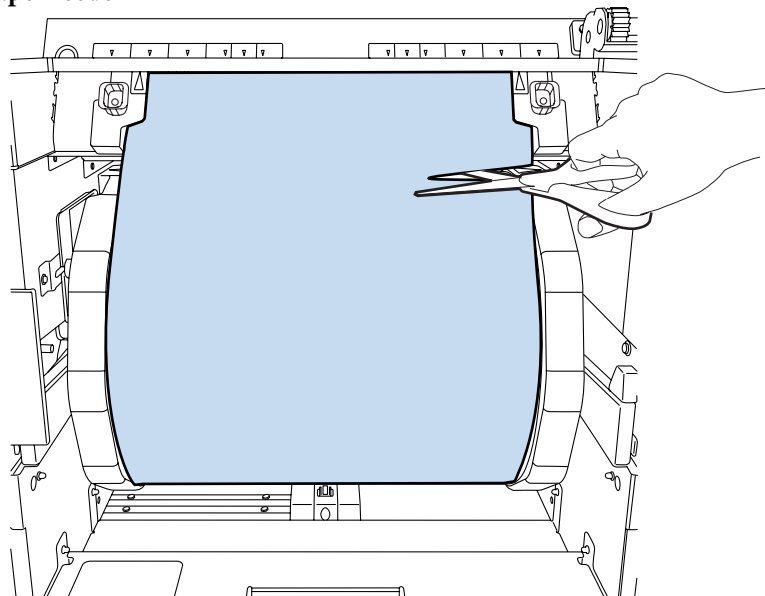
2

Cut the paper with a pair of scissors.

Cut it as straight as possible.

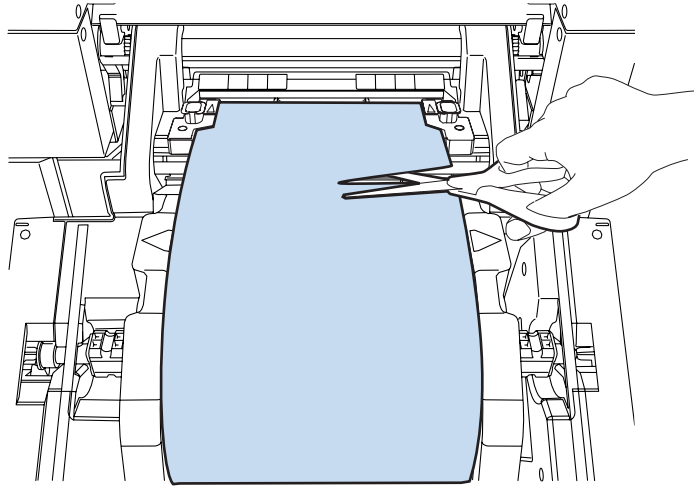
Note:

After cutting paper, do not pull the paper that remains inside the printer. Use the following procedure to remove paper from inside the printer.

For the rear roll paper feeder

Troubleshooting

For the front roll paper feeder

**Tip:**

When using the long paper ejection unit and a paper jam occurs in the long paper ejection unit, go to the following page after step 2.

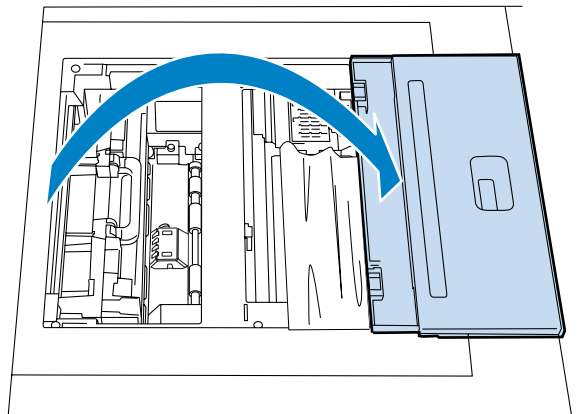
 [“Back Printing Unit/Decurl Unit/Long Paper Ejection Unit” on page 127](#)

3

Close the front or rear roll cover.

4

Open the top cover, and then check the position of the jammed paper.



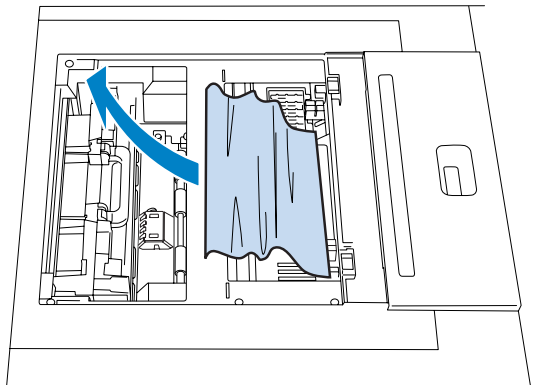
Troubleshooting

5

Remove paper.

If it can be removed, go to step 13.

If the paper is below the Print Head Unit and cannot be removed easily, go to the next step.



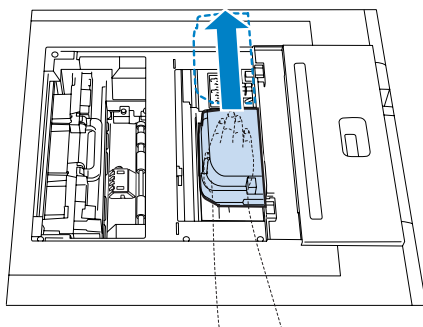
6

Manually move the Print Head Unit in the opposite direction to the visible paper.

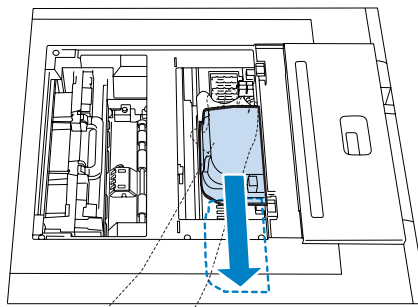
If the paper is at the front, move the Print Head Unit to the back.

If the paper is at the back, move the Print Head Unit to the front.

If the paper is at the front

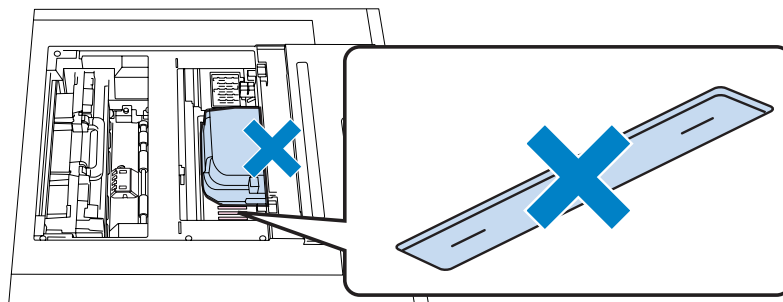


If the paper is at the back



Note:

- ❑ If the Print Head Unit does not move, do not move it by force and contact a technical representative. Otherwise the Print Head Unit could break.
- ❑ When removing paper, be careful not to touch the ink absorber. If the printing mount is soiled, the back of the paper will be soiled.



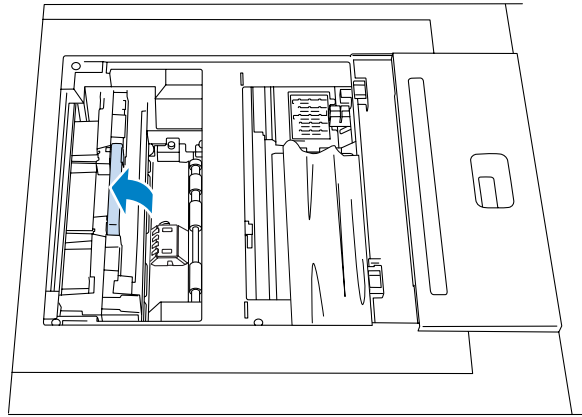
Troubleshooting

7

Raise the heater unit's lever and release the lock.

