



## Notice for Epson projectors due to risk of falling

Thank you for your patronage of Epson products.

We would like to inform you that for some projectors manufactured by Seiko Epson Corporation, if the projector is suspended from a ceiling, wall-mounted or using a projector stand, and where the projector is installed in an environment with heavy oil smoke or in places where oil, aroma oils and/or chemicals are volatilized or burned, certain parts of the wall mount or projector stand may be susceptible to material degradation which, over time, could break and cause the projector to fall. This may lead to a serious accident, including personal injury.

If you are currently using an Epson projector installed in a ceiling mount, wall mount, or board stand, using the following installation methods or in the following environments and locations, you may contact our service hotlines below should you have any concern.

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

The following precautions should be taken to ensure safe installation of the projector from a ceiling or wall:

- It is recommended that a professional technician be engaged to carry out the installation properly.
- Please use ceiling mounts specified by Epson which are compatible with the projector, and use a wire of sufficient strength to secure the projector to the ceiling mount
- Please securely fasten the ceiling mount using all ceiling mounting points specified in the projector's instruction manual. For further queries, please contact our service hotline below:

Location	Hotline	Operating Hours
Singapore	800-1205564	09:00am to 06:00pm, Mon - Fri (Except public holidays)
Malaysia	1800-81-7349	09:00am to 06:00pm, Mon - Fri (Except public holidays)
Philippines	1-800-1069-37766 1-800-3-0037766	09:00am to 06:00pm, Mon - Sat (Except public holidays)
Thailand	(66) 2-460-9699	09:00am to 06:00pm, Mon - Fri (Except public holidays)
Indonesia	1500-766	07:00am to 07:00pm, Mon - Sat (Except public holidays)
Vietnam	1900-5188	08:30am to 05:30pm, Mon - Fri (Except public holidays)