

SL-D700

Operation Guide

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Introduction

Meaning of Symbols

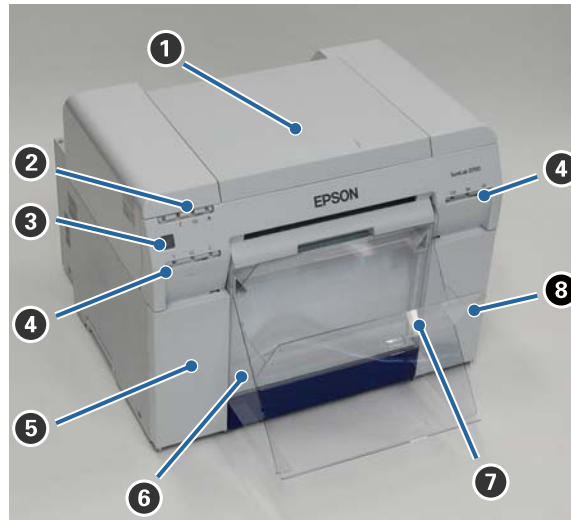
 Warning:	Warnings must be followed to avoid serious bodily injury.
 Caution:	Cautions must be followed to avoid damage to this product or bodily injury.
 Important:	Important must be followed to avoid damage to this product.
Note:	Notes contain important information on the operation of this product.

Screen Shots In the Guide

- Screen shots used in this manual may differ to the actual screens. Also, the screens may differ depending on the operating system used and the usage environment.
- Unless otherwise noted, screen shots in this manual shows case of Windows 7 and Mac OS X 10.7.

Printer Parts

Front

**1 Top cover**



Open when a paper jam occurs or to perform maintenance.

2 Status display light

This light indicates when the printer's status is normal or if an error has occurred.

 [“Lights” on page 11](#)

3 Power switch

This is normally ON (the  light is lit). If an emergency occurs, or when it is not going to be used for extended periods of time, press the switch to turn off the printer (the  light turns off).

4 Ink light (orange)

 [“Lights” on page 11](#)

5 Cartridge cover (left)

Open when replacing ink cartridges.

 [“Replacing Ink Cartridges” on page 47](#)

6 Scrap paper box

Holds waste paper that is cut off during printing. Empty the scrap paper box when you replace the paper. Needs to be removed when loading or removing paper.

 [“Emptying the Scrap Paper Box” on page 60](#)

Introduction

7 Print tray/Large print tray (optional)

Holds the ejected print outs.

 [“Attaching and Removing the Print Tray” on page 43](#)

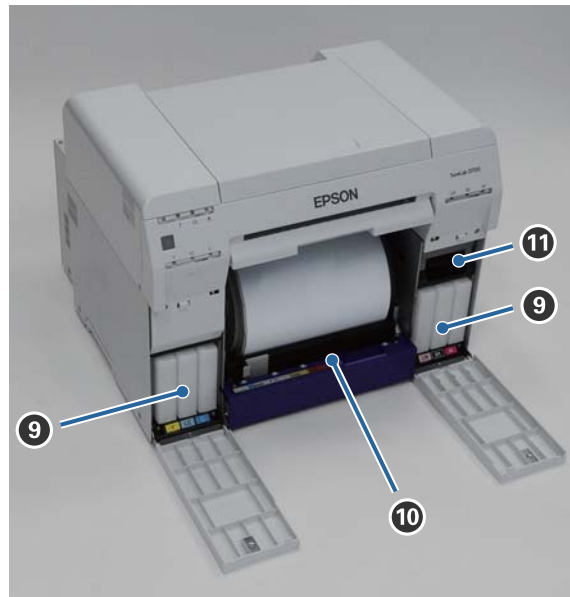
8 Cartridge cover (right)

Open when replacing ink cartridges or the maintenance cartridge.

 [“Replacing Ink Cartridges” on page 47](#)

 [“Replacing the Maintenance Cartridge” on page 55](#)

When the scrap paper box is removed and the cartridge cover is open



9 Ink cartridges

Install six color ink cartridges.

10 Roll paper feeder

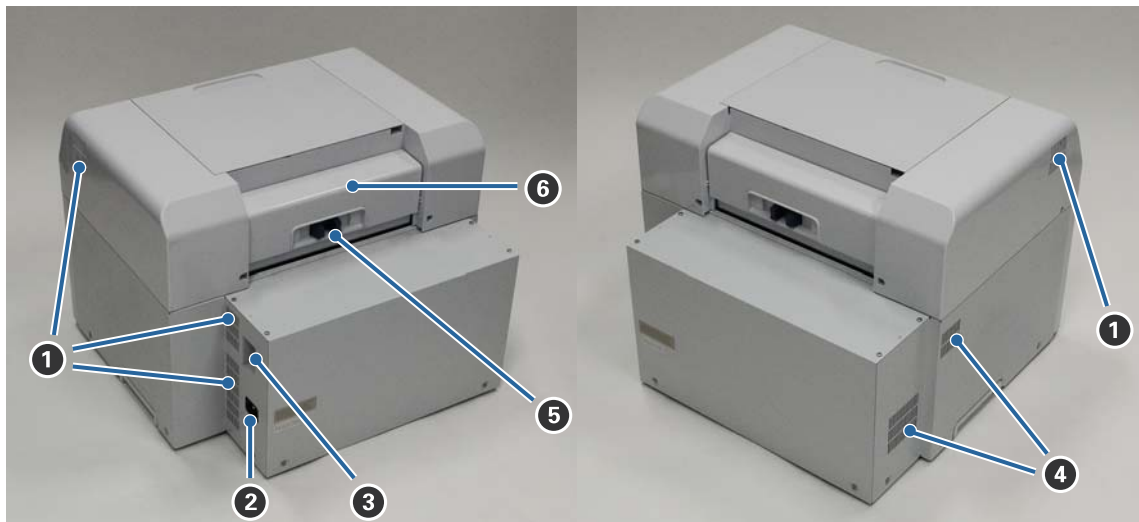
Pull it to the front when removing the spindle unit.

11 Maintenance Cartridge

Container that holds the waste ink fluid.

 [“Replacing the Maintenance Cartridge” on page 55](#)

Introduction

Rear

- 1 Exhaust vent**
Exhausts air used to cool the printer internally.

- 2 AC inlet**
Connects the power cord to the printer.

- 3 USB port**
Connect the USB cable here.

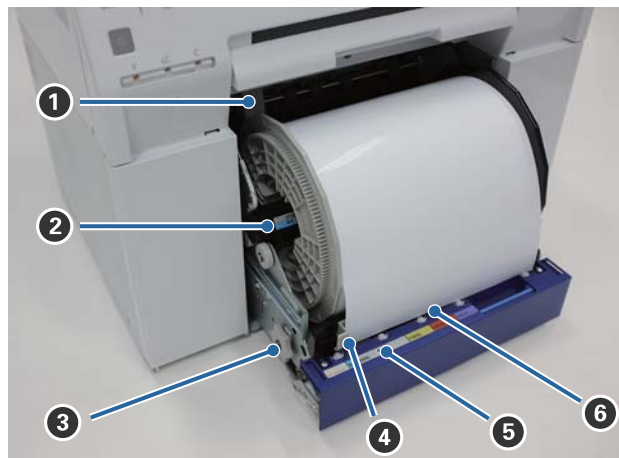
- 4 Airflow vent**
Takes in air to cool the printer internally.

- 5 Lock lever**
Releases the lock for the rear cover.

- 6 Rear cover**
Open when a paper jam occurs or to perform maintenance.

Introduction

Feeding Unit

**1 Inner edge guide**

Matches the width of the roll paper.

2 Spindle Unit

Loads the roll paper.

3 Handle

Turn this to rewind roll paper onto the spindle unit.

4 Front edge guide

This guide allows you to insert paper into the paper slot. Match the guides to the width of the paper.

5 Paper light (blue)

Indicates the paper insertion status for the roll paper feeder.

On: Paper has been inserted into the roll paper feeder correctly.

Off: Paper has not been loaded.

6 Paper slot

Insert the leading edge of the roll paper here when loading.

Introduction

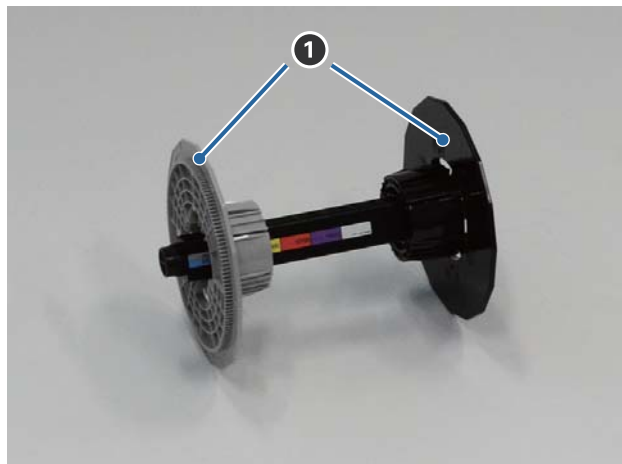
Print head unit



① Print head unit

Fires ink while moving left and right to print. Do not move the Print head unit manually with too much force. Otherwise, it may breakdown.

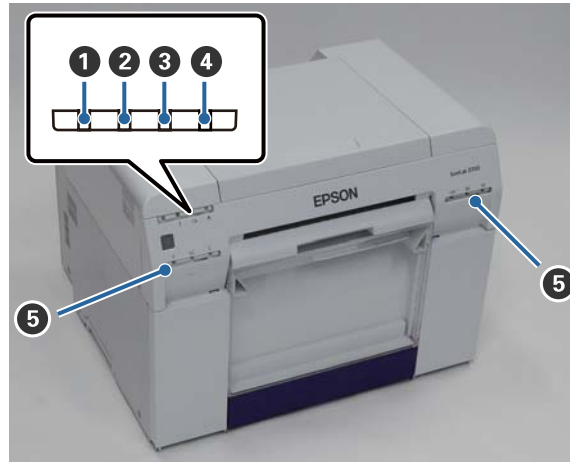
Spindle Unit



① Flange

Insert into the ends of the roll paper's roll core on the left and right to secure it.

Introduction

Lights

1  **light (blue)**

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

On: The printer is ready to print.

Flashing: The printer is printing, initializing, performing maintenance, and so on.

Off: The printer is not on, or printer operations have stopped due to an error.

2  **light (orange)**

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

On: An error has occurred, the printer is performing error recovery operations, or a printer system error has occurred.

Off: No error.

3  **light (orange)**

Indicates the status of the roll paper feeder.

On: Paper has not been loaded in the roll paper feeder, or the paper is out.

Flashing: A paper jam has occurred.

Off: No error.

4  **light (orange)**

Indicates the status of the maintenance cartridge.

On: Printing cannot be performed because there is not enough free space in the maintenance cartridge, or an error has occurred because the maintenance cartridge was not recognized correctly.

 [“Replacing the Maintenance Cartridge” on page 55](#)

Introduction

Off: No error.

5 Ink light (orange)

Indicates the status of the ink cartridges.

On: Printing cannot be performed because the light is on indicating that there is not enough free space in the ink cartridge, or an error has occurred because the ink cartridge was not recognized correctly.

 [“Replacing Ink Cartridges” on page 47](#)

Off: No error.

Introduction

Safety Instructions

To use this printer safely, be sure to read the manual supplied with the printer before use. Not handling this printer as described in the supplied manual could cause a breakdown of the printer or an accident. To resolve any unclear points regarding the printer, keep this manual on hand at all times.










Meaning of Symbols and Marks


Warning:

This symbol indicates information that, if ignored, could possibly result in serious injury or even death due to incorrect handling.


Caution:



This symbol indicates information that, if ignored, could possibly result in bodily injury or damage to property due to incorrect handling.

	Indicates that your hand could get trapped.		Indicates that the printer must not get wet.
	Indicates prohibited (do not do) actions.		Indicates items (instructions/operations) that must be performed.
	Indicates that disassembly is prohibited.		Indicates that the power plug must be unplugged.
	Indicates that you must not touch the printer with wet hands.		Indicates that the printer must be earthed.
	Indicates that specific parts must not be touched.		







Introduction

Notes on Installation

 **Warning**




	<p>Do not block the printer's airflow vents.</p> <p>If the airflow vents are blocked, the internal temperature rises and could cause a fire.</p> <p>Do not cover with a cloth or other materials and do not install in an area with poor ventilation.</p> <p>Also, be sure to secure the installation space indicated in the manual.</p> <p> "Necessary space" on page 99</p>
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 **Caution**








	<p>Do not install or store in a location that is unstable or subject to vibrations from other equipment.</p> <p>If it falls, an injury could occur.</p>
	<p>Do not install it in smoky or dusty locations, humid locations, or locations where it is likely to get wet.</p> <p>Electric shock or fire could occur.</p>
	<p>When lifting this printer, make sure you use the correct posture.</p> <p>If you do not use the correct posture, an injury could occur.</p>
	<p>When lifting the printer, hold it in the areas indicated in the manual.</p> <p>The printer may fall if you lift it by holding other areas, and your fingers could be caught which may cause an injury.</p> <p>See the following for more information on lifting the printer.</p> <p> Setup Guide</p>
	<p>If you place the printer on a stand with casters (wheels), make sure you secure the casters to prevent them from moving before starting operations.</p> <p>If the stand moves unexpectedly during operations, an injury could occur.</p>









Notes on Handling

 **Warning**

	<p>Do not use in locations with volatile substances such as alcohol and thinner, or in locations with fires.</p> <p>Electric shock or fire could occur.</p>
	<p>Do not use the printer if you notice smoke, strange odors, or sounds.</p> <p>Electric shock or fire could occur.</p> <p>If an abnormality occurs, turn off the printer immediately, unplug it from the electrical outlet, and contact your local dealer.</p>
	<p>Do not use this printer if foreign materials, water, or other liquids have entered the printer.</p> <p>Electric shock or fire could occur.</p> <p>Turn off the printer immediately, unplug it from the electrical outlet, and contact your local dealer.</p>












Introduction

 Warning	
	Except as instructed in the manual, do not disassemble the printer.
	Making repairs yourself is extremely dangerous and must not be attempted.
	Do not use the printer in locations where inflammable or explosive gas and so on may be present in the atmosphere. Also, do not use sprays containing inflammable gas inside or around this printer. A fire could ignite.
	Except as instructed in the manual, do not perform any other wiring. A fire could ignite. Other connected equipment could also be damaged.
	Except as instructed in the manual, do not touch any other parts inside this printer. Electric shock, burns, or injury could occur.
	Do not insert or drop any metallic or flammable objects into this printer through the openings. Electric shock or fire could occur.

 Caution	
	Do not climb on the printer and do not place any heavy objects on the printer. If it falls or breaks an injury could occur.
	When moving the printer, turn it off, unplug the power cable from the electrical outlet, and make sure that all cables have been disconnected. If cables and so on are damaged, electric shock or fire could occur.
	Do not put your fingers near the paper roller section when the printer is on or when it is printing. If your fingers are caught in the paper roller, an injury could occur. Only handle the paper after it has been ejected completely.
	When storing or transporting this printer, do not tilt it, stand it on its side, or hold it upside down. Ink could leak out.
	When opening and closing the covers, do not place your hands near the points where the main unit and the cover join. If your fingers or hands are trapped, an injury could occur.
	Do not place your hand inside the eject slot. If you touch the cutter, an injury could occur.
	When moving the roll paper feeder in or out, grip the handle. If you place your hands into any other sections, either side of your hand or fingers could be injured.