**Caution:**

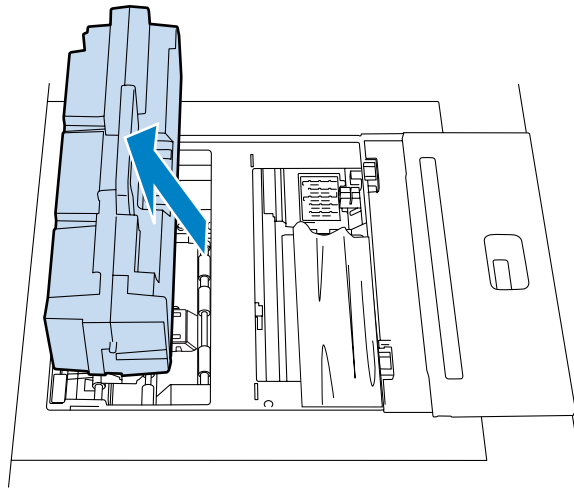
Do not touch the heater unit immediately after printing. Because the heater reaches high temperatures, burns could occur.

**8**

Raise and remove the heater unit.

Note:

Take care when handling the removed heater unit. If it dropped or bumped, it could cause it to malfunction. Also, if the heater does get damaged, do not reinstall it in the printer.



Troubleshooting

9

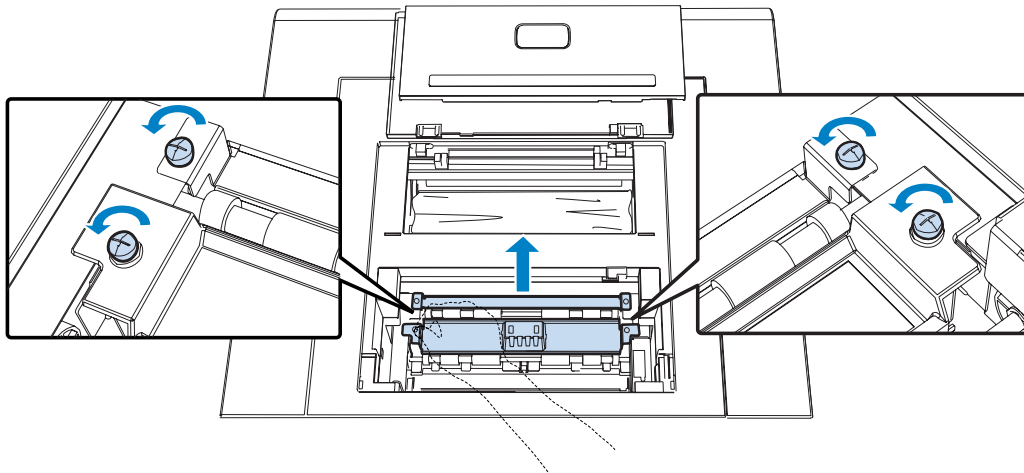
After loosening the screws by hand as shown in the illustration below, remove both covers.

**Caution:**

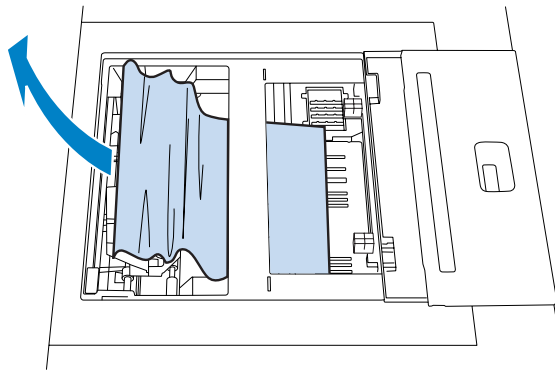
Do not touch any parts immediately after printing except for the cover screws. Because the heater reaches high temperatures, burns could occur.

Note:

Take care when handling the removed covers. If they are dropped or bumped, they could be damaged. Also, if the covers do get damaged, do not reinstall them in the printer.

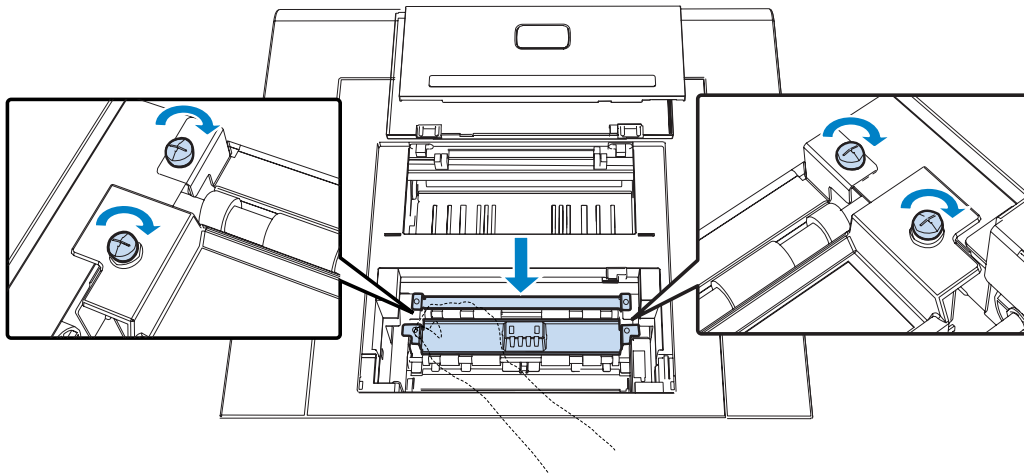
**10**

Remove jammed paper.

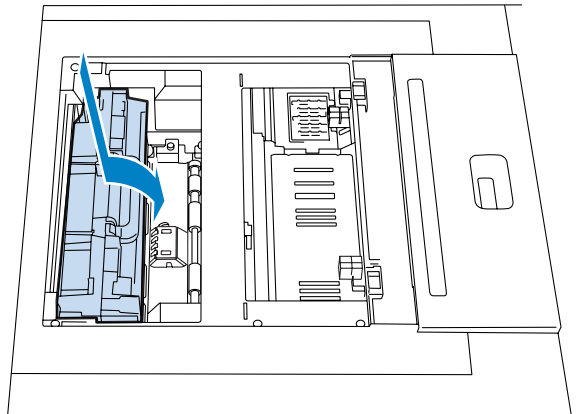


Troubleshooting

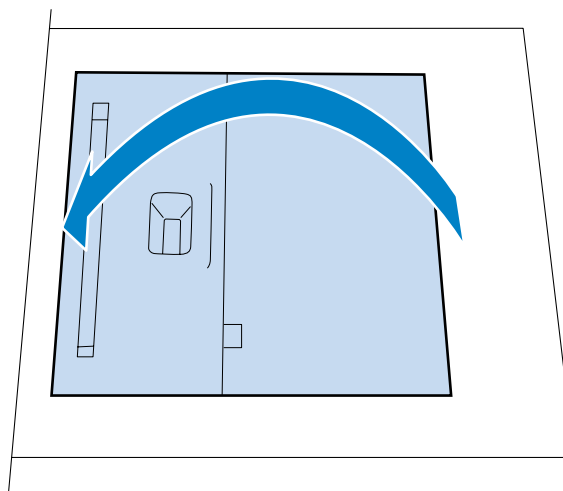
- 11** Replace both covers and tighten the screws by hand to fix them in place.



