EPSON®

Epson® SureColor® F2270 User's Guide

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SureColor F2270 User's Guide

Welcome to the SureColor F2270 *User's Guide*.

For a printable PDF copy of this guide, click here.

Introduction to Your Printer

Refer to these sections to learn more about your printer and this manual.

Printer Features
Notations Used in the Documentation
Printer Part Locations

Printer Features

The Epson SureColor F2270 printer includes these special features:

High productivity

- High-speed printing using PrecisionCore printhead
- Available 800 ml large-capacity ink supply units (ink packs)

Reliability

- PrecisionCore MicroTFP printhead offers Precision Droplet Control
- Nozzle Verification Technology detects nozzle condition and adjusts print quality
- Built-in White ink circulation system to improve White ink performance and reduce maintenance
- Built-in automatic fabric wiper system automatically cleans the surface of the print head nozzles for consistent print quality

High Resolution

- UltraChrome DG2 pigment ink optimized for textile printing for smooth gradations and high color reproducibility
- High-density white printing using White ink and pre-treatment solution developed specially for Epson pigment ink textile printers

Easy-to-use setup and operation features

- Automatic garment thickness optimization
- User-friendly design allows you to perform all everyday operations from the front of the printer and check operating status through the transparent printer cover
- Large, easy-to-read, 4.3-inch, color LCD touchscreen
- PC-free, direct printing from a commercially available USB 2.0 memory device connected to the printer

- Easy-to-use Garment Creator 2 software

Optional Equipment and Replacement Parts

Parent topic: Introduction to Your Printer

Optional Equipment and Replacement Parts

U.S. and Canada:

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

In addition to the accessories listed below, 1-year, 2-year, and 4-year extended service plans are available.

Latin America:

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit latin.epson.com or call your nearest Epson sales office.

Note: Availability of accessories varies by country.

Option or part	Part number
Cleaning ink pack (800 ml)	T54R900
Cotton pre-treatment solution (20 liter)	C13T43R100
Polyester pre-treatment solution (18 liter)	C13T43R200
Funnel	C12C936561
Funnel filter	C13S210216
Printer maintenance kit	C13T736200
Print head cleaning kit	C13S400216
Waste ink bottle	T724000
Large garment platen (16 × 20 inches [40.6 × 50.8 cm])	C12C933921
Medium garment platen (14 × 16 inches [35.5 × 40.6 cm])	C12C933931
Medium-grooved garment platen (14 × 16 inches [35.5 × 40.6 cm])	C12C938991
Small garment platen (10 × 12 inches [25.4 × 30.5 cm])	C12C933941

Option or part	Part number
Extra small garment platen (7 × 8 inches [17.8 × 20.3 cm])	C12C938971
Large hanger platen	C12C938911
Medium hanger platen	C12C938931
Small hanger platen	C12C938951
Sleeve platen (4 × 4 inches [10.2 × 10.2 cm])	C12C939011
Large platen grip pad	C13S210075
Medium platen grip pad	C13S210076
Small platen grip pad	C13S210077
Large hanger platen grip pad	C13S210118
Medium hanger platen grip pad	C13S210119
Small hanger platen grip pad	C13S210120
Grip pad tool	C12C934151
Pre-treatment roller set	C12C891201
Replacement rollers (3)	C12C891211
Hard roller	C12C891221
UltraChrome DG2 ink pack - Black (800 ml)	T54K120
UltraChrome DG2 ink pack - Cyan (800 ml)	T54K220
UltraChrome DG2 ink pack - Magenta (800 ml)	T54K320
UltraChrome DG2 ink pack - Yellow (800 ml)	T54K420
UltraChrome DG2 ink pack - White (800 ml)	T54KA20
Maintenance Liquid pack (800 ml)	T54KB20

Parent topic: Printer Features

Notations Used in the Documentation

Follow the guidelines in these notations as you read your documentation:

- **Warnings** must be followed carefully to avoid bodily injury.

- **Cautions** must be observed to avoid damage to your equipment.
- **Notes** contain important information about your printer.
- **Tips** contain additional printing information.

Parent topic: Introduction to Your Printer

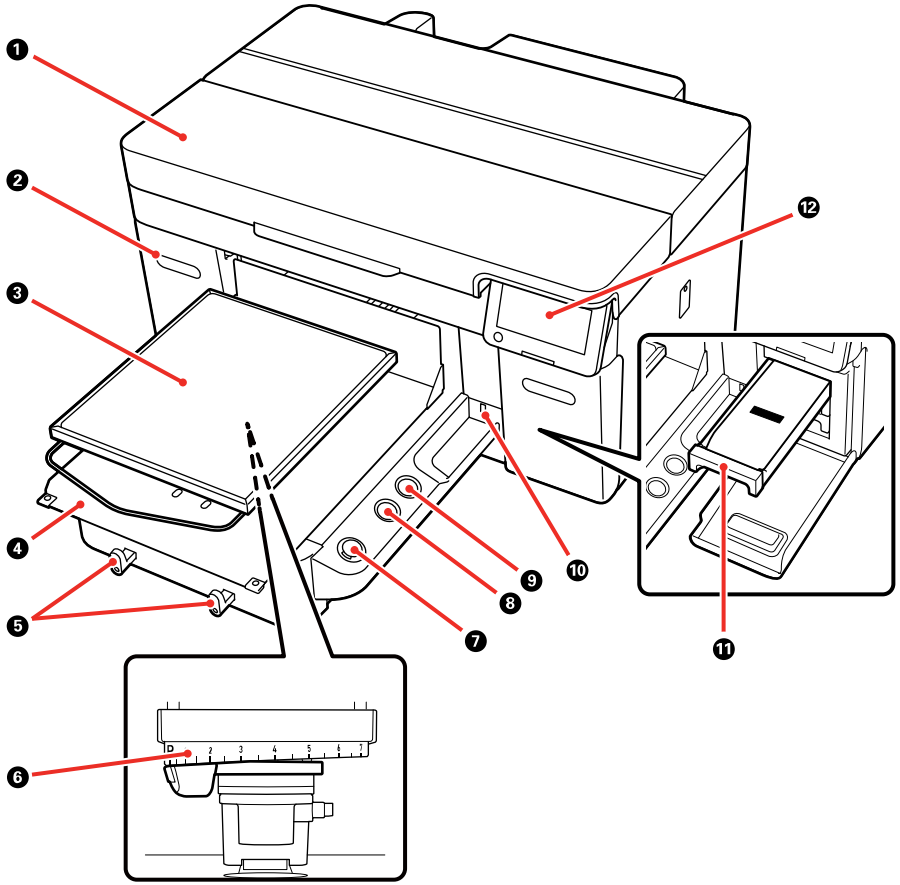
Printer Part Locations

Check the printer part illustrations to learn about the parts on your printer.

Printer Parts - Front/Top
Printer Parts - Inside
Printer Parts - Back
Control Panel

Parent topic: Introduction to Your Printer

Printer Parts - Front/Top



1 Printer cover
2 Ink covers (left and right)
3 Platen
4 Moveable base
5 Hooks (to hang platen frame)
6 Platen gap lever

7 ◇ start button

8 ❚❚ pause button

9 moveable base button

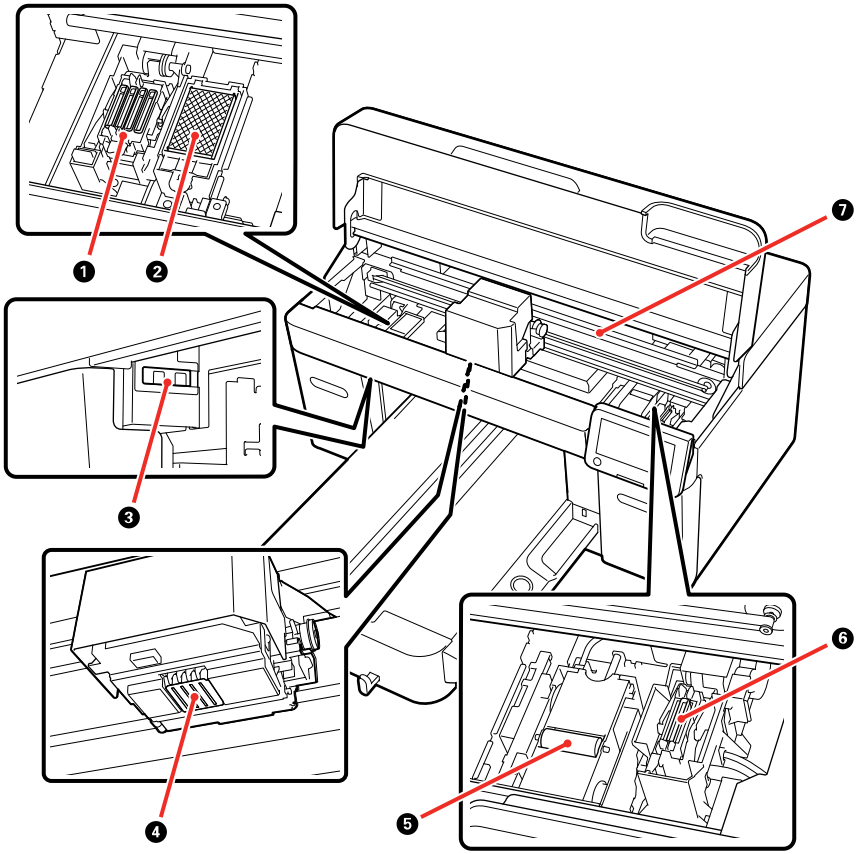
10 External USB port

11 Ink tray

12 Control panel

Parent topic: Printer Part Locations

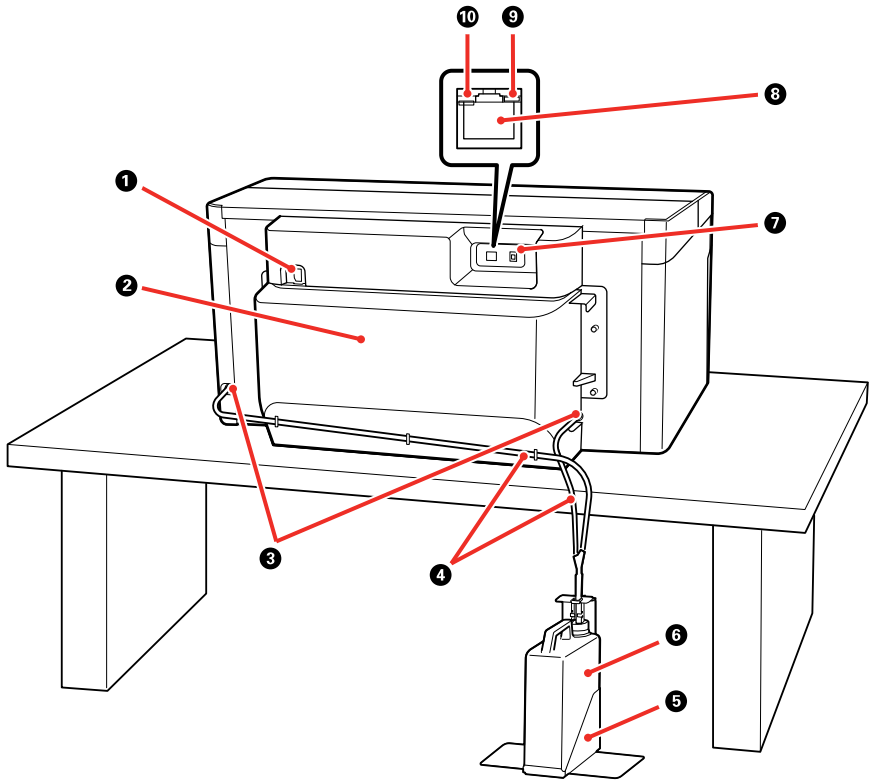
Printer Parts - Inside



1 Capping station
2 Flushing pad
3 Sensor covers (left and right)
4 Print head
5 Wiper unit
6 Suction cap
7 Encoder strip (carriage scale)

Parent topic: Printer Part Locations

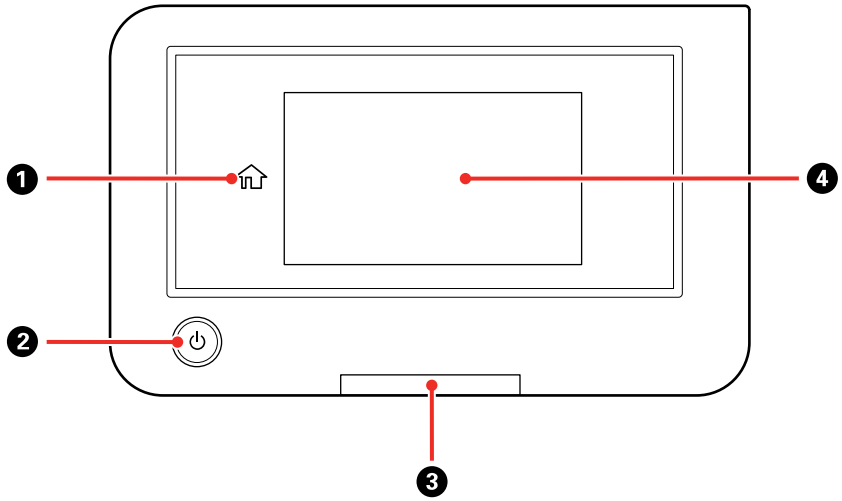
Printer Parts - Back



1 AC inlet
2 Rear cover
3 Waste ink outlets
4 Waste ink tubes
5 Waste ink bottle holder
6 Waste ink bottle
7 **USB** port
8 **LAN** (Ethernet) port
9 Data light
10 Status light

Parent topic: Printer Part Locations

Control Panel



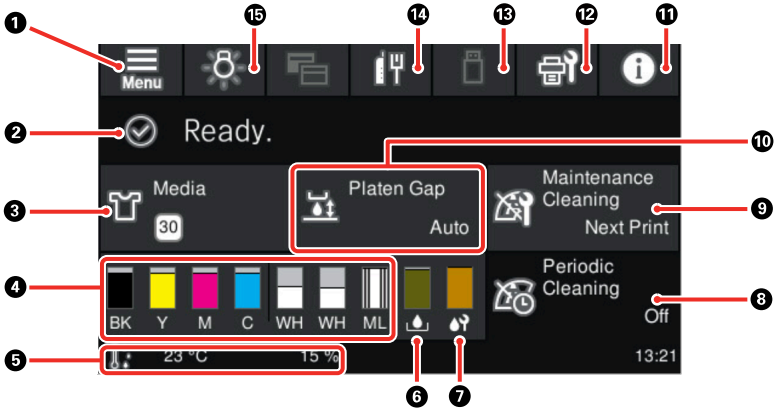
1 ⌂ home icon
2 ⏻ power button

3 Error alert light; check the control panel for error details when lit

4 LCD touchscreen

LCD Screen

Note: When a print job has been sent to the printer, you can select the screen switching icon to toggle between the job preview screen and the Home screen.



1 Access menu items

2 Displays the printer's status, error messages, and other information

3 Displays the current media setting

4 Displays the amount of ink remaining

The abbreviation below each bar indicates the ink color.

BK: Black

Y: Yellow

M: Magenta

C: Cyan

WH: White

ML: Maintenance Liquid

When the ⚠ notification icon is displayed, the corresponding ink color is running low. Tap the display area to check the model number of the ink pack.

5 Footer (displays temperature, humidity, time, and available buttons)

6 Displays the amount of space remaining in the waste ink bottle

When the ⚠ notification icon is displayed, the bottle is almost full. Tap the display area to check the waste ink bottle model number.

7 Displays the status of the head cleaning set (wiper unit)

When the ⚠ notification icon is displayed, it is almost time to replace the head cleaning set. Tap the display area to check the head cleaning set model number.

8 **Periodic Cleaning** setting status

9 Time before next automatic cleaning

10 **Platen Gap** setting status

11 Printer status; select to see notifications

12 Displays the Maintenance menu

You can check and clean the print head nozzles, replace consumables, and clean parts.

13 USB memory device status

14 Network status icons

: No Ethernet connection

: Ethernet connection established

: Ethernet connection disabled

15 Turns the internal light on or off; turn on to check print in progress

Parent topic: Printer Part Locations

Printer Usage Guidelines

Follow the guidelines in these sections as you use your printer, consumables, and print media.

Using Your Printer
Storing Your Printer
Handling Ink and Cleaning Packs
Handling White Ink
Handling T-shirts (Media)
Handling Pre-treatment Solution
Precautions When Printing on Film

Using Your Printer

Follow these guidelines as you use your printer:

- Operate the printer only within the specified operating temperature and humidity range.
- Check to make sure you maintain the specified humidity range, especially in dry areas, air conditioned environments, or under direct sunlight.
- Do not install the printer next to heat sources or directly in the path of exhaust from a ventilator, air conditioner, or treatment machine. Failure to observe this precaution could result in the print head nozzles drying and clogging.
- Do not bend or pull the waste ink tubes; otherwise, ink may leak inside or outside the printer.
- If an error occurs and the printer is turned off without first resolving the error, the print head may not be capped on the right side, which may cause the print head to dry out. If an error occurs causing the printer to turn off, turn on the power until capping is performed automatically.
- When the printer is on, do not disconnect the power cable or cut the power at a power strip or circuit breaker. The print head may not be capped properly. If this occurs, turn on the power until capping is performed automatically.
- Do not remove ink supply units (ink packs) while the printer is operating or a malfunction may occur.
- Maintenance, such as cleaning and replacing consumables, must be performed according to usage frequency or at recommended intervals. Print quality declines if maintenance is not performed.
- 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.

Note: To keep the print head in the optimum operating condition, ink and cleaning liquid are also used in maintenance operations such as head cleaning in addition to printing.

Parent topic: Printer Usage Guidelines

Related references

Environmental Specifications

Related topics

Maintenance

Storing Your Printer

Follow these guidelines if you need to store your printer for a long period:

- If there are no white ink supply units loaded in the printer and the printer will not be used (and will be switched off) for an extended period, use an optional cleaning ink supply unit and perform long-term storage maintenance. Otherwise, it may be impossible to clear clogging in the print head. See the link below for more information.
- We recommend that you turn on the printer at least 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. Maintenance cleaning is automatically performed after the printer is turned on. Maintenance cleaning helps prevent clogging in the print head and maintains print quality. Do not turn the printer off until maintenance cleaning is complete.
- If you do not use the printer for a long time, make sure you perform a nozzle check before printing. If clogged nozzles are detected, clean the print head.
- 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 on the left side) 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 clogged nozzles. If the print head is not capped, turn the printer on, check that capping has been performed, and then turn the printer off.
- Close all the covers on the printer to prevent dust and debris from getting in. If the printer will be not be used for an extended period of time, protect it with an anti-static cloth or other cover. The print head nozzles can become clogged if dust gets on the print head, and you may not be able to print properly.

Parent topic: Printer Usage Guidelines

Related references

Handling Ink and Cleaning Packs

Handling White Ink

Related tasks

Performing a Nozzle Check

Storing the Printer

Related topics

Maintenance

Handling Ink and Cleaning Packs

Follow these guidelines as you handle the ink and cleaning packs:

- Extra ink is required to charge the print head nozzles the first time the printer is used. Be sure to have replacement ink packs ready.
- After the ink charging process has begun, do not open covers, press buttons, or do anything else to interrupt the process. If interrupted, the ink charging process will restart and the ink packs may no longer have enough ink to complete the initial charge.
- Store ink packs at room temperature and away from direct sunlight.
- To ensure print quality, use ink packs before the expiration date printed on the packaging or within 1 year of installing them.
- Allow ink and cleaning packs that have been stored at low temperatures for an extended period of time to return to room temperature over a period of four hours before use.
- Do not touch the IC chips on the ink packs.
- The IC chip on each ink pack stores information, such as ink levels, to allow the ink pack to be used after being removed and re-installed.
- Install ink packs into all the trays in the ink unit or the printer cannot print.
- Do not leave the printer without ink packs installed in all the trays, even when the printer is not in use. The ink in the printer may dry out.
- If you remove an ink pack before it is empty, wipe off any ink from the ink supply port using a wide cleaning stick from the maintenance kit. If ink dries on the supply port, the ink pack may leak when it is reinstalled. Also make sure that the supply port is free of dust when storing ink packs (the port does not need to be capped since there is a valve inside).

- Removed ink packs may have ink around the ink supply port, so be careful not to stain any surfaces with ink.
- Do not dismantle or remodel ink packs. You may not be able to print properly.
- Do not drop ink packs or subject them to impacts. It may cause ink to leak.
- Periodically remove and thoroughly shake ink supply units that are loaded in the printer. Shake color ink packs once a month and shake white ink packs once every 24 hours. You do not need to shake the Cleaning Liquid or Maintenance Liquid packs.

Note: To maintain the quality of the print head, the printer stops printing before ink packs are completely expended. The ink packs may contain recycled materials; this does not affect printer functions or performance.

Parent topic: Printer Usage Guidelines

Related references

Handling White Ink

Related topics

Shaking and Replacing Ink Packs

Handling White Ink

Follow these guidelines as you handle the white ink packs:

- White ink particles may settle in the ink system, which must be maintained. Do not print without maintaining the White ink system; print quality may decline or the printer may not work properly.
- Remove the White ink packs at the start of every working day or every 24 hours, and shake them well before reinstalling them.
- When storing ink packs, lay them down flat and keep them level. If you store ink packs standing upright, shaking the ink packs may not sufficiently clear the sedimentation.
- If white ink packs are loaded in the printer and the printer will not be used for more than two weeks, use an optional cleaning ink pack and perform long-term storage maintenance. Otherwise, it may be impossible to clear clogging in the print head. See the link below for more information.

  Note: White ink is consumed during maintenance even when printing only with color ink.

Parent topic: Printer Usage Guidelines

Related tasks

Changing the Printer Mode

Storing the Printer

Related topics

Shaking and Replacing Ink Packs

Handling T-shirts (Media)

Follow these guidelines as you handle and store printed T-shirts:

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

Parent topic: Printer Usage Guidelines

Related topics

Pre-treating a T-shirt

Handling Pre-treatment Solution

Follow these guidelines as you handle and store pre-treatment solution:

- We recommend that the pre-treatment solution be stored at room temperature, out of direct sunlight, and used before the expiration date printed on the packaging.
- Stir the polyester pre-treatment solution before opening. If you use it without stirring, the effect of pre-treatment may not be sufficient. You do not need to stir it after opening.
- If white coagulation occurs during storage of the cotton pre-treatment solution, filter it to remove the coagulation before use. If you do not filter out the coagulation before using the pre-treatment solution, the print results will be uneven.

Parent topic: Printer Usage Guidelines

Related tasks

Agitating the Polyester Pre-treatment Solution

Filtering the Cotton Pre-treatment Solution

Precautions When Printing on Film

Observe these precautions when printing on Digital-Transfer-Film:

- Select White ink mode as the Printer Mode. The powder will not stick to the film unless White ink is used when printing. Change the setting if you are using the printer in Color ink mode. Printers used in High speed color mode cannot print on film because White ink is not available.
- Do not apply pre-treatment solution to the media. White ink is used in film printing but does not require pre-treatment.
- Use a platen that is larger than the film. If you use a platen that is smaller than the film, the overhanging parts could be pushed up and the job will not be printed correctly. Also, the edges of the film may strike against the print head and be damaged.
- Do not allow powder to enter the printer. Do not apply powder near the printer. If powder gets inside the printer, it may cause the printer to malfunction.
- Make sure you check the precautions in the instructions provided with the film and powder in advance.

Parent topic: Printer Usage Guidelines

Basic Printing

Refer to these sections to learn how to perform basic print functions.

Overview of the Printing Process
Required Equipment (Printing on T-shirts)
Required Equipment (Printing on Film)
Pre-treating a T-shirt
Creating Your Design
Preparing Your Printer
Loading a T-shirt
Loading Film on the Platen
Starting a Print Job
Cancelling a Print Job
Finishing a T-shirt
Performing Post-processing for Film

Overview of the Printing Process

This section explains the basic workflow for using your product to print on T-shirts or Digital-Transfer-Film.

Printing on a T-shirt

1. **Preparing the Required Equipment**

   Prepare the equipment you need for printing.

2. **Preparing the Printer**

   Turn on the printer and make sure it is functioning properly.

3. **Creating and Sending Your Garment Design**

   Create the data you want to print and use the Garment Creator 2 software to send it to the printer.

4. **Pre-treating the T-shirt**

   When printing on polyester or with White ink on cotton media, apply pre-treatment solution to the T-shirt before printing and make sure the pre-treatment solution is completely dry before printing. If the T-shirt is creased, use a heat press to smooth it.

5. **Determine the Platen Height**

Set the platen height for your media and operating conditions.

6. **Loading the T-shirt (Media)**

   Load the T-shirt onto the platen or grip pad.

7. **Printing**

   Check that the ◈ start light is on before you start printing.

8. **Removing the T-shirt**

   Remove the T-shirt from the platen or grip pad.

9. **Post-treating the T-shirt**

   Fix the ink to the T-shirt.

Printing on Digital-Transfer-Film

1. **Preparing the Printer**

   Turn on the printer and make sure it is functioning properly.

2. **Creating and Sending Your Design**

   Create the data you want to print and use the Garment Creator 2 software to send it to the printer.

3. **Loading the Film**

   Load the film onto the platen or grip pad.

4. **Printing**

   Check that the ◈ start light is on before you start printing.

5. **Removing the Film**

   Remove the film from the platen or grip pad.

6. **Post-processing the Film**

   Perform post-processing for the printed film and media to complete the printed product.

   Note: The steps for post-processing can vary depending on the specific parts and devices you are using with your product. Make sure you check the instructions provided with the film and powder you are using, and consult your dealer and supplier for more information.

Parent topic: Basic Printing

Related references

Required Equipment (Printing on T-shirts)

Required Equipment (Printing on Film)

Related tasks

Preparing Your Printer
Starting a Print Job
Removing a Printed T-shirt
Loading Film on the Platen
Performing Post-processing for Film

Related topics

Pre-treating a T-shirt
Loading a T-shirt
Determining the Height of the Platen
Creating Your Design
Finishing a T-shirt

Required Equipment (Printing on T-shirts)

To print on a T-shirt using this printer, you need the equipment listed here, depending on your print project.

Platen (provided with the printer or optional item)
The printer comes with an M size hanger platen. There are five other types of platens available in different sizes.

Heat press (commercially available)
A heat press is required before you can print on a T-shirt. A heat press is used to remove creases from T-shirts, pressing down standing fibers on T-shirts before printing to help prevent nozzle clogs, and to fix the pre-treatment solution and ink. Your heat press needs to be larger than your platen and able to sustain a temperature of 338 °F (170 °C) or more for 90 seconds. Check the accuracy of your heat press temperature with a probe; temperatures exceeding 356 °F may result in dull colors. For best results, use a heat press with a piece of parchment (silicone) paper or a Teflon (fluoro-resin) sheet at low pressure to allow the steam to escape.

Heat tunnel (commercially available)
A heat tunnel is used to fix the ink after printing. A heat tunnel is not necessary if you have a heat press.

Grip pad tool (included with printer)
The grip pad tool is used to remove slack and creases when loading a T-shirt on a platen with a grip pad.

Heat-resistant release sheet (commercially available)

A heat-resistant release sheet is placed over the T-shirt to prevent any pre-treatment solution or ink from sticking to the heat press. You can use parchment (silicone) paper, Teflon (fluoro-resin) sheets, or other types of heat-resistant material. Parchment (silicone) sheets tend to produce a matte effect and fluoro-resin sheets tend to produce a glossy effect. You can also use the sheet with the grip pad tool to load T-shirts on a platen covered with a grip pad.

Heat-resistant fabric (commercially available)

Use heat-resistant fabric to fix ink to uneven areas near seams, such as around sleeves. For best results, use the same type of fabric as the T-shirt.

T-shirts (commercially available)

For best results, use a T-shirt that is 100% cotton with thick and tightly-woven (ringspun) material, or a T-shirt that is 100% polyester. Printing on materials with high polyester content will result in more subdued colors. Since the print quality cannot always be guaranteed for some types of fabric, perform a test print first.

Pre-treatment solution (available from Epson)

Pre-treatment solution is necessary for printing White ink on cotton T-shirts, or when printing on polyester T-shirts. There are two pre-treatment solutions: one for cotton shirts with a blend ratio of 50 to 100%, and another for polyester shirts with a blend ratio of 50 to 100%. If the correct pre-treatment solution is not applied to the T-shirt, colors may not adhere to the T-shirt or develop properly. For shirts that are a 50/50 blend of cotton and polyester, either pre-treatment solution can be used, but there may be differences in the results. Perform a test print to determine which pre-treatment solution best suits your needs. For best results, use a paint roller or sprayer to apply pre-treatment solution to the T-shirt.

Note: Using non-Epson pre-treatment solution may yield poor color, image quality, or washability.

Note: The cotton pre-treatment solution must be diluted with distilled water at a minimum 1:1 ratio. The amount of water added can vary depending on the ink used and the device for fixing ink. The polyester pre-treatment solution can be used diluted or undiluted, depending on the type of ink used.

Pre-treatment roller set (optional item or commercially available)

A paint roller can be used to apply the pre-treatment solution to the T-shirt, and makes it easier to apply the solution to uneven areas such as pockets. The tray is used to allow the pre-treatment solution to soak into the roller. Choose a paint roller made of short polyester fiber with excellent liquid absorption and release, and one whose handle is made of rust-resistant aluminum. Use a tray to allow the pre-treatment solution to soak into the roller. When using a paint roller, make sure to apply the pre-treatment solution evenly, or the white print quality may not be as bright or printed colors may appear distorted. The optional pre-treatment roller set includes the roller, handle (roller grip), and a tray. If you don't have the optional set, use a different paint roller for each color.

Distilled water (commercially available)
Distilled or purified water is used to dilute the pre-treatment solution and to clean sensor covers.

Pre-treatment machine (commercially available)
A pre-treatment machine is used to spray the pre-treatment solution onto the T-shirt. Using a pre-treatment machine is quicker and easier than using a paint roller; however, more of the pre-treatment solution may be used because of overspray. For best results, we recommend an electric sprayer that allows you to spray a fine mist. Check in advance if the solution can be applied properly according to the pre-treatment solution and pre-treatment conditions.

Sticky tape or lint roller (commercially available)
Use sticky tape or a lint roller to remove lint from the print surface of the T-shirt. Take care not to pull fibers up from the T-shirt.

Hard roller (optional item or commercially available)
Use a hard roller to press the fibers flat on the print surface of the T-shirt before printing. Make sure that you prepare a separate hard roller from the pre-treatment solution roller.

Parent topic: Basic Printing

Related references

Optional Equipment and Replacement Parts

Related topics

Pre-treating a T-shirt

Required Equipment (Printing on Film)

To print on a sheet of Digital-Transfer-Film using this printer, we recommend the equipment listed here, depending on your print project.

Note: The equipment you need can vary depending on the specific parts and devices you are using and the media you are transferring onto. Make sure you check the instructions provided with the film and powder you are using, and consult your dealer and supplier for more information.

Platen (provided with the printer or optional item)
The printer comes with an M size hanger platen. Do not use a sleeve platen or a medium-grooved platen.

Heat press (commercially available)
A heat press is used in post-processing to heat the film, transfer the image, and fix ink to the media.

Digital-Transfer-Film and powder (commercially available)
Make sure you check the instructions for the film and powder you are using.

Heat-resistant release sheet (commercially available)
A heat-resistant release sheet is placed over the film or media to prevent any ink from sticking to the heat press. You can use parchment (silicone) paper, Teflon (fluoro-resin) sheets, or other types of heat-resistant material. Parchment (silicone) sheets tend to produce a matte effect and fluoro-resin sheets tend to produce a glossy effect.

Opaque adhesive tape (commercially available)
Use tape to secure the film to the platen.

Note: Using transparent tape may cause head striking.

A tray larger than the film (commercially available)
Place the film in the tray when applying powder.

Sieve/powder shaker (commercially available)
Use to evenly apply powder to the printed film and help avoid lumps.

Mask and protective eyewear (commercially available)
Use to help prevent powder from getting into your eyes and mouth.