Introduction

Notes on the Power Supply

 Warning	
	Use only the type of the power supply indicated on the label. Electric shock or fire could occur.
	Do not use the power plug if any foreign materials such as dust are stuck to it. Electric shock or fire could occur.
	Make sure the blades of the power plug are fully inserted into the electrical outlet. Electric shock or fire could occur.
	Do not use the power cable if it is damaged. Electric shock or fire could occur. Contact your local dealer if the power cable is damaged. Note the following points to avoid damaging the power cable. <ul style="list-style-type: none"> <input type="checkbox"/> Do not modify the power cable <input type="checkbox"/> Do not put heavy objects on the power cable <input type="checkbox"/> Do not bend, twist, or pull <input type="checkbox"/> Do not place it near heating appliances
	Do not plug in or unplug the power cable with wet hands. Electric shock could occur.
	Do not perform daisy-chain wiring for the power cable. It could overheat and cause a fire. Take power directly from a residential electrical outlet.
	Unplug the power cable periodically and clean between the blades and the base of the blades. If the power cable is left plugged in for an extended period of time, dust could accumulate around the edge of the plug which could cause a short-circuit and a fire.
	When unplugging the power cable from the electrical outlet, grasp the plug itself and not the cable. The cable could be damaged or the plug could be deformed and an electric shock or fire could occur.
	Make sure the printer is earthed to prevent accidental short circuits. If the printer is used without being earthed, an electric shock or fire could occur. Attach the earth wire for the power cable to one of the following points. <ul style="list-style-type: none"> <input type="checkbox"/> The earth terminal on the electrical outlet <input type="checkbox"/> Copper wire and so on that has been buried at least 65 cm underground. <input type="checkbox"/> An earth terminal for which grounding has been performed When attaching or removing the earth wire, the power plug must be removed from the electrical outlet. Check the earthing for the electrical outlet being used. If you cannot perform earthing, contact your local dealer.
	Do not connect the earth wire to the following points. <ul style="list-style-type: none"> <input type="checkbox"/> Gas pipes (they could ignite and cause an explosion) <input type="checkbox"/> Earth wires for telephone wires or lightning rods (this is dangerous as a lightning strike causes a huge surge in electricity) <input type="checkbox"/> Water pipes or faucets (earthing is not performed if there is any plastic piping in the pipes)

Introduction

Caution



For safety reasons, when the printer is not used for an extended period of time, unplug the power cable from the electrical outlet.

Notes on Consumables

Caution



If ink gets in the eyes or mouth, or stains the skin, treat the area as follows.

- If ink adheres to your skin, immediately wash it off using soapy water.
- If ink enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If you notice any abnormalities, consult a physician immediately.
- If ink enters your mouth, consult a physician immediately.



Do not disassemble ink cartridges.

If it is disassembled, ink could get in your eyes or adhere to your skin.



Do not shake the ink cartridges too hard.

Ink may leak from the cartridge if you shake it too hard.



Do not rub the edges of the printing paper with your hand.

The edges of the paper are thin and sharp and could cause an injury.



Do not store ink cartridges within the reach of children.

Introduction

Notes on Usage

Notes when Handling the Main Unit

- Do not suddenly change the temperature in the room where this printer is installed.

If the temperature changes suddenly, drops of water (condensation) could occur inside the printer which may have an adverse effect on operations.
- Use the printer in an environment with a temperature of 10 to 35°C, and a humidity of 20 to 80%. When the printer is placed on a system rack, make sure the environment of the rack is within these ranges.
- Do not place any containers containing water, such as vases or cups, on the printer. If water enters the printer, it may breakdown. Also, do not put any heavy objects on the printer.
- The printer is equipped with several airflow vents. The airflow vents allow air to go in and out of the printer. Do not block these airflow vents by placing any objects near them, or by covering them with film sheets or paper.
- Do not use accessories designed for this printer with any other products.
- If the printer's covers are opened during printing, a safety device is activated and printing is stopped automatically. Do not turn off the printer in this condition. This could cause the print head nozzles to dry and print quality to decline.
- If the printer is not used for an extended period of time, make sure you leave the Ink cartridges and Maintenance Cartridge installed.
- Do not leave the printer for more than three days in a state in which the power was turned off due to a power outage and so on. Paper may curl which could cause a decline in printer performance.
- Contact our service support when transporting the printer.

Notes on the Paper

Notes on Handling

Use paper recommended by our company.

Note the following points when handling the paper.

- Do not bend the paper or scratch the surface of the printable side.
- Do not touch the printable side of the paper. Moisture and oil from hands can have an adverse effect on the print quality.
- Handle the paper by the edges. We recommend wearing cotton gloves.
- Do not throw away the paper packaging as you can use it for storing the paper.
- Do not wet the paper.
- Do not use paper that is wrinkled, scuffed, torn, or dirty.

Introduction

Notes on storage

Before and after opening the paper, store it in an environment that is not subject to direct sunlight and meets the following conditions. If paper is not being used after it has been opened, remove it from the spindle unit and wind it up before storing.

Notes on printing

Make sure that the leading edge of the paper is perpendicular to the long side and cut completely straight.

Storing and displaying print outs

- Make sure you do not rub or scratch the printed side.
- Avoid locations that are subject to high temperature, humidity, and direct sunlight, and store in a dark place.
- Avoid displaying print outs outdoors or in direct sunlight. This may accelerate the fading.
- When displaying print outs indoors, we recommend placing them in glass frames and so on. This allows you to display your print outs for a long time without them fading.

Notes on Ink Cartridges

- If you move the ink cartridges from a cold place to a warm place, leave them at room temperature for more than four hours before use.
- We recommend that ink cartridges be stored in a cool location and used before the expiry date printed on the packaging. Also, the ink cartridges should be used within six months of opening.
- Do not touch the ink supply port on the ink cartridge or its surrounding area. Ink may leak from it.
- The ink level and other data are stored in the IC chip, allowing ink cartridges to be used after being removed and replaced.
- To avoid getting dirt on the ink supply port, store the removed ink cartridge properly. The ink supply port has a valve in it so it does not need to be capped.
- Removed ink cartridges may have ink around the ink supply port, so be careful not to get any ink on the surrounding area when removing the cartridges.
- Do not touch the green chip on the ink cartridge; otherwise you may not be able to print properly.
- Do not drop or knock ink cartridges against hard objects; otherwise, the ink may leak.
- Even while nothing is printed, the printer uses ink from all cartridges during head cleaning and other maintenance operations to keep the print head 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 inks inside the printer may dry and you may not be able to print. When you are not using the printer, make sure there is an ink cartridge installed in each slot.
- Install ink cartridges into each slot. You cannot print if any of the slots are empty.

Introduction

- ❑ To maintain the quality of the head, the printer stops printing before ink cartridges are completely expended; therefore, some ink is left in used cartridges.
- ❑ Do not dismantle or remodel ink cartridges. You may not be able to print properly.

Disposing of Used Ink Cartridges and Maintenance Cartridges

Dispose of consumables and optional parts in accordance with your local laws and statutes, such as by entrusting them to an industrial waste disposal company.

Introducing the Software

You need to install the printer driver on your computer to use the printer.

Software Name	Summary
Printer Driver	This software allows you to print using the printing instructions from another application. 🔗 "Printer Driver Operation Guide"
Maintenance Tool	This software allows you to perform adjustment and maintenance operations such as checking the printer's status, making settings, performing head cleaning and so on. This is installed with the printer driver. 🔗 "Maintenance Tool Operation Guide"

Printing Methods

Basic Printing Methods

Open the printer driver screen on the connected computer, and then make settings such as the Paper Type and Paper Size.

See the "Printer Driver Operation Guide" for more details on the printer driver.

1 Load paper into the printer.

 ["Replacing Paper" on page 23](#)

2 Display the print screen for the application you are using.

Click **Print** (or **Print...** and so on) from the **File** menu.

Operations may differ depending on the application software being used. See the manual supplied with the application for more details.

3 Display the printer driver's screen from the application's print screen.

In Windows, select this printer, and then click **Print Settings** (or **Detailed Settings** or **Properties**).

In Mac OS X, select this printer, and then select **Print Settings** from the list.

4 Make the necessary settings.

Paper Type: Set the paper being used.

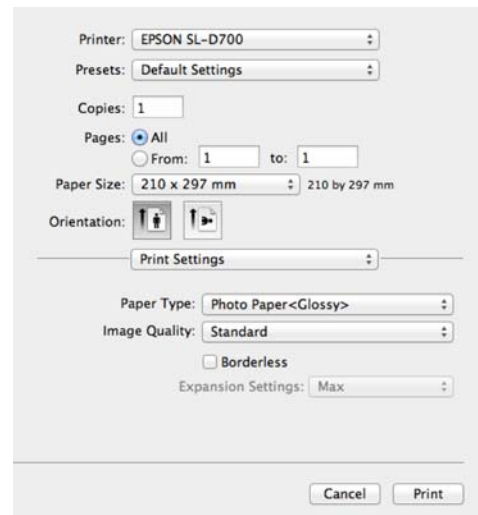
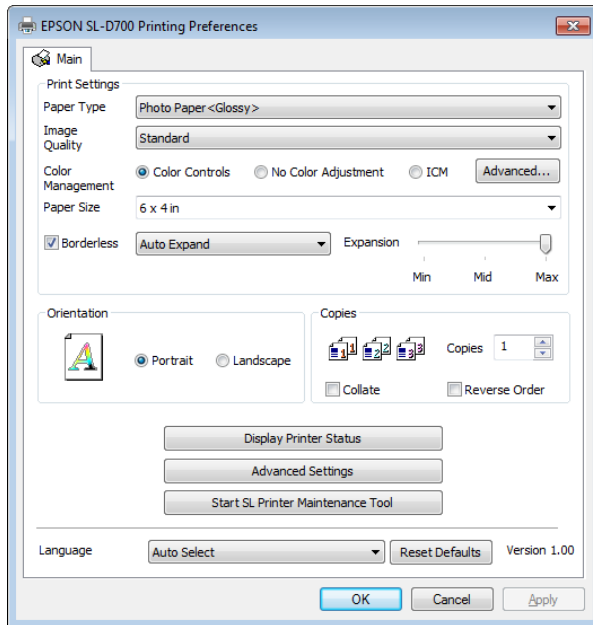
Image Quality (print quality): Normally set **Standard**. If you want to print using high image quality, set **High Image Quality**. If you want to print quickly, set **High Speed**.

Paper Size: Set the size of the paper used for printing.

Windows:

Mac OS X:

Printing Methods



See the "Printer Driver Operation Guide" for an explanation of each setting item.

5

When you have finished making settings, click **OK**.

6

On the application's print screen, click **Print** (or **Print...** and so on) to start printing.

Replacing Paper

Replacing Paper

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



Important:

Make sure the Paper Type setting in the Maintenance Tool matches the paper being loaded. Change the Paper Type setting straight after replacing paper.

[“Changing Paper Settings” on page 37](#)

Note:

If the leading edge of the paper is ragged, cut it in a straight line with a pair of scissors and so on, and then load.

See the following for supported paper types.

[“Printer Specifications” on page 96](#)

The following conditions are necessary when replacing paper with the same paper width and type.

Before replacing, note the current paper level.

When replacing paper, the paper level after replacement is set with the Maintenance Tool.

If the Paper Level is not set correctly, the level displayed may not be correct.

[“Changing Paper Settings” on page 37](#)

You can load paper with a width of 102 to 210 mm in the roll paper feeder.

How to replace

Preparing to Replace Paper

Prepare the following items.

Item Prepared	Explanation
New paper for loading	-
Cloth or vinyl rug	Spread it out where the spindle unit will be loaded/removed so that the paper does not become soiled.
Soft cloth	Clean the leading edge of the paper before installing.
Gloves	Wear when handling paper so that the paper does not become soiled.

Replace paper in the following order. Follow the steps for each procedure.

[“Recording paper level” on page 25](#)

[“Removing the Spindle Unit” on page 27](#)

[“Removing the Roll Paper” on page 29](#)

Replacing Paper

- ❑ [“Attaching the Roll Paper” on page 31](#)
- ❑ [“Attaching the Spindle Unit” on page 32](#)
- ❑ [“Changing Paper Settings” on page 37](#)

Replacing Paper

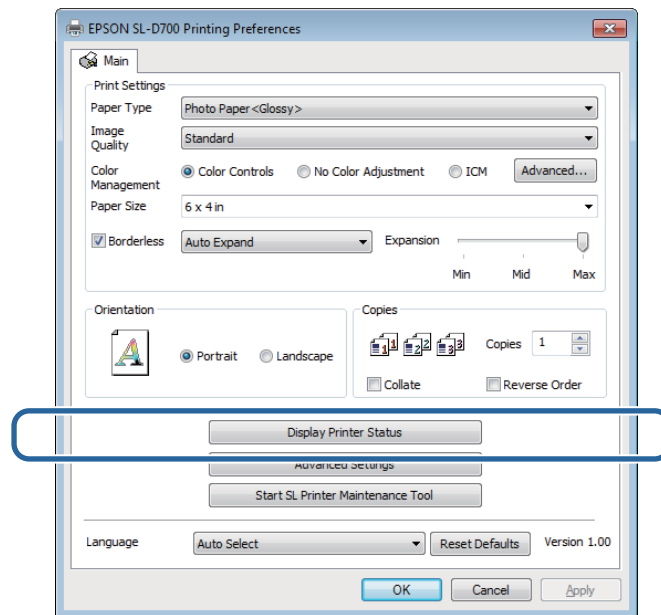
Recording paper level

If necessary, make a note of the paper level before replacing the paper.

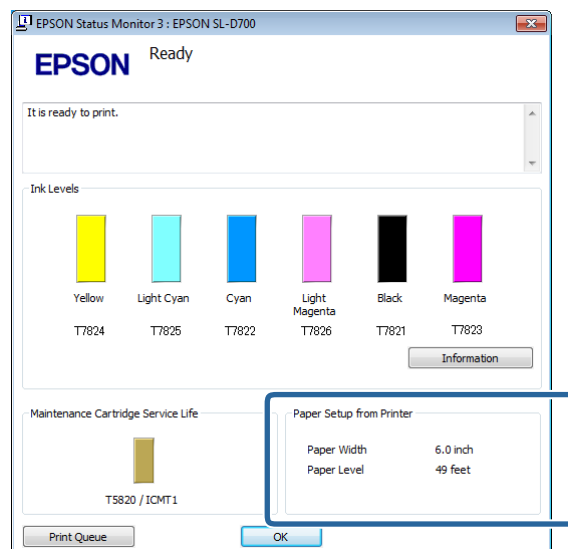
Windows

- 1 Display the printer driver's Main screen.
[“Basic Printing Methods” on page 21](#)

- 2 Click **Display Printer Status**.



- 3 Make a note of the Paper Level from Paper Setup from Printer.



Replacing Paper

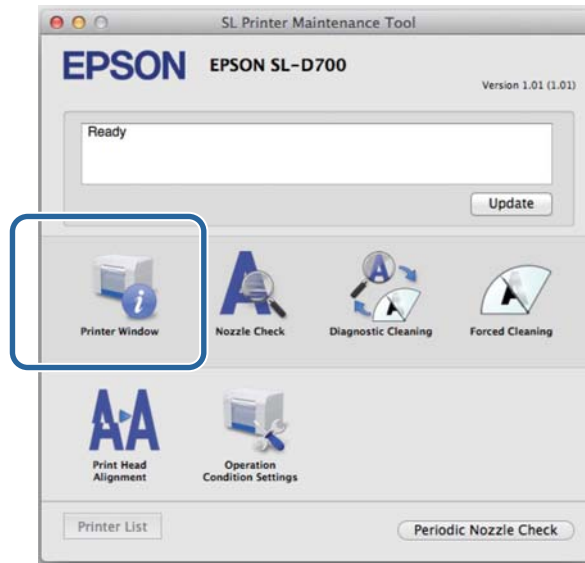
Mac OS X

- 1 Start the **Maintenance Tool**.

See the following for information on starting the Maintenance Tool.

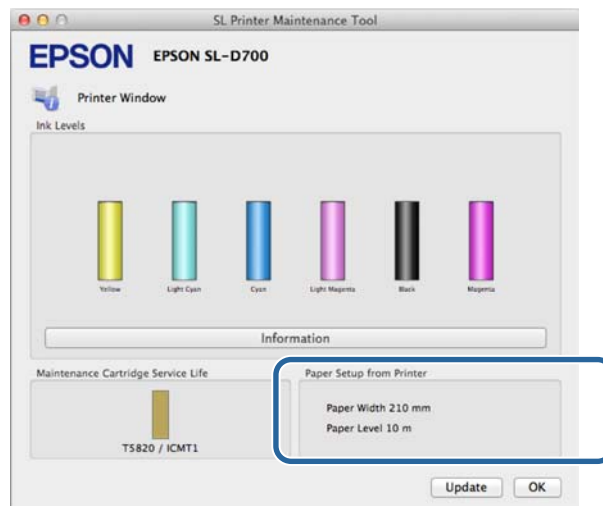
 [“Error Messages \(Mac\)” on page 67](#)

- 2 Click **Printer Window** on the main screen.