- 12** Install the heater unit, and press the lever down.



- 13** Close the top cover.



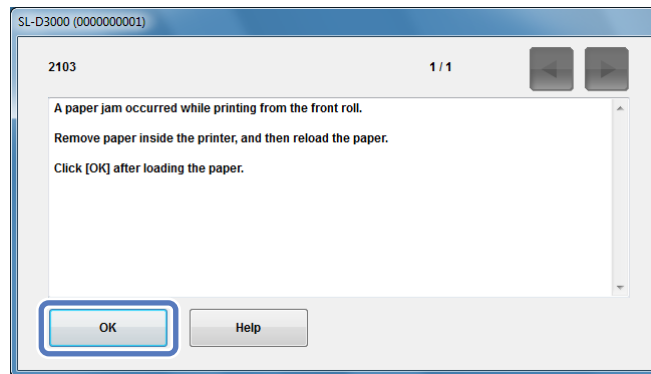
- 14** Reload the paper.

See the following for more information on loading paper.

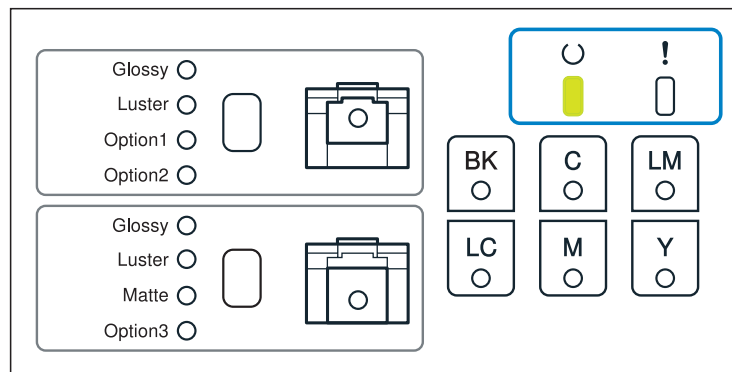
 [“Replacing Paper” on page 26](#)

Troubleshooting

- 15** Click **OK** on the Client PC to clear the error.



- 16** Check that the **!** light is off and the **U** light is on.



Tip:

Printing restarts automatically if there is a print order standing by.

This completes this section.

Troubleshooting

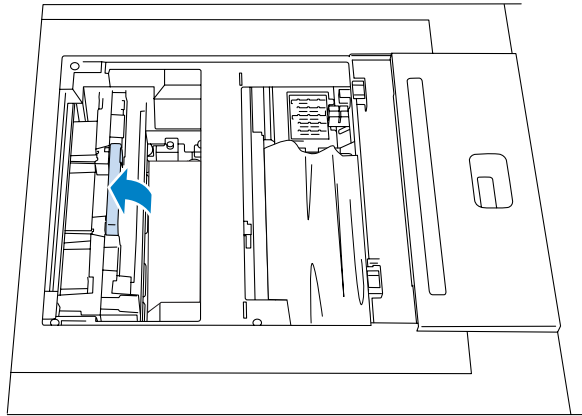
Back Printing Unit/Decurl Unit/Long Paper Ejection Unit

1 Perform steps **1** to **2** for paper jams in the front roll/rear roll paper feeders.

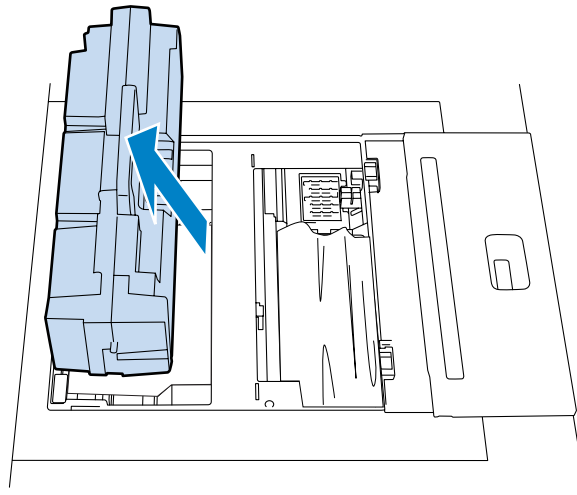
2 Open the top cover, raise the heater unit's lever, and release the lock.

**Caution:**

Do not touch the heater unit immediately after printing. Because the heater reaches high temperatures, burns could occur.



3 Raise and remove the heater unit.



Troubleshooting

4

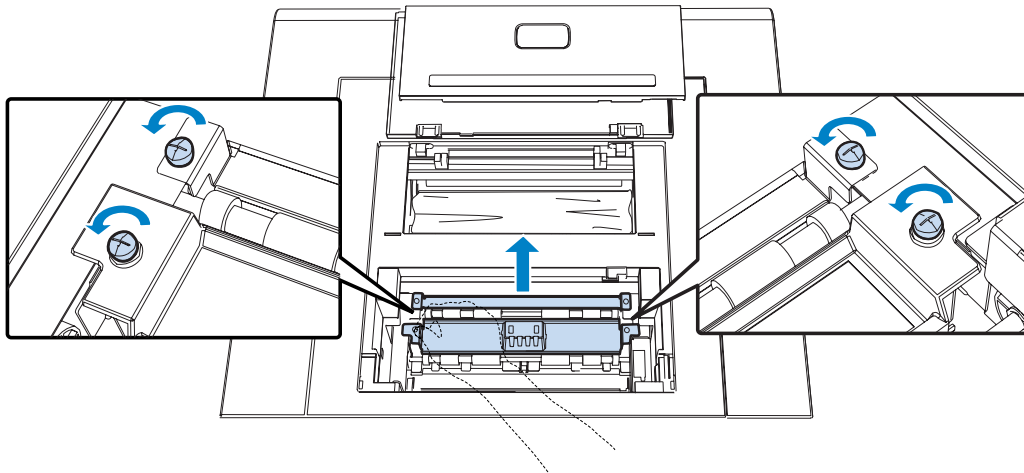
After loosening the screws by hand as shown in the illustration below, remove both covers.

**Caution:**

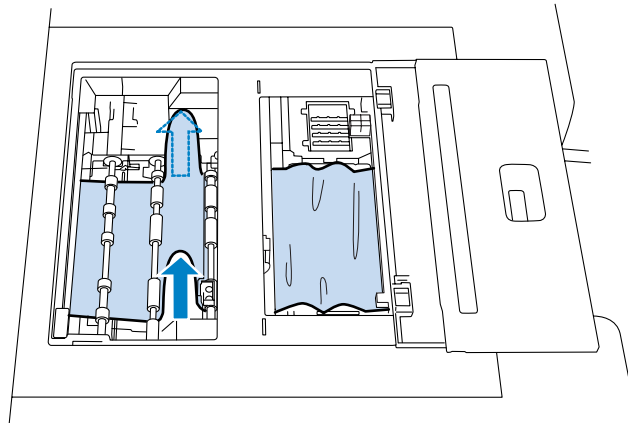
Do not touch any parts immediately after printing except for the cover screws. Because the heater reaches high temperatures, burns could occur.

Note:

Take care when handling the removed covers. If they are dropped or bumped, they could be damaged. Also, if the covers do get damaged, do not reinstall them in the printer.