Parent topic: Basic Printing

Pre-treating a T-shirt

If you are printing with White ink on a cotton T-shirt, or printing on a polyester T-shirt, pre-treatment solution must be applied to the T-shirt.

Follow the instructions in these sections to prepare your T-shirt for printing.

Note: When printing with color ink on a cotton T-shirt, we recommend that you do not perform pre-treatment as printed fabric can become too delicate for washing and rubbing.

Pre-treatment Solution Safety Precautions
Preparing the Pre-treatment Solution
Agitating the Polyester Pre-treatment Solution
Filtering the Cotton Pre-treatment Solution
Diluting the Pre-treatment Solution
Pre-treating a T-shirt with a Roller
Pre-treating a T-shirt with a Pre-treatment Machine
Fixing the Pre-treatment Solution (Heat Press)

Parent topic: Basic Printing

Pre-treatment Solution Safety Precautions

Observe these precautions when applying the pre-treatment solution:

- Make sure you are in a well-ventilated area when applying pre-treatment solution.
- Only prepare as much solution as necessary for the current job. If you prepare more than required, the extra solution may harden.
- Always wear protective eyewear, gloves, and a mask when applying the pre-treatment solution. If pre-treatment solution comes in contact with your skin or enters your eyes or mouth, take the following actions:
  - If you get pre-treatment solution on your skin, immediately wash it off using plenty of soap and water. Consult a physician if your skin is irritated or discolored.
  - If pre-treatment solution gets in 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 pre-treatment solution gets in your mouth, consult a physician immediately. If swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, solution may get caught in the trachea which can be dangerous.
- Store the pre-treatment solution out of the reach of children.
- After working with the pre-treatment solution, wash your hands thoroughly and gargle.
- Store the pre-treatment solution at room temperature and away from direct sunlight.
- Do not store the pre-treatment solution in high or freezing temperatures.
- If pre-treatment solution gets stuck to the print head, it could cause the printer to malfunction and print quality to decline. Make sure that solution does not stick to the inside of the printer by accident when performing maintenance.
- Do not put waste pre-treatment solution in the waste ink bottle as it will solidify if mixed with waste ink.

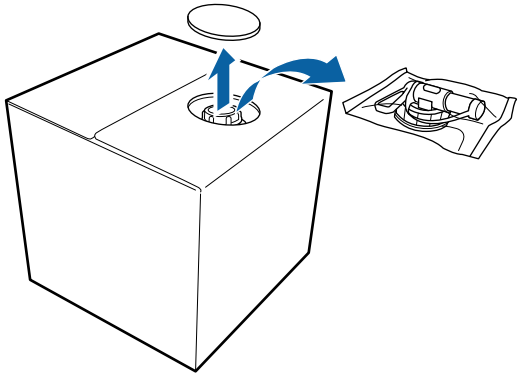
Caution: Pre-treatment solution is classified as industrial waste and must be disposed of by an industrial waste disposal company according to local laws and regulations. When handing over the pre-treatment solution to an industrial waste disposal company, make sure you include these safety precautions.

Parent topic: Pre-treating a T-shirt

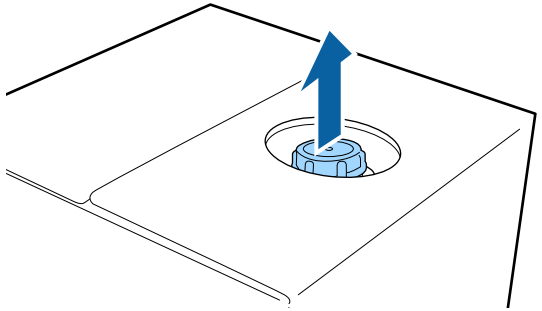
Preparing the Pre-treatment Solution

Prepare the pre-treatment solution for application to the T-shirts.

1. To attach the tap, cut the cardboard along the perforations and remove the tap from inside the cardboard box.

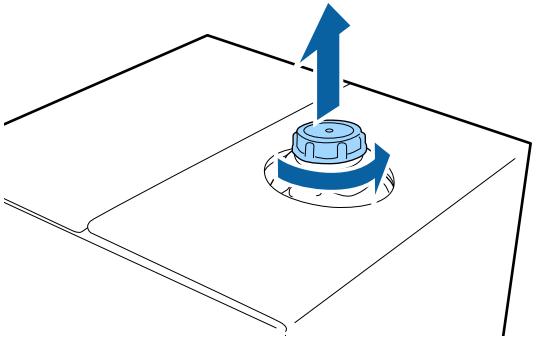


2. Pull the cap section out of the hole in the cardboard.

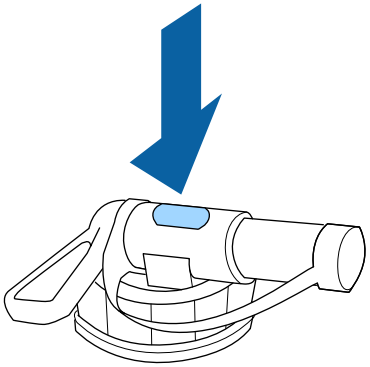


Note: Make sure you pull the cap section out of the hole in the cardboard. If the cap is opened without being pulled out, the pre-treatment solution may spill out.

3. Remove the cap.

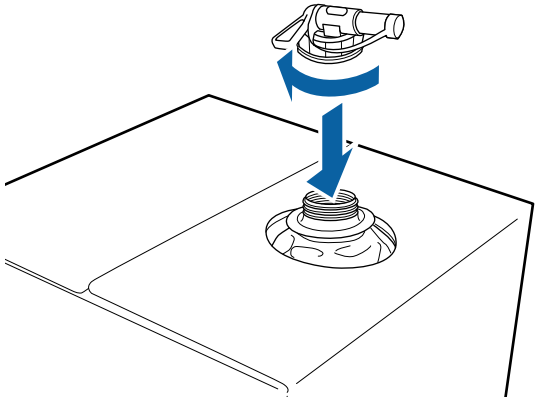


4. Remove the tap from the bag and turn the tap's handle section until the hole is visible as shown.

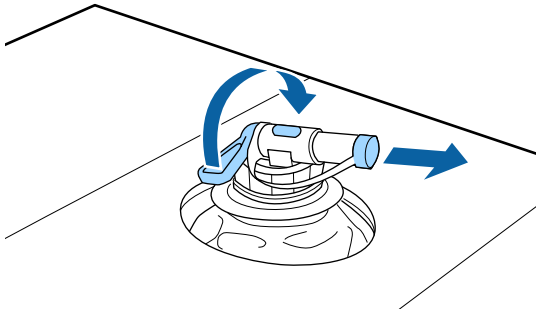


Note: If you cannot see the hole or if the tap is damaged, contact Epson.

5. Attach the tap.



6. Remove the cap from the end of the tap and turn the lever until the hole is facing down.



7. To pour the solution, tilt the cardboard box and pour the pre-treatment solution into the desired container.

   Note: Do not pour pre-treatment solution into the waste ink bottle as it solidifies when mixed with waste ink.

8. When you have finished pouring the solution, put the cap back on the end of the tap.
9. Store the cardboard box with the tap side facing up.

Parent topic: Pre-treating a T-shirt

Related references

Where to Get Help (U.S. and Canada)

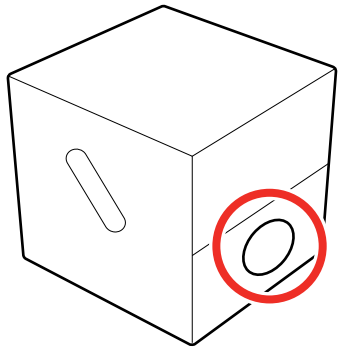
Where to Get Help (Latin America)

Agitating the Polyester Pre-treatment Solution

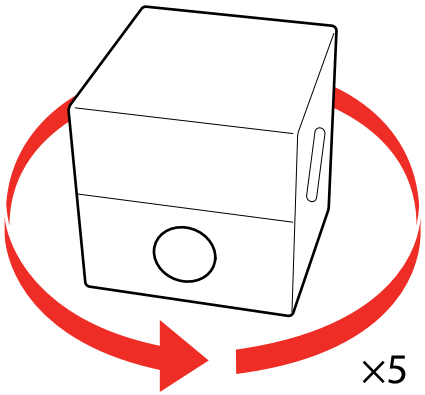
Follow these steps to stir the polyester pre-treatment solution before opening. If you use it without stirring, the effects of pre-treatment may not be sufficient.

Note: You do not need to stir the polyester pre-treatment solution after opening.

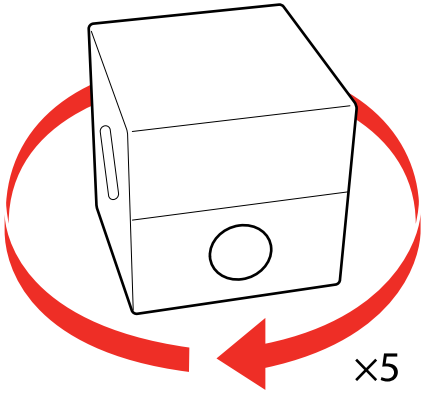
1. Place the container on a flat surface with the section where the top comes out on the side.



2. Turn the container to the right five times. Turn the container at a speed of about one turn every two seconds.

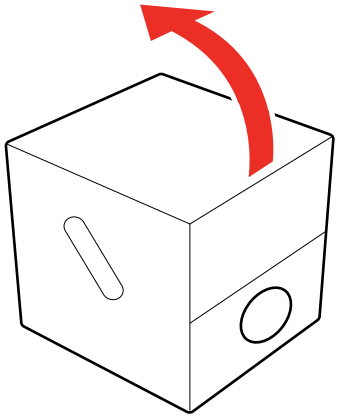


3. Turn the container to the left five times, and at the same speed.



4. Turn the container back to the right five times, and at the same speed.

5. Turn the box up so that the section where the top comes out is at the top.



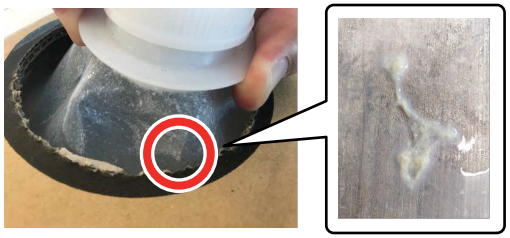
Parent topic: Pre-treating a T-shirt

Related references

Handling Pre-treatment Solution

Filtering the Cotton Pre-treatment Solution

Coagulation may develop in the cotton pre-treatment solution during storage and can cause uneven print results if the solution is used. If you see coagulation, filter the pre-treatment solution before using it.



You need the following:

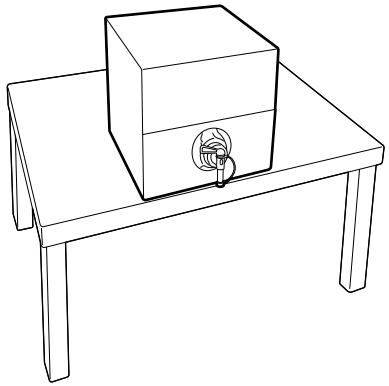
- A dedicated funnel (C12C936561)
- A funnel filter (C13S210126)

- A bottle for filtration with a capacity of at least one liter (a bottle with measurement markings is recommended)

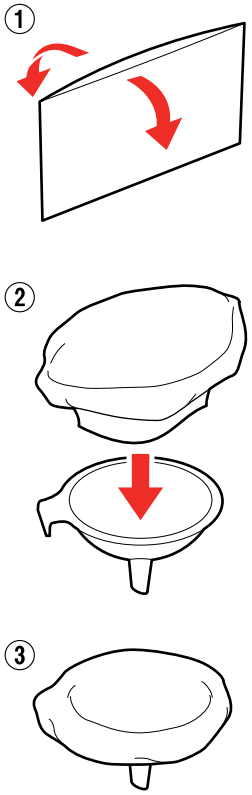
Note:

- Replace the filter with a new one after every liter of pre-treatment solution that is filtered
- Do not reuse filters even if they did not filter one liter of solution. Any pre-treatment solution on the filter could get mixed in and cause unevenness to occur.
- Use filtered pre-treatment solution within four days.
- Make sure you filter the solution within the operating temperature range of the pre-treatment solution.

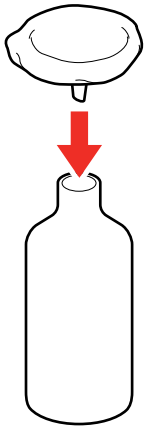
1. Place the pre-treatment solution container at the edge of a table with its spout pointing down.



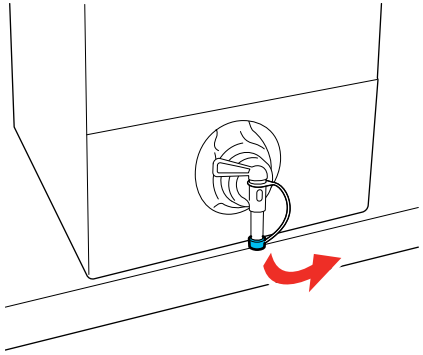
2. Open up a new filter and place it over the funnel as shown.



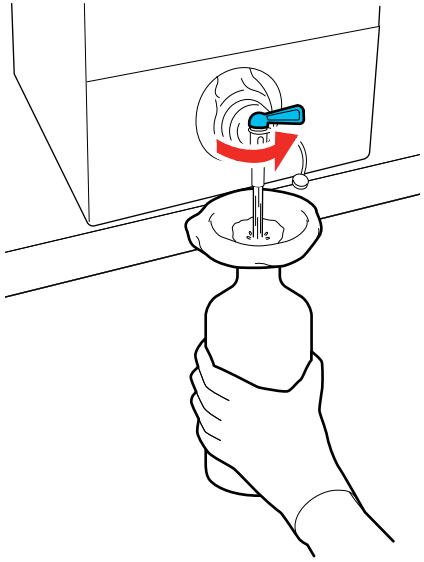
3. Insert the funnel into the mouth of the bottle.



4. Remove the cap from the spout of the pre-treatment solution.

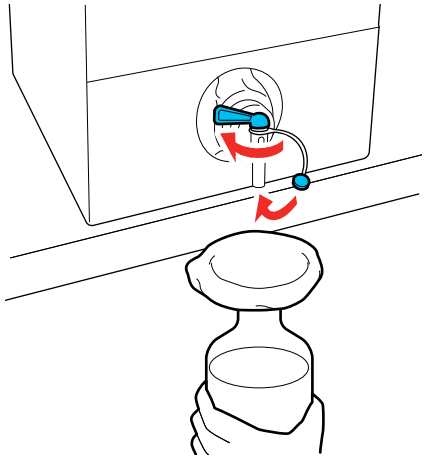


5. Open the lever and carefully pour one liter of the pre-treatment solution through the filter into the bottle.



Note: Be careful not to overfill the funnel and filter with the pre-treatment solution. If there is only a small amount left in the container, carefully tip the container forward to pour it out.

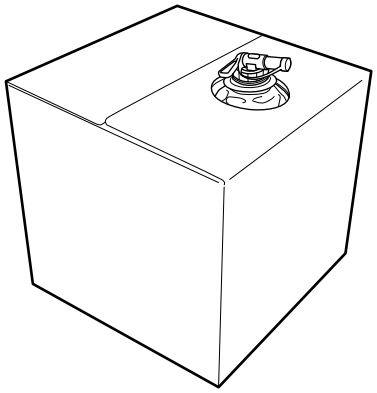
6. Once you have poured out a liter of solution, or the container is empty, close the lever and replace the spout cap.



7. Transfer the filtered pre-treatment solution to the intended container for use.

   If you want to filter more pre-treatment solution, replace the filter with a new one and repeat the steps.

8. Store the container of pre-treatment solution with the spout at the top as shown.



9. Rinse the used funnel and bottle with water and then wipe the funnel dry with a soft, dry cloth.

   Note: If you are using tap water to rinse the funnel and bottle, make sure you use distilled or pure water at the end. Some components in tap water can cause coagulation.

Parent topic: Pre-treating a T-shirt

Related references

Handling Pre-treatment Solution

Diluting the Pre-treatment Solution

If you are applying a pre-treatment solution to a T-shirt, you may need to dilute it with distilled or purified water. Dilution and the necessary dilution ratio depend on the pre-treatment solution, the ink used, and the device you are using to fix the ink.

Cotton pre-treatment

Caution: If you do not dilute the cotton pre-treatment solution, or it is not diluted enough, it leaves noticeable traces on the T-shirt or the printed surface cracks after washing. If the pre-treatment solution is too weak, White ink does not adhere to the fabric and standing fibers may not be adequately flattened, resulting in uneven print results.

When fixing ink with a heat press: Start with a 1:1 ratio of pre-treatment solution to water and test by increasing the water up to a ratio of 1:3. If the printing area is letter-size or smaller, start with a 1:2 ratio. If the printing area is larger than letter-size, start with a 1:3 ratio.

When fixing ink with a heat tunnel: Start with a 1:2 ratio of pre-treatment solution to water and test by increasing the water up to a ratio of 1:3.

Before applying pre-treatment solution to the entire T-shirt, test it on a non-visible area.

Polyester pre-treatment

When printing with White ink: Use the solution as-is without diluting.

When printing without White ink: Dilute the solution using a 1:6 ratio of pre-treatment solution to water.

Parent topic: Pre-treating a T-shirt

Related references

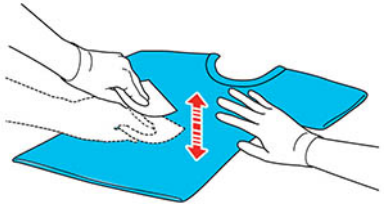
Fixing the Pre-treatment Solution (Heat Press)

Pre-treating a T-shirt with a Roller

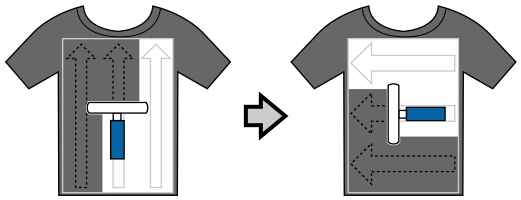
To prevent colored T-shirt fibers on the roller from sticking to other T-shirts, use a different roller for each color.

Note: Apply approximately 0.5 ounces (15 grams) of pre-treatment solution to printing areas of letter-/A4-size. Do not apply too much pre-treatment liquid; otherwise, the print quality may decline. Depending on the properties of the T-shirt material, traces of the pre-treatment solution may be visible after fixing the ink if the solution was applied using a roller. If this happens, try applying the pre-treatment solution with a machine instead.

1. Fill the tray with diluted pre-treatment solution and dip the roller in it.
2. Spread out the T-shirt on a flat surface.
3. Use sticky tape (or a lint roller) to remove lint from the area where you will apply the pre-treatment solution.



4. Squeeze the pre-treatment solution out of the roller by pressing it against the edge of the tray.
5. Apply the solution evenly in both directions as shown to an area larger than the target print area. It is important to finish in the shoulder-to-shoulder direction; this aligns the fabric fibers to the direction of the print head movement.



6. Fix the pre-treatment solution with a heat press and parchment (silicone) paper.

   Note: The T-shirt fibers must be pressed flat to produce even whiteness. Even if you use a heat tunnel to fix the ink, use a heat press with parchment (silicone) paper to fix the pre-treatment solution before printing.

Parent topic: Pre-treating a T-shirt

Related references

Fixing the Pre-treatment Solution (Heat Press)
Diluting the Pre-treatment Solution

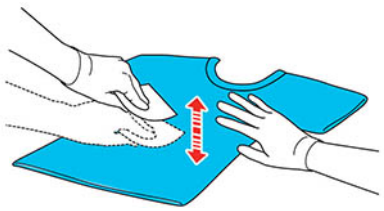
Pre-treating a T-shirt with a Pre-treatment Machine

Since pre-treatment machine models may vary in operation and controls, you should consult the pre-treatment machine documentation.

Warning: Depending on the type of sprayer used, the machine may create a mist when applying the pre-treatment solution. Wear a mask, protective eyewear, and gloves, and make sure the area is well ventilated. The solution mist could also enter the printer and cause a malfunction or damage the product. If necessary, install the pre-treatment machine in a location away from the printer.

Note: Apply approximately 0.5 ounces (15 grams) of pre-treatment solution to printing areas of letter-/A4-size. Do not apply too much pre-treatment liquid; otherwise, the print quality may decline.

1. Pour the diluted pre-treatment solution into the pre-treatment machine as directed by the manufacturer.
2. Spread out the T-shirt on a flat surface.
3. Use sticky tape (or a lint roller) to remove lint from the area where you will apply the pre-treatment solution.



4. Place the T-shirt on the pre-treatment machine platen.
5. Set the controls to adequately cover the desired printed area with pre-treatment solution. (On 1 to 100 dial controls, this may be 30 to 45.) We recommend applying the pre-treatment solution to an area larger than the target print area.

   Note: You can apply the solution evenly by running the roller over the treated area.

6. Fix the pre-treatment solution with a heat press with parchment (silicone) paper.

   Note: The T-shirt fibers must be pressed flat to produce even whiteness. If you use a heat tunnel to fix the ink, use a heat press for a short period of time at high pressure to flatten the T-shirt fibers before printing.

Parent topic: Pre-treating a T-shirt

Related references

Fixing the Pre-treatment Solution (Heat Press)
Diluting the Pre-treatment Solution

Fixing the Pre-treatment Solution (Heat Press)

If you are using a heat tunnel to fix the ink, you must use a heat press before printing to remove creases from the T-shirt and to fix the pre-treatment solution. Always place a heat-resistant release sheet, such as parchment (silicone) paper, between the T-shirt and the heat press.

Note: Do not wet the T-shirt or leave it in a humid location for a long time after fixing the pre-treatment solution, or White ink may absorb into the wet sections and cause poor print quality. If the T-shirt is left for an extended period of time in a humid location, press it for 5 to 10 seconds with parchment (silicone) paper just before printing.

The fixing conditions vary depending on the amount of pre-treatment solution used. The following guidelines are approximate.

Note: If the pre-treatment solution is not completely dry after the suggested amount of time, extend the duration while carefully checking if the pre-treatment solution is dry. Make sure the T-shirt is completely dry before loading it for printing; otherwise, the print quality may decline.

Fixing conditions for cotton pre-treatment solution

Application area size	Temperature	Time	Pressure
Letter/A4 and smaller	338 °F (170 °C)	45 seconds	6.1 Psi (4.2 N/cm^2)
Larger than letter/A4		45–90 seconds	

Fixing conditions for polyester pre-treatment solution

Application area size	Temperature	Time	Pressure
Letter/A4 and smaller	266 °F (130 °C)	60 seconds	4.4 Psi (3.0 N/cm^2)
Larger than letter/A4		60 seconds	

Note: Optimum conditions may vary depending on the type of heat press used; make sure to test in advance to determine the correct conditions for your heat press. If traces of the pre-treatment solution are visible, try washing the T-shirt in water. However, the effects depend on the T-shirt material.

Parent topic: Pre-treating a T-shirt

Creating Your Design

After creating the data, use the Garment Creator 2 software to transmit it to the printer.

U.S. and Canada: Visit your product's support website at epson.com/support (U.S.) or epson.ca/support (Canada) and select your product to download the Garment Creator 2 software and utilities.

Latin America: Visit your product's support website at latin.epson.com/support and select your product to download the Garment Creator 2 software and utilities.

Follow the guidelines in these sections when creating your design.

Data Creation and Transmission Guidelines
Printable Area for Each Platen

Parent topic: Basic Printing

Data Creation and Transmission Guidelines

When creating data and transmitting it to the printer using Garment Creator 2, follow these guidelines:

- For best results, select sRGB colors when creating data to be printed. sRGB colors are closer to the actual print results.
- You can print in these formats from Garment Creator 2: TIFF, JPEG, PNG, BMP.

- You can transmit data only when the printer is not printing.
- If you are printing on film, make sure to select **Film** as the job creation mode in Garment Creator 2.
- While the printer is receiving data, only these operations are possible:
  - Turning off the power
  - Moving the platen
  - Cancelling a print job

Note: When a USB memory device is connected to the printer, printing starts after saving the data to the USB memory device. This saves you from having to send data again when printing data repeatedly. If you continue to send data while a USB memory device is connected to the printer, the previous data is overwritten.

Parent topic: Creating Your Design

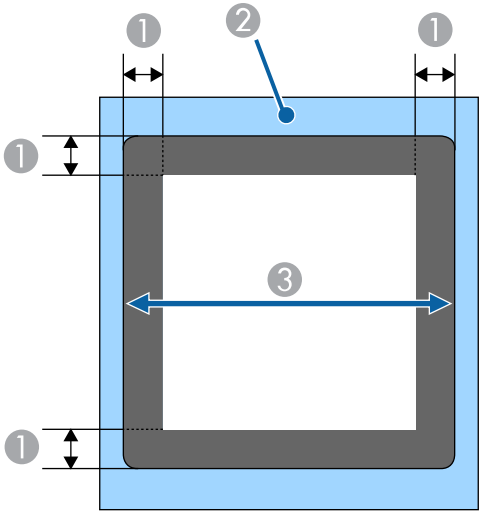
Printable Area for Each Platen

Each platen provides a different size of printable area. You do not need the platen frame when a grip pad is attached to the platen.

Platen size	Printable area
Large	16 × 20 inch (406 × 508 mm)
Medium/medium-grooved	14 × 16 inch (356 × 406 mm)
Small	10 × 12 inch (254 × 305 mm)
Extra small	7 × 8 inch (178 × 203 mm)
Sleeve	4 × 4 inch (102 × 102 mm)

Inside the platen frame, you cannot print on the areas shown in gray.

Sleeve platen

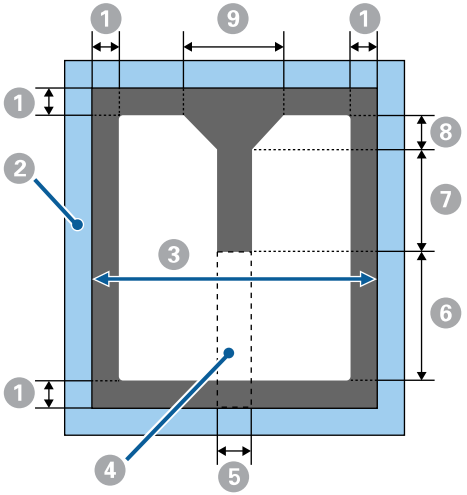


1 0.47 inch (12 mm) margins

2 Platen frame

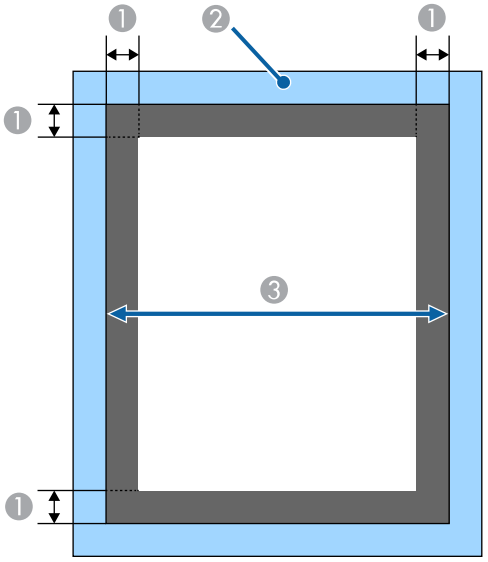
3 Printable area

Medium-grooved platen



1 0.24 inch (6 mm) margins
2 Platen frame
3 Printable area
4 Rectangle part (you cannot print on this area if this part is removed [for zippers])
5 2.60 inches (67 mm)
6 7.79 inches (198 mm)
7 6.65 inches (169 mm)
8 1.61 inches (41 mm)
9 6.33 inches (161 mm)

L, M (standard), S, and XS platens



1 0.24 inch (6 mm) margins

2 Platen frame

3 Printable area

Parent topic: Creating Your Design

Preparing Your Printer

Before transmitting print data from the Garment Creator 2 software, check the printer's status and make sure that the print head nozzles are not clogged.

Perform a nozzle check to check for clogged nozzles and run a cleaning if necessary.

Note: If you are printing on film, make sure that both spacers A and B are installed, the platen gap lever scale is set to position P, **Platen Gap** is set to **Auto**, and that the film is completely flat on the platen and secured with opaque adhesive tape.

Attaching the Grip Pad to the Platen

Removing the Grip Pad from the Platen
Attaching or Removing Spacers
Installing the Platen
Changing the Platen Height

Parent topic: Basic Printing

Related tasks
Performing a Nozzle Check

Attaching the Grip Pad to the Platen

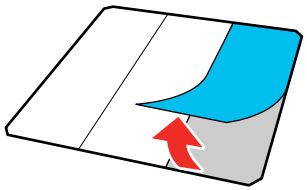
A grip pad prevents the T-shirt from moving around during printing and can reduce print misalignment. We recommend attaching a grip pad to the platen supplied with the printer. You do not need the platen frame when a grip pad is attached to the platen.

A medium-size grip pad is included for the medium-size hanger platen that comes with the printer. Other grip pad sizes are available for optional platens.

Note: Do not attach grip pads to extra small garment, sleeve, or medium-grooved garment platens.

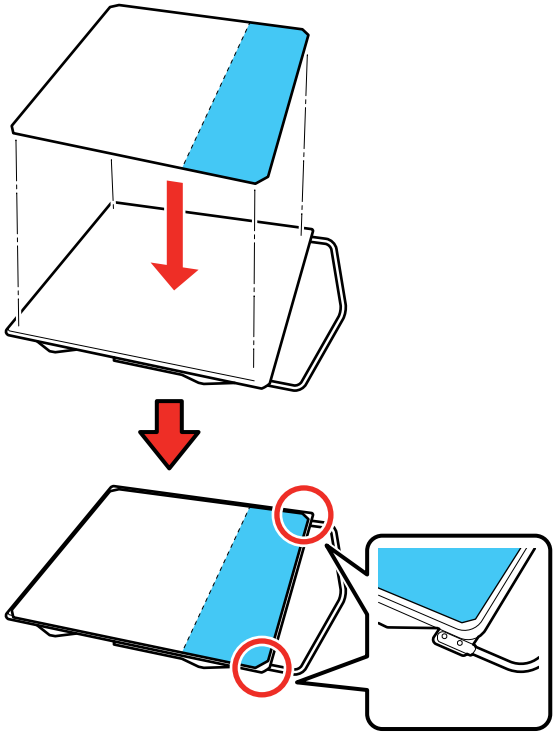
Caution: If using a grip pad to print on thin fabric with a polyester blend ratio of 50% or more, ink may bleed through to the grip pad.

1. Peel off one section on the back of the grip pad backing as shown.

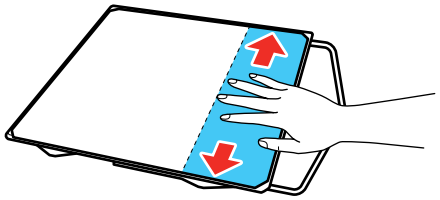


2. Place the platen on a flat surface, align the corners of the grip pad so that they are slightly inside the corners of the platen, and then set the adhesive side of the grip pad to the platen.

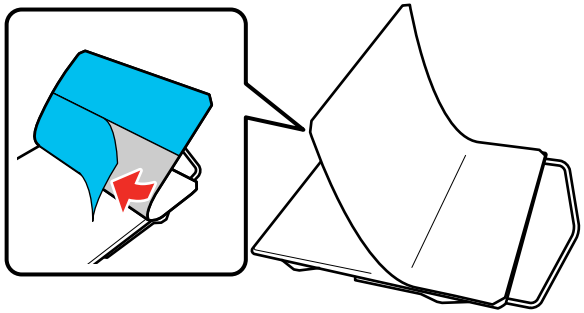
   Note: Do not allow the corners of the grip pad where the backing has not been removed to protrude past the edges of the other side of the platen.