The **Printer Window** screen is displayed.

- 3 Make a note of the Paper Level from Paper Setup from Printer.




Replacing Paper

Removing the Spindle Unit





Important:

When the  light is lit and paper is ejected from the eject slot, there is no remaining paper. Pull out the paper from the eject slot.



1

Check that the printer's  light is on.

If the  light is flashing, the printer is operating. Wait until all operations have stopped.




Important:

Make sure the power is on before replacing paper.

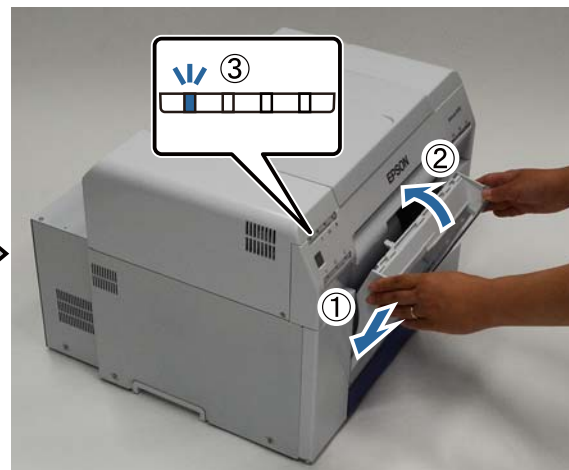
2

To rewind the paper to the replacement position, remove the Scrap paper box, and then reattach it.

Wait until the printer's  light stops flashing and remains on.

Removing: Pull the top section forward and then lift out the bottom section.

Attaching: Insert the bottom section, and then push the top section into place.



Replacing Paper

- 3** Remove the Scrap paper box again and empty out the scrap paper.

 [“Emptying the Scrap Paper Box” on page 60](#)

- 4** Grip the handle to release the lock, and then pull out the roll paper feeder.



! **Important:**

If you cannot remove the roll paper feeder for some reason, do not try to pull it out by force. Paper may be jammed inside. When you can access the top and rear of the printer, remove the paper by following the procedure in “Paper is Jammed in the Internal Paper Feeder”.

 [“Paper is Jammed in the Internal Paper Feeder” on page 87](#)

Contact your local dealer if you cannot access the top or rear of the printer.

- 5** Turn the handle on the left of the roll paper feeder in the direction indicated by the arrow to rewind the paper.

Rewind the paper until the leading edge comes out of the paper feed slot.



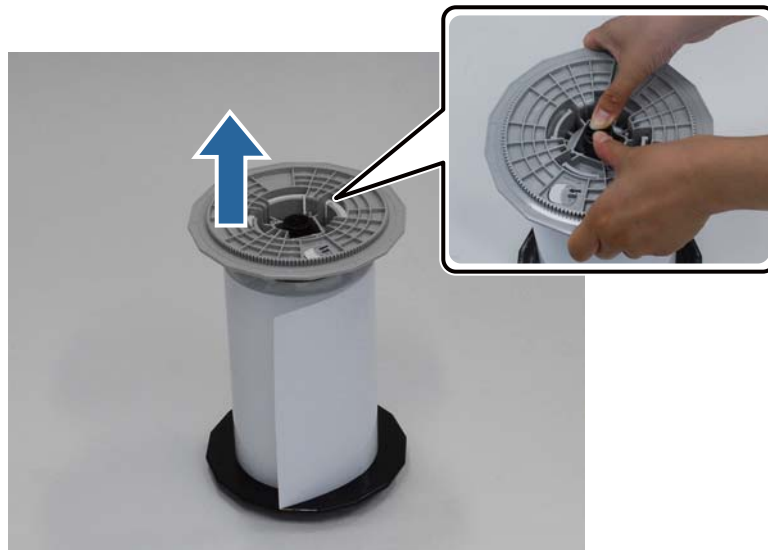
Replacing Paper

- 6 Remove the spindle unit.



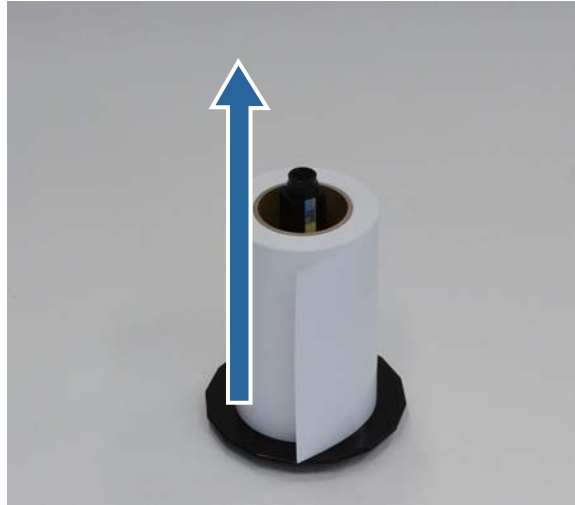
Removing the Roll Paper

- 1 Stand the spindle unit on a flat surface and remove the upper flange.



Replacing Paper

- 2 Remove the paper.



Note:

After carefully rewinding the paper, place it in the Paper Case (optional) or the original packaging, and then store the paper.

Replacing Paper

Attaching the Roll Paper

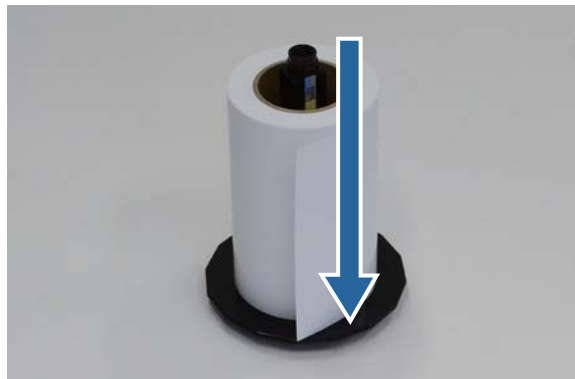
- 1 Remove the new paper from its packaging, and stand it on a flat surface. Wipe the edge of the paper with a soft cloth several times to remove any dirt such as paper powder.

Stand the paper so that the winding direction of the paper counter-clockwise when viewed from above.



- 2 Turn the paper upside down, and then place it on the spindle unit.

Place the core over the spindle unit so that the winding direction of the paper is clockwise when viewed from above.

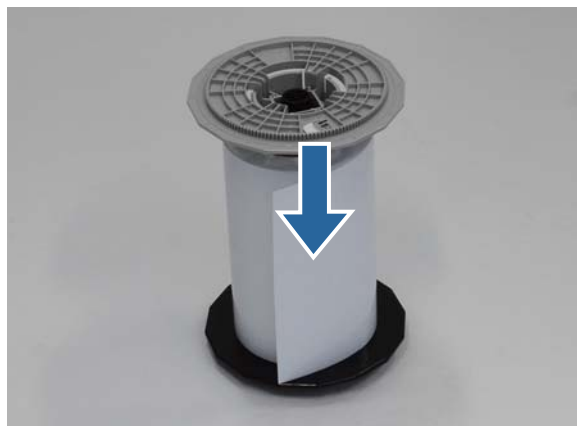


- 3 Wipe the edge of the paper with a soft cloth several times to remove any dirt such as paper powder.



Replacing Paper

- 4 Insert the flange into the shaft of the spindle unit so that the core of the roll paper is held securely between the top and bottom flanges.



Attaching the Spindle Unit

- 1 Adjust the inner edge guide of the roll paper feeder to the width of the paper.

To adjust the position of the inner edge guide, lift it towards you slightly and move it to the left or right. Match the triangle mark on the inner edge guide to the scale. The scale is in millimeters (inches in parenthesis).



- 2 Hold the spindle unit in the direction shown below, and then place it in front of the roll paper feeder.
Remove any tape or protective sheets from the paper.

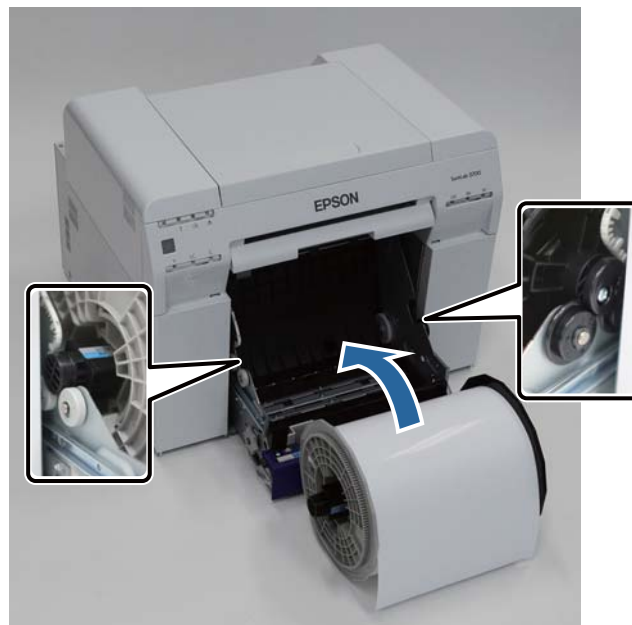
Replacing Paper

If the leading edge of the paper is ragged, cut it in a straight line with a pair of scissors and so on.



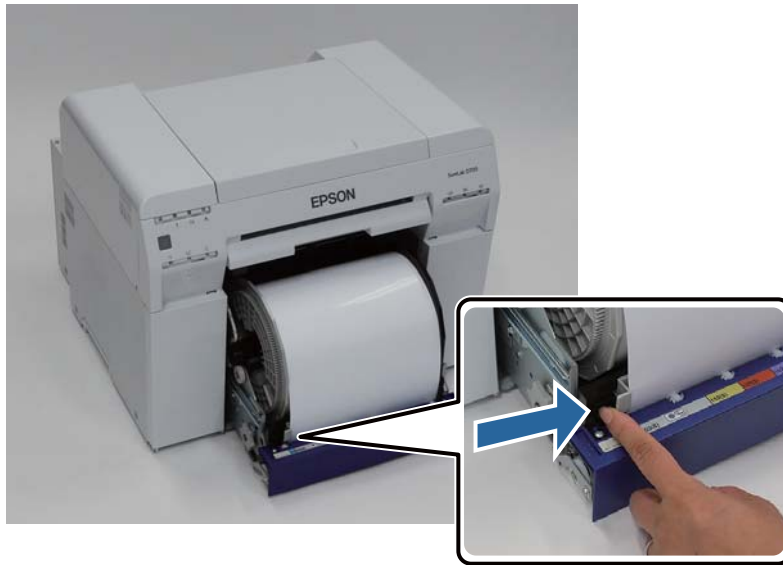
- 3 Load the spindle unit in the roll paper feeder.

Check that the shaft of the spindle unit fits into the bearing.

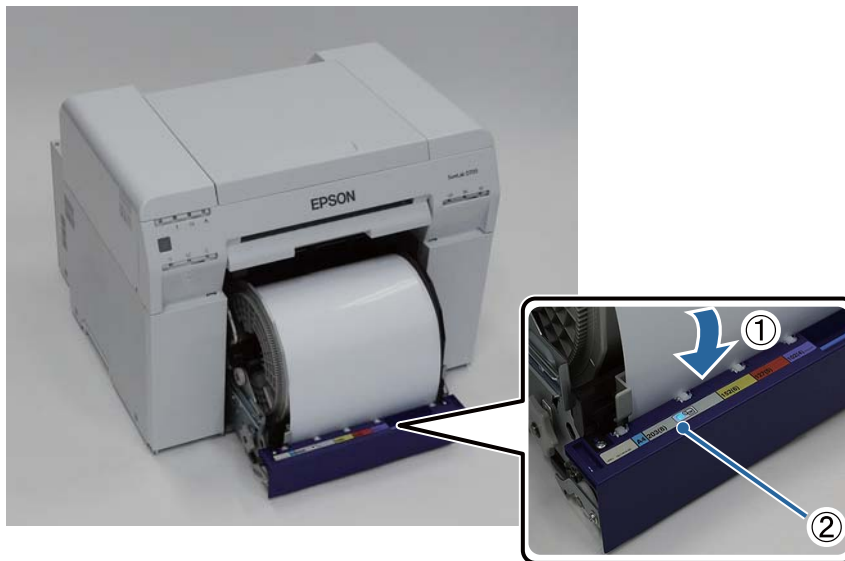


Replacing Paper

- 4** Match the Front edge guide to the width of the paper.



- 5** Insert the leading edge of the paper into the paper feed slot.
Insert the paper until the paper light turns on.



Replacing Paper

Note:

If the paper light does not turn on, turn the handle on the left of the roll paper feeder in the direction indicated by the arrow to remove the paper, and then insert it again.



- 6 Push the roll paper feeder into the printer.



Replacing Paper

- 7 Carefully roll the paper into the printer to take up any slack.

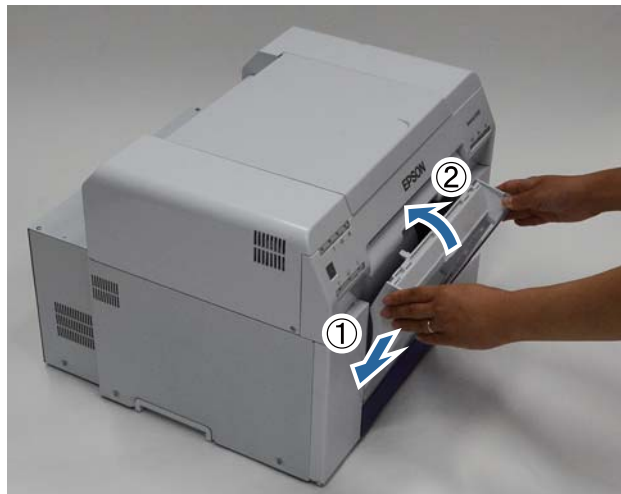



! **Important:**

If printing is performed while the paper is slack, print quality may decline, and paper jams could occur. Make sure you take the slack out of the paper.

- 8 Attach the Scrap paper box.

Insert the bottom section of the Scrap paper box, and then push the top section into place.



Check that the printer's  light is on.

This completes this section.

Replacing Paper

Changing Paper Settings

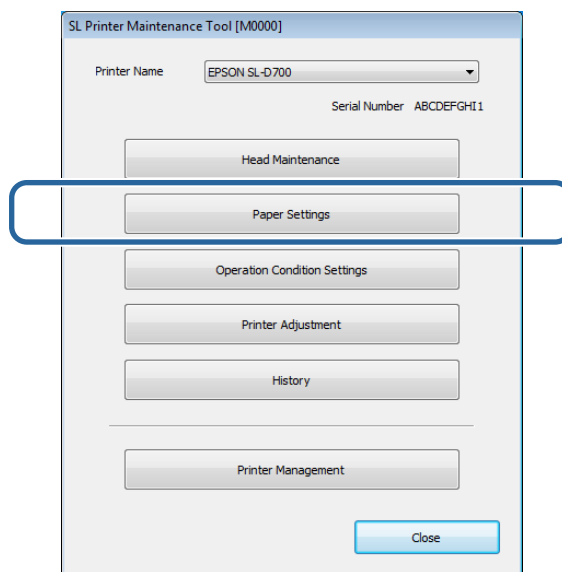
After replacing paper, set the Paper Type and the Paper Level in the Maintenance Tool.

See the "Maintenance Tool Operation Guide" for more details on the Maintenance Tool.

Update the paper information as necessary. See the "Maintenance Tool Operation Guide" for more details on updating the information.

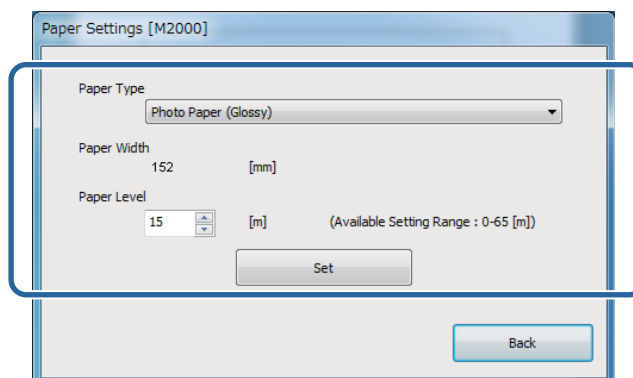
Windows

- 1 Click **Paper Settings** on the Maintenance Tool's main screen.



