EPSON®
EXCEED YOUR VISION

SC-F2100 Series

User's Guide

CMP0118-01 EN

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Introduction

Viewing the Manuals

Meaning of Symbols

⚠ ***Warning:***	Warnings must be followed to avoid serious bodily injury.
⚠ ***Caution:***	Cautions must be followed to avoid bodily injury.
Important:	Important must be followed to avoid damage to this product.
Note:	Notes contain useful or additional information on the operation of this product.
☞	Indicates related content.

Screenshots

- ❏ Screenshots used in this manual may differ slightly from the actual screen. Screens may also differ depending on the operating system and usage environment.
- ❏ Unless otherwise stated, the Windows screenshots used in this manual are from Windows 10.

Illustrations

The illustrations may differ slightly from the model you are using. Please be aware of this when using the manual.

Manual Organization

The manuals for the product are organized as shown below.

You can view the PDF manuals using Adobe Reader or Preview (macOS).

Setup Guide (booklet)		This manual provides information on how to setup the printer after unpacking it from the box. Make sure you read this manual to perform operations safely.
Operator's Guide (PDF)		This manual explains the necessary basic operations and maintenance for daily use.
General Information (PDF)		This manual provides specifications and contact details for the product.
Online Manual		
	User's Guide (this guide)	This manual explains basic operations and necessary items for daily use, maintenance operations, and troubleshooting.
	Epson Video Manuals	These videos show you how to load T-shirts (media) and perform maintenance.
	Network Guide (PDF)	This manual provides information on using the printer over a network.

Opening and Viewing Manuals

Opening the Online Manual

The Online Manual is available in an environment with an Internet connection.

1. See the *Setup Guide* and execute software installation from the supplied software disc or from Setup Navi(http://epson.sn/).

   When installation is complete, an **EPSON Manuals** icon is created on the desktop of the computer being used.

2. Double-click the **EPSON Manuals** icon on your desktop.

3 Select Online Manual from the screen displayed.

The Web browser launches, and the **Online Manual** top page is displayed.

Click the manual or item you want to view.

Viewing Video Manuals

The video manuals have been uploaded to YouTube.

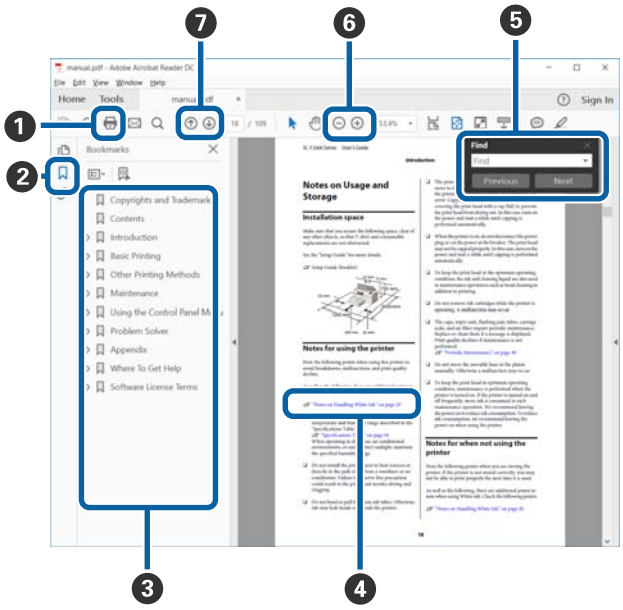
Click **Epson Video Manuals** from the top page of Online Manual, or click the following blue text to view the manuals.

Epson Video Manuals

If the subtitles are not displayed when you play the video, click the subtitles icon shown in the image below.

Viewing PDF Manuals

This section uses the Adobe Acrobat Reader as an example to explain the basic operations for viewing the PDF in Adobe Acrobat Reader DC.



1 Click to print the PDF manual.

2 Each time it is clicked the bookmarks are hidden or shown.

3 Click the title to open the relevant page.

Click [+] to open the titles lower in the hierarchy.

4 If the reference is in blue text, click the blue text to open the relevant page.

To return to the original page, do the following.

For Windows

While pressing the Alt key press the ← key.

For macOS

While pressing the command key press the ← key.

❺ You can input and search for keywords, such as the names of items you want to confirm.

For Windows

Right click on a page in the PDF manual and select **Find** in the menu that is displayed to open the search toolbar.

For macOS

Select **Edit** in the **Find** menu to open the search toolbar.

❻ To enlarge the text in the display that is too small to see well, click ⊕. Click ⊖ to reduce the size. To specify a part of an illustration or screenshot to enlarge, do the following.

For Windows

Right click on the page in the PDF manual and select **Marquee Zoom** in the menu that is displayed. The pointer changes to a magnifying glass, use it to specify the range of the place you want to enlarge.

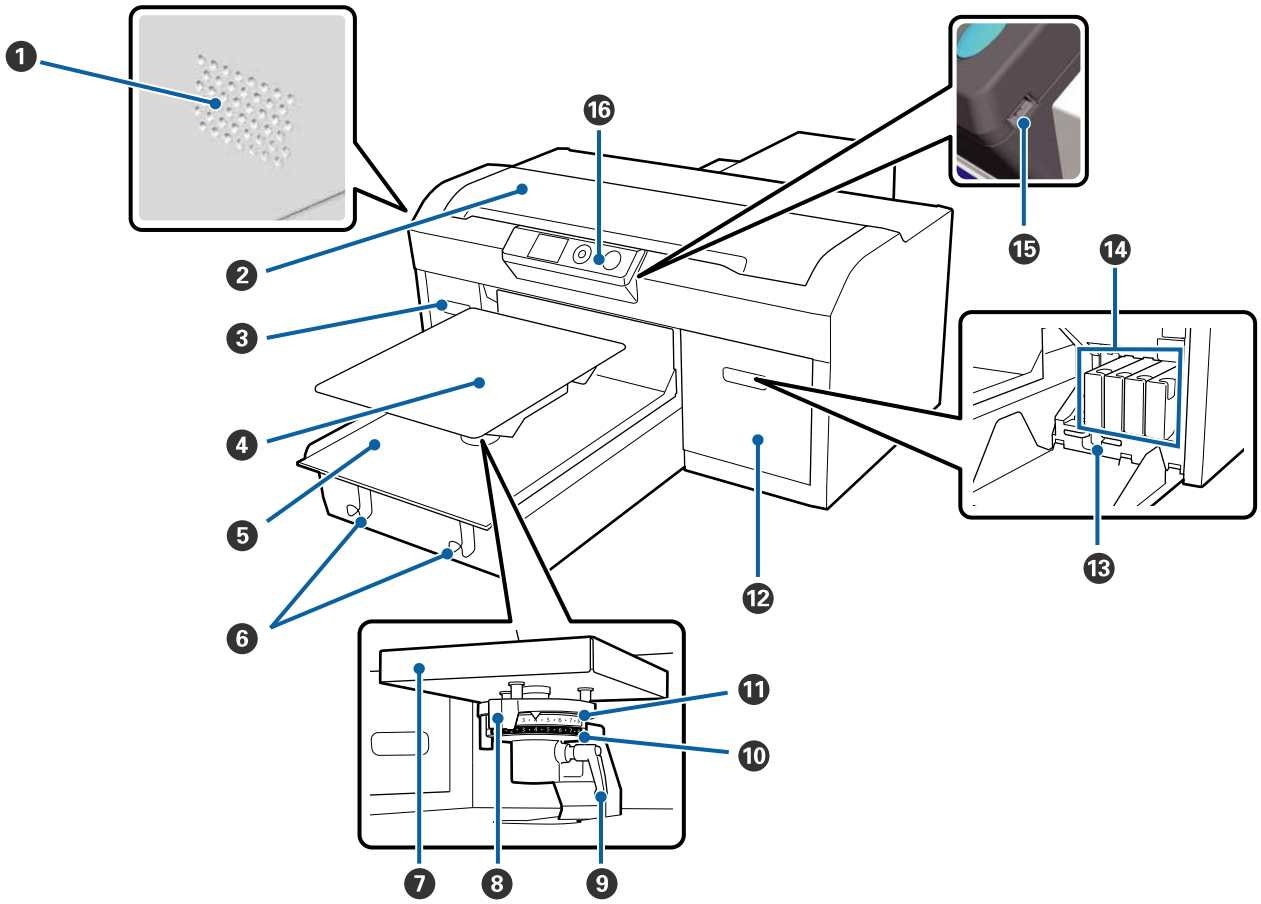
For macOS

Click **View** menu - **Zoom** - **Marquee Zoom** in this order to change the pointer to a magnifying glass. Use the pointer as a magnifying glass to specify the range of the place you want to enlarge.

❼ Opens the previous page or next page.

Printer Parts

Front section



❶ Airflow vents

Lets out air from the printer. Do not block the airflow vents. Leave a gap of at least 15 cm when installing near a wall.

❷ Printer cover

Open when cleaning the inside of the printer.

❸ Cartridge cover (left)

Open when replacing or shaking ink cartridges.

“Shaking and Replacing Ink Cartridges” on page 84

❹ Platen

A plate for loading T-shirts. As well as the platen supplied with the printer, there are five optional platens available to suit the size and purpose of the print job.

“Options and Consumable Products” on page 115

❺ Movable base

Moves the platen to the print position and the T-shirt loading position.

❻ Hooks

Use this to hang the frame removed from the platen.

☞ "Loading on a Platen without a Grip Pad" on page 48

❼ Platen installation plate

A plate that supports the platen. Insert the platen here.

❽ Platen gap adjustment lever

Adjusts the distance between the platen and the print head (platen gap). The height can be selected from 17 levels.

☞ "Adjusting the Platen Gap" on page 54

❾ Fixing lever

Fixes the platen gap adjustment lever in place. You can adjust the angle of the lever.

☞ "Adjusting the Platen Gap" on page 54

❿ Spacer b

Changes the platen gap adjustment range in combination with spacer a.

⓫ Spacer a

⓬ Cartridge cover (right)

Open when replacing or shaking ink cartridges.

☞ "Shaking and Replacing Ink Cartridges" on page 84

⓭ Tweezer holder

Stores the supplied tweezers. Do not place the tweezers in here when moving or transporting the printer.

⓮ Ink cartridges

Install ink cartridges into all slots.

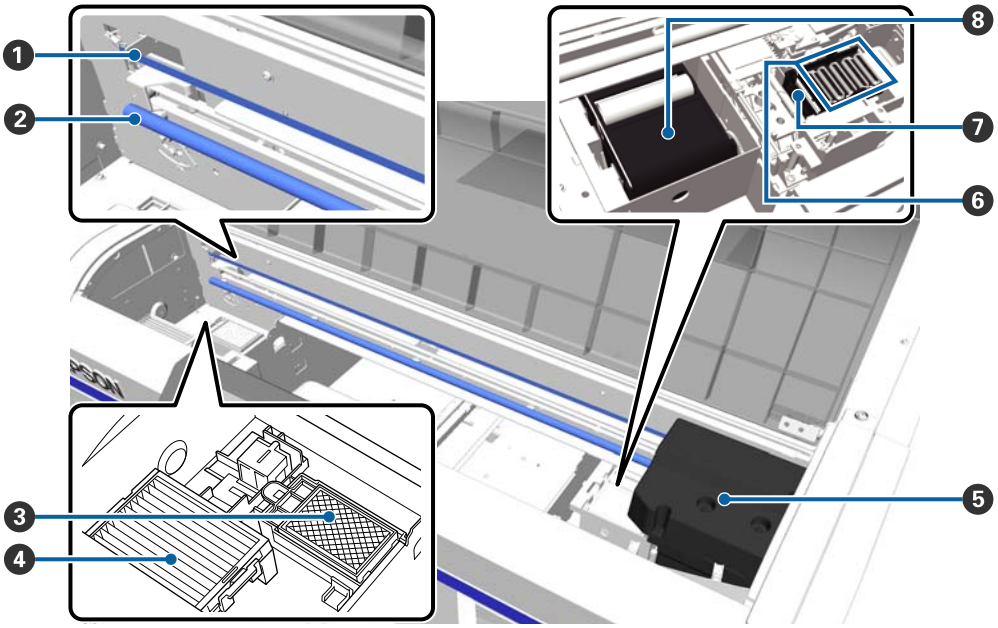
⓯ USB memory port

Connect the USB memory stick here.

⓰ Control panel

☞ "Control panel" on page 14

Interior



❶ Scale

Guides the print head when it is operating. Except when performing maintenance, do not touch this as it could be damaged or soiled which may cause a malfunction.

“Cleaning the scale and replacing the filter” on page 70

❷ Carriage shaft

A shaft that supports the carriage. Do not touch this during maintenance; otherwise, a malfunction could occur.

❸ Flushing pad

The ink is ejected to here during flushing. The flushing pad is a consumable product. Replace it if a message is displayed.

“Replacing the Head Cleaning Set” on page 89

❹ Air filter

The air from the printer passes through this filter during operation.

Replace it if a message is displayed.

“Cleaning the scale and replacing the filter” on page 70

❺ Print head

Fires ink while moving left and right to print.

❻ Anti-drying caps

Caps that close the print head nozzles to prevent them from drying while not printing. Replace it if a message is displayed.

☞ "Replacing the Head Cleaning Set" on page 89

❼ Suction cap

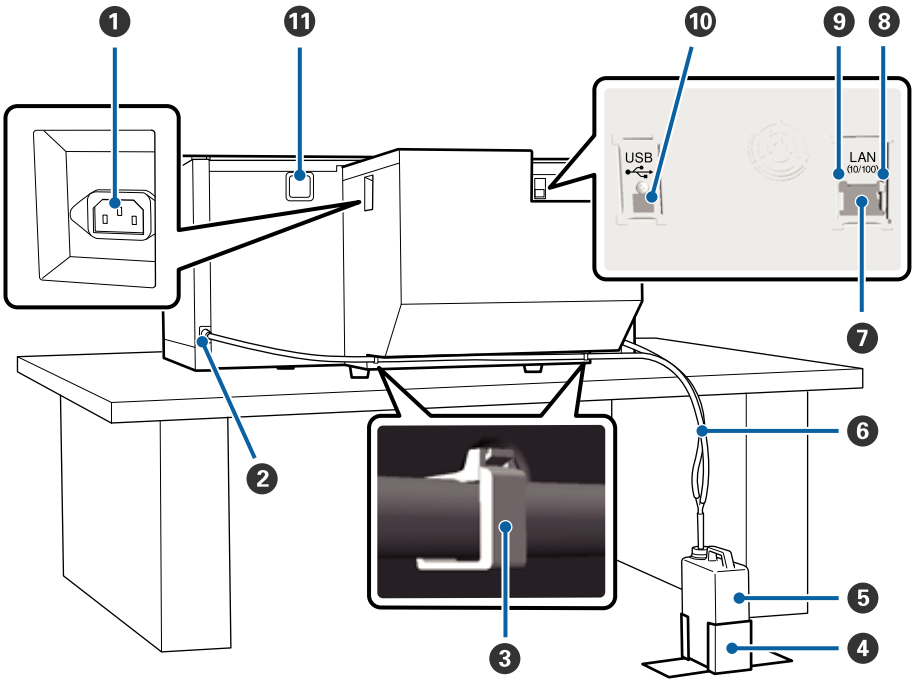
Sucks out the ink during head cleaning to unclog the nozzles.

❽ Wiper unit

Wipes the ink adhered to the print head nozzles. The wiper unit is a consumable product. Replace it if a message is displayed.

☞ "Replacing the Head Cleaning Set" on page 89

Rear section



❶ AC inlet

Connect the supplied power cable here.

❷ Waste ink outlet

An outlet for the waste ink tube. Waste ink is ejected from here. They are on both the left and right sides.

❸ Tube clamp

A clamp that fixes the waste ink tube to the printer. Use the remaining clamps to secure the cables if necessary.

☞ *Setup Guide* (booklet) for details on attaching and removing the clamp.

❹ Waste ink bottle holder

A holder to fix the waste ink bottle.

❺ Waste ink bottle

A bottle for collecting waste ink. When the waste ink reaches the line on the bottle, replace it with a new waste ink bottle.

☞ “Replacing the waste ink bottle” on page 87

❻ Waste ink tube

Insert this into the waste ink outlet and the waste ink bottle.

☞ *Setup Guide* (booklet) for details on installing.

❼ LAN port

Connect the LAN cable here.

❽ Data light

Indicates the network connection status and data reception by lighting or flashing.

On : Connected.

Flashing : Receiving data.

❾ Status light

Indicates the network transmission speed by the color of the light.

Green : 10Base-T

Red : 100Base-T

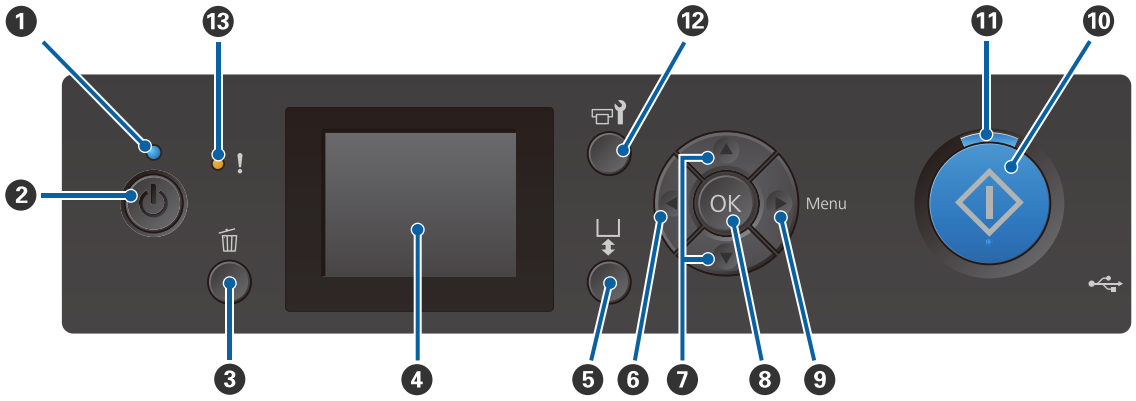
❿ USB port

Connect the USB cable here.

⓫ Air inlet

Lets in the air to cool down the printer. Do not block the air inlet.

Control panel



❶ light (Power light)

Indicates the printer's operational status by lighting or flashing.

On	:	The power is on.
Flashing	:	The printer is operating such as receiving data, shutting down, or moving the movable base.
Off	:	The power is off.

❷ button (Power button)

Turns the power on and off.

❸ button (Cancel button)

If you press this button after a job has been sent, the Cancel Job confirmation screen is displayed. To cancel the print job, select **Yes** and then press the **OK** button.

If you press this button while a message or menu is displayed, the message or menu is closed and you are returned to the Ready screen.

❹ Screen

Displays the printer's status, menus, error messages, and so on.

"Screen View" on page 16

❺ button (Platen Move button)

Press this button while the platen is extended in front of the printer to move it to the back. When you press this button when the platen is at the back or in the middle, it moves to the front.

Press it again while the platen is moving to stop it.

❻ ◀ button

If you press this button while the menu is displayed, you move back a step in the following order: setting value -> setting item -> menu.

☞ "Menu Operations" on page 96

❼ ▲/▼ buttons (Up/Down buttons)

When menus are displayed, these buttons can be used to select a setting item or a setting value.

☞ "Menu Operations" on page 96

❽ OK button

If you press this button while a setting value is selected in the menu, the value is set or executed.

❾ ▶ button (Menu button)

Displays the Settings menu on the screen. If you press this button while the menu is displayed, you move on to the next step in the following order: menu -> setting item -> setting value.

☞ "Menu Operations" on page 96

❿ ◇ button (Start button)

Press to start printing.

⓫ ◇ light (Start light)

Indicates if the printer is ready by lighting or flashing.

On	:	Ready to print.
Flashing	:	Printing.

⓬ button (Maintenance button)

Press this button to display the Maintenance menu for **Nozzle Check**, **Head Cleaning**, **Head Cleaning Set**, **Head Cap Cleaning**, and so on.

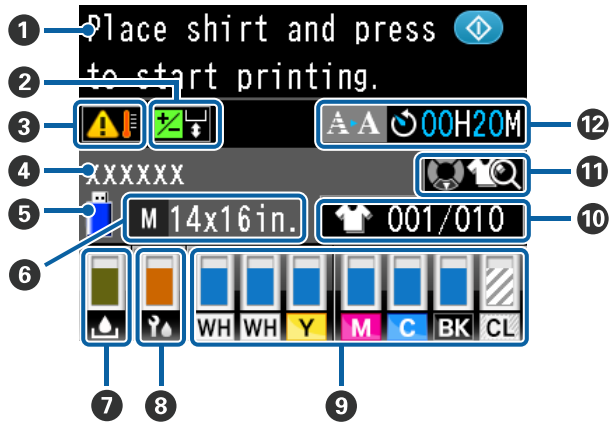
☞ "Maintenance" on page 61

⓭ ! light (Error light)

Lights or flashes when an error occurs.

Lights or flashes	:	An error has occurred. How it lights or flashes varies depending on the type of the error. The control panel displays a description of the error.
Off	:	No error.

Screen View



1 Message
Displays the printer's status, operation, and error messages.

"What to Do When a Message Is Displayed" on page 105

2 Offset Head Alignment Information
Displayed when Offset Head Alignment is set.

"Printer Setup" on page 100

3 Condition of temperature around print head
Displayed when the temperature around the print head exceeds 30°C. If you continue to use the printer while this is displayed, the frequency of automatic cleanings* increases from that when the printer is used below 30°C. Reduce the room temperature or temporarily stop printing to reduce the temperature around the print head.

* Automatic cleaning is done by the printer automatically after a set time period to keep the print head in good condition.

4 Print job name
Displays the name of the current print job.

5 USB memory status
Displayed when printing from the USB memory connected to the printer.

6 Platen size
Displays the platen size of the current print job. Icons are displayed as shown below depending on the platen size.

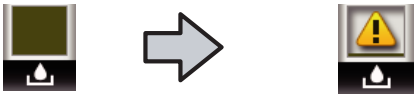
L M S XS : L, M, S, and XS size platens

SV : Sleeve platen

G : Medium grooved platen

7 Waste ink bottle status
Icons are displayed as shown below to indicate the waste ink bottle status and approximate remaining capacity.

Normal Warning or Error



: Displays the remaining capacity of the waste ink bottle. The height of the indicator changes depending on the remaining capacity.

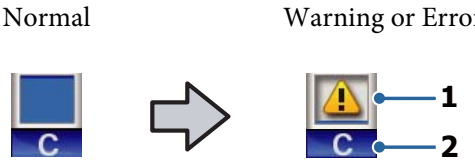
: The waste ink bottle is almost full. Prepare a new waste ink bottle.

: The waste ink bottle is full. Replace the waste ink bottle with a new one.

8 Status of the head cleaning set
The guideline for replacement of the head cleaning set is displayed.

: As the time for replacement gets closer, the indicator gradually decreases.

9 Ink cartridge status
Displays the ink cartridge status and the approximate level of ink remaining. The display changes as follows when the ink is low or an error occurs.



1 Status indicators

The ink cartridge status is indicated as follows.

: Printing is possible. The height of the indicator corresponds to the amount of ink remaining in the cartridge.

: Ink is low. You need to prepare a new ink cartridge.

: The ink cartridge is expended; replace with a new ink cartridge.

: An error has occurred. Check the message on the screen, and clear the error.

: A Cleaning cartridge is installed. The height of the indicator corresponds to the amount of cleaning liquid remaining in the cartridge.

2 Ink color codes

WH : White

CL : Cleaning cartridge

Y : Yellow

M : Magenta

C : Cyan

BK : Black

⑩ Number of print outs/T-shirt types displayed

The number of T-shirts to be printed specified during job sending or **USB File List** is displayed on the right, and the number of print outs is displayed on the left.

The icons shown below are displayed according to the T-shirt type set for the job being printed.

: Light Color T-Shirt (Standard), Light Color T-Shirt (High Speed Color mode)

: Black Color T-Shirt (Use Garment Black), Dark Color T-Shirt (Standard), Dark Color T-Shirt (White)

⑪ Preview Operation Information

If you press the ▼ button while this icon is displayed, the preview screen is displayed.

⑫ Advance notice display for automatic cleaning start time*

The time when automatic cleaning is executed is displayed. 10 minutes before automatic cleaning is to be executed, the time display continues to blink but stops updating. The color changes when it is time to execute. There may be large variations in the time when it is executed depending on the temperature around the print heads. Automatic cleaning may start when the power is turned off and then back on, despite the announcement displayed.

* Automatic cleaning is done by the printer automatically for a set time period to keep the print head in good condition.

Features

The main features of this printer are described below.

High Productivity

High-speed printing

High-speed printing has been achieved by adopting the MicroPiezoTF head that incorporates high density 360 dpi nozzles, and by optimizing the speed of the carriage and platen.

We have also provided High Speed Color Mode (selected during initial setup) which increases productivity by doubling the number of nozzles for each color.

Large-capacity ink cartridges

600 ml large capacity ink cartridges are available to increase productivity. This reduces the time needed to replace ink cartridges. You can also select 250 ml cartridges depending on the printer usage.

☞ "Options and Consumable Products" on page 115

High Reliability

Ink circulation system

A built-in ink circulation system prevents problems due to sedimentation of ink particles in the White ink tube. Stable ink supply and print quality have been achieved by regularly circulating the ink.

Built-in auto wiper/auto maintenance system

A proprietary built-in automatic wiper system has been developed for pigment ink textile printers. Stable print quality has been achieved by automatically cleaning the surface of the print head nozzles.

In addition, the auto maintenance system automatically performs white ink maintenance, so there is no need to perform daily manual maintenance.

High Resolution

Achieving smooth gradations and high color reproducibility

Smooth gradations and high color reproducibility have been achieved by using ink optimized for pigment ink textile printing to produce clear color density and Epson's image processing technology.

Achieving high density white printing

High density white printing has been achieved by using White ink and pre-treatment liquid developed specially for Epson pigment ink textile printers.

Ease-of-Use

Secure T-shirt loading and easy platen gap adjustment

There are two types of loading methods available to suit your needs. You can select from a method that uses a grip pad covered platen that allows you to easily and securely load media, and a method that uses a platen frame suitable for mixed fabrics.

You can also adjust the platen gap by simply moving the lever to the left or right.

User-friendly design

The printer is specially designed so that you can perform all everyday operations from the front such as loading T-shirts or opening and closing the cover for maintenance work. The transparent printer cover also allows you to easily check the printer's operating status.

Error notifications with easy-to-view color LCD/ buzzer

The 2.7 inch color LCD screen offers a large display area allowing you to easily check the levels of remaining ink for each color, illustrations to show you how to replace consumable items, and maintenance information to help you increase productivity.

Additionally, a buzzer notifies you when errors occur in the printer allowing you to check errors from remote locations. Even if printing stops due to an error, no time is wasted as you are notified immediately allowing you to quickly handle the error.

Repeat and direct printing functions

You can connect a commercially available USB memory stick directly to the printer. This allows you to save print-ready data (spooled) to a USB memory stick and print the jobs again. It also allows you to print when you cannot connect a computer to the printer.

Easy-to-use software

We have provided **Garment Creator** software that specializes in pigment ink textile printing to achieve high quality output. The easy-to-use graphical user interface increases efficiency.

To print on dark colored T-shirts, you need to print the white base first; however, the specialized software creates the base data automatically according to the simulated image for easy printing. You can even calculate the basic costs by performing a simulation using your simulated image.

The printer also supports the printer management software **Epson Control Dashboard for DTG** that allows you to monitor the status of several connected printers from a remote location, and acquire a variety of useful information provided by Epson over the Internet.

☞ "Contents of the Software Disc" on page 23

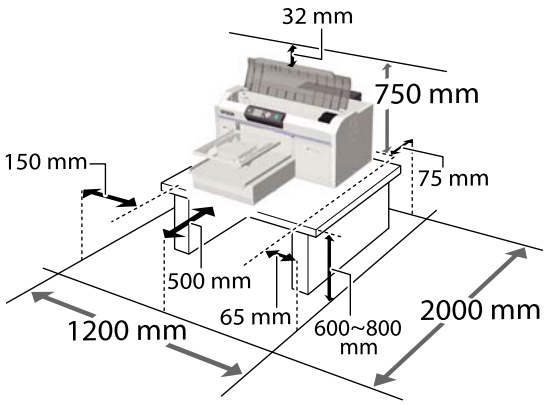
Notes on Usage and Storage

Installation space

Make sure that you secure the following space, clear of any other objects, so that T-shirt and consumable replacements are not obstructed.

See the *Setup Guide* for details.

☞ *Setup Guide* (booklet)



Notes for using the printer

Note the following points when using this printer to avoid breakdowns, malfunctions, and print quality decline.

As well as the following, there are additional points to note when using White ink. Check the following points.

☞ "Notes on Handling White Ink" on page 21

❏ When using the printer, observe the operating temperature and humidity range described in the "Specifications Table".
☞ "Specifications Table" on page 126
When operating in dry areas, air conditioned environments, or under direct sunlight, maintain the specified humidity range.

❏ Do not install the printer next to heat sources or directly in the path of air from a ventilator or air conditioner. Failure to observe this precaution could result in the print head nozzles drying and clogging.

- ❏ Do not bend or tug the waste ink tube. Ink could spill inside or around the printer.
- ❏ The print head may not be capped (the print head may not return to the right side) if the printer is turned off when the media is jammed or an error has occurred. Capping is a function for automatically covering the print head with a cap (lid) to prevent the print head from drying out. In this case, turn on the power and wait a while until capping is performed automatically.
- ❏ When the power is on, do not remove the power plug or cut the power at the breaker. The print head may not be capped properly. In this case, turn on the power and wait a while until capping is performed automatically.
- ❏ To keep the print head in the optimum operating condition, the ink and cleaning liquid are also used in maintenance operations such as head cleaning in addition to printing.
- ❏ Do not remove ink cartridges while the printer is operating. A malfunction may occur.
- ❏ The caps, wiper unit, flushing pad, scale, and air filter require periodic maintenance. Replace or clean them if a message is displayed. Print quality declines if maintenance is not performed.
☞ "Maintenance" on page 61
- ❏ Do not move the movable base or the platen manually. Otherwise a malfunction may occur.
- ❏ To keep the print head in optimum operating condition, maintenance is performed when the printer is turned on. If the printer is turned on and off frequently, more ink is consumed in each maintenance operation. We recommend leaving the power on to reduce ink consumption. To reduce ink consumption, we recommend that you always leave the printer power on.

Notes for when not using the printer

Note the following points when you are storing the printer. If the printer is not stored correctly, you may not be able to print properly the next time it is used.

As well as the following, there are additional points to note when using White ink. Check the following points.

☞ "Notes on Handling White Ink" on page 21

- ❏ If the printer is not used for a long time (with the power off), perform the prolonged storage operation using the separately sold Cleaning cartridge. If the printer is left in this condition, it may be impossible to clear clogging in the print head. See the following for details.
☞ "Prolonged Storage" on page 78
- ❏ We recommend that you print once a week if the printer is not used for a long time without performing the prolonged storage operation. If you do not print for a long time, the print head nozzles may become clogged.
- ❏ If you do not use the printer for a long time, make sure you check for clogged nozzles before printing. If clogged nozzles are detected in the print head, perform head cleaning.
☞ "Checking for clogged nozzles" on page 79
- ❏ Even if the printer is not turned on, ink that has accumulated in the waste ink tubes may leak out. Make sure the waste ink bottle is installed even when the printer is not on.
- ❏ Make sure that the print head has been capped (the print head is positioned at the right edge) before storing the printer. If it is left uncapped for a long time, the print quality may decline, and it may be impossible to clear clogging in the print head. If the print head is not capped, turn the printer on, check that capping has been performed, and then turn it off.
- ❏ Close all covers when storing the printer to prevent dust and other foreign matters getting in.
If the printer will be not be used for an extended period, protect it with an anti-static cloth or other cover.
The print head nozzles are very small, and they can become clogged easily if fine dust gets on the print head, and you may not be able to print properly.

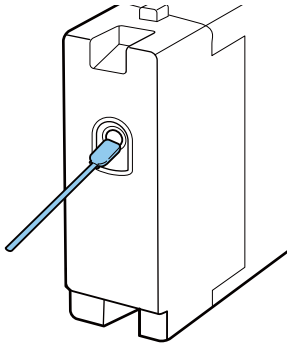
Notes on Handling Cartridges

Note the following points when handling cartridges to maintain good print quality.

As well as the following, there are additional points to note when using White ink. Check the following points.

☞ "Notes on Handling White Ink" on page 21

- ❏ When installing ink cartridges for the first time, a lot of ink is consumed to fill all parts of print head nozzles to get the printer ready for printing. Be sure to have replacement cartridges ready soon.
- ❏ We recommend that ink and Cleaning cartridges be stored at room temperature out of direct sunlight and used before the expiry date printed on the packaging.
- ❏ To ensure print quality, we recommend that ink and Cleaning cartridges be used up within a year of their installation.
- ❏ Ink cartridges and Cleaning cartridges that have been stored at low temperatures for an extended period should be allowed to return to room temperature over a period of four hours before use.
- ❏ Do not touch the IC chips on the cartridges. Doing so may prevent normal operation and printing.
- ❏ Install ink and Cleaning cartridges into all slots. The printer cannot print unless cartridges are installed in all slots.
- ❏ Do not leave the printer without cartridges installed. The ink in the printer may dry, preventing it from printing as expected. Leave cartridges in all slots even while you do not use the printer.
- ❏ Information such as the remaining levels is managed by the IC chip to allow the cartridge to be continuously used after being removed and re-installed.
- ❏ If you remove an ink cartridge before it is empty, wipe off any ink that is stuck on the ink supply port using the cleaning stick in the supplied maintenance kit. If ink dries on the supply port, it may leak when it is reinstalled.



Make sure that the supply port is free of dust when storing cartridges. The port does not need to be capped since there is a valve inside.

- ❏ Removed ink cartridges may have ink around the ink supply port, so be careful not to soil the surrounding area.
- ❏ To maintain the quality of the print head, this printer stops printing before ink cartridges are completely expended.
- ❏ Although the cartridges may contain recycled materials, this does not affect functions or printer performance.
- ❏ Do not dismantle or remodel cartridges. You may not be able to print properly.
- ❏ Do not drop or knock cartridges against hard objects. It may cause an ink leak.

Notes on Handling White Ink

A characteristic of White ink is that it sediments easily (ink particles sink to the bottom of the liquid). If the ink is used while in this state, print quality may decline or the printer may malfunction. Note the following points to use the printer under optimum conditions.

- ❏ Remove the installed cartridge at the start of every working day or every 20 hours (when a message is displayed), and shake it well.
☞ "Shaking and Replacing Ink Cartridges" on page 84
- ❏ You need to clean the inside of the tubes when print quality declines due to sedimentation in the ink tubes, when there is not enough white, or the white is uneven in print outs.
☞ "Tube Washing" on page 92
- ❏ When storing cartridges, lay them down flat. If cartridges are stored standing upright, you may not be able to clear the sedimentation even by shaking them.
- ❏ If the printer is not going to be used for more than two weeks, use the optional Cleaning cartridge to perform prolonged storage maintenance. If the printer is left in this condition without performing maintenance, it may be impossible to clear clogging in the print head.
☞ "Prolonged Storage" on page 78

Note:
While in White ink mode, White ink is still consumed during maintenance even when printing with color ink only.