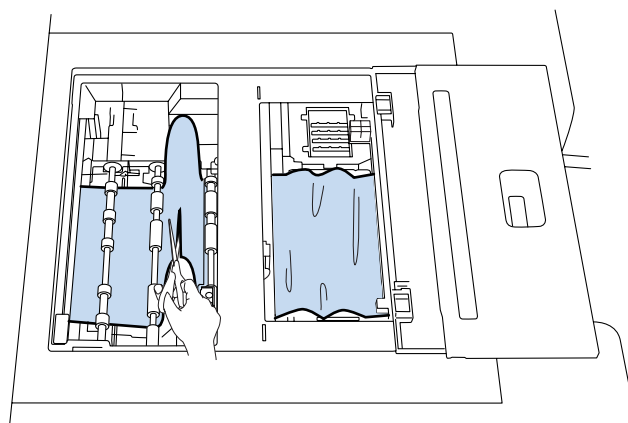
**5**

Lift up the jammed paper.

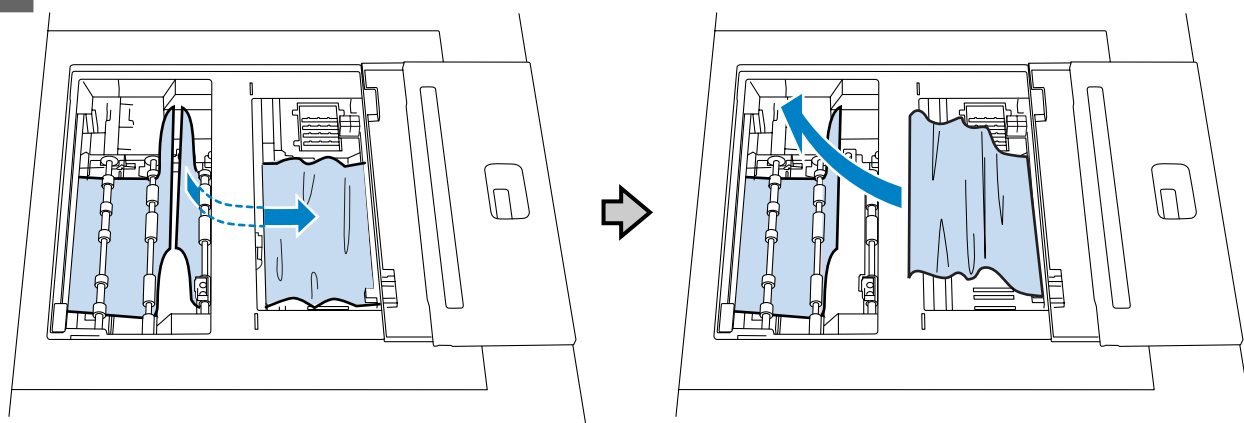


Troubleshooting

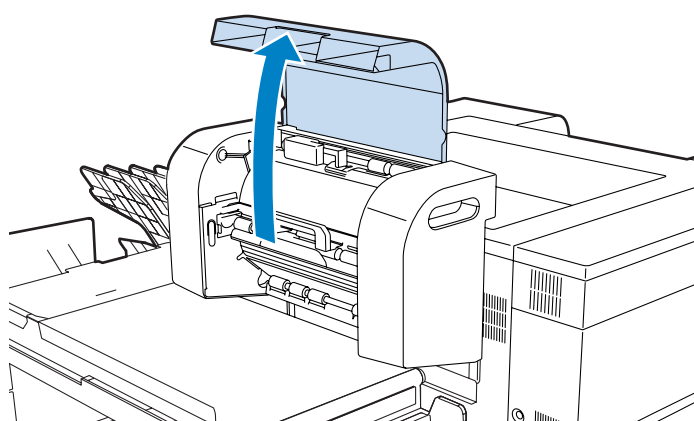
- 6** Cut the paper with a pair of scissors.



- 7** Pull out the paper from the paper feed side.

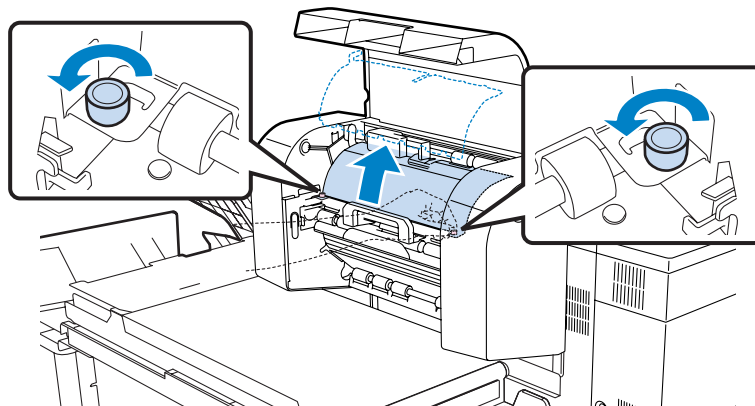


- 8** Open the long paper ejection unit cover.

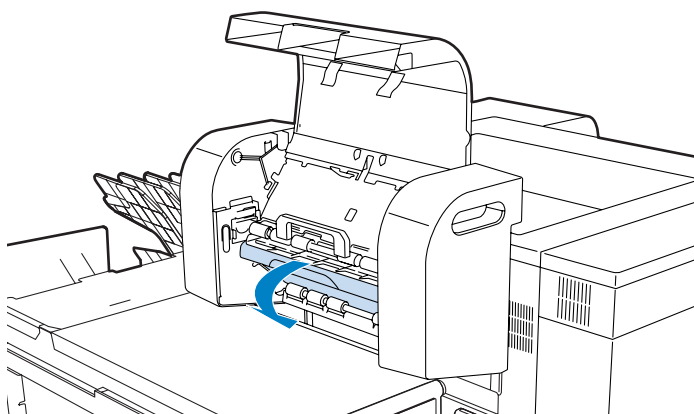


Troubleshooting

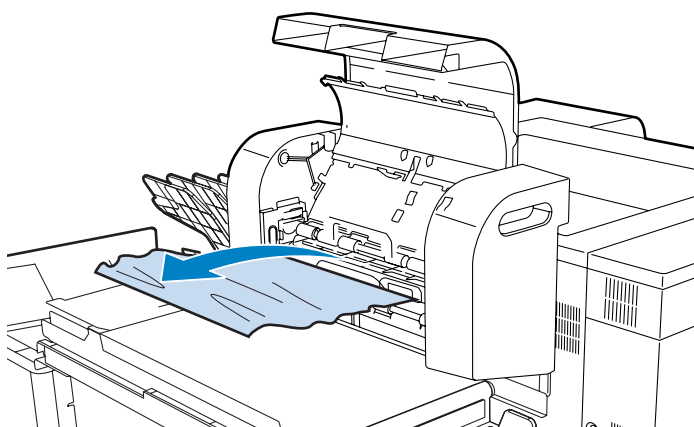
- 9** After loosening the upper cover screws by hand on the left and right, remove the upper cover.



- 10** Open the lower cover.

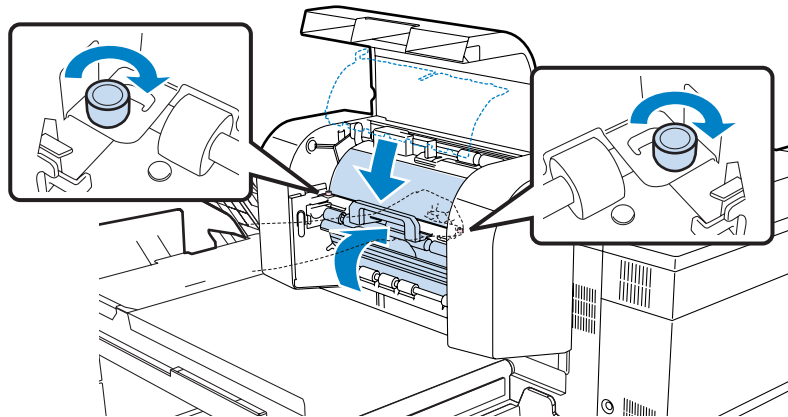


- 11** Remove jammed paper.