- 2 Set the **Paper Type** and the **Paper Level**, and then click **Set**.

The paper width set in **Paper Width** is displayed.

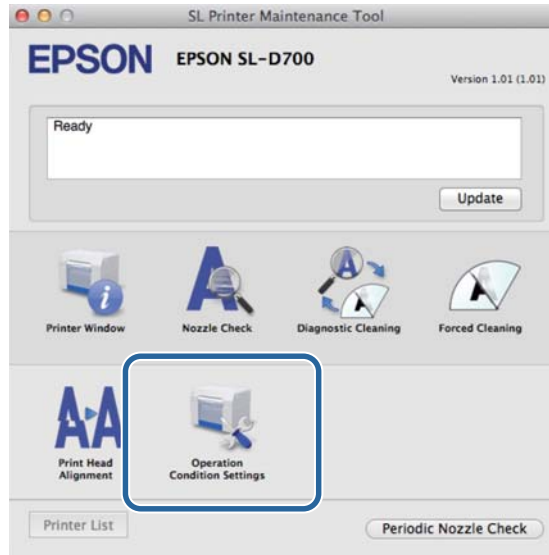


This completes this section.

Replacing Paper

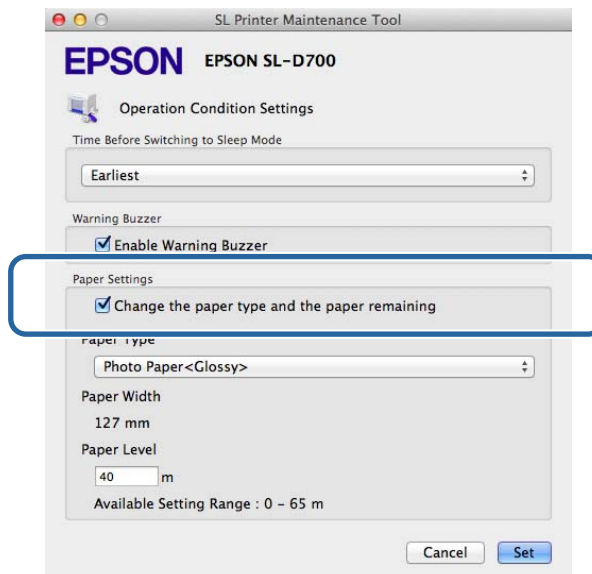
Mac OS X

- 1 Click **Operation Condition Settings** on the Maintenance Tool's main screen.



- 2 Select **Change Paper Type and Paper Level**.

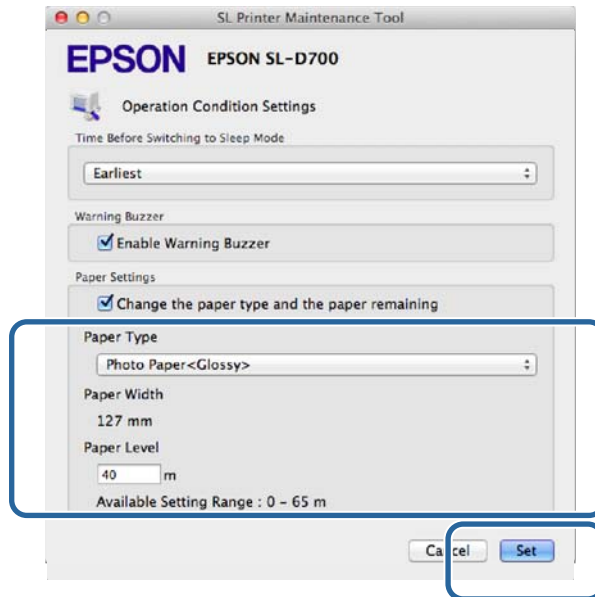
When this is selected, you can change the **Paper Type** and **Paper Level**.



Replacing Paper

3 Set the **Paper Type** and the **Paper Level**, and then click **Set**.

Paper Width shows the paper width currently set.



This completes this section.

Ejecting Paper

Ejecting Paper

Printed paper is ejected from the front of the printer. By attaching the optional print tray or large print tray, you can collect multiple print outs. See the following for more details.

Print Size		Output Location	Capacity	
Length*	Width		Glossy/Raster	Matte
89 to 102 mm	127 to 203 mm	Print tray (optional)	20 copies	20 copies
102 to 203 mm		Print tray (optional)	20 copies	10 copies
		Large print tray (optional)	5 copies	1 copy
203 to 305 mm		Large print tray (optional)	5 copies	1 copy

* For prints longer than 305mm, remove the print tray or the large print tray, and eject one copy at a time from the front of the printer.



Ejecting Paper



Important:

- ❑ Do not pull paper that is being ejected.
- ❑ When paper is being ejected from the front, do not pull it or raise it higher than the eject slot. Otherwise, print quality may decline.



Note:

When removing the scrap paper box, make sure you remove the print tray or large print tray first.

Print tray (optional)

After printing, the paper is cut to the specified size and ejected to the print tray.



Ejecting Paper

Large Print Tray (Optional)

After printing, the paper is cut to the specified size and ejected to the large print tray.



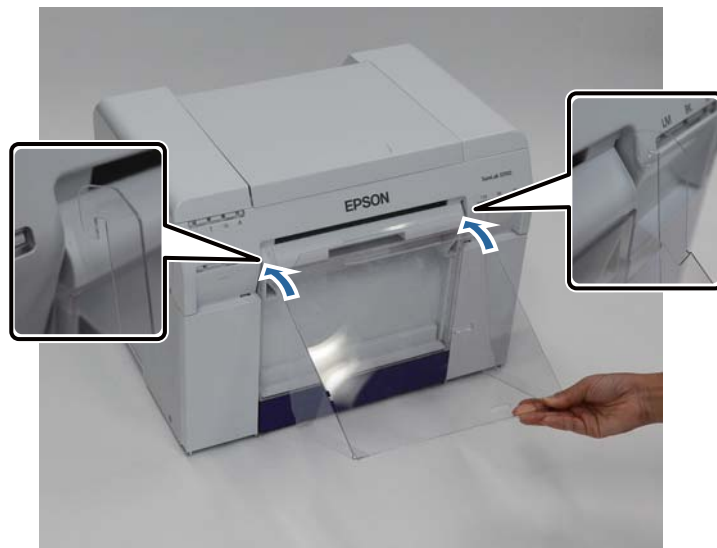
Ejecting Paper

Attaching and Removing the Print Tray



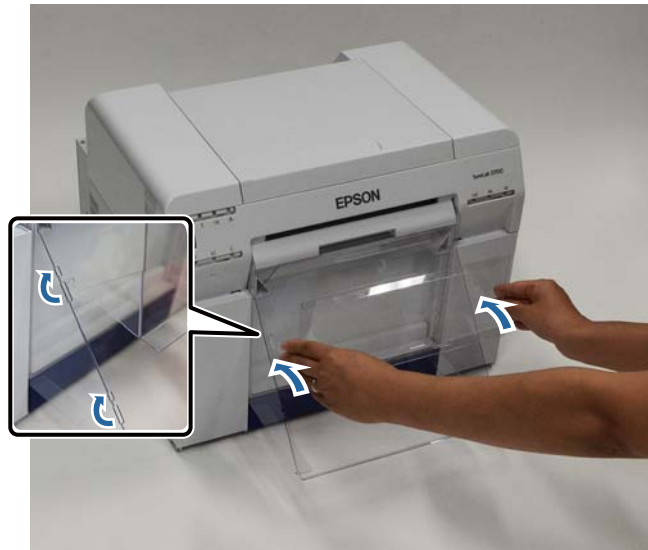
Attaching

- 1 Tilt to insert the hooks, and then lower to hook it in place.



Ejecting Paper

- 2 When the length of the print size is 89 to 102 mm, place the hooks into the top holes.
When the length of the print size is 102 to 203 mm, place the hooks into the bottom holes.



Removing

Perform operations in reverse order from attaching the parts.

Ejecting Paper

Attaching and Removing the Large Print Tray



Attaching

- 1 Lift the tray a little to hook on.



Ejecting Paper

- 2 When the length of the print size is 102 to 254 mm, place the hooks into the upper hole.
When the length of the print size is 254 to 305 mm, place the hooks into the lower hole.



Removing

Perform operations in reverse order from attaching the parts.

Replacing Ink Cartridges

**Caution:**

- ❑ Do not disassemble ink cartridges.

If it is disassembled, ink could get in your eyes or adhere to your skin.

- ❑ Do not shake the ink cartridges too hard.

Ink may leak from the cartridge if you shake it too hard.

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

- ❑ If ink gets in the eyes or mouth, or stains the skin, treat the area as follows.

- If ink adheres to your skin, immediately wash it off using soapy water.

- If ink enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If you notice any abnormalities, consult a physician immediately.

- If ink enters your mouth, consult a physician immediately.

**Important:**

- ❑ See the following points when working with ink cartridges.

🔗 “Notes on Ink Cartridges” on page 19

- ❑ If you do not have a new ink cartridge for installation, leave the expended ink cartridge in the printer until the new one is ready. If the printer is left without the ink cartridges, it may malfunction.

- ❑ When an ink cartridge is running low, replace it with a new ink cartridge as soon as possible.

- ❑ Do not leave the printer without ink cartridges installed. The inks inside the printer may dry and you may not be able to print. When you are not using the printer, make sure there is an ink cartridge installed in each slot.

Checking Ink Levels

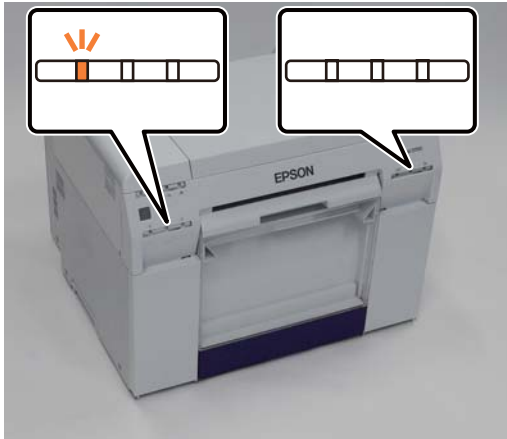
Checking from the Printer

When the ink remaining falls below the minimum value, the ink light on the front of the printer turns on.

🔗 “Front” on page 6

Ink light

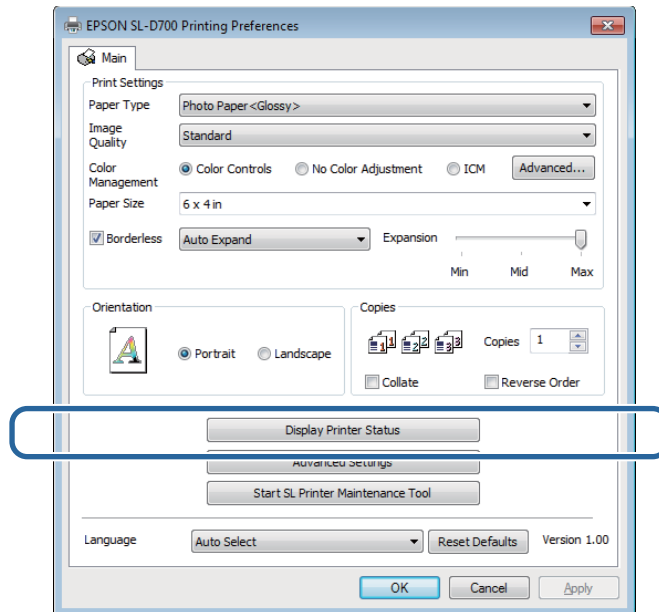
Replacing Ink Cartridges



Checking from the Computer

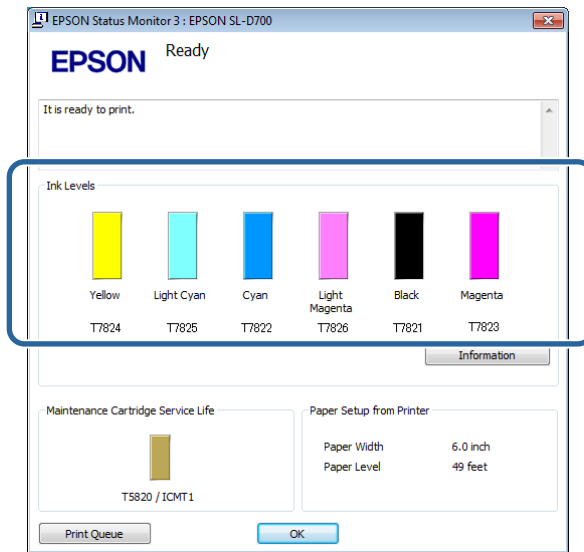
Windows

- 1 Click **Display Printer Status** in the printer driver .



Replacing Ink Cartridges

- 2 Check how much ink remains.



When you have finished checking, click **OK**.

Replacing Ink Cartridges

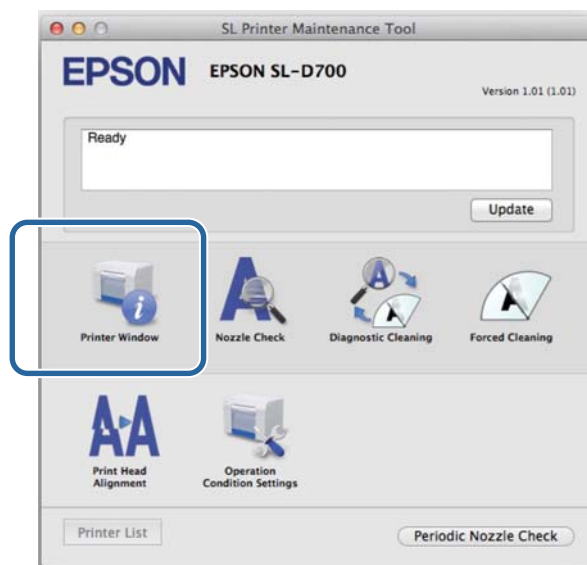
Mac OS X

- 1 Start the **Maintenance Tool**.

See the following for information on starting the Maintenance Tool.

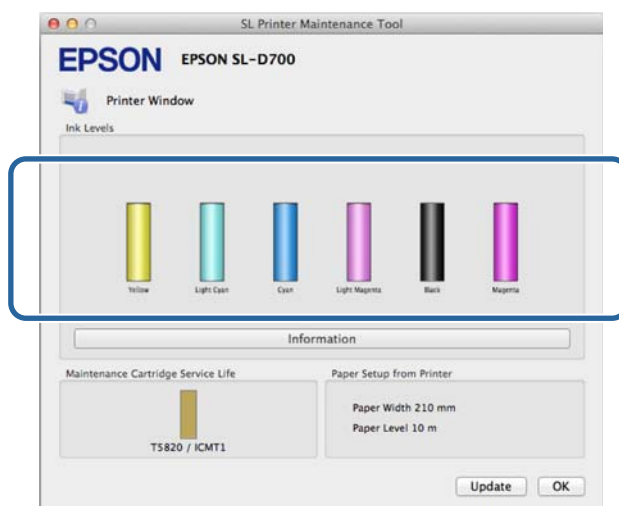
 [“Error Messages \(Mac\)” on page 67](#)

- 2 Click **Printer Window** on the main screen.



The **Printer Window** screen is displayed.

- 3 Check how much ink remains.



When you have finished checking, click **OK**.


Replacing Ink Cartridges


Replacement Procedure

**Important:**

- ❑ Install ink cartridges into each slot. You cannot print if any of the slots are empty.

1

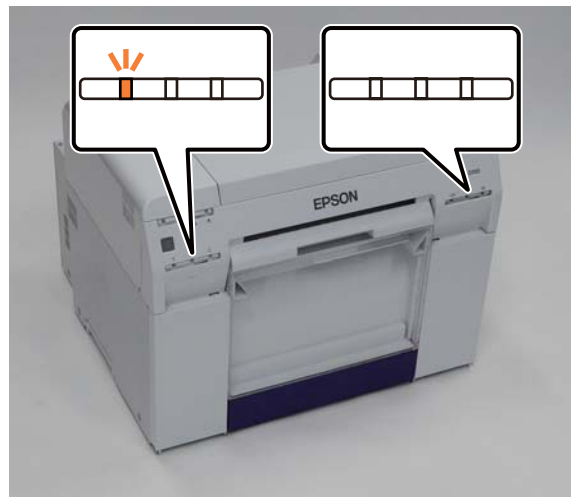
Check that the printer's  light is on.