Notes on Handling T-shirts (Media)

Note the following points when handling and storing printed T-shirts.

- ❏ Avoid locations that are subject to direct sunlight, excessive heat, or humidity. If T-shirts are stored in a hot place after printing, the printed surface may soften and stick.
- ❏ Do not use a tumble drier.
- ❏ Do not dry clean.
- ❏ Turn the T-shirt inside out before washing, and then let it dry while inside out.
- ❏ Do not use bleach. It may cause discoloration.
- ❏ Do not iron directly on the printed surface.
- ❏ Do not expose to direct sunlight for extended periods of time.
- ❏ Do not use organic solvents such as alcohol.
- ❏ Do not rub the printed surface against vinyl chloride based artificial leather. The colors may transfer to the leather.
- ❏ Colors may transfer if you rub the surface printed with color ink only against a surface printed with White ink only. If this happens, use a soft cloth or brush with a little household detergent to wipe away the transferred color.
- ❏ If you have applied pre-treatment liquid and fixated the ink, we recommend washing the T-shirt in water before wearing it to remove the remaining traces of pre-treatment liquid.
- ❏ If traces of the pre-treatment liquid are visible, try washing in water; however, the effects depend on the material of the T-shirt.
- ❏ If pre-treatment liquid is applied to a white or light-colored T-shirt, the application side may turn yellow. Print soon after applying the pre-treatment liquid and wash in water. Avoid direct sunlight if you store the T-shirt without printing.

Introducing the Supplied Software

Contents of the Software Disc

The following applications are available for Windows on the supplied software disc. When using a computer running on macOS or one without a disc drive, you can install the software from http://epson.sn. Install as required.

More information can be found in the *Network Guide* (Online Manual) and the software's online help.

Note:
The printer driver is not stored on the supplied software disc. You need Garment Creator software or software RIP to print.

The Epson Web site provides plug-ins for the printer.

Software Name	Summary
Garment Creator*	❏ You can load images created with commercially available drawing software, make the following settings, and then create jobs. ❏ Set the position and size of the image according to the platen size used for printing. ❏ Set the Print Quality and so on ❏ You can send created jobs to the printer or save them to your computer.
Garment Creator Easy Print System*	This software allows you to create a hot holder for printing. By simply copying an image file to the hot folder, you can automatically create a print job and send it to the printer. This is useful when frequently printing using the same print and layout settings.
Epson Control Dashboard for DTG*	❏ You can easily acquire the following variety of information provided by Epson on the internet. ❏ Update information for the printer firmware (you can update the firmware easily from Epson Control Dashboard for DTG) ❏ Update information (when update information is available, start EPSON Software Updater to perform the update) for software and manuals installed from the supplied software disc and setup navigator. ❏ Information from Epson ❏ With Epson Control Dashboard for DTG installed, you can monitor the status of the printer connected to a computer over a network or USB connection. ☞ "Starting Epson Control Dashboard for DTG" on page 25 ☞ "Exiting Epson Control Dashboard for DTG" on page 25
EPSON Software Updater	The software checks if new software or update information is available on the Internet and installs it if it is available. You can also update the manuals, Garment Creator, and Epson Control Dashboard for DTG for this printer.
Epson communications drivers (Windows only)	The Epson communications drivers are not the printer drivers. When using Epson Control Dashboard for DTG or Garment Creator or connecting a computer to the printer, you need Epson communications drivers. Make sure these are installed.
Install Navi	This is the installer. During installation, you can easily use a wizard to set the address settings for connecting to a network.

Introduction

Software Name	Summary
EpsonNet Config SE	With this software, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard.

* Download and install the software from the Internet. Connect your computer to the Internet and install the software.

Starting Epson Control Dashboard for DTG

Epson Control Dashboard for DTG is a Web application that resides on your computer. When you start up the computer, Epson Control Dashboard for DTG starts automatically and is permanently running.

To use it, start the Web browser and display the Epson Control Dashboard for DTG screen.

1 Follow the steps below to display the screen.

Windows

Click the **Epson Control Dashboard for DTG** icon on the desktop's Taskbar, and then select **Show Epson Control Dashboard for DTG**.

You can also click **Start** - **All Programs** (or **Programs**) - **Epson Software** - **Epson Control Dashboard for DTG**.

macOS

Click the **Epson Control Dashboard for DTG** icon on the desktop's menu bar, and then select **Open Epson Control Dashboard for DTG**.

2 The Epson Control Dashboard for DTG screen is displayed.

See the Epson Control Dashboard for DTG help for more details.

When accessing Epson Control Dashboard for DTG from another computer

Follow the steps below to access Epson Control Dashboard for DTG installed on another computer.

You can access Epson Control Dashboard for DTG from a computer on the same network as the computer on which it is installed.

You do not need to install Epson Control Dashboard for DTG on the startup computer.

> ***Note:***
> *You cannot use the following functions when accessing from another computer. Run the software on the computer on which Epson Control Dashboard for DTG is installed.*
>
> ❏ *Export Printer Status Data*
>
> ❏ *Update printer firmware*
>
> ❏ *Update installed software*

1 Launch a browser on the computer you want to access from.

2 Enter the following in the address bar.

http://xxxxxxxxxxxx:30561

For xxxxxxxxxxxx, enter the name or IP address of the computer on which Epson Control Dashboard for DTG is installed.

> ***Note:***
> *If you cannot access due to a firewall, contact your network administrator, and then perform the following procedure.*
>
> ❏ *In **Allow a program through Windows Firewall**, click **Allow another program**, and then select the following two items on the Add screen.*
>
> ❏ *C:\Program Files (x86)\Epson Software\Epson Control Dashboard2\bin\node.exe*
>
> ❏ *C:\Program Files (x86)\Epson Software \DeviceFramework\DFAgancy.exe*
>
> ❏ *Check that **Evented I/O for V8 JavaScript** is displayed in the list of allowed programs.*

Exiting Epson Control Dashboard for DTG

Close the Web browser to close the Epson Control Dashboard for DTG screen. Since Epson Control Dashboard for DTG is a resident software on the computer, it does not stop running.

Using EPSON Software Updater

Checking software update availability

1 Check the following status.

- ❏ The computer is connected to the Internet.
- ❏ The printer and the computer can communicate.

2 Start EPSON Software Updater.

Windows 8.1/Windows 8

Enter the software name in the search charm, and select the icon displayed.

Except for Windows 8.1/Windows 8

Click Start > **All Programs** (or **Programs**) > **Epson Software** > **EPSON Software Updater**.

macOS

Click **Move** - **Applications** - **Epson Software** - **EPSON Software Updater**.

> ***Note:***
> *In Windows, you can also start by clicking the printer icon on the desktop toolbar and selecting **Software Update**.*

3 Update the software and manuals.

Follow the on-screen instructions to continue.

> ***Important:***
> *Do not turn off the computer or printer while updating.*

> ***Note:***
> *Software that is not displayed in the list cannot be updated using EPSON Software Updater. Check for the latest versions of the software from the Epson Web site.*
>
> *http://www.epson.com*

Receiving update notifications

1 Start EPSON Software Updater.

2 Click **Auto update settings**.

3 Select an interval for checking for updates on the printer's **Interval to Check** box, and then click **OK**.

Removing the Software

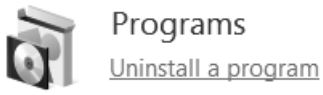
> ***Important:***
> - ❏ *You must log in as a user with a Computer administrator account (a user with Administrative Rights).*
> - ❏ *If an Administrator password or confirmation is requested, enter the password and then continue with the operation.*
> - ❏ *Close any other software applications.*

Windows

This section describes how to uninstall Epson Control Dashboard for DTG and the Epson communications drivers using them as an example.

1 Turn off the printer, and unplug the interface cable.

2 Click Programs - Uninstall a program on the Control Panel.



3 Select the software you want to remove and then click **Uninstall** (or **Uninstall/Change**).

- ❏ When removing Epson communications drivers
  Select **EPSON SC-F2100 Series Comm Driver Printer Uninstall**, and then click **Uninstall/Change**. Click the printer's icon and then click **OK** on the next screen that is displayed.
- ❏ When removing Epson Control Dashboard for DTG
  Select **Epson Control Dashboard for DTG**, follow the steps up to step 4, and then select **Epson Device Framework** to delete it.

4 Follow the on-screen instructions to continue.

When the removal confirmation message appears, click **Yes**.

If you are reinstalling the Epson communications drivers, restart the computer.

macOS

This section explains how to remove Epson Control Dashboard for DTG.

1 Double-click **Applications** - **Epson Software** - **Epson Control Dashboard2** - **Epson Control Dashboard for DTG Uninstaller**.

Follow the on-screen instructions to remove the software, and then go to step 2.

2 Double-click **Applications** - **Epson Software** - **Epson DeviceFramework** - **Epson DeviceFramework Uninstaller**.

Follow the on-screen instructions to remove the software, and then restart the computer.

Basic Printing

Preparation

To print on a T-shirt using this printer, you need the following devices and parts.

Prepare genuine ink cartridges, pre-treatment liquid, and a platen for use with this printer.

“Options and Consumable Products” on page 115

Device for Fixating Ink

You need one of the following devices to fixate the ink after printing. Use as required.

Heat press (commercially available)

As well as fixating the ink, this is also used to remove creases from T-shirts before printing starts and to fixate the pre-treatment liquid when using White ink. The heat press needs to be larger than your platen and to be able to sustain 170 ˚C or more for 90 seconds. We recommend a heat press with a foam sheet or mat to allow the steam to escape. If these are not supplied, you need to acquire them beforehand.

Oven (commercially available)

This can only perform ink fixation. When using White ink, make sure you use a heat press as you need to fixate the pre-treatment liquid.

Under Normal Usage

Platen

A standard M-size platen is supplied. As well as this M-size platen, there are five other types of platens at different sizes available.

“Options and Consumable Products” on page 115

Grip Pad Tool

This is used to remove slack and creases when loading a T-shirt on a grip pad covered platen.

T-shirts (commercially available)

We recommend using a 100% cotton, thick fabric with a high weave density.

You can load media with a cotton blend ratio of 100% to 50%. However, we recommend making a test print in advance since the print quality cannot always be guaranteed for some types of fabric.

Sticky tape or a sticky roller (commercially available)

This is used to remove lint from the print surface of the T-shirt before printing.

Hard roller (optional item or commercially available)

This is used to press the fibers flat on the print surface of the T-shirt before printing.

When using commercially available products, make sure you prepare a separate hard roller and pre-treatment liquid roller.

Heat-resistant release sheet (commercially available)

Place this over the T-shirt to prevent any pre-treatment liquid or ink from touching the press side of the heat press. You can also use it to load T-shirts on the grip pad covered platen using the grip pad tool.

Prepare silicon paper, fluoro-resin sheets, and so on.

Heat-resistant fabric (commercially available)

Place this on top of and under the T-shirt when using a heat press with a T-shirt being printed on near the seams, such as the sleeves. We recommend using the same type of fabric as the T-shirt.

Items for Use in Pre-treatment (Only when Using White Ink)

This is necessary when printing using White ink. You can attain the following results by applying pre-treatment liquid before printing.

- ❏ Develops White ink creating a more vivid color.
- ❏ Improves the color development on the White ink.

Pre-treatment liquid (consumable)

Apply the diluted pre-treatment liquid to the T-shirt with a roller or spray bottle before printing.

Pure water (commercially available)

Dilutes the pre-treatment liquid.

Pre-treatment liquid roller (option or commercially available)

This is used to apply pre-treatment liquid to the T-shirts. Using a roller makes it easier to apply the liquid better to uneven areas such as pockets, and wastes less liquid from splashing and so on compared to sprays. However, if the liquid is not applied evenly, the whiteness may not be sufficient or it may uneven.

The optional pre-treatment roller set consists of the roller and handle (roller grip), and a tray.

We recommend the following items when using commercially available products.

Roller: Short bristled, polyester fiber with excellent absorption and release of liquid (such as a paint roller).

Roller handle: Made of rust-resistant aluminum

You also need a separate tray to allow the pre-treatment liquid to soak into the roller.

Spray bottle (commercially available)

This is used to apply pre-treatment liquid to the T-shirts.

This allows you to apply quickly and easily compared to a roller. However, when spraying a mist on to T-shirts, the pre-treatment liquid is often wasted as it sprays beyond the edges of the T-shirt, you also need to secure a space to use the spray.

Prepare a spray bottle that allows you to spray a fine mist (we recommend an electric spray bottle).

Overview

This section explains the basic workflow from preparing a T-shirt before printing to post-treatment after printing.

The following shows the procedure for sending a job from the Garment Creator supplied to the printer and then printing on a T-shirt. The printer also allows you to print by connecting a USB memory containing a saved job.

☞ "Printing from a USB Memory" on page 59

Before Printing	Perform these steps before you start printing operations to maintain print quality. ☞ "Before Printing" on page 32

Pre-treatment (only for White ink)	When printing with White ink, you need to apply pre-treatment liquid to the T-shirt. Applying pre-treatment liquid allows the White ink to develop creating a more vivid color. ☞ "Pre-treatment (only for White ink)" on page 32

Creating and Sending Jobs	Create jobs by laying out images in the supplied Garment Creator, and then send them to the printer. ☞ "Creating and Sending Jobs" on page 37

Preparing the Platen	Attach the platen for printing to the printer. ☞ "Preparing the Platen" on page 38

Loading the T-shirt (media)	Load the T-shirt on the printer. ☞ "Load the T-shirt (media)" on page 46

Printing	Check that the ◈ light is on before you start printing. ☞ "Starting and Canceling Printing" on page 57

Basic Printing

Removing the T-shirt (media)	Remove the T-shirt from the printer.

Post-treatment	Fixate the ink to the T-shirt. "Fixating the Ink" on page 58

Before Printing

To maintain good print quality, perform the following inspection before starting printing operations each day.

Check the amount of ink remaining:

Check the amount of ink remaining on the screen, and replace with a new ink cartridge when ink is expended. When ink is running low, we recommend replacing the cartridge as soon as possible.

If an ink cartridge runs out while printing, you can continue printing after replacing the ink cartridge. However, if the ink cartridge is replaced during a print job, the tone of the print results may differ depending on the drying conditions.

“Shaking and Replacing Ink Cartridges” on page 84

Print Pattern

Print a check pattern to check for clogged nozzles.

Perform head cleaning if parts of the pattern are faint or missing.

Print a Check Pattern “Checking for clogged nozzles” on page 79

Head Cleaning “Cleaning the print head” on page 81

Stir White ink

When using White ink, make sure you stir the ink when a message is displayed on the screen when you turn on the printer.

White ink may sediment (components settling to the bottom of the liquid) easier than other ink due to the ink characteristics. Sedimentation may cause print quality to decline and nozzles to become clogged.

“Shaking and Replacing Ink Cartridges” on page 84

Pre-treatment (only for White ink)

When printing with White ink, you need to apply pre-treatment liquid to the T-shirt. Applying pre-treatment liquid allows the White ink to develop creating a more vivid color. When only printing with color ink, we recommend that you do not perform pre-processing as printed material can become too delicate for washing and rubbing.

Prepare a roller or sprayer to apply the liquid to the T-shirts.

“Preparation” on page 28

Perform pre-processing in the following order.

Opening the pre-treatment liquid

⇩

Diluting the pre-treatment liquid

⇩

Applying the pre-treatment liquid

⇩

Fixing the pre-treatment liquid

Using Pre-treatment Liquid

Read the safety data sheet before use. You can download the safety data sheet from the Epson Web site.

URL: http://www.epson.com

Caution:

- *Always wear protective eyewear, gloves, and a mask when working.*
  Should any pre-treatment liquid contact your skin or enter your eyes or mouth, immediately take the following actions:
  - *If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.*
  - *If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.*
  - *If any enters your mouth, consult a physician immediately.*
  - *If fluid is swallowed, do not force the person to vomit and consult a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.*
- *Store out of the reach of children.*
- *After work, wash your hands and gargle thoroughly.*

Important:

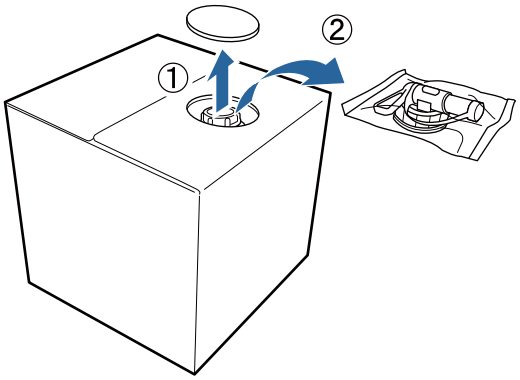
- *Make sure you are in a well ventilated location when applying pre-treatment liquid.*
- *Only prepare as much liquid as necessary for the current job. If you prepare more than required and leave it, it may harden.*
- *Do not store in high or freezing temperatures.*
- *Avoid direct sunlight. Store at normal room temperature.*
- *If pre-treatment liquid gets stuck to the print head, it could cause the printer to malfunction and print quality to decline. Make sure that liquid does not stick to the inside of the printer by accident during maintenance operations and so on.*

Disposal method

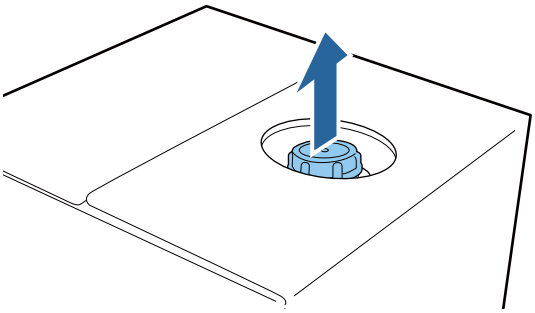
Disposing of Used Consumables ☞ "Disposal" on page 67

Opening the pre-treatment liquid

1 Cut the cardboard along the perforations, and then remove the tap from inside.



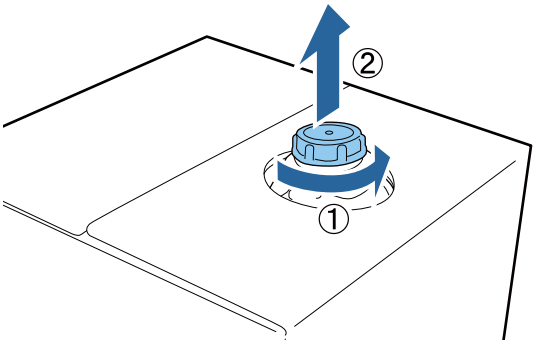
2 Pull the cap section out of the hole in the cardboard.



Important:

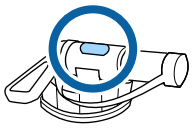
Make sure you pull the cap section out of the hole in the cardboard. If the cap is opened without being pulled out, the pre-treatment liquid may spill out.

3 Remove the cap.



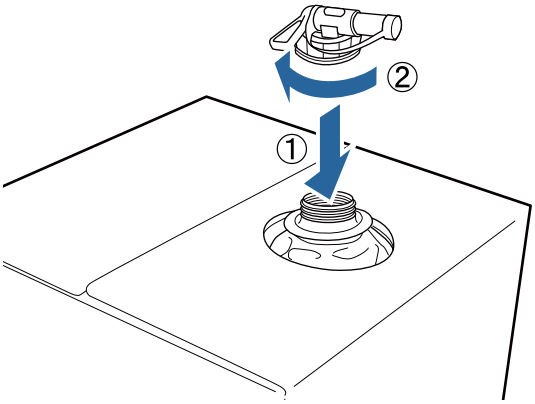
4 Remove the tap from the bag and check that the hole is visible.

If you cannot see the hole, turn the tap's handle section until the hole is visible.



> ***Note:***
> *If you cannot see the hole or if the tap is damaged, contact the store where you purchased the product.*

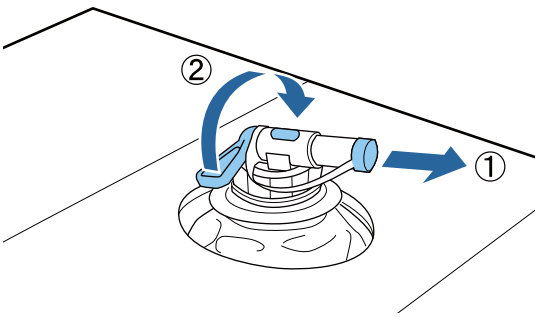
5 Attach the tap.



> ***Important:***
> *Do not put waste liquid in the waste ink bottle as it will solidify if mixed with waste ink.*

Pouring

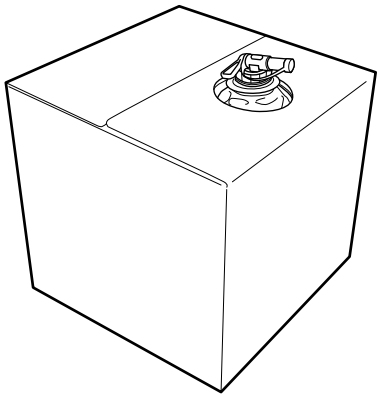
1 Remove the cap from the tap, and then turn the lever until the hole is facing down.



2 Tip the cardboard or the container and pour the pre-treatment liquid into the target container.

3 When you have finished pouring liquid, reverse the steps in step 1 to put the cap back on the tap.

4 Make sure you keep the mouth of the tap facing up as shown in the illustration.



Diluting the pre-treatment liquid

Before applying the pre-treatment liquid to T-shirts, make sure you dilute it with pure water such as distilled water or purified water as described below.

When fixating ink with a heat press

Dilute by a factor of two. (Pre-treatment liquid: Pure water = 1:1)

If unevenness occurs after fixing the ink (when color ink is overlaid on White ink, and so on) or traces of the pre-treatment liquid are visible, try increasing the dilution ratio to the following maximum value.

Printing area is A4 or smaller: Dilute by a maximum of a factor of three

Printing area is larger than A4: Dilute by a maximum of a factor of four

When fixating ink with an oven

Dilute by a factor of three. (Pre-treatment liquid: Pure water = 1:2)

If unevenness occurs after fixing the ink, or traces of the pre-treatment liquid are visible, try increasing the dilution ratio up to a factor of four.

If you do not dilute the pre-treatment liquid or make it too strong, the liquid leaves noticeable traces or the printed surface cracks after washing (the washing fastness deteriorates). On the other hand, if the pre-treatment liquid is too weak, White ink does not stay on the fabric and the whiteness cannot be achieved while traces from the pre-treatment liquid become less noticeable. Adjust the dilution ratio while checking the ink fixation results in advance.

Amount of pre-treatment liquid to apply

Apply the diluted pre-treatment liquid to the T-shirt with a roller or sprayer.

Apply approximately 15 g of pre-treatment liquid to printing areas of A4 size.

> ***Important:***
> *Do not apply too much pre-treatment liquid. Applying too much may cause the print quality to decline.*

> ***Note:***
> *Depending on the properties of the material, traces of the pre-treatment liquid may be visible after performing ink fixation when you apply pre-treatment liquid by using a roller. If this does happen, you may be able to improve the results by using a sprayer instead of a roller.*

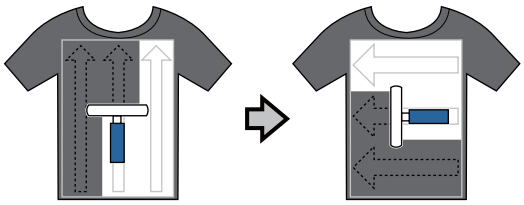
Applying with a roller

To prevent T-shirt fibers on the roller from sticking to other T-shirts, use a different roller for each color on the T-shirt.

“Options and Consumable Products” on page 115

1. Fill the tray with diluted pre-treatment liquid and dip the roller in it.
2. Spread out the T-shirt on a flat surface.
3. Squeeze the pre-treatment liquid out of the roller by pressing it against the edge of the tray, and apply the liquid evenly.

   We recommend applying to an area larger than the target print area.



4. Fixate the pre-treatment liquid with the heat press.

   “Fixating the Pre-treatment Liquid (Heat Press)” on page 36

> ***Note:***
> *You need to press the fibers flat to produce even whiteness. Use a heat press to fixate the pre-treatment liquid since the fibers are not pressed flat in the oven.*

Applying with a sprayer

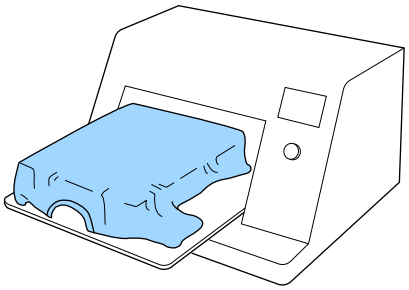
> ***Important:***
> *Depending on the type of sprayer, it may create a mist when applying the pre-treatment liquid. Wear a mask, protective eye-wear, and gloves as required, and make sure the area is well ventilated while working with the pre-treatment liquid.*

For details on using the sprayer, see the manual supplied with the sprayer.

1. Pour the diluted pre-treatment liquid into the sprayer.

2 Load the T-shirt into the sprayer, and then spray the pre-treatment liquid evenly over the printing surface.

We recommend applying to an area larger than the target print area.



Note:
You can apply the liquid evenly if you run the roller over the area after spraying.

3 Fixate the pre-treatment liquid with the heat press.

☞ "Fixating the Pre-treatment Liquid (Heat Press)" on page 36

Note:
You need to press the fibers flat to produce even whiteness. Use a heat press to fixate the pre-treatment liquid since the fibers are not pressed flat in the oven.

Fixating the Pre-treatment Liquid (Heat Press)

Use the heat press to remove creases from the T-shirt and to fixate the pre-treatment liquid. Because the oven does not press the fibers down, the printed surface does not become even which causes creases and unevenness in color. When fixing the pre-treatment liquid by using a heat press, place a heat-resistant release sheet, such as silicone paper, between the T-shirt and the surface of the press to prevent the pre-treatment liquid from sticking to the surface of the press.

Fixating conditions

As the optimum conditions vary depending on the amount of pre-treatment liquid, the following values are only a guide.

Temperature	Time	Pressure*1
170 ˚C	45 seconds*2	4.2 N/cm^2

*1 The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixation result in advance to find the right pressure.

*2 If the application area for the pre-treatment liquid is larger than A4, it may not dry even after 45 seconds. Try extending the time up to 90 seconds while checking if the pre-treatment liquid is dry.

Important:

❏ *Make sure you dry the pre-treatment liquid thoroughly. Insufficient drying time may cause the print quality to decline.*

❏ *Do not wet the T-shirt or leave it in a humid location for a long time after fixating the pre-treatment liquid. White ink may sink in the wet sections and cause unevenness in color. If the T-shirt is left for an extended period of time in such conditions, press for 5 to 10 seconds to dry it just before printing.*

Note:
If traces of the pre-treatment liquid are visible, try washing in water; however, the effects depend on the material of the T-shirt.

Creating and Sending Jobs

You cannot print directly from commercially available software.

To print jobs created on commercially available software, send the jobs to the printer using the software supplied (Garment Creator).

Workflow for Creating and Sending Jobs

Creating Images for Printing

Create an image using commercially available software such as Photoshop, Illustrator, and so on.

⇩

Creating Jobs

Start Garment Creator and load the image you want to print, and then make the following settings to create the job.

- ❏ Set the position and size of the image according to the platen size used for printing.
- ❏ Set the Print Quality and so on

⇩

Sending Jobs

Send the job from Garment Creator to the printer.

When receiving a job on the printer, the message **Place shirt and press** ◇ **to start printing.** is displayed, place the T-shirt on the platen and then print.

For more details on creating and sending jobs, see the online help for Garment Creator.

Repeat printing

If you send a job from Garment Creator using the USB memory stick connected to the printer, it is automatically saved to the USB memory with the filename **Epson_repeat_print.prn**. When an Epson_repeat_print.prn file is saved to a USB memory stick, the message **Place shirt and press** ◇ **to start printing.** is displayed repeatedly until you press the 🗑 button and select **Job Cancel** and you can repeat printing for the same job.

See the following for more details on supported USB memory sticks and job data.

☞ "USB memory requirements" on page 59

If you continue to send jobs while the USB memory stick is connected to the printer, the last job sent overwrites the previous job and is saved.

Notes on Receiving Jobs

Only the following operations are possible while is receiving jobs. If buttons do not respond when operating the control panel, the printer may be receiving a job; wait for a while and then try again.

- ❏ Canceling a job
- ❏ Moving the movable base (platen)
- ❏ Turning off the power

Note:

- ❏ *After canceling a job, it takes a while before the printer is ready to print again.*
- ❏ *It takes a while to turn off the printer after performing the power off operation. Also, jobs that have been received are deleted.*

Preparing the Platen

The following explains preparations for three points.

Grip pad covered platen (first time only)

We recommend attaching a grip pad to the platen supplied with the printer or the optional S, M, or L size platens.

Using a grip pad covered platen prevents the T-shirt (media) from moving around easily during printing which reduces print misalignments.

The next section explains how to attach the grip pad to the platen.

The printer comes with a grip pad that you can attach to a platen. For the optional S, M, and L size platens, purchase commercially available grip pad and attach them to the platens.

Do not attach grip pad to the XS size, sleeve, and medium grooved platens.

When using platens without attaching a grip pad, make sure you load the platen using the platen frame supplied.

> ***Note:***
> *When printing on thin fabric with a polyester blend ratio of 50% or more using a grip pad covered platen, the grip pad may be soiled with ink.*

Switching medium grooved platens according to media (only for medium grooved platens)

Use the medium grooved platen when printing on polo shirts or shirts with zippers.

When printing on media with a protruding section in the center such as a zipper, remove the square part from the top section in advance.

☞ "Switching from Polo to Zipper (only when using the medium grooved platen)" on page 40

Replacing Platens and Removing/Attaching Spacers

There are six platens available according to the size of the T-shirt and the area you want to print. When changing the size or area of the T-shirt being printed on, make sure you replace the platen with the appropriate platen in advance.

Depending on the thickness of the fabric being printed on, you also need to attach/remove the spacers in advance to adjust the platen height to the appropriate position.

☞ "Replacing Platens and Removing/Attaching Spacers" on page 41

Attaching/Removing a Grip Pad

Grip pads are consumable items. If it gets dirty, purchase a new pad and replace it.

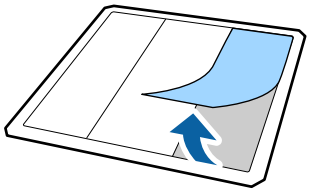
☞ "Options and Consumable Products" on page 115

You can check the procedure in a video on YouTube.

Epson Video Manuals

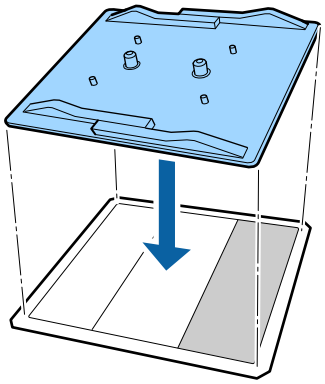
Attaching the Pad

1 Only peel off one section on the back of the grip pad as shown in the illustration.

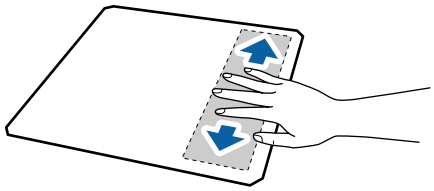


2 Place the grip pad on a flat surface with the back side facing up, and then place the platen in the center.

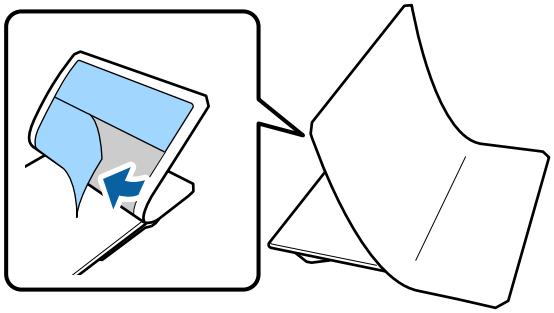
Make sure it is in the center so that the position does not shift from the grip pad.



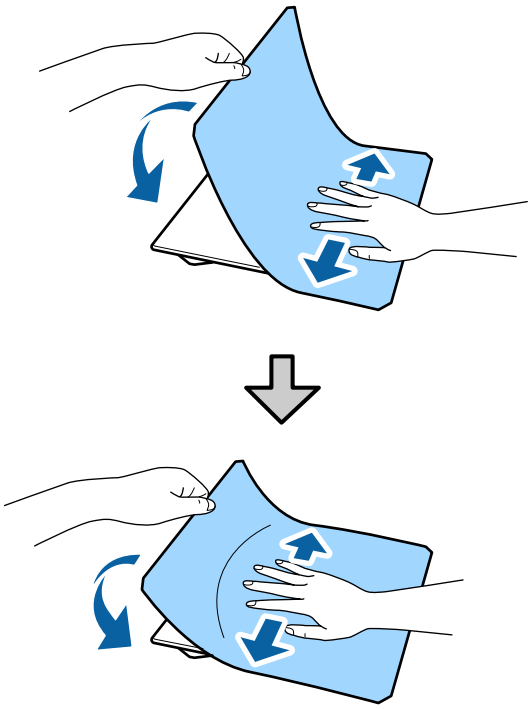
3 Gently hold the section that was peeled off the pad, and then stick the grip pad.



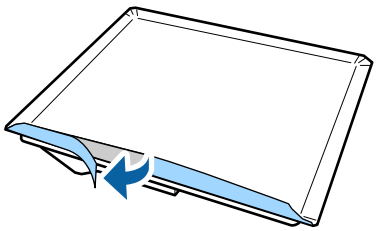
4 Peel off all of the other sections on the back of the grip pad as shown in the illustration.



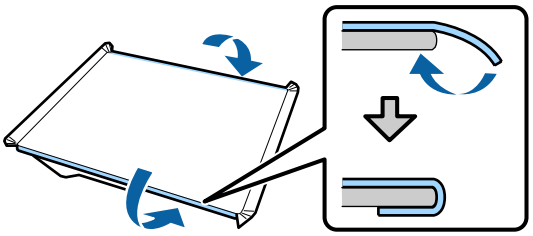
5 Stick it from the end that is already stuck, as shown in the illustration.



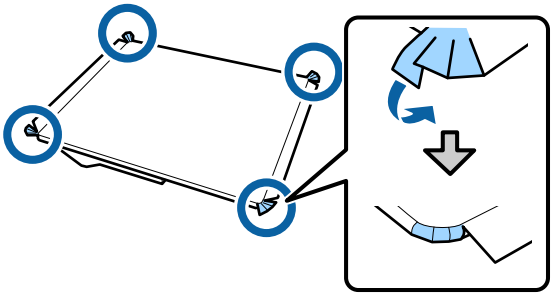
6 Peel off all of the sections around the edges on the back of the grip pad as shown in the illustration.



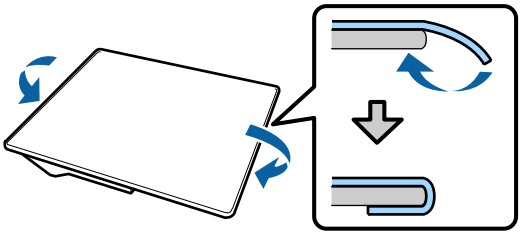
7 Fold over the long edges of the grip pad and stick them to the back of the platen without allowing the pad to loosen or sag.