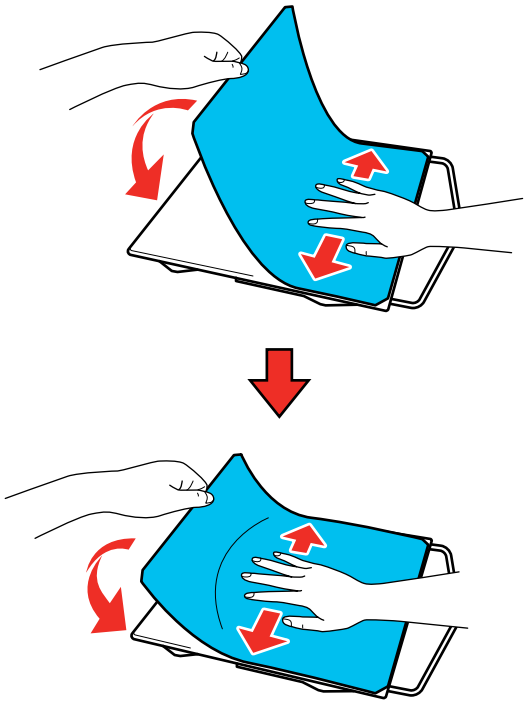
3. Gently press on the section of the grip pad where the backing was removed to adhere it to the platen.



4. Carefully lift the grip pad and peel off the other two sections of the grip pad backing.



5. Carefully adhere the rest of the grip pad to the platen and rub each section to adhere it.



Parent topic: Preparing Your Printer

Related references

Optional Equipment and Replacement Parts

Related tasks

Removing the Grip Pad from the Platen

Loading a T-shirt on the Grip Pad

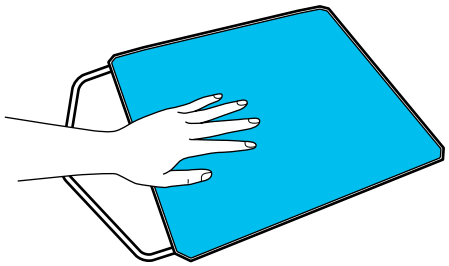
Removing the Grip Pad from the Platen

You can remove the grip pad from the platen.

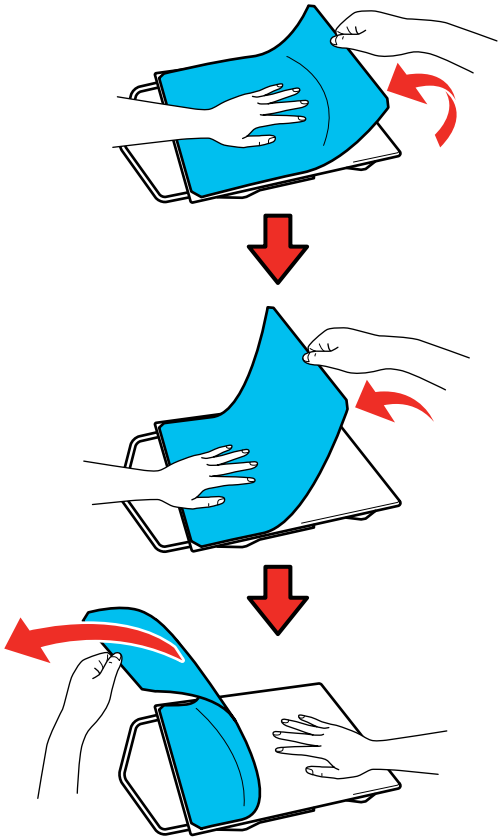
Grip pads that have been on the platen for a long time may be hard to peel off. You can use a commercially available spatula to assist in removal.

Caution: Do not apply hot air to soften the glue. You can damage the platen or other parts.

1. Place the platen on a flat surface and hold it down with one hand.



2. Using your other hand, peel off the grip pad.



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

Caution: Do not use solvents such as alcohol to remove the glue. You can damage, warp, or discolor the platen or other parts.

Parent topic: Preparing Your Printer

Related tasks

Attaching the Grip Pad to the Platen

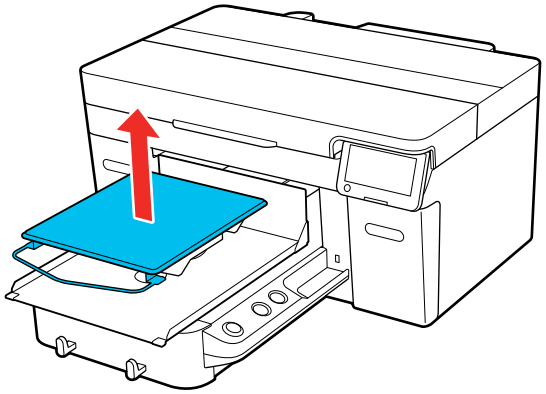
Attaching or Removing Spacers

You may need to attach or remove spacers, depending on the platen type and the fabric thickness.

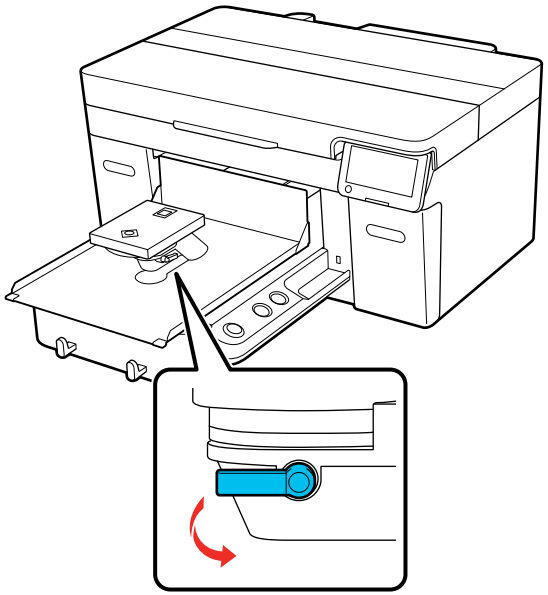
Note: If you are printing on film, make sure that both spacers A and B are attached.

1. If the platen is not in the forward position, press the ↧ moveable base button to move the platen forward.
2. Turn off the printer.
3. Remove the platen from the printer, if necessary. Hold the platen on the left and right side and then lift it straight up.

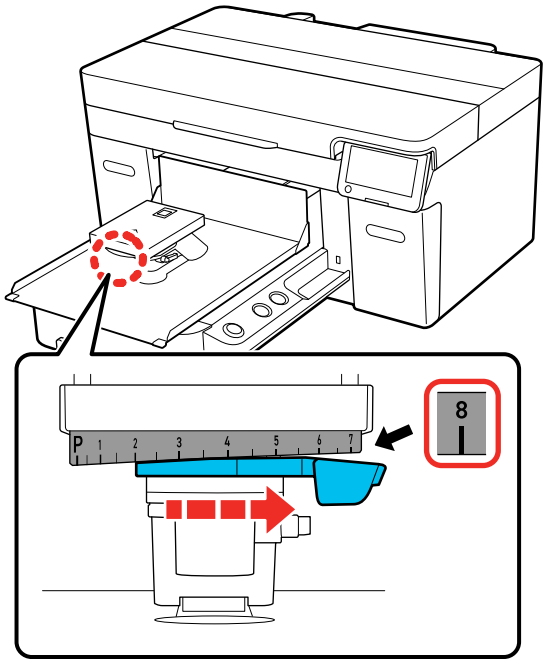
   Note: If the sleeve platen is installed, remove the fixing band before lifting the platen.



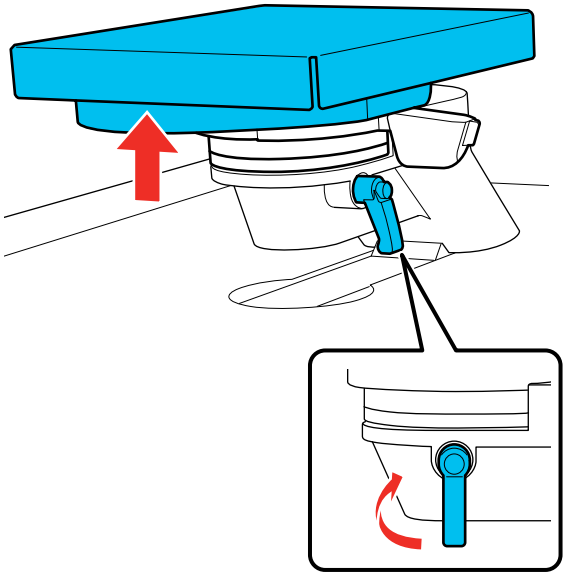
4. Rotate the fixing lever as shown to loosen it.



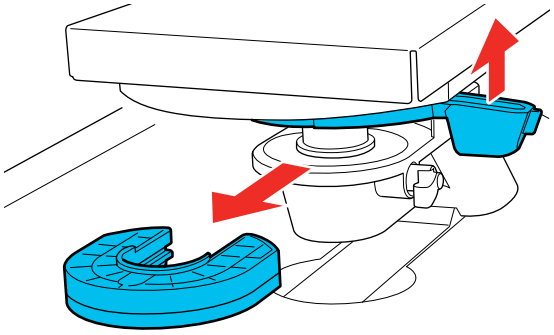
5. Move the lever to the right to set the scale to setting 8.



6. Secure the platen gap lever in the raised position by lifting the part shown below and then tightening the fixing lever.

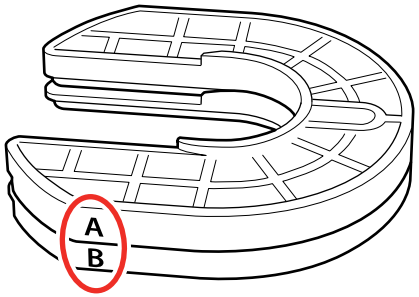


7. Lift the platen gap lever and remove the spacer.

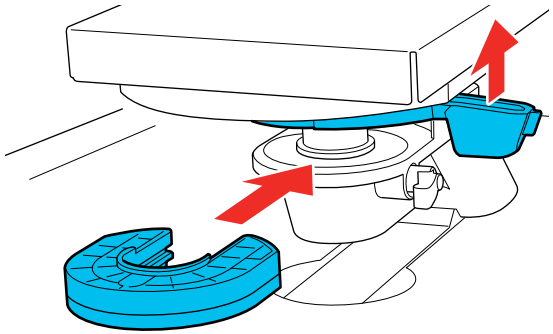


8. Combine the spacers according to the type of platen you are using and the thickness of the media.

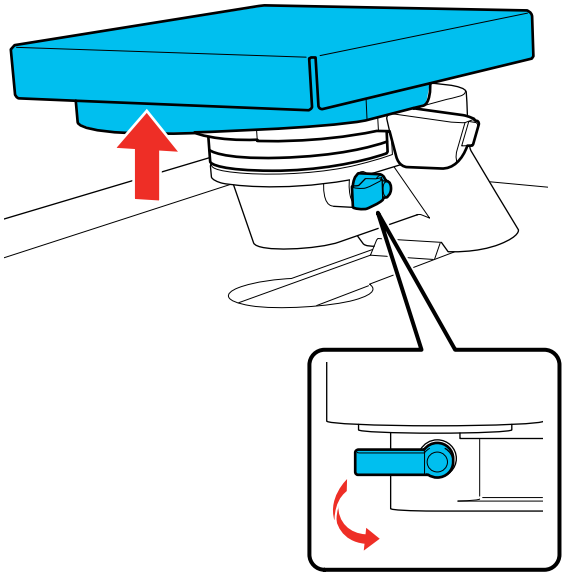
   Note: The letters A and B are stamped on the side of the spacers. When you are using two spacers, stack them as shown below.



9. Lift the platen gap lever and attach a spacer.



10. Lift the part shown below and then loosen the fixing lever.



11. Lower the part you lifted and then tighten the fixing lever again to secure the platen gap lever.

Parent topic: Preparing Your Printer

Installing the Platen

After you have removed or attached spacers as necessary, you can install a platen on the printer.

Note: If you are printing on film, do not use a sleeve platen or medium-grooved platen, and make sure that you use a platen that is larger than the film. If you use a platen that is smaller than the film, the overhanging parts could be pushed up and the job will not be printed correctly. Also, the edges of the film may strike against the print head and be damaged.

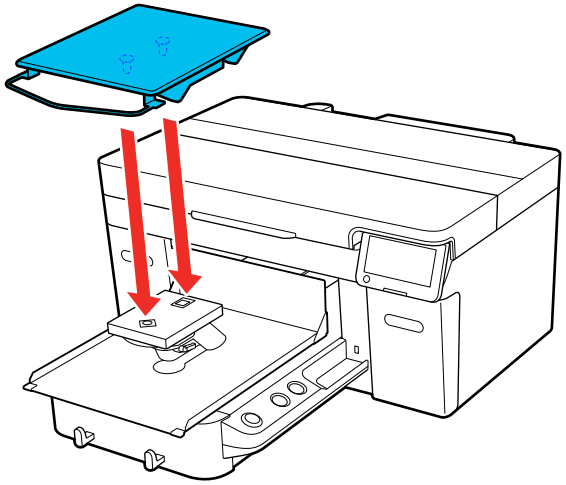
1. Make sure the printer is off and the platen is ejected forward.

   Turn on the printer and then press the moveable base button to move the platen forward, and then turn off the printer, if necessary.

2. If you are replacing a platen, grip the left and right side of the platen and lift it straight up to remove it.

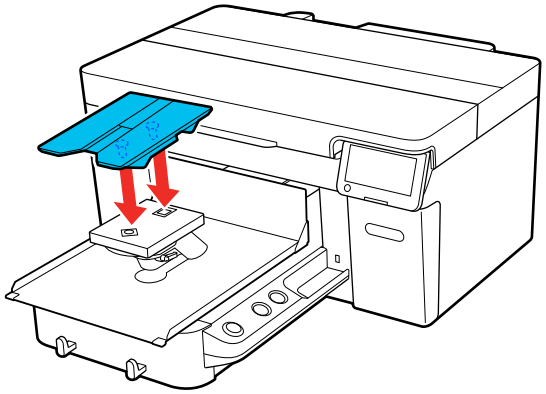
   Note: If you are replacing a sleeve platen, remove the fixing band before lifting the platen.

3. Align the platen to fit into the holes in the moveable base and place the platen on the printer.
   - Install a large, medium, or small hanger platen with the hanger positioned toward the front. Then go to step 5.

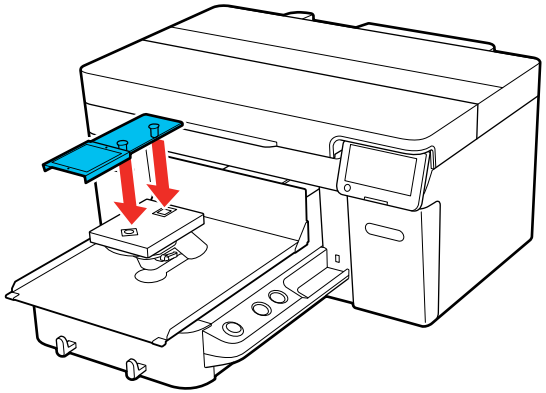


   - Install a large garment, medium garment, small garment, or extra small garment platen in any orientation. Then go to step 5.

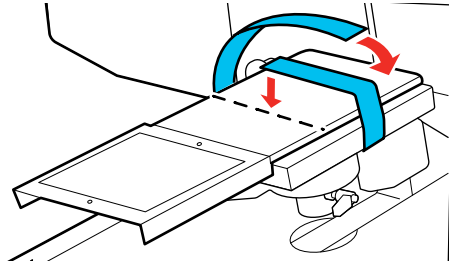
- If you are installing a medium grooved platen, make sure the cut out section faces the front as shown. Then go to step 5.

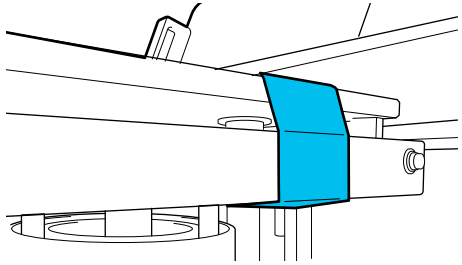


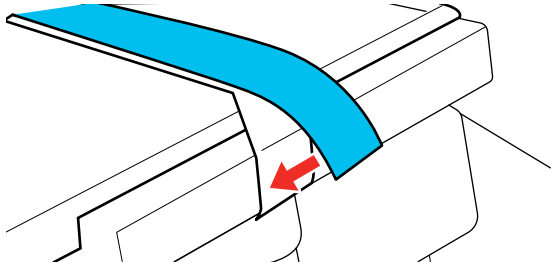
- If you are installing a sleeve platen, install it as shown. Then go to step 4.



4. Pass the fixing band under the parallel adjustment plate and align it with the groove on top of the platen and secure it tightly. Make sure the end of the fixing band is on the side of the platen.







5. After installing a platen of a different size, perform a head alignment.

Parent topic: Preparing Your Printer

Related references

Optional Equipment and Replacement Parts

Related tasks

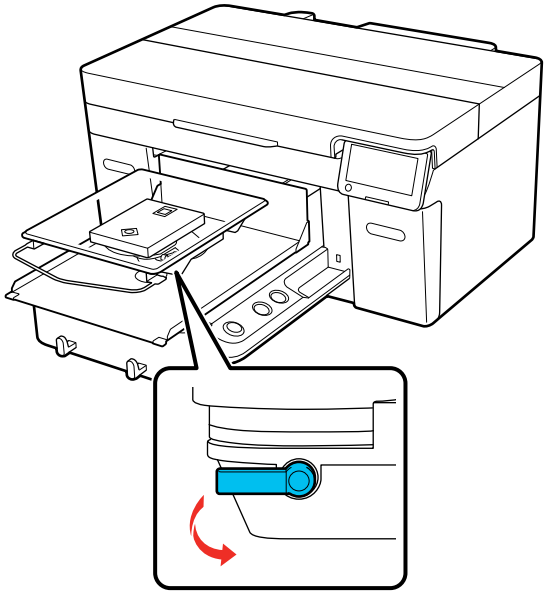
Aligning the Print Head

Changing the Platen Height

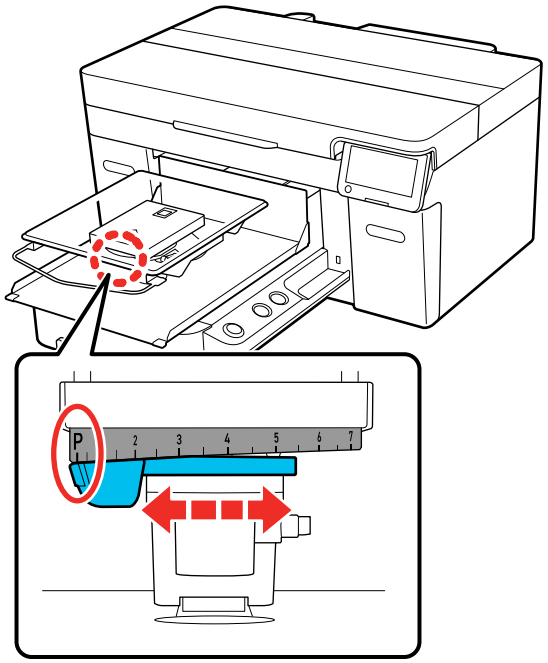
Follow these steps to change the height of the platen.

Note: If you are printing on film, set the platen height to position P.

1. If the platen is not in the forward position, press the ↕ moveable base button to move the platen forward.
2. Loosen the fixing lever.

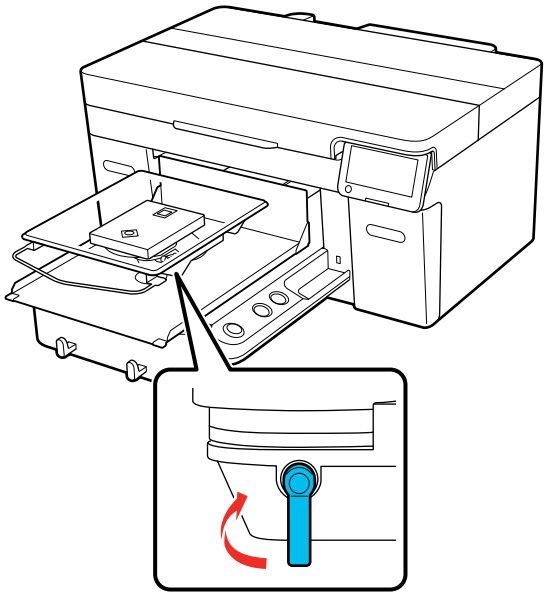


3. Move the lever to set the scale to the desired position.



Move the lever to the right to lower the platen. Move the lever to the left to raise the platen. When the scale is at position P, the platen is at its highest point.

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



Parent topic: Preparing Your Printer

Loading a T-shirt

Refer to these sections to load a T-shirt into the printer.

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

Caution: Do not load polyester T-shirts on a platen that is covered with a grip pad; otherwise, the fabric of the platen may be stained with ink while printing.

Loading a T-shirt on the Grip Pad
Loading a T-shirt on the Platen
Loading a Sleeve on the Sleeve Platen
Loading a Shirt on the Medium-Grooved Platen
Determining the Height of the Platen

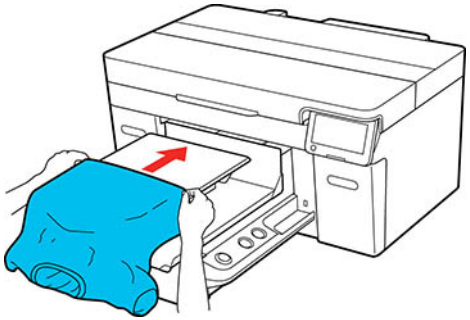
Parent topic: Basic Printing

Loading a T-shirt on the Grip Pad

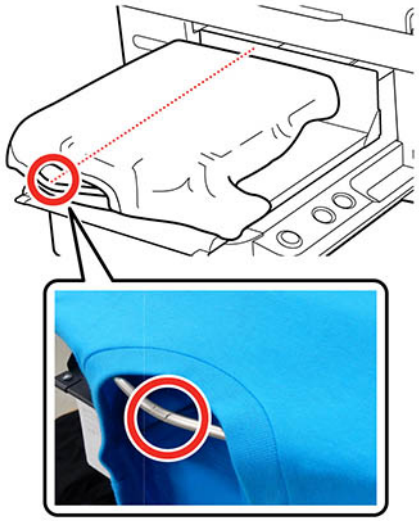
Before printing, carefully load a T-shirt on the platen with a grip pad attached. Do not use the platen frame with the grip pad.

Note: Make sure that the platen you want to use is installed on the printer.

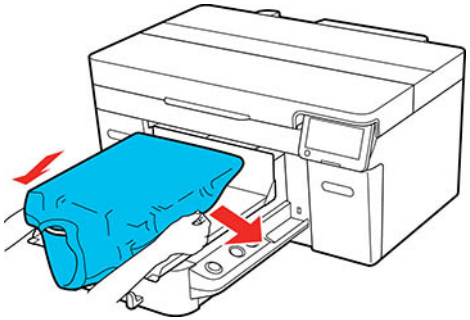
1. Turn on the printer, if necessary.
2. If the platen is not in the forward position, press the ↧ moveable base button to move the platen forward.
3. Load the T-shirt by sliding the hem of the T-shirt over the platen from the front.



Note: The line inside the frame in the illustration below indicates the center of the platen.



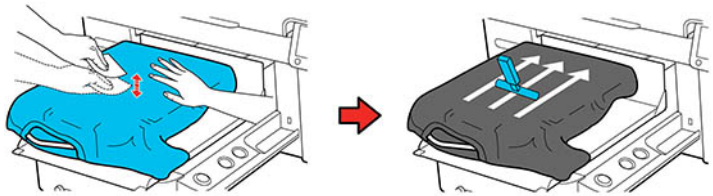
4. Gently pull the T-shirt over the edges of the grip pad to flatten it.



Note: Do not pull the T-shirt too much; otherwise, the print quality may decline, and any white under-base print may extend outside of the image.

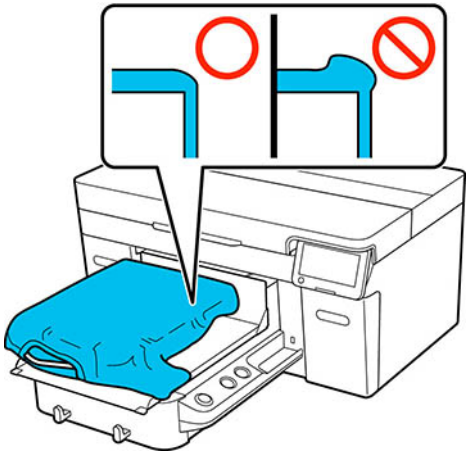
5. Remove any lint from the printing surface and press the fibers flat.

   Note: There may be lint on the T-shirt if you have not applied pre-treatment solution. Use a lint roller or sticky tape to remove the lint and then press the fibers flat using a hard roller. Lint and fibers may stick to the print head and stain other areas.

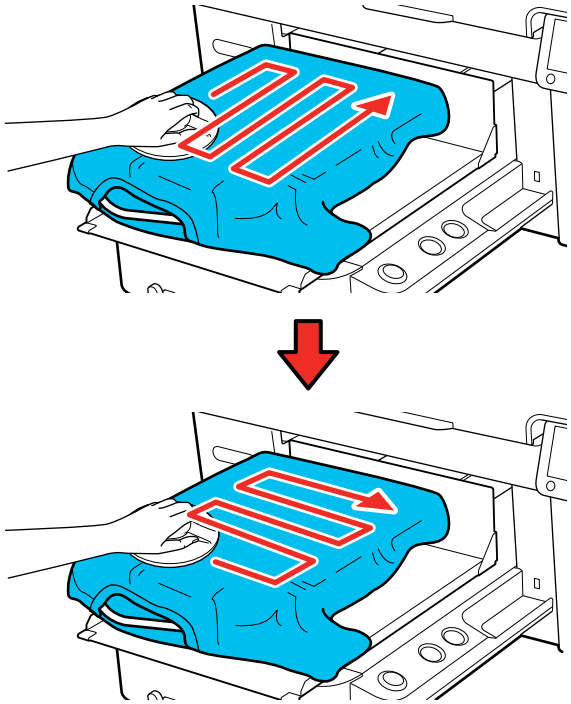


6. Remove any slack or creases from the printing surface and make it flat.

   Note: The printer detects the highest part of the garment surface. If there are any wrinkles, creases, or slack, a platen height error may occur or print quality may decline. Stretch the shirt to remove the slack, however, do not stretch it so much that the printed image will be distorted.

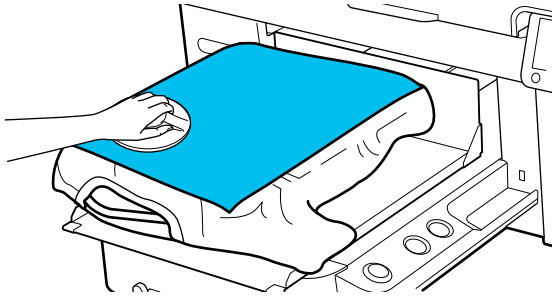


7. Press the T-shirt with the grip pad tool and move the grip pad tool across the T-shirt vertically and horizontally from the edges as shown to flatten the printing surface. Repeat as needed to remove any slack or creases from the surface.

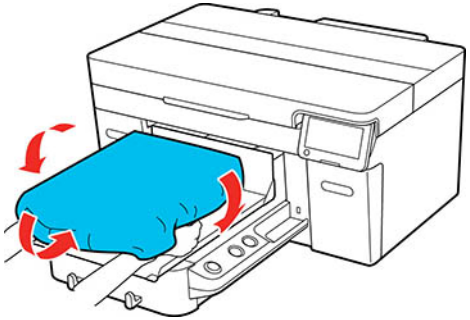


Note: If the grip pad tool gets dirty, wipe it with a damp cloth.

Note: If the T-shirt is coated with pre-treatment liquid or the grip pad tool catches on the fabric, you can use a heat-resistant release sheet with the grip pad tool as shown.



8. Tuck the T-shirt around the platen so that it does not drape over the movable base.



Parent topic: Loading a T-shirt

Related tasks

Attaching the Grip Pad to the Platen

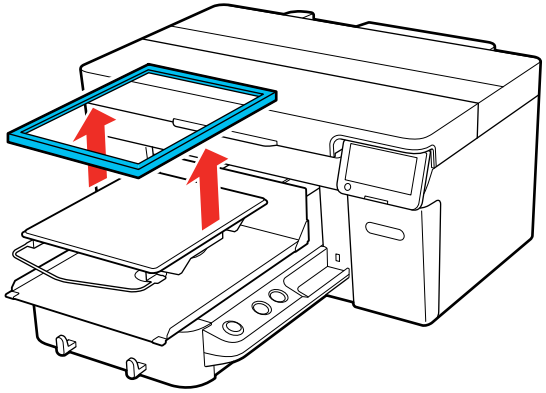
Loading a T-shirt on the Platen

Before printing, carefully load a T-shirt on the platen using a platen frame.

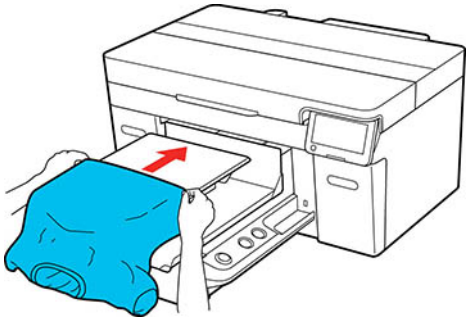
Note: Make sure that the correct platen is installed on the printer.

1. Turn on the printer, if necessary.

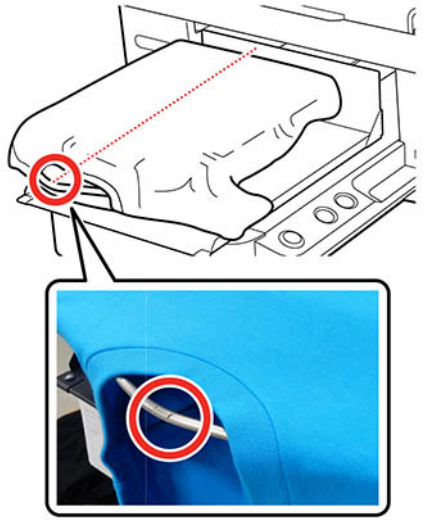
2. If the platen is not in the forward position, press the moveable base button to move the platen forward.
3. Remove the platen frame.



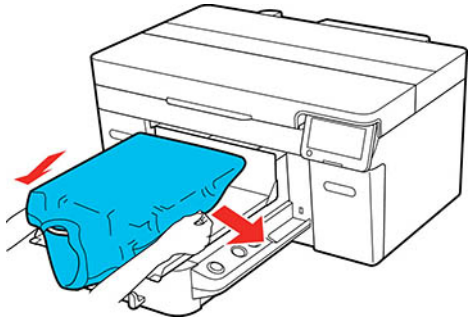
4. Load the T-shirt by sliding the hem of the T-shirt over the platen from the front.



Note: The line inside the frame in the illustration below indicates the center of the platen.



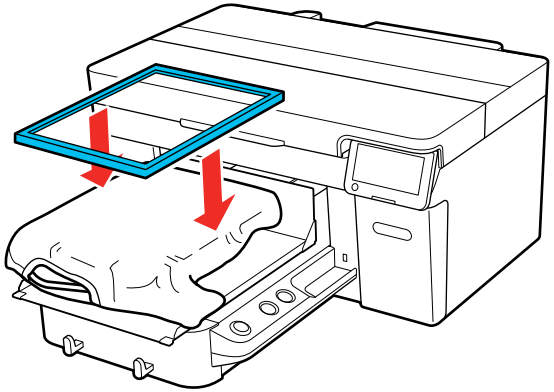
5. Gently pull the T-shirt over the edges of the platen to flatten it.



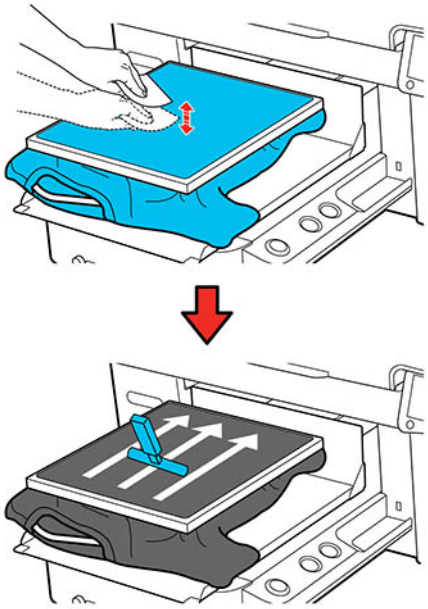
Note:

- Do not pull the T-shirt too much; otherwise, the print quality may decline, and any white under-base print may extend outside of the image.
- Do not use the grip pad tool to smooth the surface when you are using the platen frame.