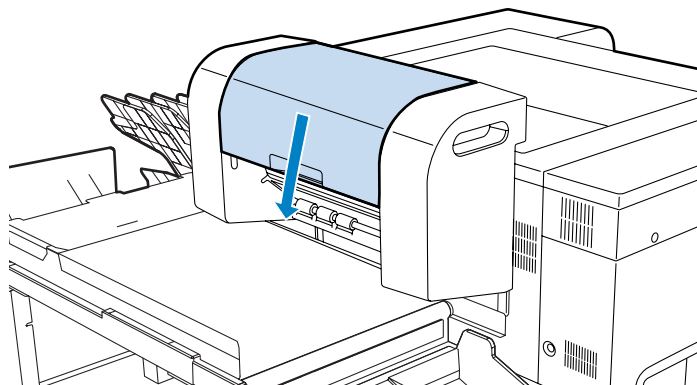


Troubleshooting

- 12** After closing the lower cover and replacing the upper cover, tighten the screw by hand to fix it in place.



- 13** Close the long paper ejection unit cover.

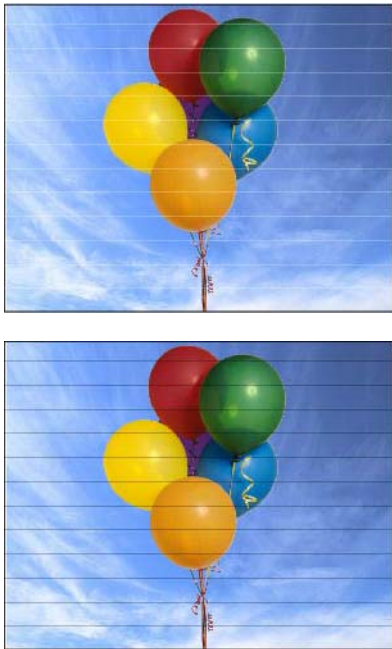






Continue from step **11** for paper jams in the "Front Roll Paper Feeder/Rear Roll Paper Feeder".



 ["Front Roll Paper Feeder/Rear Roll Paper Feeder" on page 120](#)

Troubleshooting

Problems with Print Results

Symptom	What to do
<p>Evenly spaced lines appear on the prints.</p> 	<p>Are the Print Head Unit nozzles clogged? If the Print Head Unit nozzles are clogged, evenly spaced lines appear in the prints, and print quality decreases. Check the status of the nozzles and perform cleaning.</p> <p> "Head Cleaning" on page 85</p>
<p>Print quality is poor, uneven, too light, or too dark.</p>	<p>Are the Print Head Unit nozzles clogged? If the nozzles are clogged, specific colors are not fired and the print quality declines. Check the status of the nozzles and perform cleaning.</p> <p> "Head Cleaning" on page 85</p> <p>Are you using a genuine ink cartridges? This printer is developed for use with genuine ink cartridges. If you use non-genuine ink cartridges, the prints may smear, or the color of the printed image may be changed because the remaining ink level is not correctly detected. Be sure to use the correct ink cartridge.</p> <p>Are you using an old ink cartridge? The print quality declines when an old ink cartridge is used. Replace the old ink cartridge with a new one. We recommend using the ink cartridge before the expiry date printed on the packaging (within six months after installing in the printer).</p> <p>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.</p>
<p>The color is not exactly the same as another printer.</p>	<p>Colors vary depending on the printer type due to each printer's characteristics. Because inks, printer drivers, and printer profiles are developed for each printer model, the colors printed by different printer models are not exactly the same.</p> <p>You can achieve similar colors by performing color calibration.</p> <p> "SL-D3000 Administrator's Guide" - "Color Calibration"</p>
<p>The printed surface is scuffed or soiled.</p>	<p>Is the paper too thick or too thin? Check that the paper specifications are compatible with this printer.</p> <p> "Printer Specifications" on page 139</p>

Troubleshooting

Symptom	What to do
The paper is creased.	<p>Are you using the printer at normal room temperature? Special media should be used at normal room temperature (temperature: 15 to 25 C, humidity: 40 to 60%). For information about paper from other manufacturers that requires special handling, such as thin paper, see the manual supplied with the paper.</p> <p>You can adjust the humidity in the roll paper feeder with the humidity control unit.</p> <p> "Adjusting the Humidity in the Roll Paper Feeder" on page 73</p>
The prints are soiled.	<p>Is there any ink or dust on the printer? There may be ink or dust stuck to the printer. Check if the following sections are soiled and clean them if necessary.</p> <p>See the following for details on checking.</p> <p> "Checking Items and Checking Times" on page 98</p>

Problems when Cutting Paper




Symptom	What to do
Cuts are skewed, edges are not cut cleanly, edges are curled, coating is cracked	<p>You need to replace the cutter. Contact a technical representative to replace the cutter.</p>

Problems with the Sorter



Symptom	What to do
Cannot return the sorter tray because it is out of place or broken.	<p>The sorter tray is broken. Contact a technical representative to replace the sorter tray.</p>
Cannot clear the error even after removing the paper from the sorter tray by following the instructions on the Operation panel.	<p>Is the sorter tray in the appropriate position? Remove the paper from the sorter tray, and then hold down the Sorter Drive Switch for 10 seconds. The sorter tray is forced to the appropriate position.</p>
Curled paper remains on the conveyor.	<p>Set Sorter to Disabled. Set Sorter to Disabled in Maintenance Utility, and then restart the printer.</p> <p>Since then, the conveyor stops when printing. Remove each piece of ejected paper from the conveyor.</p>

Troubleshooting

Problems with the Humidity Control Unit

Symptom	What to do
The roll paper feeder is too dry.	<p>If the environment is dry, did you perform humidification? Check the humidity with a hygrometer and so on, and if humidity is too low, change the humidity control unit to humidify.</p> <p> "Changing Between Dehumidification and Humidification" on page 74</p>
There is condensation in the roll paper feeder.	<p>If the environment is humid, did you perform dehumidification? Check the humidity with a hygrometer and so on, and if humidity is too high, change the humidity control unit to dehumidify.</p> <p> "Changing Between Dehumidification and Humidification" on page 74</p>
Cannot dehumidify or humidify.	<p>Is the humidity control unit turned on? Check that the humidity control unit is turned on.</p> <p> "Turning the Humidity Control Unit On and Off" on page 74</p>

Problem with the Maintenance Utility

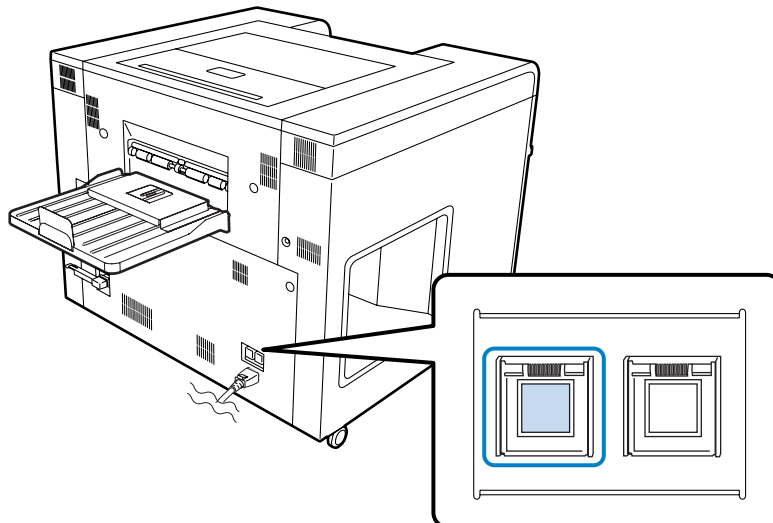
Symptom	What to do
Maintenance Utility shuts down abnormally and does not operate.	<p>You need to restart the PCs and the printer. Follow the steps below to restart the Client PC, the Printer PC, and the printer.</p> <ol style="list-style-type: none"> 1. Perform a printer emergency stop.  "Shutting down the Printer in an Emergency" on page 135 2. Restart the Client PC and the Printer PC. 3. Turn on the printer.  "What to do after an Emergency Stop" on page 136