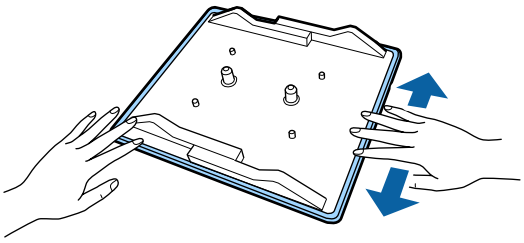
8 Fold over and stick all of the corners of the grip pad.



9 Fold over and stick the short edges.



10 Turn the platen over and press down the folded edges of the grip pad to stick them firmly in place.

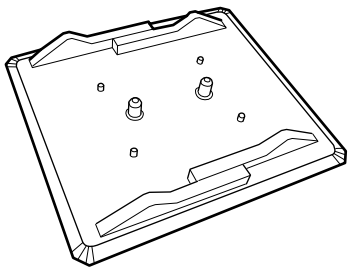


Removing the Sheet

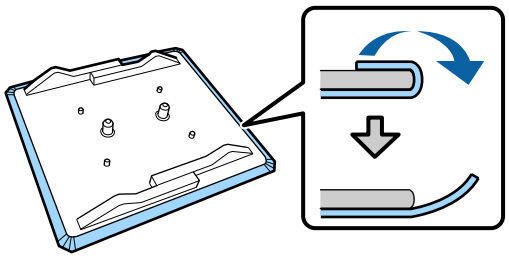
Important:

- ❏ *Do not apply hot air such as a drier to soften the glue. Failure to observe this precaution could result in deformed parts.*
- ❏ *Do not use organic solvents such as alcohol. Failure to observe this precaution could result in discoloration, warping, or damage to parts.*

1 Place the platen on a flat surface with the back side facing up.

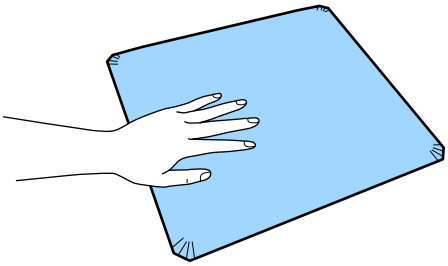


2 Peel off the pad that has been folded over the edges.

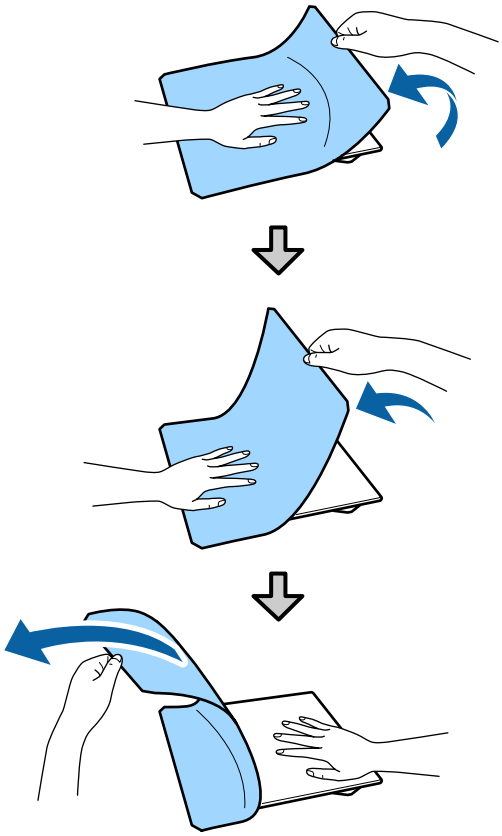


> ***Note:***
> *Pads that have been stuck to the platen for a long time may be hard to peel off. In this case, use a commercially available spatula for peeling off labels.*

3 Turn it over and press the front of the platen.



4 Peel off the grip pad from back to front.



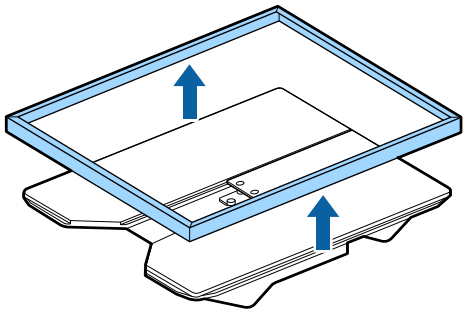
If any glue remains on the platen, soak a soft cloth in a diluted neutral detergent, wring it out thoroughly, and then wipe off the glue.

Switching from Polo to Zipper (only when using the medium grooved platen)

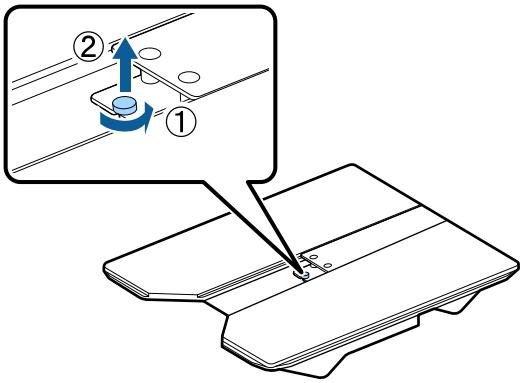
When loading media with a protruding section in the center such as a zipper, remove the square part before use.

For other media, install the square part.

1 Remove the platen's frame.

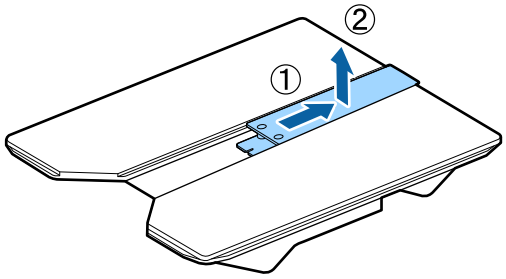


2 Remove the screw.



3 Remove the parts.

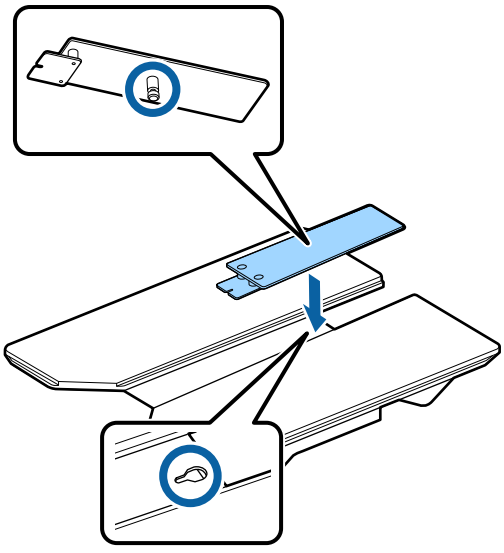
Slide in the direction shown in (1), and then remove it.



You need the removed screw and parts when loading polo shirts and so on. Store them in a safe place. We recommend keeping the screw attached to the platen.

To install the parts, perform the removal procedure in reverse.

Note:
When installing, align the protruding section with the hole as shown in the following illustration.



Replacing Platens and Removing/Attaching Spacers

Prepare a cross-head screwdriver before removing the spacers.

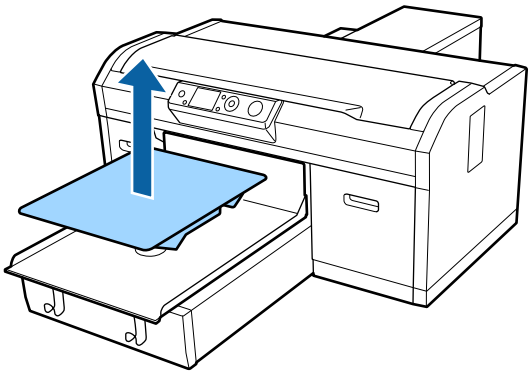
Buttons that are used in the following operations

1 Check that the platen is ejected forward.

If it is not ejected, press the ↧ button to move the platen forward.

2 Turn off the printer.

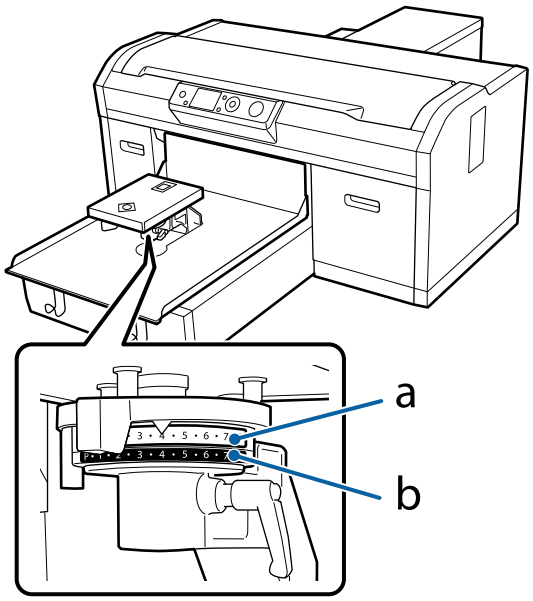
3 Grip the left and right of the platen, and lift it straight up to remove it.



4 Check the condition of the spacers.

The type and number of spacers to be removed differs as shown below depending on the type of platen installed and the thickness of the fabric to be printed on.

The thickness shown in the following table is the total thickness of the fabric placed on the platen.

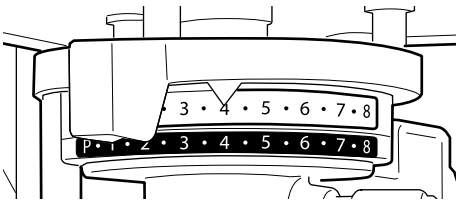


When using L, M, S, and XS size platens

The values shown below are for the L, M, and S grip pad covered platens. When using a platen without grip pad attached, or an XS size platen, the media you are printing on can be 1.0 mm thicker.

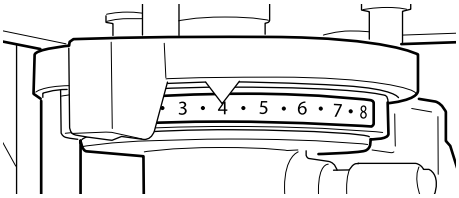
For T-shirts, sweatshirts, or fabric with a thickness of up to 7.0 mm

Attach spacers a and b.



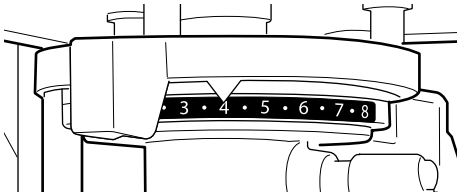
For fabric with a thickness of 5.0 to 13.0 mm

Attach spacer a only.



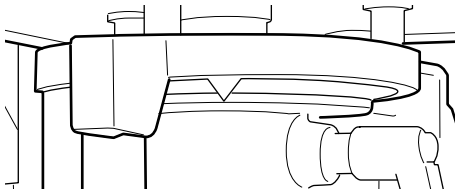
For fabric with a thickness of 9.0 to 17.0 mm

Attach spacer b only.



For fabric with a thickness of 15.0 to 24.0 mm

Remove spacers a and b.



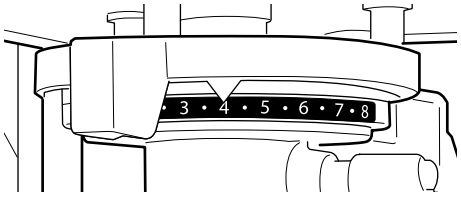
See the following for details on the thickness of the fabric.

“Table Showing the Scale on the Label and the Media Thickness” on page 121

When using the sleeve platen or the medium grooved platen

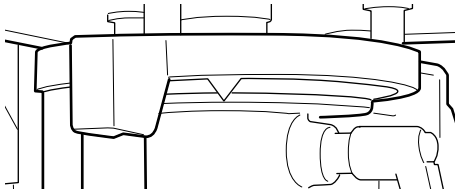
For T-shirts, sweatshirts, polo shirts, or fabric with a thickness of up to 8.0 mm

Attach spacer b only.



For fabric with a thickness of 6.0 to 14.0 mm

Remove spacers a and b.



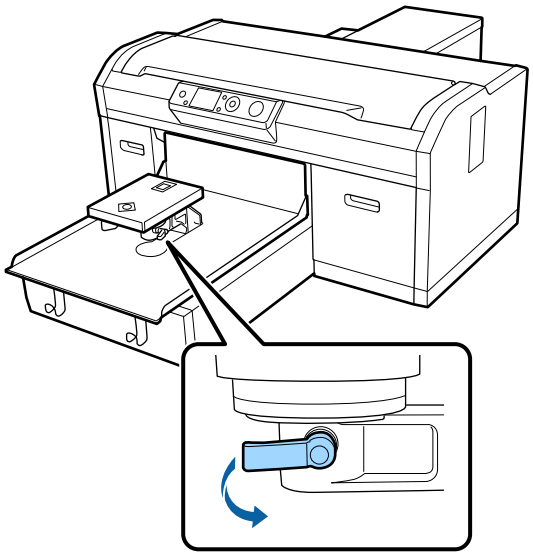
See the following for details on the thickness of the fabric.

“Table Showing the Scale on the Label and the Media Thickness” on page 121

If you do not need to change the number of spacers, go to step 13.

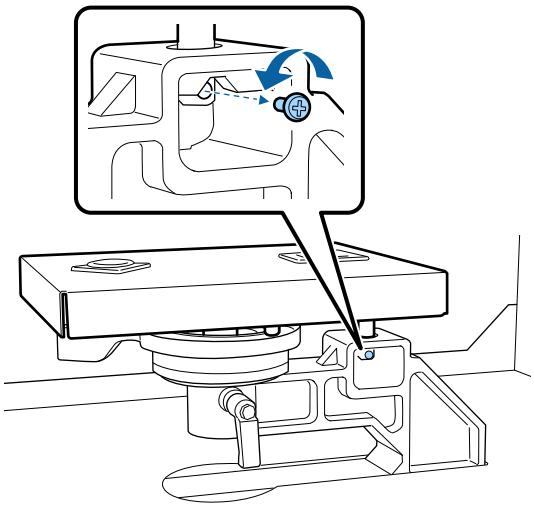
If you do need to change the number of spacers, go to step 5.

5 Loosen the fixing lever.



6 Use the cross-head screwdriver to remove the screws securing the platen installation plate.

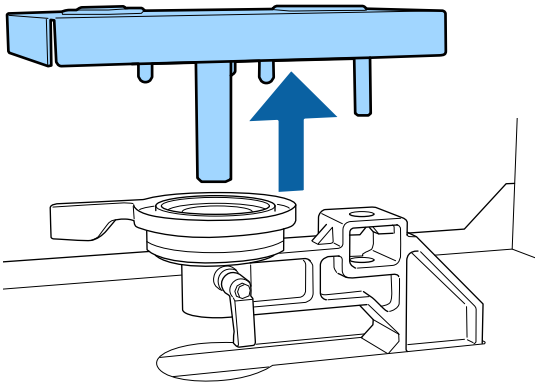
Make sure you keep the removed screws in a safe place as you need them when attaching spacers a and b.



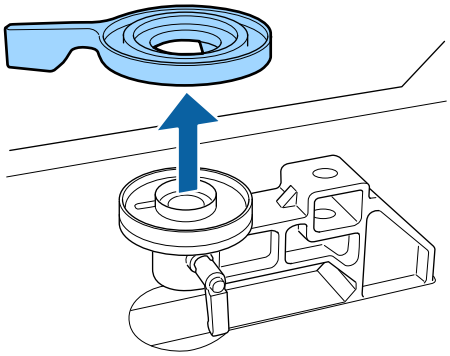
7 Remove the platen installation plate.

Important:

Make sure you do not drop the platen installation plate as it is a precision part. If it is dropped, the part could be deformed and may not function correctly.

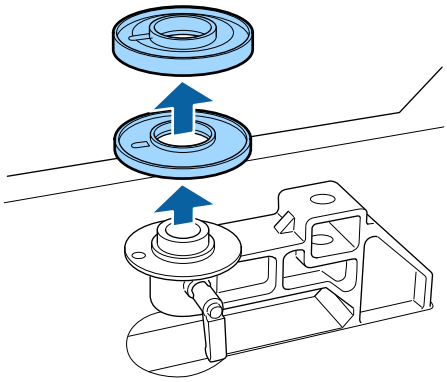


8 Remove the platen gap adjustment lever.



9 Change the status of the spacer in step 4 according to the installed platen and the thickness of the fabric to be printed on.

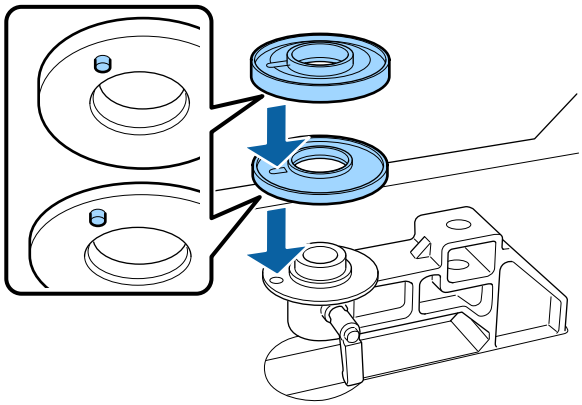
Removing



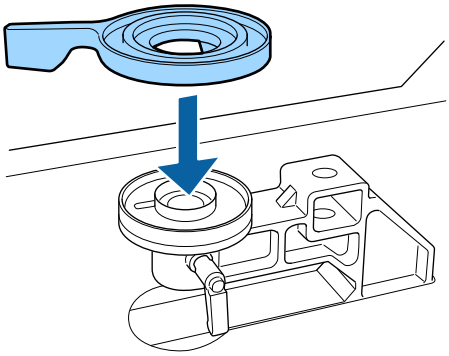
Attaching

Align the protruding section of the spacer with the hole as shown below. If this is not installed in the correct direction, the platen gap adjustment lever does not move.

There is no particular stacking order when installing both spacers.

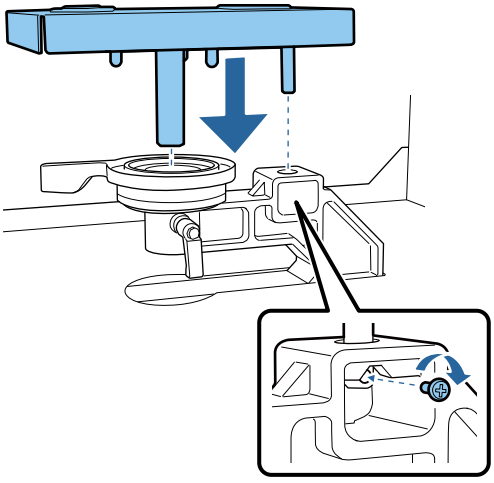


10 Install the platen gap adjustment lever in the direction shown below.

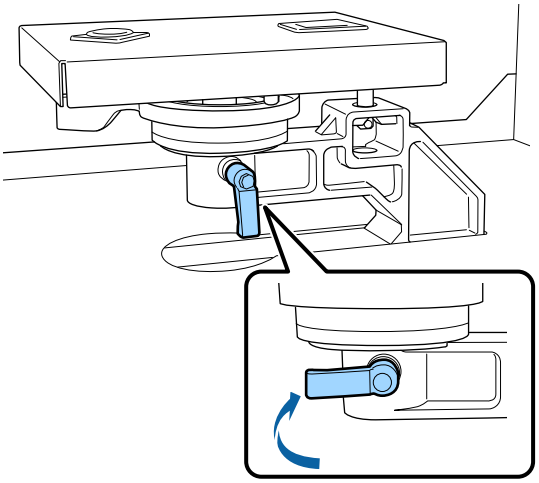


11 Return the platen installation plate.

Only tighten the screws that you removed in step 6 when you have installed two spacers.



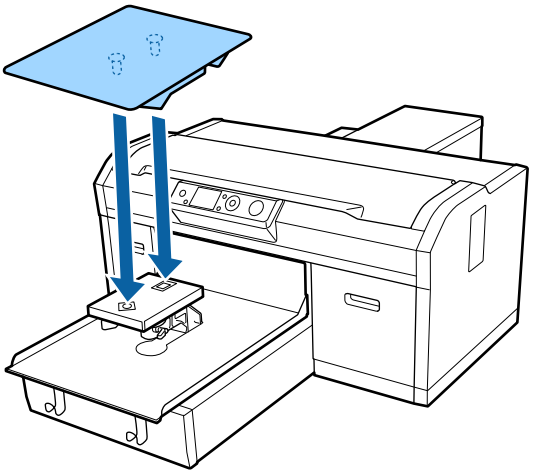
12 Tighten the fixing lever to secure the platen gap adjustment lever.



13 Make sure the axes of the replacement platen fit into the holes.

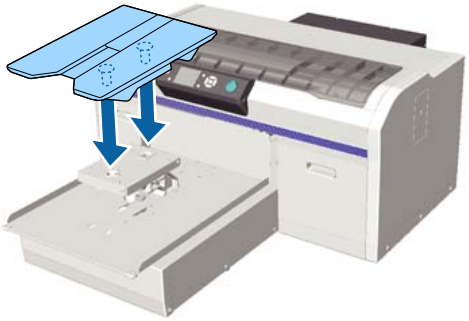
Installing L, M, S, or XS size platens

It does not matter in which orientation the platen is installed.



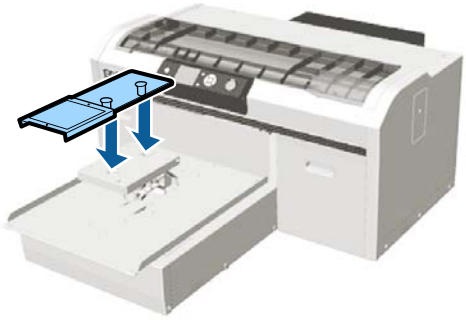
Installing the medium grooved platen

Install so that the cut out section is at the front.

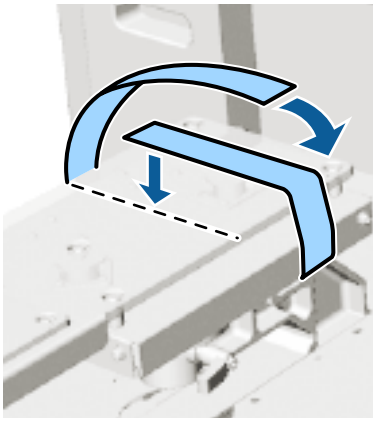


Installing the sleeve platen

(1) Install the platen in the orientation shown in the illustration.

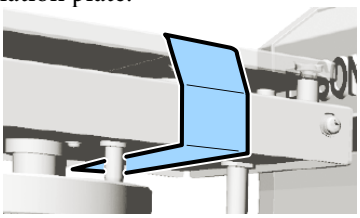


(2) Align the fixing band with the groove on the top of the platen and wind it tightly.

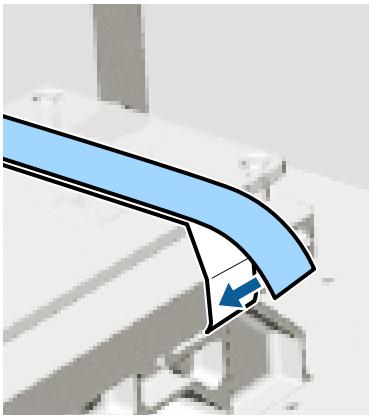


Note the following two points when winding.

❏ Pass the fixing band under the platen installation plate.



❏ Make sure the end of the fixing band is on the side of the platen.



After replacing the platen with a different size, we recommend you correct print misalignment (Head Alignment).

“Head Alignment” on page 83

Load the T-shirt (media)

If you notice any creases on the T-shirt, use the heat press to iron them out before you start printing.

When loading a T-shirt on a grip pad covered platen, do not use the frame supplied. If you use a frame with a grip pad covered platen, you cannot secure the T-shirt correctly. See the next section for information on loading.

To load a T-shirt (media) on a platen without a grip pad, use the frame supplied when loading. See the following for information on loading.

L, M, S, and XS size platens "Loading on a Platen without a Grip Pad" on page 48

Sleeve platen "Loading on Sleeve Platens" on page 51

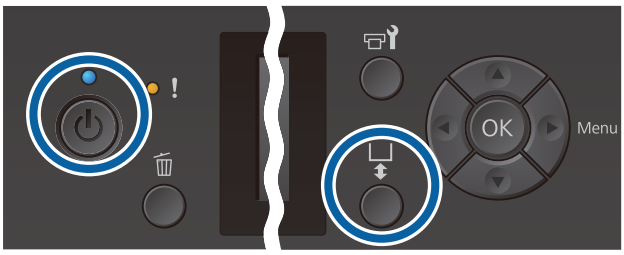
Medium grooved platen "Loading on Medium Grooved Platens" on page 52

Loading on a Grip Pad Covered Platen

You can check the procedure in a video on YouTube.

Epson Video Manuals

Buttons that are used in the following operations



1 Press the ⏻ button to turn on the printer.

2 Check that the platen is ejected forward.

If it is not ejected, press the ↧ button to move the platen forward.

3 Load the T-shirt so that the shoulders are at the front.

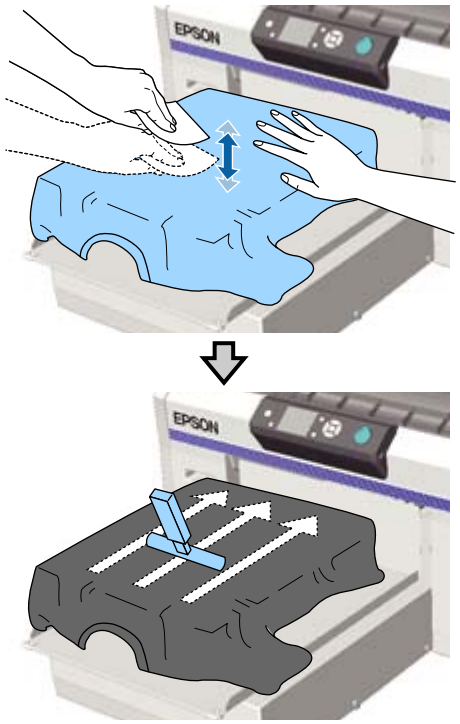
4 Pull the parts of the shirt that extend beyond the platen to flatten the print surface.

Important:

Do not pull too hard on the T-shirt. If the T-shirt is stretched too much, the print quality may decline due to deformed images and so on, and the white under-base print may extend outside the image.

5 Remove any lint from the printing surface, and press the fibers flat.

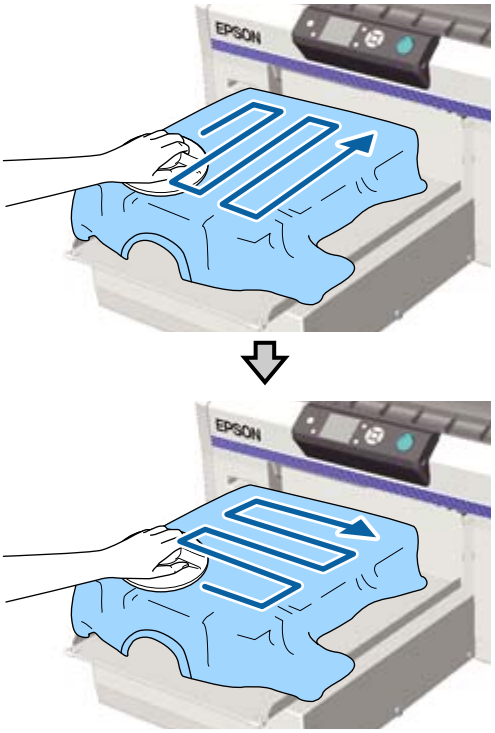
There may be lint on the T-shirt if you have not applied pre-treatment liquid. Remove the lint using the sticky tape or roller and press the fibers flat using the hard roller. Lint and fibers may stick to the print head and stain other areas.



6 Remove any slack or creases from the printing surface and make it flat.

Use the grip pad tool supplied to flatten the printing surface. The T-shirt sticks to the grip on the platen keeping it flat and preventing it from moving during printing.

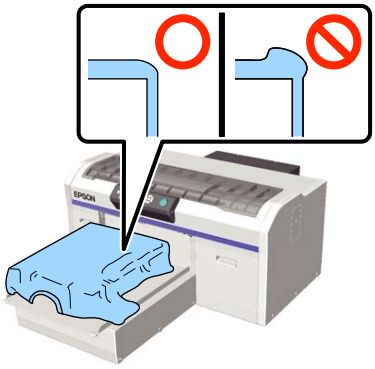
Press the T-shirt lightly with the grip pad tool and move it vertically and horizontally from the edges as shown in the following illustration. Repeat this step 2 to 3 times to remove any slack or creases and make the printing surface flat.



When loading a T-shirt coated with pre-treatment liquid, or when the grip pad tool gets caught due to the characteristics of the fabric, use the grip pad tool with a release sheet such as silicon paper on the T-shirt as shown in the figure.

Important:

The printer detects the highest part of the print surface and adjusts the height. If there are any creases or slack remaining as shown in the illustration below, the distance between the print head and the print surface may increase and print quality may decline. Flatten the T-shirt so that there are no creases or sagging.



Note:

When the grip pad tool becomes dirty, make sure you wipe it with a damp cloth.

7 Tuck in the T-shirt so that it does not drape over the movable base.

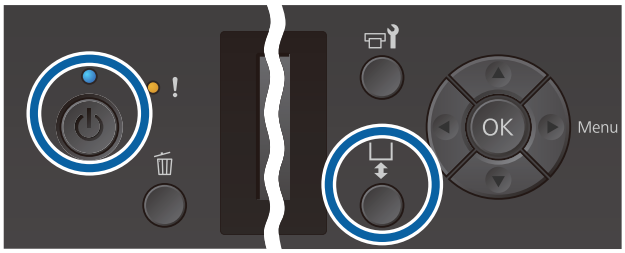
Loading on a Platen without a Grip Pad

When loading a T-shirt (media) on a platen without a grip pad, use the frame supplied with the platen.

You can check the procedure in a video on YouTube.

Epson Video Manuals

Buttons that are used in the following operations

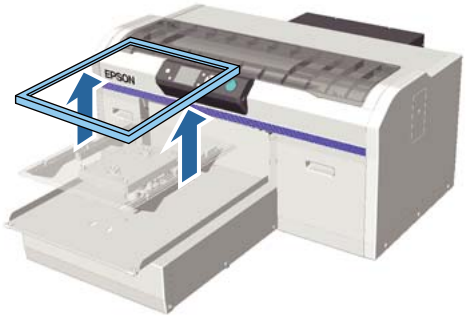


1 Press the ⏻ button to turn on the printer.

2 Check that the platen is ejected forward.

If it is not ejected, press the ↧ button to move the platen forward.

3 Remove the frame from the platen.

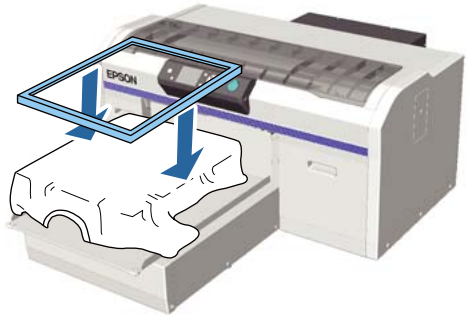


4 Load the T-shirt so that the shoulders are at the front.

5 Pull the parts of the shirt that extend beyond the platen to flatten the print surface.

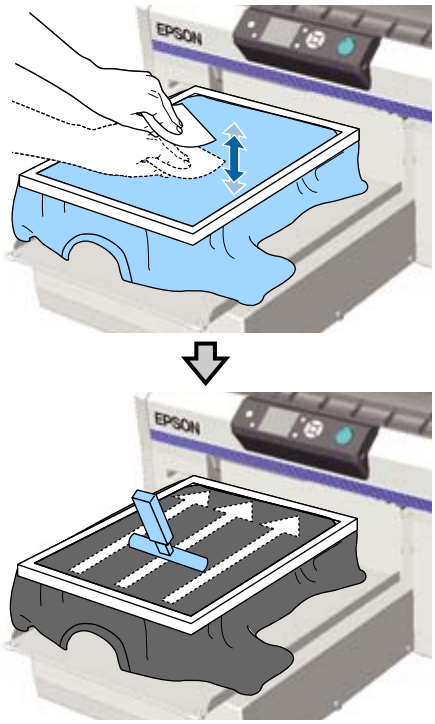
> **Important:**
> *Do not pull too hard on the T-shirt. If the T-shirt is stretched too much, the print quality may decline due to deformed images and so on, and the white under-base print may extend outside the image.*

6 Attach the platen frame again.

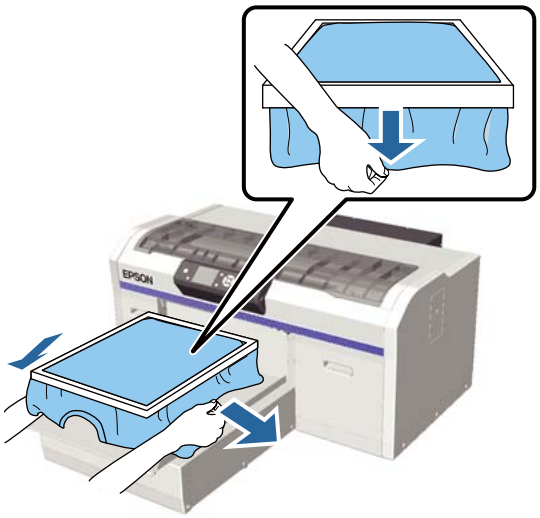


7 Remove any lint from the printing surface, and press the fibers flat.

There may be lint on the T-shirt if you have not applied pre-treatment liquid. Remove the lint using the sticky tape or roller and press the fibers flat using the hard roller. Lint and fibers may stick to the print head and stain other areas.

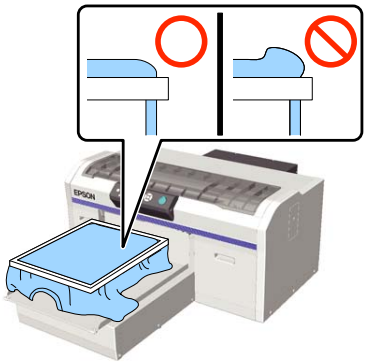


8 Pull the T-shirt outside of the frame to remove any creases and slack.



Important:

The printer detects the highest part of the print surface and adjusts the height. If there are any creases or slack near the inside edge of the frame as shown in the diagram below, the distance between the print head and the print surface may increase and print quality may decline. Stretch the T-shirt so that there are no creases or slack. However, if the T-shirts is stretched too much, the print quality may decline due to deformation of the image, and the white under-base print may extend outside the image.



