EPSON

SC-G9000 Series

User's Guide

CMP0579-00 EN

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Note for U.S., Canada, and Latin American Users

IMPORTANT: Before using this product, make sure you read the online *Safety Instructions*.

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Notes on Manuals

Meaning of Symbols

To prevent injury to customers or third parties and damage to property, this manual uses the following symbols to warn of dangerous operations and handling. Make sure you understand the meaning of these symbols before reading this manual.

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

Screenshots

- ❏ Screen displays and illustrations may vary depending on the model and situation.
- ❏ Unless otherwise stated, the Windows screenshots used in this manual are from Windows 11.

Illustrations

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

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", and "Windows 8.1" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 11 operating system
- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X 10.9.5 or later as well as macOS 10.12 or later.

Manual Organization

U.S., Canada, and Latin America

To view user manuals, visit https://support.epson.com and search for your product.

Other Regions

The manuals for the product are organized as shown below.

You can view the PDF manuals using Adobe Acrobat Reader or Preview (Mac OS).

Setup Guide (booklet)	Provides information on how to setup the printer after unpacking it from the box. Make sure you read this manual to perform operations safely.

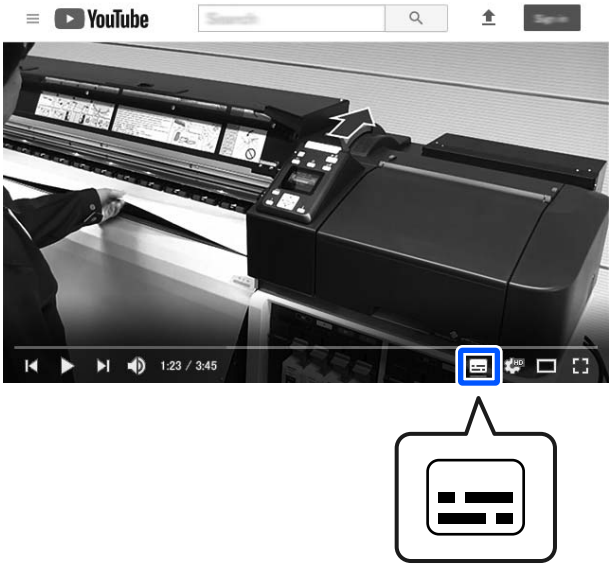
Safety Instructions (booklet)		Provides instructions that should be followed to prevent injury to customers or third parties and damage to property. Make sure you read this to ensure the product is used safely and correctly. For some regions, this content is included in the Setup Guide.
Online Manual		
	User's Guide (PDF)	This manual explains how to use the printer.
	Troubleshooting & Tips	This manual provides some frequently asked questions and tips to help you use the printer efficiently.
	Epson Video Manuals	These videos show you how to load media and perform maintenance.
	Network Guide (PDF)	This manual provides information on using the printer over a network.
	Epson Support (PDF)	Provides information about Epson Support for each region.

Viewing Video Manuals

The video manuals have been uploaded to YouTube and can be viewed by clicking the blue text below.

Epson Video Manuals

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



You can also view the video manuals in the following ways:

U.S., Canada, and Latin America

Click the (Epson Video Manuals) button at the top of the control panel screen and scan the QR code that appears.

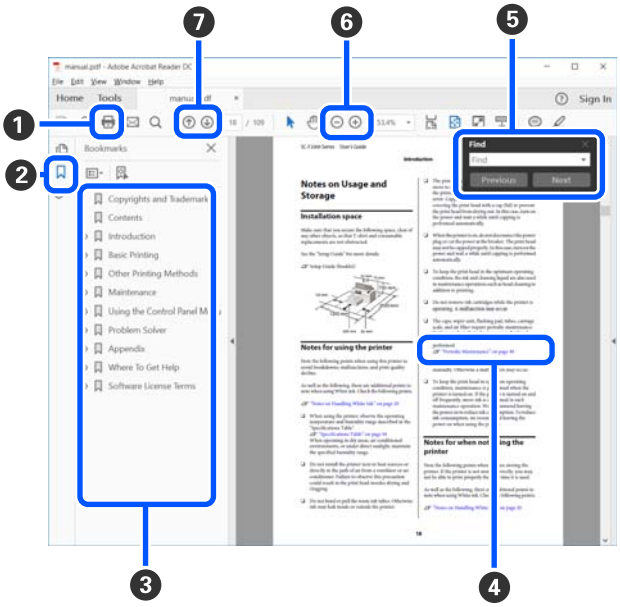
“Home screen (status display)” on page 18

Other Regions

Click **Epson Video Manuals** (Videos) on the top page of the Online Manual.

Viewing PDF Manuals

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



1. Click to print the PDF manual.

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

3. Click the title to open the relevant page.

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

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

   To return to the original page, do the following.

   For Windows

   While pressing the Alt key, press the ← key.

   For Mac OS

   While pressing the command key, press the ← key.

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

   For Windows

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

   For Mac OS

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

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

   For Windows

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

   For Mac OS

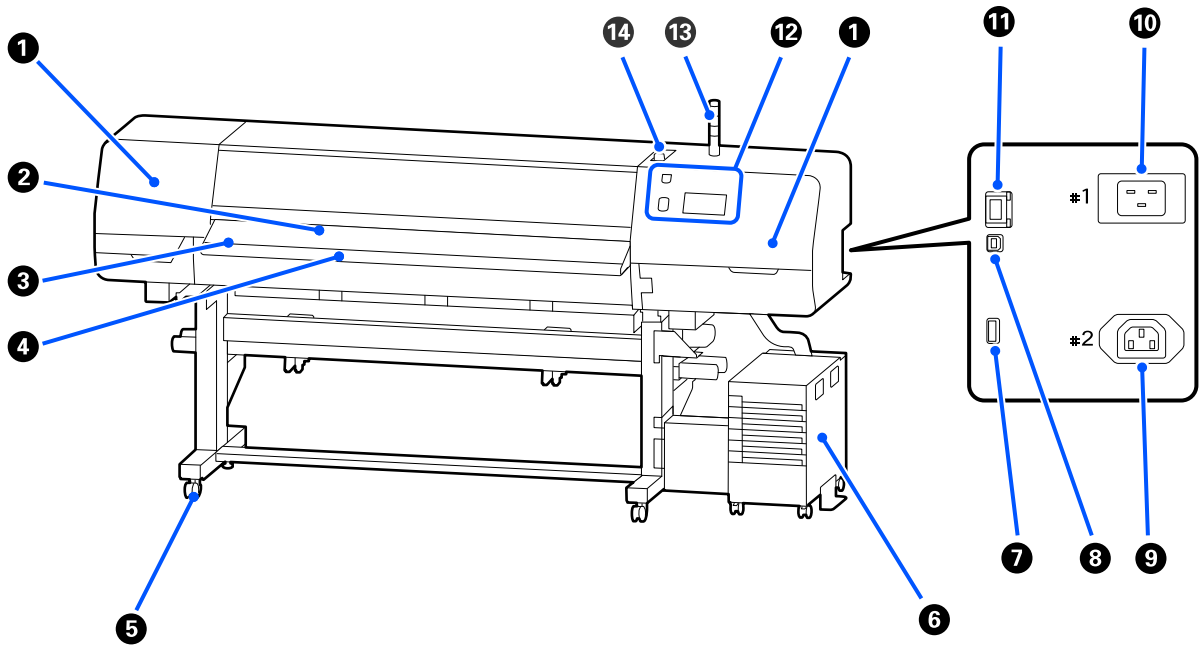
   Click the **View** menu - **Zoom** - **Marquee Zoom** in this order to change the pointer to a magnifying glass. Use the pointer as a magnifying glass to specify the range of the place you want to enlarge.

7. Opens the previous page or next page.

Introduction

Printer Parts

Front Section



1 Maintenance cover

Only open when replacing consumables or cleaning. There is a maintenance cover on both the left and the right.

2 Heater

Dries ink slightly to prevent it from running on the media.

3 Cutter groove

Slide the blade of a cutter (sold separately) along this groove to cut the media.

4 Magnetic media bar

Before cutting the media, attach magnets in this area to prevent cut-off printed materials from sliding onto the floor and getting dirty.

5 Casters

Always lock them except when moving the printer.

❻ Bulk ink solution

☞ "Bulk Ink Solution" on page 14

❼ Option port

Connect the cable for the bulk ink solution.

❽ USB port

Connect the USB cable.

❾ AC inlet#2

Connect the cable to supply power to the bulk ink solution.

❿ AC inlet#1

Connect the power cable supplied with the printer.

⓫ LAN port

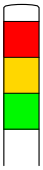
Connect the LAN cable.

⓬ Control panel

☞ "Control Panel" on page 16

⓭ Signal lamp

The status of the printer is indicated by the three color lamps, as described below. When all of the lamps are off, the printer is off.



Red : Cannot print as an error has occurred.

Yellow : A warning message is displayed, maintenance is being performed, or the printer is paused.

Green : Ready to print or currently printing.

The combination of lamp colors and whether the lamps are solid or flashing provides detailed information about the status of the printer.

See the following for more details on the signal lamps.

☞ "Understanding the Signal Lamps" on page 24

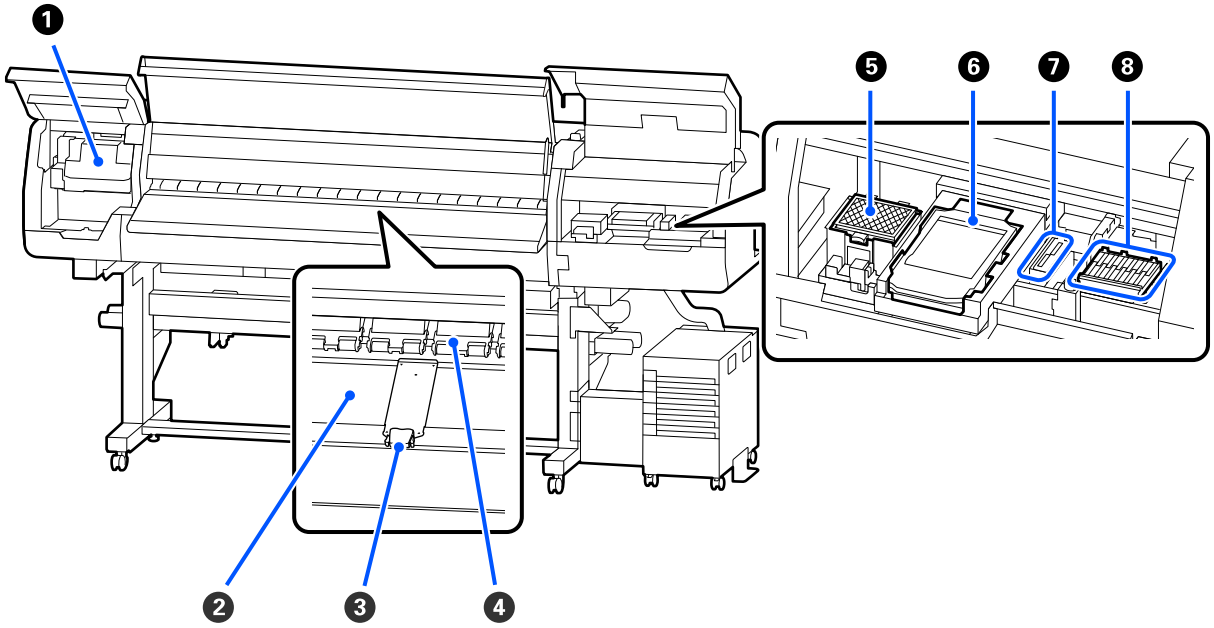
⓮ Media loading lever

This lever raises and lowers the pressure roller that holds the media in place.

Move the lever to the front to lower the pressure roller and hold the media in place.

Move the lever to the back to raise the pressure roller and release the media.

Inside



1 Print head

The print head prints by moving left and right while emitting ink. When nozzles remain clogged, even after doing **Head Cleaning** several times, clean around the print head.

“Cleaning Around the Print Head” on page 57

2 Platen

Suctions the media and feeds it during printing. If lint, dust, or ink adheres to the platen, it could cause clogged nozzles or ink drops to occur, so be sure to clean it daily.

“Daily Cleaning” on page 56

3 Media edge plates

The media edge plates prevent the media from rising up and touching the print head. Position the plates at either side of the media before printing.

“Loading Media” on page 39

4 Pressure rollers

These rollers press down on the media during printing. These move up and down in conjunction with the media loading lever.

Clean these rollers if the dirt on the rollers is staining the surface of the media.

“Cleaning the Pressure Rollers” on page 77

❺ Flushing pad

Ink is discharged onto this pad during flushing. The flushing pad is a consumable item. Replace the wiper unit at the same time.

☞ “Replacing the Head Cleaning Set” on page 65

❻ Wiper Unit

Used to wipe off ink that is stuck to the surface of the print head nozzles. The wiper unit is a consumable item. Replace when a message is displayed on the control panel prompting you to do so.

☞ “Replacing the Head Cleaning Set” on page 65

❼ Suction caps

Suctions out the ink during **Head Cleaning** to unclog the nozzles. Clean them if a message is displayed telling you to do so.

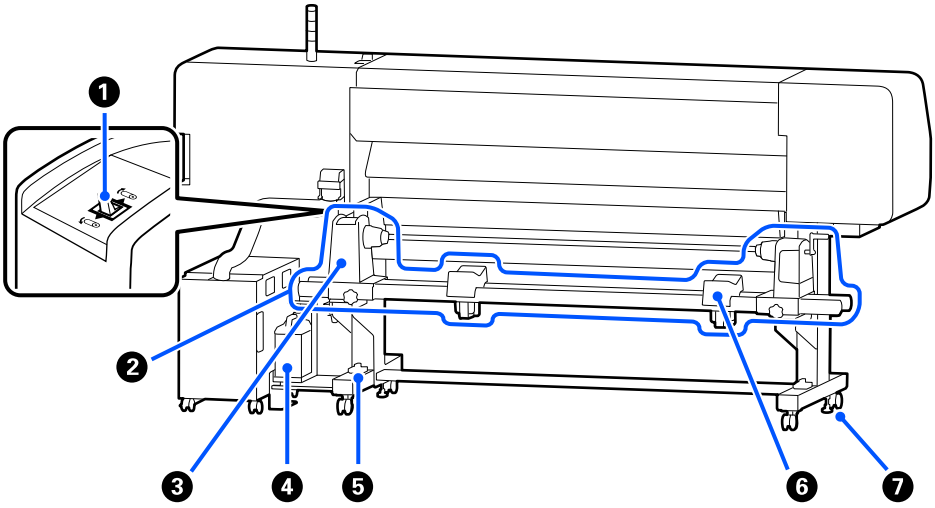
☞ “Cleaning the Suction Caps” on page 59

❽ Capping station

Contains caps that cover the print head nozzles to prevent them from drying while not printing. The capping station is a consumable item. Replace it if a message is displayed on the control panel telling you to do so.

☞ “Replacing the Cap Station Set” on page 68

Back



1 Drive switch

Rewinds media during media replacement.

2 Media feeding unit

Automatically feeds the media into the printer.

3 Media holder

Place media on this holder. There is a media holder on both the left and the right.

4 Waste ink bottle

Waste ink collects in this bottle. Replace it with a new waste ink bottle if a message is displayed on the control panel telling you to do so.

“Disposing of Waste Ink” on page 64

5 Level gauge

When installing on a carpeted floor or a sloping floor, check the horizontal level of the printer. There is a level gauge on both the left and the right.

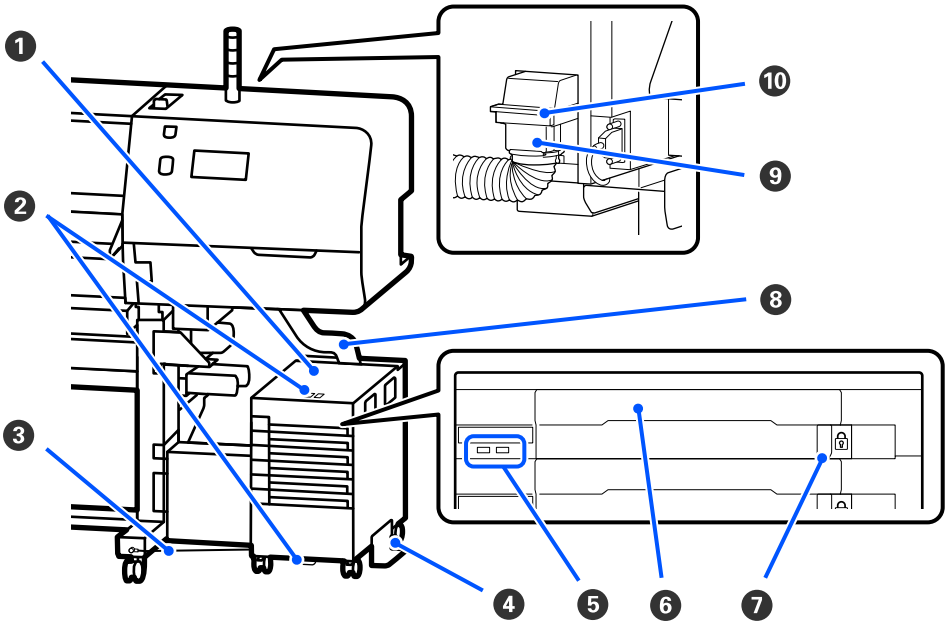
6 Media support

Rest media on this support before placing it on the media holder. There is a media support on both the left and the right.

7 Levelers

There are two levelers on each leg. When installing on a carpeted floor or a sloping floor, check level gauge of the printer and adjust these to keep the printer stable. If you perform horizontal adjustment during installation, make sure you raise the levelers above the casters before moving the printer.

