Contents



Safety Instructions	2			
Notes on Handling and Storage	10			
Support and Service Guide				
Utility Software	13			
Problem Check Sheets	14			

Safety Instructions

All safety and operating instructions should be read before using the projector. After you have read all instructions, save this information for later reference. To prevent personal injury or damage to property, the following symbols are used to show dangerous operation or handling. Make sure you understand them properly when reading the guide.

Explanation of symbols

⚠ Warning	This symbol indicates information that, if ignored, could possibly result in serious personal injury or even death due to incorrect handling.
⚠ Caution	This symbol indicates information that, if ignored, could possibly result in personal injury or physical damage due to incorrect handling.

Symbols indicating an action that must not be done







Do not disassemble



Do not touch



Do not wet



Do not use in wet areas



Do not place on an unstable surface

Symbols indicating an action that should be done







Disconnect the plug from the outlet



🕦 Warning

Unplug the projector from the outlet and refer all repairs to qualified service personnel under the following conditions:

- If smoke, strange odors or strange noises come from the projector.
- If liquid such as water, or foreign objects such as metal, insects, and so on get inside the projector.
- If the projector has been dropped or the housing has been damaged. Continuing to use under these conditions may result in fire or electric

Do not try to repair this projector yourself. Refer all repairs to qualified service personnel.

shock

Place the projector near an outlet where the plug can be easily unplugged.



the plug from the outlet

Never open any covers on the projector except as specifically explained in the User's Guide. Never attempt to disassemble or modify the projector (including consumables). Refer all repairs to qualified service personnel.



Electrical voltages inside the projector can cause severe injury.

If you are installing the projector on the ceiling, this projector should be installed by qualified technicians using only approved mounting equipment.



Instructions

If installation work is not carried out correctly, the projector could fall down. This may result in injury or accidents. Contact your dealer to carry out the installation work.

If you use a ceiling mount and apply adhesives to the mount to prevent the screws from loosening, or if you use lubricants or oils on the projector, the projector housing may crack and the projector may fall from its ceiling mount. This could cause serious injury to anyone under the mount and could damage the projector. When installing or adjusting a ceiling mount, do not use adhesives to prevent the screws from loosening and do not use oils or lubricants.



Do not do

Do not use the projector where it may be exposed to rain, water, or excessive humidity.



Do not use in wet areas

Warning

Use the type of power source indicated on the projector. Use of a different power source may result in fire or electric shock. If you are not sure of the power available, consult your dealer or power company.



Check the specifications of the power cable. Using an inappropriate power cable could result in fire or electric shock.

The power cable supplied with the projector is intended to comply with power supply requirements for the country of purchase. If you use the projector in the country where it was purchased, only use the power cable that came with the projector. If you use the projector in a country other than where it was purchased, use the correct power cable for that country.



Take the following precautions when handling the plug.

Failure to comply with these precautions could result in fire or electric shock



- Do not overload wall outlets, extension cables, or power strips.
- Do not insert the plug into a dusty outlet.
- Insert the plug firmly into the outlet.
- Do not hold the plug with wet hands.
- Do not pull the power cable when disconnecting the plug: always be sure to hold the plug when disconnecting it.



Do not do

Do not use the power cable that is damaged. Fire or electric shock may result.

- Do not modify the power cable.
- Do not place heavy objects on top of the power cable.
- Do not bend, twist or pull the power cable excessively.
- Keep the power cable away from hot electrical appliances.
- Do not tie the power cable to other cables.

Contact your dealer if the cable becomes damaged.

Cables should be wired so that they cannot trip people up and so on.

This could cause people to fall and be injured.





Marning

Do not touch the plug during an electrical storm. Otherwise, you may receive an electric shock.



Do not touch

Do not place any containers of liquid on top of the unit. Spilling liquid of any kind into the projector may result in fire or electric shock



Do not wet

Do not look into the lens when the projector is on. The bright light can damage your eyes. Also, do not look into the lens using optical devices such as loupes or telescopes.



Do not do

Do not insert or drop metal, flammable, or foreign objects into the projector's vents or openings nor leave them nearby.

Doing so may result in fire, electric shock, or burns.



Do not do

Do not leave the projector or the remote control with batteries inside a vehicle with the windows closed, in places where they will be exposed to direct sunlight, or in other places that may become extremely hot.



Do not do

Thermal deformation or technical malfunction may occur, which could result in fire.