Note:

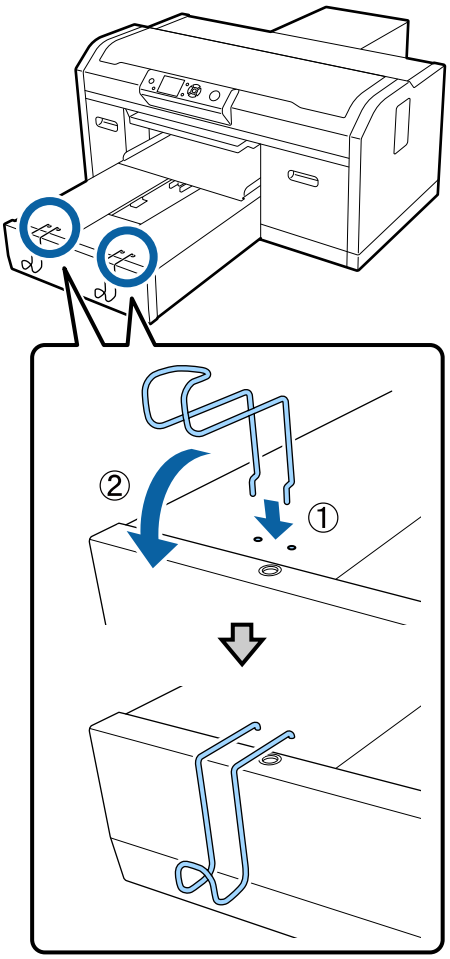
Using the platen frame to place the print surface under a suitable amount of tension can reduce swelling of the print surface while printing.

9 Press down the frame of the platen so that it does not become loose.

10 Tuck in the T-shirt around the frame so that it does not drape over the movable base.

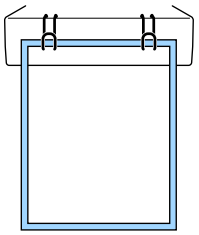
Using the supplied hook

Attaching the hook supplied with the printer as shown in the illustration allows you to hang the frame removed from the platen.

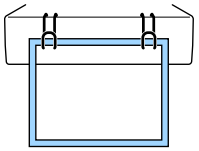


Depending on the type of frame, only hang one as shown in the illustration.

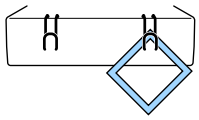
❏ Frames for L and M size platens as well as medium grooved platens



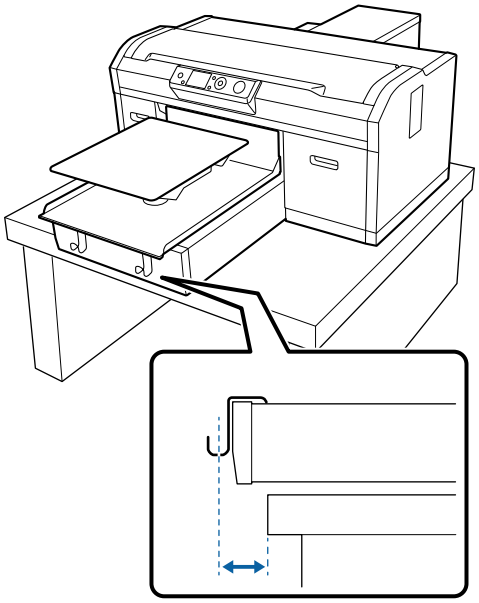
❏ Frames for S size platens



❏ Frames for XS size platens as well as sleeve platens

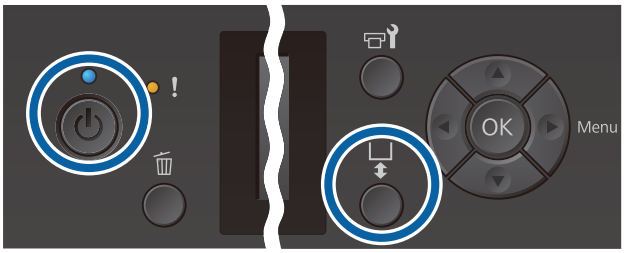


When using the hook, install the printer so that the hook is closer to you than the front edge of the stand.



Loading on Sleeve Platens

Buttons that are used in the following operations

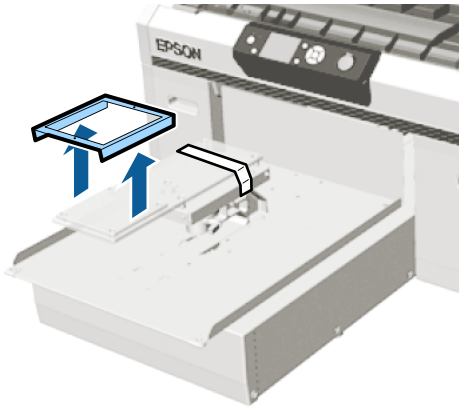


1 Press the ⏻ button to turn on the printer.

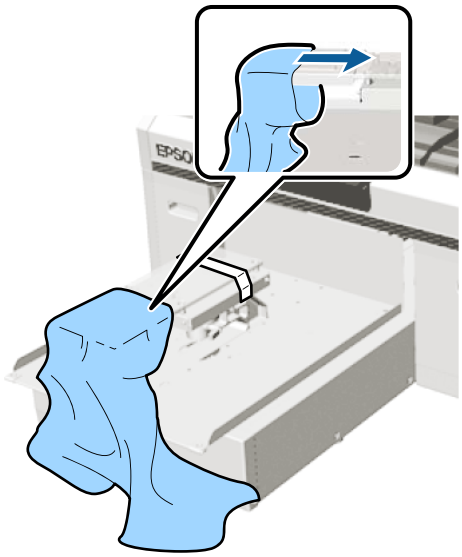
2 Check that the platen is ejected forward.

If it is not ejected, press the ↧ button to move the platen forward.

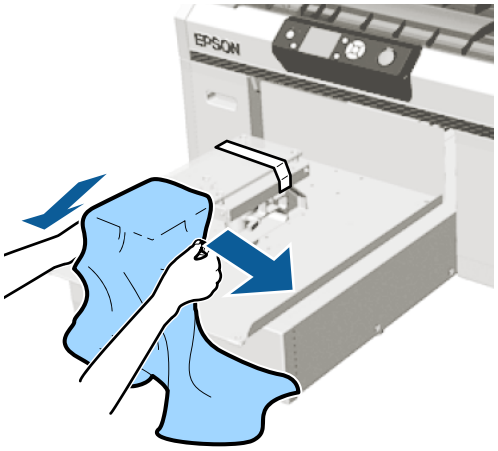
3 Remove the frame from the platen.



4 Pass the platen through the T-shirt sleeve.



5 Pull the parts of the shirt that extend beyond the platen to flatten the print surface.

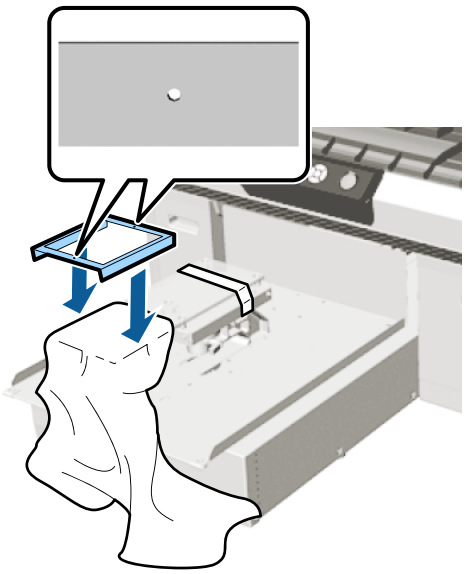


Important:

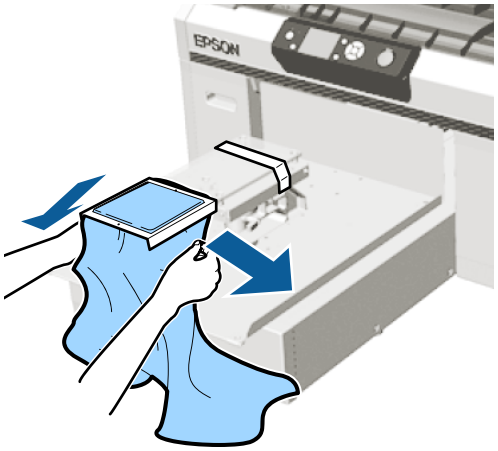
- *Load the T-shirt so that the side seams and sleeve seams are not on the top. If there are raised sections such as seams, a **Platen Height Error** may occur, or the print quality may decline.*
- *Do not pull too hard on the T-shirt. If the T-shirt is stretched too much, the print quality may decline due to deformed images and so on, and the white under-base print may extend outside the image.*

6 Attach the platen frame again.

Load it so that the small holes in the frame are at the front and back.



7 Pull the T-shirt outside of the frame to remove any creases and slack.

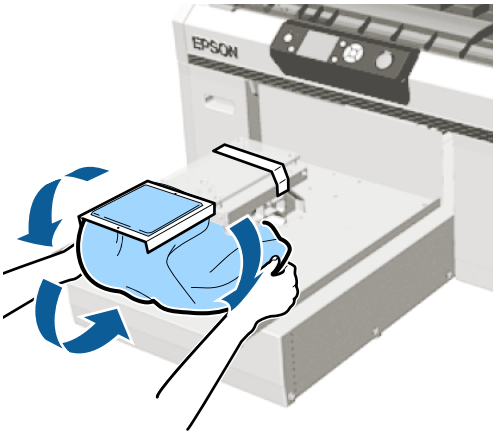


Important:

Stretch the T-shirt so that there are no creases or slack. However, if the T-shirts is stretched too much, the print quality may decline due to deformation of the image, and the white under-base print may extend outside the image.

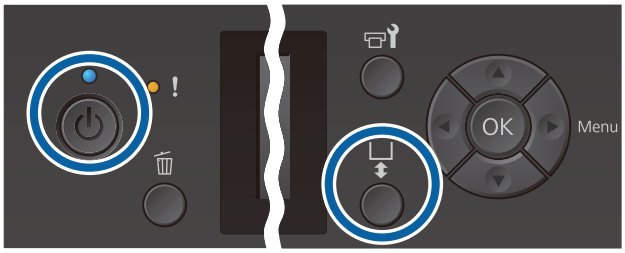
8 Press down the frame of the platen so that it does not become loose.

9 Tuck in the T-shirt around the frame so that it does not drape over the movable base.



Loading on Medium Grooved Platens

Buttons that are used in the following operations

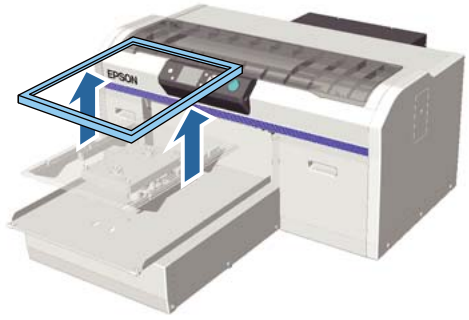


1 Press the ⏻ button to turn on the printer.

2 Check that the platen is ejected forward.

If it is not ejected, press the ↧ button to move the platen forward.

3 Remove the frame from the platen.



4 Load the media so that the shoulders are at the front.

When the square part is attached (for shirts such as polo shirts)

Make sure that the collar or button section fits into the cutout on the top plate, and then load it so that the raised section does not extend above the printing side.

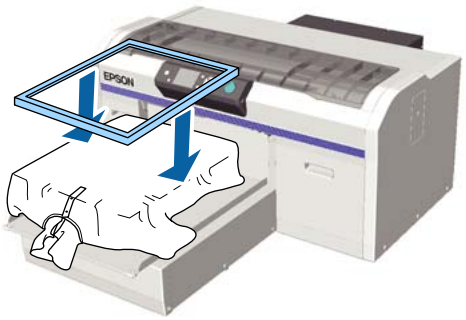
When the square part is removed (for shirts such as front-opening shirts)

Remove the square part from the top plate so that protruding sections such as zippers fit into the removed section, and then load it so that the raised section does not extend above the printing side.

5 Pull the parts of the shirt that extend beyond the platen to flatten the print surface.

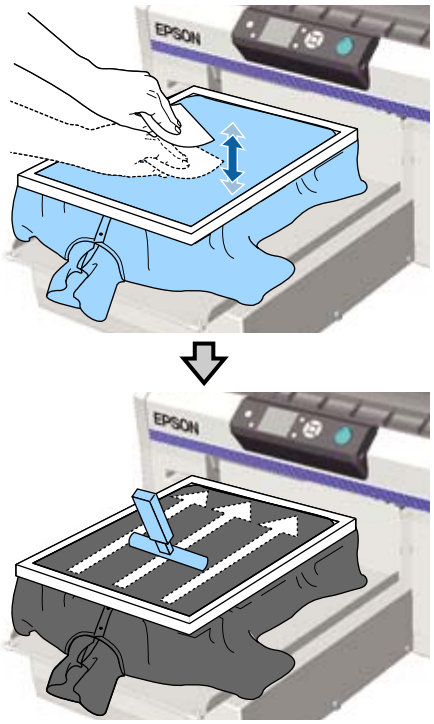
> ***Important:***
> *Do not pull too hard on the media. If the media is stretched too much, the print quality may decline due to deformed images and so on, and the white under-base print may extend outside the image.*

6 Attach the platen frame again.



7 Remove any lint from the printing surface, and press the fibers flat.

There may be lint on the media if you have not applied pre-treatment liquid. Remove the lint using the sticky tape or roller and press the fibers flat using the hard roller. Lint and fibers may stick to the print head and stain other areas.



8 Pull the T-shirt outside of the frame to remove any creases and slack.

Important:

Stretch the media so that there are no creases or slack. However, if the T-shirts is stretched too much, the print quality may decline due to deformation of the image, and the white under-base print may extend outside the image.

9 Press down the frame of the platen so that it does not become loose.

10 Tuck in the T-shirt around the frame so that it does not drape over the movable base.

Adjusting the Platen Gap

The platen gap is the distance between the print head and the T-shirt (media).

Failure to use platen gap adjustment to adjust to the correct distance may cause print quality to decline or stain the inside of the printer with ink.

The larger the value on the scale indicated by the platen gap adjustment lever, the lower the platen is and the wider the distance from the print head. The following workflow explains how to perform adjustments.

Adjust the gap to the narrowest point

The platen gap is gradually narrowed by slowly changing from the guided scale to the smaller scale one step at a time.

Check the Platen Height Error

If the platen gap is narrowed beyond the limit, this error is displayed.

Set the platen gap to a suitable value

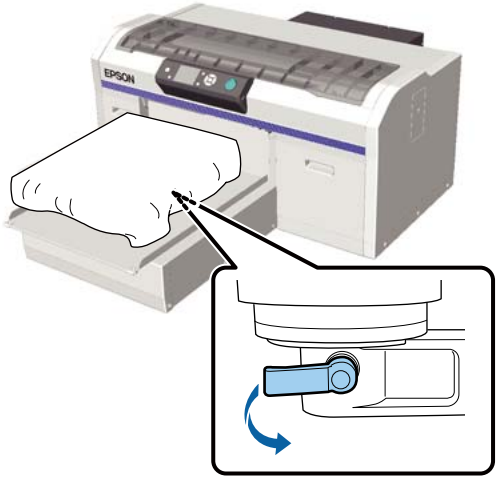
The position at which the width of the platen gap returns from the second scale to the scale with larger values at which the error is displayed is a suitable value.

Buttons that are used in the following operations

1 Check that the platen is ejected forward.

If it is not ejected, press the ↧ button to move the platen forward.

2 Loosen the fixing lever under the platen.



Important:

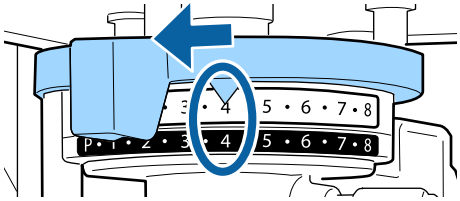
Always loosen the fixing lever. If it is not loosened, you will not be able to adjust it correctly in the following step.

If you accidentally move the platen gap adjustment lever without loosening the fixing lever, move the platen gap adjustment lever until it reaches the smallest value before loosening the fixing lever.

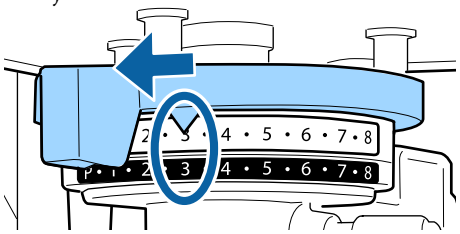
3 Move the platen gap adjustment lever to match the scale to the adjustment start position.

When printing on T-shirts using L, M, S, or XS size platens (also with spacers a and b installed)

❏ When a grip pad covered platen is installed: Adjust to 4.

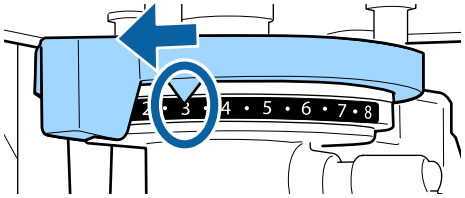


❏ When a platen without grip pad is installed: Adjust to 3.



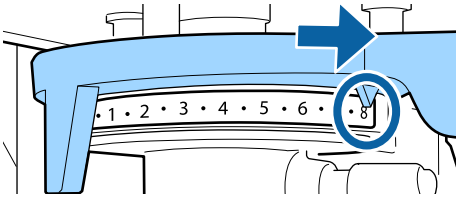
When printing on T-shirts or polo shirts using the sleeve platen or the medium grooved platen (attach only spacer b)

Adjust to 3.



When printing on sweatshirts or thick fabric, and the spacer installation status is anything except for the above

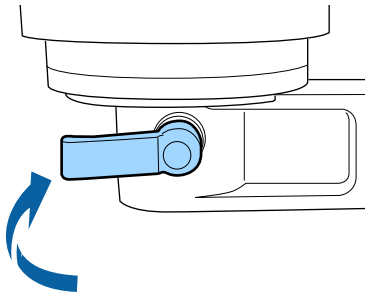
Adjust to 8.

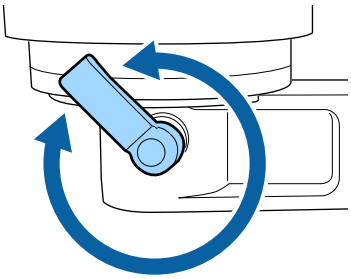


If you have worked up to step 6 and then return to step 1 to re-adjust the platen gap, move the platen gap adjustment lever by one scale to the smaller values.

> ***Note:***
> *If you remove both spacers, you cannot check the scale. In this situation, the position you move the platen gap adjustment lever to at the far right is position 8.*
>
> *When re-adjusting, adjust the platen gap adjustment lever by one scale at a time making sure you can feel it click.*

4 Tighten the fixing lever, and then secure the platen gap adjustment lever.



> ***Note:***
> ❏ *Print quality may decline if you do not tighten the fixing lever.*
>
> ❏ *You can adjust the fixing lever to any angle. Adjust the angle of the lever if it is difficult to see the scale, or if it is difficult to pass the fabric of the T-shirt underneath. When adjusting, change the position while pulling the lever toward you.*
>
> 

5 Press the ↧ button to move the platen into the printer.

6 Check if **Platen Height Error** is displayed on the control panel.

When the error is displayed

Go to step 7.

When the error is not displayed

Repeat the following steps until the error is displayed.

Return to step 1 and when you reach step 3, move the platen gap adjustment lever by one scale to the smaller values. The platen rises reducing the gap. Continue to step 6, and check if an error is displayed.

7 Set the platen gap to a suitable value

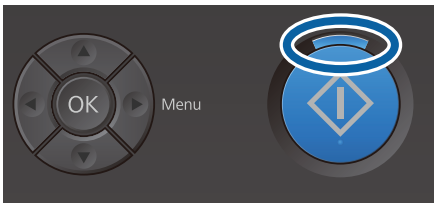
Return to step 1 and when you reach step 3, move the platen gap adjustment lever by two scales to the smaller values.
Continue to step 6, and if the error is not displayed, adjustment is complete.

Starting and Canceling Printing

Starting

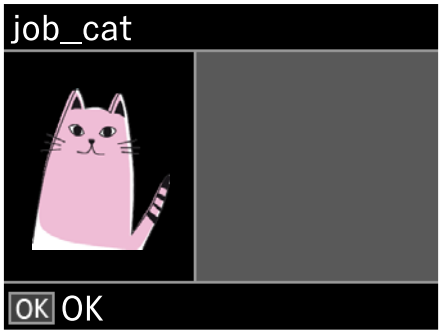
1 When receiving the job is complete, the message **Place shirt and press ◇ to start printing.** is displayed on the screen.

When receiving the job is complete, the ◇ light also turns on.



Preview display

When you press the ▼ button while the message is displayed, a preview of the job is displayed.



2 Check that the T-shirt is loaded, and then press the ◇ button.

> ***Note:***
> *When you press the button while the message is displayed, the maintenance menu is displayed and you can select **Nozzle Check** or **Head Cleaning** without canceling the received job. You can check if nozzles are clogged and clean the head before printing starts or while printing multiple copies.*
>
> *If you select **Nozzle Check**, the check pattern is printed at the platen size displayed on the control panel screen.*

Starting repeat printing

If you send a job to a printer after connecting a USB memory stick, you can keep printing the same job even after printing the specified number of copies. When **Place shirt and press ◇ to start printing.**is displayed on the screen, load the T-shirt and then press the ◇ button.

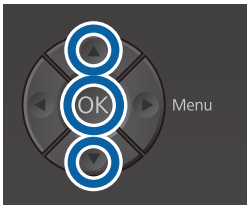
Canceling

Use this when you want to cancel printing, or to cancel a job that is being received by the printer.

1 Press the 🗑 button.

2 Press the ▲/▼ buttons to highlight **Yes**, and then press the **OK** button.

Printing or receiving stops immediately when the button is pressed, and the job is deleted.



Canceling from a computer

You can cancel from the printer's Garment Creator software. However, you cannot cancel from the computer once it has finished sending jobs to the printer. Cancel from the printer.

See the Garment Creator online help for more details.

Canceling repeat printing

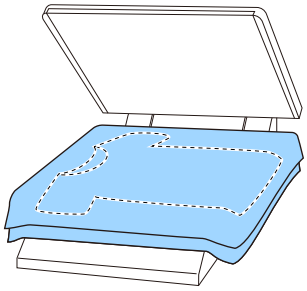
To stop repeat printing and print a different job, press the 🗑 button to cancel the job received by the printer.

Fixating the Ink

After printing, the T-shirt is processed in a heat press or oven to fixate the ink.

Precautions when Fixating the Ink

❏ If you use a heat press with a T-shirt (media) that has printing near the seams such as the sleeves, fixation may not be performed correctly as ink is not heated sufficiently due to the difference of levels in the seams.
We recommend placing a heat-resistant fabric above and below the T-shirt and applying pressure as shown below to reduce the difference in levels.



❏ If the ink is not fixated sufficiently, colors may come out in the wash or when rubbing against something.

❏ If the T-shirts (media) have plastic buttons or zippers, we recommend that you first confirm whether or not they will be damaged before using the heat-press.

Fixating conditions

The conditions required for fixating differ as shown below according to the heat press or oven.

Use the following values as a guide. The optimum conditions vary depending on the type of heat press or oven, and the amount of ink.

Heat press

Temperature	Time	Pressure*1
170 ˚C	45 seconds*2	4.2 N/cm^2

*1 The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixation result in advance to find the right pressure.

*2 Images larger than A4 that have White ink may take longer than 45 seconds to dry. Try extending the time up to 90 seconds while checking if the ink is dry.

Oven

Because the optimum conditions vary depending on the oven, test and check the ink fixation result in advance to determine the temperature and duration.

Type of Oven	Temperature	Time
Batch type	160 ˚C	3.5 to 5 minutes*2
Conveyor type	160 ˚C*1	3.5 to 4.5 minutes*2

*1 Temperature of the fixating surface of the T-shirt. Not the internal temperature. If the surface of the T-shirt exceeds 180 ˚C, the T-shirt and the print surface may change color.

*2 Images that have White ink require the maximum fixating time (batch type: 5 mins., conveyor type: 4.5 mins.).

Printing from a USB Memory

You can run the following features when a USB memory device is connected to the printer.

- Repeat printing

After sending jobs from Garment Creator to the printer and printing the specified number of copies, you can repeat printing the same job until you want to cancel the job by pressing the 🗑 button.

- Printing from a USB memory

You can select and print jobs directly from the printer's control panel by saving jobs in advance from Garment Creator on your computer to a USB memory stick.

This section explains how to print from a USB memory stick.

See the following for more information on the repeat printing procedure.

☞ "Creating and Sending Jobs" on page 37

For more information on saving jobs from Garment Creator to a USB memory stick, see the on-line help for Garment Creator.

USB memory requirements

The following requirements need to be met to use a USB memory.

- ❏ FAT device compatible with Windows
- ❏ Format type: FAT 32
- ❏ No security functions such as encryption or passwords
- ❏ Memory capacity: Up to 128 GB
- ❏ Partitions: 1

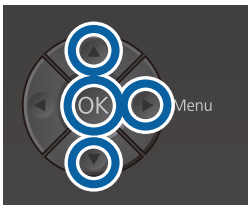
Requirements for supported data

- ❏ Data name: Up to 255 single-byte characters
- ❏ Data size: Up to 4 GB
- ❏ Number of data items: Up to 256 (prn files only)

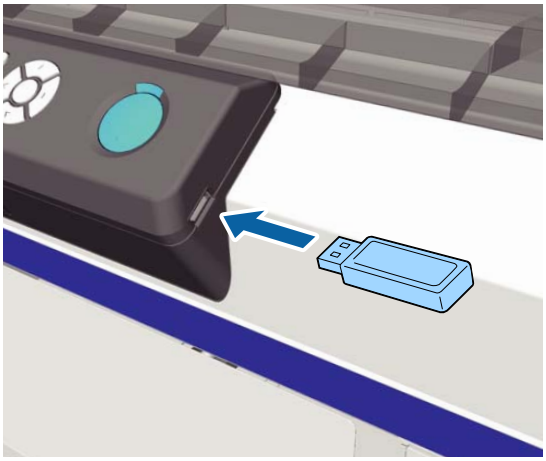
Save the data in the root folder on the USB memory. If the data is saved in a sub-folder, it is not displayed even if the USB memory stick is connected to the printer. Furthermore, even for files saved in the root folder, only files with the extension "prn" are displayed.

Printing Procedures

Buttons used for the following printing operations



1 Connect the USB memory stick containing the saved jobs to the USB memory port on the control panel.



> ***Important:***
> - ❏ *Do not connect or disconnect the USB memory when the ⏻ light is flashing.*
> - ❏ *Connect the USB memory stick directly to the printer. We cannot guarantee connections that use an extension cable, a USB hub, or a card reader.*

2 Press the ▶ button to display the menu screen.

3 Press the ▲/▼ buttons to highlight **USB File List**, and then press the ▶ button.

4 Confirm that **Select Print File** is highlighted, and then press the ▶ button.

5 Press the ▲/▼ buttons to highlight the jobs you want to print, and then press the ▶ button.

6 Press the ▲/▼ buttons to set the number of copies, and then press the OK button.

A preview of the jobs is displayed on the screen.

For jobs in which **Print Direction** is set to **Bi-Direction (High Speed)** in Garment Creator, you can change to Uni-Direction (Low Speed) by pressing the ▶ button.

7 When **Place shirt and press ◇ to start printing.** is displayed on the screen, load the T-shirt on the platen, and then press the ◇ button.

"Load the T-shirt (media)" on page 46

> ***Note:***
> *If you press the button while the ◇ light is on, the Maintenance menu is displayed and you can select **Nozzle Check** or **Head Cleaning** without canceling the print job. You can check if nozzles are clogged and clean the head before printing starts or while printing multiple copies. If you select **Nozzle Check**, the check pattern is printed for the platen size displayed on the control panel screen.*
>
> ***Reset Print Count** is also displayed, and if you select this, you can clear the counter for the number of copies displayed on the control panel.*

After printing the specified number of sheets, the **Printing Completed** screen is displayed. Use the ▲/▼ buttons to select an item, and then press the OK button.

To print a different job before completing the specified number of prints, press the 🗑 button to finish printing, and then start again from step 2.

Deleting

1 Select **Delete Print File**, and then press the ▶ button on the screen displayed in step 4 from the printing procedure.

2 Select the job you want to delete, press the ▶ button to display the preview screen, and then press OK to delete it.

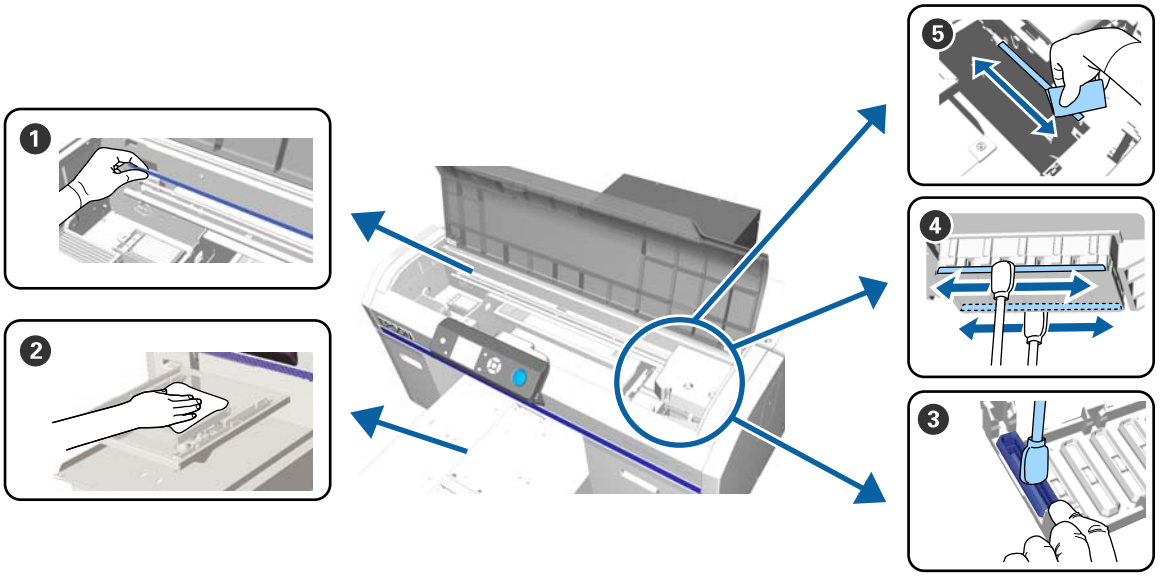
Maintenance

When to Perform Various Maintenance Operations

To maintain the print quality of the printer, you need to perform cleaning and replace consumables.

If maintenance is not performed, print quality may decline, the printer's service life may be reduced, or you may be liable for the cost of any repairs. Always perform maintenance when a message is displayed on the screen.

Cleaning Locations and Cleaning Timing

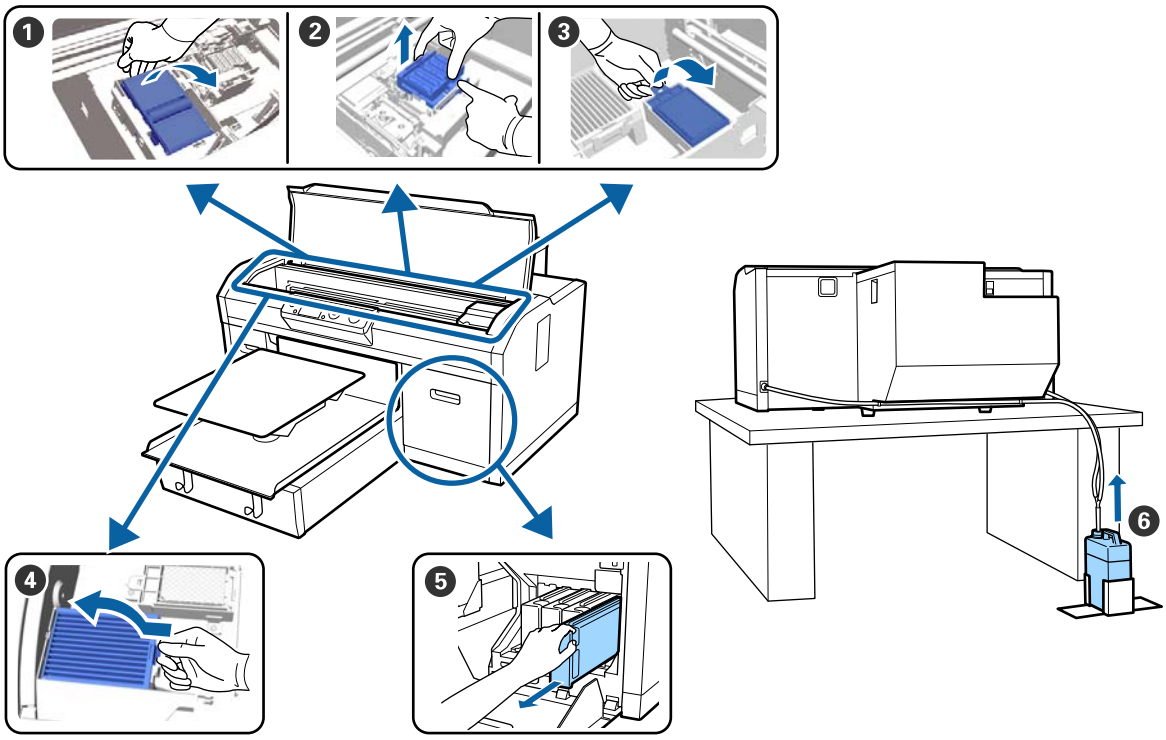


When to perform	Component to be cleaned
See manual to clean scale and change air filter. is displayed	❶ Scale ☞ "Cleaning the scale and replacing the filter" on page 70 You can check the procedure in a video on YouTube. Epson Video Manuals
If a platen without grip pad is soiled	❷ Clean the platen without grip pad ☞ "Clean the Platen without Grip Pad" on page 95
❑ When one of the following messages is displayed* **Do following: Head Cap Cleaning** **See manual to clean caps.** ❑ When there are ink stains on the printing surface of the T-shirt	❸ Suction cap ☞ "Cleaning the Suction Cap" on page 67 You can check the procedure in a video on YouTube. Epson Video Manuals

When to perform	Component to be cleaned
The printing surface and so on is soiled even when cleaning the caps	❹ Clean around print head ☞ "Cleaning around head" on page 72 You can check the procedure in a video on YouTube. Epson Video Manuals
When printing is not performed normally even after head cleaning	❺ Clean edges of the metal ☞ "Clean Border of the Metal" on page 74

* If this message is displayed frequently, contact your dealer or Epson support.

Locations of Consumables and Replacement Timing



When to perform	Component to be replaced
When a message indicating that an item needs to be prepared or replaced is displayed	❶ Wiper unit ❷ Anti-drying caps ❸ Flushing pad ☞ "Replacing the Head Cleaning Set" on page 89 You can check the procedure in a video on YouTube. Epson Video Manuals ❻ Waste ink bottle ☞ "Disposing of Waste Ink" on page 87

When to perform	Component to be replaced
See manual to clean scale and change air filter. is displayed	❹Air filter* ☞ "Cleaning the scale and replacing the filter" on page 70 You can check the procedure in a video on YouTube. Epson Video Manuals
Ink Low is displayed, as soon as you can	❺ Ink cartridge ☞ "Shaking and Replacing Ink Cartridges" on page 84

* Replace the air filter when cleaning the scale.