Bulk Ink Solution

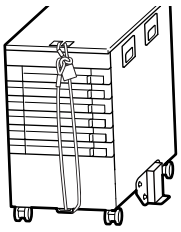


❶ Bulk ink solution

The bulk ink solution supplies ink to the printer. Insert ink supply units into all the ink trays.

❷ Security cable bracket

Pass a security cable (sold separately) through the upper and lower mounting parts to prevent the ink supply units from being stolen.



❸ Ink unit wires (2 pieces)

When in use, be sure to use screws to fasten the ink unit wires to the front and back of the printer's right leg. The ink tube may break if you move the bulk ink solution while it is connected to the printer without being fastened with the ink unit wires.

❹ Overturn-prevention plate

Make sure the bulk ink solution is used with an overturn-prevention plate attached to each side to prevent the bulk ink solution from overturning.

❺ LED light

The LED light indicates the status of the bulk ink solution or an ink supply unit, as shown below.

Solid blue	:	Ink is being supplied to the printer. Do not pull out the ink tray.
Flashing blue	:	It is time to shake the ink supply unit. Pull out the ink tray and shake it.
		☞ "Shaking the Ink Supply Units Periodically" on page 71
Solid or flashing orange	:	An error or warning has occurred. You can check the details of the error or warning on the control panel's screen.
Off	:	No error. You can pull out the ink tray if necessary.

❻ Ink tray

Insert the ink supply unit for the color indicated on the label. Place all of the ink trays in the bulk ink solution.

❼ Lock switch

To pull out an ink tray, unlock it by moving the lock switch to the right. After placing the ink tray in the bulk ink solution, lock it by moving the lock switch to the left.

❽ Ink tube

This tube supplies ink to the printer.

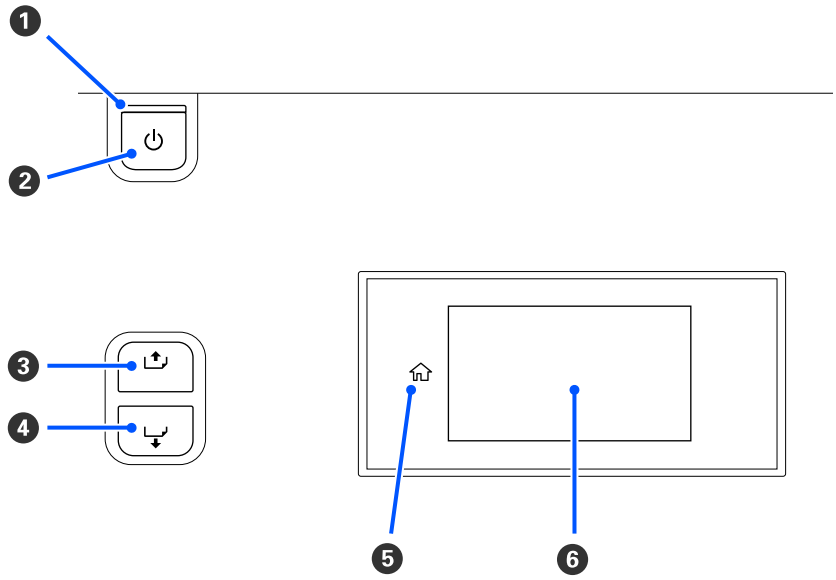
❾ Ink tube connector

This connector connects the ink tube and the printer. The ink tube should be connected to the printer, except when transporting the printer.

❿ Connector lock lever

Locks the ink tube connector. Do not open this lever after locking it during initial setup.

Control Panel



1 ⏻ Light (power light)
The printer's status is indicated by a solid or flashing light.

On : The power is on.

Flashing : The printer is operating, such as receiving data, shutting down, or performing Head Cleaning.

Off : The power is off.

2 ⏻ Button (power button)
Turns the power on and off.

3 [ ] button (rewind button)
The function varies depending on the position of the media loading lever, as shown below.

- When the media loading lever is moved to the front
  You can rewind the media by holding down the button. Rewinding stops when the leading edge of the media reaches the print start position. Rewind can be resumed by releasing the button and then pressing it again. Press and hold the button to speed up the rewinding.
- When the media loading lever is moved to the back
  You can rewind media that has been loaded with the printable side out by holding down the button.

4 [ ] button (feed button)
The function varies depending on the position of the media loading lever, as shown below.

- When the media loading lever is moved to the front
  You can feed the media by holding down the button. Press and hold the button to speed up the feeding.
- When the media loading lever is moved to the back
  You can rewind media that has been loaded with the printable side in by holding down the button.

❺ **(Home)**
Press to return to the home screen during menu operations (when is lit).

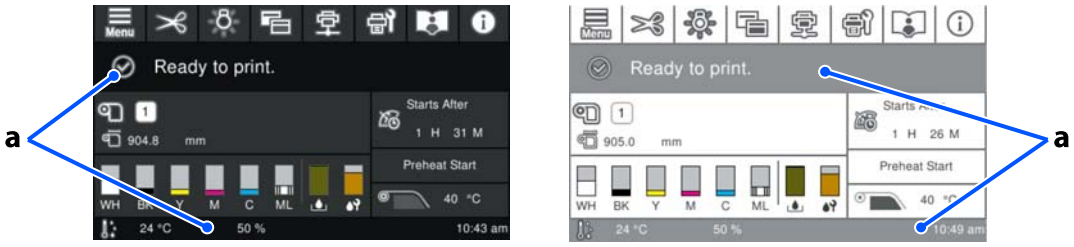
(Home) is not lit when it cannot be used.

❻ **Screen**
Displays the printer's status, menus, error messages, and other information.

"Home Screen" on page 18

Home Screen

The screen of the printer is a touch panel. The background color can be changed in **Basic Settings** - **Screen Customization** on the General Settings menu as shown in the following illustration.
The black/light gray areas (a) are the display areas. If you press these areas when there is no print job in progress and there is no error message on the display, the printer does not respond. The rest of the areas can be pressed to view information or make adjustments.



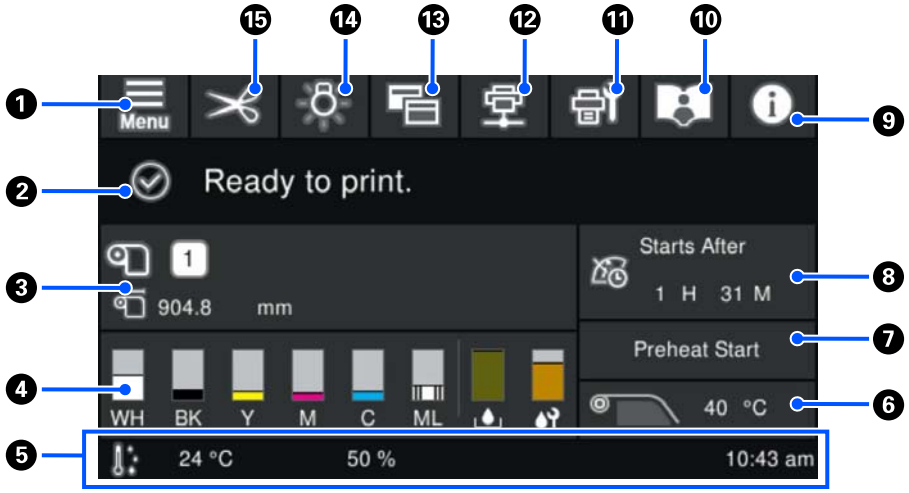
Depending on the printer's operating status, some of the buttons displayed at the top of the screen may not be able to perform their functions. If the function is unavailable, the icon is grayed out and the button does not respond even when pressed.

The home screen has the following two displays and you can switch between them by pressing .

❏ Home screen (status display)
You can check the current status of the printer.
“Home screen (status display)” on page 18

❏ Home screen (printing adjustments)
You can quickly change the major adjustment values. You can also make adjustments while printing.
“Home screen (printing adjustments)” on page 23

Home screen (status display)



❶ (menu)

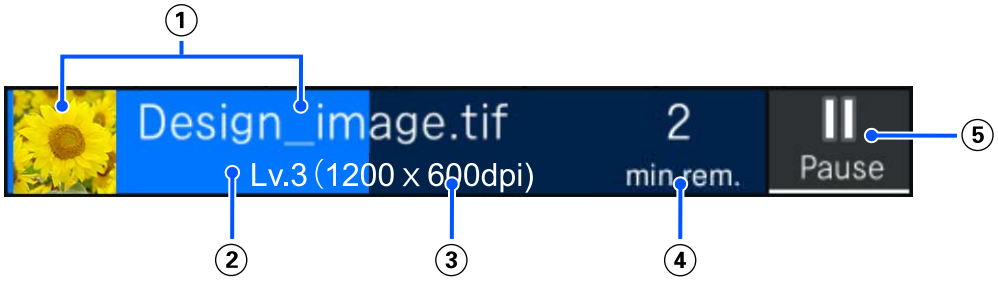
The settings menu will be displayed.

“Control Panel Menu” on page 81

❷ Status display area

Displays the printer's status and warning messages. Only the most recent notifications are shown in this area. You can check all warning notifications by pressing .

When a print job is received, the displayed content changes as shown below. The following provides an explanation of each display.



① Displays a thumbnail of the image being printed and the file name. A thumbnail image may not be shown, depending on the type of RIP being used.

② Displays a progress bar showing the printing or preparation progress.

This normally displays the progress until printing is complete. Depending on the settings, progress from print preparation to the start of printing, and from the start of printing to completion may be displayed separately.

By pressing the display area while printing, you can change the settings for the content displayed in ② and ③.

③ Displays the Printed Length for the media, or the Remaining Print Length, Throughput (m/h)/(ft/h), Throughput (m^2/h)/(sqft/h), Time until media replacement, or the Pass Mode for the media.

Pressing the display area while printing opens a screen in which you can set the content displayed in ③. Select 1 item that you want to display.

The displayed values for **Throughput (m/h)/(ft/h)**, **Throughput (m^2/h)/(sqft/h)**, and **Time until media replacement** are estimates based on a combination of print mode and data width. Note that the values for **Throughput (m/h)/(ft/h)** and **Throughput (m^2/h)/(sqft/h)** vary depending on the print mode and data width currently being printed.

④ Normally, the estimated time until printing is complete is displayed. Depending on the settings, the time estimated from print preparation to the start of printing, and the time estimated from the start of printing to completion may be displayed separately.

⑤ This is the Pause (Suspend) button.

After a print job is received, you can press this button and select whether to stop printing immediately (**Immediate pause**) or stop after printing the current page (**Pause between pages**). Pressing **Resume** on the screen during a pause resumes printing. However, if you select **Immediate pause**, printing may become disrupted when printing restarts.

While the printer is warming up, this button is called as **Start** until the heater reaches the set temperature. Pressing this button starts printing, even if the heater temperature is low.

❸ Media info

Displays the name and number of the currently selected registered media, as well as the width of the currently loaded media. When **Remaining Amount Management** is set to **On**, the remaining amount of the loaded media is also displayed. Pressing this area displays the **Media Settings** from the settings menu where you can change to a different registered media number or change the settings for the media number that is currently selected.

❹ Status of consumables

Displays the approximate amount remaining and the status of consumables such as the ink supply unit. Press this area to show a more detailed estimate of the amount remaining and the part number for each consumable.

The following provides an explanation of each display.



Ink supply unit status

Indicates the approximate amount of ink remaining. The bar goes lower as the remaining ink decreases. The letters are abbreviations of the colors, as described below.

WH : White

BK : Black

Y : Yellow

M : Magenta

C : Cyan

ML : Maintenance Liquid

Depending on the status of the ink supply unit, the display of the bar changes as shown below.

 : Ink is low. You need to obtain a new ink supply unit.

 : Ink is expended. Replace the old ink supply unit with a new one.

 : It is time to shake the ink supply unit. Pull out the ink tray and shake it.



Waste ink bottle status

Indicates the approximate amount of space available in the waste ink bottle. The bar goes lower as the amount of remaining space decreases.

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



Head Cleaning Set status

Indicates the approximate amount of wiper unit remaining. The bar goes lower as the remaining amount of the wiper unit decreases.

 : The wiper unit is running low, so you need to obtain a new wiper unit.

❺ Footer

Displays the current temperature, humidity, and time. You may not be able to print correctly unless you use the printer under the appropriate environmental conditions.

❻ Heater Temperature

Displays the temperature selected for the heater when using the selected registered media. The displayed status to the left of the number changes as shown below depending on the temperature of the heater. Press this area to display the settings screen where you can change the values.

Background Color	Icon	Status
Gray	-	Heater is stopped
Solid orange	-	Heater is warming*
Flashing orange		Heater is heating

* To raise the heater temperature to the set temperature during standby, press the Preheat Start area in ❼.

❼ Preheat Start/Stop

You can start/stop pre-heating for the heater each time you press this area.

Normally, the heater starts heating when a job is sent to the printer, and printing starts when the heater reaches the set temperature. Pre-heating allows you to start printing quickly once a job has been sent. When this area is pressed during standby, the heater starts preheating to maintain the set temperature.

The heater automatically turns off after the amount of time set for the **Sleep Timer** setting has passed. Additionally, when the **Heater** is set to **Off** for the currently selected registered media, this area will turns gray and the function is disabled.

❽ Periodic Cleaning notification

This display becomes active when **Periodic Cleaning** is set to **On** in **General Settings** - **Maintenance Setting**. The information displayed depends on the **Execution Timing** setting, as shown below.

- ❏ When **Print Duration** is selected: Time remaining until periodic cleaning starts (displayed starting 24 hours prior)
- ❏ When **Print Page** is selected: Number of pages remaining to be printed before periodic cleaning starts
- ❏ When **Print Length** is selected: Remaining print length before periodic cleaning starts

You can press this area at any time to perform Head Cleaning if necessary.

Also, automatic cleaning may be performed regardless of the notification when the printer is turned back on.

❾ (Printer Status)

If a warning notification occurs, ⚠ is displayed on the right like this: . Press this area, then press **Message List** to display a list of warning notifications. You can check detailed information and the necessary actions for each item by pressing it in the list. Items are removed from the list as those actions are taken.

❿ (link to manual)

Displays a QR code that takes you directly to the online manual.

Depending on your country or region, the QR code may take you directly to the Epson Video Manuals.

⓫ (Maintenance)

The Maintenance menu is displayed on the screen, and you can perform maintenance such as cleaning parts and replacing consumables.

⓬ / (Switch connection status)

The following icons indicate the connection status between the computer and the printer.

Connection on :

Connection off :

Press this area to turn the connection on or off.

For example, you can finish work more efficiently by turning the connection off to prevent jobs from being received before performing maintenance such as printing a nozzle check pattern or executing Head Cleaning after cleaning around the print head.

Note that this function may be disabled depending on the operating status of the printer. In this situation, the icon is grayed out.

⓭ (Switch screens)

Switch between the Home screen (status display) and the Home screen (printing adjustments) every time this area is pressed.

⓮ (Inside light)

Press this area to turn the inside light on or off.

Note that this function may be disabled depending on the operating status of the printer. In this situation, the icon is grayed out.

⓯ (feed media to cutting position)

The end of the print may be on the platen after printing is complete. If you want to feed the end of the print to the cutting position, press this area. Furthermore, if you press this area when the end of the print is already in the cutting position, the print start position on the platen is fed to the cutting position.

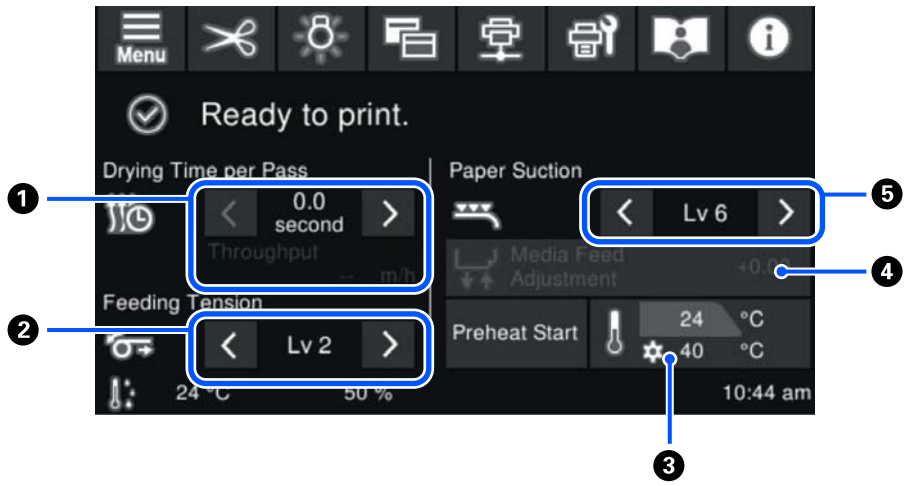
“Cutting media” on page 46

Home screen (printing adjustments)

The following section only describes parts that differ from the Home screen (status display). You can change the value for each setting even while printing. Adjustments are applied to the settings for the currently selected media.

See the following for more information on each item.

“Control Panel Menu” on page 81



❶ Drying Time per Pass

Displays the setting for the Drying Time per Pass. Press ‹ or › to change the value.

After printing starts, the Throughput (the number of meters that can be printed in one hour) is displayed below the settings area.

❷ Feeding Tension

Displays the Feeding Tension setting. If the media wrinkles during printing, press ‹ or › to change the value.

❸ Heater temperature

The heater's current temperature is displayed on the top row, and the temperature designated for the selected registered media is displayed on the bottom row. Press this area to change the temperature.

❹ Media Feed Adjustment

To correct banding that occurs during printing, press this area to perform media feed corrections.