6. Replace the platen frame.

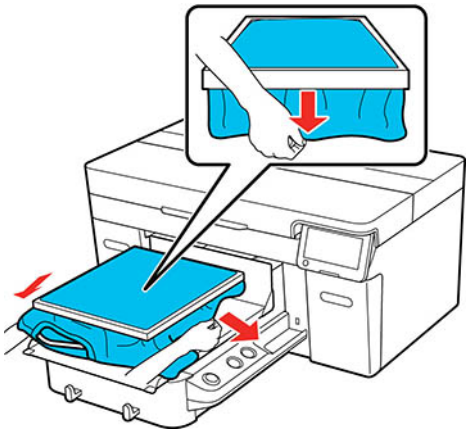


7. Remove any lint from the printing surface and press the fibers flat.



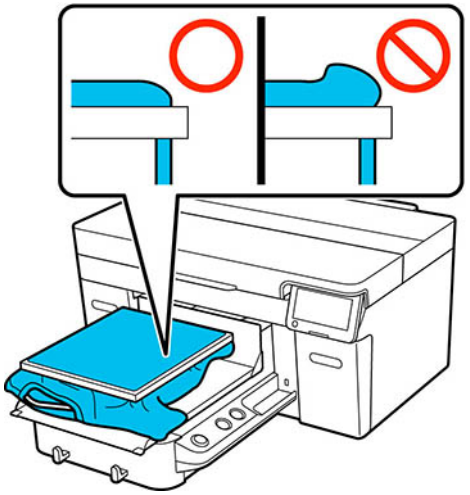
Note: There may be lint on the T-shirt if you have not applied pre-treatment solution. Use a lint roller or sticky tape to remove the lint and then press the fibers flat using a hard roller. Lint and fibers may stick to the print head and stain other areas.

8. Gently pull the edges of the T-shirt outside of the frame to remove any slack.



Note: The printer detects the highest part of the garment surface and adjusts the height accordingly. If there are any wrinkles, creases or slack near the inside edge of the frame, a platen height error may occur or print quality may decline, and any white-under base print may extend outside of the

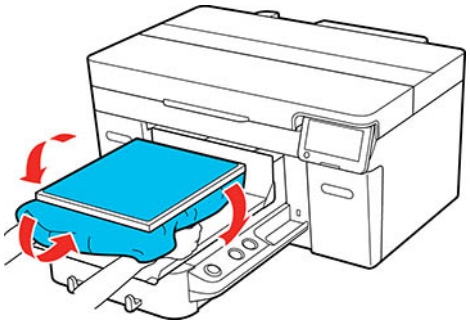
image. Stretch the shirt to remove the slack, however, do not stretch it so much that the printed image will be distorted.



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

   Note: Using the platen frame to place the garment surface under a suitable amount of tension can reduce swelling of the garment surface during printing.

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



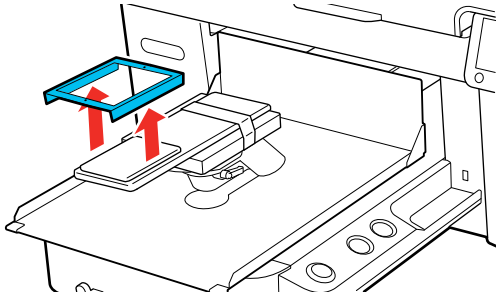
Parent topic: Loading a T-shirt

Loading a Sleeve on the Sleeve Platen

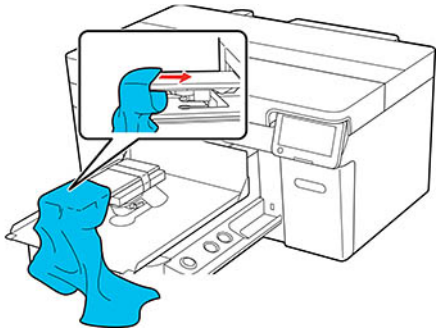
Before printing, carefully load a sleeve onto the sleeve platen.

Note: Make sure that the correct platen is installed on the printer.

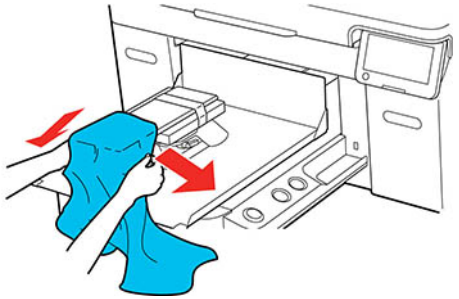
1. Turn on the printer, if necessary.
2. If the platen is not in the forward position, press the moveable base button to move the platen forward.
3. Remove the platen frame.



4. Slide the sleeve over the platen.



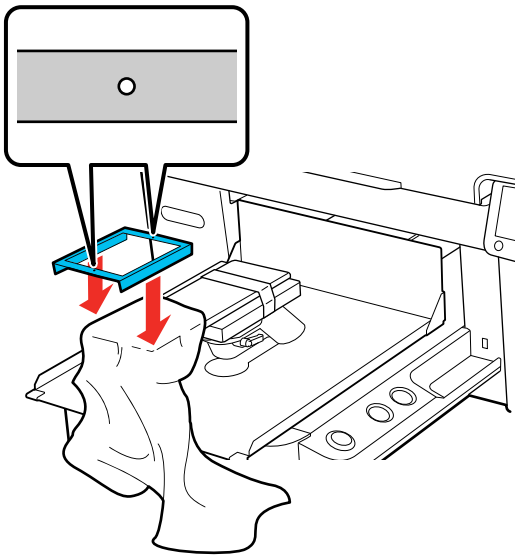
5. Gently pull the sleeve over the edges of the platen to flatten it.



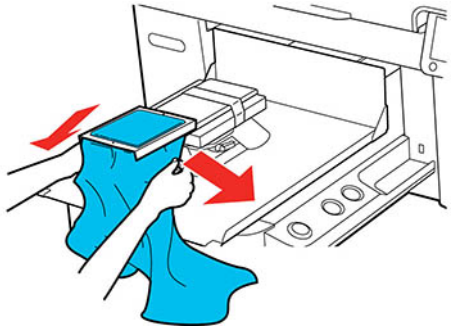
Note:

- Do not pull the sleeve too much; otherwise, the print quality may decline, and any white under-base print may extend outside of the image.
- 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, an error may occur or the print quality may decline.

6. Replace the platen frame as shown. Make sure the small holes in the frame are at the front and back.

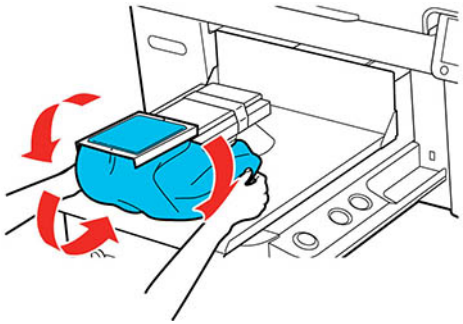


7. Gently pull the edges of the sleeve outside of the frame to remove any slack.



Note: The printer detects the highest part of the garment surface and adjusts the height accordingly. If there are any wrinkles, creases or slack near the inside edge of the frame, a platen height error may occur or print quality may decline. Stretch the shirt to remove the slack, however, do not stretch it so much that the printed image is distorted or that the white under-base print extends outside of the image.

8. Press down the frame of the platen so that it does not become loose.
9. Tuck the garment around and under the frame so that it does not drape over the movable base.



Parent topic: Loading a T-shirt

Related references

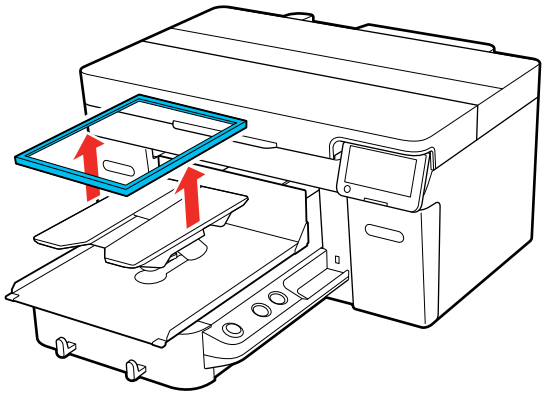
Optional Equipment and Replacement Parts

Loading a Shirt on the Medium-Grooved Platen

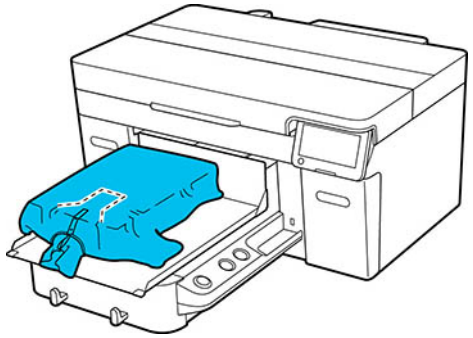
Before printing, carefully load a shirt onto the medium-grooved platen.

Note: Make sure that the correct platen is installed on the printer.

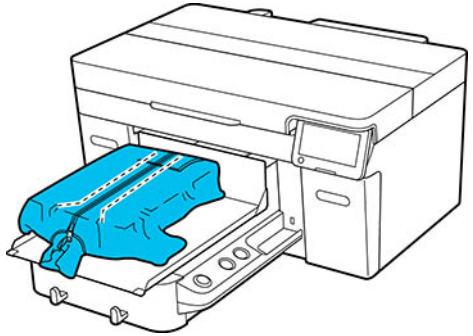
1. Turn on the printer, if necessary.
2. If the platen is not in the forward position, press the moveable base button to move the platen forward.
3. Remove the platen frame.



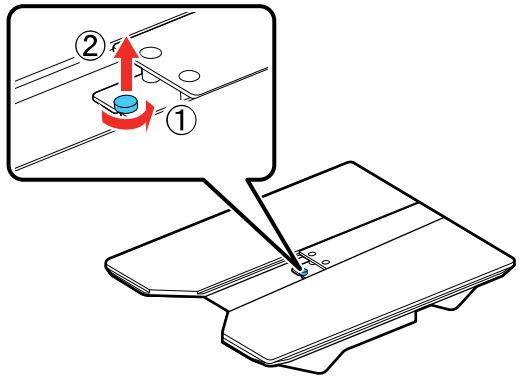
4. Load the T-shirt by sliding the hem of the T-shirt over the platen from the front.
   - **For polo shirts**: Make sure that the collar or button section of the shirt fits into the cutout on the platen. Then go to step 7.



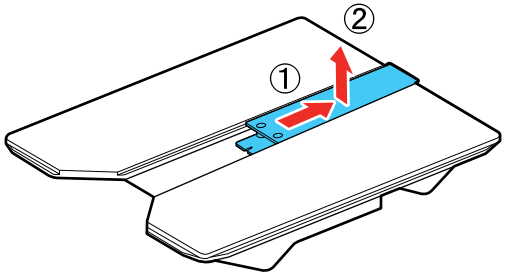
- **For shirts with zippers**: Go to steps 5 and 6 to remove the middle piece of the platen. Replace the platen and make sure that the zipper section of the shirt fits into the removed section on the platen.



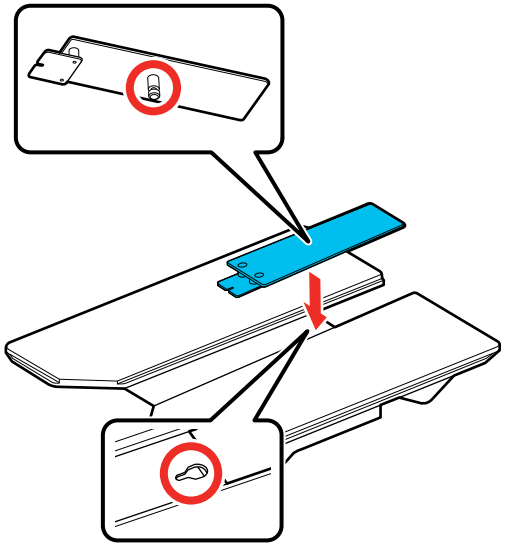
5. Remove the screw as shown.



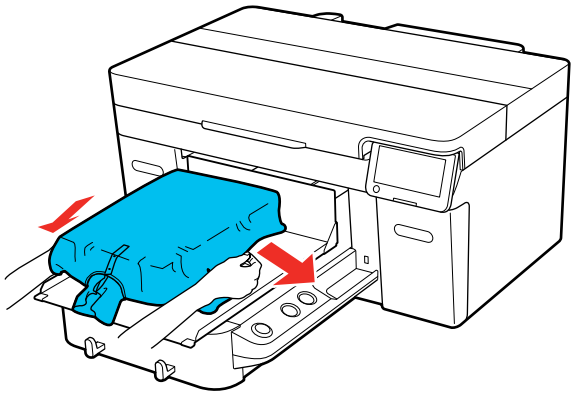
6. Slide the middle part of the platen back, then lift it up to remove it.



Note: Keep the removed screw and part in a safe place. To install the middle part, perform the removal steps in reverse. Make sure to align the piece with the hole as shown.



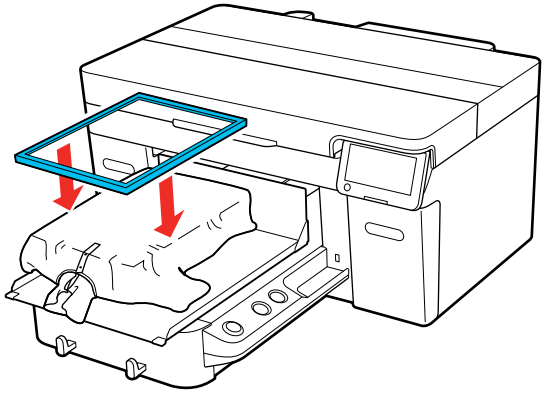
7. Gently pull the shirt over the edges of the platen to flatten it.



Note:

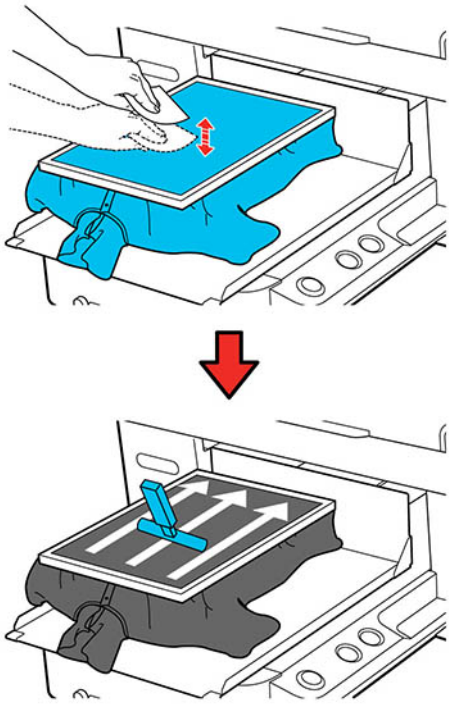
- Do not pull the shirt too much; otherwise, the print quality may decline, and the white under-base print may extend outside of the image.
- Do not use the grip pad tool to smooth the surface when you are using the platen frame.

8. Replace the platen frame.

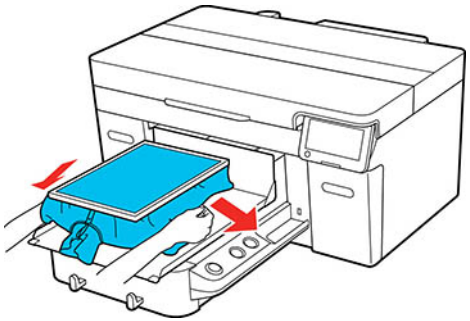


9. Remove any lint from the printing surface and press the fibers flat.

   Note: There may be lint on the T-shirt if you have not applied pre-treatment solution. Use a lint roller or sticky tape to remove the lint and then press the fibers flat using a hard roller. Lint and fibers may stick to the print head and stain other areas.

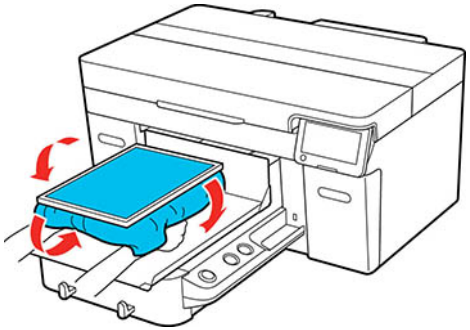


10. Gently pull the edges of the shirt outside of the frame to remove any slack.



Note: The printer detects the highest part of the garment surface. If there are any wrinkles, creases or slack near the inside edge of the frame, a platen height error may occur or print quality may decline. Stretch the shirt to remove the slack, however, do not stretch it so much that the printed image will be distorted or that the white under-base print will extend outside of the image.

11. Press down the frame of the platen so that it does not become loose.
12. Tuck the shirt around the platen so that it does not drape over the movable base.



Parent topic: Loading a T-shirt

Related references

Optional Equipment and Replacement Parts

Determining the Height of the Platen

The printer is equipped with a sensor that determines the height of the media surface loaded on the platen, and the printer automatically adjusts to the optimum print head height (platen gap) for printing.

To use this function, you need to optimize the platen height for the type of platen you are using and the thickness of the media you are loading. See these sections to optimize the platen height.

Note: Always perform platen height optimization when using the printer for the first time or when changing between media with different thicknesses or different platen types.

Checking Spacer Combinations and Platen Height (Scale)
Registering and Using Media Settings

Parent topic: Loading a T-shirt

Checking Spacer Combinations and Platen Height (Scale)

Check the spacer combination and platen height (position of the scale on the platen gap lever) and make sure they are appropriate for the thickness of the media you are using.

Note: When loading media flat onto the platen (with both the front and back of the T-shirt on top of each other), check the thickness of the front and back of the shirt.

When the media thickness is up to 0.08 in (2 mm):

A typical T-shirt or polo shirt is about 0.08 inch (2 mm) in thickness.

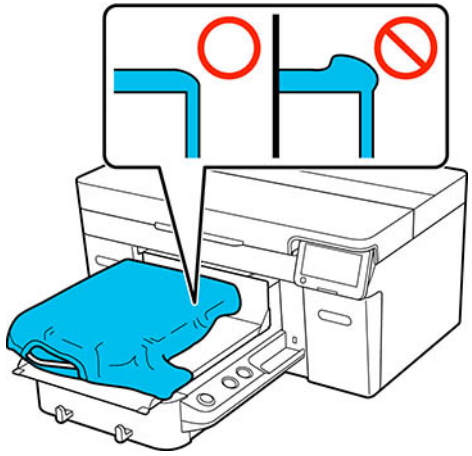
- If you are using a standard or a hanger platen, use both spacers A and B, and set the scale for the platen gap lever to position P.
- If you are using the sleeve platen or the medium-grooved platen, use only spacer B and set the platen gap lever to position P.

Note: If a message appears about the media surface height when printing is started, either the media is incorrectly loaded or the thickness of the media exceeds 0.08 in (2 mm). If the message continues to appear after reloading the media, see the section below.

When the media thickness is 0.08 in (2 mm) or more, or if you are not sure:

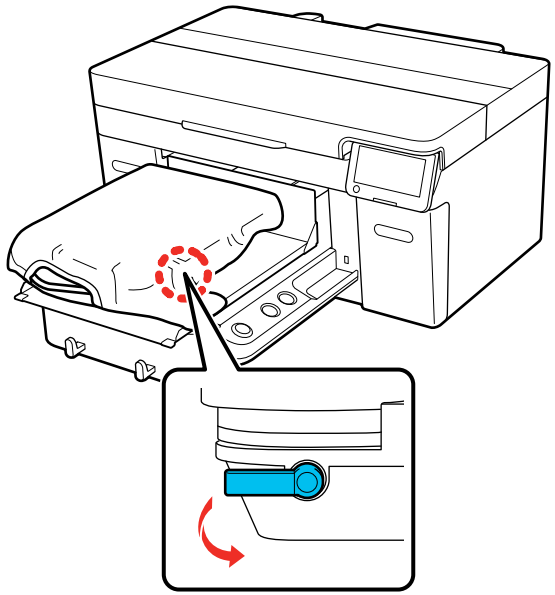
1. Make sure the platen you want to print on is installed and the correct media is loaded.

   Note: The **Platen Height Adjustment** setting is adjusted to match the media loaded in the printer. Load the media so it is flat with no slack or creasing on the media surface as shown.

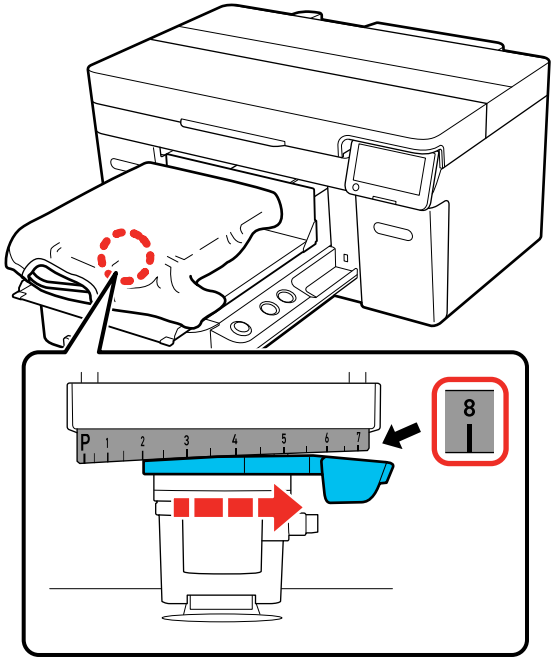


2. Select **Menu** > **Platen Height Adjustment**.
3. Do one of the following:
   - If you are using a standard or hanger platen, go to step 5.
   - If you are using a sleeve or medium-grooved platen, go to the next step.
4. Select **Settings**, select the type of platen you are using, and then close the screen.

5. Rotate the fixing lever beneath the platen as shown to loosen it.



6. Rotate the height adjustment lever to set the scale to 8.



7. Select **Done**, and then select **Start** on the next screen.

   The platen moves into the printer.

8. Do one of the following:
   - If a message about the media surface height or movable base appears, you need to adjust the spacers. Go to the next step.
   - If no message appears on the LCD screen, go to step 10.

9. Change the spacer combination you are using according to the tables below:
   When using a standard or hanger platen:

Media thickness*	Spacers
0.24 to 0.47 inch (6 to 12 mm)	Attach to A only
0.47 to 0.63 inch (12 to 16 mm)	Attach to B only

Media thickness*	Spacers
0.63 to 0.94 inch (16 to 24 mm)	Remove all

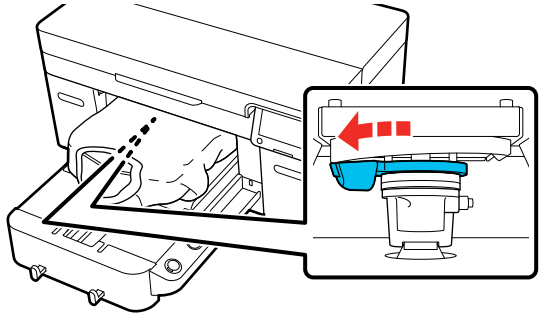
* When using a platen without a grip pad, 0.04 inch (1 mm) thicker than the values in the table is acceptable.

When using the sleeve or medium grooved platen:

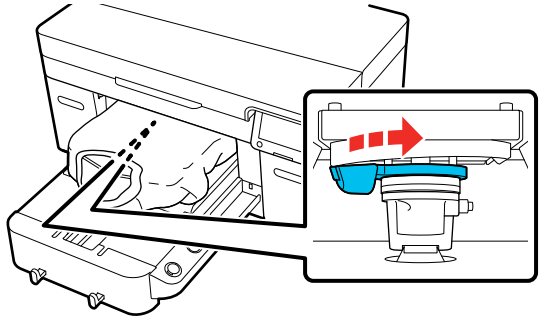
Media thickness	Spacers
0.28 to 0.55 inch (7 to 14 mm)	Remove all

If you cannot make adjustments even after changing the spacer combination, measure the media thickness and see the link below.

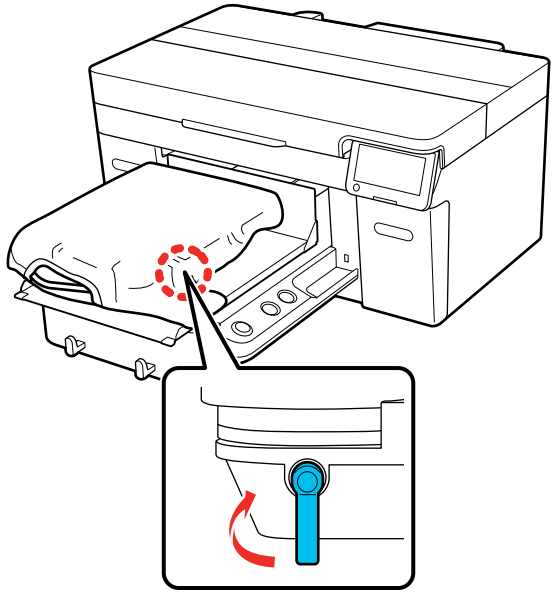
10. Move the lever to the left by one notch on the scale to locate the position where the media surface height error is displayed and a beep is heard.



11. Move the lever to the right by one notch to locate the position where the error sound stops.



12. Select **OK** and then select **Done** on the next screen.
13. Rotate the fixing lever as shown to tighten it and then secure the platen gap lever.



Parent topic: Determining the Height of the Platen

Related references

Platen Height Error Is Displayed While Printing

Related tasks

Attaching or Removing Spacers

Registering and Using Media Settings

You can store and recall commonly used media settings.

Note: You can register up to 30 media settings. We recommend that you register separate media settings for different types of media (like film and T-shirts) as the optimal **Media Feed Adjustment** value will vary.

1. Turn on the printer, if necessary.
2. Select **Media**.
3. Select **Media Management**.

   The list of media settings appears.
4. Do one of the following:
   - To register media settings, select an empty row, select **Change Name**, and then enter a name. Select **OK**, and then return to the Home screen and execute **Print Adjustments**.

     The adjustments are saved to the media settings.
   - To use saved media settings, select the > arrow icon for the row of the media settings you want to use, then select **Use This Setting**.

     Note: You can also copy, edit, or delete the selected media settings from this screen.

Parent topic: Determining the Height of the Platen

Related references

Media Settings

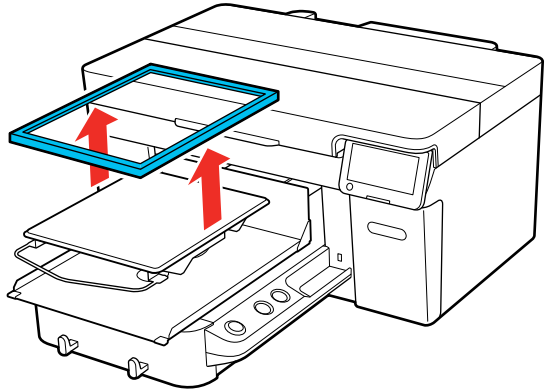
Loading Film on the Platen

Before printing, carefully load a sheet of Digital-Transfer-Film on the platen.

Note: Make sure that the correct platen is installed on the printer. If a sleeve platen or medium-grooved platen is installed, replace it.

1. Turn on the printer, if necessary.
2. If the platen is not in the forward position, press the ↧ moveable base button to move the platen forward.
3. Make sure that both spacers A and B are installed, and that the platen gap is set to position P.

   If the platen gap is not set to position P, loosen the fixing lever, set the platen gap lever to position P, and then tighten the fixing lever.
4. Remove the platen frame, if necessary.



5. Make sure that the **Platen Gap** setting is set to **Auto**.
6. Check the preview of the print job in Garment Creator 2 and load the film on the platen. Make sure to place the film so that you avoid printing beyond the edges of the film.

   Note: The top of the preview display area is the front of the printer (the part with the hanger if you are using a hanger platen).

7. Secure the film to the platen using opaque tape.

   Note: Do not use clear tape to secure the film. If parts of the clear tape peel off, they may rub against the print head during printing.

Parent topic: Basic Printing

Related references

Required Equipment (Printing on Film)

Related tasks

Attaching or Removing Spacers
Installing the Platen
Changing the Platen Height

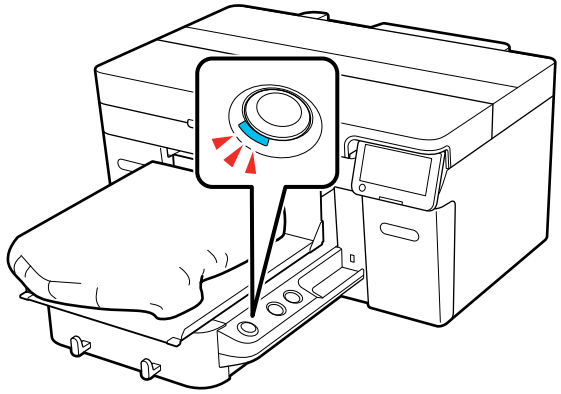
Starting a Print Job

When the printer has finished receiving data, a preview appears on the printer's screen and the ◇ start light turns on and you can start the print job.

Note: If you send print jobs using any of the following methods, the number of copies displayed on the control panel does not indicate the number of copies to be printed, even when multiple copies have been specified:

- When using a hot folder that was created in the Garment Creator Easy Print System
- When resending a job from the print history in Garment Creator 2
- When a job (print data) was exported to a computer and then opened in Garment Creator 2 and sent
- When printing from a USB memory stick

1. Check that the shirt or film is loaded correctly.
2. Make sure the ◇ start light is on.



3. Press the ◇ start button.

To reprint the job, select **Menu** > **Reprint**, and then enter the number of prints and select **Done**. When the preview appears on the LCD screen and the ◇ start light turns on, load the media on the platen and press the ◇ start button.

Note: Reprint data is not overwritten until a new job is sent to the printer. Reprint data is not deleted until the USB memory stick is removed or the printer is turned off. If saving reprint data fails, an error message is displayed when you select **Reprint**. Reprint data is not saved if the following occurs:

- The USB memory stick is corrupt
- There is not enough space on the USB memory stick or the maximum number of files is reached
- The USB memory stick was removed from the printer while data was being written/read
- Printing was started by pressing the ◇ start button on the printer, but was canceled before printing was complete

Parent topic: Basic Printing

Cancelling a Print Job

You can cancel a print job or cancel data that is being received by the printer using the printer's control panel.

Note: You cannot cancel printing from the Garment Creator 2 software once the computer has finished sending data to the printer. See the Garment Creator 2 online help for more details.

1. Press the ❚❚ pause button on the printer or select ❚❚ **Pause** from the status display on the LCD screen.
2. Select **Cancel**.

   Printing stops immediately and data is deleted.

   Note: You can stop a job by clicking **Cancel** on the screen that is displayed while the job is being sent from Garment Creator 2. If a job being sent from the computer to the printer has finished sending, cancel it at the printer.

Parent topic: Basic Printing

Finishing a T-shirt

Follow the instructions in these sections to remove your T-shirt from the printer and fix the ink.

Removing a Printed T-shirt
Fixing the Ink
Parent topic: Basic Printing

Removing a Printed T-shirt

After you print an image on a T-shirt, remove it from the printer.

Caution: Do not touch the printed surface when you handle the T-shirt; the ink is still wet.

1. Remove the platen frame, if necessary.
2. Hold the T-shirt by the shoulders and carefully remove it from the platen; the ink is still wet and can be easily smudged.
3. Use a heat press or a heat tunnel to fix the ink on the T-shirt.