Other maintenance

When to perform	Operation
Remove and shake WH ink is displayed	Shake White ink cartridge ☞ "Shaking" on page 84
Once a month	Shake color ink cartridges ☞ "Shaking" on page 84
❑ When checking if nozzles are clogged ❑ When checking which colors are clogged ❑ Horizontal stripes or tint unevenness (banding) are appeared.	Checking for clogged nozzles ☞ "Checking for clogged nozzles" on page 79
❑ When printouts are blurred or parts are missing ❑ When a clog is found after checking for clogged nozzles	Cleaning the print head ☞ "Cleaning the print head" on page 81
When the printouts are grainy or out of focus	Head Alignment Offset Head Alignment Feed Adjustment ☞ "Correcting the print misalignment" on page 83
When changing the ink mode	Change the ink mode ☞ "Replacing White Ink" on page 75
When the printer will not be used for an extended period (and switched off)	Pre-Storage Maint. ☞ "Prolonged Storage" on page 78
❑ When nozzles remain clogged even after cleaning the print head several times ❑ When there is not enough white in white ink mode, or when white results in uneven print results	Tube Washing ☞ "Tube Washing" on page 92

Preparation

Ready the following items before beginning cleaning and replacement.

When the supplied parts have been completely used, purchase new consumables.

Prepare genuine parts when replacing ink cartridges or performing maintenance.

“Options and Consumable Products” on page 115

Protective eye-wear (commercially available)

Protects your eyes against ink and ink cleaner.

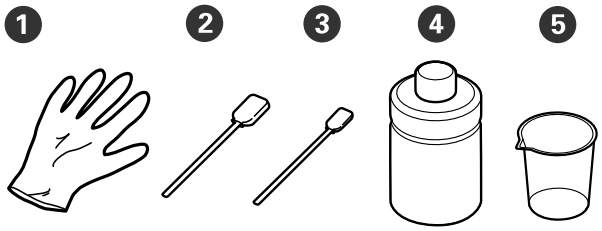
Tweezers

Use this to remove lump or film of waste liquid.

Maintenance kit (supplied with the printer)

Use this to clean around the caps and print head.

The set contains gloves, cleaning sticks, ink cleaner, and a cup.



❶ Gloves (x4)

❷ Cleaning stick (wide) (x25)

❸ Cleaning stick (narrow) (x25)

❹ Ink cleaner (x1)

❺ Cup (x1)

Metal or plastic tray (commercially available)

Use this to hold used cleaning sticks, removed parts, or to prevent ink from soiling the printer when cleaning around the print head.

Air filter (consumable)

When cleaning the scale, use the cleaning cloth supplied with the air filter.

Soft cloth

This is used to clean the edges of the metal and to clean platens without grip pad.

Cautions when operating

Caution:

- *Always wear protective eyewear, gloves, and a mask when working. Should any waste ink or ink cleaner come into contact with your skin or enter your eyes or mouth, immediately take the following actions.*
  - *If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or inflamed.*
  - *If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.*
  - *If any enters your mouth, consult a physician immediately.*
  - *If fluid is swallowed, do not force the person to vomit and consult a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.*
- *Store ink cartridges, waste ink, ink cleaner, and Cleaning cartridges out of the reach of children.*

- Remove the T-shirt from the printer before starting periodic cleaning.
- Do not touch any parts or circuit boards other than the parts that need to be cleaned. It may cause a malfunction or decline of the print quality.
- Always use new cleaning sticks. Reusing sticks may soil the parts you are trying to clean.
- Do not touch the tip of the cleaning stick with your hand. Oils on your hand may compromise the cleaning ability.
- Do not use organic solvents such as alcohol for cleaning. Only use water when instructed to do so. Mixing ink, water, and organic solvents may cause solidifying and malfunctions to occur.
  When mixed together, organic solvents could result in discoloration, warping, or damage to parts.
- Touch a metal object before starting operations to disperse any static electricity.

Using ink cleaner

The ink cleaner is used to clean the following parts.

Do not use it on any other parts as this could damage the parts.

Parts you can clean

❏ When cleaning the suction cap
Dampen a cleaning stick with ink cleaner to use it.

❏ When cleaning around the suction cap
If there are ink stains that cannot be removed by wiping with a dry cleaning stick, dampen a cleaning stick with ink cleaner and wipe it.

❏ When cleaning the scale
Dampen a cleaning cloth in ink cleaner to use it.

❏ When cleaning around the print head
Dampen a cleaning stick with ink cleaner to use it.

Important:

❏ *This should only be used to clean the suction caps, around the suction caps, scale, and around the print head.*

❏ *Depending on the usage and storage environment, the ink cleaner may change color after opening.*

❏ *If you notice that the ink cleaner has changed color or emits a bad odor, stop using the cleaner and open a new maintenance kit.*

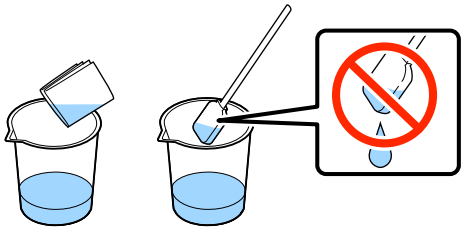
❏ *Make sure you close the lid securely after use, and avoid storing in locations subject to high temperatures, high humidity, and direct sunlight.*

1 Remove the lid from the ink cleaner.

2 Pour an appropriate amount of ink cleaner into the cup supplied with the maintenance kit.

3 Let the ink cleaner soak into the cleaning stick or cleaning cloth.

Make sure that ink cleaner does not drip from the cleaning stick or cleaning cloth.



Disposal of used consumables

Disposal

The following used parts with adhered ink or pre-treatment liquid are classified as industrial waste.

- ❏ Cleaning stick
- ❏ Cleaning cloth
- ❏ Ink cleaner
- ❏ Waste ink
- ❏ Waste ink bottle
- ❏ Wiper unit
- ❏ Anti-drying caps
- ❏ Flushing pad
- ❏ Air filter
- ❏ Charging unit

Dispose of tube cleaning liquid according to your local laws and statutes such as entrusting it to an industrial waste disposal company. In such cases, submit the "Safety data sheet" to the industrial waste disposal company.

You can download it at your local Epson Web site.

Cleaning the Suction Cap

Before starting this procedure, be sure to read the following:

"Cautions when operating" on page 65

When it is time to clean the suction cap, the message **Do following: Head Cap Cleaning** is displayed. If you continue to use the printer without cleaning, the nozzles may clog and print quality may decline. Even if the message is not displayed, clean the suction cap if printing surface is soiled with ink.

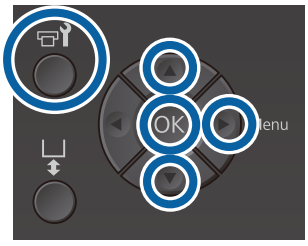
You can check the procedure in a video on YouTube.

Epson Video Manuals

> ***Caution:***
> *If you opened the printer cover in operation, do not touch the area as indicated by the warning labels.*
> *High temperatures may cause burns.*

> ***Important:***
> *Do not move the print head or the platen manually. A malfunction may occur.*

Buttons that are used in the following operations



1. Confirm that the printer is on, and then press the button.

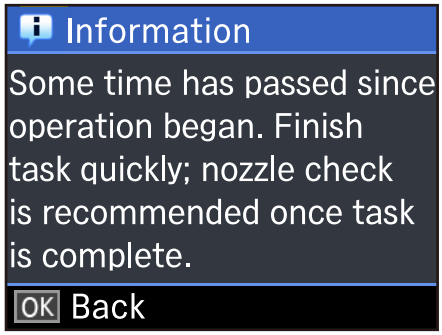
   The Maintenance menu is displayed.

2. Press the ▼/▲ buttons to select **Head Cap Cleaning**, and then press the ▶ button.

3 Press the ▼/▲ buttons to highlight **Yes**, and then press the OK button.

When you press the OK button, the platen and the print head move to the maintenance position.

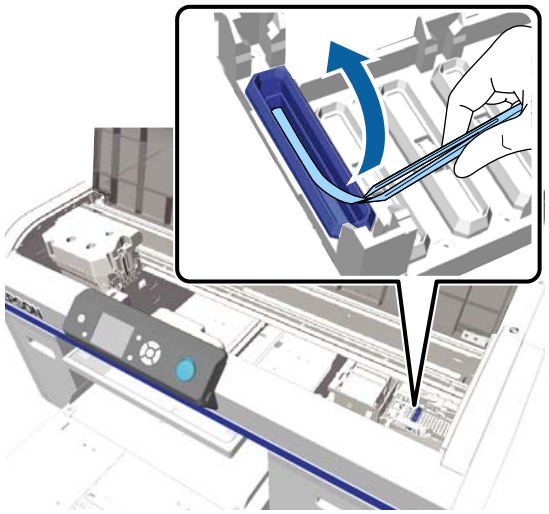
> ***Note:***
> *After 10 minutes from the start of cleaning the suction caps, a screen is displayed and a buzzer sounds informing you that 10 minutes have elapsed. Press the* OK *button to continue the cleaning process. After 10 more minutes have passed, the buzzer sounds again.*
>
> *If the print head is moved out of its designated position for more than 10 minutes, the nozzles could easily be clogged. Finish cleaning as soon as possible.*



4 Open the printer cover.

5 If there is a lump or film of waste liquid stuck to the suction cap, remove it with the supplied pair of tweezers.

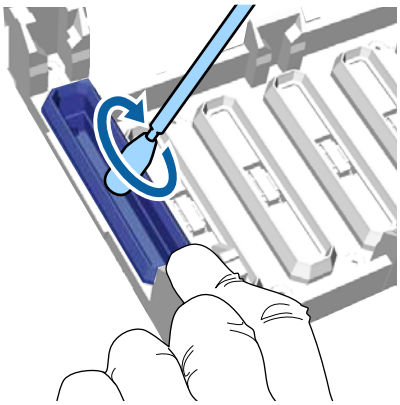
> ***Important:***
> ❏ *Do not rub the cap section hard. If the cap is damaged, air may leak and the print head may dry or become difficult to clean.*
> ❏ *Do not use any tweezers such as metal tweezers other than the supplied pair.*



6 Dampen the new narrow and wide cleaning sticks with ink cleaner.

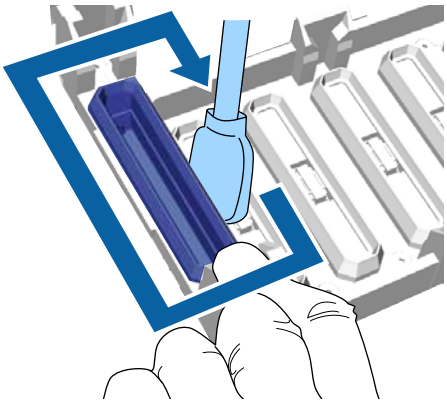
“Using ink cleaner” on page 66

7 Wipe the inside of the suction cap while rotating the thin cleaning stick.

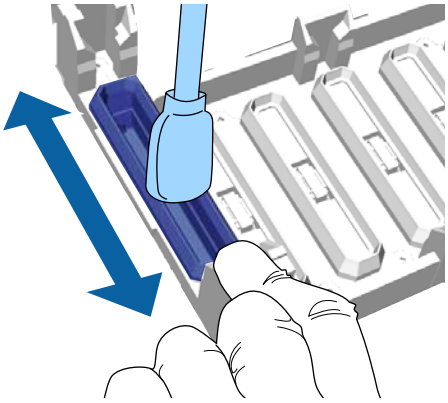


> ***Important:***
> *Make sure ink cleaner does not drip onto the anti-drying caps. If any cleaner does drip, wipe it with a dry cleaning stick. If cleaner is left on the anti-drying caps, the print head nozzles could become clogged.*

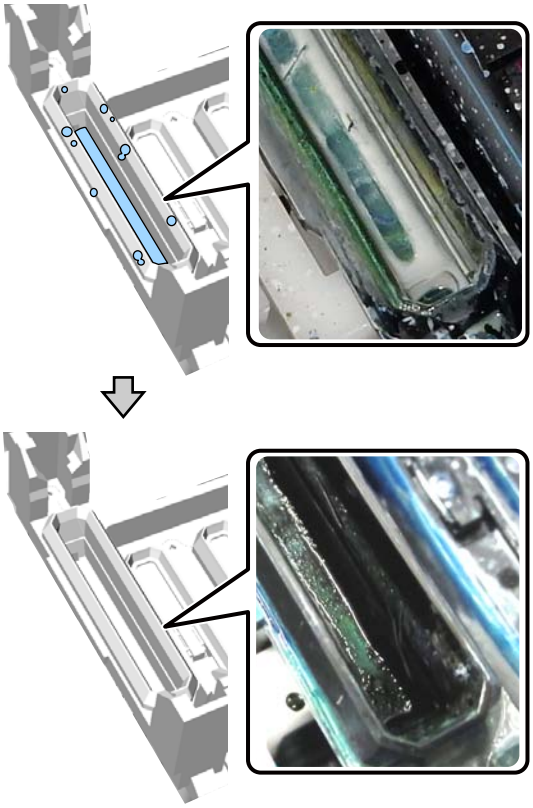
8 Wipe the outside of the suction cap with a wide cleaning stick.



9 When wiping the outside of the suction cap, remember to also wipe the top edge.



After removing ink from the cap as shown below, go to the next step.



10 Close the printer cover, and then press the **OK** button.

When the print head returns to its normal position, the Settings menu closes. After you finish cleaning, we recommend checking for clogged nozzles.

“Checking for clogged nozzles” on page 79

Disposing of Used Consumables “Disposal” on page 67

Cleaning the scale and replacing the filter

When cleaning the scale and replacing the air filter, the message **See manual to clean scale and change air filter.** is displayed on the control panel. Clean the scale and then replace the air filter. Prepare a new air filter.

“Options and Consumable Products” on page 115

Before starting this procedure, be sure to read the following:

“Cautions when operating” on page 65

You can check the procedure in a video on YouTube.

Epson Video Manuals

1 Turn off the printer and check that the displayed screen disappears.

2 Open the printer cover.

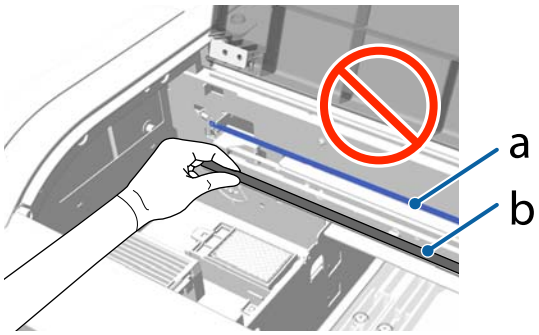
3 Let the ink cleaner soak into the cleaning cloth (one) supplied with the new air filter.

“Using ink cleaner” on page 66

4 Use the cleaning cloth soaked in ink cleaner to wipe away ink that has stuck to the scale.

Important:

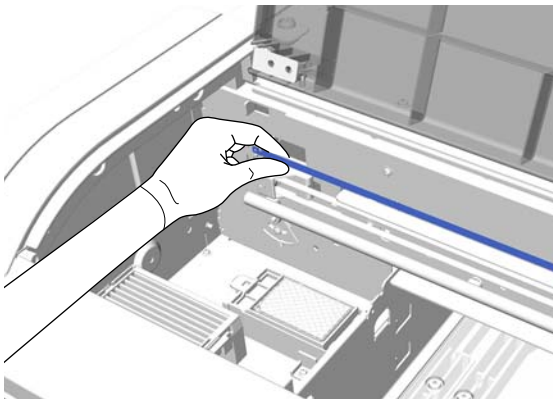
Do not touch the carriage shaft inside the printer. It may cause an operational error or a malfunction.



a: Scale

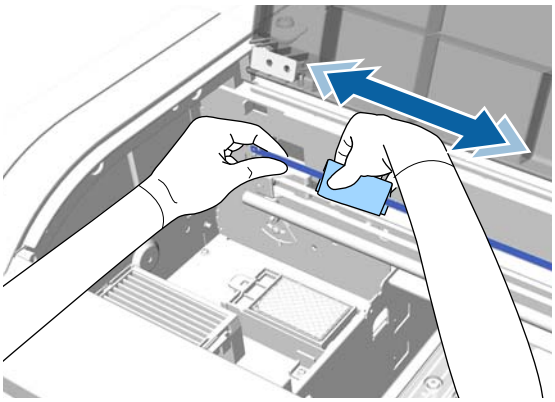
b: Carriage shaft

(1) Hold down the scale on the left-hand side.



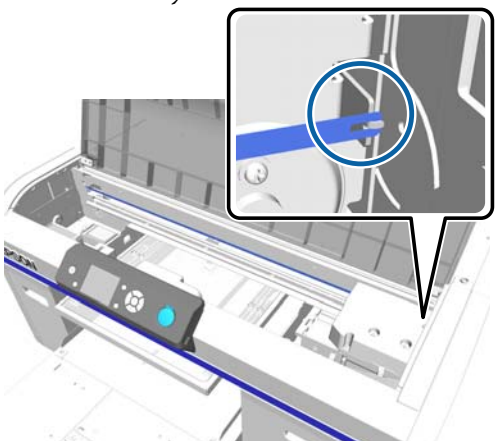
(2) Move the cleaning cloth in approximately 5 cm motions to the right and left to wipe away ink as you slowly move the cloth to the right-hand side.

You do not need to clean sections covered by the print head.



Important:

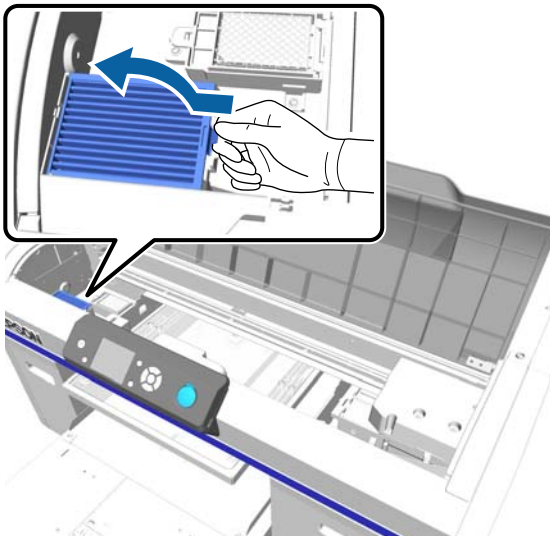
- ❏ *Do not pull the scale with excessive force. If it is pulled with too much force, the right section may detach.*



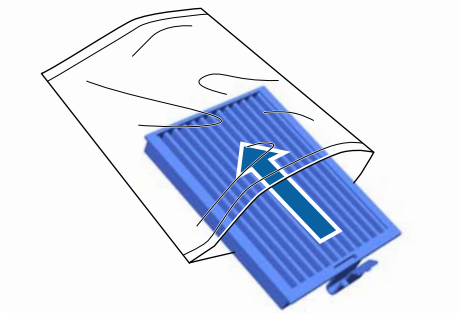
- ❏ *Make sure that ink cleaner does not drip into the printer. If any cleaner does drip, wipe it with a dry cleaning cloth.*
- ❏ *Do not use anything except for the cleaning cloth supplied with the air filter.*
- ❏ *Do not rub the scale too hard. If it is damaged, the printer may not operate correctly.*

5 Use a dry cleaning cloth to wipe away any ink cleaner or dust stuck to the scale.

6 Grip the tab on the air filter and remove it.

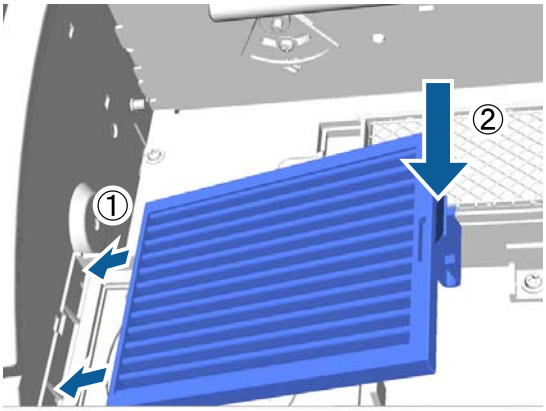


7 Put the old air filter into the bag of the new air filter.



8 Attach the new air filter.

Insert the two teeth at the end of the filter into the holes in the printer, and then press down until you hear the tab click into place.



9 Close the printer cover.

Disposing of Used Consumables “Disposal” on page 67

Cleaning around head

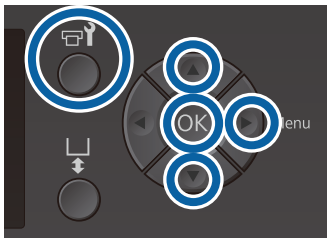
If the printing surface and so on is dirty even after performing suction cap cleaning, fibers, such as lint, may have accumulated around the print head nozzles. Follow the steps below to clean around the print heads.

> ***Important:***
> *Do not move the print head or the platen manually. A malfunction may occur.*

Before starting this procedure, be sure to read the following:

“Cautions when operating” on page 65

Buttons that are used in the following operations



1. Let the ink cleaner soak into a new, wide cleaning stick.

   “Using ink cleaner” on page 66

2. Confirm that the printer is on, and then press the button.

   The Maintenance menu is displayed.

3. Press the ▲/▼ buttons to select **Cleaning around head**, and then press the ▶ button.

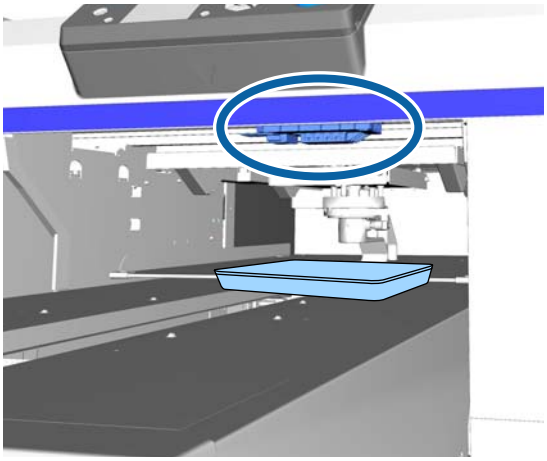
4. Press the ▲/▼ buttons to highlight **Yes**, and then press the OK button.

   When you press the OK button, the platen and the print head move to the maintenance position.

5 Open the printer cover.

6 After the print head has moved to the maintenance position, place a metal or plastic tray, or paper under the print head.

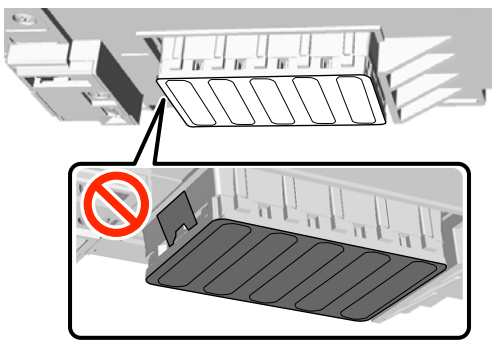
This prevents ink from dripping and soiling the printer.



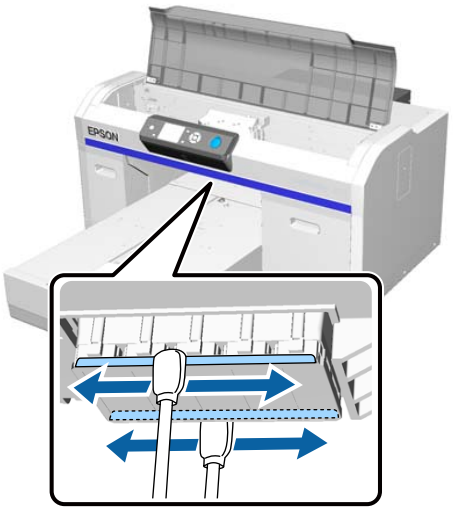
7 Look into the print head from below the control panel, and wipe off any ink deposits, lint, and dust from the parts that are indicated in the illustration.

Important:

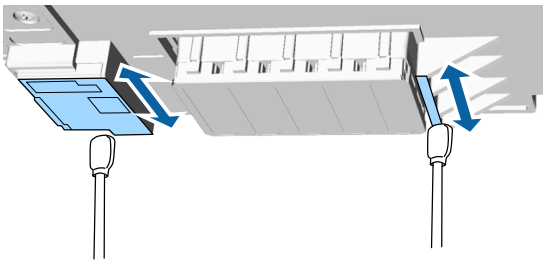
Do not touch the nozzle surface or the parts on the left-hand side of the nozzles shown below with the cleaning stick. A malfunction may occur.



(1) Wipe the edges at the front and rear of the nozzle surface.



(2) Wipe the parts on the left and right of the nozzle surface.



8 When cleaning is complete, remove the tray or paper that you placed on the movable base.

9 Close the printer cover, and then press the OK button.

When the print head returns to its normal position, the Settings menu closes. After you finish cleaning, we recommend checking for clogged nozzles.

"Checking for clogged nozzles" on page 79

Refer to the following when disposing of used consumables.

"Disposal of used consumables" on page 67

Clean Border of the Metal

If printing is not performed normally even after performing head cleaning, fibers, such as lint, may be stuck to the border of the metal on the path for the print head. Follow the steps below to clean the border of the metal.

Warning:

Stop using the printer if any foreign objects or liquids, such as water, enter the printer.

This could cause electric shock or fire to occur.

Immediately turn off the printer and disconnect the power cable from the electrical outlet, and contact your local dealer.

Important:

Do not move the print head or the platen manually. A malfunction may occur.

Before starting this procedure, be sure to read the following:

"Cautions when operating" on page 65

1. Check that the platen is inside the printer.

   If it is not inside, press the ↧ button to move the platen into the printer.

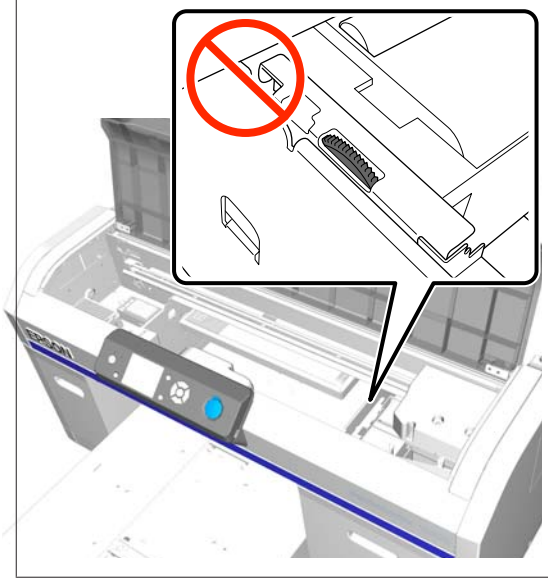
2. Turn off the printer.

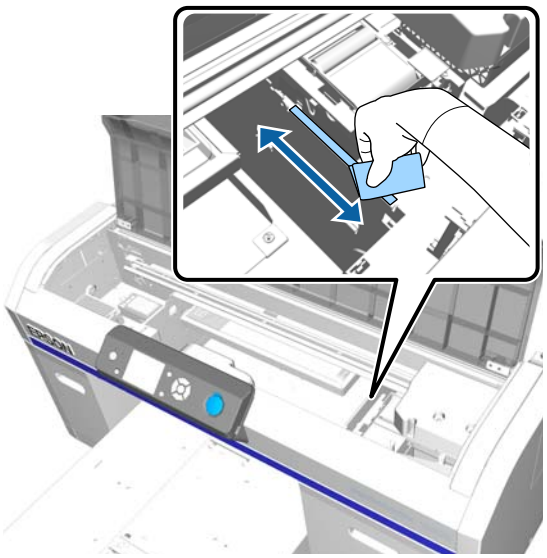
3. Open the printer cover.

4. Wipe the border of the metal on the left of the wiper unit using a soft, clean cloth dampened with water and wrung tight.

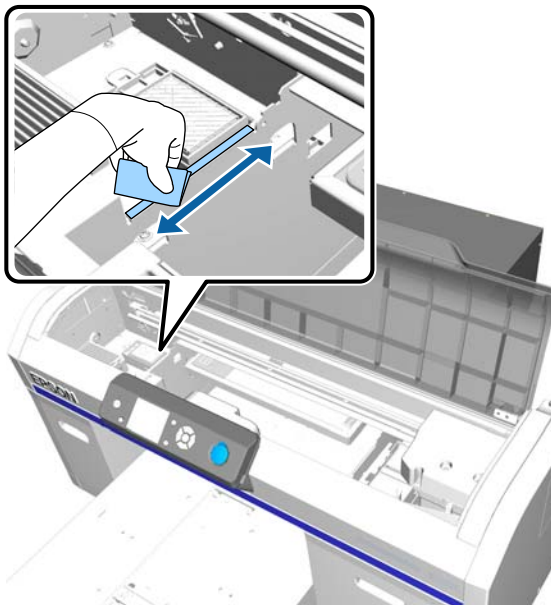
Important:

Do not apply force to the gears shown below when cleaning. A malfunction may occur.





5 Wipe the border of the metal on the right of the flushing pad.



6 Wipe off areas that were wiped with a wet cloth using a dry, soft cloth.

7 Close the printer cover.

After you finish cleaning, we recommend checking for clogged nozzles.

"Checking for clogged nozzles" on page 79

Replacing White Ink

When using the printer in White ink mode or color ink mode, you can switch the color mode as shown in the following table. You cannot switch color mode when printing in high-speed color mode.

Current Mode	Changing to Mode		
	White	Color	High-speed color
White		✓	–
Color	✓		–
High-speed color	–	–	

Prepare the following ink cartridges according to the color mode being changed to. If other ink cartridges are running low, prepare new cartridges.

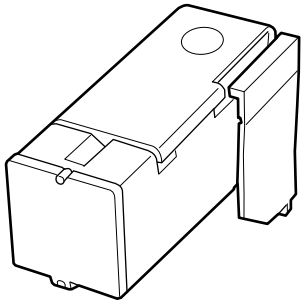
Color ink mode -> White ink mode

White ink cartridges x2

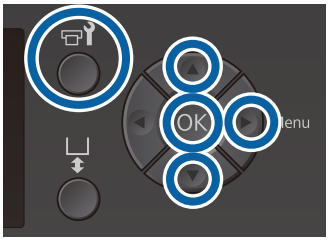
White ink mode -> Color ink mode

Cleaning cartridges x2

You need the charging unit when switching from color ink mode to white ink mode for the first time. Prepare this before you start switching. This is unnecessary when switching from the second time.



Buttons that are used in the following operations



1 Confirm that the printer is on, and then press the button.

The Maintenance menu is displayed.

2 Press the ▼/▲ buttons to highlight **Replace White Ink**, and then press the ▶ button.

3 Press the ▼/▲ buttons to highlight **Yes**, and then press the OK button.

4 Perform steps 2 to 6 from the ink cartridge replacement procedure to switch from White ink to cleaning liquid or from cleaning liquid to White ink, and then press the OK button.

When switching from cleaning liquid to White ink (for the first time)

Go to step 5.

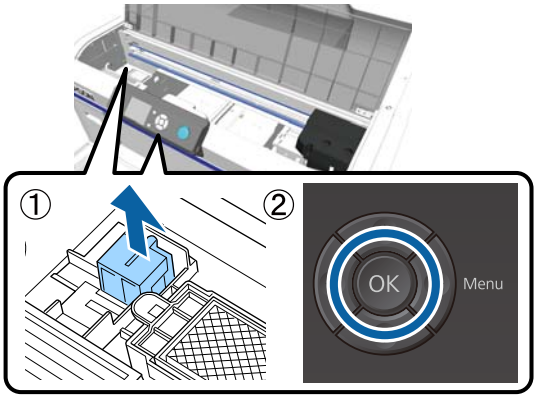
When switching from White ink to cleaning liquid or from cleaning liquid to White ink (from the second time or later)

The switching process starts. When switching is complete, the screen being processed on the control panel changes to the **Ready** screen and so on.

“Shaking and Replacing Ink Cartridges” on page 84

5 Open the printer cover.

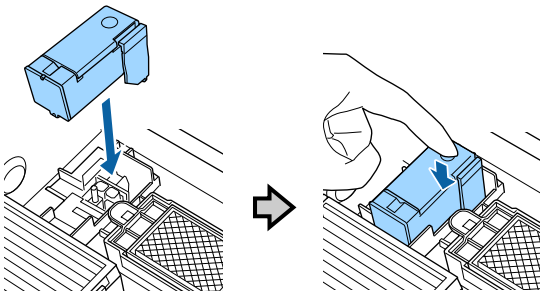
6 Remove the protective cover, and then press the OK button.



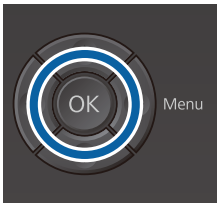
7 Install the charging unit, and then press the OK button.

Push it in all the way in the direction shown below.

①



②



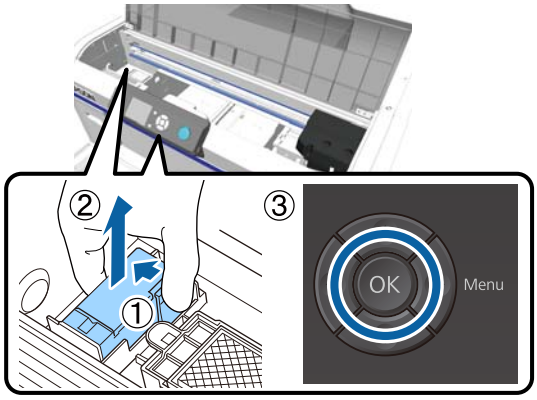
8 Close the printer cover, and then press the OK button.

The ink switching process starts. Go to the next step when **Remove Charging Unit** is displayed on the control panel.

9 Open the printer cover.

10 Remove the charging unit, and then press the **OK** button.

While holding down the lever shown in (1), lift the unit straight up.



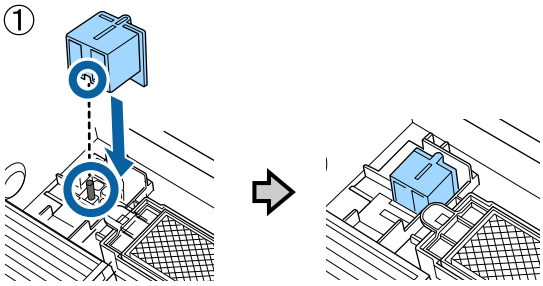
Note:
Dispose of the removed charging unit.

Disposing of Used Consumables *"Disposal" on page 67*

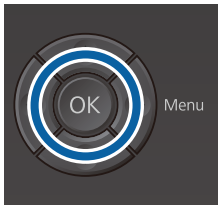
11 Place the protective cover in the orientation shown in the illustration, and then press the **OK** button.

Attach the protective cover so that the round hole in the cover fits over the shaft on the printer.

①



②



12 Close the printer cover, and then press the **OK** button.

The control panel screen changes to **Ready** and so on.