If the feed amount is too small, black bands (dark stripes) appear; correct the feed amount upwards (+).

In contrast, if the feed amount is too large, white bands (pale stripes) appear; correct the feed amount downwards (-). The value indicates the amount of feed that has been corrected as a percentage or as a positive (+) or negative (-) value.

❺ Paper Suction

Displays the current setting for the strength of the paper suction applied by the platen to the media. Press this area to change the value, if necessary. For example, if the media is wavy on the platen, increase the value.

Understanding the Signal Lamps

The status of the printer is indicated by the three color lamps, as shown below. The lamp colors are red, yellow, and green from top to bottom. When red or yellow is solid or flashing, an error or warning has occurred on the printer. You can check the details of the error or warning on the control panel's screen.

Lamp Status			Printer Status
Red	Yellow	Green	
Off	Flashing	Off	Performing startup/shutdown operations
Off	Off	On	Standing by (printer is ready)
Off	Off	Flashing	Printing normally
Off	On	On/Flash	Consumables need to be replaced soon
Off	On	Off	Cannot start printing
On	Off	Off	Error occurred Check the screen for details
Flashing	Off	Off	Errors that cannot be cleared After confirming the message displayed on the screen, contact your dealer or Epson Support for assistance.
Off	Flashing	Off	Performing maintenance
Off	On	On	Paused (printing stopped)
Off	On	Flashing	Pause (Suspend) button pressed and printer is finishing the job or page
Off	On	Off	Connection off (cannot accept jobs)

Notes on Handling

Notes When Using the Printer

Note the following points to avoid breakdowns, malfunctions, and print quality decline.

- ❏ When using the printer, follow the operating temperature and humidity range described in the "Specifications Table". "Specifications Table" on page 130
  Note, however, that the desired results may not be achieved if the temperature and humidity are within the limits for the printer but not within those for the media. Be sure the operating conditions suit the media. For more information, see the documentation supplied with the media. Also, when operating in dry areas, air conditioned environments, or direct sunlight, maintain the appropriate humidity.

- ❏ Make sure the work space is kept clean. If dust or lint enter into the printer, it could damage the printer, clog the print head nozzles, or cause media feeding issues.

- ❏ Avoid using the printer in locations with heat sources or that are exposed to direct drafts from ventilators or air conditioners. The print head nozzles could dry out and clog.

- ❏ The print head may not be capped (the print head may not return to the right side) if the printer is turned off when media is jammed or an error has occurred. Capping is a function for automatically covering the print head with a cap (lid) to prevent the print head from drying out. In this case, turn on the power and wait a while until capping is performed automatically.

- ❏ When the power is on, do not remove the power plug or cut the power at the breaker. Otherwise, the print head may not be capped properly. In this case, turn on the power and wait a while until capping is performed automatically.

- ❏ Do not bend or tug the waste ink tube. Ink could spill inside or around the printer.

- ❏ Maintenance such as cleaning and replacement must be performed according to usage frequency or at recommended intervals. Failure to perform regular maintenance could result in loss of print quality. In the absence of the appropriate maintenance, continued use could damage the print head.
  "Cleaning Locations and Cleaning Timing" on page 51

- ❏ Print head cleaning is performed automatically at a fixed interval after printing to keep the print head nozzles from clogging.
  Be sure that the waste ink bottle is installed whenever the printer is on.

- ❏ As well as being expended during printing, ink is used during Head Cleaning and other maintenance operations required to keep the print head in working order.

- ❏ To keep the print head in optimum operating condition, maintenance is performed when the printer is turned on. Therefore, if the printer is turned on and off frequently, more ink is consumed each time due to maintenance operations. To reduce ink consumption, we recommend that you always leave the printer turned on.

- ❏ When applying powder, make sure that the powder is not scattered around the printer. If powder enters the printer, it may cause malfunctions, print head clogging, or scratches on the media.

- ❏ Do not rewind media that has powder on it into the printer. Do not allow powder to enter the printer.

- ❏ When using the printer with the shaker, be careful of overheating caused by the heater inside the shaker. If the printer stops for any reason during printing, we recommend turning off the shaker's heater temporarily.

Notes When Not Using the Printer

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

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

☞ "Notes on Handling White Ink" on page 27

❏ If you are not going to use the printer for an extended period (the power is off), perform pre-storage maintenance using the cleaning ink supply unit (sold separately). If the printer is left in this condition, it may be impossible to clear clogging in the print head.
See the following for more information.
☞ "Pre-maintenance When Not Using the Printer for an Extended Period" on page 75

❏ If you do not print for a long time and do not perform pre-storage maintenance, turn the printer on at least once every seven days.
If you do not print for a long time, the print head nozzles may become clogged. Head cleaning is performed automatically after startup when the printer is turned on. Head cleaning prevents print head clogging and maintains print quality. Do not turn the printer off until head cleaning is complete.
Leaving the printer for too long without turning it on may result in a malfunction.

❏ If you have not used the printer for a long time, check the print head for clogging before you start printing. Perform head cleaning if the print head is clogged.
☞ "How to Print a Nozzle Check Pattern" on page 73

❏ The pressure rollers may crease media left in the printer. The media may also become wavy or curled, causing jams or resulting in the media coming into contact with the print head. Remove the media before putting the printer in storage. After removing the media, move the media loading lever to the front.

❏ Store the printer after confirming that the print head has been capped (the print head is positioned at the far right). If the print head is left uncapped for a long time, the print quality may decline.

> ***Tips:***
> *If the print head is not capped, turn the printer on, and then turn it off.*

❏ Close all covers before placing the printer in storage. If you are not using the printer for a long time, put an anti-static cloth or cover on the printer to prevent dust. The print head nozzles are very small, and they can become clogged easily if fine dust gets on the print head, and you may not be able to print properly.

❏ When storing the printer, be sure that it is level: Do not store it at an angle, on end, or upside down.

Notes When Using the Control Panel

❏ Touch the panel with your fingers. It only works when touched by a finger.

❏ Do not touch the panel with a sharp object, such as the tip of a ballpoint pen or mechanical pencil. There is a risk of damaging the panel.

❏ If the panel gets dirty, wipe it clean with a soft cloth. If it is very dirty, soak a soft cloth in a diluted solution of neutral detergent, wring it out well, and wipe off the dirt. After that, wipe the panel with a soft dry cloth. Do not use volatile chemicals such as thinner, benzene, or alcohol. There is a risk of damaging the surface of the panel.

❏ Do not use the product in an environment subject to rapid changes in temperature or humidity. Condensation may form inside the panel, causing performance to deteriorate.

❏ Some pixels on the screen may not light or may remain lit constantly. Uneven brightness may also occur due to the characteristics of the LCD, but this is not a malfunction.

Notes on Handling Ink Supply Units

Note the following points when handling ink supply units to maintain good print quality.

❏ When using White ink, checking the following additional points.
☞ "Notes on Handling White Ink" on page 27

- ❏ Extra ink is required to fully charge the print head nozzles the first time the printer is used; therefore, replacement ink supply units will be needed earlier than usual.
- ❏ Store ink supply units at room temperature and out of direct sunlight.
- ❏ To ensure print quality, we recommend using all of the ink before whichever of the following dates is earlier:
  - ❏ The expiration date shown on the ink supply unit packaging
  - ❏ One year from the day they are inserted into the ink trays
- ❏ If you move the ink supply units from a cold place to a warm place, leave them at room temperature for more than four hours before using them.
- ❏ Do not touch the IC chip on the ink supply unit. You may not be able to print properly.
- ❏ Printing is not possible unless ink supply units are installed in all of the ink trays in the printer.
- ❏ Do not leave the printer without ink supply units installed. The ink in the printer will dry out and the printer will not function as expected. Leave ink supply units installed even when the printer is not in use.
- ❏ Because the IC chip manages the information for the ink supply unit, such as the remaining ink level, you can still reinsert and use an ink supply unit if you remove it before the replacement message appears.
- ❏ Before you store an ink supply unit that has been removed during use, use the cleaning stick from the included maintenance kit to absorb any ink adhering to the ink supply port. If the ink in the supply port dries out, it may cause ink leakage when you reinstall the ink supply unit and use it again.
  See the following for detailed cleaning instructions.
  ☞ "Pre-maintenance When Not Using the Printer for an Extended Period" on page 75
- ❏ While ink supply units are in storage, keep the ink supply ports free of dust. The ink supply port has a valve in it so it does not need to be capped.
- ❏ Removed ink supply units may have ink around the ink supply ports, so be careful not to get any ink on the surrounding area when removing the ink supply units.
- ❏ To maintain the quality of the print head, this printer stops printing before ink supply units are completely expended.
- ❏ Although the ink supply units may contain recycled materials, this does not affect printer function or performance.
- ❏ Do not dismantle or remodel ink supply units. You may not be able to print properly.
- ❏ Do not drop or knock an ink supply unit against hard objects; otherwise, the ink may leak from the ink supply unit.
- ❏ The Ink supply units installed in the printer must be removed and thoroughly shaken as follows:
  - ❏ White: Every day, before starting printing work.
  - ❏ Other colors: Once every three weeks.

  You do not need to shake the cleaning ink supply unit or the maintenance liquid unit.
  ☞ "Shaking the Ink Supply Units Periodically" on page 71

Notes on Handling White Ink

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

- ❏ Ink supply units that have been loaded must be removed and thoroughly shaken before starting work and once every 24 hours (when a message is displayed).
  ☞ "Shaking" on page 72
- ❏ Print quality may decline due to the ink's components sedimenting in the ink tubes. See the following if there is not enough white or the white is uneven in the print results.
  ☞ "There is not enough white or the white is uneven in the print results." on page 116

- ❏ When storing ink supply units, place them down flat (keep them level). If ink supply units are stored standing upright, you may not be able to clear the sedimentation even by shaking them.
- ❏ If the printer will not be used for more than two weeks, use the cleaning ink supply unit (sold separately) to perform pre-storage maintenance. If the printer is left in this condition without performing maintenance, it may be impossible to clear clogging in the print head.
  ☞ "Pre-maintenance When Not Using the Printer for an Extended Period" on page 75

Precautions When Handling and Storing Media

Note the following when handling or storing media. Media that are in poor condition will not produce good quality prints.

Be sure to read the documentation provided with each type of media.

Precautions when handling and storing

- ❏ Do not fold the media or damage the printable surface.
- ❏ Do not touch the printable surface. Moisture and oils from your hands can affect print quality.
- ❏ When handling media, hold it by both edges. We recommend wearing cotton gloves.
- ❏ Keep the media dry.
- ❏ Packaging materials can be used to store media and should not be thrown away.
- ❏ Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- ❏ When not in use, media should be removed from the printer, rewound, and inserted in its original packaging for storage. Leaving media in the printer for extended periods may cause it to deteriorate.

Handling Media After Printing

To maintain long lasting, high quality print results, note the following points.

- ❏ Do not rub or scratch the printed surface. If it is rubbed or scratched, the ink may peel off.
- ❏ Do not touch the printed surface, as this may cause the ink to transfer to whatever it comes into contact with.
- ❏ After printing, perform post-processing without stacking or folding the media.
- ❏ After printing, perform post-processing before the ink dries.

Introduction to the Software Provided

In the following section, we describe the Windows compatible software that is provided.

> ***Tips:***
> *Printer drivers are not provided. A software RIP is required for printing. "Epson Edge Print PRO", Epson's software RIP for Windows, is supplied with the printer.*

For Mac OS users

Download Epson Edge Dashboard from the Epson website to be able to do the following. For details, see the manual provided with Epson Edge Dashboard.

- ❏ Update the firmware
- ❏ Import print settings files (EMX files) provided by Epson into commercial software RIPs.

https://www.epson.com

Basic Software

The method for accessing software differ according to the country and region in which you live.

U.S., Canada, and Latin America

To view and download software options, visit https://support.epson.com and search for your product.

Other Regions

The basic software is provided on Setup Navi (website).

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

The following table shows the software supplied. For more information on each software application, see the online help for each software application.

Software Name	Summary
EPSON Software Updater	The software checks if new software or update information is available on the Internet and installs it. You can also update the manuals for the printer.
Epson communications drivers	Epson communications drivers are required when using Epson Edge Dashboard or Epson Edge Print PRO, or when using a commercial RIP to connect a computer and the printer by USB. Make sure these are installed.
EpsonNet Config SE	With this software for network administrators, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard. Even printers that have not been assigned an IP address can be initially configured from this software if they are connected to the network. For details, see the *Network Guide* (online manual).

Epson Edge Print PRO

Epson Edge Print PRO is Epson's genuine software RIP. It makes color matching easy and allows you to make the most of the features of your Epson printer.

Install Epson Edge Print PRO on a computer that has the basic software installed. To install it, access the URL printed on the sheet inside the Epson Edge Print PRO package.

When you install Epson Edge Print PRO, the following two applications will also be installed at the same time.

- ❏ Epson communications driver: This is required when connecting Epson Edge Print PRO to the printer.
- ❏ Epson Edge Dashboard: This supplements the Epson Edge Print PRO functions by importing print settings files (EMX files) provided by Epson for each media type.

See the following for more information on Epson Edge Print PRO.

☞ "Using Epson Edge Print PRO (Windows Only)" on page 32

Other Available Software

In addition to the basic software, the following software is available.

Software Name	Summary
Epson Edge Dashboard	This is installed when you install Epson Edge Print PRO*. After installation, it operates as resident software. The following features are available. ❏ Notifies you when a printer firmware update is available. You can download and update the latest firmware by following the wizard. ❏ Notifies you of the status of registered printers when you are using a commercial software RIP. ❏ Lets you monitor the printer status when the printer is connected to the computer with a USB cable or over a network. ☞ "Using Epson Edge Dashboard" on page 32
Web Config	This software is for network administrators and is pre-installed on the printer. You can start it from a web browser via a network. You can configure the network security settings from Web Config. It also provides an e-mail notification function to inform you about errors and other events on the printer. ☞ "Using Web Config" on page 34

* If you have not installed Epson Edge Print PRO, see below.

U.S., Canada, and Latin America

To download Epson Edge Dashboard, visit https://support.epson.com and search for your product.

Other Regions

Start EPSON Software Updater and install it from **Other useful software**.

☞ "Checking Software Update Availability" on page 33

Tips:
In addition to the above, the Epson Web site provides useful software that is compatible with the printer. Check the following.

https://www.epson.com

Using Epson Edge Print PRO (Windows Only)

Starting Procedure

The application can be launched using any of the following methods.

- ❏ Double click the shortcut icon created on the desktop.
- ❏ Click the Windows Start button - **All Programs** - **Epson Software** - **Epson Edge Print**.

For more information, see the Epson Edge Print PRO online help.

Acquiring and Registering EMX Files

To print correctly on the media you are using, you need the appropriate media settings and print information for the media.

For each media type, Epson provides a print setting (EMX) file that contains optimized media settings and print information (the provided files differ according to the country and region in which you live).
See the following for details on EMX files.
☞ "Registering Media Settings on the Printer" on page 37

Epson Edge Print PRO allows you to easily perform the following operations in wizard format.

- ❏ Download EMX files
- ❏ Automatically register print information in Epson Edge Print PRO
- ❏ Register media settings to a media number on the printer

For more details on how to acquire and register EMX files, see the Epson Edge Print PRO help.

Closing Procedure

Select **Done** from **File** at the top left of the screen.

Using Epson Edge Dashboard

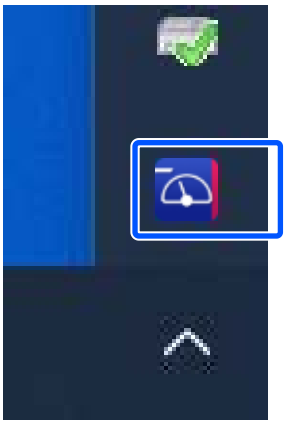
Starting Procedure

Epson Edge Dashboard is a Web application.

1 The application can be launched using either of the following two methods.

Windows

- ❏ Click the **Epson Edge Dashboard** icon on the taskbar on your desktop, and select **Show Epson Edge Dashboard**.



- ❏ Click **Start** - **All Programs** (or **Programs**) - **Epson Software** - **Epson Edge Dashboard**.

Mac OS

- ❏ Click the **Epson Edge Dashboard** icon displayed on the menu bar of the desktop, and select **Show Epson Edge Dashboard**.



- ❏ Double-click the **Applications** - **Epson Software** - **Epson Edge Dashboard** - **Epson Edge Dashboard** icon.

2 Epson Edge Dashboard starts.

For more information, see the Epson Edge Dashboard online help.

Registering the Printer

Epson Edge Dashboard can monitor, manage, and copy Media Settings to registered printers.

For Windows, printers are registered automatically, allowing you to monitor and manage them immediately after starting the Epson Edge Dashboard. If your printer is not automatically registered, check that you are using it under the following conditions.

- ❏ A communication driver provided with the printer has been installed on the computer
- ❏ The computer and printer are connected
- ❏ The printer is on standby

Printers are not automatically registered for Mac OS. Register your printer manually from the Register Printer screen. This screen is displayed when you start Epson Edge Dashboard for the first time. For details, see the Epson Edge Dashboard help.

Download the EMX File

To print correctly on your media when you are using a commercial software RIP, you must register the media's print information and media setting values on the printer and in the RIP.

You can use print setting file (EMX file) provided by Epson, which provides optimum print quality settings for the commercially available media being used. (The provided files differ according to the country and region in which you live.)
See the following for details on EMX files.
☞ "Registering Media Settings on the Printer" on page 37

After downloading an EMX file, you need to perform the following steps.