If the  light is flashing, the printer is operating. Wait until all operations have stopped.

2

The ink light indicates if it is necessary to replace the ink cartridges.

In this example we are replacing the Y (yellow) cartridge. The procedure is the same for the other colors.

**3**

Open the cartridge cover on the side that needs to be replaced.

A warning buzzer sounds when you open the cover.



Replacing Ink Cartridges

4 Press the empty Ink cartridge gently so that it pops out a little, and then remove.

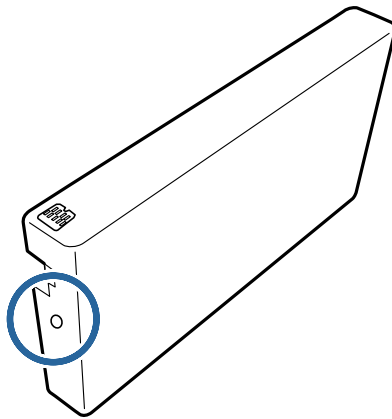
See the following for more information on disposing of ink cartridges.

 [“Disposing of Used Ink Cartridges and Maintenance Cartridges” on page 20](#)



Important:

Removed ink cartridges may have ink around the ink supply port, so be careful not to get any ink on the surrounding area when removing the cartridges.

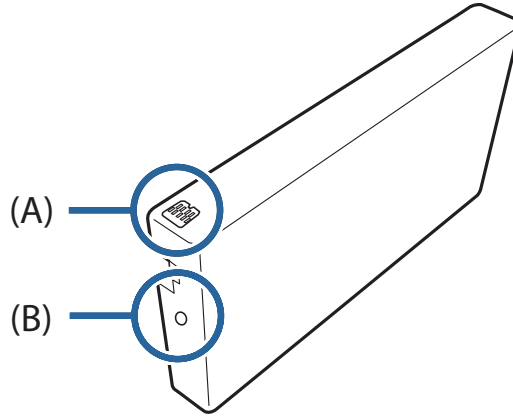


Replacing Ink Cartridges

- 5 Remove the new ink cartridge from the box.

! **Important:**

- ❑ Do not touch the chip (A) on the ink cartridge. Doing so may affect normal operation and printing.
- ❑ Do not touch the ink supply port (B) on the ink cartridge. Ink could leak out.




- 6 Slide the ink cartridge all the way into the printer.



Replacing Ink Cartridges

- 7 Close the cartridge cover.



- 8 Check that the printer's  light is on.

This completes this section.

Replacing the Maintenance Cartridge

Replacing the Maintenance Cartridge

The maintenance cartridge absorbs ink consumed during head cleaning.


This section explains how to replace used maintenance cartridges.

**Important:**


After removing the maintenance cartridge, do not leave the cartridge cover open, install a new cartridge immediately.

Checking the Free Space in the Maintenance Cartridge

Checking from the Printer

When it is time to replace the maintenance cartridge, the printer's  light turns on.

 [“Lights” on page 11](#)

 light

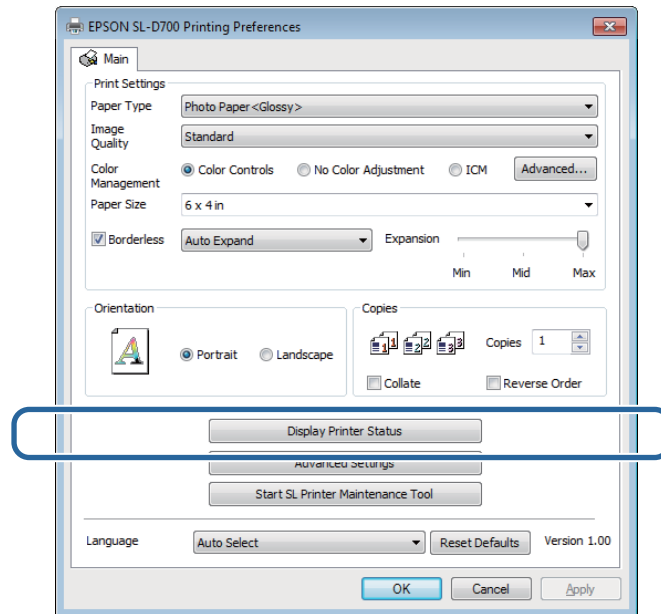


Replacing the Maintenance Cartridge

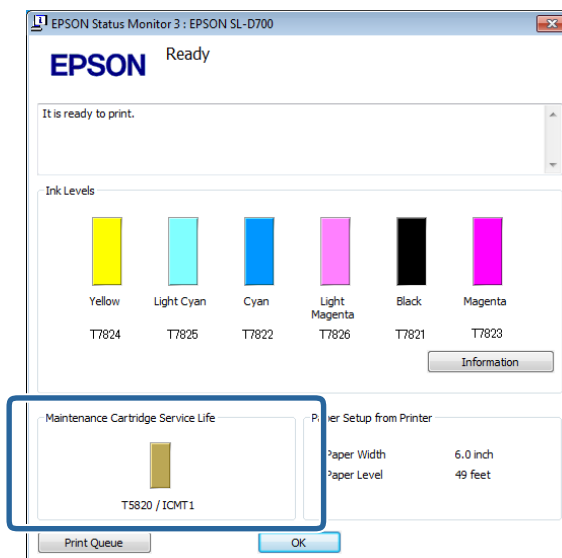
Checking from the Computer

Windows

- 1 Click **Display Printer Status** in the printer driver.



- 2 Check the free space in the maintenance cartridge.



When you have finished checking, click **OK**.

Replacing the Maintenance Cartridge

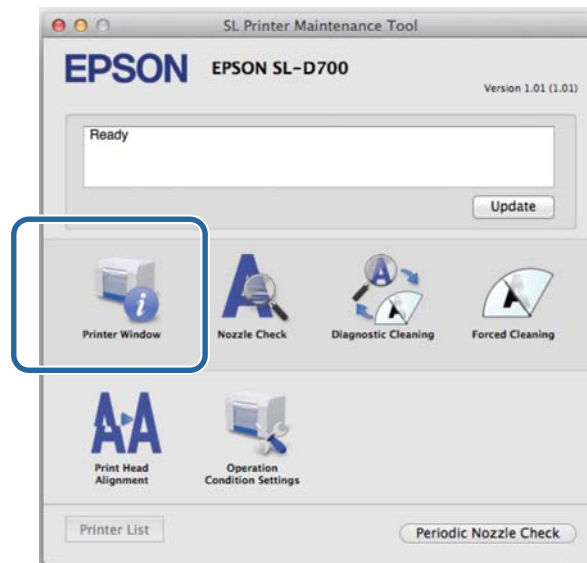
Mac OS X

- 1 Start the **Maintenance Tool**.

See the following for information on starting the Maintenance Tool.

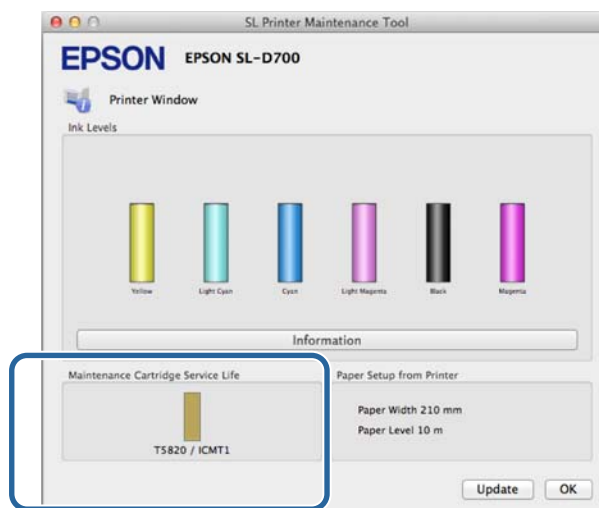
 [“Error Messages \(Mac\)” on page 67](#)

- 2 Click **Printer Window** on the main screen.



The **Printer Window** screen is displayed.



- 3 Check the free space in the maintenance cartridge.




When you have finished checking, click **OK**.

Replacing the Maintenance Cartridge

Replacement Procedure

- 1 Check that the printer's  light is on.
If the  light is flashing, the printer is operating. Wait until all operations have stopped.
- 2 Open the cartridge cover on the right.
A warning buzzer sounds when you open the cover.



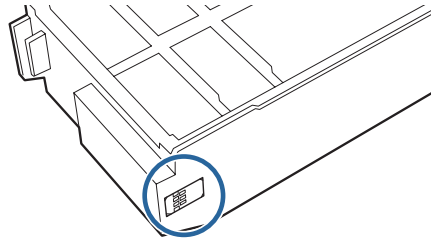
- 3 Be careful not to tilt the maintenance cartridge, and remove it carefully.
Push up, and then pull it out.
See the following for more information on disposing of maintenance cartridges.
 [“Disposing of Used Ink Cartridges and Maintenance Cartridges” on page 20](#)



Replacing the Maintenance Cartridge

- 4 Prepare a new maintenance cartridge.

! **Important:**
Do not touch the chip on the maintenance cartridge. Doing so may affect normal operation and printing.




- 5 Insert the new maintenance cartridge.



- 6 Close the cartridge cover.



- 7 Check that the printer's  light is on.


This completes this section.


Emptying the Scrap Paper Box

Emptying the Scrap Paper Box

Scraps of paper cut during printing accumulate in the scrap paper box. You need to empty out the paper scraps before the box is full.

Check visually how much scrap paper has accumulated in the box. Empty the scrap paper box when you replace the paper.

1 Check that the printer's  light is on.

If the  light is flashing, the printer is operating. Wait until all operations have stopped.

2 Remove the scrap paper box.

Pull the top section forward and then lift out the bottom section.



3 Empty out the scrap paper.

**Important:**

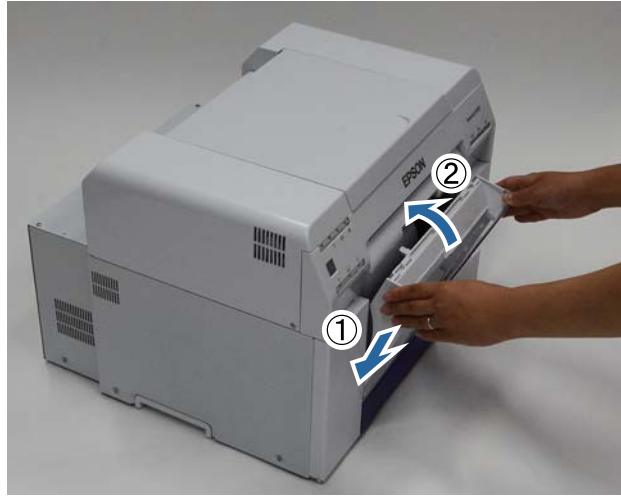
After emptying the scrap paper, check that the flap for the scrap paper box is in the correct position as shown in the following photo.




Emptying the Scrap Paper Box

- 4 Attach the scrap paper box.

Insert the bottom section, and then push the top section into place.



- 5 Check that the printer's  light is on.

This completes this section.

Maintenance

Maintenance Tool

By using the Maintenance Tool from your computer you can perform adjustment and maintenance operations such as checking the printer's status, making settings, performing head cleaning and so on.

Windows

Main Screen Menu	Settings
Printer Name	Select the printer.
Head Maintenance	Perform print head maintenance functions such as Diagnostic Cleaning , Forced Cleaning , and Nozzle Check .
Paper Settings	Set the Paper Type and the Paper Level. Make these settings when replacing the paper.
Operation Condition Settings	Perform various printer settings such as Warning Buzzer , Power Saving , and Periodic Nozzle Check .
Printer Adjustment	Perform printer adjustment functions such as Print Head Alignment , Paper Feed Adjustment , and Gray Adjustment .
History	Check the Operation History , and save log files in Collect Logs .
Printer Management	Perform printer management functions such as Register/Delete Printer and Replace Printer .

Mac OS X



Main Screen Menu	Settings
Message	Displays the printer's status.
Printer Window	Allows you to check the amount of ink remaining, the free space in the maintenance cartridge, and so on.
Nozzle Check	Allows you to print a check pattern and visually check for clogged nozzles.
Diagnostic Cleaning	Detects clogged nozzles and automatically performs cleaning.
Forced Cleaning	Performs manual cleaning.
Print Head Alignment	Corrects the print misalignment.
Operation Condition Settings	Allows you to make various printer settings such as Time Before Switching to Sleep Mode , Warning Buzzer , and Paper Settings .
Printer List	Displays a list of available printers allowing you to select the printer you want to configure.
Periodic Nozzle Check.	Allows you to set whether or not to automatically perform a nozzle check.

See the "Maintenance Tool Operation Guide" for more details.

Maintenance

Checking Items List

See the following table for details on inspections and cleaning.

Check Part	Contents	Checking Time	Reference
Scrap paper box	Empty out the scrap paper.	When replacing paper	 "Scrap paper box" on page 63
Airflow vent	Clean the airflow vent filter with a vacuum cleaner.	Every three months	 "Airflow vent" on page 63

Scrap paper box

Remove the scrap paper box and empty out the scrap paper.

 ["Emptying the Scrap Paper Box" on page 60](#)

Airflow vent


Clean the airflow vent filter with a vacuum cleaner.



Troubleshooting

Note:

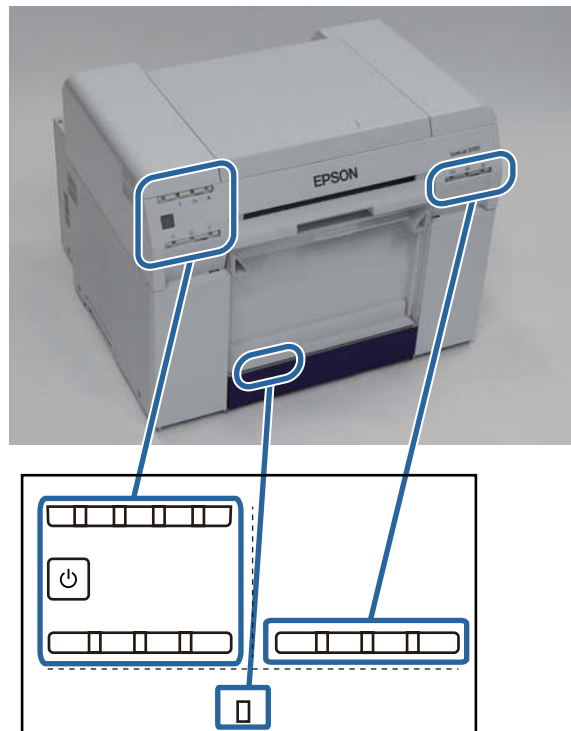
See the "Printer Driver Operation Guide" for more details on troubleshooting the printer driver.