Parent topic: Finishing a T-shirt

Related topics
Fixing the Ink

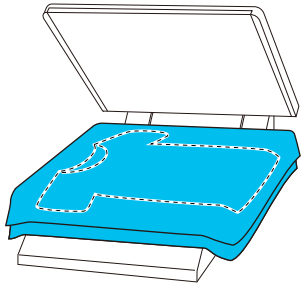
Fixing the Ink

After printing on a shirt, you must fix the ink using a heat press or a heat tunnel. If the ink is not sufficiently fixed, colors may come out in the wash or when rubbed.

Note: If you have applied pre-treatment solution, we recommend washing the shirt before wearing it.

When using a heat-press, it is best to insert a heat-resistant sheet between the fabric and the heating element. When using a heat press on shirts that have plastic buttons or zippers, place a heat-resistant sheet over the buttons or zippers to prevent them from being damaged by direct exposure to the heat press.

If the printing is near the seams, such as on sleeves, the ink may not be sufficiently fixed due to the difference of levels in the seams. We recommend using a heat-resistant sheet above and below the T-shirt to reduce the difference in levels.



When using a heat press to fix ink to polyester T-shirts, the heat press can be soiled with ink due to the properties of the fabric. If necessary, clean the heat press or load a release sheet before pressing the shirt.

Fixing conditions differ between the heat press and the heat tunnel. Optimum conditions vary depending on the type of heat press or heat tunnel used and the amount of ink, so use the values in these sections only as a guide.

Fixing Conditions (Heat Press)
Fixing Conditions (Heat Tunnel)

Parent topic: Finishing a T-shirt

Fixing Conditions (Heat Press)

The conditions under which you must fix the ink with a heat press differ between White ink and color ink. Make sure that you meet these conditions for fixing the ink.

Optimum conditions vary depending on the type of heat press. Test and check the results in advance to determine the correct pressure.

Cotton T-shirts

Ink type	Time	Temperature	Pressure
Color	45 seconds	338 °F (170 °C)	6.1 Psi (4.2 N/cm^2)
White			
Larger than A4 size with White ink	Up to 90 seconds		

Note: If the ink is not completely dry after 90 seconds, extend the duration while carefully checking if the pre-treatment solution is dry.

Polyester T-shirts

Note: Due to the fabric characteristics, it may discolor from the high heat being applied during ink fixing. If fixing is applied at too high of a temperature, and for too long, or under too much pressure, the printed color may be too thin or traces of the heat press may remain on the fabric. Test and check the results in advance to determine the right conditions.

Ink type	Time	Temperature	Pressure
Color	30 seconds	266 °F (130 °C)	6.1 Psi (4.2 N/cm^2)
White	90 seconds		

Note: If you are not printing with White ink and the ink is not completely dry after 30 seconds, extend the duration while carefully checking if the pre-treatment solution is dry.

Parent topic: Fixing the Ink

Fixing Conditions (Heat Tunnel)

Optimum conditions vary depending on the heat tunnel. Test and check the results in advance to determine the correct temperature and duration.

Cotton T-shirts

Note: The temperature in the tables here refer to the temperature of the fixing surface of the T-shirt, not the internal temperature of the heat tunnel. If the surface of the T-shirt exceeds 356 °F (180 °C), the T-shirt and the print surface may change color.

Fixing color ink

Type of heat tunnel	Temperature	Time
Batch	320 °F (160 °C)	3.5 to 5 minutes
Conveyer		3.5 to 4.5 minutes

Fixing White ink

Type of heat tunnel	Temperature	Time
Batch	320 °F (160 °C)	5 minutes
Conveyer		4.5 minutes

Polyester T-shirts

Note: The temperature in the tables here refer to the temperature of the fixing surface of the T-shirt, not the internal temperature of the heat tunnel.

Fixing color ink

Type of heat tunnel	Temperature	Time
Batch	284 °F (140 °C)	5 to 10 minutes
Conveyer		

Fixing White ink

Type of heat tunnel	Temperature	Time
Batch	284 °F (140 °C)	10 minutes
Conveyer		

Parent topic: Fixing the Ink

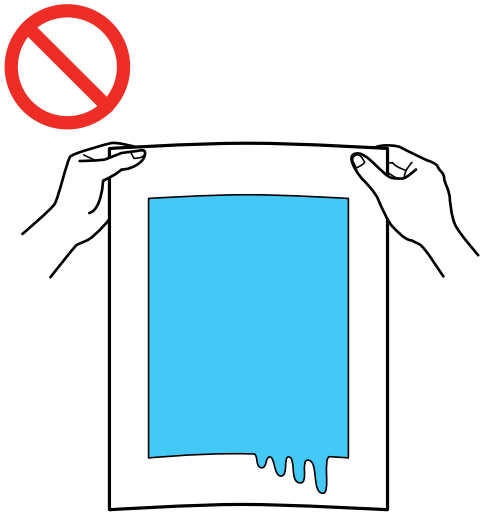
Performing Post-processing for Film

After you print your design on a sheet of film, remove it from the printer and perform post-processing to transfer it to your desired media.

Note: The steps for post-processing can vary depending on the type of film and powder you are using, the media you are transferring the design to, the specific equipment you are using to fix the ink, and even the amount of ink used. Make sure you check the instructions provided with the film and powder you are using, and consult your dealer and supplier for more information.

1. Remove the printed film from the platen.

   Note: If you did not select **Film** as the job creation mode in Garment Creator 2, excess ink may run on the film sheet. Check that you selected **Film** as the job creation mode to avoid using excess ink.



2. Once the film has been removed, perform post-processing to transfer it to your media.

   Caution: Do not apply powder near the printer.

Parent topic: Basic Printing

Printing from a USB Memory Device

You can connect a USB memory device to the printer and print jobs saved from Garment Creator 2. You can also save print jobs to a USB memory device that is connected to your computer or to the printer.

Note: When a USB memory device is connected to the printer, the last print data sent from Garment Creator 2 is automatically saved to the USB memory device as temporary reprint data with the filename **Epson_repeat_print.prn**. If there is a misprint or you run out of media, you can repeat printing simply by operating the printer without having to send the print job again. See the Garment Creator 2 online help for more details on saving data.

USB Memory Device Requirements
Connecting and Printing from a USB Memory Device

USB Memory Device Requirements

Make sure your USB memory device meets these requirements.

Note: Connections that use an extension cable, a USB hub, or a card reader cannot be guaranteed.

- FAT device compatible with Windows
- Format type: FAT, FAT 32, or exFAT
- No security functions such as encryption or passwords
- Memory capacity: Up to 2TB
- Partitions: 1

Requirements for data

- Data name: Up to 255 single-byte characters
- Data size: Up to 4GB
- Number of data items: Up to 999 (.prn files only)

Note: The printer only searches the root folder on the USB memory device for files with a .prn file extension. If the data is saved in a sub-folder or named with a different file extension, it does not display when the USB memory device is connected to the printer.

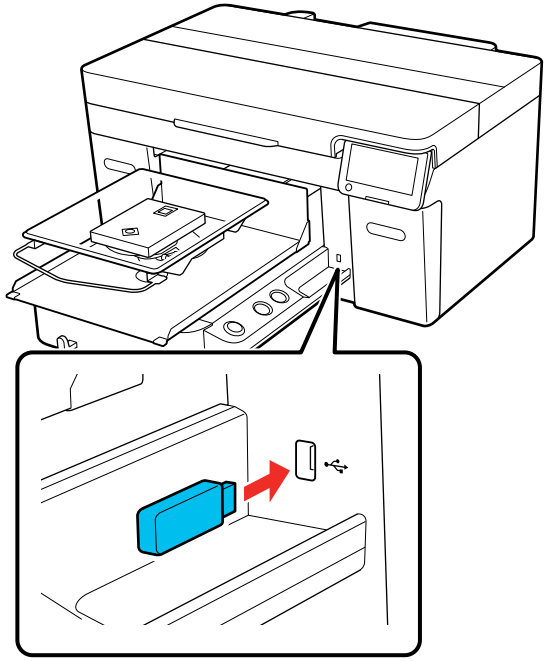
Connecting and Printing from a USB Memory Device

You can print from a USB memory device connected to your printer.

1. Make sure the ⏻ power light on your printer is not flashing.

   Note: Do not connect or disconnect a USB memory device when the ⏻ power light is flashing.

2. Connect the USB memory device containing the saved data to the USB memory device port.



3. Select the USB icon on the LCD screen.
4. Select **Print**.
5. Select the file you want to print.

   A preview of the file appears.

6. Select the number of copies on the screen and select **Done**.

   Note: If you want the print head to only print in the first direction, select **Uni-Directional** as the **Head Move Direction** setting.

7. When the preview is on the screen and the ◈ start light is on, load the shirt on the platen and press the ◈ start button.

   Once the specified number of garments are printed, a list of print jobs appears on the printer's screen.

   Note: To change the number of garments while printing, press the ⏸ pause button or select **Pause** on the screen, and then change the number of prints and select **Done**.

To delete data from a USB memory device, repeat step 3, select **Delete**, and then select the data you want to delete. Follow the instructions on the LCD screen to continue.

Parent topic: Printing from a USB Memory Device

Related tasks

Cancelling a Print Job

Related topics

Loading a T-shirt

Maintenance

See the instructions in these sections to maintain your printer for optimum results.

Maintenance Guidelines
Maintenance Safety Instructions
Print Head Maintenance
Print Head Alignment
Shaking and Replacing Ink Packs
Using the Ink Cleaning Solution
Cleaning Around the Print Head
Cleaning the Suction Cap
Cleaning the Sensor Cover
Disposing of Used Consumables and Optional Parts
Replacing the Waste Ink Bottle
Replacing the Head Cleaning Set
Cleaning the Encoder Strip (Carriage Scale)
Changing the Printer Mode
Cleaning the Platen Without a Grip Pad
Cleaning the Printer

Maintenance Guidelines

To maintain optimum print quality, you need to periodically perform various maintenance tasks, and clean and replace parts.

Before cleaning the suction cap, replacing the head cleaning set, disposing of waste ink, cleaning the encoder strip (carriage scale), cleaning around the print head, cleaning the platen, or cleaning the sensor covers, have the following equipment handy:

- Gloves (commercially available)
- Protective eyewear (commercially available)
- Maintenance kit (one kit supplied)
- Cleaning wipes (included with printer and commercially available)
- Tweezers (included with printer)
- Metal or plastic tray (commercially available) for holding used cleaning items

- Soft cloth

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Maintenance Safety Instructions

When performing any printer maintenance procedures, follow these safety instructions:

- Always wear protective eyewear, gloves, and a mask when performing printer maintenance. Should any waste ink or ink cleaner come in contact with your skin or enter your eyes or mouth, immediately take the following actions:
  - If fluid gets on to your skin, immediately wash it off using plenty of soap and water. Consult a physician if the skin appears irritated or discolored.
  - If fluid gets in 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 fluid gets in your mouth, consult a physician immediately.
  - If fluid is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.
- Store ink packs, waste ink, ink cleaner, and cleaning ink packs out of the reach of children.
- Wash your hands thoroughly after performing any maintenance procedure.
- Remove any loaded T-shirt from the printer before starting periodic cleaning.
- Touch a metal object before starting operations to disperse any static electricity.
- Do not touch the carriage shaft inside the printer. This may cause an operational error or a malfunction.
- To prevent the print head from drying out, finish cleaning the suction cap and replacing the head cleaning set within 10 minutes. After 10 minutes, the printer displays a message.
- Do not touch any parts or circuit boards other than the parts you are maintaining. This may cause a malfunction or decline in print quality.
- Always use new cleaning swabs to avoid getting the printer parts dirty.
- Do not touch the tip of the cleaning swab with your hand. Oils on your hand may compromise cleaning ability.
- Do not use tap water or organic solvents such as alcohol on the suction cap or the wiper unit. If ink is mixed with tap water or alcohol, it may solidify.

- Use only distilled water to clean specified areas. Do not use tap water.
- Do not wipe the suction cap or the capping station with organic solvents such as alcohol; otherwise, you may damage the print head.

Parent topic: Maintenance

Related tasks

Removing a Printed T-shirt
Cleaning the Suction Cap
Cleaning the Encoder Strip (Carriage Scale)

Print Head Maintenance

You need to maintain the print head if you notice print quality has declined or when a message appears telling you that maintenance is needed. Print head maintenance keeps the print head in optimum condition to ensure the best print quality.

Perform the following maintenance as necessary:

- **Nozzle Check**: Check for clogged nozzles before large print jobs or if you have not used the printer for an extended period of time. Inspect the printed check pattern and clean the print head if you notice faint or missing areas.
- **Head Cleaning**: Clean the print head if you notice faint printing or gaps in the printed result. This cleans the surface of the print head to improve the print quality.

  Note: If you have been using the printer in Color ink mode for more than two months, a message appears prompting you to clean the print head to help prevent nozzles that are not being used from clogging. When you see a message like this, clean the print head as soon as possible.

Performing a Nozzle Check
Cleaning the Print Head

Parent topic: Maintenance

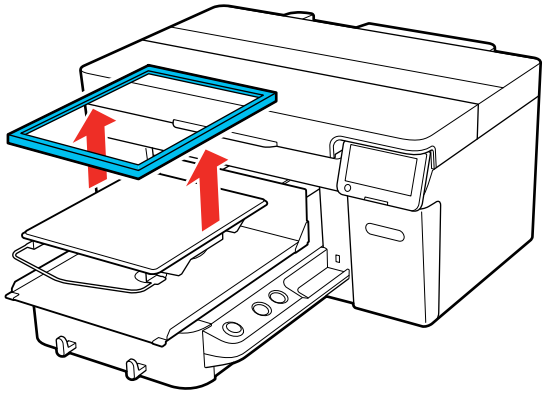
Performing a Nozzle Check

To maintain optimum print quality, perform a nozzle check before printing.

Note:

- If you are using the medium grooved platen, remove spacer A. Use only spacer B.
- Make sure the **Platen Gap** setting is set to **Auto**.

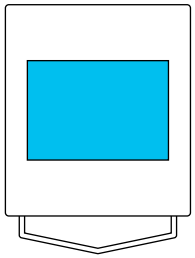
1. If the platen is not in the forward position, press the moveable base button to move it forward.
2. Remove the platen frame.



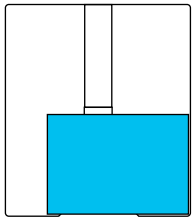
3. Load media onto the platen you are using:
   - For L, M, or S size platens, use A4- or letter-size.
   - For XS size platens, use one sheet in 7.1 inch × 7.9 inch (180 mm × 200 mm) size.
   - For sleeve platens, use one sheet in 3.9 inch × 3.9 inch (100 mm × 100 mm) size.

   Note: The type of media depends on the Printer Mode you are using. For White ink mode, use transparent media, such as OHP film, or colored paper. For Color ink mode, use plain paper. If you are using the medium grooved platen, use thick paper. If you do not have thick paper, use a different platen.

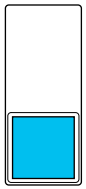
4. Position the media on the platen:
   - For L, M, S, and XS size platens, load media in the center.



- For medium grooved platens, load media on the front-right side of the platen.

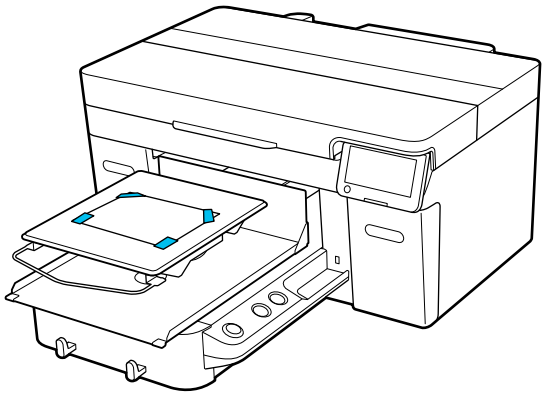


- For sleeve platens, load media in the center of the raised section.

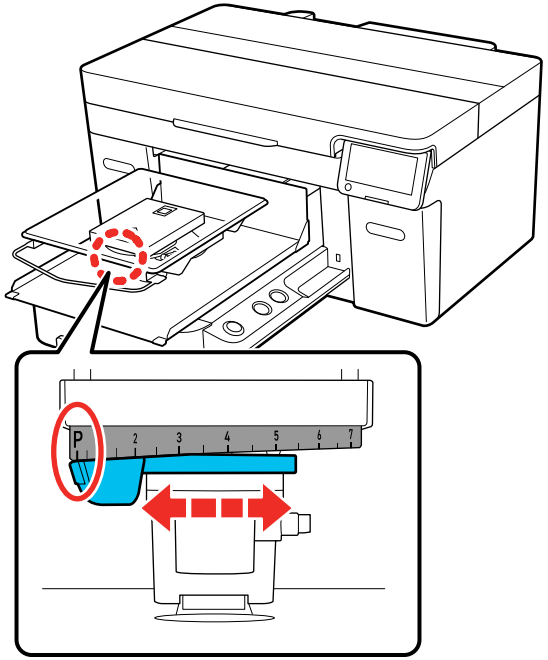


Note: Make sure to place the media in the correct position for the platen you are using or the platen may be soiled with ink.

5. Secure the corners with tape.

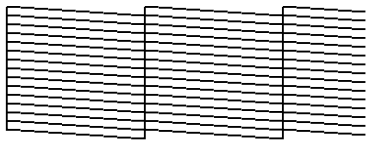


6. Set the height adjustment lever to position P.

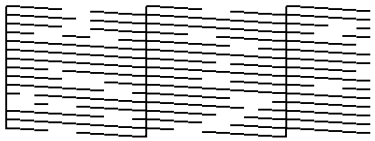


7. Select **Menu** > **Maintenance** > **Print Head Nozzle Check**.
8. Confirm that the pattern and platen settings match the type of nozzle check you want to perform. Select **Print Settings** and make any changes, if necessary.
9. Select **Start**.

   The nozzle check pattern prints onto the paper.
10. Remove the paper and check the printed pattern:
    - If there are no gaps in the pattern, the nozzles are clean.



- If there are gaps in the pattern, clean the print head.



11. Replace the platen frame.

Parent topic: Print Head Maintenance

Related tasks

Attaching or Removing Spacers

Cleaning the Print Head

Changing the Platen Height

Cleaning the Print Head

If printouts are faint or have gaps, you should clean the print head to clear the clogged nozzles. Clean the print head only if print quality declines or image colors are incorrect, and when a message appears telling you maintenance is needed. Ink is consumed for all colors or selective color channels, depending on the cleaning method selected.

You can select from **Auto Cleaning** or three levels of manual head cleaning:

- Start with **Auto Cleaning**. If the clogs are not cleared, run manual head cleaning in order from light to heavy.
- If you cannot clear the clogged nozzles after cleaning with the light or medium level several times, check the condition of the suction cap and, if necessary, clean it before using the heavy cleaning level.

1. Make sure the printer is turned on and then select **Menu** > **Maintenance** > **Head Cleaning** on the control panel.
2. Select a cleaning method:
   - If you select **Auto Cleaning**, go to step 5.
   - If you select one of the manual cleaning options, go to the next step.
3. Confirm the nozzle rows for cleaning based off of the check pattern and then select the appropriate cleaning option:
   - **Selected Nozzles**: Select this option when you see faint printing or gaps in a specific row of nozzles in the check pattern. You can select multiple nozzle rows, if necessary.

- **All Nozzles**: Select this option when you see faint printing or gaps in all rows of nozzles in the check pattern. Go to step 5.

4. On the LCD screen, select the nozzle rows for cleaning and then select **OK**.

   A confirmation message appears.

5. Select **Start**.

   Head cleaning starts. When it is complete, a confirmation message appears.

6. Select **Yes** to print a nozzle check pattern to confirm that the nozzles are cleared.

   If clogging is cleared, you are done. If some nozzles are still clogged, return to step 1 and run **Cleaning (Light)**. If nozzles are still clogged, run the next higher level of cleaning. If nozzles are still clogged after cleaning the print head several times, the edges around the print head may be soiled. Clean around the print head.

Parent topic: Print Head Maintenance

Related tasks

Performing a Nozzle Check
Cleaning the Suction Cap
Cleaning Around the Print Head

Print Head Alignment

A gap between the print head and the T-shirt may cause ink misalignment that produces grainy or blurry printouts. This occurs due to the environmental temperature and humidity, inertial force of the print head movements, direction of the print head movement, and thickness and texture of the media. Ink misalignment can also occur if the platen feed varies for some reason.

To correct this problem, perform the following procedures from the printer's control panel as necessary:

Note: Before performing any adjustments, make sure the nozzles are not clogged and clean the print head, if necessary.

- **Standard** (when printouts contain vertical lines or faint text)
- **Micro Adjust** (to fine-tune adjustments after head alignment)

Note: If you are using the medium grooved platen or the sleeve platen, or when the print surface of the media is not flat, perform **Micro Adjust** before a **Standard** adjustment.

Aligning the Print Head

Parent topic: Maintenance

Aligning the Print Head

If your printouts are grainy or blurry and contain vertical lines or faint text, you can realign the print head for each platen size and each ink color.

Note: Before making any adjustments, select the registered media setting number you wish to save the settings to. Redo the adjustments if you change the **Platen Gap** setting to **Manual**.

1. If the platen is not in the forward position, press the ↧ moveable base button to move it forward.
2. Make sure the platen and media you want to make adjustments for are loaded.
3. Confirm the currently selected media settings on the printer's LCD screen.

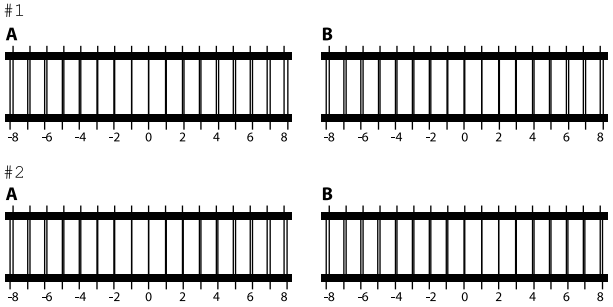
   Note: If you want to save the adjustments to a different media setting, select **Media** on the screen, and then select **Current Settings** > **Media**. Select the media setting you wish to save the adjustments to and then select the ⌂ home icon.

4. Select **Media** on the screen and then select **Print Adjustments** > **Print Head Alignment**.
5. Select either **Standard** or **Micro Adjust** and then do one of the following:
   - If you selected **Standard**, go to the next step.
   - If you selected **Micro Adjust**, go to step 8.
6. Select the items to adjust according to the color of the media being used and then select **Start**.

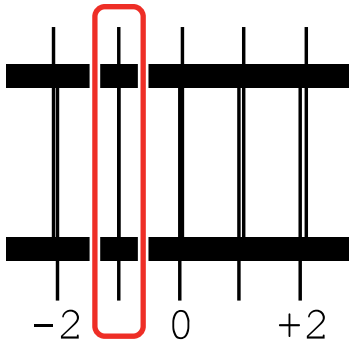
   The check pattern is printed.

7. Look at each printed check pattern, and choose the number that corresponds to the thinnest line.

   Note: You may see more than one row of patterns.



   For example, in the image here, -1 is the best line.



8. Do one of the following:
   - If you selected **Standard**, input the adjustment values for all of the lines you selected and then select **OK**. A confirmation screen appears.
   - If you are selected **Micro Adjust**, input values from +10 to -10. We recommend first setting both adjustment values to +1 and -1 and then printing. Make further adjustments based on the value that improved image quality.
9. If you selected **Standard**, check the results and select **OK** to save the adjustments to the media setting.

If image quality has not improved after making adjustments, do one of the following:

- If you selected **Standard** to make adjustments, try using **Micro Adjust**.
- If you selected **Micro Adjust** to make adjustments, try setting the **Platen Gap** setting to **Manual**.

Otherwise, you can try printing the with **Uni-Directional (Low Speed)** setting enabled in Garment Creator 2. You can also repeat printing or print a job from a USB memory stick and select **Uni-Directional** as the **Head Move Direction** setting from the printer's preview screen.

Parent topic: Print Head Alignment

Related tasks

Changing the Platen Height
Registering and Using Media Settings

Related topics

Loading a T-shirt

Shaking and Replacing Ink Packs

See these sections to shake and replace the ink packs.

Shaking the Ink Packs
Replacing the Ink Packs

Parent topic: Maintenance

Shaking the Ink Packs

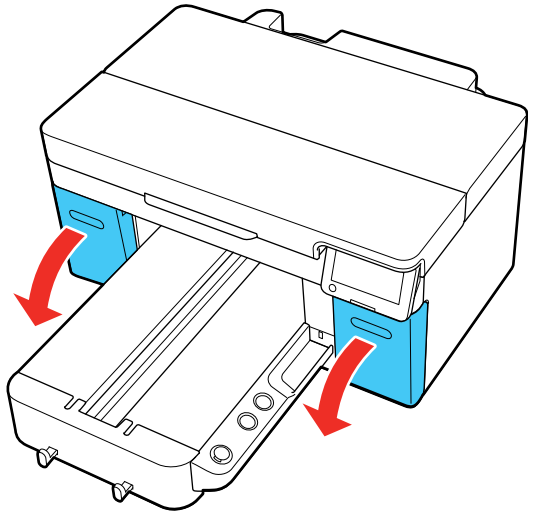
To maintain print quality, periodically shake the ink supply units after installing them, and especially when you see a message on the printer's LCD screen telling you to shake the ink. Shake the White ink supply units once a day, and shake the color ink supply units once a month.

Caution: Be careful handling the ink packs as there may be ink around the ink supply port.

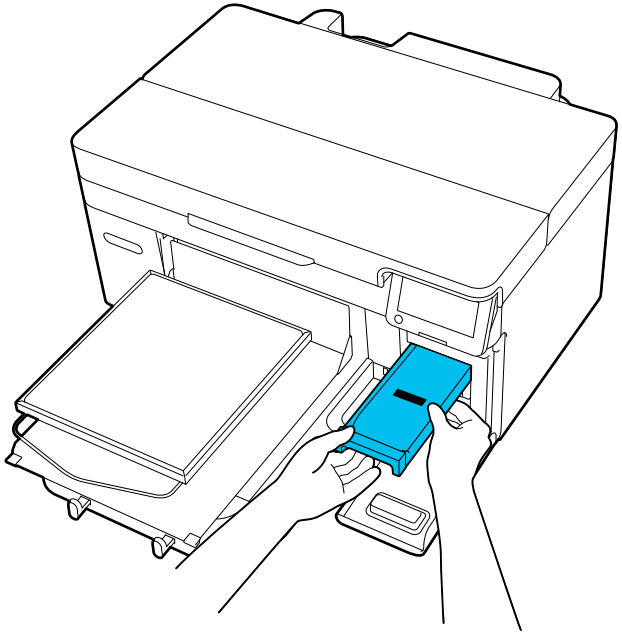
Warning: If ink gets on your skin, wash it thoroughly with plenty of soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. Keep ink packs out of the reach of children.

Note: If a message is displayed telling you that it is time to shake the ink, you can view the procedure on the LCD screen. Select the message on the screen, select it again from the Message List screen, and then select **How To...** on the Information screen.

1. Make sure the product is turned on.
2. Open the ink covers.

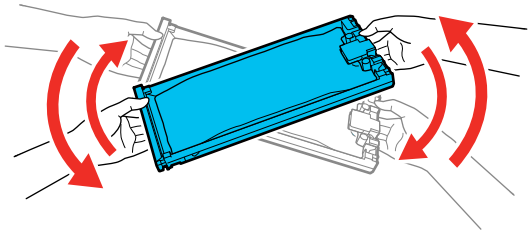


3. Pull one of the ink trays out of the printer.

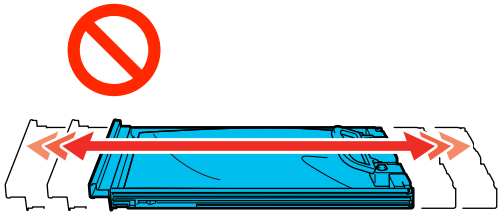


Caution: Place your hand on the bottom of the tray while removing it. If you use only one hand, the weight of the tray may cause it to fall and damage the ink pack.

4. Use a seesaw motion to shake the ink pack in the ink tray at an angle of about 60 degrees, and gently shake it about 5 times within 5 seconds. If you are shaking a White ink pack, shake it about 25 times within 25 seconds.



Caution: Do not shake or swing the ink pack or the ink tray containing the ink pack with too much force or the ink may leak.



5. Insert the ink tray back into its slot in the printer.
6. Repeat these steps for any other ink packs that need shaking.

Parent topic: Shaking and Replacing Ink Packs

Related references

Handling Ink and Cleaning Packs
Handling White Ink
Ink Pack Safety Instructions

Replacing the Ink Packs

Make sure you have your replacement ink packs handy before you begin. You must install new ink packs immediately after removing the old ones.

Note: Replace all expended ink packs. You cannot print if any of the ink packs are expended or any ink trays are empty. You can replace an expended ink pack during printing, however, colors may look different depending on how the ink dries. To avoid this, replace the ink pack before printing. You can still use the removed ink pack for future prints until it is expended.

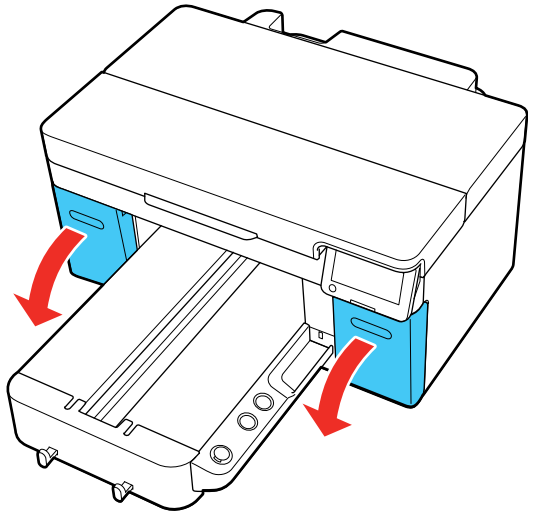
Note: This printer is designed for use with Epson ink packs only, not third-party ink packs or ink. Other brands of ink supplies are not compatible and, if described as compatible, may not function properly or continuously.

The included initial ink packs are designed for reliable printer setup and cannot be used as replacement ink packs or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All ink packs must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced ink packs.

Caution: Leave your old ink packs in the ink unit until you are ready to replace them to prevent the print head nozzles from drying out. Do not open ink packs until you are ready to install the ink. If you see a message to replace the White ink packs, replace the ink pack immediately or the printer may be damaged.

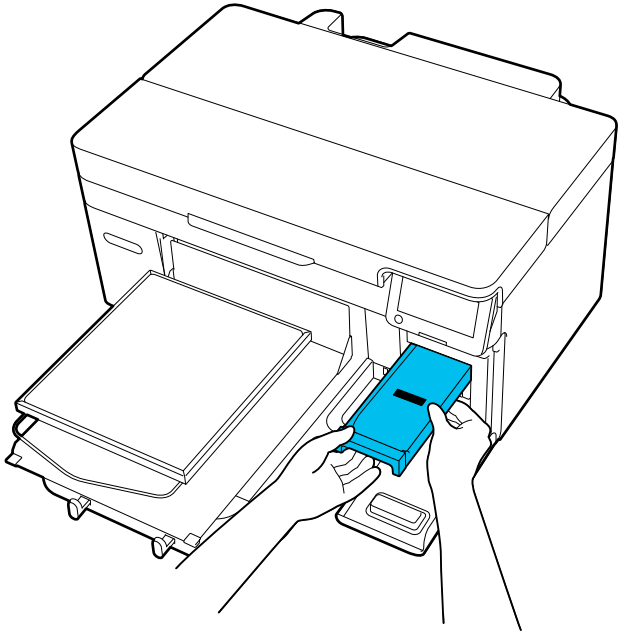
Note: If a message is displayed telling you that it is time to replace an ink supply unit, you can view the replacement steps on the LCD screen. Select the message on the screen, select it again from the Message List screen, and then select **How To...** on the Information screen.

1. Make sure the product is turned on.
2. Open the ink cover for the ink packs you are replacing.



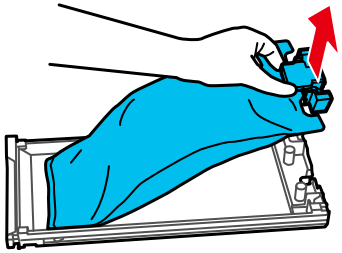
Note: You can also select **How To...** on the LCD screen to see the replacement steps.