- ❏ Copy the media settings to the printer.
  For details, see the Epson Edge Dashboard help.
- ❏ Import the print information (print settings) into a commercial software RIP.
  See the manual for your software RIP for details.

Closing Procedure

Close the Web browser. However, since Epson Edge Dashboard is a resident software, it does not stop running.

Using EPSON Software Updater (Windows Only)

> ***Tips:***
> *EPSON Software Updater is not available in all regions.*

U.S., Canada, and Latin American users:

To check for software updates, visit https://support.epson.com and search for your product.

Checking Software Update Availability

1 Check the following status.

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

2 Start EPSON Software Updater.

Windows 8.1

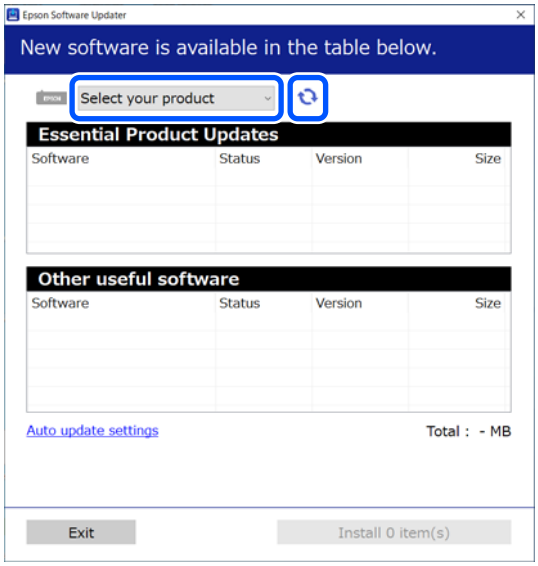
Enter the software name in the search charm, and select the icon displayed.

Other Windows versions

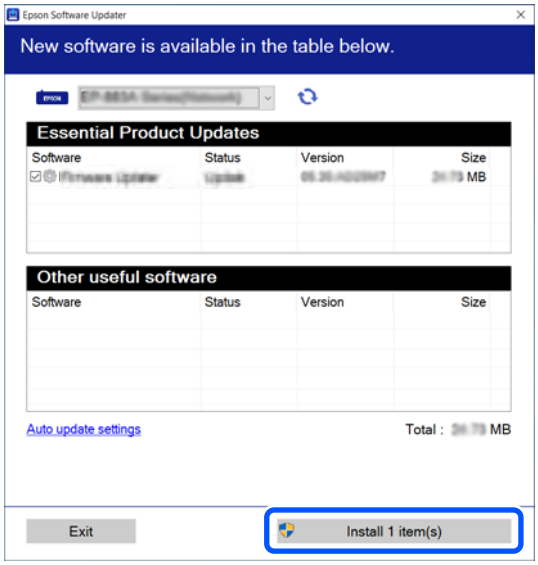
Click Start - **All Programs** (or **Programs**) - **Epson Software** - **EPSON Software Updater**.

> ***Tips:***
> *You can also start by clicking the printer icon on the desktop taskbar and selecting **Software Update**.*

3 Select your printer, and then click to check for the latest software.



4 Select the software you want to update, and then click the Install button to start the installation.



Follow the on-screen instructions to continue.

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

Receiving Update Notifications

1 Start EPSON Software Updater.

2 Click **Auto update settings**.

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

Using Web Config

Provides an overview of starting the software and the functions provided.

Summary of Functions

The following are the main functions of Web Config.

What general users can do

The following information can be checked by anyone.

- The status of the printer (such as the remaining amount of ink and replacement parts, and the firmware version)
- Network settings (these cannot be changed)

What administrators can do

When logged on as an administrator, you can configure advanced security settings such as network settings for the printer, SSL/TLS communication, IPsec/IP filtering, and IEEE802.1X, which cannot be done with the device alone.

Starting Procedure

Start the software on a computer that is connected to the same network as the printer.

1 Check the printer's IP address.

Confirm that the printer is ready to print. Press Menu (menu), and then select **General Settings** - **Network Settings** - **Network Status** - **Wired LAN Status**.

2 Start a Web browser on the computer that is connected to the printer over the network.

3 Enter the IP address of the printer in the address bar of the Web browser and press the **Enter** or **Return** key.

Format:
IPv4: https://IP address of printer/
IPv6: https://[IP address of printer]/

Example:
IPv4: https://192.168.100.201/
IPv6: https://[2001:db8::1000:1]/

To log on as an administrator, proceed to the next step.

4 Click Log in at the top-right of the screen, enter your User Name and Current password, and then click OK.

When you log in for the first time, leave **User Name** blank, enter the initial password in **Administrator Password**, and then click **OK**.

☞ "Checking the Initial Password" on page 36

Closing Procedure

Close the Web browser.

Uninstalling Software

Important:

- ❏ *Log into a "Computer administrator" account (an account with administrative privileges).*
- ❏ *Enter the administrator password when prompted and then proceed with the remainder of the operation.*
- ❏ *Exit any other applications that may be running.*

Windows

This section describes how to uninstall applications using Epson communications drivers as an example. We recommend performing this procedure with the printer turned off and the cable disconnected from the computer.

Windows 11

1 Click the Start button and then **Settings**.

The **Settings** screen is displayed.

2 Click **Apps** from the menu on the left side of the screen.

3 Click **Apps & features** (or **Installed apps**).

4 Click the menu button for **SC-G9000 Series Comm Driver** from the list and select **Uninstall** from the menu.

Follow the on-screen instructions to continue.

When the confirmation message is displayed, click **Yes**.

Other Windows versions

1 Open the Control Panel, and then click **Uninstall a program**.

2 Select **SC-G9000 Series Comm Driver** from the list and click **Uninstall**.

Follow the on-screen instructions to continue.

When the confirmation message is displayed, click **Yes**.

Mac OS

The following describes how to remove Epson Edge Dashboard.

1 Close **Epson Edge Dashboard**.

2 Double-click **Applications** - **Epson Software** - **Epson Edge Dashboard** - **Epson Edge Dashboard Uninstaller**.

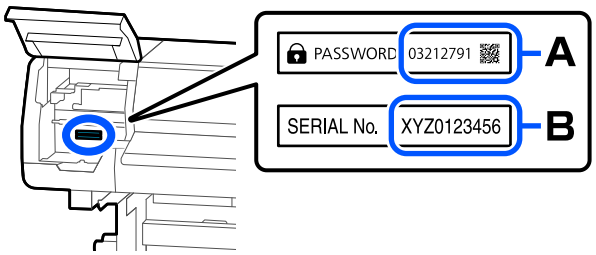
Follow the on-screen instructions to continue.

Notes on the Administrator Password

The initial password for each printer is different when the printer is shipped from the factory. We recommend that you do not continue to use the initial password when you start using the printer; change it to a password of your choice.

Checking the Initial Password

The initial administrator password is on the label inside the left maintenance cover.



- If the label says "PASSWORD": The initial password is indicated in A next to PASSWORD. (In the example in the illustration, the initial password is "03212791".)
- If the label does not say "PASSWORD": The initial password is indicated in B next to SERIAL No. (In the example in the illustration, the initial password is "XYZ0123456".)

Changing the Password

1. Start Web Config and log in as an administrator.

   "Starting Procedure" on page 34

2. Select the **Product Security** tab - **Change Administrator Password**.
3. Enter your current password in **Current password**.
4. Enter your new password in **New Password** and **Confirm New Password**, and then click **OK**.

   Input the **User Name** if necessary.

> ***Important:***
> *If you forget the password, contact your dealer or Epson Support for assistance.*

Basic Operations

Workflow for Correct Printing

Follow the instructions below to print correctly on your media.

1. Register media settings on the printer

To print correctly on the media you are using, you need the appropriate media settings and print information for the media. You can easily register media settings to the printer using the following method.

"Registering Media Settings on the Printer" on page 37

↓

2. Load media

"Loading Media" on page 39

↓

3. Select settings for loaded media

Select the number of a registered media that has the media setting values registered.

"Configure Settings for Loaded Media" on page 40

↓

4. Optimize the media settings (when using new media)

Adjust the settings for optimal printing by correcting for any individual differences between the media and printer you are using.

"Optimizing Media Settings" on page 41

↓

5. Checking before Printing

Before printing, check the amount of ink remaining and the condition of the nozzles on the print head.

"Before Printing" on page 44

↓

6. Print

Print from Epson Edge Print PRO or a commercial software RIP.

↓

7. Post-processing

Perform post-processing for the printed media in the following order to complete the printed product.

(1) Apply powder and heat

You can use one of the following methods.

- ❏ Feed the media through a shaker
- ❏ Place the media in a tray or other suitable container, apply the powder, and then heat it in an oven

(2) Use a heat press to transfer the image from the media to the target surface and then peel off the media.

(3) Cover the target surface with silicon paper and use a heat press to fix the ink.

Registering Media Settings on the Printer

You can register media settings in one of the following ways.

Using the general-purpose media settings that are pre-registered in the printer

The printer has two general-purpose media settings according to the media type.

When you select a media type, the printer prints using the general-purpose media settings appropriate for that media type.

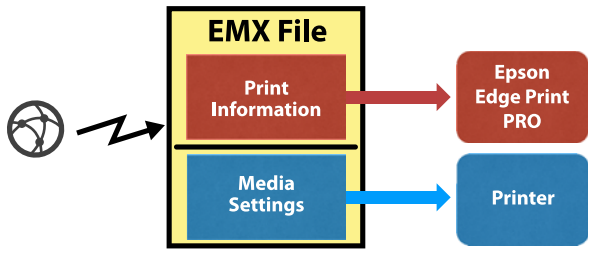
After loading the media, select the media type appropriate for the loaded media in Media Settings.

☞ "Configure Settings for Loaded Media" on page 40

Downloading an EMX file and registering the settings

An EMX file provided by Epson is a single print settings file containing the following information necessary to print properly on commercially available media (the provided files differ according to the country and region in which you live).

- ❏ Print Information: Settings for ICC profiles that are used in the RIP, the number of passes, the resolution, and more.
- ❏ Media Settings: The settings appropriate for the media you are using that are registered to the printer's Media Management for the Platen Gap, Feeding Tension, and more.



When using the software RIP Epson Edge Print PRO supplied with the printer, download the EMX file from Epson Edge Print PRO.

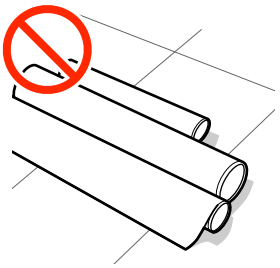
When using a commercial software RIP, download the EMX file using Epson Edge Dashboard.

Notes When Handling Media

If the following points are not observed when handling media, small amounts of dust and lint may stick to the media surface and cause ink drops in the print results or cause the nozzles to clog.

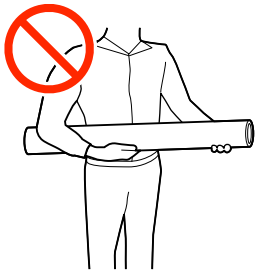
Do not place exposed media directly on the floor.

Media should be rewound and inserted in its original packaging for storage.



Do not carry media with the media surface pressed against clothing.

Handle paper in its individual packaging until just before loading the paper in the printer.



Notes on Loading Media

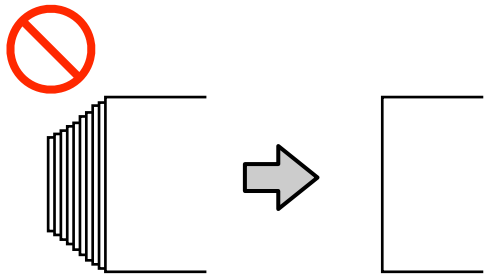
> ⚠ ***Caution:***
>
> - ❏ *The heater may be hot; observe all necessary precautions. Failure to observe the necessary precautions could result in burns.*
> - ❏ *Because the media is heavy, it should not be carried by one person. For media weighing 40 kg (88 lb) or more, use of a lifter is recommended.*
> - ❏ *Be careful not to trap your hands or fingers when opening or closing the printer cover. Failure to observe this precaution could result in injury.*
> - ❏ *Do not rub your hands along the edges of the media. The edges of the media are sharp and can cause injury.*

Load the media just before printing.

The pressure may crease media left in the printer. The media may also become wavy or curled, causing jams or resulting in the media coming into contact with the print head.

Do not load media if the right and left edges are uneven.

If media is loaded and the right and left edges of the roll are uneven, media feeding problems may cause the media to move around during printing. If the media meanders it may cause the media to curl on the platen, making it more likely to rub against the print head. Either rewind to align the edges or use a roll without any issues.

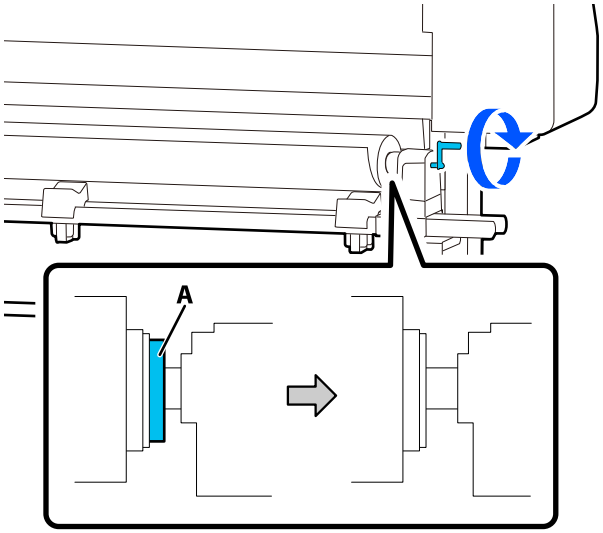


Media that cannot be used

Do not use media that is folded, wrinkled, torn, or dirty, or media that is warped by more than 7 mm (0.28 in.). The media could touch the print head and damage the print head.

Do not rotate the handle for the media holder too much.

When turning the handle to push in part A, as shown in the illustration, do not turn the handle any further once part A is hidden. Failure to observe this precaution could damage the media holder.



Handle the media edge plates with care.

- ❏ When aligning the media edge plates with both edges of the media, make sure that the edges of the media are positioned so that they are at the centers of the holes in the media edge plates. Incorrect positioning causes banding (horizontal banding, tint unevenness, or stripes) during printing.
- ❏ Do not use the media edge plates if the left and right sides of the printed media are smudged when printing.
- ❏ Move the media edge plates to the left and right edges of the platen when they are not in use.

Loading Media

As shown below, you can load media while checking the procedure on the panel screen.

You can check the procedure in a video on YouTube.

Epson Video Manuals

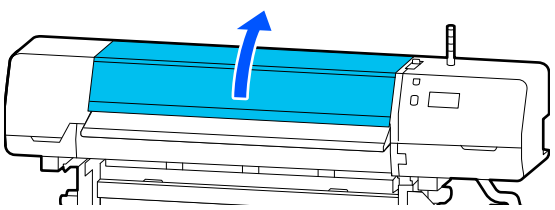
Read the following before starting this procedure.

“Notes When Handling Media” on page 38

“Notes on Loading Media” on page 38

1 Check that **Open Printer Cover and load the media.** is displayed, and then open the printer cover.

> ***Important:***
> *Do not touch any components inside the printer cover or maintenance cover except in the locations specified. This can damage the printer so it cannot print properly.*



2 Press **How To... -Loading media-Control Panel** to view the loading procedure.



Follow the on-screen instructions to perform the procedure.

> ***Tips:***
> *Select **Web Video Manuals** and scan the displayed QR code with your smart device to view a procedure in a video on YouTube.*

When you have finished loading the media, follow the instructions on the control panel to configure the settings for the loaded media.

“Configure Settings for Loaded Media” on page 40

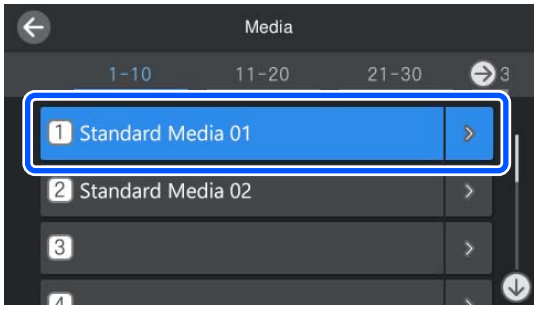
Configure Settings for Loaded Media

1 Press **Media** to select the registered media number that contains the settings corresponding to the loaded media.



When Media Settings for the loaded media have been registered or EMX files have already been downloaded.

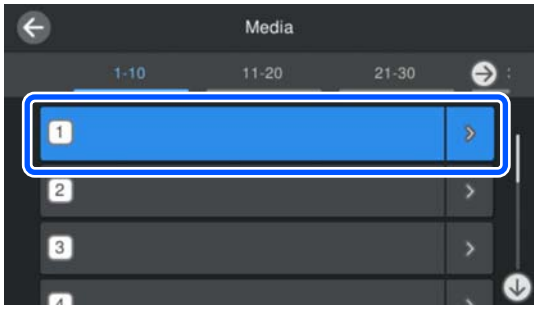
Select the registered media number.



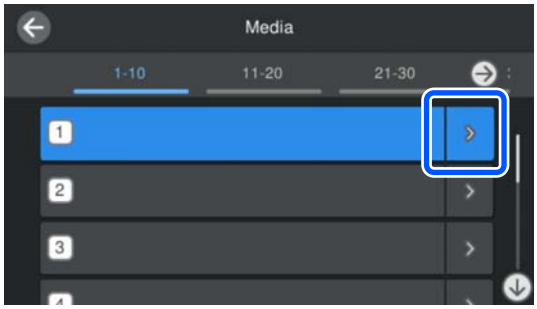
When Media Settings for the loaded media have not been registered

In this situation, select an unregistered number.