Do not use sprays containing a flammable gas to remove dirt or dust which is adhering to parts such as the lens or filter of the projector.



Do not do

Because the inside of the projector becomes very hot during use, the gases may ignite and result in a fire.

Do not use the projector in places where flammable gases or explosive gases may be present in the atmosphere.

Do not do

Because the inside of the projector becomes very hot during use, the gases may ignite and result in a fire.

Marning

Do not place any objects that are easily flammable in front of the projector's lens, otherwise a fire may occur.



Do not do

During projection, do not block the light from the projector with the lens cover (removable) or a book and so on.



If the light from the projector is blocked, the area on which the light shines becomes hot which could cause it to melt, burn, or start a fire. Also, the lens may get hot due to the reflected light which could cause the projector to malfunction. To stop projection, use the A/V Mute or Shutter function, or turn off the projector.

Do not install the projector in a location that is not strong enough to bear its weight, or on an unstable surface such as a table that shakes or is tilted.



The projector may fall down or tip over causing damage, deformation, or injury.

Do not place on an unstable surface

⚠ Caution

Do not use the projector in places where there is a lot of humidity or dust, near cooking or heating appliances, or in places where it may come into contact with smoke or steam.



Do not do

Do not use or store this projector outdoors for an extended length of time.

Fire or electric shock may result.



⚠ Caution

Do not block the slots and opening in the projector case. They provide ventilation and prevent the projector from overheating.



- When installing the projector close to a wall, make sure there is a gap as specified in the User's Guide between the wall and the air exhaust vent.
- Do not place the projector in the following locations.
 - Badly ventilated or narrow places, such as inside a closet or in a book case.
 - On soft surfaces such as a rug, bedding, blanket, and so on.
 - Do not cover the projector with a blanket, curtain, or tablecloth.
 - Badly ventilated locations such as inside an AV rack or cabinet.
 - Locations subject to high temperatures, such as near heating equipment.
- Do not install the projector in an airtight location.
 - If the projector needs to be installed in an airtight location, it is vital to ensure that air conditioning and ventilation equipment are also installed. If the location is not sufficiently ventilated, heat exhausted from the projector will accumulate and could trigger the projector's built-in protection circuits.

Do not stand on the projector or place heavy objects on it.

You may fall over resulting in injury or the projector may become damaged.



Do not do

Do not place anything that can become warped or damaged by heat near the exhaust vents. Do not bring your hands or face close to the vents while projection is in progress.



Because of hot air coming out from the air exhaust vents, you could get burnt or it could be a cause of warping or other damage to property. Do not do

Do not place the source of an open flame, such as a lit candle, on or near the projector.



Do not do

M Caution

Unplug the projector when it will not be used for extended periods.

The insulation may deteriorate, which may result in fire.



Disconnect the plug from the outlet

Be sure to check that the power is turned off, the plug is disconnected from the outlet and all cables are disconnected before moving the projector.

Fire or electric shock may result.



Disconnect the plug from the outlet

Unplug the projector from the outlet before cleaning.

This avoids electric shock during cleaning.



Disconnect the plug from the outlet

Use a dry cloth (or, for stubborn dirt or stains, a moist cloth that has been wrung dry) for cleaning. Do not use liquid, aerosol cleaners, or solvents such as alcohol, thinner or benzine.



Water infiltration or deterioration and breakage of the projector housing could result in electric shock.



!∖ Caution

Incorrect battery usage may cause leakage of battery fluid and battery rupture, which could result in fire, injury or corrosion of the projector. When replacing batteries, take the following precautions.



- Insert batteries so that the polarities (+ and -) are correct.
- Do not use batteries of different types or mix old and new batteries.
- Do not use any batteries other than those specified in the *User's* Guide.
- If the batteries leak, wipe away battery fluid with a soft cloth. If fluid gets on your hands or in your eyes, wash and rinse immediately.
- Replace the batteries as soon as they run out.
- Remove the batteries if you will not be using the projector for a long period of time.
- Do not expose batteries to heat or flame and do not put them in water
- Dispose of used batteries according to local regulations.
- Keep these batteries out of the reach of children. Batteries are choking hazards and are very dangerous if swallowed.

Follow the maintenance schedule for this projector. If the interior of the projector has not been cleaned for a long time, dust may build up, which could cause fire or electric shock.



Replace your air filter periodically as needed.