Emergency Stop

Shutting down the Printer in an Emergency

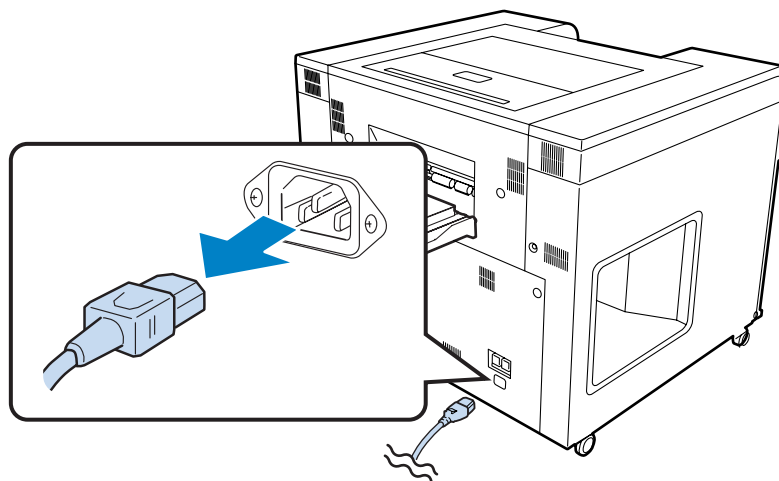
If you need to stop the printer in an emergency, performing the following procedure.

- 1 Press the Power switch on the back of the printer to turn off the printer (the light turns off).






Normally, when you press the Power switch, the power is cut off and the printer turns off. If unusual sounds and so on do not stop, and the problem is not cleared, go to the following procedure.

- 2 Disconnect the power cable from the AC inlet on the back of the printer.



This completes this section.

What to do after an Emergency Stop

- 1** If the emergency stop occurred while printing, remove the paper.
 [“When the Paper Jams” on page 119](#)
- 2** Connect the power cable to the AC inlet, and then press the Power switch to turn on the printer (the light turns on).
 [“Starting up the Printer” on page 20](#)
- 3** Click **Pre-operation Check** on the Client PC.
 [“Starting up the Printer” on page 20](#)

This completes this section.

When the Power Fails

Starting after a Power Failure

Start the printer as normal.

 [“Starting up the Printer” on page 20](#)

What to do in a Sudden Power Failure

If a sudden power failure occurs while printing, remove paper from inside the printer.

 [“When the Paper Jams” on page 119](#)

Cannot Clear the Problem








Contact a technical representative if you cannot clear a problem after checking the contents of the "Troubleshooting" section.

Appendix


Consumables and Optional Products

The following consumables and optional products can be used with this printer. (As of June, 2012)
For the latest information, visit the Epson home page (www.epson.com).

Consumables and Optional Products

Product Name		Model Name	Notes
Ink Cartridge	Black	T7101	<p>To get the most out of your printer, we recommend using genuine Epson ink cartridges. If you use products other than genuine Epson products, the printer may not reach its optimum performance, and the printer or print quality may decline. We cannot guarantee quality or reliability for products not made by Epson. Any damage caused to the printer due to the use of non-genuine products is not covered by the warranty, even if the damage occurs within the warranty period.</p> <p> "Replacing Ink Cartridges" on page 56</p>
	Cyan	T7102	
	Magenta	T7103	
	Yellow	T7104	
	Light Cyan	T7105	
	Light Magenta	T7106	
Maintenance Tank		C12C890191	<p>Absorbs ink consumed during cleaning.</p> <p> "Replacing the Maintenance Tank" on page 61</p>
RIBBON CASSETTE		C43S015635	<p>The ink ribbon used for back printing.</p> <p> "Replacing Ribbon Cassettes" on page 68</p>
Cleaning Sheet		S042497	<p>Cleans the feed section of the transportation roller.</p> <p> "Feed Roller on Paper Feed Side" on page 105</p>
SORTER UNIT		C12C815401	<p>Composed of the sorter, conveyor, and long paper ejection unit used to categorize prints for each job.</p> <p> "Ejecting Paper" on page 53</p>
SPINDLE UNIT		C12C811371	<p>The same as the Spindle unit supplied with the printer.</p>
SPINDLE UNIT 210MM		C12C811372	<p>This is necessary when loading and printing A4 size paper (210 mm wide).</p> <p> "Replacing Paper in the Rear Roll Paper Feeder" on page 30</p>
STAND		C12C844121	<p>This stand raises the height of the main printer unit by approximately 400 mm.</p>
STAND W/SORTER		C12C844122	<p>This stand raises the height of the sorter unit by approximately 400 mm.</p>
LONG PRINT STACKER		C12C890851	<p>Use this if you are not using the long paper ejection unit when printing on paper over 458 mm in length.</p> <p> "Ejecting Paper" on page 53</p>

Appendix

Product Name	Model Name	Notes
PAPER CASE	C12C890861	Use this case to store paper that has been removed from its original packaging, but is not currently being used.  “Notes on Paper Storage” on page 28

Genuine Epson Paper

Product Name	Paper Width/Paper Length	Model Name	ICC Profile Name
Professional Paper for SureLab <Glossy>	4 inch / 100m	S042475	EPSON SL-D3000 Professional Paper (Glossy)
	5 inch / 100m	S042476	
	6 inch / 100m	S042477	
	8 inch / 100m	S042478	
	10 inch / 100m	S042479	
	12 inch / 100m	S042480	
	A4(210mm) / 100m	S042481	
Professional Paper for SureLab <Luster>	4 inch / 100m	S042482	EPSON SL-D3000 Professional Paper (Luster)
	5 inch / 100m	S042483	
	6 inch / 100m	S042484	
	8 inch / 100m	S042485	
	10 inch / 100m	S042486	
	12 inch / 100m	S042487	
	A4(210mm) / 100m	S042488	
Professional Paper for SureLab <Matte>	4 inch / 100m	S042489	EPSON SL-D3000 Professional Paper (Matte)
	5 inch / 100m	S042490	
	6 inch / 100m	S042491	
	8 inch / 100m	S042492	
	10 inch / 100m	S042493	
	12 inch / 100m	S042494	
	A4(210mm) / 100m	S042495	

Appendix

Printer Specifications

Basic Specifications	
Printing method	On-demand ink jet
Nozzle configuration	368 nozzles for each color x 2 rows
Print direction	Bidirectional printing
Highest resolution	1440 x 1440 dpi
Paper feed method	Friction feed
Interface	Universal Serial Bus Specifications Revision 2.0

Electrical specifications		
Rated voltage	AC 100 to 120V	AC 220 to 240V
Rated frequency range	50 to 60 Hz	50 to 60 Hz
Rated current	12 A	6 A
Power consumption	Approx. 500 W	Approx. 500 W

Paper Feeder Specifications	
Paper core size	Rear roll paper feeder (3 ire): One roll at a time with an outer diameter 200 mm max. Front roll paper feeder (3 inch core): One roll at a time with an outer diameter 200 mm max.
Paper size	Rear roll paper feeder: 102 to 152 mm x 100 m max length, 203 to 305 mm x 100 m max length Front roll paper feeder: 102 to 152 mm x 100 m max length, 203 mm x 100 m max length
Paper Width	102 mm (4 inch), 127 mm (5 inch), 152 mm (6 inch), 203 mm (8 inch), 210 mm, 254 mm (10 inch), 305 mm (12 inch)

Tip:

- ☐ Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.
- ☐ Professional Paper for SureLab <Matte> is only available for the rear roll paper feeder.