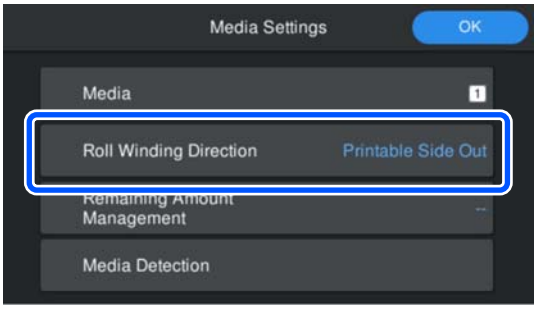
The screen where you can select the Media Type is displayed. Select the Media Type that matches the type of media you have loaded.



To change the media type later, press › - **Edit** - **Media Type** on the screen where the registered media number is displayed.



2 Check the **Roll Winding Direction**.



On the Media Settings screen, check that the winding direction matches the winding direction for the loaded media.

If the direction is different, press **Roll Winding Direction** to change the setting.

3 If necessary, enable operations to perform when feeding paper and press **OK**.

See the table below and configure the settings if necessary.

Remaining Amount Management		
	Remaining Amount Management	The manufacturer's default setting is set to **Off**, but if you turn this setting **On** and set the **Remaining Amount** and **Remaining Alert**, you can check the remaining amount of media on the control panel making it easier to understand when to replace the media.
	Remaining Amount	Input the Remaining Amount of the loaded media (length of the media).
	Remaining Alert	A warning message is displayed when the remaining amount of the roll set here is reached.
Media Detection		
	Width Detection	We recommend this normally be set to the manufacturer's default setting. Turn **Off** the **Width Detection** and **End Detection** settings and enter the **Media Width** only when using media whose media width or media end cannot be detected correctly.
	Media Width	
	End Detection	

After a moment, **Ready to print.** is displayed on the screen, and you can start printing. Send the data you want to print from the computer.

Optimizing Media Settings

You need to optimize the media settings in the following cases.

1. When registering media settings in the EMX file to the printer

When you are using Epson Edge Print PRO or Epson Edge Dashboard to register the media settings from a downloaded EMX file, you need to optimize the settings to correct for the individual characteristics of the media and printer you are using.

2. When changing Advanced Settings after saving media settings

3. When using media from different manufacturers or with different product numbers

Media characteristics vary depending on the manufacturer and product number. When using media from a different manufacturer or with a different product number than before, optimize the media settings to achieve optimal printing with the new media and printer combination.

To optimize the media settings, perform both adjustments in **Print Adjustments**. First perform **Media Feed Adjustment**, and then **Print Head Alignment**.

For both adjustments, visually check the printed pattern and enter the measured values for adjustment. See the following for more information on each adjustment item.

“Media Feed Adjustment Procedure” on page 42

“Print Head Alignment Procedure” on page 43

Precautions When Performing Print Adjustments

Adjustments are made based on the media loaded in the printer.

- ❏ Using the actual printing conditions, correctly load the media that needs to be adjusted in the printer.
- ❏ Select the registered media number that contains the settings corresponding to the loaded media.

Make sure nozzles are not clogged before adjusting.

If nozzles are clogged, adjustments will not be performed correctly.

Print and visually inspect the nozzle check pattern, and then perform Head Cleaning if necessary.

Media Feed Adjustment Procedure

This adjustment is also used when banding (horizontal banding, tint unevenness, or stripes) is detected in printing results.

You can select from **Manual(Standard)** or **Manual(Measurement)** to perform adjustments.

- ❏ Manual(Standard)
  Usually, this is selected.
  “Setting procedure for Manual(Standard)” on page 42
- ❏ Manual(Measurement)
  When the **Manual(Standard)** adjustment pattern is blurred and you cannot make a judgement, or when you want to print at an exact print length, select this option.
  “Setting procedure for Manual(Measurement)” on page 43

Setting procedure for Manual(Standard)

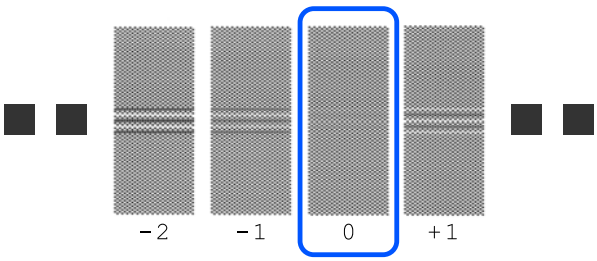
The approximate length of the media required to print the test pattern is given below.

Approx. 200 mm (7.87 in.)

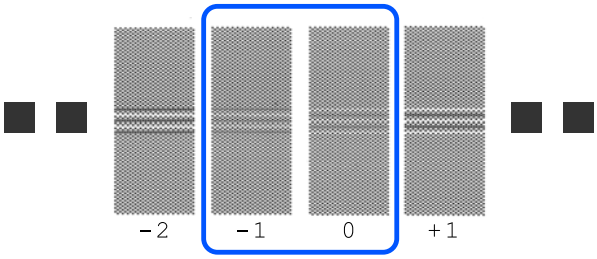
When executing adjustments, be sure to read the following:

“Precautions When Performing Print Adjustments” on page 42

1. Check that the printer is ready, and load the media according to the actual usage conditions.
2. Press (menu), and then press **Media Settings** - **Print Adjustments** - **Media Feed Adjustment** - **Manual (Standard)**.
3. Press **Start**.
   An adjustment pattern is printed. Wait until printing is complete.
4. Check the printed adjustment pattern.
   Two groups of adjustment patterns, A and B, are printed. Select the pattern with the least amount of overlapping or gaps for each group. For example, you would select "0" for the pattern below.



   If two patterns with the least overlapping or gaps are similar, select the number in between the patterns. For example, you would select "-0.5" for the pattern below.



5. On the screen for entering adjustment values, press ⊖ / ⊕ to enter the value acquired by multiplying the number of the pattern selected in step 4 by 0.10.
   - ❏ If 1 was selected, 1 x 0.10; therefore, enter "0.10".

❏ If -1 and 0 are the same, -0.5 x 0.10; therefore, enter "-0.05".

Enter values for both A and B, and press **OK** to finish the adjustment.

Setting procedure for Manual(Measurement)

The approximate length of the media required to print the test pattern is given below.

Approx. 920 mm (36.22 in.)

When executing adjustments, be sure to read the following:

"Precautions When Performing Print Adjustments" on page 42

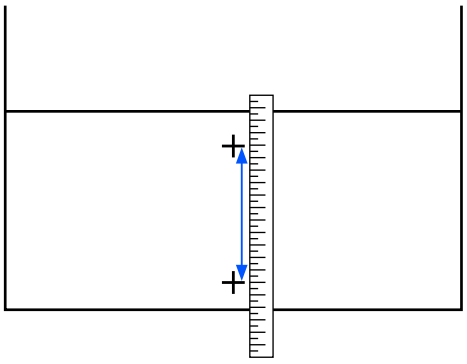
1. Check that the printer is ready, and load the media according to the actual usage conditions.
2. Press (menu), and then press **Media Settings** - **Print Adjustments** - **Media Feed Adjustment** - **Manual (Measurement)**.
3. Press **Start**.

   An adjustment pattern is printed. Wait until printing is complete.
4. Check the printed adjustment pattern.

   Cut after the adjustment pattern, spread it out on a flat surface, and then measure it using a scale. Use a scale that meets the following conditions:

   ❏ Able to measure in increments of at least 0.5 mm (0.02 in.)

   ❏ 500 mm (20.0 in.) or longer



5. The screen for entering confirmation results for the adjustment pattern is displayed.

   Enter the value measured in step 4, and then press **OK** to finish the adjustment.

Print Head Alignment Procedure

This adjustment is also used when the printed result is noticeably grainy. The approximate length of the media required to print the test pattern is given below.

Approx. 180 mm (7.09 in.)

When executing adjustments, be sure to read the following:

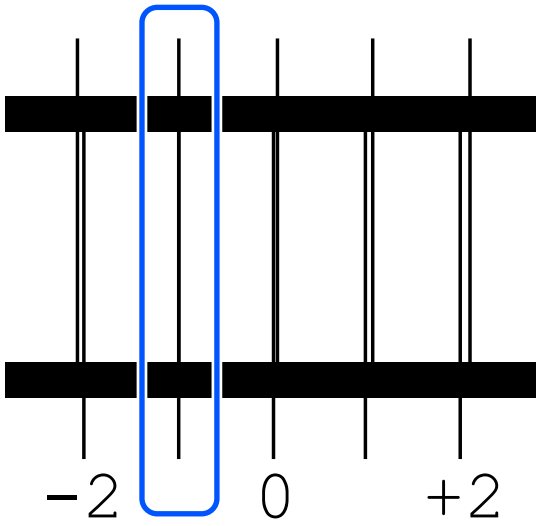
"Precautions When Performing Print Adjustments" on page 42

1. Check that the printer is ready, and load the media according to the actual usage conditions.
2. Press (menu), and then press **Media Settings** - **Print Adjustments** - **Print Head Alignment**.
3. Press **Start**.

   An adjustment pattern is printed. Wait until printing is complete.

4 Check the printed adjustment pattern.

Four patterns (A through D) are printed. Select the finest lined pattern (all lines overlap) for each pattern. For example, you would select "-1" for the pattern shown below.



5 On the screen for entering adjustment values, press ⊖ / ⊕ to enter the numbers selected for patterns A-D, in that order, and then press **OK**.

Before Printing

To maintain print quality, perform the following inspection before starting work each day.

Checking the amount of ink remaining

If the ink level falls below the minimum threshold during printing, you can continue printing by replacing the relevant ink supply units. However, replacing the ink during printing may result in color variation depending on how the ink dries. We recommend replacing any ink supply units running low with new ones in advance when you plan to print a large volume of material. You can reinstall and use the removed ink supply units again.

You can check the remaining ink level using the icons on the screen.

"Home Screen" on page 18

Replacing Ink Supply Units "Replacement Procedure" on page 63

Shaking Ink Supply Units

If a message is displayed informing you that it is time to shake the ink, shake the ink. White ink, in particular, should be shaken at the beginning of each workday.

"Shaking the Ink Supply Units Periodically" on page 71

Checking the nozzle check pattern

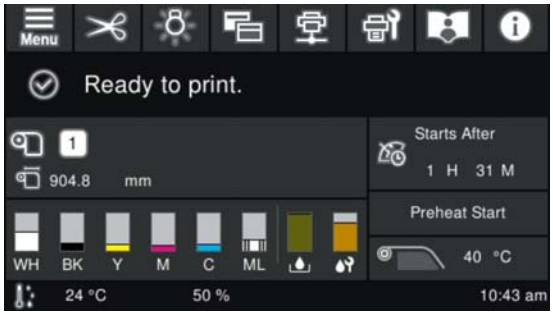
You can check the status of the nozzles by printing a nozzle check pattern.

Perform Head Cleaning if parts of the printed nozzle check pattern are faint or missing.

"Nozzle Check and Head Cleaning" on page 72

Printing

You can start printing when you have finished loading the media and **Ready to print.** is displayed. In the software RIP, select the same media type as the media selected on the printer. Send a print job to start printing.



Changing Settings During Printing

You can change the settings for the adjustment items displayed on the home screen during printing.

"Home Screen" on page 18

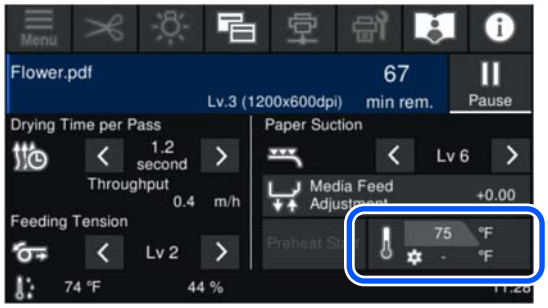
The following example explains how to change the temperature setting for the heater, and how to correct the media feed amount when banding occurs in the printouts.

Changing the Heater's Temperature

1 Press the Temperature area on the printing adjustments screen.

The screen for changing the temperature setting for the heater is displayed.

You can also change this setting by pressing the Temperature area on the Status Indicator screen.



2 Choose a value.

Press ⊖ / ⊕ to change the temperature.

3 Press ↩ to return to the home screen.

> ***Tips:***
> *The time needed for the heater to reach the specified temperatures varies with the ambient temperature.*

Correcting Banding

When you want to correct banding during printing, correct the media feed amount.

1 During printing, press the following area on the printing adjustments screen.



If the printing adjustments screen is not displayed, press (switch screens) on the Home screen.

2 Press ▲ / ▼ on the screen, or press the ▲ / ▼ buttons on the control panel to change the value.

If the feed amount is too small, black bands (dark stripes) appear; press the ▼ (or ▼ button) to adjust the feed amount upwards.

In contrast, if the feed amount is too large, white bands (pale stripes) appear; press the ▲ (or ▲ button) to adjust the feed amount downwards.

3 Check the print results. If you are not satisfied with the results, go back to step 2 and change the setting values again.

The setting for the currently selected registered media number is updated.

4 Press ↩ to return to the home screen.

> ***Tips:***
> *The setting changes are undone if you perform any of the following operations.*
>
> ❏ *Restart **Media Feed Adjustment**.*
>
> ❏ *Execute **Clear All Data and Settings**.*

When you have finished printing, we recommend performing **Print Adjustments** from the settings menu.

☞ "Optimizing Media Settings" on page 41

Replacing the Media

The procedure differs when replacing media that has run out, and when replacing media while some still remains.

See the following according to your needs.

"Replacing Expended Media" on page 46

"Replacing Media That is Not Expended" on page 46

Replacing Expended Media

If the media runs out during printing, one of the following media-out errors is displayed on the control panel screen, depending on how the media ran out.

❏ When the end of the media has come off the roll core



❏ When the end of the media is still attached to the roll core



While checking the procedure on the error screen, pressing **How To...** allows you to remove the media currently being printed.

On any subsequent screen, pressing **How To...** allows you to select either **Loading media** or **Removing media**. Refer to the procedure for **Removing media** to remove the roll core.

If some print jobs still remain, printing will continue once new media has been loaded.

Replacing Media That is Not Expended

Follow the steps below when replacing media that is still being used.

1. Cut the media.

Cut the printed part.

"Cutting media" on page 46

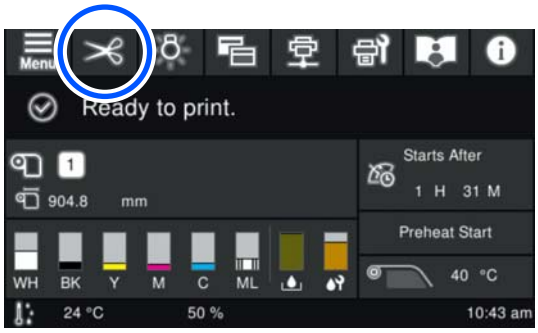
2. Remove the media from the media feeding unit.

"Removing Media" on page 47

Cutting media

1 Confirm that the printer is ready to print.

2 Press (feed media to cutting position) on the control panel screen.



3 Press **Feed to Cut Position**.



Changing **Feed Position Adjustment** allows you to adjust the feed rate relative to the standard value. If you want to adjust the margins for the print results, adjust the feed position, and then press **Feed to Cut Position**.

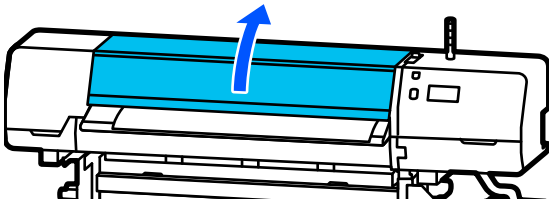
> ***Tips:***
> *If the following settings are both set to **On**, when you press **Feed to Cut Position**, the remaining amount of media and information about the printer at that time are printed before the media is fed to the cutting position.*
>
> ❏ ***Remaining Amount Management** in **Media Settings***
>
> ❏ ***Information Printing at Media Cut** in **Printer Settings***

4 Cut the media with scissors or a cutter (sold separately).

> ***Caution:***
> ❏ *The heater is hot; observe all necessary precautions. Failure to observe the necessary precautions could result in burns.*
>
> ❏ *When cutting media, be careful not to cut your fingers or hands with the cutter or other blades.*

Removing Media

1 Open the printer cover.



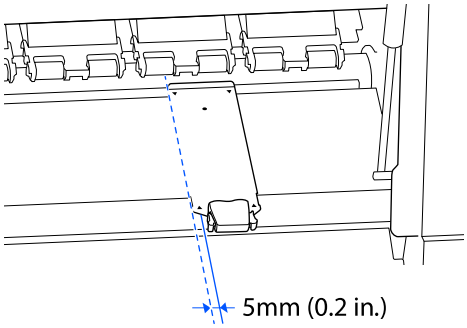
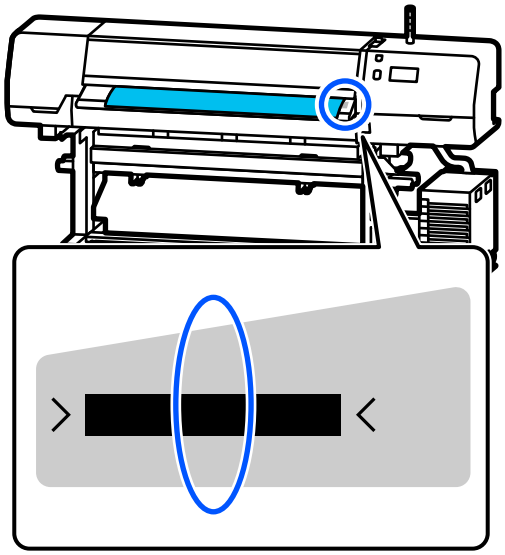
2 Press **How To...** - **Removing media** and follow the on-screen instructions.