Note:
If you use the printer in color ink mode for an extended period and then switch to White ink mode, the density of the White ink may be too weak. If the density is too weak, try running head cleaning for the nozzles for White ink using the ***Execute (Heavy)*** *level. If this still does not improve the results, contact the Epson Support.*

"Cleaning the print head" on page 81

Prolonged Storage

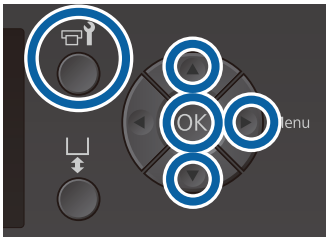
If the printer is not used for a long time (with the power off), make sure you change the ink cartridge to a Cleaning cartridge from the Maintenance menu before storing. If the printer is left in this condition, it may be impossible to clear clogging in the print head. As shown below, the period for which the prolonged storage operation is necessary varies depending on the mode being used.

Mode Used	Unused Period	Notes
White ink	Two weeks or more and less than one month	Replace the White ink with a Cleaning cartridge (change to color ink mode) ☞ "Replacing White Ink" on page 75
	One month or more	Replace each color with a Cleaning cartridge
Color Ink High-speed color	One month or more	Replace each color with a Cleaning cartridge

Before you start the prolonged storage operation, prepare Cleaning cartridges and waste ink bottles (x2). You may need new cartridges depending on the remaining cleaning liquid.

☞ "Options and Consumable Products" on page 115

Buttons that are used in the following operations



1. Confirm that the printer is on, and then press the button.

   The Maintenance menu is displayed.

2. Press the ▼/▲ buttons to highlight **Storage Mode**, and then press the ▶ button.

3. Press the ▼/▲ buttons to highlight **Yes**, and then press the OK button.

4. See the ink cartridge replacement procedure and replace color ink or White ink with Cleaning liquid.

   ☞ "Shaking and Replacing Ink Cartridges" on page 84

5. When the replacement is complete, a message on the control panel prompts you to replace the waste ink bottle. Dispose of the waste ink, and turn off the printer.

   ☞ "Replacing the waste ink bottle" on page 87

The next time you turn on the printer, follow the instructions on the control panel to install the ink cartridges.

☞ "Shaking and Replacing Ink Cartridges" on page 84

> ***Note:***
> *When turning on the printer the next time and using White ink mode, the density of the White ink may be too weak. If the density is too weak, try running head cleaning for the nozzle row for White ink using the* ***Execute (Heavy)*** *level. If this still does not improve the results, contact the Epson Support.*
>
> ☞ *"Cleaning the print head" on page 81*

Checking for clogged nozzles

Print a nozzle check pattern to check if the nozzles are clogged.

You need the following media to print the nozzle check pattern. The type of media to be used varies depending on the color mode setting.

Also, when adjusting spacers to print on thick media, you need to install spacers. See the following for detailed instructions.

Size

L, M, S size platens, medium grooved platen: A4 or letter size

XS size platen: 180 x 200 mm

Sleeve platen: 100 x 100 mm

Media type

White ink mode: Transparent media such as OHP film or colored paper*
Color ink mode or high-speed color mode: Plain paper*

* When installing the medium grooved platen and printing a nozzle check pattern from this printer, make sure you use thick paper. If you do not have any thick paper, print from the Garment Creator software supplied.

  For the method of printing the nozzle check pattern from Garment Creator, see the Garment Creator's online help.

Attach the media to the platen before printing. See the following for information on loading media.

Loading media

Buttons that are used in the following operations

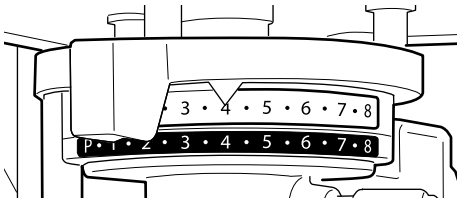
1 Check that the platen is ejected forward.

If it is not ejected, press the ↧ button to move the platen forward.

2 Check that the platen is installed, and install the spacers in the following status.

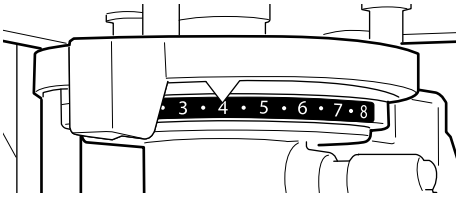
When L, M, S, and XS size platens are installed

Attach spacers a and b.



When the sleeve platen or the medium grooved platen is installed

Attach spacer b only.



“Replacing Platens and Removing/ Attaching Spacers” on page 41

3 Remove the frame if you are using a platen frame.

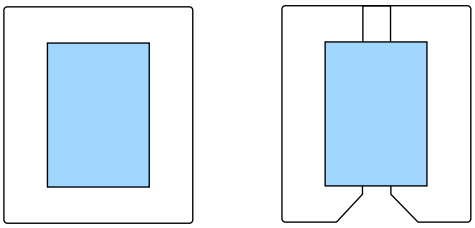
4 Load the media on the platen.

Depending on the type of platen, the loading position varies as shown below.

When the medium grooved platen is installed, the loading position differs depending on whether you print from the printer or from Garment Creator.

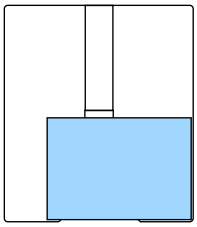
- **When L, M, S, and XS size platens are installed**
- **When printing a nozzle check pattern from the printer with the medium grooved platen**

Place in the center of the platen.



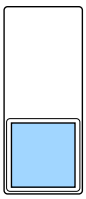
When printing a nozzle check pattern from Garment Creator with the medium grooved platen

Place on the right of the platen.



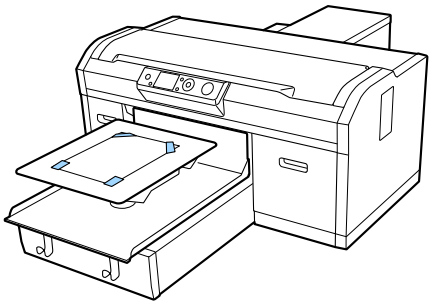
When the sleeve platen is installed

Place in the center of the raised section.



Make sure you place the media in the position shown above. If it is placed in a different position, the platen may be soiled with ink.

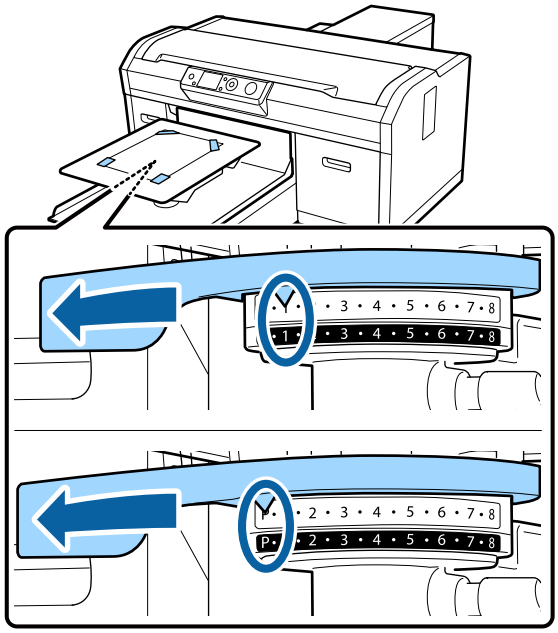
5 Secure the media with cellophane tape and so on to keep it in place.



6 Set the platen gap adjustment lever to the following position on the scale.

❏ When a grip pad covered platen is installed: 1

❏ When a platen without grip pad is installed: P



Printing a Nozzle Check Pattern

This section explains how to print a nozzle check pattern from the printer.

When the L, M, S, or XS size platens are installed, or the medium grooved platen is installed, you can print a nozzle check pattern from the printer or from the Garment Creator software supplied.

When the sleeve platen is installed, print a nozzle check pattern from Garment Creator. Printing from the printer will soil the platen and the printer itself with ink, so make sure you print from Garment Creator.

For the procedure for printing the nozzle check pattern from Garment Creator, see the Garment Creator's online help.

Buttons that are used in the following operations

1. Press the button.

   The Maintenance menu is displayed.

2. Press the ▲/▼ buttons to highlight **Nozzle Check**, and then press the ▶ button.

3. Press the OK button.

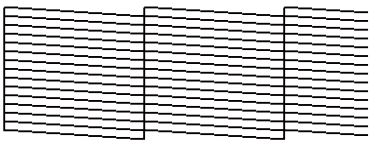
4. Check that media is loaded, and then press the OK button again.

   The nozzle check pattern is printed.

5. Check the nozzle check pattern.

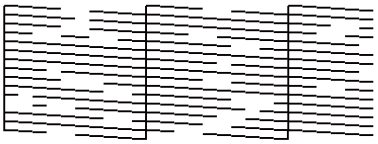
   Because the Cleaning liquid rows are difficult to see in color ink mode, it does not need to be checked.

   Example of clean nozzles

   There are no gaps in the check pattern.

   Example of clogged nozzles

   Perform head cleaning when there are gaps in the nozzle check pattern.

   “Cleaning the print head” on page 81

Cleaning the print head

If the printed result is faint or has gaps, cleaning the print head may clear the clogged nozzles.

Head cleaning levels

You can select from three levels of head cleaning. Use light or medium for normal cleaning. Use heavy cleaning if you could not clear the clogged nozzle after cleaning with light or medium several times.

For several times after the initial ink charging, the amount of ink consumed is higher than normal as cleaning is performed in the same way as for initial ink charging, regardless of the selected level.

> ***Note:***
> *The automatic cleaning start time displayed on the control panel screen may be reset, depending on the selected cleaning level.*

Auto maintenance function

This printer has a convenient built-in auto maintenance function (Power On Cleaning) that performs head cleaning after turning on the printer and before printing.

“Administrator Menu” on page 102

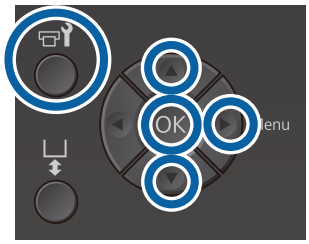
Notes on head cleaning

- ❏ Clean the print head only if print quality declines; for example, if text is faint, or images are in the incorrect colors. Ink is consumed when head cleaning is performed.
- ❏ Head cleaning all nozzles consumes ink for all colors.

Cleaning the print head

This section explains how to clean the print head after you have confirmed clogged nozzles from the check pattern.

Buttons that are used in the following operations



1 Press the button.

The Maintenance menu is displayed.

2 Press the ▲/▼ buttons to highlight **Head Cleaning**, and then press the ▶ button.

3 Press the ▲/▼ buttons to highlight the method for cleaning the nozzle row, and then press the ▶ button.

Selected Nozzles

Select this option when you have observed faint or missing parts in a specific pattern (nozzle row) in the check pattern. You can select multiple nozzle rows.

All Nozzles

Select this option when you have observed faint or missing parts in all patterns. Go to step 5 after selecting **All Nozzles**.

4 Select nozzle rows for cleaning.

❏ Press the ▲/▼ buttons to highlight the number corresponding to the check pattern that contains faint or missing parts, and then press the OK button.

❏ When you have selected all of the nozzle rows you want to clean, press the ▶ button.

5 Press the ▲/▼ buttons to highlight the cleaning level, and then press the OK button.

Head cleaning is executed.
When head cleaning is complete, the Settings menu closes.

Print a check pattern and confirm that the nozzles have been cleared.

“Checking for clogged nozzles” on page 79

Nozzles are still clogged after performing head cleaning several times

The edge of the metal may be soiled.
Perform the following.

“Clean Border of the Metal” on page 74

Correcting the print misalignment

A small distance between the print head and the T-shirt may cause ink misalignment due to the temperature, humidity, inertial force of the print head's movements, direction of the print head's movement (right to left and left to right), and thickness and texture of the media. Ink misalignment can also occur if the platen feed varies for some reason. This may produce grainy or blurry results. Adjust the printer to correct the misalignment.

The following three options are available for correcting print misalignments.

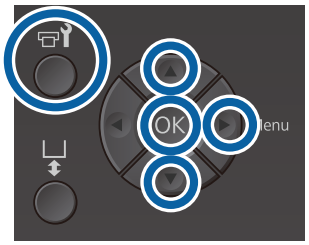
- ❏ Head Alignment (when there are vertical lines or faint text)
- ❏ Offset Head Alignment (when you want to fine tune after performing Head Alignment)
- ❏ Feed Adjustment (when there are horizontal lines)

This section explains how to visually check the check pattern and use **Head Alignment** to perform corrections. See the following for more details on **Offset Head Alignment** and **Feed Adjustment**.

☞ "Printer Setup" on page 100

Head Alignment

Buttons that are used in the following operations



1. Load the T-shirt for which you want to perform adjustments on the platen, and then adjust the height by moving the platen gap adjustment lever.

   ☞ "Load the T-shirt (media)" on page 46

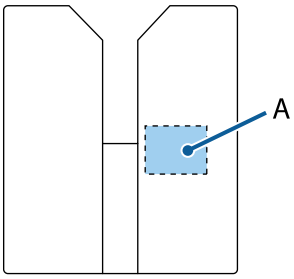
> ***Note:***
> *The check pattern is printed at the same size as the top surface of the platen installation plate.*

2. Press the ▶ button to display the Settings menu.
3. Press the ▲/▼ buttons to highlight **Printer Setup**, and then press the ▶ button.
4. Press the ▲/▼ buttons to select **Head Alignment**, and then press the ▶ button.
5. Press the ▲/▼ buttons to highlight the size of the installed platen, and then press the ▶ button.
6. Press the OK button.
7. Check that T-shirt is loaded, and then press the OK button again.

   The check pattern is printed.

   When printing a head alignment check pattern with platens other than medium grooved platen, the range of the check pattern that is printed is about the same size as the top surface of the platen installation plate.

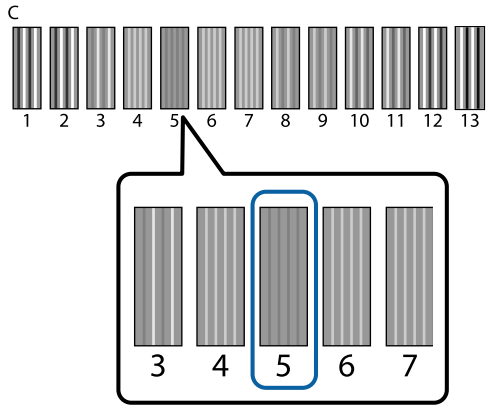
   When printing with medium grooved platen, it will be similar to the following diagram.



A: Print check pattern range

8 Look at the printed check pattern, and check the pattern number with the least lines.

For example, in the following illustration "5" is the best pattern.



9 When **C** is displayed on the control panel, press the ▲/▼ buttons to select the number noted in step 8, and then press the **OK** button.

If there is no optimum number in the check pattern, enter "1" or "13" whichever is better, and perform Head Alignment again.

10 Select a number for all colors, and then press **OK**.

When you have finished setting the last color, you are returned to the **Ready** screen and so on.

Shaking and Replacing Ink Cartridges

Shaking

Timing and frequency of shaking

> ***Important:***
>
> *Due to ink characteristics, the ink cartridges of this printer are prone to sedimentation (components settling to the bottom of the liquid). If ink settles, tint unevenness and nozzle clogs occur.*
>
> *Shake a new ink cartridge before installing it. After installing it in the printer, remove and shake it periodically.*
>
> *You do not need to shake the Cleaning cartridges.*

❏ When replacing
Remove the new cartridge from the package, and shake thoroughly.
The number of shakes depends on the ink color.

White ink	Approx. 50 times on each side (for approx. 15 seconds)
Color Ink	Approx. 15 times in 5 seconds

❏ Before starting printing operations for the day (White only)
White ink tends to settle more than other colors. If you turn on the printer every day, remove the ink cartridges, and then shake them the number of times listed below. If ink cartridges have not been shaken for 20 hours or more, and the message **Remove and shake WH ink cartridge.** is displayed. If the message appears, remove the ink cartridges immediately, and then shake them.

Approx. 25 times on each side (for approx. 8 seconds)

❏ Once a month (color ink)
Even after installing an ink cartridge in the printer, remove and shake it periodically.

Approx. 15 times in 5 seconds

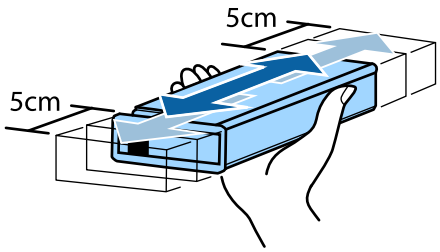
Shaking method

1 Make sure the printer is on, and then remove the ink cartridge.

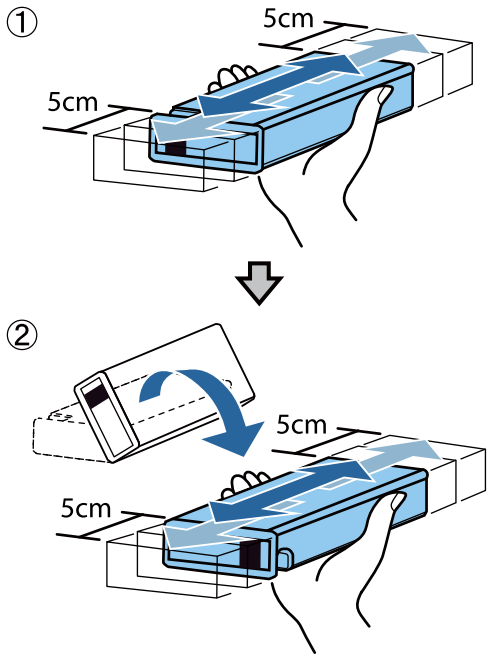
When replacing a cartridge, remove the new one from the bag.

2 Shake the cartridge horizontally thoroughly in 5 cm movements.

Color Ink



White ink



Replacement procedure

If one of the installed ink cartridges is expended, printing cannot be performed.

If an ink cartridge is expended while printing, you can continue printing after replacing the ink cartridge.

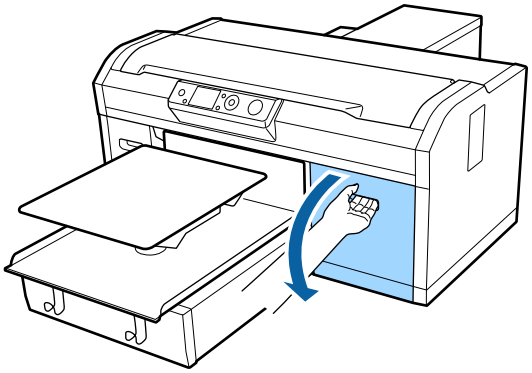
If you continue to use ink cartridges that are running low, you may need to replace the ink cartridge while printing. If you replace the ink cartridge while printing, colors may look different depending on how the ink dries. If you want to avoid issues such as this, we recommend replacing the cartridge before printing. You can still use the removed ink cartridge in the future until the ink cartridge is expended.

The following procedure explains how to replace ink cartridges and the Cleaning cartridge.

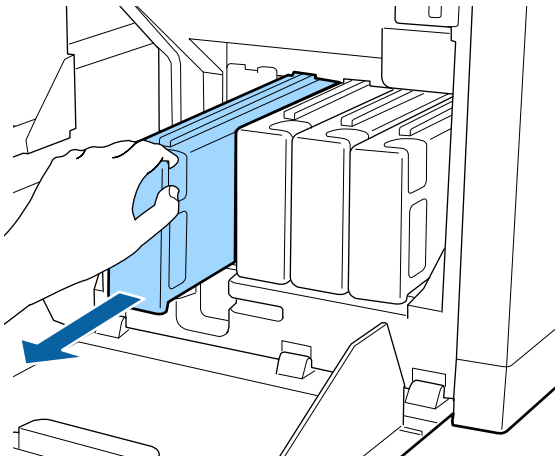
> ***Important:***
>
> *Epson recommends the use of genuine Epson ink cartridges. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.*

1 Make sure the printer is on.

2 Open the cartridge cover.



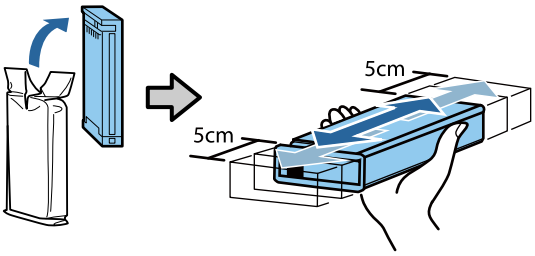
3 Put your finger into the indentation on top of the ink cartridge to be replaced, and pull it straight out.



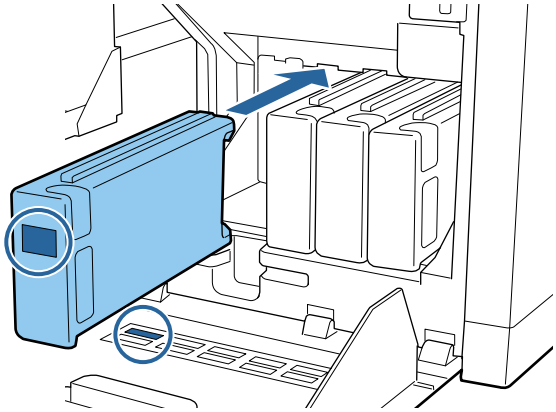
> **Important:**
> *Do not touch the IC chip on the top of the ink cartridge. The cartridge may not be recognized, or the printer may become unable to print properly.*

4 Hold the cartridge horizontally and shake it in both directions about 5 cm 15 times in 5 seconds.

Shake White ink well on both sides approx. 50 times in 15 seconds.



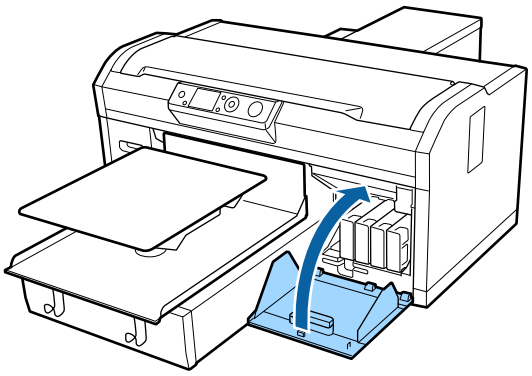
5 Match the color of the cartridge to the color of the label on the printer and insert.



Repeat Steps 3 to 5 to replace other ink cartridges.

> **Important:**
> *Install all ink cartridges into each slot. The printer cannot print unless ink cartridges are installed in all slots.*

6 Close the cartridge cover.



Disposal "Disposal of used consumables" on page 67

Disposing of Waste Ink

Preparing and Replacement Timing

Prepare empty waste ink bottle. is displayed

Prepare a new Waste Ink Bottle as soon as possible. When you want to replace the waste ink bottle at this stage due to night operations and so on, select Waste Ink Counter from the maintenance menu, and then replace the bottle. If you perform the replacement without selecting Waste Ink Counter, the waste ink counter will not operate correctly.

Maintenance menu "Maintenance" on page 99

Waste Ink Counter "Waste Ink Counter" on page 87

> ***Important:***
> *Never remove the waste ink bottle while printing or carrying out the following maintenance procedures. Waste ink may leak.*
> - ❏ *Tube Washing*
> - ❏ *Head Cleaning*
> - ❏ *Replace White Ink*
> - ❏ *Pre-Storage Maint.*

If you follow the message instructions (Replace waste ink bottle and press OK.) is displayed

Replace the Waste Ink Bottle with a new bottle immediately.

Replacement procedure "Replacing the waste ink bottle" on page 87

Waste Ink Counter

The printer uses the waste ink counter to track waste ink and displays a message when the counter reaches the warning level. When you follow the message, **Replace the Waste Ink Bottle and press OK.** to replace the Waste Ink Bottle with a new one, the counter is cleared automatically.

If you need to replace the waste ink bottle before the message is displayed, select Waste Ink Counter from the maintenance menu.

Maintenance menu "Maintenance" on page 99

> ***Important:***
> *Always clear the waste ink counter if you replace the Waste Ink Bottle before being prompted to do so by a message. Otherwise, the replacement interval for the Waste Ink Bottle will no longer be measured correctly.*

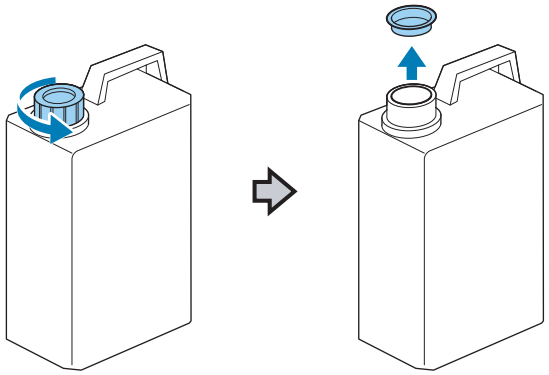
Replacing the waste ink bottle

Before starting this procedure, be sure to read the following:

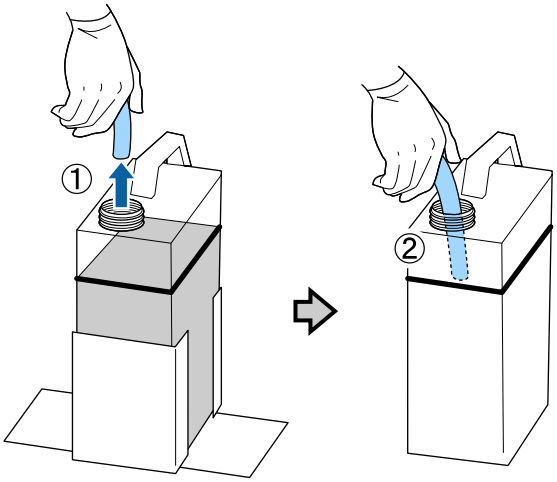
"Cautions when operating" on page 65

1 Remove the outer and inner caps from the new waste ink bottle.

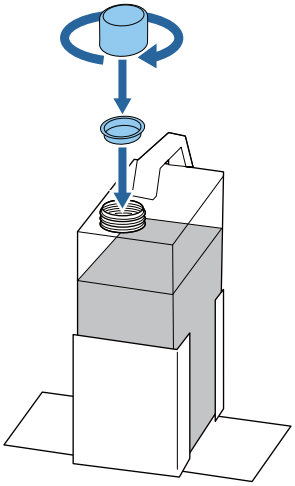
> ***Important:***
> *You need the caps when disposing of the waste ink bottle. Keep them in a safe place.*



2 Remove the waste ink tube from the used waste ink bottle, and insert it into the new waste ink bottle taking care not to spill any waste ink.



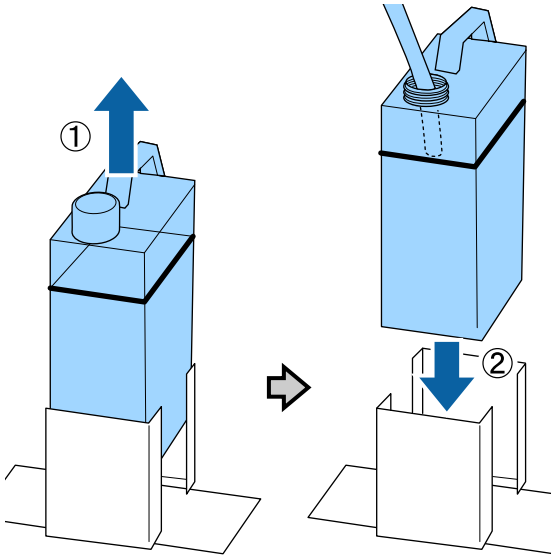
3 Place the caps onto the used waste ink bottle.



4 Remove the used waste ink bottle from the waste ink bottle holder, and then insert the new bottle.

Important:

Make sure that the waste ink tube is inserted into the neck of the bottle. If the waste ink tube comes out of the bottle, waste ink will spill out.



5 Press the **OK** button.

6 Check again to confirm that a new Waste Ink Bottle is correctly inserted. Press the **OK** button to clear the waste ink counter.

Dispose of the waste ink with the waste ink bottle. Do not pour it into another container.

Important:

Note the following points when transferring waste ink from the waste ink bottle to another container.

- ❏ *Use a container made of PE (polyethylene) when transferring the waste ink.*
- ❏ *Attach the spout included with the printer to the rim of the waste ink bottle and transfer the waste ink.*
- ❏ *Pour the waste ink carefully. Pouring the waste ink quickly may cause it to spill and splatter.*
- ❏ *Store the waste ink by securely closing the lid of the container to which you transferred it.*

Disposing of used waste ink and Waste Ink Bottles “Disposal” on page 67

Replacing the Head Cleaning Set

Preparing and Replacement Timing

When Head cleaning set is nearing end of life. is displayed

Prepare a new head cleaning set as soon as possible.

When you want to replace the parts at this stage, implement **Head Cleaning Set** from the setup menu, and then replace the parts. If you replace them without implementing **Head Cleaning Set**, the head cleaning set counter will not operate correctly.

Maintenance menu ☞ "Maintenance" on page 61

Important:

About the Head Cleaning Set Counter

The printer tracks amounts consumed using the head cleaning set counter and displays a message when the counter reaches the warning level.

*If you replace parts when the message "**Head Cleaning Set Life**" is displayed, the counter is cleared automatically.*

*If you need to replace the parts before the message is displayed, implement **Head Cleaning Set** from the setup menu.*

Maintenance menu ☞ "Maintenance" on page 61

When Head Cleaning Set Life is displayed

See the following page, and replace all the parts included in the head cleaning set. Printing cannot be performed if the parts are not replaced.

The head cleaning sets contains the following parts.

- ❏ Wiper unit (x1)
- ❏ Anti-drying cap (x1)
- ❏ Flushing pad (x1)

Always choose a replacement head cleaning set that is specified for this printer.

☞ "Options and Consumable Products" on page 115

Before starting this procedure, be sure to read the following:

☞ "Cautions when operating" on page 65

How to Replace the Head Cleaning Set

Caution:

If you opened the printer cover in operation, do not touch the area as indicated by the warning labels.

High temperatures may cause burns.

1 Press the OK button in the **Head Cleaning Set Life** screen.

The platen and print head move to the maintenance position.

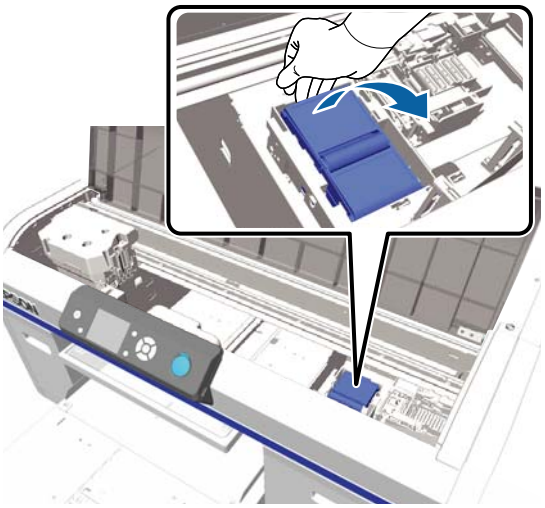
Note:

After 10 minutes from the start of replacing the head cleaning set, a screen is displayed and a buzzer sounds informing you that 10 minutes have elapsed. Press the OK button to continue the replacement process. After 10 more minutes have passed, the buzzer sounds again.

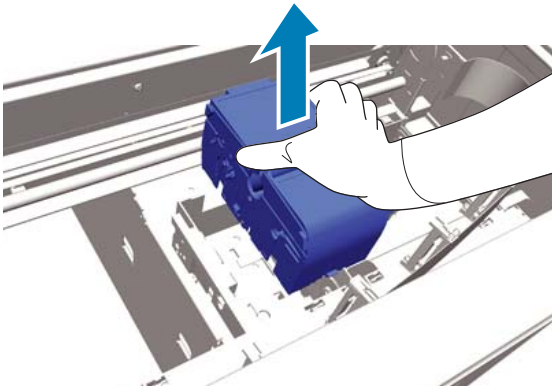
If the print head is moved out of its home position for more than 10 minutes, the nozzles could easily be clogged. Finish replacement as quickly as possible.

2 Open the printer cover.

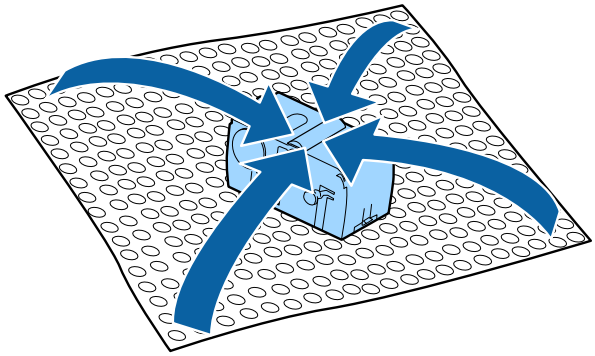
3 Place your fingers in the groove on the back of the wiper unit, and tilt it forward a little.



4 Grip the sides, and pull it straight up to lift it out.

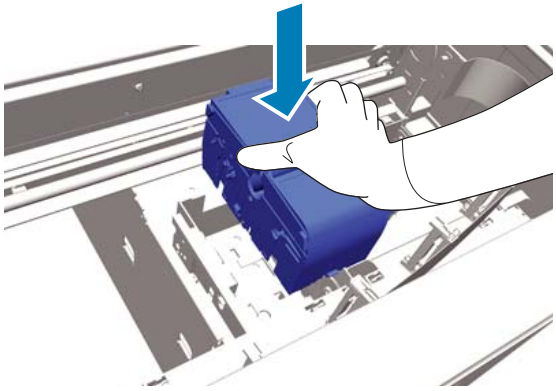


5 To avoid soiling your surroundings with ink, wrap the used wiper unit in the packaging supplied with the new wiper unit.



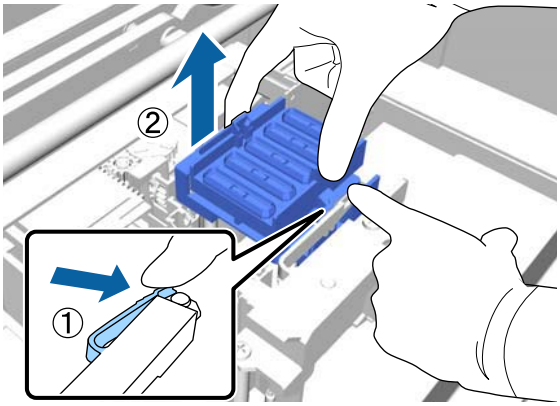
6 Insert the new wiper unit.

Place on the attachment point and press down until you hear a click.

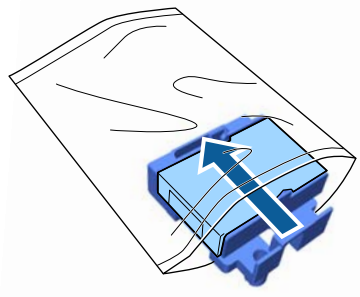


7 Unpack the new anti-drying cap, and then remove the cover.

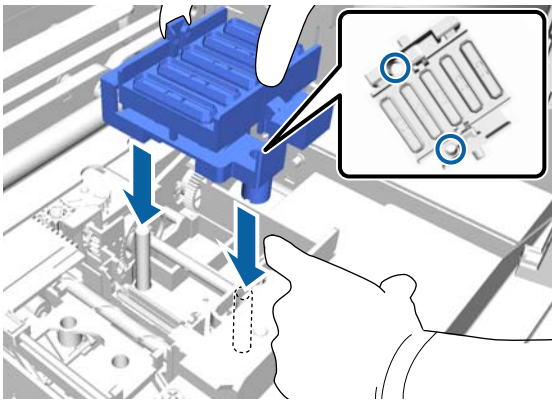
8 Press the lever towards you, and then lift the anti-drying cap to remove it.