Safety and Approvals		
Safety	UL 60950-1	
	CAN/CSA No. 60950-1	
	Low Voltage Directive 2006/95/EC	EN 60950-1

Appendix

Safety and Approvals		
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.

Ink Specifications	
Type	Ink Cartridges
Ink type	Water-based ink
Use by date	Three years from date of production
Print quality guarantee expiry	Six months from installation
Storage temperature	In packaging: –20 to 40 °C (within a month at 40 °C) Installed: –20 to 40 °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	700 ml
Cartridge dimensions	40 (W) x 320 (D) x 107 (H) mm


Note:

- ☐ The ink freezes if left at below -15 °C for a long time. If it does freeze, leave it at room temperature (25 °C) for at least four hours (without condensation).
- ☐ Do not disassemble or refill the ink cartridge.

Maintenance Tank Specifications	
Type	Maintenance tank for waste ink
Number installed	1
Environmental Conditions	In packaging: –20 to 40 °C (Temperature), 20 to 85% (Humidity) Installed: Follows general specifications Transporting: –20 to 60 °C (Temperature), 5 to 85% (Humidity) (within a month at 40 °C, within 120 hours at 60 °C)
Cartridge dimensions	102.5 (W) x 235 (D) x 79.5 (H) mm

Appendix

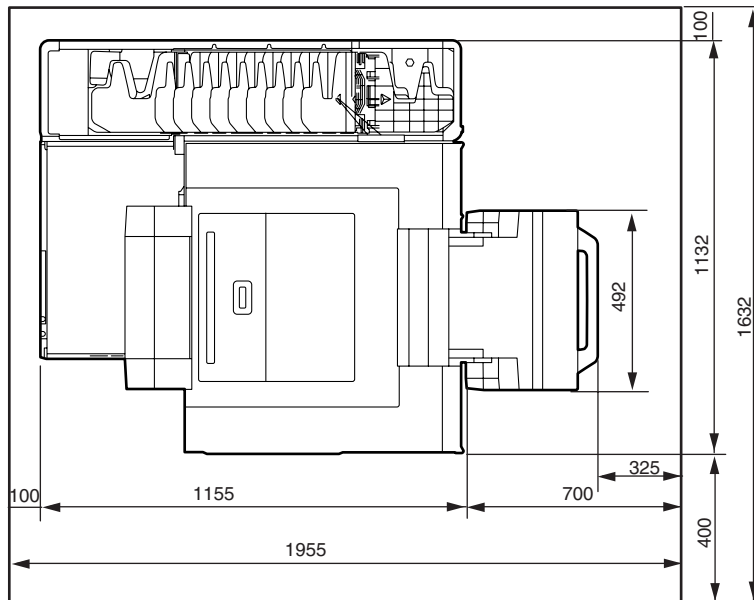
Ink ribbon specifications for back printing	
Type	Ribbon cartridge
Number installed	2
Use by date	18 months
Environmental Conditions	In packaging: Store in a dark location at normal temperature and humidity Installed: Follows general specifications

General Specifications	
Temperature	Operating: 15 to 30°C (Glossy/Luster), 15 to 25°C (Matte) Storage (before unpacking): -20 to 60°C (within 120 hours at 60°C, within a month at 40°C) Storage (after unpacking): -20 to 40 °C (within a month at 40 °C)
Humidity	Operating (Glossy/Luster): 30 to 60% (without condensation), 20 to 80% (without condensation) (with humidity control unit) Operating (Matte): 40 to 60% Storage (before unpacking): 5 to 85% (without condensation) Storage (after unpacking): 5 to 85% (without condensation)
Weight	Approx. 127 kg (Dual Roll Model, main unit only) Approx. 119 kg (Single Roll Model, main unit only)
External Dimensions	(W) 850mm (D) 1134mm (H) 727mm (Dual Roll Model) (W) 850mm (D) 759mm (H) 727mm (Single Roll Model)  "External dimensions (When the sorter unit is installed)" on page 142

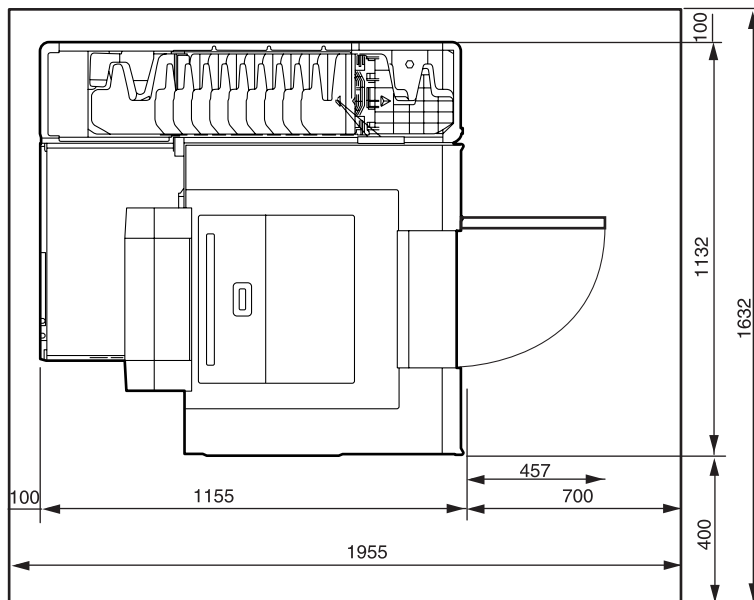
Appendix

External Dimensions and Necessary Space**External dimensions (When the sorter unit is installed)**

From above (Dual Roll Model)

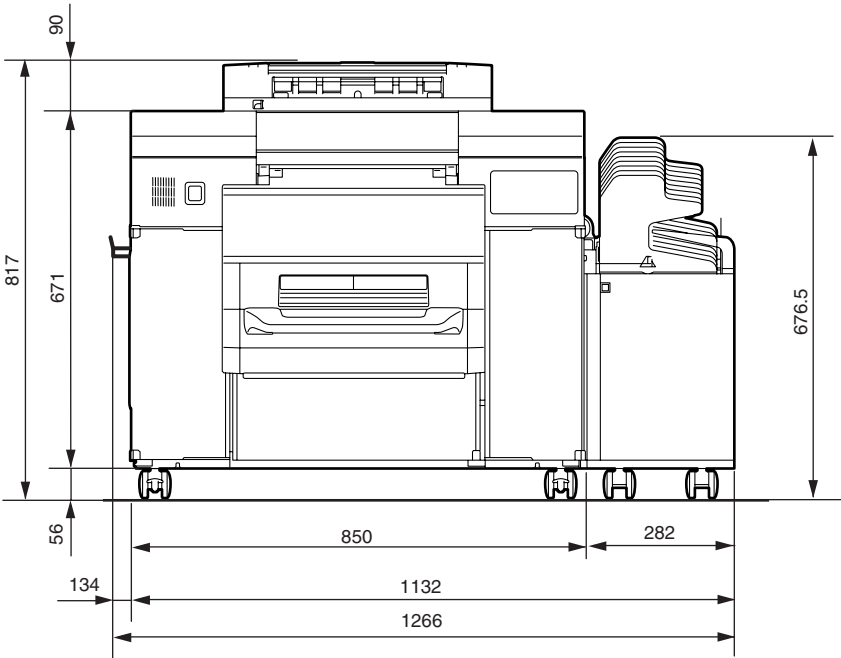


From above (Single Roll Model)