Printable Area

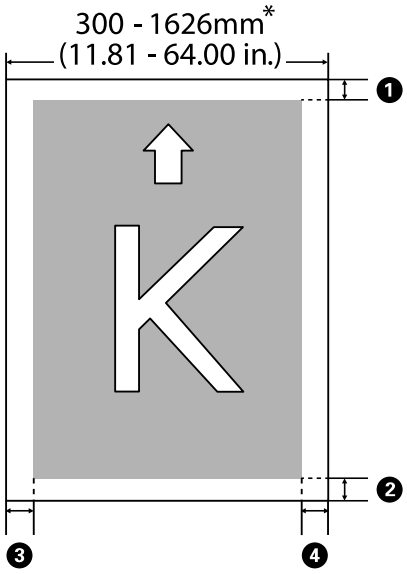
The position of the media edge that is used as a reference for the printable area changes depending on the setting in **General Settings** - **Printer Settings** - **Media Detection** - **Width Detection** and whether the media edge plates are being used. There, the printable area described below will vary.

Media Edge That Is the Reference for the Printable Area

When Width Detection is On	When Width Detection is Off
The printer automatically detects the left and right edges of the loaded media. When the media edge plates are installed, the dashed line in the figure below is detected by the printer as the edge of the media.  When the media edge plates are installed correctly, the position of the dashed line is 5 mm (0.2 in.) inside of the actual edge of the media. Install the media edge plates correctly so that the margins and print start position are as intended. "Loading Media" on page 39	**Right side of the media** The center of the black rectangle on the label below is recognized by the printer as the media edge, regardless of the actual position where the media is loaded. In the printer's setup menu under **Print Start Position**, or in the software RIP, set the appropriate margins based on the media loading position. See the next page for details.  **Left side of the media** The printer recognizes the value (300 to 1625.6 mm [11.81 to 64.00 in.]) set from the Settings menu in **General Settings** - **Printer Settings** - **Media Detection** - **Media Width** as the media width, regardless of the width of the media that is loaded. Enter the exact width of the media to be loaded.

Printable Area

The gray area in the illustration below shows the printable area. The arrow indicates the feed direction.



* When the Width Detection setting is set to **Off**, the value set for the **Media Width** setting (300 to 1625.6 mm [11.81 to 64.00 in.]) is used.

❶ to ❹ indicates the margins on all four sides. On the printer, set the margins for each item in **General Settings** - **Printer Settings** - **Margins**. See the following for more details.

Margin Position	Explanation	Available Setting Range
❶ Leading edge*1	Half of the value set in **Margin Between Pages** is added as a margin. This can also be set in the RIP.	0 to 499.5 mm (0 to 19.67 in.)
❷ Rear*1		
❸ Left edge *2, *3	The total of the values selected for Print Start Position and Left Margin. The default setting for Print Start Position is 0 mm and Left Margin is 5 mm (0.2 in.). When media edge plates are used, add 5 mm (0.2 in.) to this value to get the actual margin.	3 to 1025mm (0.12 to 40.35 in.)
❹ Right edge *2, *3	The value selected for Right Margin. The default setting is 5 mm (0.2 in.). When media edge plates are used, add 5 mm (0.2 in.) to this value to get the actual margin.	3 to 25 mm (0.12 to 0.98 in.)

*1 The set margin and the actual print results may differ depending on the RIP being used. Contact the RIP manufacturer for more information.

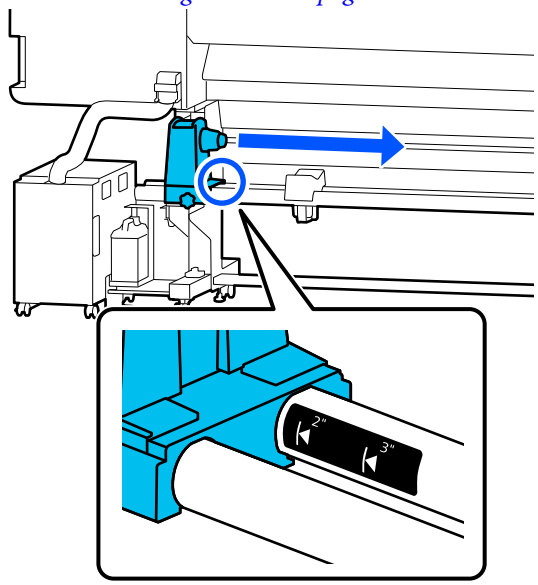
*2 This may be available in the RIP depending on the RIP software being used. Contact the RIP manufacturer for more information.

*3 Note the following points when setting margins.

- ❏ Leave margins of 5 mm (0.2 in.) or more when using media edge plates. Narrower margins could result in the printer printing on the media edge plates.
- ❏ If the total of the print data width and the left and right margins exceeds the printable area, a portion of the data will not be printed.

Tips:
*If the following points are not observed when Width Detection is set to **Off**, printing may occur outside the left and right edges of the media. Ink used outside the edges of the media will stain the inside of the printer.*

- ❏ *Make sure the print data width does not exceed the loaded media width.*
- ❏ *When setting the media holder closer to the center than the recommended position, as shown below, set the **Print Start Position** setting based on the actual position where the media is set.*
"General Settings Menu" on page 88



Maintenance

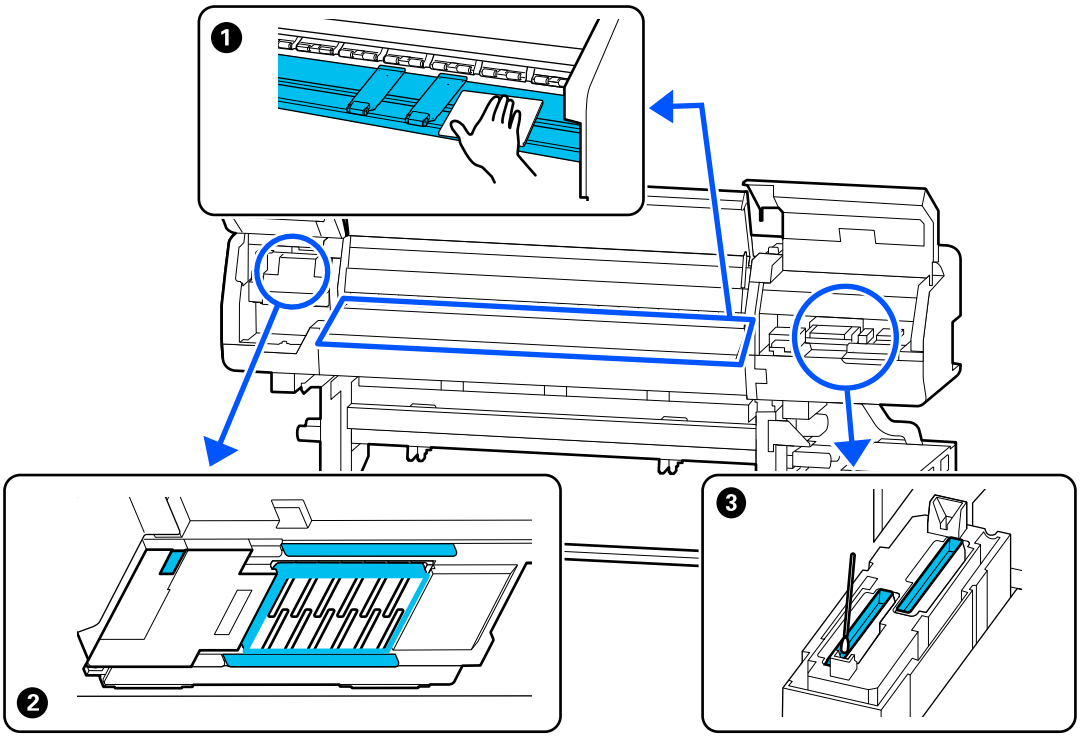
When to Perform Various Maintenance Operations

Cleaning Locations and Cleaning Timing

If you continue to use the printer without cleaning, it could cause clogged nozzles or ink drops to occur.

Important:

Do not touch any components inside the printer cover or maintenance cover except in the locations specified. This can damage the printer so it cannot print properly.



When to perform	Component to be cleaned
When starting work every day	❶ Platen and media edge plates "Daily Cleaning" on page 56
❑ If nozzles remain clogged even after performing **Head Cleaning** ❑ When the printable side is dirty even after cleaning the suction caps ❑ **The media cannot be recognized.** is displayed on the control panel screen	❷ Around the print head "How to Clean" on page 56 You can check the procedure in a video on YouTube. Epson Video Manuals

When to perform	Component to be cleaned
When a cleaning message is displayed on the control panel screen	❸ Suction caps "Cleaning the Suction Caps" on page 59 You can check the procedure in a video on YouTube. Epson Video Manuals

Important:

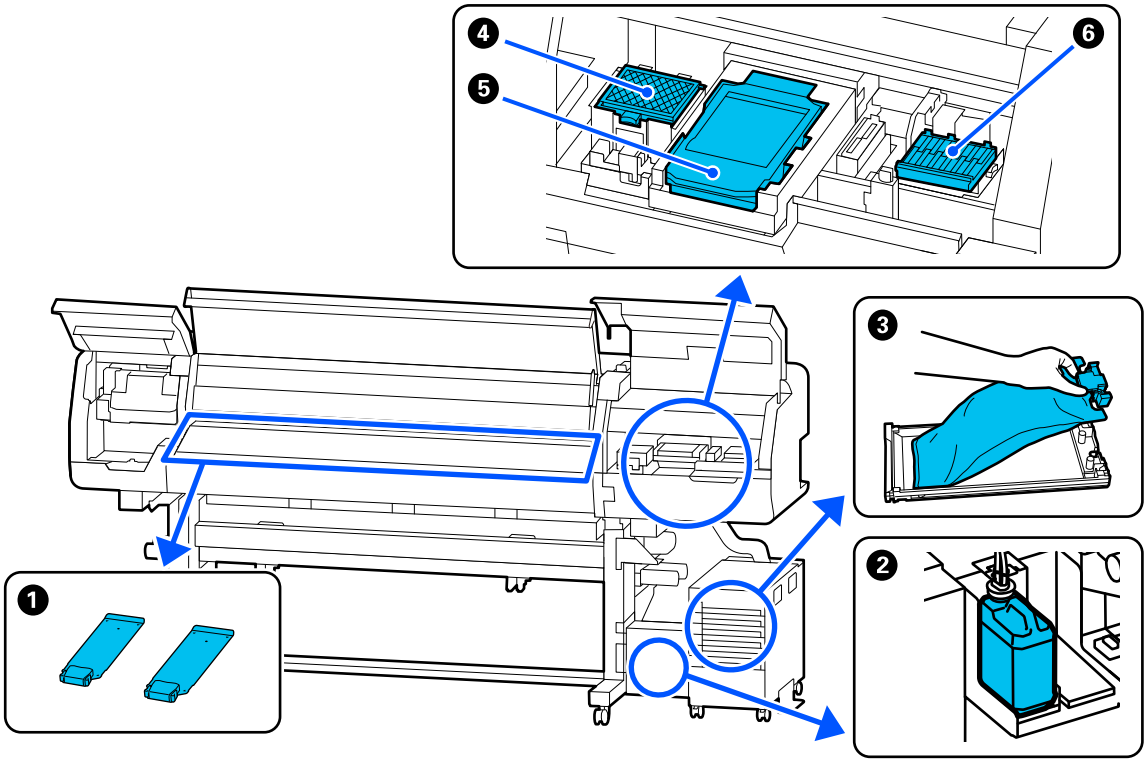
The printer contains precision instruments. If any lint or dust adheres to the nozzles on the print head, print quality will decline.

Perform regular cleaning more frequently depending on the environment and media being used.

Locations of Consumables and Replacement Timing

Important:

Do not touch any components under the printer cover or maintenance covers except in the locations specified. This can damage the printer so it cannot print properly.



When to perform	Component to be replaced
When the plates are deformed or damaged.	❶ Media edge plates "Replacing the Media Edge Plates" on page 70

When to perform	Component to be replaced
When a replacement message is displayed on the control panel screen	❷ Waste ink bottle ☞ "Disposing of Waste Ink" on page 64 ❹Flushing pad, ❺wiper unit ☞ "Replacing the Head Cleaning Set" on page 65 ❻ Capping station ☞ "Replacing the Cap Station Set" on page 68
When an error appears on the control panel screen indicating ink is expended	❸ Ink supply units ☞ "Replacing Ink Supply Units" on page 62

Other Maintenance

When to perform	Operation
❑ Before starting printing operations for the day (White only) ❑ When the control panel screen shows **Ink shaking is needed. Shake the ink supply unit which** ⚠ **is displayed.**	Shaking the Ink Supply Unit ☞ "Shaking the Ink Supply Units Periodically" on page 71
❑ When checking if nozzles are clogged ❑ When checking which colors are clogged ❑ When you notice horizontal stripes or tint unevenness (banding)	Print Head Nozzle Check ☞ "Nozzle Check and Head Cleaning" on page 72
When roller marks appear in print results	Cleaning pressure rollers ☞ "Cleaning the Pressure Rollers" on page 77
When not using the printer for an extended period (the power is off)	Perform **Pre-Storage Maint.** ☞ "Pre-maintenance When Not Using the Printer for an Extended Period" on page 75
When it becomes hard to see inside the printer	Cleaning inside the printer cover ☞ "Cleaning Inside the Printer Cover" on page 76
When the following problems appear in print results ❑ Text appears blurred or thick ❑ White background bleeds through ❑ Noticeable horizontal streaks or unevenness appear in solid fills	Print a nozzle check pattern to identify the cause of the issue and take appropriate action. ☞ "How to Print a Nozzle Check Pattern" on page 73

What You Will Need

Ready the following items before beginning cleaning and replacement.

Supplied with the Printer

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

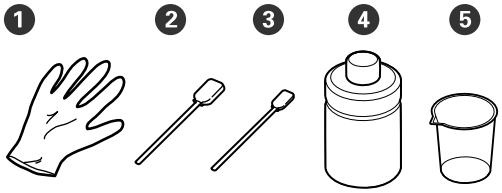
Use genuine parts when replacing ink supply units or performing maintenance.

“Options and Consumable Products” on page 119

If the supplied gloves have worn out, use nitrile gloves (sold separately).

Maintenance kit

The following cleaning tools are in the kit.



1 Gloves (x4)

2 Cleaning stick (wide) (x25)

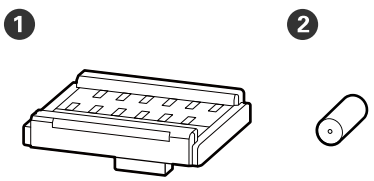
3 Cleaning stick (narrow) (x25)

4 Ink cleaner (x1)

5 Cup (x1)

Nozzle refresh tool

A dedicated tool for performing **Nozzle Refresh** when specific defects appear in print results.



1 Holder (x1)

2 Sponge (x30)

Tweezers

Use these to remove waste liquid adhering in clumps or membrane-like formations.

Sold Separately

Protective eyeglasses

Protects your eyes from ink and ink cleaner.

Nitrile gloves

Protects your hands from ink stains during nozzle surface cleaning (Nozzle Refresh). Can also be used as a replacement when the gloves included in the Maintenance Kit are depleted.

Mask

Protects your nose and mouth from ink and ink cleaner.

Metal or plastic tray

Use when placing cleaning utensils, removed consumables, or ink cleaner poured into the container supplied with the printer.

Soft cloth

Use when cleaning inside the printer. Use material that is not likely to generate lint or static electricity.

Precautions Regarding Maintenance

Note the following points when cleaning and replacing parts.

Caution:

- *During maintenance, wear protective clothing, including protective eyewear, gloves, and a mask.*
  Should ink, waste ink, or ink cleaner come into contact with your skin or enter your eyes or mouth, take the following actions:
  - *If fluid adheres to your skin, wash it off using large volumes of soapy water. If you notice any reaction developing in the affected area, consult with a qualified physician.*
  - *If ink gets into your eyes, wash them out immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. Consult with a qualified physician if any other problems should develop.*
  - *If fluid enters your mouth, consult with a physician as soon as possible.*
  - *If swallowed, do not induce vomiting. Consult with a physician as soon as possible. If vomiting is induced, vomited material may enter the windpipe, which is dangerous.*
- *Store ink supply units, cleaning ink supply units, waste ink, and ink cleaner out of the reach of children. Do not drink the ink.*

- Remove the media from the printer before proceeding.
  ☞ "Replacing the Media" on page 46
- Never touch the belts, circuit boards, or any parts that do not require cleaning. Failure to observe this precaution could result in malfunction or reduced print quality.
- Only use cleaning sticks included with your printer or the Epson Maintenance Kit. Other types of sticks that produce lint will damage the print head.
- Always use fresh cleaning sticks. Reusing sticks can make stains even harder to remove.
- Do not touch the tips of the cleaning sticks. Oil from your hands could damage the print head.
- Do not use any cleaning agents other than the designated ink cleaner. Using anything else could result in malfunction or reduced print quality.
- Do not use water or alcohol to clean around the print head or cap. When ink mixes with water or alcohol, it will harden.
- Before starting work, touch a metallic object to discharge any static electricity.