9 Attach the cover removed in step 7 to the old anti-drying cap, and then put it into the bag of the new anti-drying cap.



10 Press the lever forwards, and then place the holes in the anti-drying cap over the two poles on the printer.



11 Close the printer cover, and then press the OK button.

12 Press the ▲/▼ buttons to highlight **Yes**, and then press the OK button.

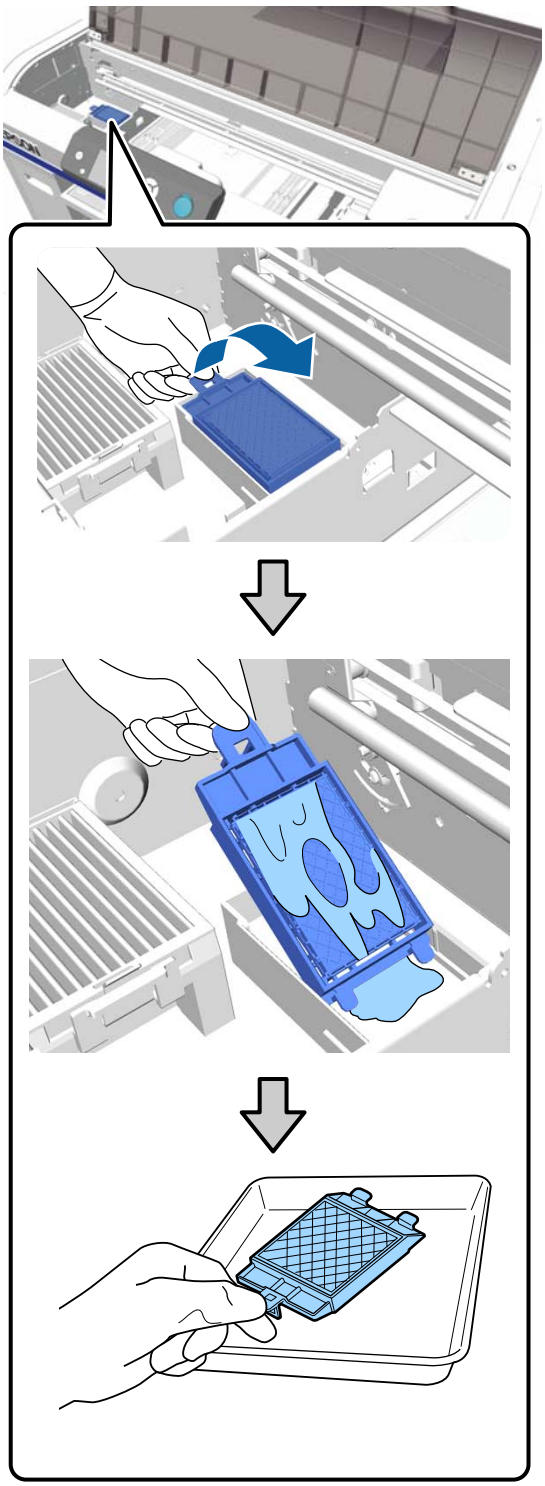
Press the OK button to move the print head to the flushing pad replacement position.

13 Open the printer cover.

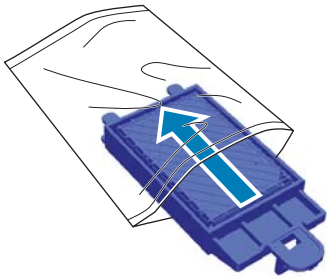
14 Lift up the tab on the flushing pad, and remove it.

> ***Important:***
>
> *Do this carefully as ink could spray out if it is raised with too much force.*

Hold it at an angle and wait until the waste ink stops dripping from the flushing pad. Remove and place it on the metal tray.

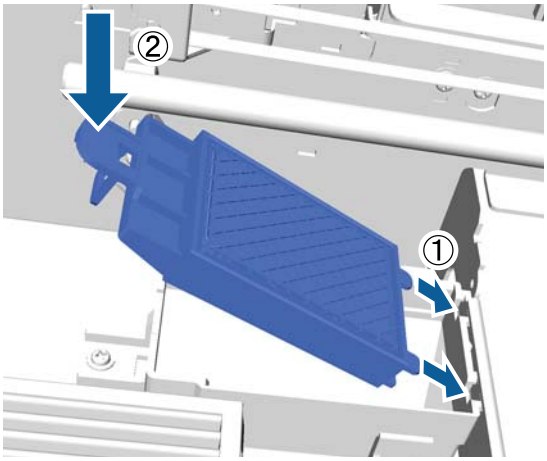


15 Place the removed flushing pad in the packaging that contained the new flushing pad.



16 Insert the two hooks on the flushing pad into the slots on the printer and press the tab down until the pad clicks into place.

> ***Important:***
> *If the teeth are not inserted correctly, the print head could be damaged.*



17 Close the printer cover, and then press the **OK** button.

The menus close.

Disposing of Used Consumables ☞ "Disposal" on page 67

Tube Washing

Because sedimentation occurs easily in White ink, the whiteness may decline or result in uneven white printing if you continue printing in white. You therefore need to clean the tubes to improve print quality.

Tube washing can also help to clear clogged nozzles. If clogged nozzles are not cleared even after performing head cleaning several times, try washing the tubes for the target ink.

Follow the steps below to perform tube washing using the Cleaning cartridge. Make sure you have a Cleaning cartridge ready.

Select the color for which you want to perform tube washing.

⇩

Replace the ink cartridge with the cleaning cartridge, and then charge the cleaning liquid.

⇩

Replace the Cleaning cartridge with an ink cartridge, and then charge the ink.

When the amount remaining in the Cleaning cartridge is running low, you need to replace the cleaning cartridge while charging the cleaning liquid. Also, if the amount remaining in the ink cartridge is running low, you cannot start charging the ink. When the amount remaining is running low, prepare a new cartridge.

Required new cartridges vary depending on the settings (color) and the printer's color mode as shown below.

White ink mode

Setting (color)	New cartridge
White ink	❑ White ink x2 ❑ Cleaning liquid x2

Setting (color)	New cartridge
Color Ink	❏ Cyan ink x1 ❏ Magenta ink x1 ❏ Yellow ink x1 ❏ Black ink x1 ❏ Cleaning liquid x4

Color ink mode

Setting (color)	New cartridge
Color Ink	❏ Cyan ink x1 ❏ Magenta ink x1 ❏ Yellow ink x1 ❏ Black ink x1 ❏ Cleaning liquid x4

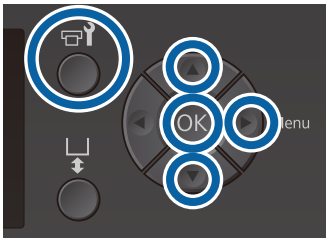
High-speed color mode

Setting (color)	New cartridge
Color Ink	❏ Cyan ink x2 ❏ Magenta ink x2 ❏ Yellow ink x1 ❏ Black ink x1 ❏ Cleaning liquid x6

We also recommend having a new waste ink bottle ready because a message may prompt you to replace the waste ink bottle if there is not enough free space in the current bottle.

"Options and Consumable Products" on page 115

Buttons that are used in the following operations



1 Confirm that the printer is on, and then press the button.

The Maintenance menu is displayed.

2 Press the ▼/▲ buttons to highlight **Tube Washing**, and then press the ▶ button.

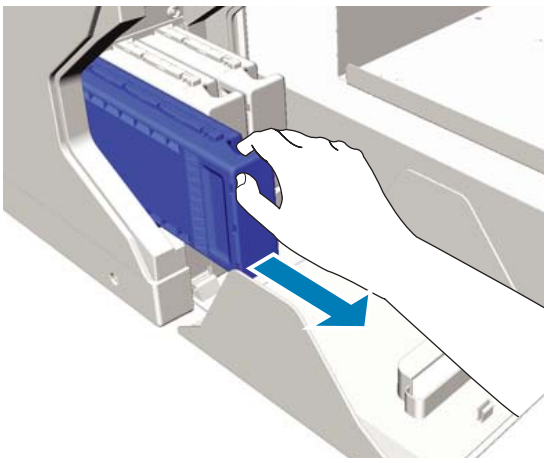
3 Press the ▼/▲ buttons to highlight **White Ink** or **Color Ink**, and then press the ▶ button.

4 Press the ▼/▲ buttons to highlight **Yes**, and then press the OK button.

Press the OK button to start washing the tubes.

5 Open the cartridge cover.

6 Put your finger into the indentation on top of the ink cartridge displayed on the screen and pull it straight out.



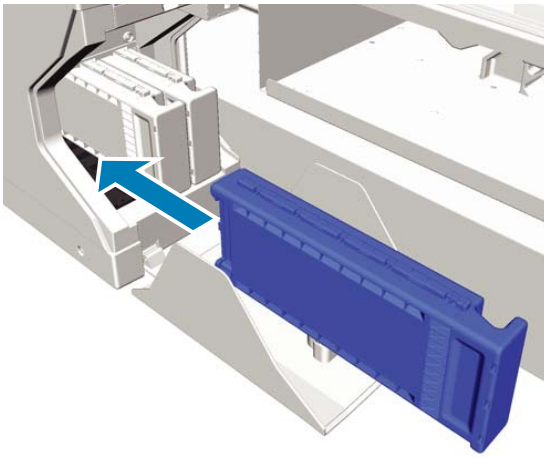
Important:

Removed ink cartridges may have ink around the ink supply port, so be careful not to soil the surrounding area.

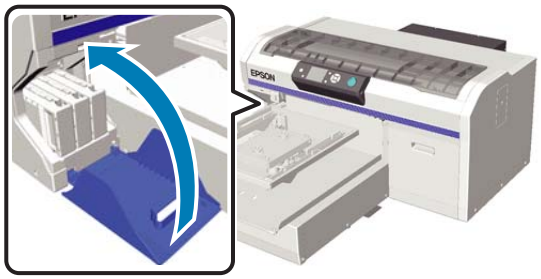
7 Prepare a Cleaning cartridge.

> ***Important:***
>
> *Do not touch the IC chip on the top of the cartridge. The cartridge may not be recognized, or the printer may become unable to print properly.*

8 Holding the cartridge with the label side facing out, slide it all the way into the slot.



9 Close the cartridge cover.



10 Press the OK button.

Press the OK button to start charging the cleaning liquid.

11 When **Open cartridge cover(s).** is displayed on the control panel, follow the on-screen instructions to replace the Cleaning cartridge and the ink cartridge.

When replacing an ink cartridge, you need to shake the cartridge. See the following for more details on shaking.

☞ "Shaking and Replacing Ink Cartridges" on page 84

12 When recharging the ink is complete, the screen on the control panel returns to the **Ready** screen from **Information** and so on.

Clean the Platen without Grip Pad

1. Check that the platen is ejected forward.

   If it is not ejected, press the ↧ button to move the platen forward.

2. Turn off the printer and check that the displayed screen disappears.

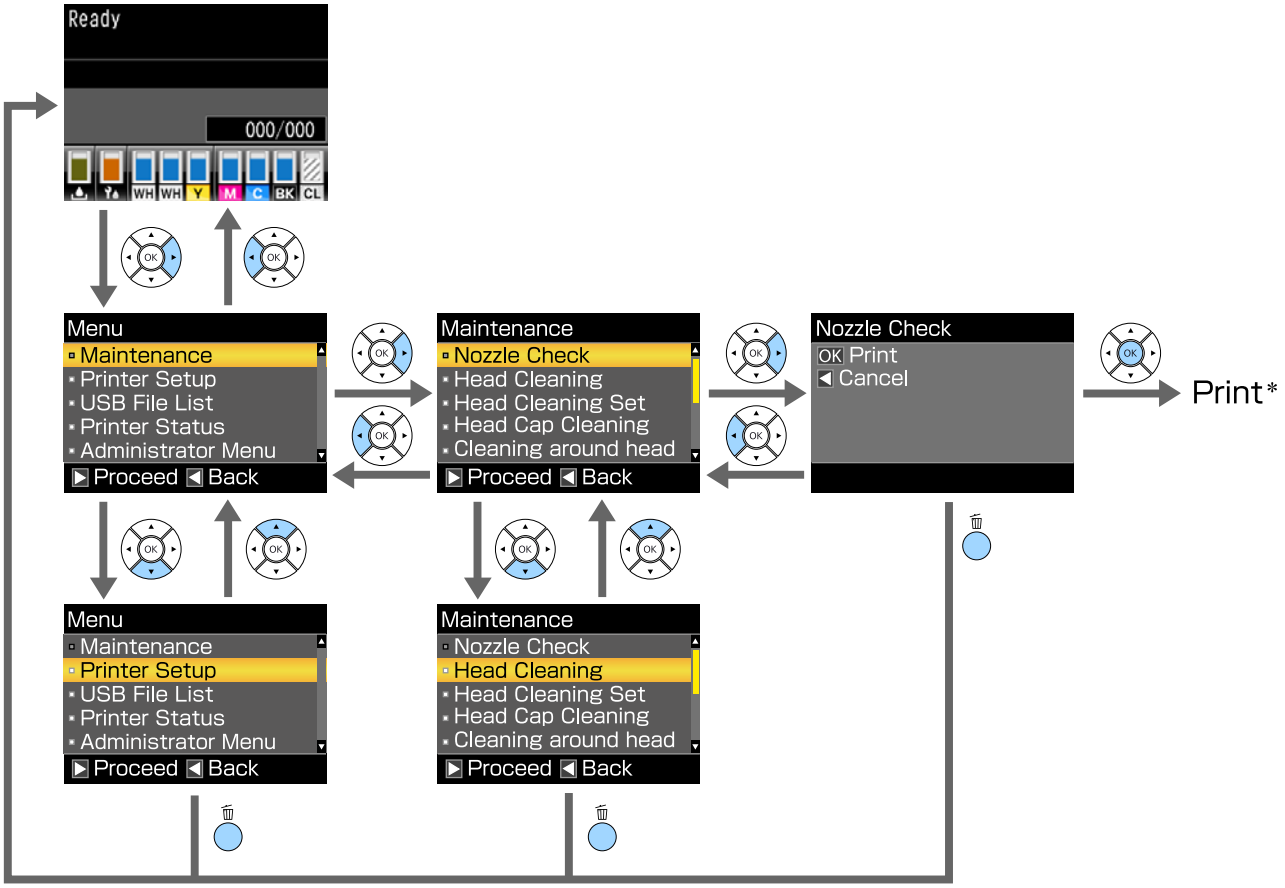
3. Use a soft, clean cloth to carefully remove any dust or dirt.

   If there is a serious dirt problem, clean it using a soft, clean cloth dampened with water and a small amount of detergent and wrung tight. Then wipe off moisture with a dry, soft cloth.

Using the Control Panel Menu

Menu Operations

The steps for displaying the various menus are shown below.



* The operation performed when you press the OK button depends on the selected item.

Menu List

The items and options available in the menu are described below. See the reference pages for more details on each item.

Maintenance

For more information on these items, see "Maintenance" on page 99.

*1 High-speed color mode is not supported, *2 only White ink mode is supported

Setting Item	Setting
Nozzle Check	Print
Head Cleaning	
Selected Nozzles	
XX/XX ("XX" indicates an ink color code.)	Execute (Light), Execute (Medium), Execute (Heavy)
All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
Preventive Cleaning	-
Head Cleaning Set	Yes, No
Head Cap Cleaning	Yes, No
Cleaning around head	Yes, No
Waste Ink Counter	-
Tube Washing	White Ink*2, Color Ink
Replace White Ink*1	Yes, No
Storage Mode	Yes, No

Printer Setup

For more information on these items, see "Printer Setup" on page 100.

Setting Item	Setting
Head Alignment	
XS, S, M, L	-
SV	
M(G)	
Offset Head Alignment	-10 to +10
Feed Adjustment	-1.00 to +1.00 %

USB File List

For more information on these items, see "USB File List" on page 101.

Setting Item	Setting
Select Print File	
xxxxxxxxxxxxxxxxxxxxx	x to xxx pages
Delete Print File	Yes, No

Printer Status

For more information on these items, see "Printer Status" on page 101.

Setting Item	Display Value
Total Prints	xxxxxx pages
Firmware Version	xxxxxxx,x.xx,xxxx

Administrator Menu

For more information on these items, see "Administrator Menu" on page 102.

*Only White ink mode is supported

Setting Item	Setting
Network Setup	
IP Address Setting	Auto, Panel (IP/SM/DG)
Restore Settings	Yes, No
Preferences	
Power On Cleaning*	On, Off
Date & Time	MM/DD/YY HH:MM
Language	Japanese, English, French, Italian, German, Portuguese, Spanish, Dutch, Russian, Korean, Chinese
Unit: Length	m, ft/in
Alert Sound Setting	On, Off
Sleep Mode	OFF, 5 to 180 minutes
Reset All Settings	Yes, No

Menu Descriptions

Maintenance

* Default Settings

Setting Item	Setting	Description
Nozzle Check		Press the OK button to print a nozzle check pattern. Visually inspect the printed pattern and perform head cleaning if you notice faint or missing areas. ☞ "Checking for clogged nozzles" on page 79
Head Cleaning		
Selected Nozzles		Find the number of the patterns with faint or missing areas on the check pattern sheet, specify the cleaning level for all rows or specific nozzle rows containing the numbers, and clean the print head. **Selected Nozzles** allows you to select the nozzle rows to be cleaned. **All Nozzles** cleans all of the nozzles in the print head. You can set **Execute (Light)**, **Execute (Medium)**, or **Execute (Heavy)** as the head cleaning level. Try **Execute (Light)** first. If the check pattern still contains faint or missing areas even after performing **Execute (Light)**, try **Execute (Medium)**. If the check pattern still contains faint or missing areas even after performing **Execute (Medium)**, try **Execute (Heavy)**. For several times after the initial ink charging, the amount of ink consumed is higher than normal as cleaning is performed in the same way as for initial ink charging, regardless of the selected level. The automatic cleaning start time displayed on the control panel screen may be reset, depending on the selected cleaning level. ☞ "Cleaning the print head" on page 81
XX/XX ("XX" indicates an ink color code.)	Execute (Light)*	
	Execute (Medium)	
	Execute (Heavy)	
All Nozzles	Execute (Light)*	
	Execute (Medium)	
	Execute (Heavy)	
Preventive Cleaning		If you want to continue working systematically, select this to prevent stoppage due to automatic cleaning* while you are working. When executed, the automatic cleaning start time displayed on the control panel screen is reset. * Automatic cleaning is performed by the printer after a set time period to keep the print head in good condition.
Head Cleaning Set	Yes	Select **Yes** to move the platen and print head to the maintenance position. Make sure you select **Yes** from the menu and then perform replacement. If you replace without using this menu, the remaining amount in the head cleaning set is not displayed correctly. Problems can also occur if you move the print head manually. ☞ "Replacing the Head Cleaning Set" on page 89
	No*	
Head Cap Cleaning	Yes	Select **Yes** to move the platen and print head to the maintenance position. Make sure you select **Yes** from the menu and then perform cleaning. Problems can occur if you move the print head manually. ☞ "Cleaning the Suction Cap" on page 67
	No*	

Setting Item	Setting	Description
Cleaning around head	Yes No*	Select **Yes** to move the platen and print head to the maintenance position. Make sure you select **Yes** from the menu and then perform cleaning. Problems can occur if you move the print head manually. "Cleaning around head" on page 72
Waste Ink Counter		If you have replaced the waste ink bottle before a message is displayed on the control panel telling you to do so, reset the Waste Ink Counter.
Tube Washing	White Ink* Color Ink	**White Ink** can only be set in White ink mode. Maintain the inside of the tube by replacing the selected ink with the cleaning liquid. Execute after preparing the selected ink cartridge and Cleaning cartridge. "Tube Washing" on page 92
Replace White Ink	Yes No*	If you select **Yes**, you can switch the printer from the current mode to another mode (high-speed color mode is not supported). ❏ When using White ink mode -> Switch to color ink mode ❏ When using color ink mode -> Switch to White ink mode Also, if you are not going to use the printer for two weeks or more and less than one month in White ink mode, use this setting to change to Color ink mode to prevent print quality from declining. "Replacing White Ink" on page 75
Storage Mode	Yes No*	If you do not use the printer for one month or more, replace the ink with Cleaning liquid to prevent print quality from declining due to ink sedimentation. Prepare Cleaning cartridges and waste ink bottles in advance. "Prolonged Storage" on page 78 If you are not going to use the printer for two weeks or more and less than one month in White ink mode, change to Color ink mode using **Replace White Ink** instead of this setting. "Replacing White Ink" on page 75

Printer Setup

* Default Settings

Setting Item	Setting	Description
Head Alignment		If print results are grainy or blurry, perform Head Alignment to realign the print head for each platen size. Visually inspect the printed check pattern, and then enter the adjustment value for the pattern with the least visible lines. If there is no optimum adjustment value in the printed check pattern, perform this setting again after entering "1" or "13". In the following situations, changes are not reflected in the print results even if you make adjustments using this setting. ❏ **Print Direction** is set to **Uni-Direction (Low Speed)** in the Garment Creator software for the printer ❏ When printing a job from the USB memory stick, **Prt Direction** is set to **Uni-Directional** on the preview screen ☞ "Correcting the print misalignment" on page 83
Offset Head Alignment	-10 to +10 (0*)	Use this setting if you want to print without performing **Head Alignment** when you cannot adjust the height of the platen correctly because of an uneven print surface such as a pocket. "+3" is the equivalent adjustment value to lowering the platen height by two steps with the Platen gap adjustment lever. Perform **Head Alignment** to further correct misalignment in the image. The setting you make in this option reverts to its default value if you perform **Head Alignment**.
Feed Adjustment	-1.00 to +1.00 % (0.00*)	Use this setting to adjust the platen feed for each time the print head moves. Specify a larger number if dark lines are appearing, and a smaller number if faint lines are appearing.

USB File List

* Default Settings

Setting Item	Setting	Description
Select Print File		
xxxxxxxxxxxxxxxxxxx.prn	1 to 999 (1*)	If the job on the connected USB memory stick is supported, the name of the file is displayed with up to 23 single-byte characters. Select the job you want to print and specify the number of copies. ☞ "Printing from a USB Memory" on page 59
Delete Print File		If the job on the connected USB memory stick is supported, the name of the file is displayed with up to 23 single-byte characters. Select the job you want to delete. ☞ "Deleting" on page 60

Printer Status

Setting Item	Display Value	Description
Total Prints	xxxxxx pages	Displays the total number of prints (six figures maximum).
Firmware Version	xxxxxxx,x.xx,xxxx	Displays the printer's firmware version.

Administrator Menu

* Default Settings

Setting Item	Setting	Description
Network Setup		
IP Address Setting	Auto*	Select whether to use DHCP to set the IP address (**Auto**), or to set the address manually (**Panel**). When you select **Panel**, set the **IP Address**, **Subnet Mask**, and **Default Gateway**. Contact your system administrator for these values.
	Panel	
Restore Settings	Yes	Reverts all setting values for **Network Setup** to their default values.
	No*	
Preferences		

Using the Control Panel Menu

Setting Item	Setting	Description
Power On Cleaning	On*	This is only available in White ink mode. **On**: Cleaning is performed when the initial operation is complete after the power is turned on and before starting printing for the first time, and then cleaning is also done periodically after that. We recommend setting this to **On** because print quality may decline due to clogged nozzles and ink sedimentation unless the White ink is cleaned periodically. Cleaning may not be done if the power is turned off for a very short time before being turned back on. The cleaning time varies depending on the length of time the printer has been turned off, and may take up to 20 minutes.
	Off	
Date & Time	MM/DD/YY HH:MM	Set the printer's built-in clock. The time is used when printing the job log and printer status.
Language	Japanese	Select the language used on the control panel's screen.
	English*	
	French	
	Italian	
	German	
	Portuguese	
	Spanish	
	Dutch	
	Russian	
	Korean	
	Chinese	
Unit: Length	m*	Select the unit of length used on the control panel's screen and when printing patterns.
	ft/in	
Alert Sound Setting	On*	Enable (**On**) or disable (**Off**) the buzzer that sounds when an error occurs.
	Off	
Sleep Mode	Off	The printer enters sleep mode automatically when there are no errors, no print jobs being received, and no control panel or other operations are performed for the selected period. Use this option to choose the period before the printer enters sleep mode. When the printer enters sleep mode, the control panel's screen turns off and the internal motors and other parts switch off to consume less power. The screen display returns if a button is pressed on the control panel; however, the panel turns off again if no operations are performed for 30 seconds. The printer recovers completely when hardware operations are performed such as when print job data is received.
	5 to 180 minutes later (30*)	

Setting Item	Setting	Description
Reset All Settings	Yes	Select **Yes** to revert all setting values to their default values expect for the following. ❏ **Date & Time** ❏ **Language** ❏ **Maintenance Mode** Even if you perform a reset, the mode currently being used (White ink mode, Color ink mode, High-speed color mode) is not changed.
	No*	

Problem Solver

What to Do When a Message Is Displayed

If the printer displays one of the messages shown below, refer to the solution listed and take the necessary steps.

Message	What to do
Ink Cartridge Error Ink cartridge cannot be recognized. Insert again or replace ink cartridge.	❏ Check that the cartridge is the same color as the color displayed on the control panel, and then reinstall the cartridge. If the message persists, insert a new ink cartridge (do not reinstall the cartridge that caused the error). ☞ "Replacement procedure" on page 85
Ink Cartridge Error Ink cartridge cannot be detected. Insert again or replace ink cartridge.	❏ Condensation may have occurred in the ink cartridge. Leave it for four hours or more at room temperature and install again. ☞ "Notes on Handling Cartridges" on page 20
Ink Low	The ink is low. Have a new ink cartridge ready. ☞ "Options and Consumable Products" on page 115
Prepare empty waste ink bottle.	There is not much room left in the waste ink bottle. Have a new waste ink bottle ready. ☞ "Options and Consumable Products" on page 115
Suction Error See manual to clean caps.	A suction pressure error occurred while cleaning the print head. Clean the suction cap. ☞ "Cleaning the Suction Cap" on page 67 If this message is displayed frequently, contact your dealer or Epson support.
Head cleaning set is nearing end of life.	It is nearly time to replace the head cleaning set (wiper unit, anti-drying caps, and flushing pad). Although you can continue printing, make sure you have a new head cleaning set ready. ☞ "Options and Consumable Products" on page 115
Head Cleaning Set Life Replace head cleaning set. Press OK to move platen back, then start replacement.	It is time to replace the head cleaning set (wiper unit, anti-drying caps, and flushing pad). Replace the set. ☞ "Replacing the Head Cleaning Set" on page 89
See manual to clean scale and change air filter.	Prepare a new air filter, and then clean the scale and replace the air filter. ☞ "Cleaning the scale and replacing the filter" on page 70
USB Memory Error Failed to read USB memory.	The USB memory may be in one of the following conditions. ❏ The USB memory was removed while data was being read ❏ The selected file is corrupted ❏ The USB memory's format type or the file format may not be supported. ☞ "USB memory requirements" on page 59 Check the light and make sure that the USB memory is not being accessed before removing it from the printer.

Message	What to do
USB Memory Error Failed to write to USB memory.	The USB memory may be in one of the following conditions. ❏ The USB memory is damaged ❏ The USB memory was removed while data was being written ❏ There is not enough free space or the number of saved files has reached the maximum limit ☞ "USB memory requirements" on page 59 Check that the USB memory is not damaged and that there is enough free space.
Platen Move Error Abnormal platen move detected. Check platen path and press 🗑.	A foreign object was detected in the platen's path while it moved forward or backward into the printer. Check for the object in the platen's path and beneath the movable base. Open the printer cover if necessary to check inside the printer. Close the printer cover after checking.
Platen Height Error Height sensor has detected obstruction. Press ⍑ to move platen and check shirt height.	The height detection sensor may have reacted because of the uneven print surface of the loaded T-shirt. Press the ⍑ button to move the platen forward, and then adjust the platen gap. ☞ "Adjusting the Platen Gap" on page 54
F/W Install Error Firmware update failed. Restart the printer.	Turn the printer off, wait for a while, and then turn on the printer again. Use Epson Control Dashboard for DTG to update the firmware again. If this message appears on the LCD panel again, contact your dealer or Epson Support.
Command Error Check print settings on RIP.	Press the 🗑 button to cancel the print job and check the following points. ❏ Whether the installed software RIP is supported by your printer Use software RIP that is supported by your printer. ❏ Whether Garment Creator and software RIP has been started over a USB connection Start either Garment Creator or software RIP. Do not run them both at the same time.
Information Some time has passed since operation began. Finish task quickly; nozzle check is recommended once task is complete.	10 minutes or more has passed since you started cap cleaning or head cleaning set replacement. If the print head is moved out of its designated position for more than 10 minutes, the nozzles could easily be clogged. Finish cleaning or replacement as soon as possible. When you have finished the operation, we recommend performing a nozzle check to confirm that the nozzles are not clogged. ☞ "Checking for clogged nozzles" on page 79
Information Power On Cleaning is off. Perform head cleaning if required.	If cleaning is not performed for White ink for a certain period of time, print quality may decline due to sedimentation (ink particles sink to the bottom of the liquid) and clogged nozzles. Clean the printer if the printer is turned off for a long time.

When a Maintenance Call/Service Call Occurs

Message	What to do
Maintenance Request Replace Part Soon/Replace Part Now XXXXXXXX	A part used in the printer is nearing the end of its service life. Contact your dealer or Epson Support and tell them the maintenance request code. You cannot clear the maintenance request until the part is replaced. A service call occurs if you continue to use the printer.

Problem Solver

Message	What to do
Call For Service XXXX Error XXXX Power off and then on. If this doesn't work, note the code and call for service.	A call for service occurs when: ❏ The power cable is not connected securely ❏ An error that cannot be cleared occurs When a call for service has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable both from the outlet and from the printer, and then reconnect. Turn the printer on and off several times. If the same call for service is displayed on the LCD panel, contact your dealer or Epson Support for assistance. Tell them the call for service code is "XXXX".

Troubleshooting

You cannot print (because the printer does not work)

The printer does not turn on.

■ **Is the power cable plugged into the electrical outlet and the printer?**

Make sure the power cable is securely connected.

■ **Is there a problem with the power outlet?**

Make sure your outlet works by connecting the power cable for another electric product.

The printer is not communicating with the computer.

■ **Is the cable connected properly?**

Confirm that the interface cable is securely connected to both the printer port and the computer. Also, make sure the cable is not broken or bent. If you have a spare cable, try connecting with the spare cable.

■ **Do the cable's specifications satisfy the requirements of the computer?**

Check the model and specifications of the interface cable to see if the cable is appropriate for the type of the computer and specifications of the printer.

☞ "System Requirements" on page 124

■ **If you are using a USB hub, is it being used correctly?**

Up to five USB hubs can be daisy chained according to the USB specifications. However, we recommend that you connect the printer to the first hub connected directly to the computer. Depending on the hub you are using, the operation of the printer may become unstable. If this occurs, connect the USB cable directly to your computer's USB port.

■ **Is the USB hub recognized correctly?**

Check if the USB hub is recognized correctly on the computer. If the computer correctly recognizes the USB hub, disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port. Contact the USB hub manufacturer to find out more about USB hub operations.

You cannot print in the network environment.

■ **Are the network settings correct?**

Ask your network administrator for the network settings.

■ **Connect the printer directly to the computer using a USB cable, and then try to print.**

If you are able to print via USB, there is a problem in the network settings. Ask your system administrator, or refer to the documentation for your network system. If you cannot print via USB, see the appropriate section in this User's Guide.

The printer has an error.

■ **Check the message displayed on the control panel.**

☞ "Control panel" on page 14

☞ "What to Do When a Message Is Displayed" on page 105

The printer operates, but does not print

The print head moves, but does not print.

■ **Is the platen gap adjusted correctly?**

The printer cannot print properly if the print surface is too far from the print head. Adjust the height of the platen.

☞ "Adjusting the Platen Gap" on page 54

■ **Check the printer operations.**

Print a nozzle check pattern. Because a nozzle check pattern can be printed without connecting to a computer, you can check the operations and print status for the printer.

☞ "Checking for clogged nozzles" on page 79

Check the next section if the nozzle check pattern is not printed correctly.

The nozzle check pattern is not printed correctly.

■ **Perform head cleaning.**

The nozzles may be clogged. Clean the print head and print the check pattern again.

☞ "Cleaning the print head" on page 81

Clean the border of the metal on the path for the print head if performing head cleaning several times does not clear the problem. Wash the tubes if this does not clear the problem.

☞ "Clean Border of the Metal" on page 74

☞ "Tube Washing" on page 92

■ **Has the printer been left unused for a long time?**

Nozzles may be dried and clogged if the printer is not used for a long time.

If cleaning the print head does not restore the printer to its normal condition, replace the ink with cleaning liquid.

☞ "Tube Washing" on page 92

■ **Are you in color ink mode?**

Cleaning cartridges are installed in color ink mode; therefore, it is difficult to see the rows (CL) printed with the Cleaning liquid.

There is no problem if the rows you cannot see are printed with the Cleaning liquid.

■ **Are you printing on paper in White ink mode?**

It is hard to see White ink when it is printed on paper. Use an OHP sheet and so on to confirm the nozzle check pattern for White ink.

☞ "Loading media" on page 79

■ **Are there fibers stuck to the border of the metal on the path for the print head?**

If fibers are stuck to the border of the metal, the fibers come into contact with the print head when it moves which may prevent ink from firing. Clean the border of the metal if performing head cleaning does not clear the problem.

☞ "Clean Border of the Metal" on page 74

Print results are not what you expected

Print quality is poor, uneven, too light, or too dark, or there are lines in the prints.

■ **Are the print head nozzles clogged?**

If the nozzles are clogged, the corresponding colors do not fire and the print quality declines. Print a nozzle check pattern.

☞ "Checking for clogged nozzles" on page 79

■ **Have you adjusted the height of the platen?**

If the print surface is too far from the print head, the following problems may occur in the print result.

- ❏ Lines in the print result
- ❏ Edges of the image are blurry
- ❏ Text and straight lines are doubled
- ❏ Image is grainy

Adjust the platen to its optimum height.

☞ "Adjusting the Platen Gap" on page 54

■ **Have you performed Head Alignment?**

The print head normally prints bi-directionally. Lines may appear misaligned due to the misalignment of the print head in bi-directional printing. Try Head Alignment when vertical lines are misaligned.

☞ "Correcting the print misalignment" on page 83

Perform Feed Adjustment.

The problem may improve by adjusting the platen feed for each time the print head moves.

If the lines are dark, adjust to the + side, and if the lines are faint, adjust to the - side.

"Menu List" on page 97

Are you using genuine Epson ink cartridges?

This printer is developed for use with Epson ink cartridges. If you use non-Epson ink cartridges, the print result may be faint, 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.

Are you using old ink cartridges?

The print quality declines if you use old ink cartridges. Replace them with new ones. We recommend using ink cartridges before the expiry date printed on the package (within a year once it is installed in the printer).