Contact your dealer to clean the interior of the projector as needed.

Do not use the projector in places where corrosive gas, such as sulfurous gas from hot springs, may be present.

Malfunction may result.



Do not do

Do not start the projector while the volume is too high. (only models with built-in speaker)



Loud sounds may cause loss of hearing. Always lower the volume before turning off the projector. Gradually increase the volume after turning on the projector.

Avoid standing in front of the projector so you do not block the

projected images and the bright light does not shine in your eyes. Looking into the projector's light can damage your evesight.



Notes on Handling and Storage

Be sure to observe the following precautions to avoid malfunctions, operating errors or damage to the projector.

Notes on Handling and Storage

- Do not use or store the projector in places where it might be subjected to high and low extremes of temperature. Furthermore, avoid places where the temperature may change suddenly.
- Be sure to observe the operating temperatures and storage temperatures given in the User's Guide when using and storing the projector.
- When storing the projector, store it in a dry location.
- Do not set up the projector in places where it might be subjected to vibration or shock.
- Do not set up the projector near high-voltage electrical wires or sources of magnetic fields.
 - These may interfere with correct operation.
- · Do not touch the lens with bare hands.
- Always attach the lens cover to the lens when not using the projector, to prevent the lens from becoming dirty or damaged.
- Remove the batteries from the remote control before storage.

 If the batteries are left in the remote control for long periods, they may leak.
- Do not use or store the projector in places where smoke from oil or cigarettes may be present, as it can adversely affect the quality of the projected images.
- Contact your dealer to clean the interior of the projector. If the interior of the projector has not been cleaned for a long time, dust may build up, which could cause fire or electric shock.
- Epson takes no responsibility for loss or damage caused by damage to the projector outside service warranty conditions.
- When a still image is displayed for a long period of time, image retention may occur on the screen. Do not display images in the exact same position for long periods.

LCD Panel

The LCD panel is manufactured using extremely high-precision technology. However, black dots may appear on the panel, or some red, blue or green dots may light up extremely brightly at times. Furthermore, sometimes striped color



irregularities or brightness irregularities may also appear. They are caused by the characteristics of the LCD panel, and are not a sign of a malfunction.

Afterimage (Burn-in)

When still images or images that move a little are projected for an extended period, an afterimage may remain in the projected image.

This issue is due to the nature of the LCD panel and is not a malfunction.

Perform the following to reduce this issue.

- Change the projected image regularly.
- Stop projecting regularly.

In the unlikely event that an afterimage occurs, project a black screen until the afterimage disappears (this varies depending on the degree of afterimage, but as a guide you should project for 30 to 60 minutes).

If the issue continues, contact your local dealer.

Notes on Carrying the Projector

- Turn off the projector power and then disconnect the power cable from the outlet.
 - Furthermore, check that all other cables have been disconnected.
- Attach the lens cover to the lens.
- Retract the adjustable foot.
- If your model of projector has a handle, hold the projector by the handle when carrying it.
- When carrying large models, make sure it is carried by the number of people specified in the User's Guide.

When transporting the projector to the manufacturer for repairs

The internal projector components consist of many glass parts and high-precision parts. When transporting the projector, take the following measures to protect the projector from any damage that might result from shock.

Enclose the projector securely in buffer material to protect it from shock, and place it into a strong cardboard container. Be sure to notify the carrier company that the contents are fragile.

Power cables for Overseas Use

The power cable that is supplied with this projector conforms to electrical safety regulations. Do not use a power cable other than the one supplied with the projector.

If using the projector overseas, check the power supply voltage, outlet shape and electrical rating of the projector that conform to the local standards, and purchase a proper power cable in the country.

Notes on Handling and Storage

Contact an authorized Epson dealer in one of the countries listed on page 16 for details on obtaining a proper power cable.

General power cable specifications

The following conditions must be observed regardless of the country of use.

- The power cable must have the approval marks from the standards authority of the country where the projector is to be used.
- The plug must be of the same shape as the outlets in the country of use.

Examples of standards authorities or certification marks for different countries

	Ota in ala vala		Cto mode velo
Country name	Standards authority or	Country name	Standards authority or
	certification mark		certification mark
United States of America	UL	Norway	NEMKO
Canada	CSA	Finland	FIMKO
United Kingdom	BSI	France	LCIE
Italy	IMQ	Netherlands	KEMA
Australia	SAA	Belgium	CEBEC
Austria	OVE	Japan	PSE
Switzerland	SEV	Korea	EK
Sweden	SEMKO	China	CCC
Denmark	DEMKO	Singapore	PSB
Germany	VDE		

Utility Software



Software that is compatible with your projector can also be downloaded from the Epson website (http://www.epson.com). If the software is updated, the latest versions of the software will also be available from this website.