 "Printer Driver Operation Guide" - "Troubleshooting"

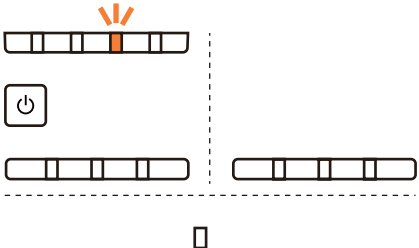
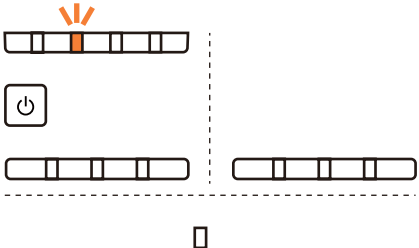
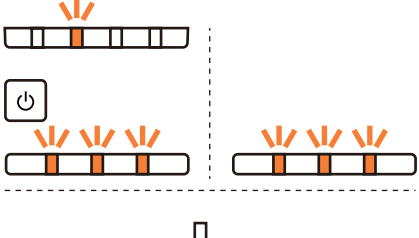
When an Error Occurs

Warning Buzzer and Light Indicators


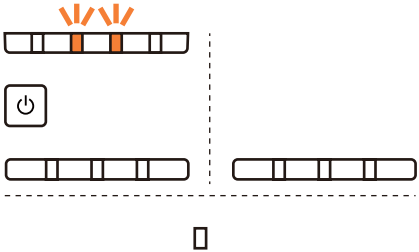


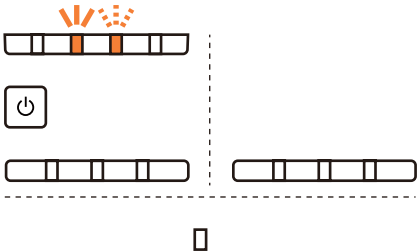


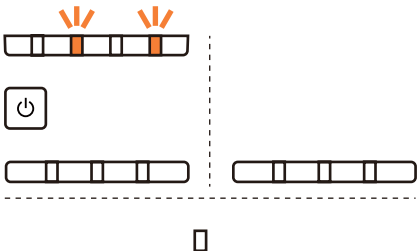

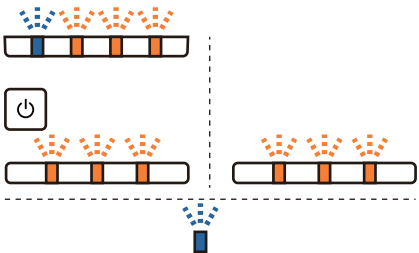
When the warning buzzer sounds or the lights turn on or flash, check the solutions in the following table and take the recommended steps.



Troubleshooting

Light Indicator	Warning Buzzer*	Problems and Solutions
<p>☞ light on Paper light off</p> 	<p>None</p>	<p>There is no paper loaded in the roll paper feeder. Load the paper.</p> <p>☞ "Replacing Paper" on page 23</p>
<p>! light on</p> 	<p>The warning buzzer continues to sound intermittently until you remove the scrap paper box.</p>	<p>Operations have stopped because an error has occurred, the printer is performing error recovery operations, or a printer system error has occurred.</p> <ul style="list-style-type: none"> ☐ Check the code on the computer's screen. See the following to solve the problem. ☞ "Errors and Solutions" on page 68 ☐ Contact your local dealer if a printer system error has occurred.
<p>! light on Ink light on</p> 		<p>The ink cartridge indicated by the ink light is expended, or an error has occurred. Replace the ink cartridges.</p> <p>☞ "Replacing Ink Cartridges" on page 47</p>

Troubleshooting

Light Indicator	Warning Buzzer*	Problems and Solutions
<p>! light on  light on Paper light off</p> 	<p>The warning buzzer continues to sound intermittently until you remove the scrap paper box.</p>	<p>There is no paper loaded in the roll paper feeder, or the paper has run out. Load the paper.</p> <p> "Replacing Paper" on page 23</p>
<p>! light on  light flashing</p> 		<p>Paper is jammed or the paper has not been fed correctly. Clear the paper jam, or feed the paper again.</p> <p> "Paper Jams" on page 77</p>
<p>! light on  light on</p> 		<p>The maintenance cartridge is out of free space, or an error has occurred. Replace the maintenance cartridge.</p> <p> "Replacing the Maintenance Cartridge" on page 55</p>
<p>All lights flashing</p> 	<p>Continues sounding until the Power switch is turned off.</p>	<p>A fatal error has occurred.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Restart the printer. <input type="checkbox"/> Contact your local dealer if the error continues to occur.

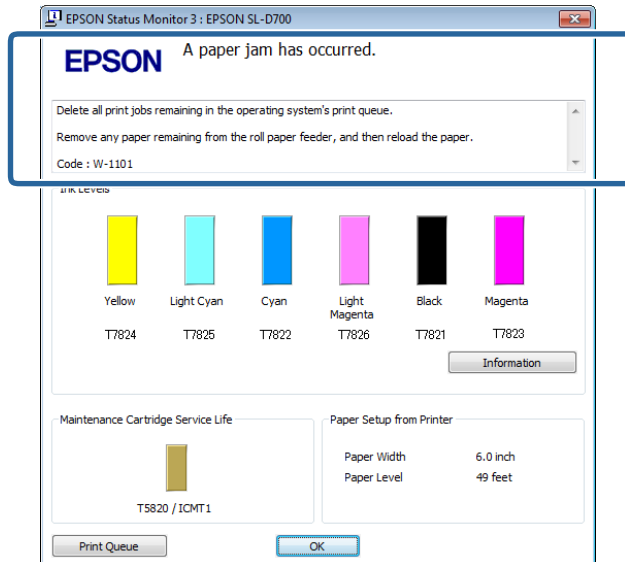
* You can turn the warning buzzer on and off in the Maintenance Tool.

Troubleshooting

Error Messages (Windows)

Error messages are displayed when an error occurs in the printer while printing.

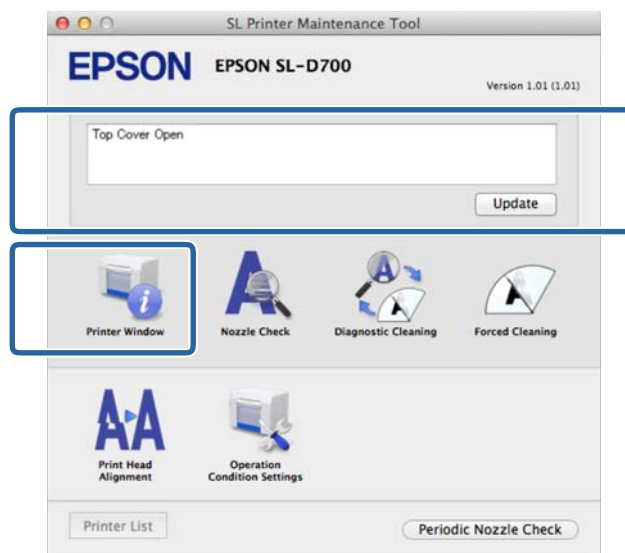
The code, error details, solutions, and so on are displayed on the screen.



Error Messages (Mac)

When errors occur in the printer while printing, you can check the content of the error and solutions with the Maintenance Tool. Click **Printer Window** to display a detailed error message.

See the "Maintenance Tool Operation Guide" for more details on the Maintenance Tool.



Use one of the following methods to start the Maintenance Tool.

Mac OS X 10.6.x, 10.7.x, 10.8.x, 10.9.x

1

Select **System Preferences > Print & Scan** (or **Print & Fax**) from the **Apple** menu.

Troubleshooting

- 2 Select the printer and click **Options & Supplies > Utility > Open Printer Utility**.






Mac OS X 10.5.8

- 1 Select **System Preferences > Print & Fax** from the **Apple** menu.




- 2 Select the printer and click **Open Print Queue >Utility**.

Errors and Solutions

Check the details of the error displayed, and then take the necessary measures.

Code	Message	What to do
W-2301 to W-2303 W-2305 to W-2306	Cannot perform [Detect Clogging] correctly. Delete all print jobs remaining in the operating system's print queue. Perform [Diagnostic Cleaning]. Contact service support if the error continues to occur.	After deleting all of the print jobs, perform Diagnostic Cleaning in the Maintenance Tool. See the "Maintenance Tool Operation Guide" for more details on the Maintenance Tool.  "Maintenance Tool Operation Guide" - "Head Maintenance"  "Maintenance Tool Operation Guide" - "Performing Head Maintenance" If "Auto nozzle check failed." is displayed on a Windows screen, contact service support.
I-2307	Cannot perform [Detect Clogging] correctly. Room temperature may not be within the guaranteed operating range. Check the room temperature.	Check the temperature. Use within the recommended operating temperature range.
W-2311	Clogged nozzle(s) detected. Delete all print jobs remaining in the operating system's print queue. Perform [Diagnostic Cleaning].	After deleting all of the print jobs, perform Diagnostic Cleaning in the Maintenance Tool. See the "Maintenance Tool Operation Guide" for more details on the Maintenance Tool.  "Maintenance Tool Operation Guide" - "Head Maintenance"  "Maintenance Tool Operation Guide" - "Performing Head Maintenance"
I-2401	Replace the maintenance cartridge soon Prepare a new maintenance cartridge(xxxx). You may continue printing until replacement of the maintenance cartridge is required.	Check the message, and then click OK . Prepare a new Maintenance Cartridge with the model number displayed in xxxx.  "Replacing the Maintenance Cartridge" on page 55







Troubleshooting

Code	Message	What to do
I-2201	<p>Ink Low (xxxx)</p> <p>Prepare a new ink cartridge. You may continue printing until replacement of the ink cartridge is required. Epson recommends the genuine Epson cartridges listed above.</p>	<p>Check the message, and then click OK.</p> <p>Prepare a new ink cartridge for the color and model number displayed in xxxx, and then get ready to replace the cartridge.</p> <p> "Replacing Ink Cartridges" on page 47</p>
I-2101 to I-2104	<p>It is nearly time to replace parts. xxxxxx</p> <p>Contact a technical representative. You cannot print if parts have reached the end of their service life.</p>	<p>Contact service support and request replacement for the part displayed in xxxxxx.</p>
W-1301	<p>The scrap paper box has come off.</p> <p>Delete all print jobs remaining in the operating system's print queue. Install the scrap paper box correctly.</p>	<p>After deleting all of the print jobs, attach the scrap paper box. If a message is displayed, check the details.</p>
W-1302	<p>Cartridge cover (right) open.</p> <p>Delete all print jobs remaining in the operating system's print queue. When replacing a cartridge, check the location and the cartridge type. Close the cartridge cover.</p>	<p>After deleting all of the print jobs, close the cartridge cover (right). If a message is displayed, check the details.</p>
W-1303	<p>Cartridge cover (left) open.</p> <p>Delete all print jobs remaining in the operating system's print queue. When replacing a cartridge, check the location and the cartridge type. Close the cartridge cover.</p>	<p>After deleting all of the print jobs, close the cartridge cover (left). If a message is displayed, check the details.</p>
W-1304	<p>Top cover open.</p> <p>Delete all print jobs remaining in the operating system's print queue. Close the top cover.</p>	<p>After deleting all of the print jobs, close the top cover. If a message is displayed, check the details.</p>
W-1305	<p>Rear cover open.</p> <p>Delete all print jobs remaining in the operating system's print queue. Close the top cover.</p>	<p>After deleting all of the print jobs, close the rear cover. If a message is displayed, check the details.</p>
I-1311	<p>Check the scrap paper box. Empty the scrap paper box when it is full. Check the scrap paper box. Empty the box if it is full.</p>	<p>Check the scrap paper box, and empty it if it is full.</p> <p> "Emptying the Scrap Paper Box" on page 60</p>
W-1101	<p>A paper jam has occurred.</p> <p>Delete all print jobs remaining in the operating system's print queue. Remove any paper remaining from the roll paper feeder, and then reload the paper.</p>	<p>After deleting all of the print jobs, remove the paper from the roll paper feeder, and then reload the paper.</p> <p> "Paper Jams" on page 77</p>


Troubleshooting

Code	Message	What to do
W-1102	<p>A paper jam has occurred.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Open the rear cover and the top cover, remove any paper remaining, and then reload the paper.</p>	<p>After deleting all of the print jobs, remove the paper from the internal paper feeder, and then reload the paper.</p> <p>If the printer is setup so that you cannot access the rear of the printer to perform maintenance, contact service support.</p> <p> "Paper Jams" on page 77</p>
W-1103	<p>An error has occurred in the paper feeding unit.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Reload the paper in the same way as when replacing paper.</p>	<p>After deleting all of the print jobs, check that there is no paper inside the printer, and then reload the paper. If a message is displayed, check the details.</p> <p> "Replacing Paper" on page 23</p>
W-1104	<p>Paper is not loaded correctly.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Check the position of the paper width guide, and then reload the paper.</p>	<p>After deleting all of the print jobs, check that there is no paper inside the printer, and then reload the paper.</p> <p>When loading the paper, match the inner edge guide and the front edge guide to the width of the paper. If a message is displayed, check the details.</p> <p> "Replacing Paper" on page 23</p>
W-1105	<p>Paper is out.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Load paper.</p>	<p>After deleting all of the print jobs, check that there is no paper inside the printer, and then reload the paper. If a message is displayed, check the details.</p>
W-1106	<p>Paper is out or not loaded correctly.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Load paper.</p>	<p> "Replacing Paper" on page 23</p>
W-1107	<p>The loaded paper does not match the print settings.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>After deleting the print jobs, change the print settings or the loaded paper, and then print.</p> <p>If you click [OK] without deleting the print jobs, the jobs are printed using the current settings.</p>	<p>After deleting all of the print jobs, load the appropriate paper.</p> <p>When replacing the paper, set the Paper Type and the Paper Level in the Maintenance Tool.</p> <p> "Replacing Paper" on page 23</p>
W-1108	<p>The width of the loaded paper is not supported.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Load supported paper.</p>	<p>After deleting all of the print jobs, load the appropriate paper.</p> <p> "Replacing Paper" on page 23</p>
W-1109	<p>Delete all jobs remaining in the operating systems print queue.</p> <p>Cannot recognize the paper type.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Update the paper information.</p>	<p>Update the paper information. See the "Maintenance Tool Operation Guide" for more details on updating the information.</p>

Troubleshooting

Code	Message	What to do
W-2401	Maintenance cartridge not installed Delete all print jobs remaining in the operating system's print queue. Install the maintenance cartridge.	After deleting all of the print jobs, install the maintenance cartridge correctly.  "Replacing the Maintenance Cartridge" on page 55
W-2402	Maintenance cartridge usage exceeded the application limit. Delete all print jobs remaining in the operating system's print queue. Replace the maintenance cartridge(XXXX).	After deleting all of the print jobs, check the model number of the Maintenance Cartridge displayed in XXXX, and then replace the cartridge.  "Replacing the Maintenance Cartridge" on page 55
W-2201	Ink cartridge error (XXXX) Delete all print jobs remaining in the operating system's print queue. Please install correct cartridge.	After deleting all of the print jobs, check the color of the ink cartridge displayed in XXXX, and then replace the cartridge. If a message is displayed, check the details.  "Replacing Ink Cartridges" on page 47
W-2202	Replace Cartridge (XXXX) Delete all print jobs remaining in the operating system's print queue. Epson recommends the genuine Epson cartridges listed above.	After deleting all of the print jobs, check the color and model number of the ink cartridge displayed in XXXX, and then replace the cartridge. If a message is displayed, check the details.  "Replacing Ink Cartridges" on page 47
W-2203	Ink cartridge error (XXXX) Delete all print jobs remaining in the operating system's print queue. Remove and reinstall them correctly or replace them. Epson recommends the genuine Epson cartridges listed above.	After deleting all of the print jobs, check the color and model number of the ink cartridge displayed in XXXX, and then replace the cartridge or install it correctly. If a message is displayed, check the details.  "Replacing Ink Cartridges" on page 47
W-2204	Ink cartridge error (XXXX) Delete all print jobs remaining in the operating system's print queue. Please install correct cartridge.	After deleting all of the print jobs, check the color and model number of the ink cartridge displayed in XXXX, and then replace the cartridge. If a message is displayed, check the details.  "Replacing Ink Cartridges" on page 47