How to Clean

Daily Cleaning

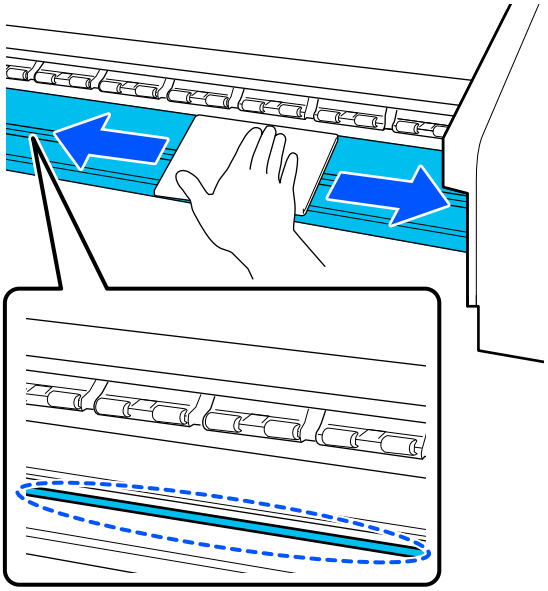
When lint, dust, or ink adheres to the platen or the media edge plates, it could cause clogged nozzles or ink drops to occur.

> ***Caution:***
>
> ❏ *The heater may be hot; observe all necessary precautions. Failure to observe the necessary precautions could result in burns.*
>
> ❏ *Be careful not to trap your hands or fingers when opening or closing the printer cover. Failure to observe this precaution could result in injury.*

> ***Important:***
>
> *When cleaning the platen or the media edge plates, do not use ink cleaner. Doing so could damage the parts.*

1. Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.
2. Wait for one minute after unplugging the power cable.
3. Open the printer cover.
4. Soak a soft cloth in water, wring it out thoroughly, and then wipe off any ink, lint, or dust that has adhered to the platen.

   Carefully remove lint and dust stuck in the groove of the platen.



5. Soak a soft cloth in water, wring it out thoroughly, and then wipe off any lint, or dust that has adhered to the media edge plates.

> ***Important:***
>
> *When media with glue has been used, wipe away glue using a diluted neutral detergent. If you continue printing while glue is stuck to the rear, it may rub against the print head.*

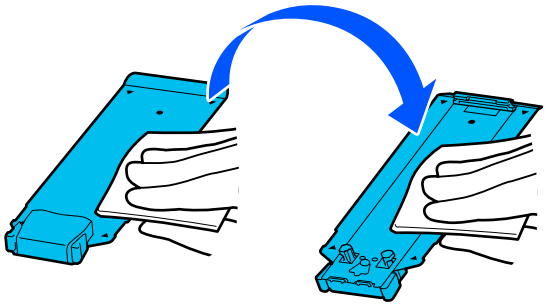
When both ends of the media are dirty

Remove the media edge plates from the printer, and clean the front and back of the plates.

When stains are removed, be sure to attach the plates to their original positions.

Removing and attaching the media edge plates

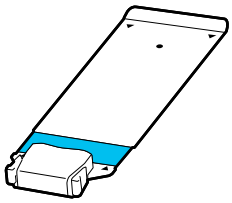
☞ "Replacing the Media Edge Plates" on page 70



Important:

When dirt cannot be removed, wipe it off by using a diluted neutral detergent. Continuing to use media edge plates with dirty back faces can adversely affect print results.

Additionally, if White ink adheres to the media edge plates, wipe it off so that no ink remains on the area shown in the figure. If the area indicated in the illustration turns white, the media width cannot be detected correctly.

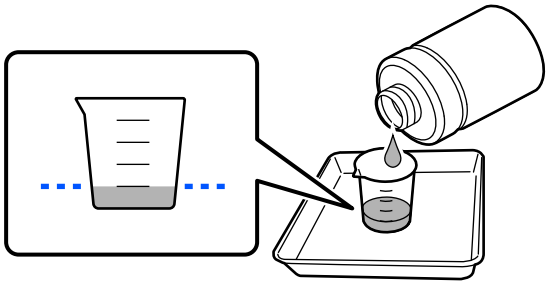


Using Ink Cleaner

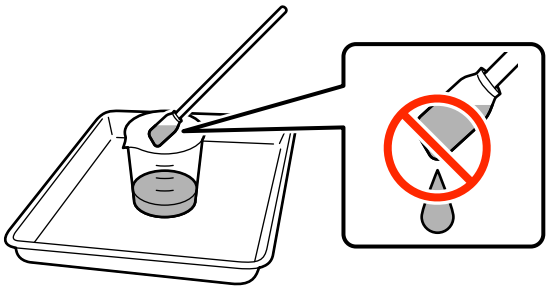
Important:

- ❏ *Do not use it for any other purpose than cleaning the print head and the suction caps. Doing so can result in damaged parts.*
- ❏ *Depending on the usage and storage environment, the ink cleaner may change color after being opened. If you notice that the ink cleaner has changed color or emits a bad odor, stop using the cleaner and buy a new maintenance kit.*

1 Place the container supplied with the ink cleaner on a metal tray and pour in approximately 10 ml (up to the lowest mark) of ink cleaner.



2 Dampen the cleaning stick with ink cleaner. Squeeze out any excess liquid to prevent it from dripping.



Important:

- ❏ *Do not use ink cleaner that has already been used for cleaning. Using dirty ink cleaner will make staining worse.*
- ❏ *Used ink cleaner and cleaning sticks are classified as industrial waste.*
  ☞ *"Handling Used Consumables" on page 79*
- ❏ *Store ink cleaner at room temperature and out of direct sunlight.*
- ❏ *After using the ink cleaner, be sure to close the lid securely. The ink cleaner may leak or evaporate if the lid is not closed securely.*

Cleaning Around the Print Head

If the printed surface is dirty even after performing head cleaning several times, clean the area around the print head by using the following procedure.

You can check the procedure in a video on YouTube.

Epson Video Manuals

Important:

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

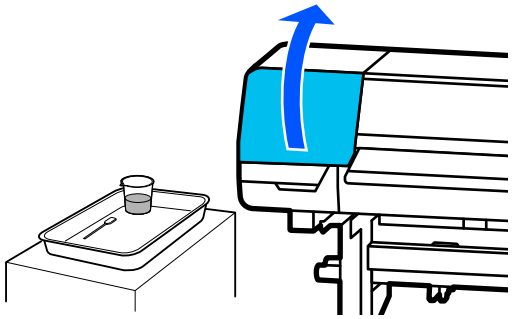
Before starting this procedure, be sure to read the following:

☞ "Precautions Regarding Maintenance" on page 54

1 Confirm that the printer is turned on, press (Maintenance), press **Cleaning the Maintenance Parts** - **Around the Head**, and then press **Start**.

The print head moves to the maintenance position on the left.

2 Make sure there is a notification on the screen asking you to open the maintenance cover, and then open the maintenance cover on the left.



Important:

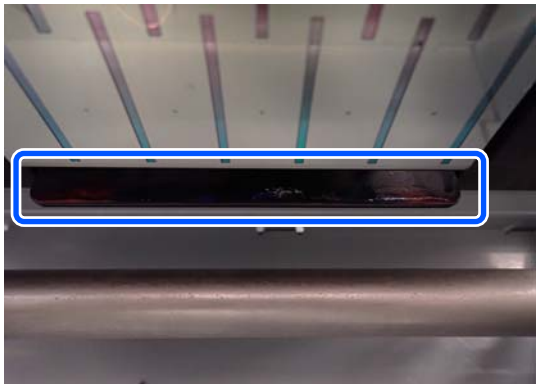
The buzzer sounds 10 minutes after the print head is moved.

*Check the message on the screen, press **OK**, and then continue working. After 10 more minutes have passed, the buzzer sounds again.*

3 Check if the area around the print head is dirty.

If the parts inside the box shown in the photo are dirty, the area around the print head needs to be cleaned. Go to step 4.

If it is not dirty, then proceed to step 9.

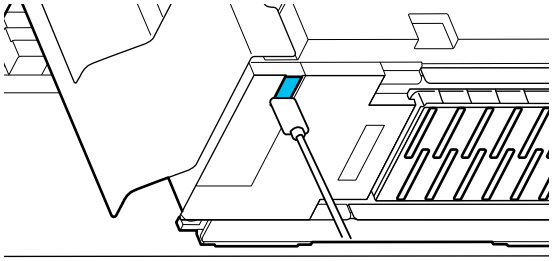


4 Dampen the wide cleaning stick with ink cleaner.

Use new cleaning sticks and ink cleaner.

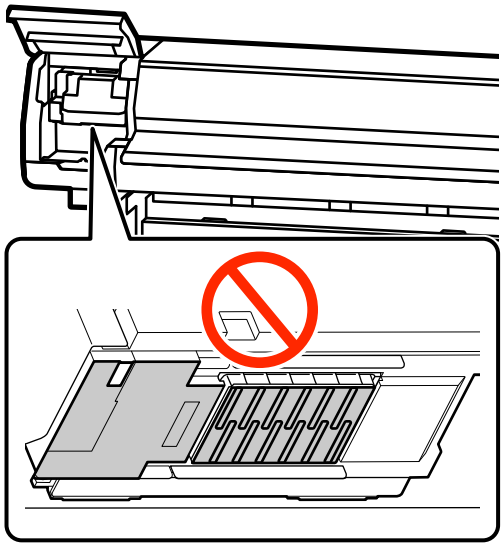
"Using Ink Cleaner" on page 57

5 Wipe off any ink, lint, or dust that is adhering to the clear part indicated by in the illustration.

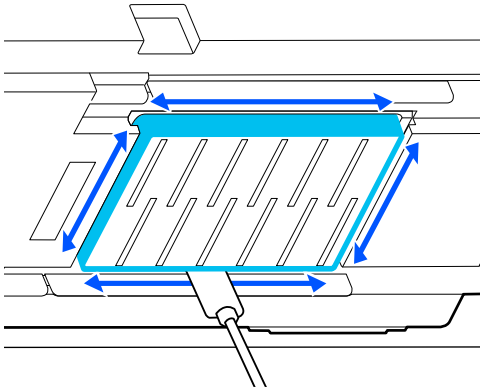


Important:

Do not touch the gray areas shown in the following illustration. Doing so may cause a malfunction to occur.

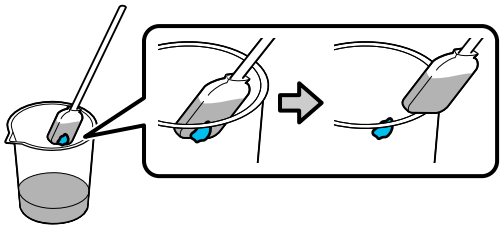


6 Wipe off any ink, lint, or dust stuck to the sides (four sides) and the corners of the plate as indicated by in the illustration.

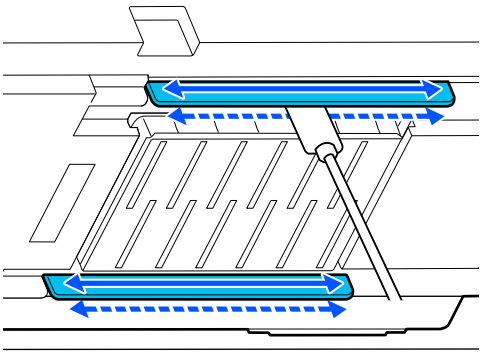


Important:

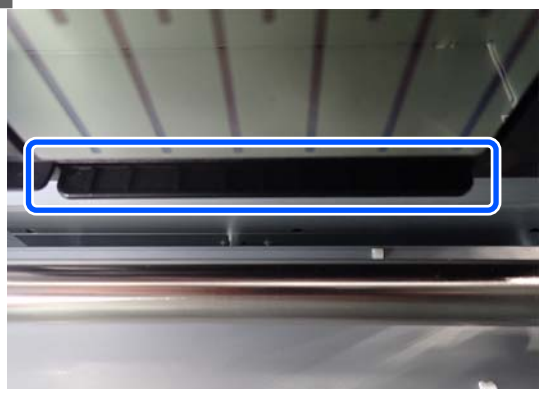
- *If the cleaning stick becomes dirty, rinse it with ink cleaner as you continue to wipe.*
- *If you remove a clot of ink with a cleaning stick, wipe the cleaning stick against the edge of the cup to remove the clot.*



7 Wipe off any ink, lint, or dust from the front and back of the parts that are indicated by ▭ in the illustration.



8 Check that it is clean as shown in the photo.



If you could not remove the dirt in one wipe, soak the cleaning stick in ink cleaner, and then repeat steps 6 to 7 to wipe off the dirt. If the cleaning stick is dirty at this time, replace it with a new one.

9 Close the left maintenance cover.

10 On the control panel screen, press **Done**.

Cleaning around the print head is complete.

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

"Nozzle Check and Head Cleaning" on page 72

Disposing of Used Consumables "Disposal" on page 79

Cleaning the Suction Caps

When a message is displayed on the control panel screen informing you that it is time to clean the suction caps, follow the steps below to clean it. Even if the message is not displayed, clean around the suction caps if the printed surface is soiled with ink.

You can check the procedure in a video on YouTube.

Epson Video Manuals

Important:

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

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

"Precautions Regarding Maintenance" on page 54

1 Check the messages that appear on the printer's screen, and then press **Cleaning**.

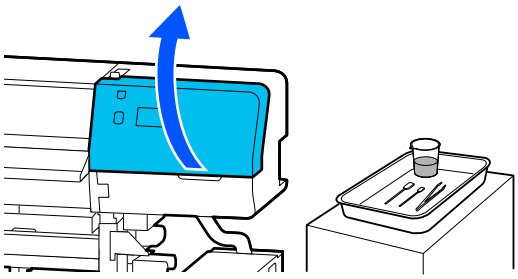
When the message is not displayed, press (Maintenance), press **Cleaning the Maintenance Parts** - **Suction Cap**, and then press **Start**.

2 Check the message, and then press **Start**.

The print head moves to the maintenance position.

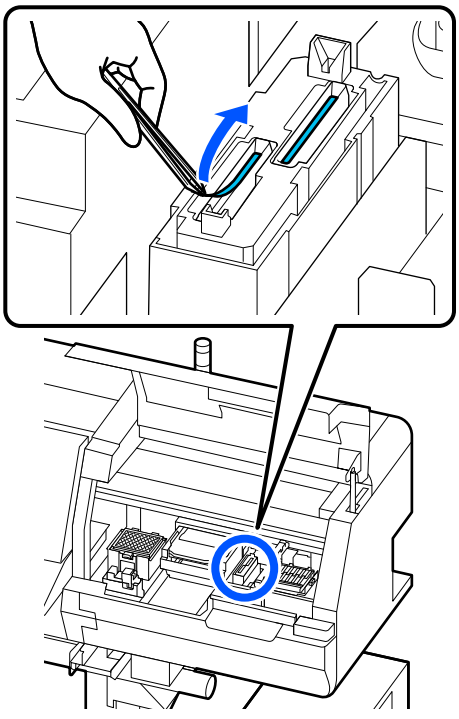
> ***Tips:***
> *The buzzer sounds 10 minutes after the print head is moved.*
>
> *Check the message on the screen, press **OK**, and then continue working. After 10 more minutes have passed, the buzzer sounds again.*

3 Open the right maintenance cover.



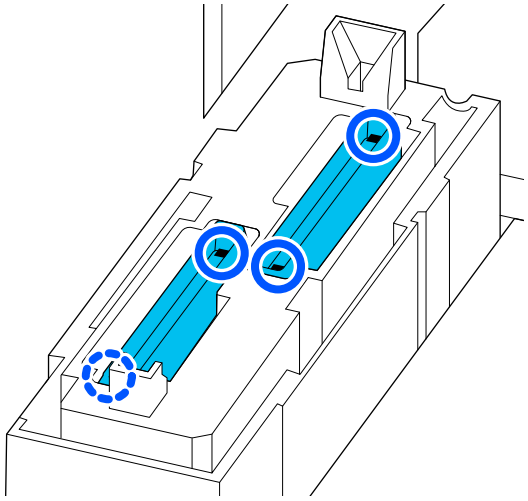
4 If there is a lump or film of waste liquid stuck to the suction caps, remove it with the supplied pair of tweezers.

> ***Important:***
> - ❏ *Do not rub the cap section with too much force. Scratches may cause air leaks, and prevent Head Cleaning from working properly.*
> - ❏ *Only use the supplied tweezers. Do not use metal tweezers.*



5 If the four holes shown in the circles are blocked with waste liquid, clear them out with tweezers.

Be careful not to push the waste liquid into the holes.

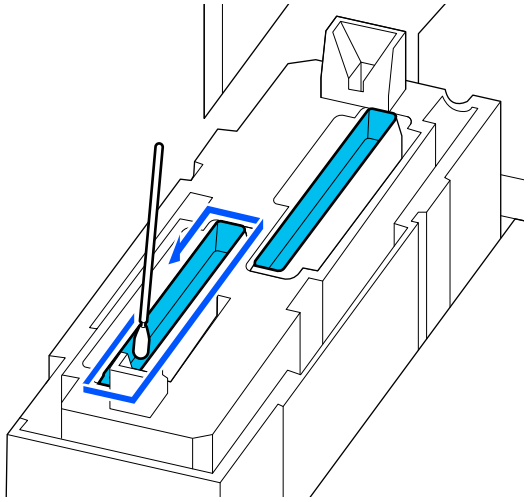


After cleaning, confirm that all four holes are visible.