Appendix

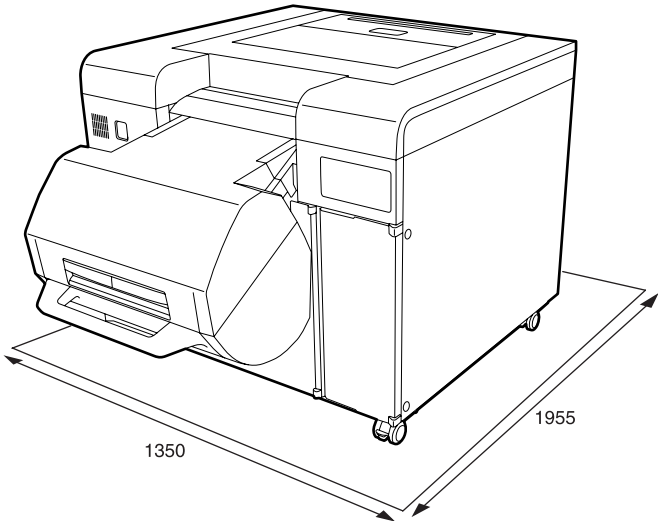
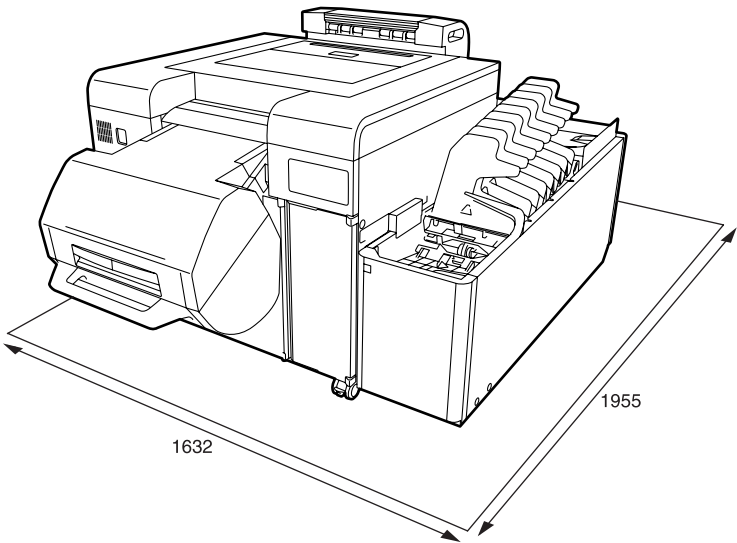
From the front



Appendix

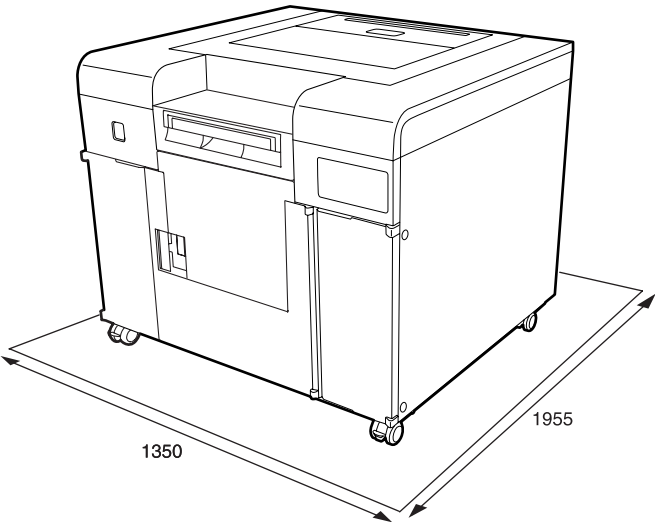
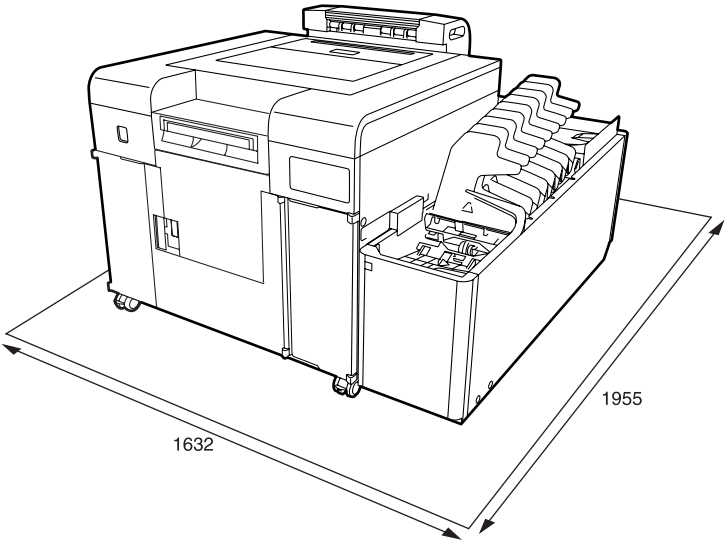
Necessary space

Dual Roll Model



Appendix

Single Roll Model



Appendix

Notes

- ❑ Unauthorized reproduction of a part or all of this manual is strictly prohibited.
- ❑ The contents of this manual are subject to change without prior notice.
- ❑ Contact our company if you have any questions, find a mistake, encounter a missing description, and so on in the contents of this manual.
- ❑ Regardless of the previous point, we will under no conditions be liable for any damages or losses resulting from operation of this product.
- ❑ We will under no conditions be liable for any damages or losses resulting from operation of this product in any way other than described in this manual, inappropriate use of this product, or repairs or modifications performed by a third party other than our company or our suppliers.
- ❑ We are unable to accept responsibility for any problems resulting from the use of options or consumable products other than our genuine products, or products that we recommend, even if the problem occurs within the warranty period. In this case, a fee will be required for any necessary repairs.

UNITED STATES OF AMERICA (FCC)

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CANADA (ICES)

This class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la class A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

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

Note:

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 Taiwan

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.com.tw>)

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

**Epson HelpDesk
(Phone: +0800212873)**

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

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

Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32345299	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
03-2810606	03-2810707	No.413, Huannan Rd., Pingzhen City, Taoyuan County 324, Taiwan

Where To Get Help

Telephone number	Fax number	Address
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23291388	04-23291338	3F., No.510, Yingcai Rd., West Dist., Taichung City 403, Taiwan
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

Help for Users in Australia

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

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) 6586 3111)

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

Where To Get Help

- ☐ 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

Bandung Lippo Center 8th floor
Jl. Gatot Subroto No.2
Bandung

Phone/Fax: (62) 22-7303766

Surabaya Hitech Mall Lt IIB No. 12
Jl. Kusuma Bangsa 116 – 118
Surabaya

Phone: (62) 31-5355035
Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta

Phone: (62) 274-565478

Medan Wisma HSBC 4th floor
Jl. Diponegoro No. 11
Medan

Phone/Fax: (62) 61-4516173

Makassar MTC Karebosi Lt. III Kav. P7-8
Jl. Ahmad Yani No.49
Makassar

Phone: (62)411-350147/411-350148

Where To Get Help

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:

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

Where To Get Help

Location	Telephone number	Fax number
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 (63-2) 706 2625
Direct Line:

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

World Wide Web

(<http://www.epson.com.ph>)

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

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

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

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