Troubleshooting

Code	Message	What to do
W-2205	<p>Insufficient ink left to perform initial charge.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Replace the ink cartridge.</p>	<p>After deleting all of the print jobs, check the color of the ink cartridge that is running low, and then replace the cartridge.</p> <p>If a message is displayed, check the details.</p> <p> "Replacing Ink Cartridges" on page 47</p>
W-2403	<p>Maintenance cartridge cannot be recognized</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Install the maintenance cartridge correctly.</p>	<p>After deleting all of the print jobs, replace the maintenance cartridge or install it correctly.</p> <p>If a message is displayed, check the details.</p> <p> "Replacing the Maintenance Cartridge" on page 55</p>
W-2404	<p>Insufficient free space in the maintenance cartridge.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Replace the maintenance cartridge, and then perform head cleaning or initial charge.</p>	<p>After deleting all of the print jobs, replace the maintenance cartridge.</p> <p>If a message is displayed, check the details.</p> <p> "Replacing the Maintenance Cartridge" on page 55</p>
E-5101	<p>The printer is disconnected.</p> <p>Delete all print jobs remaining in the operating system's print queue.</p> <p>Check that the cable is connected, and then turn the printer back on.</p> <p>Contact service support if the error continues to occur.</p>	<p>After deleting all of the print jobs, check that the cables are connected correctly, and then restart the printer.</p> <p>If the error persists, contact service support.</p>
W-5102	<p>Communication error</p> <p>The incorrect product may be selected</p> <p>Delete all print jobs remaining in the operating system's print queue. Do one of the following.</p> <ul style="list-style-type: none"> - The product is connected to "%queueName%". Print using this product. - Connect the product to the computer and turn the power on. If you turn the power off during printing, cancel the print job. 	<p>After deleting all of the print jobs, check that the correct printer is selected in the printer driver. When you have selected the printer, check that the cables are connected correctly, and then restart the printer.</p> <p>If the error persists, contact service support.</p>
W-5103	<p>The different product is selected</p> <p>Delete all print jobs remaining in the operating system's print queue. A product selected in the driver is different from a product to print.</p> <p>Check the driver settings and the product.</p>	<p>After deleting all of the print jobs, check that the correct printer is selected in the printer driver.</p> <p>If the error persists, contact service support.</p>
W-5104	<p>Not ready</p> <p>You cannot print offline.</p> <p>Connect the product to computer and turn the power on.</p> <p>Click [Online] to print when displayed, or click [Print Queue] and change to Online settings.</p>	<p>Check that the printer is on and the cables are connected correctly.</p> <p>If Online is displayed in the printer window, click it to put the printer online. If it is not displayed, click Print Queue, and then put the printer online manually.</p>

Troubleshooting

Code	Message	What to do
W-5105	<p>Paused</p> <p>You cannot print when it is in pause. Click [Resume] to print when displayed, or click [Print Queue] and deselect "Pause Printing" in the "Printer" menu.</p>	<p>If Resume is displayed in the printer window, click it to resume printing. If it is not displayed, click Print Queue, and then resume printing manually.</p>
E-2101 to E-2104	<p>Parts have reached the end of their service life.</p> <p>xxxxxx</p> <p>Contact a technical representative. Delete all print jobs remaining in the operating system's print queue.</p>	<p>After deleting all of the print jobs, contact service support and request replacement for the part displayed in xxxxxx.</p>
E-9901	<p>A printer system error occurred.</p> <p>Delete all print jobs remaining in the operating system's print queue. Turn the printer off. Check if there is any paper remaining inside the printer, and then turn the printer back on. Contact service support if the error continues to occur.</p>	<p>After deleting all of the print jobs, restart the printer.</p> <p>If the error persists, a malfunction may have occurred. Contact service support.</p>
I-5201	<p>The print job being sent is nearly at the maximum size that can be received by the printer at one time.</p> <p>Quit sending the print job, and then send the remaining pages as another print job.</p> <p>Amount of data in print jobs sent to printer nearly at maximum limit.</p> <p>Stop sending the current print job and send the remaining pages as another print job.</p>	<p>The print job is too large.</p> <p>After deleting all of the print jobs, split up the data, and then try printing again.</p>
W-5202	<p>The print job being sent has reached the maximum size that can be received by the printer at one time.</p> <p>Quit sending the print job, and then send the remaining pages as another print job.</p> <p>Amount of data in print jobs sent to printer is at maximum limit.</p> <p>Stop sending the current print job and send the remaining pages as another print job.</p>	<p>The print job is too large.</p> <p>After deleting all of the print jobs, split up the data, and then try printing again.</p>
I-5202	<p>The Maintenance function is running.</p> <p>Wait until maintenance is complete.</p>	<p>Wait for a while.</p>
I-5203	<p>The paper set in Print Settings and the paper loaded in the printer differ.</p> <p>Change the paper, and then click [OK]. To continue printing with the current settings, click [Print].</p>	<p>Load the appropriate paper. After replacing the paper, set the Paper Type and the Paper Level in the Maintenance Tool.</p> <p> "Replacing Paper" on page 23</p> <p>To continue printing with the current settings, click Print.</p>


Troubleshooting

Code	Message	What to do
W-2206	<p>You have not installed genuine Epson ink cartridges.</p> <p>xxxx</p> <p>Information about ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.</p> <p>For optimum quality and reliability Epson recommends using genuine Epson ink.</p>	<p>This printer is developed for use with genuine ink cartridges. If you use non-genuine cartridges, the print result may be faint, or the ink remaining may not be detected normally. We recommend using genuine Epson products.</p>
W-2207	<p>A non-genuine or refilled cartridge has been detected. Ink levels may not be shown because of unknown ink volume.</p>	
W-2208	<p>A non-genuine or refilled cartridge has been detected. Ink levels may not be shown because of unknown ink volume.</p>	

Troubleshooting

Cannot Clear the Displayed Error

If an error is displayed that cannot be cleared, follow the steps below to restart the printer.

- 1 Check that the printer's  light is on. Turn off the Power switch (the light turns off).




If you cannot turn off the power using the switch, unplug the power cable.



Troubleshooting

- 2 Reconnect the power cable, and then turn on the Power switch (the light turns on).

The  light turns on.



Note:


If the error persists even after restarting, contact service support.

This completes this section.


Troubleshooting

Paper Jams

This section explains how to clear paper jammed in the printer.

When a paper jam occurs, the **!** light on the front of the printer turns on, and the  light flashes.

 [“Lights” on page 11](#)

 light



The procedure differs for the roll paper feeder and the internal paper feeder. Check the error message to determine which procedure to use.

- W-1101 When the message "A paper jam has occurred. Delete all jobs remaining in the operating systems print queue. Remove paper that remains in the paper feeder, and then load the paper again." is displayed, the jam has occurred in the roll paper feeder.

 [“Paper is Jammed in the Roll Paper Feeder” on page 80](#)

- W-1102 When the message "A paper jam has occurred. Delete all jobs remaining in the operating systems print queue. Open the rear cover and the top cover and remove any paper that remains, and then load the paper again." is displayed, the jam has occurred in the internal paper feeder.

 [“Paper is Jammed in the Internal Paper Feeder” on page 87](#)

Important:

- Do not leave the printer with a paper jam.
Fire could ignite or smoke could be emitted.
- When a printer system error occurs, if the error persists after restarting the printer, check if a paper jam has occurred.
- Do not remove the paper forcibly when clearing paper jams. Otherwise, the printer could be damaged.

Troubleshooting

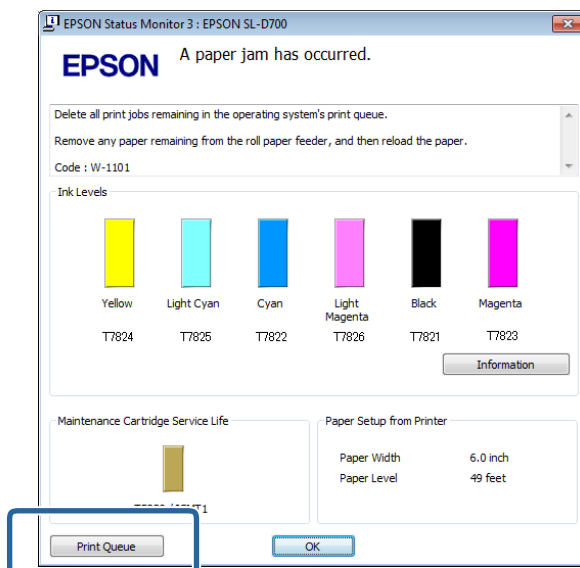
Deleting Print Jobs

Before starting operations, delete all jobs from the print queue.

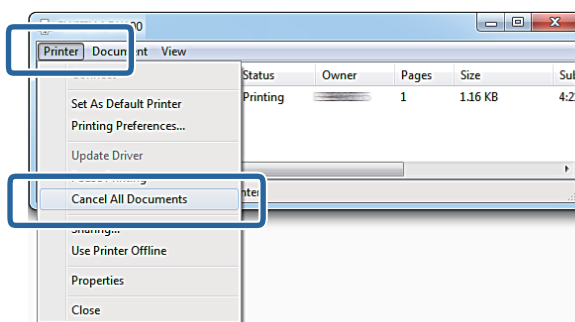
Windows

1 Click **Print Queue** on the error screen.

Double-click the printer icon on the Taskbar to display the Print queue.



2 Click **Printer - Cancel All Documents**.



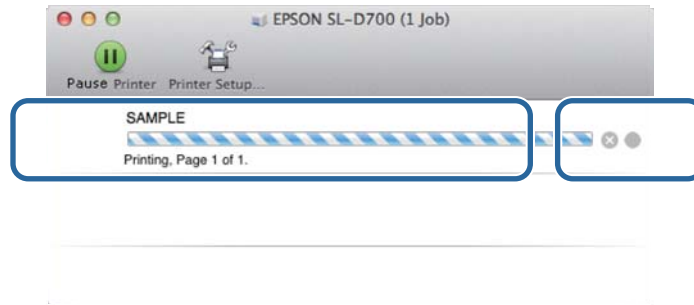
Troubleshooting

Mac OS X

- 1 Click the printer icon in the Dock.



- 2 Select the job you want to cancel, and then click X (or **Delete**).



Troubleshooting

Paper is Jammed in the Roll Paper Feeder

Error message W-1101 - When the message "Remove paper that remains in the paper feeder, and then load the paper again." is displayed, follow the steps below.

- 1 Delete all jobs from the Print queue.

 ["Deleting Print Jobs" on page 78](#)

- 2 Remove the scrap paper box.

Pull the top section forward and then lift out the bottom section.



- 3 Grip the handle to release the lock, and then pull out the roll paper feeder.



Troubleshooting



Important:

If you cannot remove the roll paper feeder for some reason, do not try to pull it out by force. Paper may be jammed inside. When you can access the top and rear of the printer, remove the paper by following the procedure in the next section "Paper is Jammed in the Internal Paper Feeder".

[☞ "Paper is Jammed in the Internal Paper Feeder" on page 87](#)

Contact your local dealer if you cannot access the top or rear of the printer.

4

Hold both edges of the paper, and pull it out until the leading edge comes out of the slot.



Note:

If you cannot pull the paper out manually, turn the handle on the left of the roll paper feeder in the direction indicated by the arrow to rewind the paper.



Troubleshooting

- 5** If the leading edge of the paper is ragged, cut it in a straight line with a pair of scissors and so on.
Cut the paper as straight as possible.



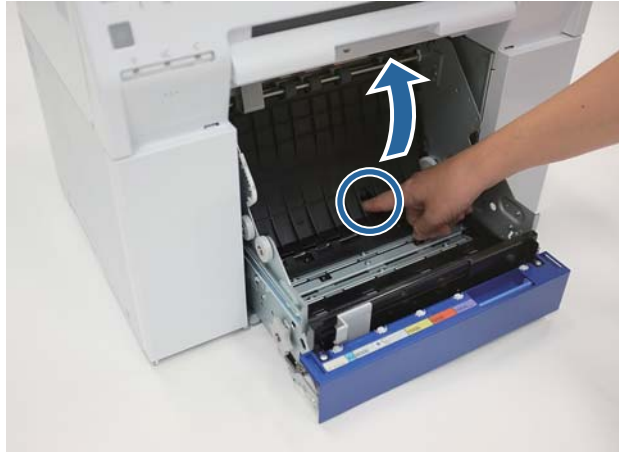
- 6** Remove the spindle unit.



Troubleshooting

- 7** Open the internal rear plate.

Place your finger in the hole at the bottom and lift to open.



- 8** Check that there is no paper or foreign material at the back of the inside of the printer.

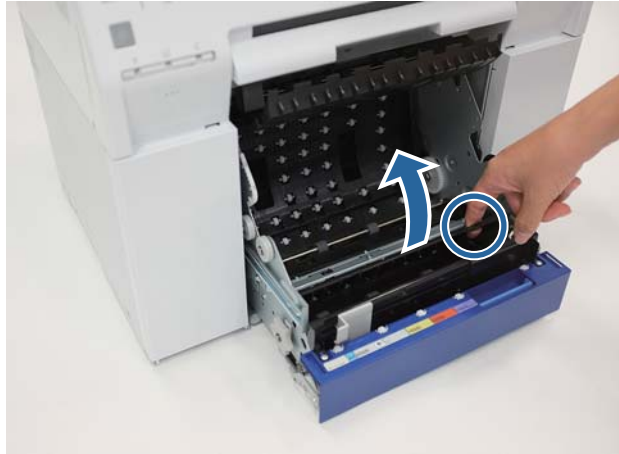
If there is a jam, remove the paper slowly.



Troubleshooting

- 9** Open the front plate.

Place your finger in the hole at the bottom and lift to open.



- 10** Check that there is no paper, foreign material, or scrap paper at the back of the printer.

If there is a jam, remove the paper slowly.

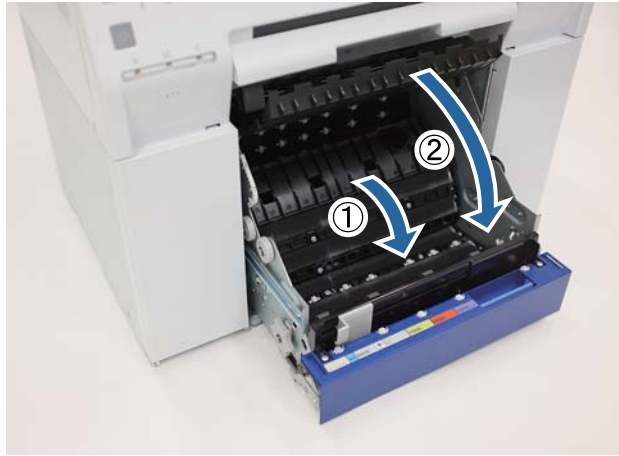


- 11** Replace the front plate and the rear plate.

Replace the front plate first.

Troubleshooting

Press down until you hear it click into place.

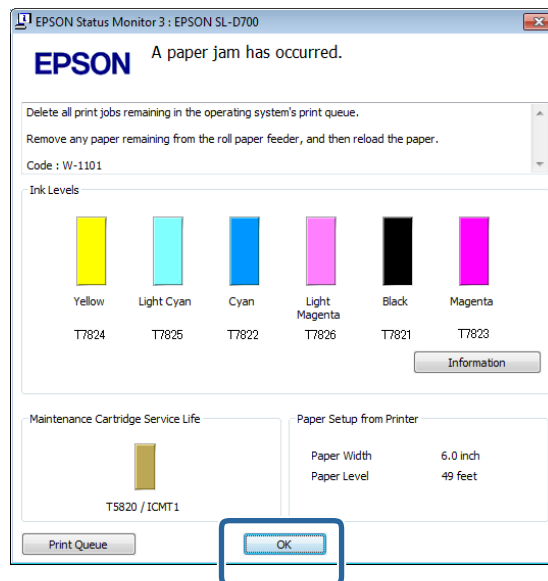


12 Reload the paper.

See the following for more details on loading the paper.

 [“Replacing Paper” on page 23](#)

13 If an error message is still displayed on a Windows computer's screen, click **OK** to close the screen.



Troubleshooting

- 14 Check that the ! light turns off, and the ⏻ light turns on.



This completes this section.

Troubleshooting

Paper is Jammed in the Internal Paper Feeder

Error message W-1102 - When the message "Open the rear cover and the top cover and remove any paper that remains, and then load the paper again." is displayed, follow the steps below.

If you have cleared a paper jam from the roll paper feeder but the error is still not cleared, or you cannot pull out the roll paper feeder, there may be a jam inside the printer.

**Important:**

Contact your local dealer if you cannot access the top or rear of the printer.

1

Delete all jobs from the Print queue.

 ["Deleting Print Jobs" on page 78](#)

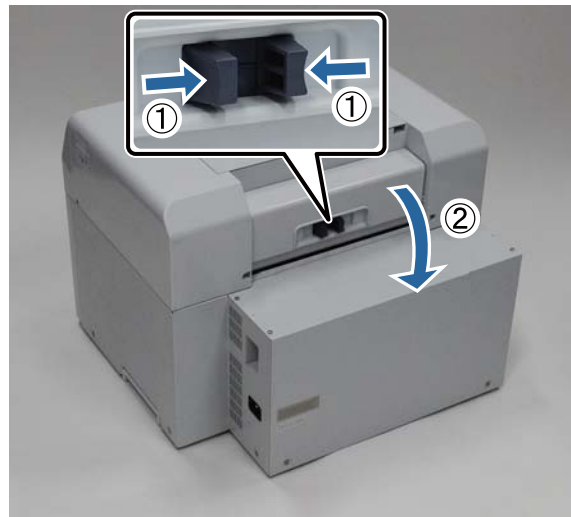
2

Remove the scrap paper box.