Have you shaken ink cartridges?

The ink cartridges for this printer contain pigment ink. Shake the cartridges thoroughly before installing them in the printer. To maintain optimum print quality, we recommend removing and shaking the installed White ink cartridge at the start of every working day or every 20 hours (when a message is displayed), and the other colors once a month.

"Shaking and Replacing Ink Cartridges" on page 84

Have you compared the printing result with the image on the display monitor?

Since monitors and printers produce colors differently, printed colors and colors on the screen do not always look the same.

Did you open the printer cover while printing?

If the printer cover is opened while printing, the print head stops suddenly and this causes unevenness in the color. Do not open the printer cover while printing.

Is Ink Low displayed on the control panel?

The print quality may decline when the ink is low. We recommend replacing the ink cartridge with a new one. If there is a difference in color after replacing the ink cartridge, try performing head cleaning a few times.

Are you printing vivid colors?

Vivid colors may appear as lines depending on the amount of ink fired and the unevenness of the T-shirt surface. Set either **Color Print Quality** or **White Print Quality** to **Quality**.

Does the T-shirt you are printing on absorb ink easily?

As it is difficult to force the ink to remain on the surface of the T-shirt, misalignment may appear as lines due to the unevenness of the T-shirt surface when Bi-Direction (High Speed) printing is set for the print head. If this occurs, perform Head Alignment.

"Correcting the print misalignment" on page 83

If Head Alignment does not improve, try setting **Print Direction** to **Uni-Direction (Low Speed)** in the printer's Garment Creator software. To print a job from a USB memory stick that has already been set to **Bi-Direction (High Speed)**, change to **Uni-Directional** on the preview screen.

"Printing from a USB Memory" on page 59

If lines are still visible, set either **Color Print Quality** or **White Print Quality** to **Quality**.

Have you made the pre-treatment liquid too weak?

If the pre-treatment liquid has been diluted too much, the solidity of the White ink is weakened and the edges of the image may be blurred. Try reducing the density of the White ink in the software, or make the pre-treatment liquid stronger.

Adjust the density of the White ink.

When printing on dark colored T-shirts, vertical unevenness may occur depending on the base color. If this occurs, try reducing the density of the White ink used for the under-base. You can adjust the White ink density in the printer's Garment Creator software.

■ **Clean the nozzle row for the White ink.**

After storing for an extended period or after switching to White ink, the density of White ink may become weaker. Try running head cleaning for the nozzle row for White ink using the **Execute (Heavy)** level. If this still does not improve the results, contact the Epson Support.

Vertical ruled lines are misaligned.

■ **Is the print head misaligned?**

The print head normally prints bi-directionally. Lines may appear misaligned due to the misalignment of the print head in bi-directional printing. Try Head Alignment when vertical lines are misaligned.

☞ "Correcting the print misalignment" on page 83

If lines are misaligned even after performing Head Alignment, try setting **Print Direction** to **Uni-Direction (Low Speed)** in the printer's Garment Creator software. To print a job from a USB memory stick that has already been set to **Bi-Direction (High Speed)**, change to **Uni-Directional** on the preview screen.

☞ "Printing from a USB Memory" on page 59

The printed surface is soiled

■ **Is the suction cap clean?**

The printed surface may be soiled from dripping ink if lumps of ink or lint are stuck around the suction cap. Clean the suction cap.

☞ "Cleaning the Suction Cap" on page 67

■ **Is there any lint or standing fibers on the print surface?**

Lint or standing fibers on the print surface may stick to the print head and stain other areas of the T-shirt. Remove any lint with the sticky tape or roller and press the fibers flat with a hard roller when you load a T-shirt on the platen.

☞ "Load the T-shirt (media)" on page 46

■ **Clean around the print head.**

If the printing surface and so on is dirty even after performing cap cleaning, fibers, such as lint, may have accumulated around the print head nozzles. Clean around the print head.

☞ "Cleaning around head" on page 72

Not enough or uneven whiteness

■ **Are the print head nozzles clogged?**

If the nozzles are clogged, nozzles do not fire ink and the print quality declines. Print a nozzle check pattern.

☞ "Checking for clogged nozzles" on page 79

■ **Have you shaken White ink cartridges?**

Because the ink particles in White ink can sediment easily, it needs to be shaken at the start of every working day or every 20 hours (when a message is displayed). Remove the cartridge and shake it.

☞ "Shaking and Replacing Ink Cartridges" on page 84

■ **Have you applied the pre-treatment liquid evenly?**

If the pre-treatment liquid is not applied evenly, the printed result will be uneven. Refer to the instructions and apply the pre-treatment liquid evenly.

☞ "Using Pre-treatment Liquid" on page 32

■ **Have you dried the T-shirt completely after pre-treatment?**

If the T-shirt is in the following condition, whiteness may decline.

- ❏ Insufficient heat press process
- ❏ Moisture has accumulated because the T-shirt was left for an extended period of time

Dry the T-shirt completely after the pre-treatment referring to the fixation conditions. If the T-shirt is left for an extended period, dry it for several seconds in the heat press before printing.

☞ "Fixating the Pre-treatment Liquid (Heat Press)" on page 36

■ **Have you optimized the temperature and pressure of the heat press?**

The temperature of the heat press decreases when you press a T-shirt that has had pre-treatment liquid applied. When pressing several T-shirts one after another, check that the temperature of the heat press is not lower than required. Also, the whiteness becomes uneven if the pressure is insufficient since the T-shirt does not dry completely and the fibers are not pressed flat. Make sure you optimize the pressure of the heat press.

☞ "Fixating the Pre-treatment Liquid (Heat Press)" on page 36

■ **Try washing the ink tubes.**

Because sedimentation occurs easily in White ink, the whiteness may decline or become uneven if you continue printing in white. Prepare the following consumables when washing the tubes.

❏ White ink cartridges x2

❏ Cleaning cartridges x2

❏ Waste ink bottle

☞ "Options and Consumable Products" on page 115

☞ "Tube Washing" on page 92

The under-base white is showing outside the image

■ **Adjust the print area of the under-base white in the software.**

The printed under-base white may show outside the image depending on the material of the T-shirt and the amount of ink fired. If this occurs, adjust the print area of the under-base white from the printer's Garment Creator software or the RIP software.

Others

The control panel display keeps turning off.

■ **Is the printer in sleep mode?**

Normal operation can be restored by pressing any of the buttons in the control panel to reactivate the display and then performing a hardware operation such as opening the printer cover or sending a job to the printer. You can select the time for shifting to sleep mode from the Administrator Menu.

☞ "Menu List" on page 97

Printing does not stop or printed text is corrupted

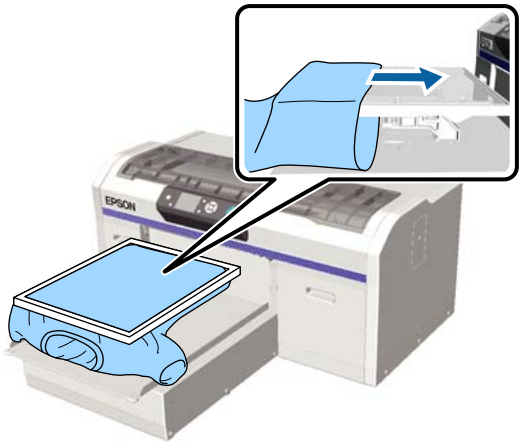
■ **Have you started Garment Creator and software RIP over a USB connection?**

Only start Garment Creator or software RIP. Do not run them both at the same time.

Platen Height Error is displayed while printing

■ **Are you printing a job over the entire print area that requires a large amount of ink?**

When printing a job that requires a large amount of ink, the printed surface may expand due to the amount of ink and the height position sensor may be triggered during printing even if the T-shirt has been loaded correctly. If this happens, try placing the T-shirt over the platen as shown in the following illustration.



If the sensor is triggered even if the T-shirt is loaded using a frame as shown in the illustration above, removing the frame may smooth out any creases or slack in the printed surface and solve the problem.

Note that the following steps are necessary if you remove the frame.

❏ Reduce the width of the White ink in the printer's Garment Creator software or in the RIP software, so that the white under-base print does not extend outside the image.

❏ Be careful not to touch the T-shirt while printing as it can easily move out of position.

■ **Have you dried pre-treatment liquid completely?**

The print surface becomes wet and swells if the pre-treatment liquid is not dried sufficiently before printing, and it may trigger the height position sensor. Check that the pre-treatment liquid is dry.

Areas not printed are stained with ink

■ **Is the platen clean?**

The platen's frame and the top plate may be stained. Check the platen and clean it if necessary.

☞ "Clean the Platen without Grip Pad" on page 95

Even after cleaning the scale, a cleaning message is displayed

■ **Is there any dust or ink cleaner on the scale?**

If dust or ink cleaner remain on the scale after wiping, a cleaning message is displayed. Check that there is no dust or ink cleaner remaining on the scale.

If this message appears on the LCD panel again, contact your dealer or Epson Support.

The printer status and log are printed over the edges of the paper

■ **Are you printing with an M size (standard) platen?**

Depending on the paper size the print area may extend beyond the edges of the paper if paper is loaded on an optional platen. Load paper on the M size (standard) platen, and then print.

☞ "Load the T-shirt (media)" on page 46

Printing is slow or stops half way

■ **Is the head move direction set to uni-directional?**

Print Direction may be set to **Uni-Direction (Low Speed)** in the Garment Creator software for the printer. Try setting **Print Direction** to **Bi-Direction (High Speed)** in the printer's Garment Creator software.

When printing a job from the USB memory stick, **Prt Direction** may be set to **Uni-Directional** on the preview screen. Disable the **Uni-Directional** setting.

☞ "Printing from a USB Memory" on page 59

■ **Are you using a USB memory stick with a slow reading speed?**

If you use a USB memory stick with a slow reading speed (4.63 MB/sec or less) when printing from a USB memory stick, the print head stops at times during printing and printing continues. Use a USB memory stick with a fast reading speed.

Printing does not start

■ **Is a USB memory stick connected?**

When a USB memory stick is connected to the printer, printing starts when the job has been saved to the USB memory stick. Remove the USB memory stick to speed up the printing process.

Cannot use the USB memory

■ **Have you selected USB File List from the Settings menu after connecting a USB memory stick?**

The USB memory icon is not displayed on the control panel by just connecting a USB memory stick. The icon is displayed when the job is being loaded after you select **USB File List** from the Settings menu, or when the job is being transmitted from a computer to the USB memory stick connected to the printer.

There is a red light inside the printer

■ **This is not a failure.**

The light is a light inside the printer.

I have forgotten the network password

■ If you have forgotten the password created during network setup, perform **Restore Settings** from the control panel's menu list.

☞ "Menu List" on page 97

Appendix

Options and Consumable Products

The following options and consumable products are available for use with your printer. (As of December, 2017)

For the latest information, see the Epson Web site.

Ink cartridges*

Printer model	Product name		Product number
SC-F2100 SC-F2130 SC-F2160	Ink cartridges (600 ml)	Black	T7251
		Cyan	T7252
		Magenta	T7253
		Yellow	T7254
		White	T725A
	Ink cartridges (250 ml)	Black	T7301
		Cyan	T7302
		Magenta	T7303
		Yellow	T7304
		White	T730A
SC-F2180	Ink cartridges (600 ml)	Black	T7261
		Cyan	T7262
		Magenta	T7263
		Yellow	T7264
		White	T726A
	Ink cartridges (250 ml)	Black	T7311
		Cyan	T7312
		Magenta	T7313
		Yellow	T7314
		White	T731A

* Epson recommends the use of genuine Epson ink cartridges. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

Appendix

☞ "Shaking and Replacing Ink Cartridges" on page 84

Others

Product name	Product number	Explanation
Cleaning cartridge	T7360	For washing the print head and washing the tubes.
Pre-treatment Liquid	T43R1 T7361	20 liters. Dilute before use. ☞ "Using Pre-treatment Liquid" on page 32
Maintenance Kit	T7362	The same as the maintenance kit supplied with the printer. This set contains gloves, cleaning sticks, ink cleaner, and a cup for performing regular maintenance operations such as cap cleaning. ☞ "Maintenance" on page 61
Head Cleaning Set	C13S092001	This set contains a flushing pad and wiper unit. ☞ "Replacing the Head Cleaning Set" on page 89
Air Filter	C13S092021	Set of air filter and cleaning cloths (x5). ☞ "Cleaning the scale and replacing the filter" on page 70
Waste Ink Bottle	T7240	The same as the waste ink bottle supplied with the printer.
Large Platen (except for SC-F2180)	C12C933921	Printable area: 16" x 20"/406 x 508 mm
Large Platen (for SC-F2180)	C12C933981	
Medium Platen (except for SC-F2180)	C12C933931	The same as the platen supplied with the printer. Printable area: 14" x 16"/356 x 406 mm
Medium Platen (for SC-F2180)	C12C933991	
Small Platen (except for SC-F2180)	C12C933941	Printable area: 10" x 12"/254 x 305 mm
Small Platen (for SC-F2180)	C12C934001	
Extra Small Platen (except for SC-F2180)	C12C933951	Printable area: 7" x 8"/178 x 203 mm
Extra Small Platen (for SC-F2180)	C12C934011	
Sleeve Platen (except for SC-F2180)	C12C933971	This platen allows you to print on T-shirt cuffs. Printable area: 4" x 4"/102 x 102 mm
Sleeve Platen (for SC-F2180)	C12C934031	

Appendix

Product name	Product number	Explanation
Medium Grooved Platen (except for SC-F2180)	C12C933961	This platen allows you to print correctly on polo shirts as well as shirts with zippers and buttons. Printable area: Equivalent to the area for M size platen
Medium Grooved Platen (for SC-F2180)	C12C934021	
Platen Grip Pad - L (except for SC-F2180)	C13S210075	A grip pad for using the L-size platen as a grip pad covered platen.
Platen Grip Pad - L (for SC-F2180)	C13S210078	
Platen Grip Pad - M (except for SC-F2180)	C13S210076	The same as the grip pad supplied with the printer. A grip pad for using the M-size platen as a grip pad covered platen.
Platen Grip Pad - M (for SC-F2180)	C13S210079	
Platen Grip Pad - S (except for SC-F2180)	C13S210077	A grip pad for using the S-size platen as a grip pad covered platen.
Platen Grip Pad - S (for SC-F2180)	C13S210080	
Pre-treatment roller set	C12C891201	Set of roller sections x3, handle, and tray.
Replacement rollers for pre-treatment (3 pieces)	C12C891211	The same as the roller section supplied with the Pre-treatment roller set.
Hard roller	C12C891221	Set of roller sections (hard) and handle.
Grip Pad Tool (except for SC-F2180)	C12C934151	The same as the grip pad tool supplied with the printer.
Grip Pad Tool (for SC-F2180)	C12C934161	

Notes When Moving or Transporting the Printer

This section explains how to move or transport the printer.

Caution:

- ❏ *Do not attempt to carry the printer on your own. The printer should be packed and moved by three people.*
- ❏ *When moving the printer, do not tilt it more than 10 degrees. Otherwise it could fall and cause an accident.*
- ❏ *Do not strain yourself when lifting the printer.*
- ❏ *When lifting the printer, hold it in the areas indicated in the manual.*
  It may cause an injury if you lift the printer by holding other areas since the printer may fall, or your fingers may be caught when placing the printer.

Important:

- ❏ *Touch only the necessary areas; otherwise, a malfunction may occur.*
- ❏ *Move and transport the printer with ink cartridges installed; otherwise, the nozzles may be clogged and make it impossible to print, or ink may leak.*

Make the following preparations in advance before moving or transporting the printer.

- ❏ Turn off the printer and remove all cables.
- ❏ Remove the platen.
  ☞ "Replacing Platens and Removing/Attaching Spacers" on page 41
- ❏ Close the fixing lever.
- ❏ Check that there is nothing in the tweezer holder.
  ☞ "Front section" on page 8

Preparing to Move

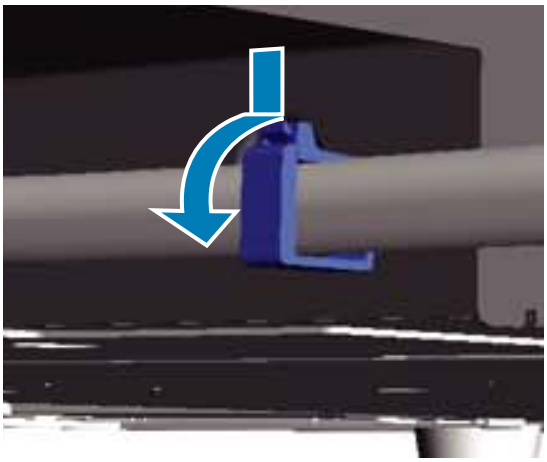
This section explains how to move the printer on the same floor without any changes in the floor level. See the following for instructions on moving the printer to another floor or building.

☞ "Transporting the Printer" on page 119

Your hands may be soiled by waste ink. If necessary, wear the gloves included in the maintenance kit supplied.

☞ "Options and Consumable Products" on page 115

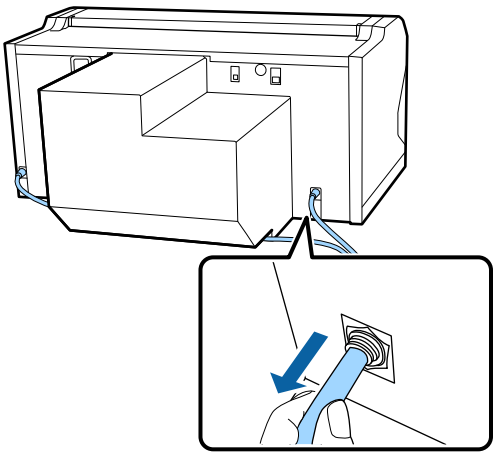
1. Check that the power is off.
2. Remove the waste ink bottle.
   ☞ "Replacing the waste ink bottle" on page 87
3. Remove the waste ink tube from the tube clamp.



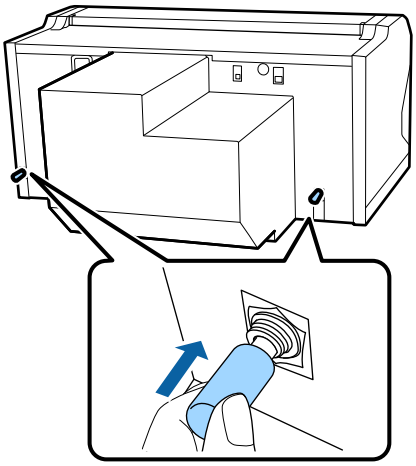
4. Remove the left and right waste ink tubes.

Important:

Waste ink may spill from the outlet or the tube. Take care when performing operations.



5 Insert parts removed during the setup.



Setting up the Printer After Moving

Follow the steps below to use the printer after moving.

1 Check that the location is suitable for installation.

☞ *Setup Guide* (booklet)

2 Install the waste ink tube and the waste ink bottle.

☞ *Setup Guide* (booklet)

3 Connect the power plug to an electrical outlet, and then turn on the printer.

☞ *Setup Guide* (booklet)

4 Perform a nozzle check and confirm that there are no clogged nozzles.

☞ "Checking for clogged nozzles" on page 79

5 Adjust the print head misalignments, and then check the print quality.

☞ "Correcting the print misalignment" on page 83

Transporting the Printer

When transporting the printer, protect the printer from shock and vibration using the protective materials and packing materials used when it was initially delivered after preparing the printer for the move.

☞ "Preparing to Move" on page 118

See the *Setup Guide* (booklet) to attach the protective part to the movable base that were originally attached when the printer was delivered.

☞ *Setup Guide* (booklet)

> ***Caution:***
> *When transporting the printer, do not tilt it, stand it on its side, or turn it upside down. Otherwise ink could leak out.*

After transporting the printer, set it up following the same steps as after moving the printer.

☞ "Setting up the Printer After Moving" on page 119

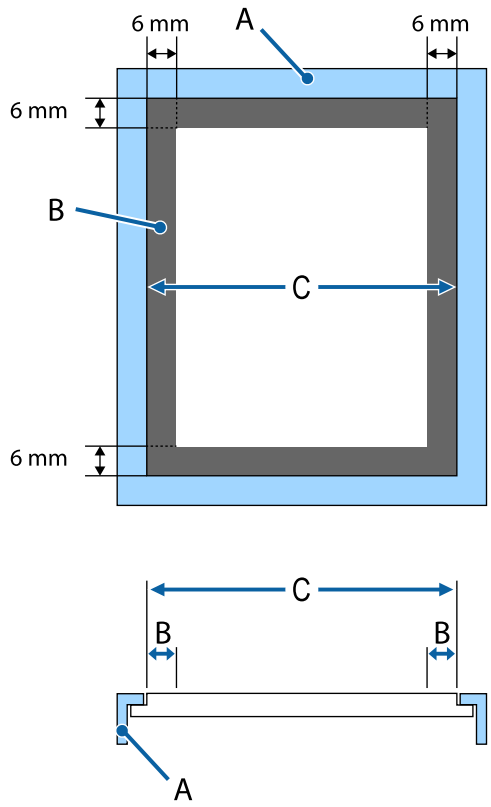
Printable area

Type	Available Area
L size platen	16 x 20 inches (406 x 508 mm)
M size platen	14 x 16 inches (356 x 406 mm)
S size platen	10 x 12 inches (254 x 305 mm)
XS size platen	7 x 8 inches (178 x 203 mm)
Sleeve platen	4 x 4 inches (102 x 102 mm)
Medium grooved platen	Refer to illustration of areas that cannot be printed

You cannot print on certain areas inside each platen frame or certain areas from the top, bottom, left, or right of the edge of the top plate. The areas indicated by A and B in the following illustration cannot be printed.

L, M, S, and XS size platens

You cannot print on certain areas from the top, bottom, left, or right of the inside edge of the platen frame or the raised section (top plate) inside the platen.



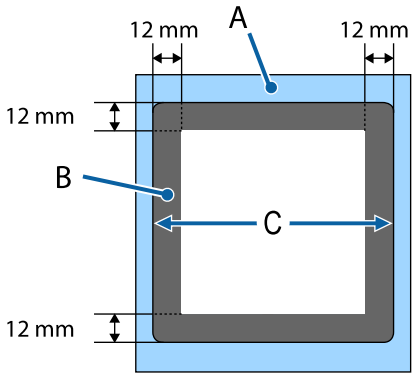
A: Platen frame

B: Areas that Cannot be Printed

C: Top plate

Sleeve platen

You cannot print on certain areas from the raised section inside the platen frame.



A: Platen frame

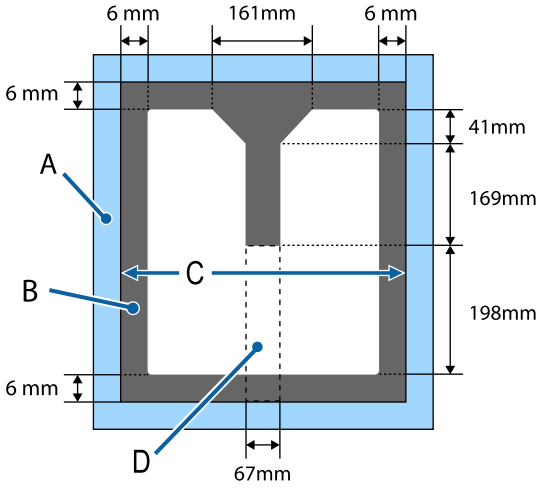
B: Areas that Cannot be Printed

C: Top plate

Medium grooved platen

You cannot print on certain areas inside the platen frame and in areas where there is no top plate.

The D section has a square part. When you remove the square part, you cannot print over this section.



A: Platen frame

B: Areas that Cannot be Printed

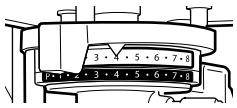
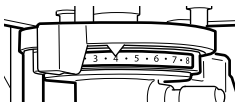
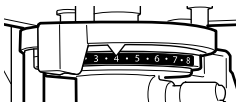
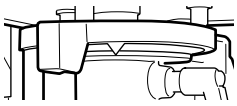
C: Top section

D: Square part

Table Showing the Scale on the Label and the Media Thickness

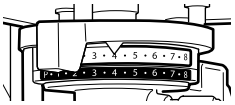
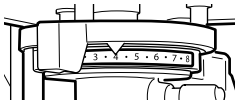
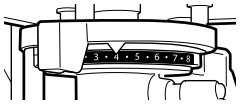
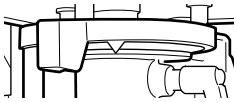
The following table shows the connection between the scale on the label and the approximate media thickness.

When an L, M, or S size grip pad covered platen is installed

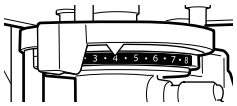
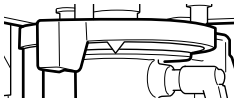
Scale on label	Spacers and media thickness (mm)			
	a+b 	**a only** Supports media 6.0 mm thicker than a + b 	**b only** Supports media 10.0 mm thicker than a + b 	**None** Supports media 16.0 mm thicker than a + b 
P	<1.0	5.0	9.0	15.0
•				
1		6.0	10.0	16.0
•				
2		7.0	11.0	17.0
•				
3	2.0	8.0	12.0	18.0
•				
4	3.0	9.0	13.0	19.0
•				
5	4.0	10.0	14.0	20.0
•				
6	5.0	11.0	15.0	21.0
•				
7	6.0	12.0	16.0	22.0
•				24.0
8	7.0	13.0	17.0	

Appendix

When an L, M, or S size platen without a grip pad or an XS size platen is installed:

Scale on label	Spacers and media thickness (mm)			
	a+b 	**a only** Supports 6.0 mm thick media for a + b 	**b only** Supports 10.0 mm thick media for a + b 	**None** Supports 16.0 mm thick media for a + b 
P	<1.0	6.0	10.0	16.0
•				
1		7.0	11.0	17.0
•				
2	2.0	8.0	12.0	18.0
•				
3	3.0	9.0	13.0	19.0
•				
4	4.0	10.0	14.0	20.0
•				
5	5.0	11.0	15.0	21.0
•				
6	6.0	12.0	16.0	22.0
•				
7	7.0	13.0	17.0	23.0
•				25.0
8	8.0	14.0	18.0	

When a sleeve platen or a medium grooved platen is installed

Scale on label	Spacers and media thickness (mm)	
	b only 	**None** Supports media 6.0 mm thicker than b only 
P	<1.0	6.0
•		
1		7.0
•		
2	2.0	8.0
•		
3	3.0	9.0
•		
4	4.0	10.0
•		
5	5.0	11.0
•		
6	6.0	12.0
•		
7	7.0	13.0
•		
8	8.0	14.0

System Requirements

Each software can be used in the following environments. (As of December, 2017)

The supported operating systems may change.

For the latest information, see the Epson Web site.

Epson Control Dashboard for DTG

> ***Important:***
> *Make sure the computer on which the Epson Control Dashboard for DTG is installed meets the following requirements.*
>
> *If these requirements are not met, the software cannot monitor the printer correctly.*
>
> ❏ *Disable your computer's hibernate function.*
>
> ❏ *Disable the sleep function so that the computer does not enter sleep status.*

Windows

Operating systems	Windows 7 SP1 / Windows 7 x64 SP1 Windows 8 / Windows 8 x64 Windows 8.1 / Windows 8.1 x64 Windows 10 / Windows 10 x64
CPU	Intel Core2Duo 2.5 GHz or more
Free memory	1 GB or more
Hard disk (free space during installation)	10 GB or more
Display resolution	1024 x 768 or higher
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Windows Internet Explorer / Microsoft Edge Use the latest version. (Internet Explorer 11 or later)

macOS

Operating systems	macOS v10.7 or later
CPU	Intel Core2Duo 2.0 GHz or more
Free memory	1 GB or more
Hard disk (free space during installation)	10 GB or more

Display resolution	1024 x 768 or higher
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Safari 6 or later

Garment Creator

Windows

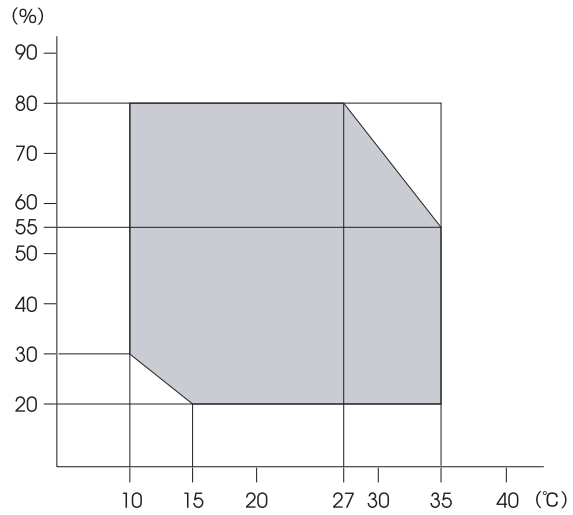
Operating systems	Windows 7 SP1 / Windows 7 x64 SP1 Windows 8 / Windows 8 x64 Windows 8.1 / Windows 8.1 x64 Windows 10 / Windows 10 x64
CPU	Intel Core2Duo 2.0 GHz or more
Free memory	1 GB or more
Hard disk (free space during installation)	32 GB or more
Display resolution	1024 x 768 or higher
Communication interface	High Speed USB Ethernet 100Base-TX

macOS

Operating systems	macOS v10.10 or later
CPU	Intel Core2Duo 2.0 GHz or more
Free memory	2 GB or more
Hard disk (free space during installation)	32 GB or more
Display resolution	1024 x 768 or higher
Communication interface	High Speed USB Ethernet 100Base-TX

Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	
White ink mode	White: 360 nozzles x4 Color: 360 nozzles (x4 colors) Cleaning: 360 Nozzles x2
Color ink mode	360 nozzles (x4 colors) Cleaning: 360 Nozzles x6
High-speed color mode	360 nozzles x2 (x4 colors) Cleaning: 360 Nozzles x2
Resolution (maximum)	White: 1440 x 1440 dpi Color: 1440 x 720 dpi
Control code	ESC/P raster (undisclosed command)
Platen feed method	Conveyor belt
Built-in memory	Main memory: 512 MB Network: 128 MB
Interface	2 ports of Hi-Speed USB-Compatible with the USB 2.0 Specification (Rear: for connecting with a computer, Front: for a USB memory device) Ethernet 10Base-T/100Base-TX*
Rated voltage	AC 100 to 240 V
Rated frequency	50/60 Hz
Rated current	0.7 to 0.4 A
Power consumption	
In use	Approx. 55 W
Sleep mode	Approx. 10 W
Power off	0.5 W or less
Platen installation plate (The platen weight must not exceed 3.7 kg)	

Printer Specifications	
Socket interval	128 mm
Socket diameter	19.9 mm
Available heights	23.5 to 31.5 mm
Thickness of height regulation spacers	7.5 mm (4 points)
Temperature	Operating: 10 to 35 ˚C Storage (before unpacking): -20 to 60 ˚C (within 120 hours at 60 ˚C, within one month at 40 ˚C) Storage (after unpacking): -20 to 40 ˚C (within one month at 40 ˚C)
Humidity (without condensation)	Operating: 20 to 80% Storage (before unpacking): 5 to 85% Storage (after unpacking): 5 to 85%
Operating temperature/humidity	
External dimensions (when stored)	(W) 985 x (D) 1425 x (H) 490 mm
Weight	Approx. 85 Kg (when supplied platen is installed, not including ink cartridges)

* Use a shielded twisted pair cable (category 5 or better).

Important:

Use this printer at altitudes below 2000 m.

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

Ink Specifications	
Type	Dedicated ink cartridges
Pigment ink	White ink mode: Cyan, Magenta, Yellow, Black, White Color ink/High-speed color mode: Cyan, Magenta, Yellow, Black
Expiry date	See the date printed on the package (at normal temperature)
Print quality guarantee expiry	1 year (after installed in printer)
Temperature	Operating: 10 to 35 ˚C In storage (in package) and after installation in printer: -20 to 40 ˚C (within 4 days at -20 ˚C, a month at 40 ˚C) Transporting (in package): -20 to 60 ˚C (within 4 days at -20 ˚C, a month at 40 ˚C, 72 hours at 60 ˚C)
Cartridge dimensions	600 ml: (W) 40 x (D) 305 x (H) 110 mm 250 ml: (W) 40 x (D) 200 x (H) 110 mm

> ***Important:***
> *Do not refill the ink.*

Cleaning cartridge specifications	
Expiry date	See the date printed on the package (at normal temperature)
Temperature	Operating: 10 to 35 ˚C In storage (in package) and after installation in printer: -20 to 40 ˚C (within 4 days at -20 ˚C, a month at 40 ˚C) Transporting (in package): -20 to 60 ˚C (within 4 days at -20 ˚C, a month at 40 ˚C, 72 hours at 60 ˚C)

Cleaning cartridge specifications	
Capacity	700 ml
Cartridge dimensions	(W) 40 x (D) 305 x (H) 110 mm

Pre-treatment liquid specifications	
Expiry date	See the date printed on the package and the cartridge (at normal temperature)
Temperature	Operating: 10 to 35 ˚C In storage (in package): -20 to 40 ˚C (within 4 days at -20 ˚C, a month at 40 ˚C) Transporting (in package): -20 to 60 ˚C (within 4 days at -20 ˚C, a month at 40 ˚C, 72 hours at 60 ˚C)
Capacity	20 L
Dimensions	(W) 300 x (D) 300 x (H) 300 mm

Ink cleaner specifications	
Expiry date	See the date printed on the package (at normal temperature)
Temperature	Operating: 10 to 35 ˚C In storage (in package): -20 to 40 ˚C (within 4 days at -20 ˚C, a month at 40 ˚C) Transporting (in package): -20 to 60 ˚C (within 4 days at -20 ˚C, a month at 40 ˚C, 72 hours at 60 ˚C)
Capacity	150 ml

Information of EU declaration of conformity

The full text of the EU declaration of conformity of this equipment is available at the following internet address.

http://www.epson.eu/conformity

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

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	02-32340699	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
03-4393119	03-4396589	5F., No.2, Nandong Rd., Pingzhen City, Taoyuan County 32455, Taiwan (R.O.C.)

Telephone number	Fax number	Address
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23011502	04-23011503	3F., No.30, Dahe Rd., West Dist., Taichung City 40341, Taiwan (R.O.C.)
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 advise on problems; they can often solve problems quickly and easily as well as give advise 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:

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

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.th)

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

Epson Hotline (Phone: (66)2685-9899)

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

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

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone): 84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.id)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

- ❏ Sales enquiries and product information
- ❏ Technical support

  Phone (62) 21-572 4350

  Fax (62) 21-572 4357

Epson Service Center

Jakarta
Mangga Dua Mall 3rd floor No 3A/B
Jl. Arteri Mangga Dua,
Jakarta

Phone/Fax: (62) 21-62301104

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

Phone/Fax: (62) 22-7303766

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

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

Yogyakarta
Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta

Phone: (62) 274-565478

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

Phone/Fax: (62) 61-4516173

Makassar
MTC Karebosi Lt. Ill Kav. P7-8
JI. Ahmad Yani No.49
Makassar

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

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
Pune	020-30286000 / 30286001 /30286002	020-30286000

Location	Telephone number	Fax number
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

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