3. Pull out the ink tray for the ink pack that you are replacing.

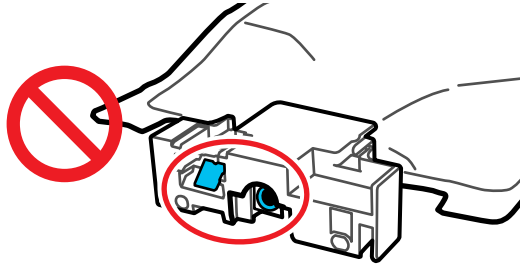


Caution: Place your hand on the bottom of the tray while removing it. If you use only one hand, the weight of the tray may cause it to fall and damage the ink pack.

4. Lift the expended ink pack out of the tray.

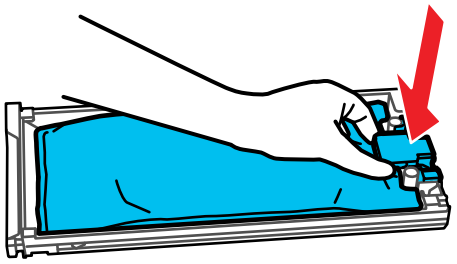


Caution: Be careful handling the ink pack as there may be ink around the ink supply port. Do not touch the areas on the ink pack shown below.

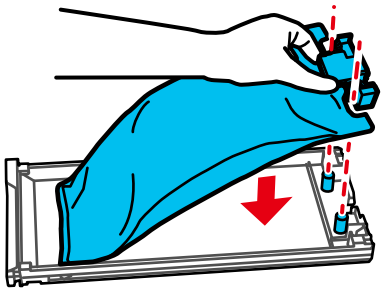


Warning: If ink gets on your skin, wash it thoroughly with plenty of soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. If ink is swallowed, do not induce vomiting and contact a doctor immediately. Keep ink packs out of the reach of children.

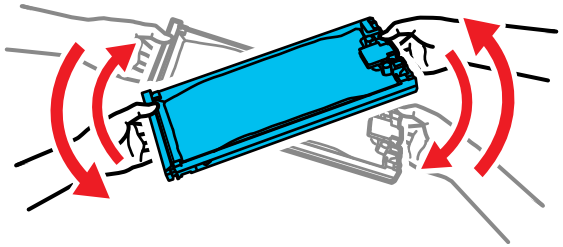
5. Place the new ink pack in the tray and push it down as shown.



Caution: Make sure the ink pack fits onto the pegs and is aligned with the top of the tray.



6. Use a seesaw motion to gently shake the tray about 5 times within 5 seconds. If you are replacing a White ink pack, shake it about 25 times within 25 seconds.



7. Match the color on the ink pack label with the color for the slot on the printer, then insert the ink tray into the slot and push it in firmly.

   Caution: The ink packs are keyed to fit into the correct color slot. If you cannot insert the ink tray all the way, do not force it. Make sure the ink pack color matches the color for the slot on the printer.

8. Repeat these steps for any other ink packs that need replacing.

   Note: Dispose of used ink packs carefully. Do not take the used ink pack apart or try to refill it.

9. When you are done replacing ink packs, close any open ink covers on the printer.

10. Follow the instructions on the LCD screen to begin ink charging.

    Note: Do not turn off the printer, open any covers, or try to perform any other operations while the printer is charging or you'll waste ink.

    Your product begins charging the ink delivery system. A message appears on the LCD screen when ink replacement is complete.

Parent topic: Shaking and Replacing Ink Packs

Related references

Handling Ink and Cleaning Packs
Handling White Ink
Ink Pack Safety Instructions
Optional Equipment and Replacement Parts

Using the Ink Cleaning Solution

Use the ink cleaning solution to clean around the suction cap and print head, clean the platen without a grip pad, clean the sensor cover, and clean the encoder strip (carriage scale).

Caution: Always wear gloves when using ink cleaning solution, and follow these safety instructions:

- Use the ink cleaning solution to clean only the parts mentioned above or you could damage the printer.
- If cleaning solution gets on to your skin, immediately wash it off using plenty of soap and water. Consult a physician if the skin appears irritated or discolored.
- If cleaning solution gets in 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 cleaning solution gets in your mouth, consult a physician immediately.
- If cleaning solution is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.
- Depending on the usage and storage environment, the ink cleaning solution may change color after opening.
- If you notice that the cleaning solution has changed color or emits a bad odor, stop using it and open a new maintenance kit.
- Close the cleaning solution lid securely after use, and store it out of reach of children. Avoid storing it in locations subject to high temperatures, high humidity, and direct sunlight.

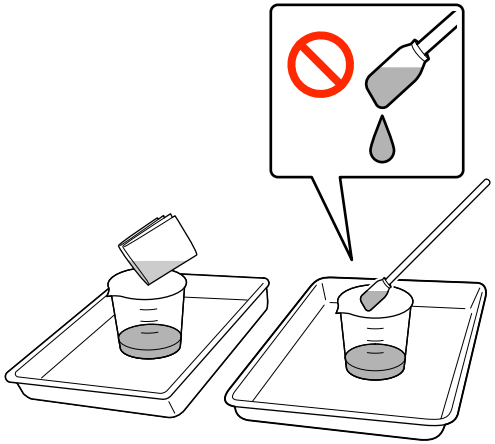
- Do not use ink cleaning solution that has already been used to clean something else. Using dirty ink cleaning solution causes stains.
- Used ink cleaning solution is classified as industrial waste. Dispose of it in the same way as waste ink.
- Wash your hands thoroughly after using the cleaning solution.

1. Remove the lid and the airtight seal from the ink cleaning solution bottle.
2. Place the cup supplied with the maintenance kit on a tray and pour a small amount of ink cleaning solution into the cup.

   Note: If you are cleaning the sensor cover and encoder strip (carriage scale), pour about 0.15 ounce (5 ml) into the cup (about halfway to the bottom line).



3. Place a cleaning swab or cleaning wipe in the ink cleaning solution and let it soak in. Make sure that the solution does not drip from the cleaning swab or cleaning wipe when you remove it from the cup.



Parent topic: Maintenance

Related tasks

Cleaning the Suction Cap
Cleaning the Encoder Strip (Carriage Scale)
Cleaning Around the Print Head

Related topics

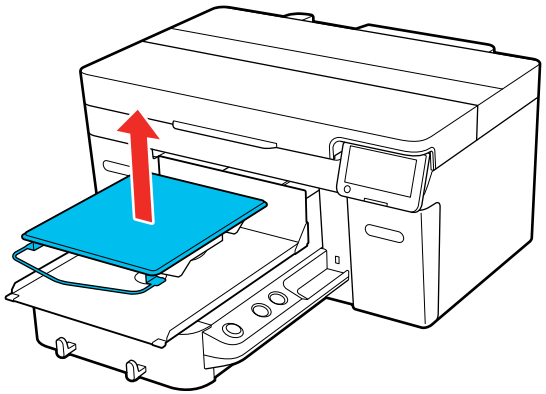
Disposing of Used Consumables and Optional Parts

Cleaning Around the Print Head

Clean around the print head to remove any lint or fibers that have accumulated around the print head nozzles.

Note: If it is difficult to remove dirt around the print head, rinse the dirty cleaning stick with ink cleaning solution and try again. If the cleaning stick is still dirty, replace it with a new one.

1. Let the ink cleaning solution soak into a new large cleaning swab.
2. Make sure the printer is on, and then select the inside light icon on the LCD screen to turn on the lights inside the printer.
3. Select **Menu** > **Maintenance** > **Cleaning the Maintenance Parts** > **Around the Head**.
4. Read the message on the LCD screen and then select **Next**.
5. Grip the platen on the left and right sides, then lift it straight up to remove it.



Note: When the sleeve platen is installed, make sure to remove the fixing band before lifting the platen.

6. Read the message on the LCD screen and then select **Start**.

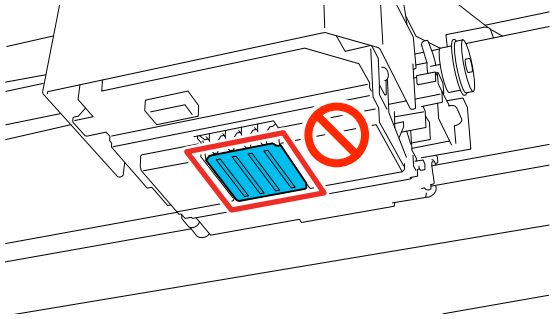
   The platen moves to the maintenance position.

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

   Note: A buzzer sounds 10 minutes after the platen and print head move to the maintenance position. Select **OK** to continue cleaning. The buzzer sounds again after 10 minutes. Nozzles can be clogged if more time passes, so finish cleaning as soon as possible.

7. Select **How To...** to view the steps on the LCD screen.
8. Follow the on-screen instructions to clean around the print head.

   Note: Do not touch the nozzle surfaces with the cleaning stick.



9. After cleaning is finished, close the printer cover and then select **Done** on the LCD screen.

   The platen and print head return to their normal positions.

10. Perform a nozzle check.

Parent topic: Maintenance

Related tasks

Using the Ink Cleaning Solution
Performing a Nozzle Check

Cleaning the Suction Cap

You need to clean the suction cap whenever you see a message on the LCD screen or if the printing surface is soiled with ink. You may also need to clean the suction cap if you experience difficulty cleaning nozzles after performing a nozzle check. Even if the message is not displayed, follow the steps here to clean the suction cap.

Caution:

- Do not rub the cap section hard. Any scratches may cause air leaks, preventing print head cleaning from being performed correctly.
- Carefully wipe off any dirt from the edges of the suction cap until you can see the color of the cap. If dirt is left around the edges, it creates a gap between the cap and the print head that causes a decrease in suction strength and the print head nozzles can become clogged. If it is difficult to remove the dirt, rinse the dirty cleaning stick with ink cleaning solution and then clean it again. If the cleaning stick is too dirty, use a new one.

Note: If you continue to use the printer without cleaning the suction cap, the ink nozzles may clog and print quality may decline.

1. Turn on the printer, if necessary.
2. Select **Menu** > **Maintenance** > **Cleaning the Maintenance Parts** > **Suction Cap**.

   A confirmation message appears.
3. Select **Start** on the LCD screen.

   The platen and print head move to the maintenance position.

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

   Note: A buzzer sounds 10 minutes after the platen and print head move to the maintenance position. Select **OK** to continue cleaning. The buzzer sounds again after 10 minutes. Nozzles can be clogged if more time passes, so finish cleaning as soon as possible.
4. Select **How To...** to view the steps and follow the on-screen instructions.

   Caution: Use only the supplied plastic tweezers. Be careful not to damage the suction cap. If the suction cap is damaged, air may leak and the print head may become dry or difficult to clean.
5. Select **Done**.

The print head returns to its normal position.

6. Perform a nozzle check.

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Related tasks

Using the Ink Cleaning Solution

Performing a Nozzle Check

Related topics

Disposing of Used Consumables and Optional Parts

Cleaning the Sensor Cover

Clean the sensor cover when you see a message on the LCD screen to do so.

Caution: Do not move the platen manually; otherwise, a malfunction may occur.

Note: If you continue to use the printer without cleaning the sensor cover, the printer may not detect the position of the platen and you cannot print.

1. Turn on the printer, if necessary.
2. Do one of the following:
   - If a message appears on the LCD screen prompting you to clean the sensor cover, select the message and then select **Cleaning**.
   - If you want to clean the sensor cover before the message appears, select **Menu** > **Maintenance** > **Cleaning the Maintenance Parts** > **Sensor Cover**.

   A confirmation message is displayed.
3. Select **Start**.

   The platen moves to the maintenance position.
4. Select **How To...** and follow the on-screen instructions.

   Note:

   - If the ink stains cannot be removed completely, use ink cleaning solution instead of water.

- The red and green lights inside the clear part are LED lights and they cannot harm your eyes.

5. When you finish cleaning both sensor covers, select **Done** on the LCD screen.
6. Read the on-screen messages and then select **OK**.

   The platen returns to its normal position.

If a message that the sensor cover cannot be recognized is displayed, repeat these steps to perform the cleaning again.

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Related tasks

Using the Ink Cleaning Solution

Related topics

Disposing of Used Consumables and Optional Parts

Disposing of Used Consumables and Optional Parts

Dispose of used consumables (such as waste ink, pre-treatment solution, cleaning solution, and the ink charging unit) and optional parts according to your local laws and regulations, and always use an industrial waste disposal company. See the guidelines in this section.

Caution: Ink cleaning solution is classified as industrial waste. Dispose of the cleaning solution according to your local laws and regulations such as entrusting it to an industrial waste disposal company. When handing over the pre-treatment solution to the industrial waste disposal company, make sure you include the Safety Data Sheet found on Epson's support website. To download it, visit epson.com/support/sds (U.S. and Latin America) or epson.ca/support/sds (Canada) and select your product. (Safety Data Sheets are available in English only.)

The following items are classified as industrial waste when they have been used with ink or pre-treatment solution:

- Cleaning sticks
- Wipes
- Soft cloth
- Ink cleaner

- Waste ink
- Waste ink bottle
- Wiper unit
- Capping station
- Flushing pad
- Media after printing
- Empty ink packs, cleaning liquid packs, and used pre-treatment solution containers
- Funnel filters

Waste Ink Disposal Guidelines

Parent topic: Maintenance

Waste Ink Disposal Guidelines

When you see a message on the printer's LCD screen that the waste ink bottle is nearing or at the end of its service life, you need to replace the waste ink bottle according to these guidelines:

- Dispose of the entire waste ink bottle; do not pour waste ink into another container.
- Never remove the waste ink bottle during printing, print head cleaning, changing the printer mode, maintenance, or ink replacement. Waste ink may leak.
- The printer calculates the amount of waste ink in the waste ink bottle and displays a warning message when it is close to the limit. If the waste ink bottle fills up during printing, replace it with a new waste ink bottle.

  Note: Make sure to initiate waste ink bottle replacement from the printer's control panel settings. Otherwise the waste ink bottle replacement time will not be calculated correctly.

Warning: Always wear gloves when disposing of waste ink. If any ink gets on your skin or gets into your eyes or mouth, immediately take the following actions:

- If ink gets on your skin, immediately wash it off using plenty of soap and water. Consult a physician if the skin appears irritated or discolored.
- If ink gets in 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 ink gets in your mouth, consult a physician immediately.

- If ink is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.

Caution: Waste ink is classified as industrial waste. Dispose of waste ink according to your local laws and regulations such as entrusting it to an industrial waste disposal company. When handing over the waste ink to the industrial waste disposal company, make sure you include the Safety Data Sheet found on Epson's support website. To download it, visit epson.com/support/sds (U.S. and Latin America) or epson.ca/support/sds (Canada) and select your product. (Safety Data Sheets are available in English only.)

Parent topic: Disposing of Used Consumables and Optional Parts

Related tasks

Replacing the Waste Ink Bottle

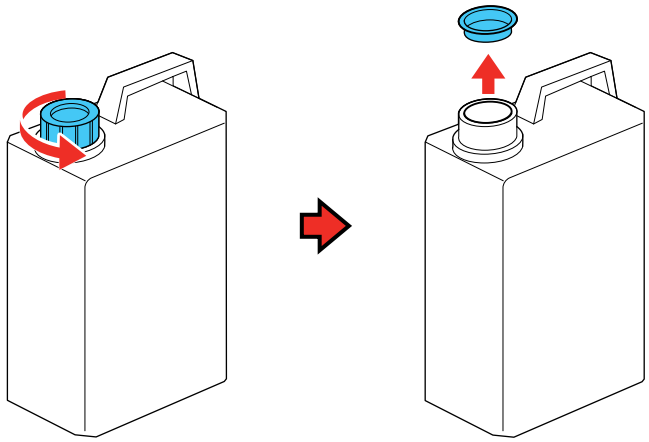
Replacing the Waste Ink Bottle

When you see a message on the printer's LCD screen that the waste ink bottle is at the end of its service life, you need to replace the waste ink bottle.

Caution: When replacing the waste ink bottle, always wear the gloves included in the maintenance kit.

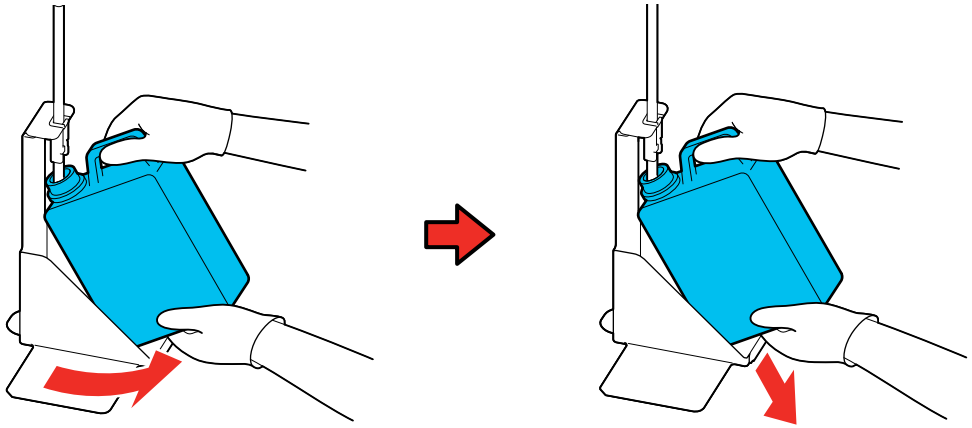
Note: You can also replace the waste ink bottle at any time by selecting **Menu** > **Maintenance** > **Replace Maintenance Parts** > **Waste Ink Bottle**.

1. Remove the outer and inner caps from the new waste ink bottle and store them in a safe place.



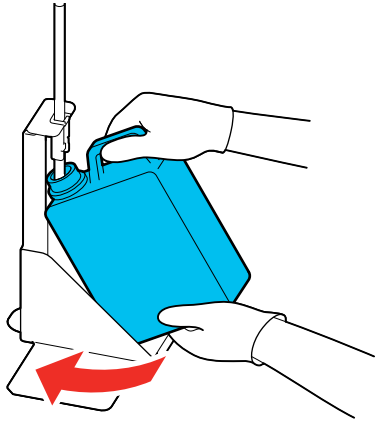
Note: Keep the caps so you can use them to dispose of the used waste ink bottle.

2. Remove the waste ink bottle from the waste ink bottle holder.



3. Insert the waste ink tube into the mouth of the new waste ink bottle and set the waste ink bottle in the holder.

Caution: Verify that the waste ink tube is still inserted into the neck of the bottle. If the waste ink tube comes out of the bottle, waste ink will spill out.



4. Tightly seal the cap on the used waste ink bottle.
5. Select **OK** on the LCD screen.

   The waste ink counter is cleared.
6. Dispose of the waste ink with the waste ink bottle. Do not pour it into another container.

   Note: If you replaced the waste ink bottle before the replacement message appeared on the control panel, select **Menu** > **Maintenance** > **Replace Maintenance Parts** > **Waste Ink Bottle** and then select **OK** to clear the waste ink counter.

Parent topic: Maintenance

Related references

Waste Ink Disposal Guidelines

Optional Equipment and Replacement Parts

Replacing the Head Cleaning Set

Replace the head cleaning set when you see a message on the LCD screen to do so.

Note: The printer warns you when the head cleaning set is running low. The printer warning system may not function properly if you do not follow the correct procedure for replacing the head cleaning set. If you replace the head cleaning set before it is at the end of its service life, make sure to initiate replacement from the printer's menu (**Menu** > **Maintenance** > **Replace Maintenance Parts** > **Head Cleaning Set**).

1. Turn on the printer, if necessary.
2. Do one of the following:
   - If the message appears on the LCD screen telling you the head cleaning set is at the end of its service life, select **OK**.
   - If you want to replace the head cleaning set before the message appears, select **Menu** > **Maintenance** > **Replace Maintenance Parts** > **Head Cleaning Set**.

   A confirmation message appears.
3. Select **Start**.

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

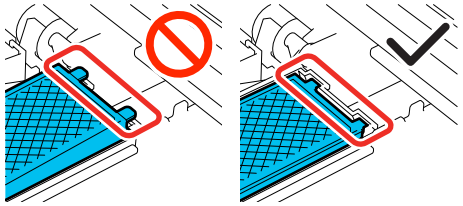
   The platen moves to the maintenance position.

4. Select **How To...** to view the steps and follow the on-screen instructions.

   Note: A buzzer sounds 10 minutes after the platen and print head move to the maintenance position. Select **OK** to continue cleaning. The buzzer sounds again after 10 minutes. Nozzles can be clogged if more time passes, so finish cleaning as soon as possible.

5. Replace all of the parts of the head cleaning set in the following order:
   - Wiper unit
   - Capping station
   - Flushing pad

   Caution: Lift the flushing pad carefully as ink could fly out if it is raised with too much force. After replacing the flushing pad, make sure that it is installed correctly. If the hooks are raised when printing, the print head could be damaged.



   Note: You cannot print if the parts are not replaced.

   After you replace the wiper unit, the print head moves to the maintenance position.

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Related topics

Disposing of Used Consumables and Optional Parts

Cleaning the Encoder Strip (Carriage Scale)

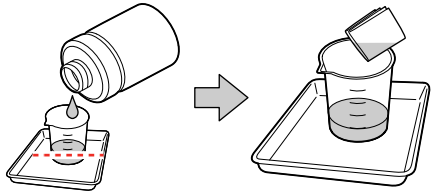
You see a message on the LCD screen when it is time to clean the encoder strip (carriage scale).

Note: If you continue to use the printer without cleaning the encoder strip, the printer may not read the print area accurately and print quality may decline.

1. Turn on the printer, if necessary.
2. Press the ↧ moveable base button to move the platen into the printer to the maintenance position.

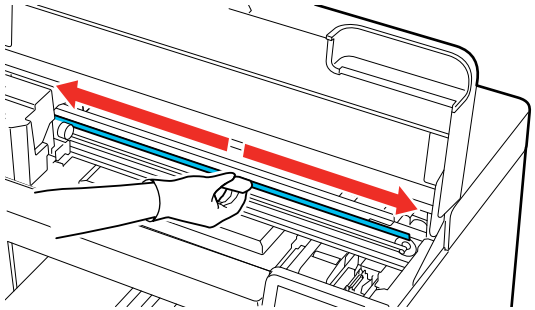
   Caution: Do not manually move the platen; otherwise, a malfunction may occur.

3. Turn off the printer and confirm that the LCD screen turns off.
4. Pour about 0.15 ounce (5 ml) of ink cleaner into the cup supplied with the maintenance kit, and then let it soak into a wipe. Squeeze the wipe gently.



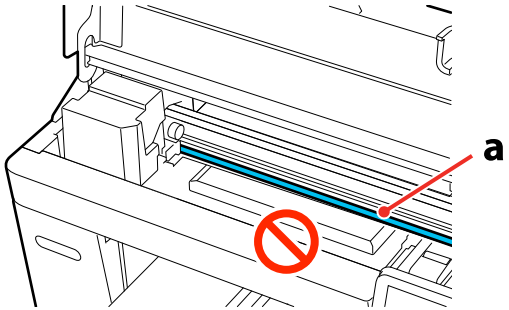
5. Wipe off any ink stains on the front and back, as shown. Gently squeeze the center of the encoder strip between the wipe and wipe in each direction about two to three times. Wipe to the left edge just before the print head carriage. Wipe to the right edge up to just before where the encoder strip becomes transparent.

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



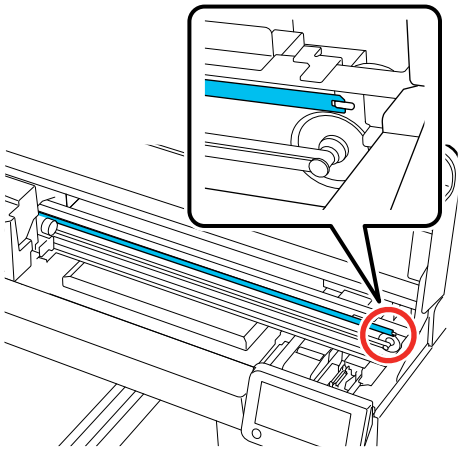
Caution:

- Make sure that ink cleaning solution does not drip into the printer. If any cleaning solution does drip, wipe it with a dry cleaning wipe.
- Do not touch the carriage shaft. Doing so may cause a malfunction or failure to occur. Do not use anything other than a clean wipe.



a Carriage shaft (do not touch)

Caution: Do not pull on or rub the encoder strip (carriage scale) with too much force, or the right side may detach or the encoder strip (carriage scale) may be damaged, causing the printer to operate incorrectly.



6. Use a dry cleaning cloth to wipe away any ink cleaning solution or dust remaining on the encoder strip (carriage scale).
7. Close the printer cover.

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Related tasks

Using the Ink Cleaning Solution

Changing the Printer Mode

Change the printer's color mode if you will not use White ink for a longer period of time and when using White ink in the printer again.

Note:

- You cannot change the printer mode if High speed color mode was selected during initial setup.
- When you switch to White ink mode after using Color ink mode for a long time, the density of the White ink may be low. See the link below.

Preparation

Depending on the color mode you are changing to, prepare the following:

- If you are changing from Color ink mode to White ink mode, you need two White ink packs.
- If you are changing from Color ink mode to White ink mode for the first time, you need an ink charging unit. It is not required for the second and subsequent changes.
- If you are changing from White ink mode to Color ink mode, you need two cleaning liquid packs.

Note: Except for White ink and cleaning liquid ink packs, prepare new ink when ink packs are running low.

1. Turn on the printer, if necessary.
2. Select **Menu** > **General Settings** > **Printer Settings** > **Printer Mode**.
3. Follow the on-screen instructions and then select **Start**.

   Note: Select **How To...** on the screen to view the steps.

When the change is complete, the settings screen is displayed.

Note: If you switched from White ink mode to Color ink mode, clean the ink supply port for the White ink packs you removed before storing them. Lightly touch the corner of a wide cleaning stick from the supplied Maintenance Kit to the ink supply port to absorb any ink. You do not need to wipe off the ink and make sure you do not forcefully press or move the cleaning stick.

Parent topic: Maintenance

Related references

Handling Ink and Cleaning Packs
Ink Pack Safety Instructions
White Ink Quality Is Poor
Optional Equipment and Replacement Parts

Related tasks

Storing the Printer

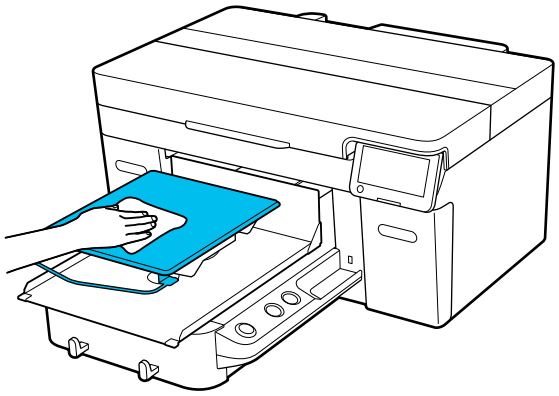
Cleaning the Platen Without a Grip Pad

If the platen without a grip pad is dirty, follow these steps to wipe off the dirt.

Note: When printing on polyester T-shirts, the platen can be easily soiled with ink. If this happens, wipe the platen off before it has a chance to dry.

1. If the platen is not in the forward position, press the moveable base button to move it forward.
2. Turn off the printer and make sure that the screen turns off.

3. Wipe the platen with a soft, clean cloth to carefully remove any dust or dirt.



Note: If the dirt is difficult to remove, use a soft, clean cloth dampened with water and a small amount of ink cleaning solution or detergent and wrung tight. After that, dry the platen with a soft cloth.

Parent topic: Maintenance

Related tasks

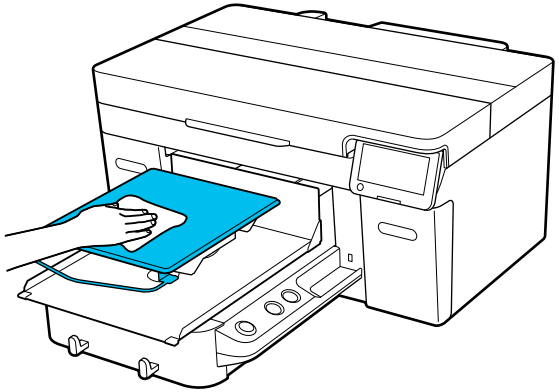
Using the Ink Cleaning Solution

Cleaning the Printer

To keep the printer in optimum condition, you need to clean it periodically, along with the platen and the platen frame.

1. If the platen is not in the forward position, press the ↧ moveable base button to move it forward.
2. Make sure that the printer is turned off and the LCD screen is blank.
3. Unplug the power cable.

4. Use a soft, clean cloth to carefully remove any dust or dirt from the platen. If necessary, clean the platen using a soft, clean cloth dampened with water and a small amount of detergent. Wipe off excess moisture with a dry, soft cloth.



5. Remove any dust or dirt from the printer cover in the same manner.

   Note: To reduce ink mist buildup inside your printer, clean it regularly using a small amount of cleaning solution on a lint-free cloth. Gently clean the flat surfaces, print head cover, and inside the printer cover.

   Caution: Do not use organic solvents such as alcohol to clean the printer. Otherwise discoloration, warping, or other damage may occur.

Parent topic: Maintenance

Related tasks

Using the Ink Cleaning Solution

Moving or Transporting the Printer

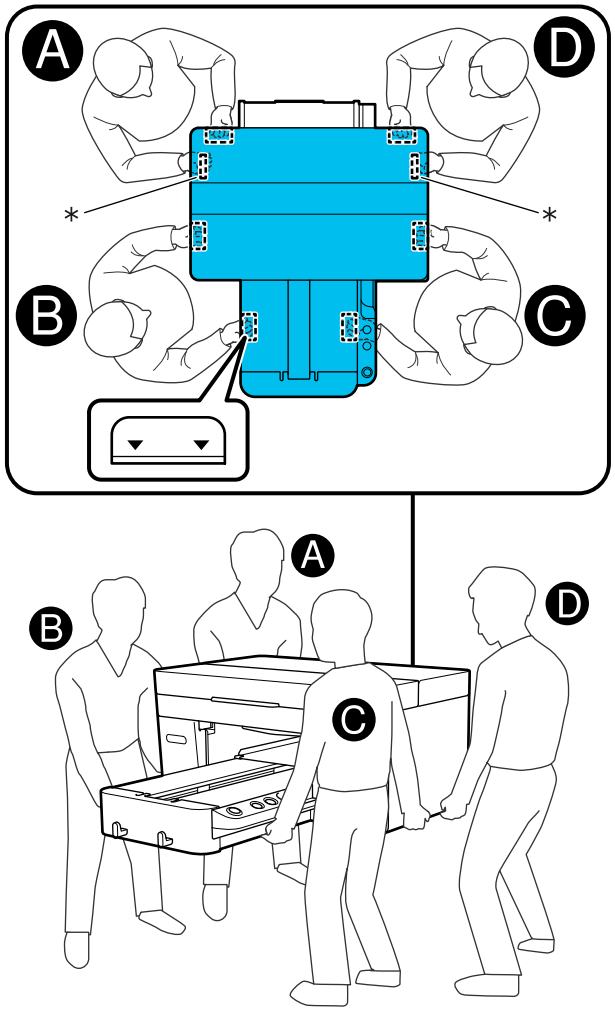
Follow the instructions in these sections to prepare and move the printer, and set it back up after moving it. When transporting the printer, protect it from shock and vibration by packing it using the packing materials it came with.

If the printer will be in transit and out of use for longer than two weeks, you should also prepare the printer for storage. See the link below.

Caution:

- Leave the ink supply units (ink packs) installed, or the nozzles may clog or ink may leak.
- Do not tilt the printer, stand it on its side, or turn it upside down or ink may leak.
- Do not attempt to carry the printer on your own. The printer should be packed and moved by four people.
- When lifting the printer, make sure you use the correct lifting posture. All four people should lift the printer at the same time or the printer may tip over and cause an injury.
- When moving the printer, do not tilt it more than 10°.