Please check the Epson website (http://www.epson.com) for the latest software upgrades.

Problem Check Sheets

Problems

If your projector develops a problem, make a copy of these check sheets and use them to explain the problem symptoms more clearly when calling for service.

1 100101110		
 □ Power does not turn on □ Nothing appears on the screen □ A message appears □ No image signal is being input □ These signals cannot be handled by this projector. 	Color is poor or to Too dark Color is poor or Color is poor or Color different fr	too dark (video) too dark (computer)
☐ Blue screen (blue background)☐ Black screen (black background)	☐ Menus appear	
☐ Projected images	Setting ☐ Sleep	Mode : ON
☐ User's logo (no message appears)	☐ About (Video)	3 AUTO
Image is truncated or small ☐ Only part of the image is displayed ☐ Image is smaller than size of screen	• =] AUTO] NTSC] Other r)
☐ Image has keystone distortion☐ Several pixels are missing	Frequency	H Hz
Image quality is poor Image is blurry and out of focus Image contains striped patterns Image flickers Characters appear to be missing	SYNC Polarity SYNC Mode	V Hz H Positive Negative V Positive Negative Separate Composite Sync on
Audio (only models with built-in speaker)		Green
☐ No sound is heard☐ Volume is low☐ Sound is distorted	Resolution Refresh Rate	× Hz
☐ Wrong sound is heard	Menus	
☐ Has the connected equipment been set to output audio?	☐ Menus appear☐ Audio	
 Does the sound come out when external speakers are connected? (if equipped with an Audio Out port) 	Audio input (Volume ()



Problem Check Sheets Write symptoms here: EMP-FH-FB-Serial number Purchase date: Indicators (Write down colors and status of each indicator) Power cable ☐ Is the cable securely connected? ☐ Power switch ON (depends on model) Connectors \square Is the connector securely connected? Connector ☐ What is the name of the port ☐ Is the connector securely connected? used for connection? Computer settings (Display properties) ☐ LCD display Resolution Refresh rate Hz) □ Computer Win/Mac/EWS Manufacturer Model Connection cable Laptop/Desktop/Integrated ☐ Genuine Panel resolution ☐ Extension m Part No. Video mode ☐ Distributor/amplifier Part No. ☐ Switch Part No. (☐ Video equipment VCR/DVD/Camera Manufacturer (Model When does the problem occur? ☐Before use ☐Immediately after starting to use ☐During use e.g. always when is done ☐ Other (Frequency of problem □ Always □ Sometimes (..... times during) e.g. always when is done

☐ Other (

Epson Projector Contact List

This address list is current as of December 2018.

A more up-to-date contact address can be obtained from the corresponding website listed here. If you do not find what you need on any of these pages, please visit the main Epson home page at www.epson.com.

< EUROPE. MIDDLE EAST & AFRICA >

ALBANIA: ITD Sh.p.k.

http://www.itd-al.com

AUSTRIA:

Epson Deutschland GmbH

https://www.epson.at

BELGIUM:

Epson Europe B.V. Branch office Belgium https://www.epson.be

BOSNIA AND HERZEGOVINA :

NET d.o.o. Computer Engineering

http://www.net.com.ba

BULGARIA:

Epson Service Center Bulgaria

http://www.kolbis.com

CROATIA:

MR servis d.o.o.

http://www.mrservis.hr

CYPRUS:

Mechatronic Ltd.

http://www.mechatronic.com.cy

CZECH REPUBLIC:

Epson Europe B.V. Branch Office Czech Republic

https://www.epson.cz

DENMARK:

Epson Denmark

https://www.epson.dk

ESTONIA:

Epson Service Center Estonia

https://www.epson.ee

FINLAND:

Epson Finland

https://www.epson.fi

FRANCE & DOM-TOM

TERRITORY:

Epson France S.A. https://www.epson.fr

GERMANY:

Epson Deutschland GmbH

https://www.epson.de

GREECE:

Oktabit S.A.

https://www.oktabit.gr

HUNGARY:

Epson Europe B.V. Branch Office Hungary

https://www.epson.hu

IRELAND:

Epson (UK) Ltd.

https://www.epson.ie

ISRAEL:

Epson Israel

https://www.epson.co.il

ITALY:

Epson Italia s.p.a.

https://www.epson.it

KAZAKHSTAN:

Epson Kazakhstan

Rep. Office

http://www.epson.kz

LATVIA:

Epson Service Center Latvia

https://www.epson.lv

LITHUANIA:

Epson Service Center

Lithuania

https://www.epson.lt

LUXEMBURG:

Epson Europe B.V. Branch office Belgium

https://www.epson.be

MACEDONIA:

Digit Computer

Engineering

http://www.digit.com.mk

NETHERLANDS:

Epson Europe B.V. Benelux sales office

https://www.epson.nl

NORWAY:

Epson Norway

https://www.epson.no

POLAND:

Epson Europe B.V. Branch Office Poland

https://www.epson.pl

PORTUGAL:

Epson Ibérica S.A.U. Branch Office Portugal

https://www.epson.pt

ROMANIA:

Epson Europe B.V. Branch Office Romania

https://www.epson.ro



RUSSIA:

Epson CIS

http://www.epson.ru

UKRAINE:

Epson Kiev Rep. Office

http://www.epson.ua

SERBIA:

Atom partner

http://www.atompartner.rs/wp/

EWE Comp

https://www.ewe.rs

SLOVAKIA:

Epson Europe B.V. Branch Office

Czech Republic

https://www.epson.sk

SLOVENIA:

Birotehna d.o.o.

http://www.birotehna.si

SPAIN:

Epson Ibérica, S.A.U.

https://www.epson.es

SWEDEN:

Epson Sweden

https://www.epson.se

SWITZERLAND:

Epson Deutschland

GmbH

Branch office Switzerland

https://www.epson.ch

TURKEY:

Tecpro Bilgi Teknolojileri Tic. ve San. Ltd. Sti.

http://www.tecpro.com.tr

UK:

Epson (UK) Ltd.

https://www.epson.co.uk

AFRICA:

https://www.epson.co.za

https://www.epson.fr

SOUTH AFRICA:

Epson South Africa

https://www.epson.co.za

MIDDLE EAST:

Epson (Middle East)

https://www.epson.ae

< NORTH, CENTRAL AMERICA & CARIBBEAN ISLANDS >

CANADA:

Epson Canada, Ltd.

https://epson.ca

COSTA RICA:

Epson Costa Rica, S.A.

https://epson.co.cr

MEXICO:

Epson Mexico, S.A. de

C.V.

https://epson.com.mx

ECUADOR:

Epson Ecuador

https://epson.com.ec

U. S. A. :

Epson America, Inc. https://epson.com/usa

< SOUTH AMERICA >

ARGENTINA:

Epson Argentina S.R.L.

https://epson.com.ar

BRAZIL:

Epson do Brasil

https://epson.com.br

CHILE:

Epson Chile S.A.

https://epson.cl

COLOMBIA:

Epson Colombia Ltd.

https://epson.com.co

PERU:

Epson Peru S.A.

https://epson.com.pe

VENEZUELA:

Epson Venezuela S.A.

https://epson.com.ve

< ASIA & OCEANIA >

AUSTRALIA:

Epson Australia Pty. Ltd. https://www.epson.com.au

CHINA:

Epson (China) Co., Ltd. https://www.epson.com.cn

HONG KONG:

Epson Hong Kong Ltd. https://www.epson.com.hk

INDIA:

Epson India Pvt., Ltd. https://www.epson.co.in

INDONESIA:

PT. Epson Indonesia https://www.epson.co.id

JAPAN:

Seiko Epson Co. Toyoshina Plant https://www.epson.jp

KORFA:

Epson Korea Co., Ltd. http://www.epson.co.kr

MALAYSIA:

Epson Malaysia Sdn. Bhd. https://www.epson.com.my

NEW ZEALAND:

Epson New Zealand https://www.epson.co.nz

PHILIPPINES:

Epson Philippines Co. https://www.epson.com.ph

SINGAPORE:

Epson Singapore Pte. Ltd. https://www.epson.com.sg

TAIWAN:

Epson Taiwan Technology & Trading Ltd. https://www.epson.com.tw

THAILAND:

Epson (Thailand) Co.,Ltd. https://www.epson.co.th

413748100EN