

Safety Notice for Epson projectors with suspended ceiling mount

Thank you very much for your continuous support towards Epson.

We would like to highlight that Epson projectors are not suited to be installed in environments where they can be exposed to smoke, steam or vapours containing oil or solvents which may cause degradation of the plastic casing.

For those who have installed ceiling and wall-mounted Epson projectors in such an environment, the plastic casing of the projectors can be weakened near where the projector is attached to the ceiling mount, and the plastic may crack.

If this occurs, the projector may fall from its mounting. Locations where these exposures are most likely to occur include near kitchens or near exhaust extraction fans.

Please refer to the below list of locations which may pose potential risks:

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

Environment example

		
Cooking place with heavy oil smoke	Around home kitchen	Factory with a lot of oil

Location	Hotline	Operating Hours
Singapore	800-1205564	9am to 6pm, Mon - Fri (Except Public Holidays)

Malaysia	1800-8-17349	9am to 6pm, Mon - Fri (Except Public Holidays)
Philippines	1-800-1069-37766 1-800-3-0037766	9am to 6pm, Mon - Sat (Except public Holidays)
Thailand	(66) 2-685-9899	8.30am to 5.30pm, Mon – Fri (Except Public Holidays)
Indonesia	1-500-766	8.30am to 5.30pm, Mon – Sat (Except Public Holidays)
Vietnam	Please email to support@epson.com.vn	