- When lifting the printer, touch only the necessary areas and grip it where indicated in the illustration below. There are recessed hand holds on the bottom of the printer and the * marks in the illustration denote non-slip pads.



Moving the Printer
Setting Up the Printer After Transport
Storing the Printer

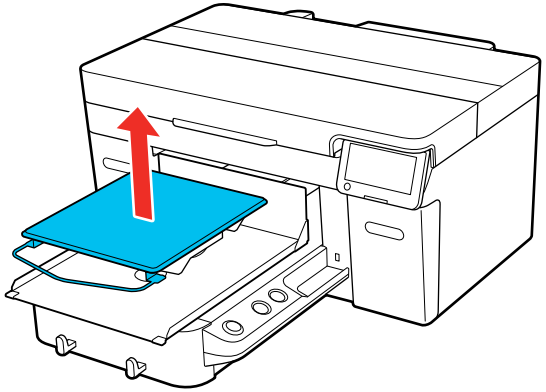
Moving the Printer

You can move the printer across the room or to another room on the same floor, or transport it to another building or location as described here.

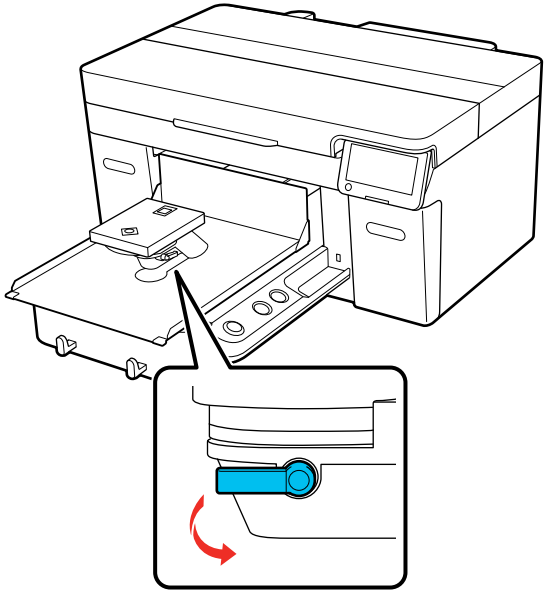
Note: Wear the protective gloves included in the maintenance kit to prevent your hands from being soiled by waste ink.

1. Grip the platen on the left and right sides and then lift it straight up to remove it.

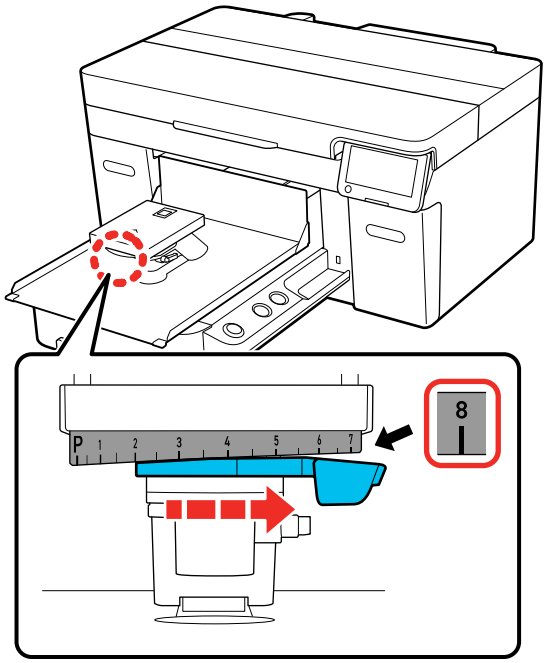
   Note: If you are using the sleeve platen, first remove the fixing band.



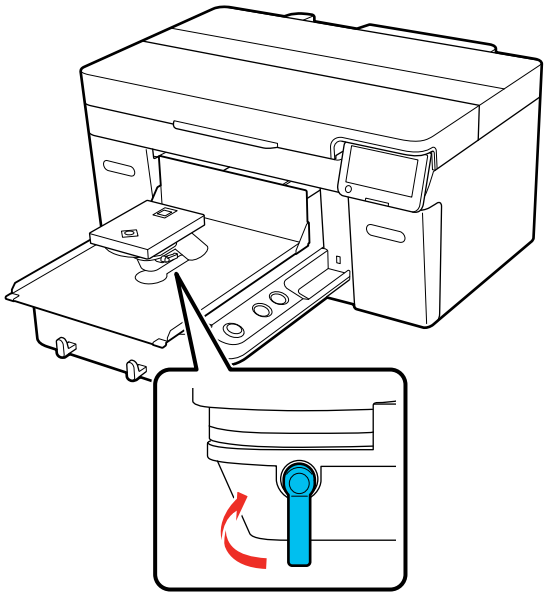
2. Loosen the fixing lever.



3. Move the platen gap lever to the right to set the scale to 8.



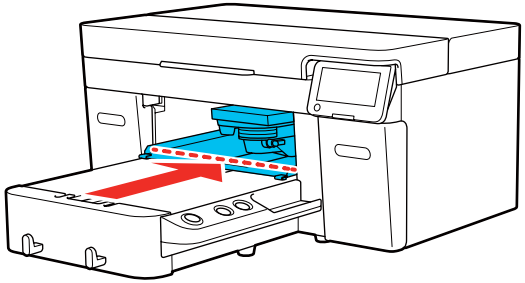
4. Tighten the fixing lever and then secure the platen gap lever.



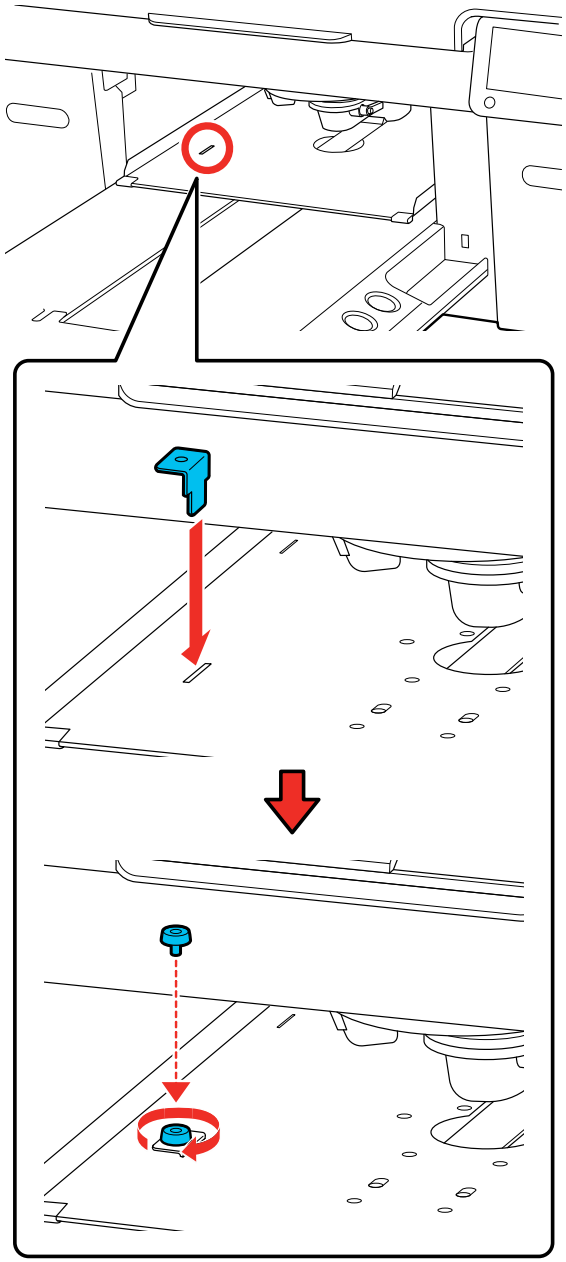
5. Make sure the printer is turned off and disconnect any cables.
6. Do one of the following:
   - If you are moving the printer nearby, go to step 9.
   - If you are transporting the printer to another floor or location, go to the next step.

7. Move the moveable base by hand to the position shown below.

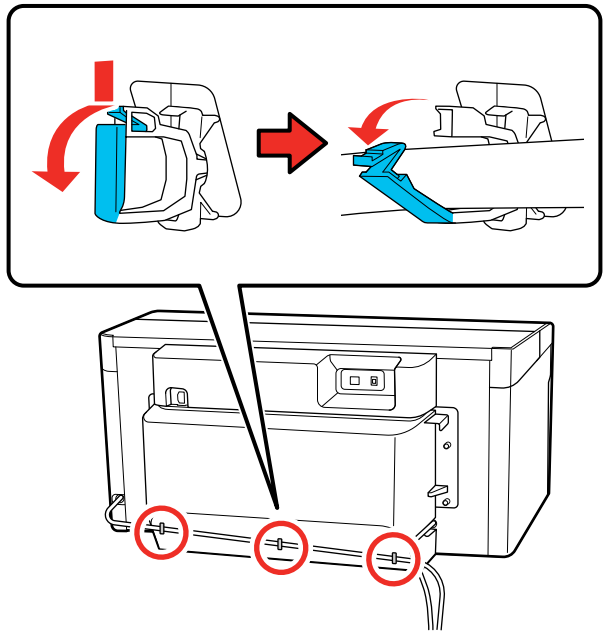
   Caution: Never move the moveable base by hand except as outlined for this purpose; otherwise, a malfunction may occur.



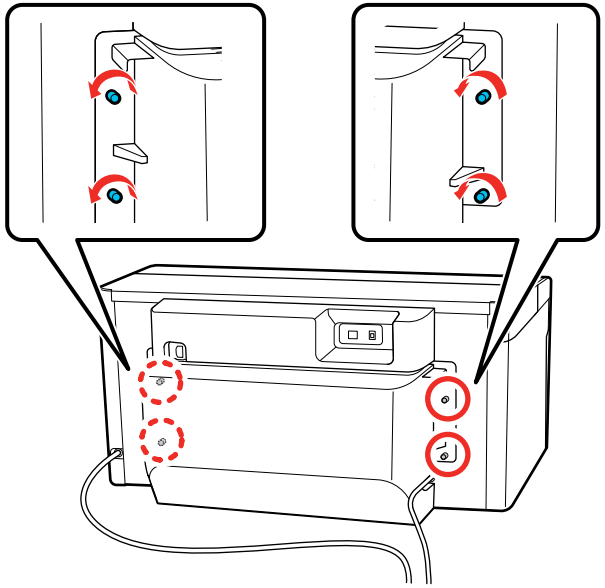
8. Re-install the carriage lock that you removed during initial setup and then secure it with the screw.



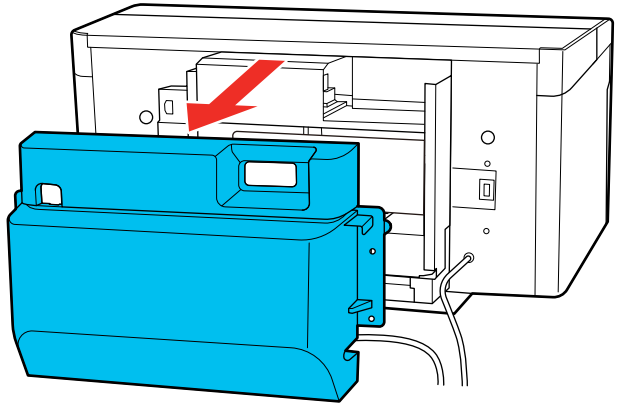
9. Carefully remove the waste ink tube from the waste ink bottle.
10. Remove the waste ink bottle.
11. Remove the waste ink tube from the tube clamps.



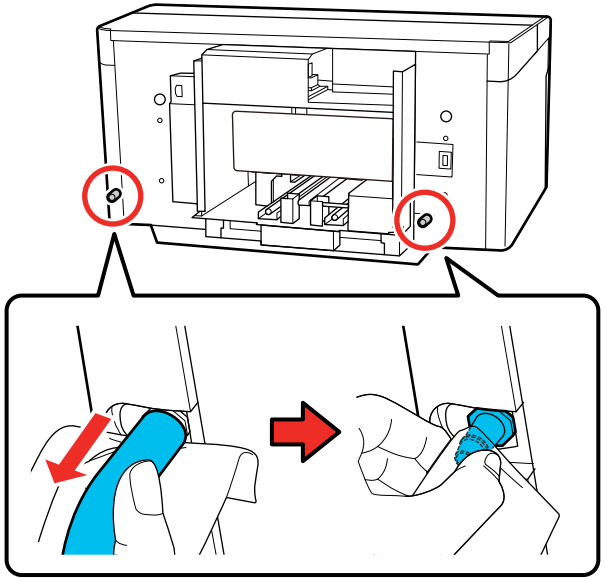
12. Unscrew the rear cover fixing screws.



13. Remove the rear cover.

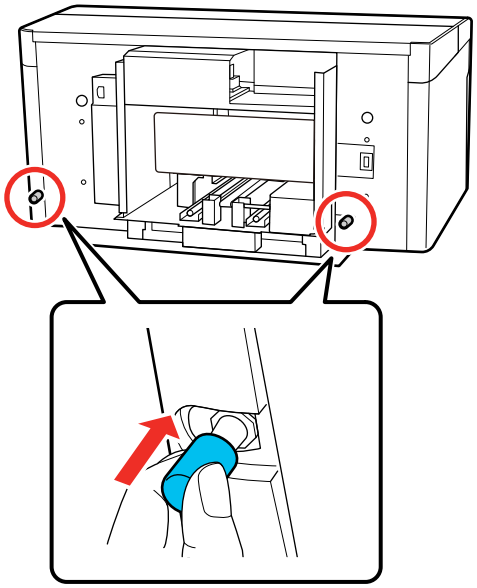


14. Hold the waste ink tubes from the bottom with a wipe and then pull them out as shown. Use the wipe to wipe waste ink from the waste ink outlets.



Note: Be careful when removing the waste ink tubes; waste ink may spill from the outlet or tube.

15. Attach the waste ink outlet caps that were removed during printer assembly. See the *Start Here* sheet for more information.



Parent topic: Moving or Transporting the Printer

Related tasks

Setting Up the Printer After Transport

Setting Up the Printer After Transport

Follow these steps to set up the printer after moving it. See the *Start Here* sheet for detailed information.

1. Verify that the location is suitable for installation.
2. Install the rear cover.
3. Install the waste ink tubes and the waste ink bottle.
4. Install the platen you want to use.
5. Connect the power cable to an electrical outlet and turn on the printer.
6. Perform a nozzle check and confirm that there are no clogged nozzles.
7. Align the print head and check the print quality.

Parent topic: Moving or Transporting the Printer

Related tasks

Performing a Nozzle Check
Aligning the Print Head
Installing the Platen

Storing the Printer

If you will not use the printer for an extended period of time with the power off, you must properly prepare it for storage. You must change the ink packs to cleaning ink packs if the planned period of non-operation is one month or more.

Caution: If you do not change the ink packs to cleaning ink packs before storing the printer, it may be impossible to clear clogs in the print head when the printer is turned back on. If you do not print for a long time and do not perform pre-storage maintenance, turn on the printer at least once every seven days.

Before you begin the storage operation, gather the necessary number of cleaning ink packs and one waste ink bottle. You may need new ink and cleaning ink packs depending on the amount of ink and cleaning liquid remaining. Prepare extra ink and cleaning ink packs as a precaution.

1. Do one of the following:
   - If the printer is in White ink mode and you will not use it for between two weeks and one month, change the printer mode to Color ink mode. See the link below.
   - If you will not use the printer for one month or longer, go to the next step.
2. Turn on the printer, if necessary.
3. Select **Menu** > **Maintenance** > **Keeping Preparation**.
4. Read the on-screen messages and then select **Start**.
5. Follow the on-screen instructions to perform the procedure.

   Note: Select **How To...** on the screen to view the steps.

6. When a message appears that confirms replacement is complete, turn off the printer.

7. When you turn on the printer after the storage period, follow the instructions on the control panel to install and charge the ink packs and to install a new waste ink bottle.

   Note:

   - Select **How To...** on the screen to view the steps.
   - Have new ink packs on hand as a precaution.
   - When White ink mode is selected after restarting use of the printer, the density of White ink may be low. See the link below.

Before storing any ink packs you removed from the printer, clean off any ink stuck to the ink supply ports. Lightly touch the corner of a wide cleaning stick from the supplied Maintenance Kit to the ink supply port to absorb any ink. Use a new cleaning stick for each color to avoid mixing colors. You do not need to wipe off the ink and make sure you do not forcefully press or move the cleaning stick.

Parent topic: Moving or Transporting the Printer

Related references

Storing Your Printer
White Ink Quality Is Poor
Ink Pack Safety Instructions
Optional Equipment and Replacement Parts

Related tasks

Replacing the Waste Ink Bottle
Changing the Printer Mode

Related topics

Shaking and Replacing Ink Packs

Using the Control Panel Menus

Follow the instructions in these sections to access the printer menu system and select settings.

Accessing the Printer's Menus
Basic Settings Menu
Printer Settings Menu
Maintenance Settings
Network Settings Menu
Media Settings
Maintenance Menu
Printer Status Menu

Accessing the Printer's Menus

You can use the printer menus to adjust the settings that control how your printer works.

1. Select the ⌂ home icon, if necessary.
2. Select the Menu **Menu** icon.
3. Press the up or down arrow to scroll through the menus, or swipe up or down on the LCD screen.

   Note: To return to the previous screen, press the left arrow button.

4. Press the up or down arrow to move through the settings, or swipe up or down on the LCD screen.
5. To select a setting, select **OK** any time the **OK** option is displayed. You can also select a setting to toggle it on or off.
6. When you finish changing settings on a menu, press the left arrow button to go back or select the ⌂ home icon on the control panel to completely exit the menu.

Parent topic: Using the Control Panel Menus

Basic Settings Menu

Select Menu **Menu** > **General Settings** > **Basic Settings** to customize various display and power settings.

Setting	Options	Description
LCD Brightness	1 to 9	Adjusts LCD screen brightness
Sounds	**Button Press**	Adjusts the volume of control panel sounds
	Completion Notice	Adjusts the volume of print job and maintenance completion notification
	Ready Notice	Adjusts the volume of printer alerts
	Print Completion Notice	Adjusts the volume of print completion notification
	Warning Notice	Adjusts the volume and repetition of notifications for maintenance and replacement of consumables
	Error Tone	Adjusts the volume and repetition of error notifications
	Sound Type	Adjusts the type of control panel sounds
Sleep Timer	**Off** **On**	Select the amount of time until the printer enters sleep mode (1 to 240 minutes)
Wake from Sleep	Various settings	Allows you to set the method for waking from sleep mode
Date/Time Settings	**Date/Time**	Enter the date and time
	Daylight Saving Time	Select the daylight saving option
	Time Difference	Sets the time difference for coordinated universal time (UTC)
Language	Various languages	Select the language used on the LCD screen
Screen Customization	Various options	Customizes the Home screen display
Keyboard	Various options	Select the keyboard displayed on the LCD screen

Setting	Options	Description
Unit Settings	**Length unit** **Temperature**	Select the unit for length and temperature displayed on the LCD screen

Parent topic: Using the Control Panel Menus

Printer Settings Menu

Select **Menu** > **General Settings** > **Printer Settings** to customize paper and printing options.

Setting	Options	Description
Printer Mode	**White ink mode** **Color ink mode**	Select the ink mode for the printer **Note:** This setting is not displayed if the printer is in High speed color mode.
Head Movement Range	**Data Width** **Printer Width**	Sets the range of print head movement. Select **Data Width** to increase the print speed by restricting movement to the printed area. Select **Printer Width** if you want more even print results.
Inside Light	**Auto** **Manual**	Select whether the inside light turns on and off automatically
Restore Default Settings	**Network Settings** **Clear All Data and Settings**	Select one of the options to return values to their default settings

Parent topic: Using the Control Panel Menus

Related tasks

Changing the Printer Mode

Maintenance Settings

Select **Menu** > **General Settings** > **Maintenance Setting** to customize various maintenance settings.

Setting	Options	Description
Cleaning Setting	**Threshold of Clogged Nozzles** **Max Retry Cleaning Count**	**Threshold of Clogged Nozzles** sets the number of clogged nozzles at which head cleaning should be performed. When Color ink mode is selected, set a value from 1 to 1600. When White ink mode or High speed color mode is selected, set a value from 1 to 3200. **Max Retry Cleaning Count** sets the number of times maintenance is repeated if nozzles are still clogged after cleaning the print head.
Actions Beyond Threshold of Missing Nozzles	**Stop Printing** **Show Alert** **Auto Cleaning**	Set what the printer should do when the **Threshold of Clogged Nozzles** is exceeded • **Stop Printing** displays a message on the LCD screen and stops printing • **Show Alert** displays a message on the LCD screen but continues printing • **Auto Cleaning** performs maintenance before printing starts
Periodic Cleaning	**Scheduled** **Print Page** **Off**	Set the timing at which to perform periodic head cleanings
Power On Cleaning	**On** **Off**	Set whether the printer automatically performs head cleaning when it is turned on

Parent topic: Using the Control Panel Menus

Related tasks

Performing a Nozzle Check
Cleaning the Print Head

Network Settings Menu

Select **Menu** > **General Settings** > **Network Settings** to configure your printer's network settings.

Setting	Options	Description
Network Status	**Wired LAN Status** **Print Status Sheet**	Select **Wired LAN Status** to view the current network settings. Select **Print Status Sheet** to print the current network connection information.
Advanced	**Device Name** **TCP/IP** **Proxy Server** **IPv6 Address** **Link Speed & Duplex** **Redirect HTTP to HTTPS** **Disable IPsec/IP Filtering** **Disable IEEE802.1X**	Displays advanced information, such as TCP/IP settings. You can enable or disable other network settings.

Parent topic: Using the Control Panel Menus

Media Settings

Settings on the **Media Settings** menu let you customize various adjustments for media types. You can access the menu directly by selecting **Media** on the LCD screen.

Current Settings

Setting	Options	Description
Media	01 to 30	Select a registered media settings entry
Platen Gap	**Auto** **Manual**	Change the platen gap settings

Print Adjustments options

Setting	Options	Description
Print Head Alignment	**Standard** **Micro Adjust**	Select to run the head alignment utility to correct grainy or blurry print results by realigning the print head for each platen size **Note:** This does not affect your print results if you set uni-directional printing for the print job.
Media Feed Adjustment	-1.00% to 1.00%	Adjust how far (width) the platen feeds between each movement of the print head

Media Management options

Setting	Option	Description
01 XXXXXX to 30 XXXXXX	**Change Name** **Platen Gap**	Change details for registered media settings • Select **Change Name** to edit the name of a registered media setting entry • Select **Platen Gap** to adjust the distance between the media and the print head. Select **Auto** to have the printer automatically detect the surface of the media, or select **Manual** to manually set the platen gap.

Parent topic: Using the Control Panel Menus

Related tasks

Registering and Using Media Settings
Aligning the Print Head

Maintenance Menu

Settings on the Maintenance menu let you run essential printer maintenance utilities.

Caution: Follow the instructions in the topic links below the table to use these menu settings correctly.

Setting	Options	Description
Print Head Nozzle Check	**Pattern Type** **Platen Type**	Select to run the nozzle check utility and inspect the printed pattern to determine if you need to clean the print head. Set the nozzle check settings according to the platen you are using and the desired pattern type. **Note: Pattern Type** is only displayed when the printer is in White ink mode.
Head Cleaning	**Auto Cleaning** **Cleaning (Light)** **Cleaning (Medium)** **Cleaning (Heavy)**	Select **Auto Cleaning** to automatically check for clogged nozzles and then perform head cleaning with the appropriate strength. If clogs are not cleared, choose one of the following: • **Cleaning (Light)**: run this level of cleaning first • **Cleaning (Medium)**: run this level of cleaning if the light level left faint or missing ink in your printouts • **Cleaning (Heavy)**: run this level of cleaning if the light and medium levels still left faint or missing ink in your printouts
Replace Maintenance Parts	**Head Cleaning Set** **Waste Ink Bottle**	Select if you need to replace the head cleaning set or waste ink bottle before a message appears telling you to replace it on the LCD screen

Setting	Options	Description
Cleaning the Maintenance Parts	**Around the Head** **Suction Cap** **Sensor Cover**	Select to move the platen and print head to the maintenance position for the selected cleaning option
Keeping Preparation	—	Perform if you are storing the printer for a long time (one month or more)

Parent topic: Using the Control Panel Menus

Related references

Optional Equipment and Replacement Parts

Related tasks

Performing a Nozzle Check
Cleaning the Print Head
Storing the Printer
Replacing the Waste Ink Bottle
Cleaning the Sensor Cover
Cleaning the Suction Cap
Cleaning Around the Print Head

Printer Status Menu

Settings on the Printer Status menu let you display information about your printer's current status.

Setting	Options	Description
Firmware Version	—	Displays the firmware version of the printer
Printer Name	—	Displays the name of the printer set in Epson Edge Dashboard
Fatal Error Log	—	Displays fatal error information
Operation Report	**Total Print Numbers** **Total Carriage Pass**	Displays the total number of the selected option

Parent topic: Using the Control Panel Menus

Solving Problems

Check these sections for solutions to problems you may have using your product.

Product Status Messages
Solving Printer Problems
Solving Printing Problems
Solving Print Quality Problems
Uninstall Your Product Software
Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Product Status Messages

You can often diagnose problems with your product by checking the messages or icons on its LCD screen.

LCD screen message	Condition/solution
It is time to clean the sensor cover.	The surface of the sensor cover is dirty. Clean the sensor cover immediately; otherwise, printing may not be performed at the appropriate head height.
The Sensor Cover cannot be recognized.	
It is time to clean the Encoder Scale. See your documentation for details.	The encoder scale is dirty. Clean the encoder scale immediately; otherwise, print quality will decline.
Printing has stopped. Check whether there is an obstruction inside the printer, and then press [OK].	Check the following and then select **OK**: • Make sure there are no wrinkles on the surface of the loaded media. Reload the media so that it is flat. • Check that the spacer combination and platen height (scale) are suitable for the media you are using. • Check that nothing has fallen into the printer.

LCD screen message	Condition/solution
Cannot move the movable base. Check around the movable base, and then press [OK].	Check the following and then select **OK**: • Remove anything that is on the platen that is not media. • Make sure there are no wrinkles on the surface of the loaded media. Reload the media so that it is flat. • Check that the spacer combination and platen height (scale) are suitable for the media you are using. • Remove anything that has fallen around the movable base.
Failed to inspect the condition of nozzles. Cannot run "Auto Cleaning". Select cleaning strength manually and run Cleaning.	The printer has exceeded the temperature at which normal operation is guaranteed. Adjust the temperature of the room and start again.
No reprint data found. A memory device or USB memory stick is required to reprint. See your documentation for details.	You cannot reprint a print job unless a USB memory stick is connected to the printer.
Cannot use the inserted Memory Device. For details, see your documentation.	Check the following: • The USB memory stick may be corrupt. Use a different USB memory stick. • There is not enough free space on the USB memory stick or the maximum number of readable files (999) has been exceeded. Delete any unnecessary files or use a different USB memory stick. • The USB memory stick was removed from the printer while data was being written or read. Before removing the USB memory stick, make sure that the light on the device is not flashing or on.

LCD screen message	Condition/solution
The combination of the IP address and the subnet mask is invalid. For details, see your documentation.	Enter the correct values for the IP address and the default gateway. Check with your network administrator if you do not know the correct values.
Recovery Mode	The printer restarted in recovery mode because the firmware update failed. Make sure the computer and printer are connected via USB and try updating the firmware again.
Maintenance Request: Replace Parts Soon (maintenance request code)	A part used in the printer is nearing or at the end of its service life. Contact your dealer or Epson for support and provide them with the displayed maintenance request code. The error persists until you replace the requested part. If you continue to use the printer, a printer error will occur.
Maintenance Request: End Of Parts Service Life (maintenance request code)	
Printer error. Turn the power off and on again. For details, see your documentation. (service code)	An error message occurs when: • The power cable is not connected securely • An error occurs that cannot be cleared When a printer error occurs, the printer automatically stops printing. Turn off the printer, disconnect the power cable from both the outlet and the printer, and then reconnect them. Turn the printer on and off several times. If the same error message is displayed on the LCD screen, contact Epson for support and provide them with the displayed service code.

Parent topic: Solving Problems

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)
Environmental Specifications
Optional Equipment and Replacement Parts

Related tasks

Performing a Nozzle Check
Cleaning the Print Head
Cleaning the Sensor Cover
Cleaning the Encoder Strip (Carriage Scale)
Changing the Platen Height
Attaching or Removing Spacers
Checking Spacer Combinations and Platen Height (Scale)

Related topics

Printing from a USB Memory Device

Solving Printer Problems

Check these sections if you have problems operating your product.

Printer Does Not Turn On
LCD Screen Shuts Off

Parent topic: Solving Problems

Printer Does Not Turn On

If the printer does not turn on, try these solutions:

- Make sure the power cable is securely connected.
- Make sure the power outlet works by connecting the power cable for another electronic device.

Parent topic: Solving Printer Problems

LCD Screen Shuts Off

If the LCD screen shuts off intermittently, the printer may be in sleep mode. Try these solutions:

- Press any of the buttons on the control panel to reactivate the display. Then perform a hardware operation such as opening the printer cover or sending a job to the printer.
- You can adjust the delay time before the product enters sleep mode in the Basic Settings menu.

Parent topic: Solving Printer Problems

Related references

Basic Settings Menu

Solving Printing Problems

Check these sections if you have problems printing with your product.

Nothing Prints
Cannot Print Over a Network
Print Head Moves But Nothing Prints
Platen Height Error Is Displayed While Printing
Message Is Displayed After Cleaning the Encoder Strip (Carriage Scale)
Printing Is Slow or Stops Intermittently
Cannot Access the USB Memory Device
Red Light Shines Inside the Printer
Forgot the Administrator Password

Parent topic: Solving Problems

Nothing Prints

If you have sent a print job and nothing prints, try these solutions:

- Make sure your printer is turned on.
- Make sure any interface cables are connected securely at both ends. If you have a spare cable, try connecting with the spare cable.
- Check the model and specifications of the interface cable to see if the cable is appropriate for your computer and printer.
- If you connected your printer to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your printer directly to your computer instead of the hub.
- Make sure the USB hub is recognized correctly on the computer. Disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port.
- Make sure the USB cable length does not exceed 10 feet (3 m).
- Make sure the cable is not broken or bent.

Parent topic: Solving Printing Problems

Related references

Interface Specifications

Related topics

Printing from a USB Memory Device

Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your printer is turned on.
- Make sure you installed your printer's network software as described in the *Network Guide*.
- If you are using TCP/IP, make sure the printer's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Check your wired LAN router or access point to see if the LED for the port to which your printer is connected is on or flashing. If the link LED is off, try the following:
  - Make sure the Ethernet cable is securely connected to your printer and to your router, access point, switch, or hub.
  - Try connecting your printer to a different port or a different router, access point, switch, or hub.
  - Try connecting with a different Ethernet cable.
  - Try printing to your printer from another computer on the network.
  - Try connecting your printer directly to the computer using a USB cable.

Parent topic: Solving Printing Problems

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)
Interface Specifications

Print Head Moves But Nothing Prints

If the print head is moving and nothing prints, try these solutions:

- Print a nozzle check pattern and then clean the print head, if necessary. If there are still clogged nozzles, clean the suction cap and around the print head and then clean the print head again and check if the clogged nozzles were cleared. If the problem remains, contact your dealer or Epson for support.

  Note: Use a transparent sheet when you are printing a nozzle check pattern with White ink. If you are using Color ink mode, it is difficult to see the cleaning liquid rows in the nozzle check pattern. There is no problem if the cleaning liquid rows are the only rows you cannot see.

- Make sure the platen height is adjusted correctly. The printer cannot print if the platen is too far from the print head. If **Platen Gap** is set to **Manual**, check that the spacer combination and platen height (scale) are suitable for the type of media you are using.