Pull the top section forward and then lift out the bottom section.

**3**

Squeeze the lock lever on the back to release the lock, and then open the rear cover.



Troubleshooting

4 Open the top cover.

Check the point where the jam occurred.



5 If a lot of paper has been ejected from the front of the printer, cut the paper in front of the jam with a pair of scissors and so on.

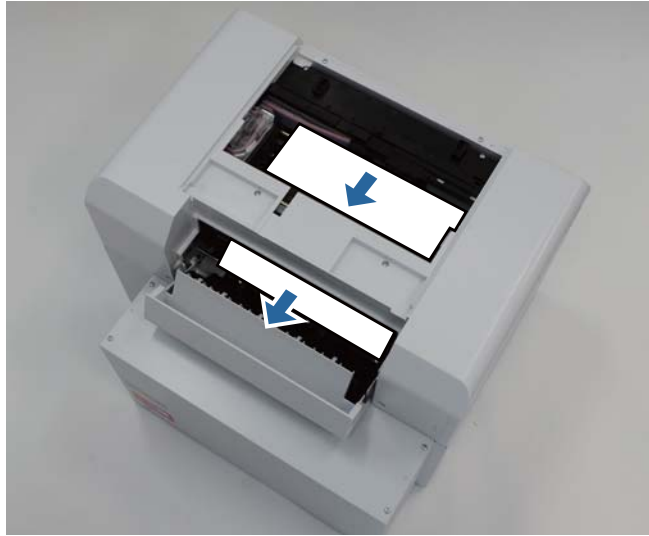


6 Slowly pull the remaining paper jammed inside the printer.

If you have pulled out the paper, go to step 8.

Troubleshooting

If the paper is under the print head and cannot be easily removed, go to the next step.



7 Move the Print head unit manually, and remove the paper from the rear.

If the paper is on the right, move the print head unit to the left.

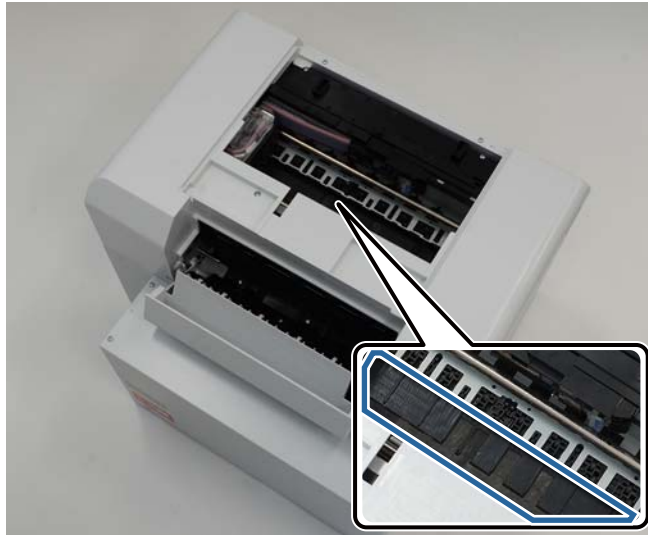
If the paper is on the left, move the print head unit to the right.



Troubleshooting

! **Important:**

- ❑ *If you cannot move the print head unit, do not try to force it to move, contact service support. Otherwise, the print head unit could be damaged.*
- ❑ *When removing the paper, do not touch the ink absorbing areas. Otherwise, the paper stand is soiled which could also soil the back of the paper.*



8

Cut the paper you have pulled out with scissors and so on.

Remove the cut section.



! **Important:**

After cutting the paper, do not pull the paper inside the printer to the upper section. Remove the paper inside the printer by following the procedure for removing roll paper.

Troubleshooting

- 9 Close the top cover.



- 10 Check if there is a paper jam in the roll paper feeder.

Perform steps 2 to 11 in "Paper is Jammed in the Roll Paper Feeder".
[↗ "Paper is Jammed in the Roll Paper Feeder" on page 80](#)

- 11 Close the rear cover.



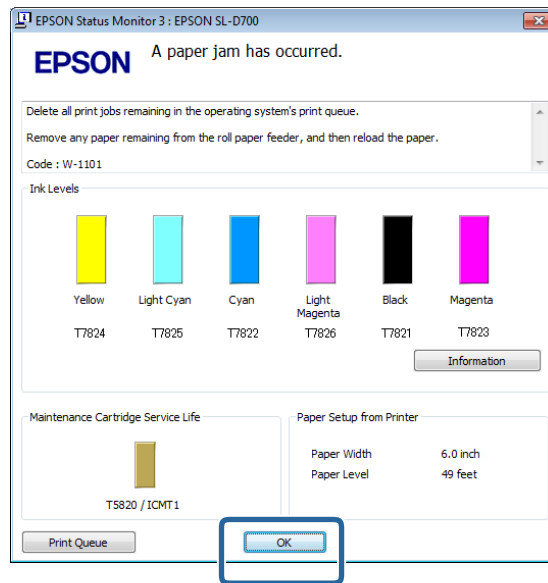
- 12 Reload the paper.

See the following for more details on loading the paper.

[↗ "Replacing Paper" on page 23](#)

Troubleshooting

- 13** If an error message is still displayed on a Windows computer's screen, click **OK** to close the screen.



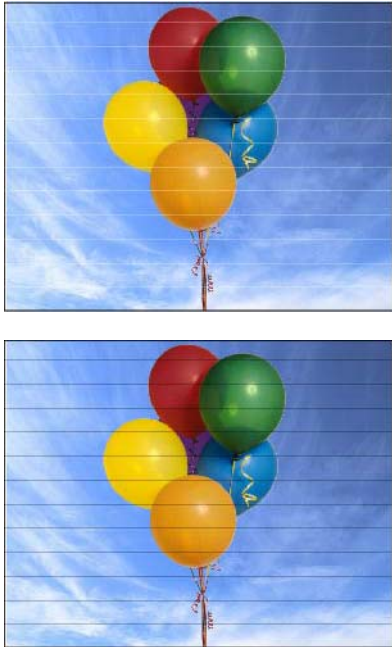
- 14** Check that the **!** light is turned off, and the **⏻** light is turned on.



This completes this section.

Troubleshooting

Problems with Print Results

Cause	What to do
<p>Stripes appear at regular intervals in the print outs.</p> 	<p>Are the print head unit nozzles clogged? If the print head unit is clogged, stripes appear at regular intervals, and print quality declines. Check the nozzle status in the Maintenance Tool, and then try cleaning.</p> <p>See the "Maintenance Tool Operation Guide" for more details on the Maintenance Tool.</p> <ul style="list-style-type: none"> ☞ "Maintenance Tool Operation Guide" - "Head Maintenance" ☞ "Maintenance Tool Operation Guide" - "Performing Head Maintenance"

Troubleshooting

Cause	What to do
Print quality is poor, uneven, too light, or too dark.	<p>Are the print head unit nozzles clogged? If the nozzles in the print head unit are clogged, specific nozzles do not fire ink and the print quality declines. Check the nozzle status in the Maintenance Tool, and then try cleaning.</p> <p>See the "Maintenance Tool Operation Guide" for more details on the Maintenance Tool.</p> <p>☞ "Maintenance Tool Operation Guide" - "Head Maintenance"</p> <p>☞ "Maintenance Tool Operation Guide" - "Performing Head Maintenance"</p> <p>Are you using a genuine ink cartridge? The 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 all the ink in the ink cartridge before the expiry date printed on the package (within six months of installation).</p> <p>☞ "Replacing Ink Cartridges" on page 47</p> <p>Do the settings in the Maintenance Tool and the settings in the printer driver match the paper loaded in the printer? If the loaded paper type and the set Paper Type differ, print quality may decline. Check the settings.</p> <p>☞ "Changing Paper Settings" on page 37</p> <p>Have you compared the print 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>
The printed surface is scuffed or soiled.	<p>Is the paper too thick or too thin? Check that the paper can be used with this printer.</p> <p>☞ "Printer Specifications" on page 96</p>
The paper is creased.	<p>Are you using the printer at normal room temperature? The printer should be used at normal room temperature (temperature: 15 to 25 °C, humidity: 40 to 60 %). For information about paper such as thin paper from other manufacturers that requires special handling, see the documentation supplied with the paper</p>

Problems when Cutting Paper

Cause	What to do
The cut is crooked, the cut edge is frayed or turned up, or the coating is cracked.	<p>The cutter needs to be replaced. Contact service support to request cutter replacement.</p>




When a Problem Cannot be Cleared

If you cannot resolve a problem after taking the measures described in the "Troubleshooting" section, contact service support.

Appendix

Consumables and Optional Items

The following consumable products and optional items are available for use with your printer. (As of December, 2013)

Product name		Product number	Explanation
INK CARTRIDGE	Black	T7821	This printer is developed for use with genuine ink cartridges. If you use non-genuine cartridges, the print result may be faint, or the ink remaining may not be detected normally.  "Replacing Ink Cartridges" on page 47
	Cyan	T7822	
	Magenta	T7823	
	Yellow	T7824	
	Light Cyan	T7825	
	Light Magenta	T7826	
MAINTENANCE CARTRIDGE		T5820	Absorbs ink consumed during head cleaning.  "Replacing the Maintenance Cartridge" on page 55
SPINDLE UNIT for SL-D700		C12C811421	The same as the spindle unit supplied with the printer. Remove the tape before use.
PAPER CASE		C12C890861	A case for storing paper to prevent the paper from being damaged.  "Notes on storage" on page 19
PRINT TRAY		C12C891171	A tray for holding print outs that are less than 102 mm long.
LARGE PRINT TRAY		C12C891181	A tray for holding print outs that are 102.1 to 305 mm long.

Notes on Moving the Printer

Perform the following operations when moving the printer.



Caution:

- When lifting this printer, make sure you use the correct posture.
- When lifting the printer, hold it in the areas indicated in the manual. The printer may fall if you lift it by holding other areas, and your fingers could be caught which may cause an injury.

Appendix

Place your hands at the points indicated in the photo, and then lift.



! Important:

- Only hold the required area. Otherwise, it may breakdown.
- Move the printer with ink cartridges installed. Do not remove the ink cartridges; otherwise, the nozzles may be clogged and make it impossible to print, or ink may leak.
- When moving the printer, do not tilt it. Ink could leak out.

Preparing to Move

Make the following preparations in advance before moving the printer.

- Turn off the printer and remove all cables.
- Remove any trays if they are installed.
- Remove any paper.

After Moving

After moving, make sure that the print head is not clogged before use.

 "Maintenance Tool Operation Guide"

Printer Specifications

Basic specifications	
Printing method	On-demand ink jet

Appendix

Basic specifications	
Nozzle configuration	180 nozzles for each color
Print direction	Bidirectional printing
Highest resolution	1440 x 720 dpi
Paper feed method	Friction feed
Interface	Universal Serial Bus Specifications Revision 2.0

Electrical Specifications		
Rated voltage	AC 100 to 120 V	AC 220 to 240 V
Rated frequency range	50/60 Hz	50/60 Hz
Rated current	3.0 A	1.5 A
Power consumption	Operating: Approximately 120 W Sleep mode: Approximately 18 W Power off: Less than 0.5 W	Operating: Approximately 120 W Sleep mode: Approximately 18 W Power off: Less than 0.5 W

Paper Feeder Specifications	
Paper core size	Roll paper feeder (3 inch core diameter): Outer diameter less than 170 mm/One can be loaded
Paper length	89 to 1,000 mm
Paper width	102 mm (4 inches), 127 mm (5 inches), 152 mm (6 inches), 203 mm (8 inches), 210 mm (A4)


Ink Specifications	
Type	Ink cartridges
Ink type	Six color water-based dye
Use by date	Three years after manufacture
Storage temperature	In the packaging: -20 to 40 °C (within one month at 40 °C) Installed in printer: -20 to 40 °C (within one month at 40 °C) Transporting: -20 to 60 °C (within one month at 40 °C, 72 hours at 60 °C)
Capacity	200 ml
Cartridge dimensions	25 (W) x 200 (D) x 100 (H) mm

**Important:**

- 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 until it has defrosted (without condensation).
- Do not disassemble the ink cartridges or refill the ink.

Appendix

Maintenance Cartridge Specifications	
Type	Maintenance cartridge for waste ink.
Number installed	1
Environmental conditions	In the packaging: -20 to 40 °C (temperature), 20 to 85% (humidity) Installed in printer: Conforms to the general specifications below Transporting: -20 to 60 °C (temperature) 5 to 85% (humidity) (within one month at 40 °C, 120 hours at 60 °C)
Cartridge dimensions	78.8 (W) x 254.5 (D) x 38.5 (H) mm

General Specifications	
Temperature	Operating: 10 to 35 °C Storage (before unpacking): -20 to 60 °C (within 120 hours at 60 °C, one month at 40 °C) Storage (after unpacking): -20 to 40 °C (within one month at 40 °C)
Humidity	Operating: 20 to 80% (without condensation) Storage (before unpacking): 5 to 85% (without condensation) Storage (after unpacking): 5 to 85% (without condensation)
Weight	Approx. 23 kg (printer only)
Dimensions	460 (W) x 430 (D) x 354 (H) mm  "Necessary space" on page 99

Standards and Approvals

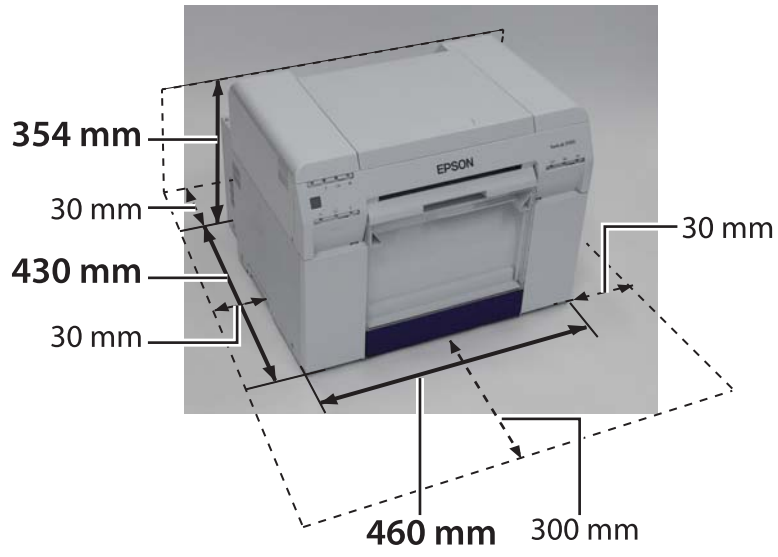
Safety	UL 60950-1	
	CAN/CSA No. 60950-1	
	Low Voltage Directive 2006/95/EC	EN 60950-1
EMC	FCC part 15 subpart B class A	
	CAN/CSA-CEI/IEC CISPR 22 Class A	
	AS/NZS CISPR 22 Class A	
	EMC Directive 2004/108/EC	EN 55022 Class A
		EN 55024
		EN 61000-3-2
		EN 61000-3-3


Warning:

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

Appendix

Necessary space



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.

FCC Compliance Statement

For United States Users

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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Appendix

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.



Indication of the manufacturer and the importer in accordance with requirements of directive 2011/65/EU (RoHS)

Manufacturer: SEIKO EPSON CORPORATION
Address: 3-5, Owa 3-chome, Suwa-shi, Nagano-ken 392-8502 Japan
Telephone: 81-266-52-3131

Importer: EPSON EUROPE B.V.
Address: Azië building, Atlas ArenA, Hoogoorddreef 5, 1101 BA Amsterdam Zuidoost The Netherlands
Telephone: 31-20-314-5000

For Turkish customers only

AEEE Yönetmeliğine Uygundur.

For Ukraine customers only

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

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, Jinguo 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 It IIB No. 12
Jl. Kusuma Bangsa 116 – 118
Surabaya

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

Yogyakarta Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta

Phone: (62) 274-565478

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

Phone/Fax: (62) 61-4516173

Makassar MTC Karebosi Lt. Ill 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
Direct Line: (63-2) 706 2625

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

World Wide Web

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

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

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

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

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