Parent topic: Solving Printing Problems

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Related tasks

Performing a Nozzle Check
Cleaning the Suction Cap
Cleaning Around the Print Head
Changing the Platen Height
Attaching or Removing Spacers

Platen Height Error Is Displayed While Printing

If a platen height error is displayed on the LCD screen during printing, try these solutions:

- If the image you are printing requires a large amount of ink, the platen height position sensor may cause an error to appear on the LCD screen. If the T-shirt is loaded on a platen with a frame, remove the frame and load the T-shirt so that it is flat. You should also reduce the width of any White ink in Garment Creator 2 or another RIP software you are using so that any white under-base print does not extend outside of the image. Be careful not to touch the T-shirt during printing as it can easily move out of position.
- Check that the pre-treatment solution is completely dry and reload the T-shirt on the platen.
- The printer's sensor may be reacting to an uneven media surface, or the media surface has slack or is creased. Try reloading the media so that is flat. If the problem persists, do the following:
  1. Set **Platen Gap** to **Manual**.
  2. Check that the spacers you are using and the platen height are appropriate for the type of media you are using.
  3. Add or remove spacers and change the platen height, as necessary.
  4. Load the media you want to use on the platen.

     Note: Load it so that it is flat with no slack or creases on the media surface.

5. Press the moveable base button to move the platen inside the printer.
6. Check the LCD screen and do the following:
   - If you see a message that says the media surface is too high, go to the next step.
   - If the Home screen is displayed, press the moveable base button to move the platen forward, loosen the platen gap fixing lever and then move the lever to the left by one notch on the scale. Tighten the fixing lever, secure the platen gap lever, and then press the moveable base button to move the platen back. Repeat the process until a message that says the media surface is too high appears on the screen.

     Note: If the A and B spacers are installed and aligned with the P scale, you cannot raise the platen height any further.

7. Press the moveable base button to move the platen forward.
8. Loosen the platen gap lever fixing lever and then move the lever to the right by two notches on the scale.

   Note: The "." dot marks on the scale between the numbers are also counted as one notch. If the message is displayed while the scale is at 3, move it to 4.

9. Tighten the fixing lever to secure the platen gap lever.

Parent topic: Solving Printing Problems

Related tasks

Changing the Platen Height
Attaching or Removing Spacers
Checking Spacer Combinations and Platen Height (Scale)

Message Is Displayed After Cleaning the Encoder Strip (Carriage Scale)

If a cleaning message is displayed on the LCD screen after you have cleaned the encoder strip (carriage scale), make sure that no dust or ink cleaner remains on the encoder strip (carriage scale). If the cleaning message appears again, contact Epson for support.

Parent topic: Solving Printing Problems

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Related tasks

Cleaning the Encoder Strip (Carriage Scale)

Printing Is Slow or Stops Intermittently

If printing is slow or stops in the middle of a print job, try these solutions:

- Make sure **Print Direction** is set to **Bi-Direction (High Speed)** in the Garment Creator 2 software.
- Make sure the pre-treatment solution has completely dried; otherwise, the printing surface may become damp and swell up, causing an error to occur and printing to stop.
- If you are using a platen without a grip pad and the print job requires a large amount of ink, the print surface may swell up with ink. An error may occur and printing may stop. If you are using a platen with a frame, try removing the frame. This will allow any slack or creases in the printed surface to spread to the outer edges and solve the problem. If you remove the frame, you also need to reduce the width of the White ink in the software so that the white under-base print does not extend beyond the image. Be careful not to touch the T-shirt while printing as it can be easily moved out of position.
- If you print from a USB memory device with a slow reading speed (4.63MB per sec or less), the print head stops during printing and then continues. Use a USB memory device with a faster reading speed.

Parent topic: Solving Printing Problems

Related topics

Printing from a USB Memory Device

Cannot Access the USB Memory Device

The USB memory device is not read by just inserting it into the printer's USB port. Select the USB icon on the Home screen and then select your operation.

Make sure files on the USB memory device are saved in the root folder. Only prn files are displayed when the device is connected to the printer.

Parent topic: Solving Printing Problems

Related topics

Printing from a USB Memory Device

Red Light Shines Inside the Printer

The red light always shines inside the printer. This is normal.

Parent topic: Solving Printing Problems

Forgot the Administrator Password

The preset value for the administrator password is the product serial number. Check the label on the back of the product to locate the serial number. We recommend that you change the preset password as soon as possible to prevent unauthorized access.

If you forgot the administrator password you created during network setup, contact Epson for support.

Parent topic: Solving Printing Problems

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Solving Print Quality Problems

Check these sections if you have problems with print quality.

Nozzle Check Pattern Prints Incorrectly
Overall Print Quality Is Poor
Lines Are Misaligned
Grainy or Unclear Printout
White Ink Quality Is Poor
Ink Stains Appear Outside the Printed Areas
Printer Status Sheet or Logs Print Incorrectly

Parent topic: Solving Problems

Nozzle Check Pattern Prints Incorrectly

If the nozzle check pattern does not print correctly, try these solutions:

- Clean the print head and print the check pattern again. If cleaning the print head several times does not solve the problem, clean the suction cap.
- If the printer has not been used for a long time, nozzles may be dried and clogged. Turn the printer on at least once every seven days to prevent the nozzles from clogging.
- Check to see if cleaning ink supply units are installed in Color ink mode. If so, the rows printed with the cleaning liquid are difficult to see.
- If you are printing the nozzle check pattern on paper in White ink mode, the rows printed with white ink are difficult to see. Try printing on a transparent sheet to confirm the nozzle check pattern using White ink.

Parent topic: Solving Print Quality Problems

Related tasks

Performing a Nozzle Check
Cleaning the Print Head
Cleaning the Suction Cap
Cleaning Around the Print Head

Related topics

Shaking and Replacing Ink Packs

Overall Print Quality Is Poor

If you notice that your print quality is uneven, too light, too dark, or there are lines in the print (banding), try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- If the print surface is too far from the print head, the following problems may occur:
  - Lines in the image (banding)
  - Edges of the image are blurry
  - Text and straight lines are duplicated
  - Image is grainy

  Check that the spacer combination and platen height (scale) are suitable for the type of media you are using.
- If you are printing on film, make sure that both spacers A and B are installed, the platen gap lever scale is set to position P, **Platen Gap** is set to **Auto**, and that the film is completely flat on the platen and secured with opaque adhesive tape.
- If you are printing on film and print quality is poor even after printing under the same conditions as a previous film print job, the print surface may not be correctly detected. Load the film so that it is flat and make sure it is not curled, warped, damaged, or bent in any way, and that the tape is not peeling or lifted.
- If there is any fuzz on the print surface, it could contact the print head and cause nozzles to clog. Use a heat press immediately before printing to flatten any fuzz on the media.
- If the printed surface is soiled, try cleaning the suction cap and around the print head. When you load media on the platen, remove any lint with a lint roller or sticky tape and press the fibers flat by using a hard roller.

- Align the print head. If you are printing on film, select **Dark Media** to align White ink with CMYK inks on dark garments and Digital-Transfer-Film. Select **Light Media** to align CMYK inks on light-color garments.
- Perform a feed adjustment.
- If the image quality does not improve after aligning the print head and performing a feed adjustment, clean the encoder strip.
- If the T-shirt you are printing on easily absorbs ink, ink may not remain on the surface of the T-shirt and slight misalignment may appear if bidirectional printing is enabled. If this occurs, align the print head. If the problem is still not resolved, try selecting **Uni-Direction (Low Speed)** as the **Print Direction** setting in the Garment Creator 2 software. To repeat printing or to print a job from a USB memory stick that has already been set to **Bi-Direction (High Speed)**, set **Head Move Direction** to **Uni-Directional** on the preview screen.
- Make sure your ink packs have not expired. For best results, use ink packs before the expiration date printed on the package (within a year of installation in the printer). Replace expired ink packs with new ones.
- Make sure you are using genuine Epson ink supply units (ink packs). If you use non-Epson ink packs, printouts may be faint, or the color of the printed image may be uneven because the remaining ink level is not correctly detected.
- Shake the ink packs thoroughly before installing them in the printer. To maintain optimum print quality, remove and shake the installed White ink pack at the start of every working day or when a message is displayed. Shake the color ink packs once a month.
- Compare the printed result with the image on your computer screen. Since monitors and printers produce colors differently, printed colors and screen colors do not always look the same.
- Make sure that the printer cover is closed during printing.
- Check the ink levels on the LCD screen. Replace any ink packs that are low on ink.
- If image quality varies even though the printing conditions do not change, it may be caused by the printer's sensor reacting to an uneven media surface, or if the media surface has slack or creases. Try reloading the media so that is flat. If the problem persists, do the following:

  1. Set **Platen Gap** to **Manual**.
  2. Check that the spacers you are using and the platen height are appropriate for the type of media you are using.
  3. Add or remove spacers and change the platen height, as necessary.
  4. Load the media you want to use on the platen.

Note: Load it so that it is flat with no slack or creases on the media surface.

5. Press the moveable base button to move the platen inside the printer.
6. Check the LCD screen and do the following:
   - If you see a message that says the media surface is too high, go to the next step.
   - If the Home screen is displayed, press the moveable base button to move the platen forward, loosen the platen gap fixing lever and then move the lever to the left by one notch on the scale. Tighten the fixing lever, secure the platen gap lever, and then press the moveable base button to move the platen back. Repeat the process until a message that says the media surface is too high appears on the screen.

     Note: If the A and B spacers are installed and aligned with the P scale, you cannot raise the platen height any further.

7. Press the moveable base button to move the platen forward.
8. Loosen the platen gap lever fixing lever and then move the lever to the right by two notches on the scale.

   Note: The "." dot marks on the scale between the numbers are also counted as one notch. If the message is displayed while the scale is at 3, move it to 4.

9. Tighten the fixing lever to secure the platen gap lever.

- Adjust the print quality settings in the Garment Creator 2 software to a higher quality setting.
- Adjust the density of the White ink in the Garment Creator 2 software.
- Make sure the pre-treatment solution is not too diluted. If the pre-treatment solution 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 Garment Creator 2 software or use a stronger pre-treatment solution.
- Before applying pre-treatment solution, make sure you remove any lint from the fabric surface using a lint roller or sticky tape; otherwise, uneven print results can occur.
- Make sure you are uniformly applying the correct amount of pre-treatment solution. Applying too much or too little, or applying it unevenly can cause uneven print results.
- If you are printing on cotton T-shirts, uneven print quality may occur if the pre-treatment solution is too weak. Standing fibers may not be flattened sufficiently and can shift during printing or fixing. Adjust the dilution ratio of the pre-treatment solution.

- If you are printing on polyester T-shirts, unevenness may occur depending on the fabric, even if the pre-treatment solution is applied correctly. Try increasing the temperature when fixing the pre-treatment solution.
- If you are printing vivid colors, try setting **Quality** for **Color Print Quality** or **White Print Quality** in the Garment Creator 2 software.

Parent topic: Solving Print Quality Problems

Related references

Media Settings
Diluting the Pre-treatment Solution
Optional Equipment and Replacement Parts

Related tasks

Performing a Nozzle Check
Cleaning the Print Head
Checking Spacer Combinations and Platen Height (Scale)
Cleaning Around the Print Head
Aligning the Print Head
Cleaning the Suction Cap
Cleaning the Encoder Strip (Carriage Scale)

Related topics

Shaking and Replacing Ink Packs
Loading a T-shirt

Lines Are Misaligned

If vertical ruled lines are misaligned in your print, try these solutions:

- Align the print head and save the adjustments to a registered media setting.
- Change the **Platen Gap** setting to **Manual**.
- You may see lines in prints created using the **Auto** (bi-directional) setting, depending on the unevenness of the shirt's surface. If this occurs, align the print head. If lines are still misaligned even after aligning the print head, set the **Head Move Direction** setting to **Uni-Directional** in the Garment Creator 2 software or the printer's menus. If lines are still visible, adjust the print quality settings in the Garment Creator 2 software.

Parent topic: Solving Print Quality Problems

Related references

Media Settings

Related tasks

Aligning the Print Head

Grainy or Unclear Printout

If your printouts are grainy or unclear, try these solutions:

- Clean the suction cap.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head and save the adjustments to a registered media setting. If you are printing on film, select **Dark Media** to align White ink with CMYK inks on dark garments and Digital-Transfer-Film. Select **Light Media** to align CMYK inks on light-color garments.
- Change the **Platen Gap** setting to **Manual**.
- Clean the surface of the T-shirt. Remove any lint with sticky tape or a lint roller, and press the fibers flat with a hard roller when you load a T-shirt on the platen.
- You may need to increase the image resolution or print at a smaller size (optimum image resolution is 360 dpi); see your software documentation for instructions.
- If you are printing over a USB connection and printing does not stop or printed text is corrupted, make sure you are only using one RIP software open.

Parent topic: Solving Print Quality Problems

Related references

Media Settings

Related tasks

Aligning the Print Head

Performing a Nozzle Check

Cleaning the Suction Cap

Cleaning Around the Print Head

Cleaning the Print Head

White Ink Quality Is Poor

If you notice that the White ink is uneven, too dark, too light, blurry, or unclear, try these solutions:

- To maintain optimum print quality, remove and shake the installed White ink packs at the start of every working day or every 24 hours (or when a message is displayed).
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Adjust the density of the White ink in the Garment Creator 2 software.
- Make sure the pre-treatment solution is applied evenly or the printed results will be uneven.
- Make sure the pre-treatment solution is not too diluted. If the pre-treatment solution 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 Garment Creator 2 software or make the pre-treatment solution stronger.
- Make sure to dry the shirt completely after pre-treatment. If the shirt is left for an extended period, dry it for several seconds using a heat press before printing.
- Check 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 solution applied. When pressing several T-shirts in succession, check that the temperature of the heat press is not too low. 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 your White ink packs have not expired. For best results, use ink packs before the expiration date printed on the package (within a year of installation in the printer). Replace expired packs with new ones.
- If the under-base white shows outside the main image area, adjust the print area of the under-base white in the Garment Creator 2 software.
- If you are printing on film and the under-base white shows outside the main image area, make sure you are printing on the correct side of the sheet and the job is intended for printing on film. If you confirm that both of those items are correct, increase the **Reduce White Area** setting in Garment Creator 2. See the Garment Creator 2 online help for more details.
- Try printing on a different type of garment. White quality can vary depending on the quality of the cotton and ratio of polyester in a garment.
- If there is still not enough white or the white is uneven, try the following:

  1. Run **Cleaning (Heavy)** on the white nozzles (**Menu** > **Maintenance** > **Head Cleaning** > **Cleaning (Heavy)** > **Select Nozzles**). Select all the WH rows and then select **OK**.

2. If the problem still remains after running the cleaning once or twice, change the printer mode to Color ink mode, and then back to White ink mode.
3. If changing the printer mode does not resolve the issue, contact your dealer or Epson for support.

Parent topic: Solving Print Quality Problems

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)
Fixing the Pre-treatment Solution (Heat Press)
Handling White Ink
Maintenance Menu
Diluting the Pre-treatment Solution

Related tasks

Performing a Nozzle Check
Cleaning Around the Print Head
Aligning the Print Head
Cleaning the Print Head
Changing the Printer Mode

Related topics

Pre-treating a T-shirt
Shaking and Replacing Ink Packs

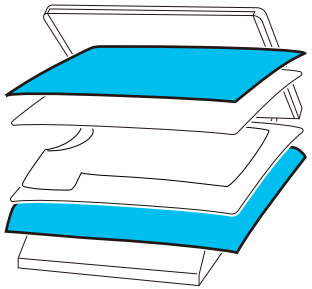
Ink Stains Appear Outside the Printed Areas

If you notice ink stains outside of the printed area of the T-shirt, there may be residual ink on the platen's frame or top plate or lint and ink may have built up on the print head. Check the frame and platen and clean them, if necessary.

Note: Transfer the printed T-shirt to the heat press with care; the ink is wet and can smudge.

If you notice stains developing over time outside of the printed areas, it may be caused by residual dye from dark-colored T-shirts transferred to white or light-colored T-shirts when using a heat press. The residual dye then reacts with perspiration and sunlight and can discolor. Clean the press surface and use a release sheet on top and under the T-shirt when pressing. Use new sheets or use them according to the color of the T-shirt. If you have placed cloth on top and under the T-shirt, place the sheets in the

positions shown below. If you have placed cloth on top and under the T-shirt, replace it with new cloth or use a different cloth according to the color of the T-shirt.



Components in the cotton pre-treatment solution may coagulate during storage. The coagulated components can stick to the fabric and cause unevenness. Filter the solution to remove any coagulation before using it.

Parent topic: Solving Print Quality Problems

Related tasks

Cleaning Around the Print Head

Filtering the Cotton Pre-treatment Solution

Cleaning the Platen Without a Grip Pad

Cleaning the Printer

Printer Status Sheet or Logs Print Incorrectly

If the printer status sheet and log are printed beyond the edges of your paper, make sure you are printing with a medium size (standard) platen.

Parent topic: Solving Print Quality Problems

Related tasks

Installing the Platen

Uninstall Your Product Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

Uninstalling Product Software - Windows

Uninstalling Product Software - Mac

Parent topic: Solving Problems

Uninstalling Product Software - Windows

You can uninstall and then re-install your printer software to solve certain problems.

1. Turn off the product.
2. Disconnect any interface cables.
3. Close all applications running on your computer.
4. Do one of the following:
   - **Windows 11**: Click , then search for **Settings** and select it. Select **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.
   - **Windows 10**: Right-click  and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

     Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

     Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

     Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

     Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.
5. Restart your computer, then re-install your software.

Note: If re-installing your product software does not solve a problem, contact Epson support.

Parent topic: Uninstall Your Product Software

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Uninstalling Product Software - Mac

In most cases, you do not need to uninstall your product software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your product software as described here.

Note: If re-installing your product software does not solve a problem, contact Epson support.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.
2. Click **Downloads**.
3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**. (If you do not see an Uninstaller utility, search for "Uninstaller" using the site search field.)
4. Run the file you downloaded.
5. Double-click the **Uninstaller** icon.
6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
7. Click **Uninstall**.
8. Follow the on-screen instructions to uninstall the software.
9. Reinstall your product software.

Note: If you uninstall the printer driver and your product name remains in the **Print & Fax**, **Print & Scan**, or **Printers & Scanners** window, select your product name and click the **–** (remove) icon to remove it.

Parent topic: Uninstall Your Product Software

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Where to Get Help (U.S. and Canada)

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred Limited Warranty Plan. Dial (888) 377-6611, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

Note: If you experience difficulty with the toll-free number, call (562) 276-1305 (U.S.).

Before you call, make sure you have your printer serial number and proof of purchase.

Visit epson.com/support (U.S.) or epson.ca/support (Canada) and select your product for solutions to common problems. You can download drivers, firmware, and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

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, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Parent topic: Solving Problems

Where to Get Help (Latin America)

If you need additional help with your Epson product, contact Epson.

Epson provides these technical support services:

Internet Support

Visit Epson's support website at latin.epson.com/support 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

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	0800-007-5000
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 602-4751 Other cities: 01-8000-915235
Costa Rica	800-377-6627
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit latin.epson.com or call your nearest Epson sales office.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements
Mac System Requirements
Printer Specifications
Supported Media Specifications
Interface Specifications
Electrical Specifications
Environmental Specifications
Dimension Specifications
Ink Specifications
Cleaning Ink Supply Unit Specifications
Pre-treatment Solution Specifications
Ink Cleaning Solution Specifications
Safety and Approvals Specifications

Windows System Requirements

To use your product and its software, your computer should meet these requirements.

Microsoft Windows OS version (64-bit compatible)	Windows 8.1, Windows 10, Windows 11
CPU	Multi-core processor (Intel Core i7 8th generation or better recommended)
Memory	U.S. and Canada: 2GB or more (16GB or more recommended) Latin America: 8GB or more (16GB or more recommended)
Hard disk space available	U.S. and Canada: 32GB or more (SSD recommended) Latin America: 250GB or more (SSD recommended)

Interface	Two High-Speed USB ports compatible with USB 2.0 Specification Rear port: for computer connection Front port: for external USB device connection
	Ethernet 1000Base-T
Display resolution	XGA (1024 × 768) or higher

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: Technical Specifications

Mac System Requirements

To use your product and its software, your Mac should meet these requirements.

OS X version	macOS 10.12.x or later
CPU	Multi-core processor (Intel Core i7 8th generation or better recommended)
Memory	U.S. and Canada: 2GB or more (16GB or more recommended) Latin America: 8GB or more (16GB or more recommended)
Hard disk space available	U.S. and Canada: 32GB or more (SSD recommended) Latin America: 250GB or more (SSD recommended)
Interface	Two High-Speed USB ports compatible with USB 2.0 Specification Rear port: for computer connection Front port: for external USB device connection
	Ethernet 1000Base-T
Display resolution	XGA (1024 × 768) or higher

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: Technical Specifications

Printer Specifications

Printing method	On-demand ink jet
Nozzle configuration	**White Ink Mode**: White: 400 nozzles × 4 Color: 400 nozzles × 4 colors **Color Ink Mode**: 400 nozzles × 4 colors **High-Speed Color Mode**: 400 nozzles × 2 (×4 colors)
Thickness of height regulation spacers	0.3 inch (7.5 mm); 4 points
Resolution	1200 × 1200 dpi maximum
Control code	ESC/P raster (undisclosed command)
Platen feed method	Conveyor belt
Built-in memory	1GB

Parent topic: Technical Specifications

Supported Media Specifications

Thickness	1.06 inches (27 mm) or less **Note:** The maximum thickness depends on the type of platen you are using.
Weight	3.31 lb (1.5 kg) or less

Material	Fabric with a cotton blend ratio of 50 to 100% (100% cotton, thick fabric with a high weave density recommended) Fabric with a polyester blend of 50 to 100% (100% polyester recommended) **Note:** Apply pre-treatment solution when printing on polyester T-shirts or when printing white ink on cotton T-shirts.

Parent topic: Technical Specifications

Interface Specifications

USB Interface	Front: High-Speed USB port compatible with USB 2.0 specification (for connection of non-encrypted USB drive for printing) Rear: High-Speed USB port compatible with USB 2.0 specification Type B (USB port for computer)
Ethernet Standards	IEEE802.3i (10BASE-T) IEEE802.3u (100BASE-TX) IEEE802.3ab (1000BASE-T) IEEE802.3az (Energy Efficient Ethernet); connected device should comply with IEEE802.3az standards **Note:** Use a category 5e or higher shielded twisted pair cable for all interfaces.

Parent topic: Technical Specifications

Electrical Specifications

Rated voltage	AC 100 to 240 V
Rated frequency range	50/60 Hz
Rated current	3.4 to 1.6 A

Power consumption	Printing: 46 W (approximately) Ready mode: 30 W (approximately) Sleep mode: 7 W (approximately) Power off mode: 0.3 W (approximately)

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C) Operating (recommended): 59 to 77 °F (15 to 25 °C) Storage (before unpacking): –4 to 104 °F (–20 to 40 °C); within 120 hours at 140 °F (60 °C) and 1 month at 104 °F (40 °C) Storage (after unpacking): –4 to 104 °F (–20 to 40 °C); within 1 month at 104 °F (40 °C) **Note:** • Operating the printer when the temperature around the printhead exceeds 86 °F (30 °C) will cause more frequent automatic cleaning cycles. • Make sure you use the printer at an altitude of 6561 feet (2000 m) or less.
Humidity (non-condensing)	Operating: 20 to 80% RH Operating (recommended): 40 to 60% RH Storage: 5 to 85% RH

Parent topic: Technical Specifications

Dimension Specifications

Height	19.6 inches (499 mm)

Width	38.6 inches (981 mm)
Depth	57 inches (1448 mm)
Weight	208.3 lb (94.5 kg)
(approximately)	(with supplied platen installed; not including ink supply units)

Parent topic: Technical Specifications

Ink Specifications

Note: This printer is designed for use with Epson ink packs only, not third-party ink packs or ink. Other brands of ink supplies are not compatible and, if described as compatible, may not function properly or continuously.

The included initial ink packs are designed for reliable printer setup and cannot be used as replacement ink packs or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All ink packs must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced ink packs.

Type	Dedicated ink supply units (ink packs) UltraChrome DG2 ink
Use by date	See the expiration date printed on the package (when stored at normal temperatures)
Print quality guarantee	After installation: 1 year
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package and after installation in printer): –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)

Dimensions	800 ml Width: 4.6 inches (117 mm) Depth: 14.2 inches (360 mm) Height: 1.2 inches (30 mm)

Note: Do not refill the ink.

Parent topic: Technical Specifications

Cleaning Ink Supply Unit Specifications

Expiration date	See the date printed on the package; at normal temperature
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package and after installation in printer): –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)
Capacity	27.1 oz (800 ml)
Dimensions	Width: 4.6 inches (117 mm) Depth: 14.2 inches (360 mm) Height: 1.2 inches (30 mm)

Parent topic: Technical Specifications

Pre-treatment Solution Specifications

Expiration date	See the date printed on the package; at normal temperature

Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package): **Cotton pre-treatment solution:** –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) **Polyester pre-treatment solution:** 32 to 104 °F (0 to 40 °C); within 4 days at 32 °F (0 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)
Capacity	Cotton pre-treatment solution: 5.29 gal (20 L) Polyester pre-treatment solution: 4.75 gal (18 L)
Dimensions (box)	11.8 inches (300 mm) × 11.8 inches (300 mm) × 11.8 inches (300 mm)

Parent topic: Technical Specifications

Ink Cleaning Solution Specifications

Expiration date	See the date printed on the package; at normal temperature
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package): –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)
Capacity	5 oz (150 ml)

Parent topic: Technical Specifications

Safety and Approvals Specifications

United States	Safety: UL62368-1
	EMC: FCC part 15 Subpart B class A
Canada	Safety: CAN/CSA C22.2 No. 62368-1
	EMC: ISED ICES-003 Class A

Note: 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.

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
FCC Compliance Statement
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

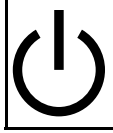
Before using your Epson product, read and follow these safety instructions.

List of Safety Symbols on the Product
General Product Safety Instructions
LCD Screen Safety Instructions
Ink Pack Safety Instructions

Parent topic: Notices

List of Safety Symbols on the Product

The following table lists the meaning of the safety symbols labeled on the product. Make sure that you completely understand the meaning of symbols on this product before using it.

Symbol	Description
	Stand-by To identify the switch or switch position by means of which part of the product is switched on in order to bring it into the stand-by condition.

Symbol	Description
	General prohibition To identify actions or operations that are prohibited.
	Contact prohibition To indicate injury that could occur due to touching a specific part of the equipment.
	Caution, risk of danger To identify general caution when using the product.
	Caution, keep hands clear To identify a part of the product that should not be touched.
	Alternating current To indicate on the rating plate that the product is suitable for alternating current only; to identify relevant terminals.
	Delicate items To identify a part of the product that should be handled with special care.

Parent topic: Important Safety Instructions

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Do not attempt to service this product yourself.
- Do not install or store the printer in an unstable location or a location subject to vibrations from other equipment. The printer could fall or tip over and cause an injury.

- Do not install the printer in locations subject to oily smoke and dust, or in locations subject to humidity or where it could easily get wet.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment. Do not modify the cord.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Do not route the power cord near heaters or other heat sources.
- Keep children away from this product, otherwise injury may occur.
- Connect your product to a properly grounded power outlet. Avoid plugging the product into an outlet on the same circuit as a photo copier, heat press, or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Make sure the plug is fully inserted into the outlet.
- Do not connect the power cable to a power strip or a multi-outlet extension cord; otherwise an electric shock or fire could occur. Supply power directly from a household power outlet (100 V AC).
- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.
- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- When unplugging the plug, grip the plug itself; do not pull the power cord.
- Do not bend, twist, or pull forcefully on the power cord.
- Unplug the plug regularly and clean between the blades and around the base of the blades. If the plug is plugged in for an extended period of time, dust collects around the base of the blades and a short circuit or fire could occur.
- Do not use the plug if dust or any other foreign objects have adhered to the plug; otherwise an electric shock or fire could occur.

- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Do not tilt the product more than 10 degrees in any direction while moving it. Doing so may cause the product to fall and cause damage or personal injury.
- Do not attempt to move the product alone; four people are required to move the product.
- Use correct posture when lifting the product.
- Make sure to remove all packing materials from the product and installation area.
- When placing the product on a stand with casters, make sure the casters are secured before you perform any work so that they do not move. If the stand moves while you are performing any work, it could cause an injury.
- Except when moving the product, keep all casters on the stand and ink unit locked at all times. Failure to observe this precaution could cause accidents.
- When moving the product, make sure it is turned off, the power cables are unplugged from the outlets, and all connecting cables have been removed. Avoid steps and uneven surfaces.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the cabinet or insert objects through the slots.
- Do not cover the printer with a cloth or install it in a location with poor ventilation.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not touch the encoder strip (carriage scale) except when cleaning. Malfunctions may occur if it is dirty or damaged.
- Do not put your hands inside the product and be careful not to trap your hands or fingers when opening or closing the printer cover. Do not put your hands on the movable base.
- Do not disassemble anything except as indicated in the product's documentation.
- Do not touch any areas inside the printer except for those indicated in the product's documentation; otherwise, you may be shocked or burned.

- Do not sit on the product or place heavy objects on top of it.
- Do not insert or drop metallic or flammable items into the openings on the product.
- Do not spill liquid on the product or use the product with wet hands.
- Do not insert or unplug the plug with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the product yourself.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the cabinet damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- Before storing the product, make sure the print head is positioned at the far right.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak.
- Do not use the printer in locations with volatile substances such as alcohol or thinner, or near naked flames. An electric shock or fire could occur.
- Do not use the product if it is giving off smoke or if you notice any abnormal odors or noises. An electric shock or fire could occur. If any abnormalities occur, turn off the power and unplug the power cable immediately, then contact your dealer or Epson Support.
- Only route the cables as indicated in the *Start Here* sheet. When connecting cables or optional accessories, make sure they are installed in the correct direction and that you follow the procedures exactly.
- If any foreign objects or liquids enter the printer, stop using it immediately. An electric shock or fire could occur. Turn off the power and unplug the power cable immediately and then contact your dealer or Epson Support.

Note: The lithium batteries in this product contain Perchlorate Material - special handling may apply. Click here for details.

Parent topic: Important Safety Instructions

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

LCD Screen Safety Instructions

- Use only a dry, soft cloth to clean the LCD screen. If it is very dirty, soak a soft cloth with some diluted neutral detergent, wring it out thoroughly, wipe off the dirt, and then dry it with a dry, soft cloth. Do not use volatile chemicals such as thinner, benzene, or alcohol. Doing so may damage the panel surface.
- Touch the panel with your finger. The panel only reacts when you touch it with your finger.
- If the LCD screen is damaged, contact Epson. If the liquid crystal solution gets on your skin, immediately wipe it off and then wash the area with large volumes of soapy water. If the liquid crystal solution gets into your eyes, flush them with water for at least 15 minutes and see a doctor immediately. If the liquid crystal solution gets in your mouth, rinse your mouth out with water and see a doctor immediately. If swallowed, drink a large amount of water, induce vomiting, and see a doctor immediately.
- Do not press too hard on the LCD screen or subject it to heavy impacts.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.
- The LCD screen may contain a few small bright or dark spots, and may display uneven brightness. These are normal and do not indicate the screen is damaged in any way.

Parent topic: Important Safety Instructions

Ink Pack Safety Instructions

- Keep cleaning packs, waste ink, ink cleaner, pre-treatment liquid and ink packs out of the reach of children and do not drink the ink.
- Do not shake the ink packs or cleaning ink supply units too forcefully. Doing so may cause them to leak.
- Do not disassemble the ink packs or cleaning ink supply unit.
- Wear protective eyewear, gloves, and a mask when performing maintenance.
- Should ink touch your skin or enter your eyes or mouth, immediately take the following actions:
  - If fluid touches your skin, wash it off immediately with large volumes of soapy water. Consult a physician if the skin appears irritated or discolored.
  - If fluid gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult with a physician.

- If swallowed, do not induce vomiting and consult with a physician as soon as possible.
- If fluid gets in your mouth, consult a physician as soon as possible.

Parent topic: Important Safety Instructions

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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

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

WARNING

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

For Canadian Users

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

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

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.

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes**. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6,that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED**. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court**. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 **WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.**

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.**

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: Notices

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Parent topic: Notices

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