6 Prepare one new narrow cleaning stick and one new wide cleaning stick, and soak them in ink cleaner.

“Using Ink Cleaner” on page 57

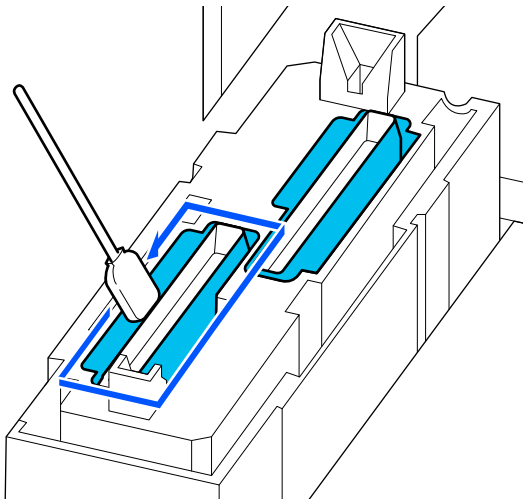
7 Wipe the insides of the suction caps with the thin cleaning stick while rotating the stick.



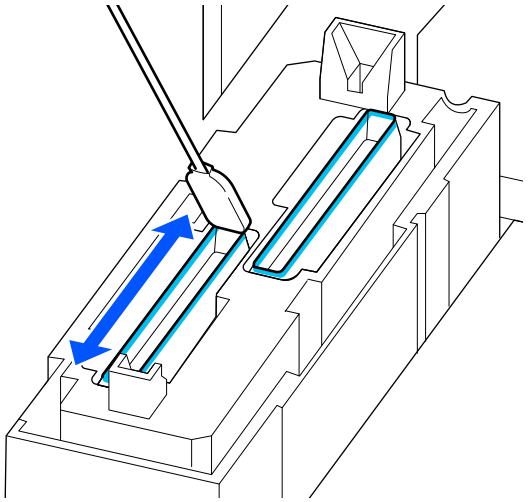
Important:

Make sure ink cleaner does not drip onto the capping station. If any cleaner does drip, wipe it with a dry cleaning stick. If cleaner is left on the capping station, the print head nozzles could become clogged.

8 Wipe the outsides of the suction caps with the wide cleaning stick.



9 Once the outsides are clean, wipe away dirt from the rims of the suction caps.

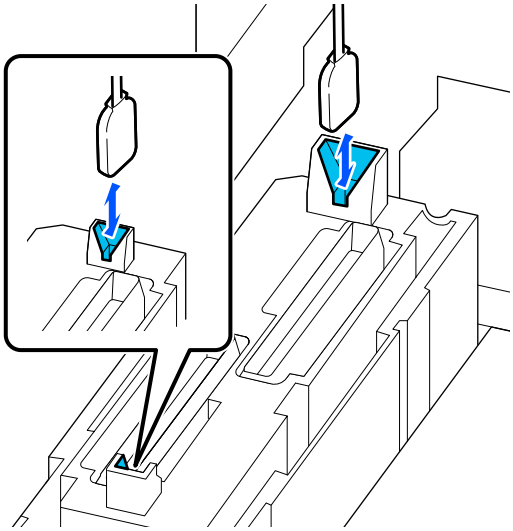


Important:

Carefully wipe off any dirt from the rims until you can see the color of the cap.

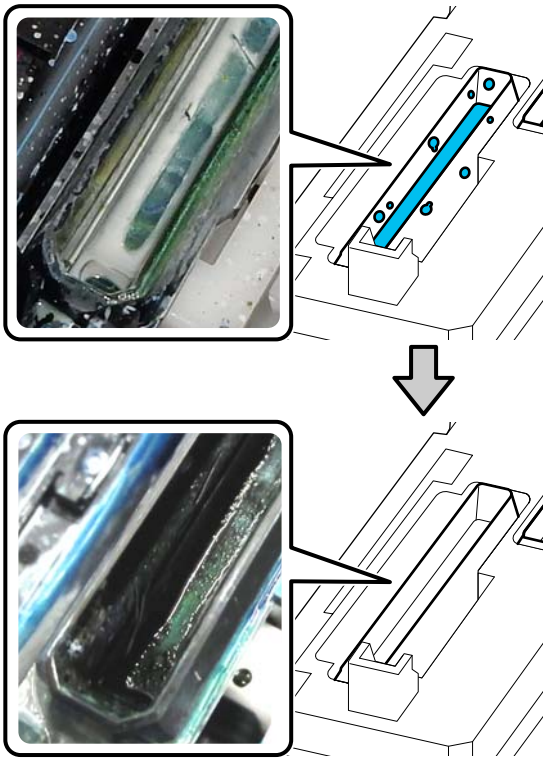
If dirt is left, it creates a gap between the caps and the print head that causes a decrease in suction strength and the print head nozzles could become clogged.

10 Hold the cleaning stick in a perpendicular orientation, and wipe dirt from the insides of the guide areas.



11 Make sure that ink stains, fibers, or dust that have adhered to the cap have been removed.

After checking the following, go to the next procedure.



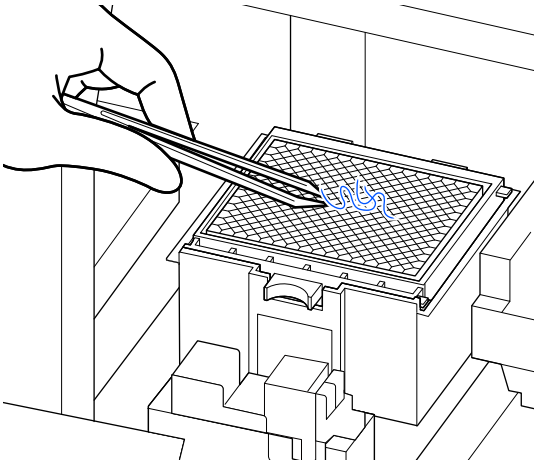
Any dirt around the edges can cause a decrease in suction power. If there is any dirt remaining, soak the cleaning stick in ink cleaner, and then repeat steps 7 to 9 to wipe off the dirt. If the cleaning stick is dirty at this time, replace it with a new one.

12 If nozzles remain clogged even after repeating **Head Cleaning**, check the following two points.

1. Surface of flushing pad

Remove any lint that is stuck there with the supplied pair of tweezers.

> ***Important:***
> *Do not deform the metal section of the top surface. If it is deformed, it may damage the print head.*

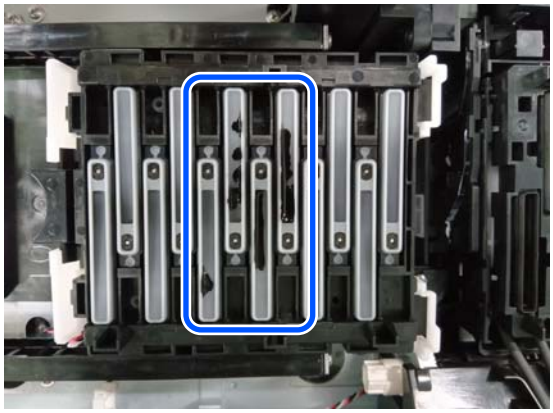


2. Inside the capping station

If ink has collected in the caps, as shown in the following illustration, then the capping station needs to be replaced with a new one.

"Replacing the Cap Station Set" on page 68

> ***Important:***
> *Always replace the capping station from **Replace Maintenance Parts**. Otherwise, the printer will not give future replacement notifications at the proper time.*



13 Close the right maintenance cover, and then press **Done** on the control panel screen.

The print head returns to its normal position, and the Settings menu closes.

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

"Nozzle Check and Head Cleaning" on page 72

Disposing of Used Consumables "Disposal" on page 79

Replacing Consumables

Replacing Ink Supply Units

Precautions When Replacing

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

❏ You cannot print if the amount of ink remaining in even one color falls below the minimum threshold.
If the amount of ink remaining falls below the minimum threshold during printing, you can

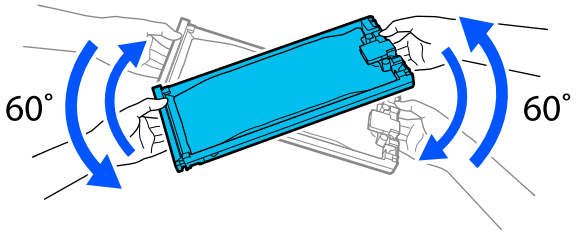
continue printing by replacing the relevant ink supply units. If you continue to use ink supply units when they are running low on ink, you may need to replace the ink supply units during printing. Replacing the ink during printing may result in color variation depending on how the ink dries. If you are concerned about color variation, we recommend replacing them with new ink supply units before printing. You can reinstall and use the removed ink supply units until the amount of ink remaining falls below the minimum threshold.
Follow the steps below to replace the ink supply units and cleaning ink supply units.

❏ Place ink supply units in all the ink trays, and then insert them into the bulk ink solution. Printing is not possible or a malfunction may occur if, for even one color, an ink supply unit is not loaded into an ink tray or an ink tray is not inserted into the bulk ink solution.

❏ Before you replace the ink supply unit, you must shake it. When shaking the ink supply unit, set it in its ink tray and shake it the following number of times as shown in the illustration below.

  ❏ White ink (WH): Approx. 25 times in 25 seconds

  ❏ Other inks: 15 times in 15 seconds

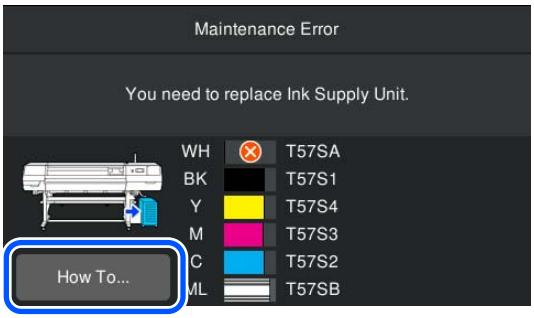


Tips:
Ink supply units contain components to help maintain print quality. These components are not foreign bodies.

Replacement Procedure

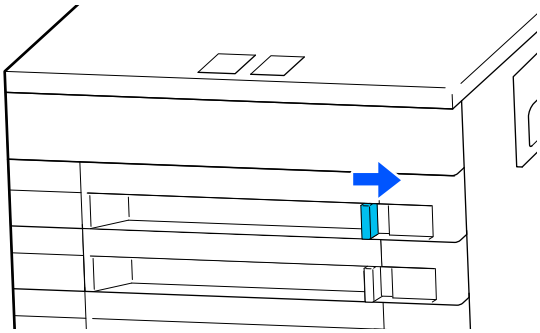
When a Replacement Prompt Message is Displayed

Press **How To...**. You can check the procedure on the control panel while replacing the ink supply unit.



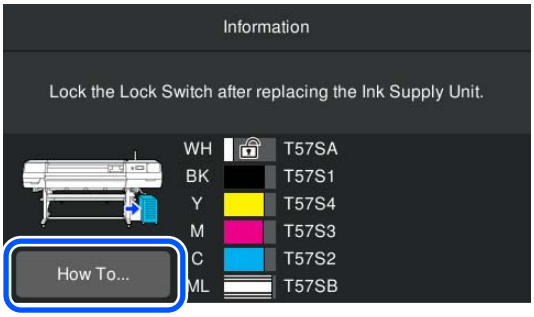
When you want to replace the ink because there is not much left for the amount of printing

1 Move the lock switch for the ink supply unit you want to replace to unlock it.



2 Press **How To...** on the control panel screen to view the procedure.

Follow the on-screen instructions to perform the procedure.



Make sure you dispose of the used consumables properly.

☞ "Handling Used Consumables" on page 79

Disposing of Waste Ink

Important:

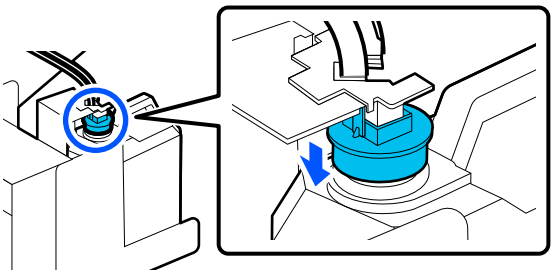
Waste Ink Counter

The printer uses the waste ink counter to track waste ink and displays a message when the counter reaches the warning level. If you replace the waste ink bottle when this replacement prompt message is displayed, the counter is cleared automatically.

If you replace the waste ink bottle before being prompted by a message, such as when operating the printer at night, always clear the waste ink counter by doing the replacement operation from the settings menu.

Precautions When Replacing the Waste Ink Bottle

❏ Be sure to confirm that the waste ink tube is inserted in the mouth of the waste ink bottle. Check that the stopper is stuck close to the mouth of the bottle. If there is a gap, waste ink may splatter and stain the surrounding area.



❏ You will need the lid for the waste ink bottle when disposing of waste ink. Keep the lid in a safe place; do not throw it out.

Important:

Never remove the waste ink bottle during printing or when the screen displays maintenance in progress, especially while the printer is performing the following operations, unless instructed to do so on-screen. Waste ink may leak.

❏ *Head Cleaning*

❏ *Pre-Storage Maint.*

Replacing the Waste Ink Bottle

There are two methods for replacing the waste ink bottle as described below. Use the appropriate replacement method to suit your situation.

Important:

*When the message **The waste ink bottle is nearing the end of its service life.** is displayed, obtain a new waste ink bottle as soon as possible.*

See the following when replacing the waste ink bottle at this stage in the procedure.

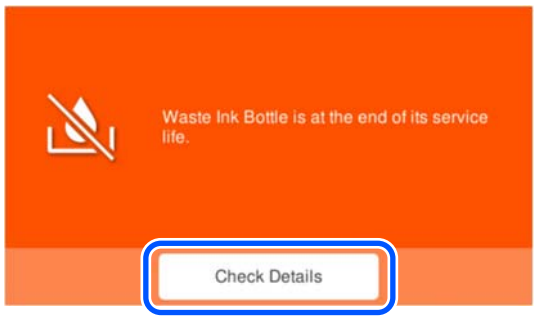
☞ *"When you want to replace it at any time" on page 65*

Read the following before starting this procedure.

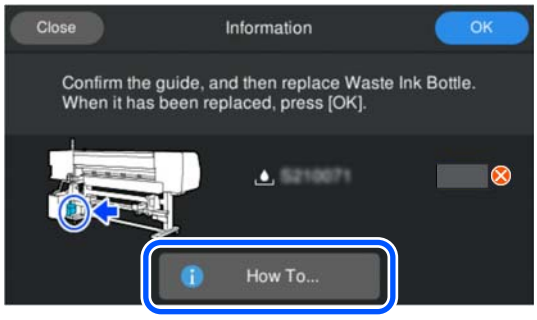
☞ "Precautions Regarding Maintenance" on page 54

When a message is displayed indicating it is time to replace the waste ink bottle

1 When the following error screen appears, press **Check Details**, then press **Waste Ink Bottle** on the next screen.



2 Press **How To...** on the following screen, then check the procedure on the control panel while replacing the waste ink bottle.



When you want to replace it at any time

When you want to replace the waste ink bottle as part of night operations or after a large quantity of printing, but before the printer displays a message indicating that it is time to replace the bottle, follow the steps below. If you do not follow the steps below, you will not receive a message at the correct replacement interval next time.

1. Press (Maintenance), and then press **Replace Maintenance Parts** - **Replace Waste Ink Bottle**.

2. Press **How To...** to view the procedure.

   Follow the on-screen instructions to perform the procedure.

We recommend that you leave the waste ink in the Waste Ink Bottle for disposal and do not transfer it to another container.

Tips:
Note the following points when transferring waste ink from the Waste Ink Bottle to another container.

- ❏ *Use a container made of PE (polyethylene) when transferring the waste ink.*
- ❏ *Attach the spout included with the printer to the rim of the Waste Ink Bottle and transfer the waste ink.*
- ❏ *Pour the waste ink carefully. Pouring the waste ink quickly may cause it to spill and splatter.*
- ❏ *Securely close the lid of the container to which you transferred the waste ink and store it in a location that is not exposed to open flames.*

Disposing of used waste ink and waste ink bottles “Disposal” on page 79

Replacing the Head Cleaning Set

The Head Cleaning Set contains the following parts.

- ❏ Wiper unit (x1)
- ❏ Flushing pad (x1)

Always choose replacement maintenance parts that are specified for this printer.

“Options and Consumable Products” on page 119

Preparing and Replacement Timing

When the message “The Head Cleaning Set is nearing the end of its service life.” is displayed, or when ⚠ is displayed in the head cleaning set status display

Obtain a new Head Cleaning Set as soon as possible.

When you want to replace the parts at this stage, perform **Replace Maintenance Parts** from the settings menu, and then replace the parts. If you do not replace them from the settings menu, the maintenance parts counter will not operate correctly.

“Maintenance Menu” on page 101

Important:

About the maintenance parts counter

The printer tracks amounts consumed using the maintenance parts counter and displays a message when the counter reaches the warning level.

*If you replace the head cleaning set when you see the message **Head Cleaning Set is at the end of its service life.**, the counter is cleared automatically.*

If you replace it before this message is displayed, be sure to do the replacement work from the settings menu.

When Head Cleaning Set is at the end of its service life. is displayed

See the following page, and replace all the parts included in the Head Cleaning Set. Printing cannot be performed if the parts are not replaced.

Replacement Procedure

Precautions When Replacing Parts

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

“Precautions Regarding Maintenance” on page 54

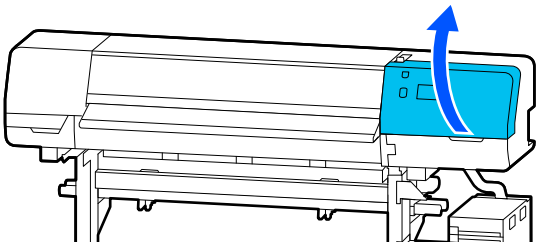
1 On the **The Head Cleaning Set is nearing the end of its service life.** screen, press **OK**.

If the message is not displayed, press (Maintenance), and then press **Replace Maintenance Parts** - **Head Cleaning Set**.

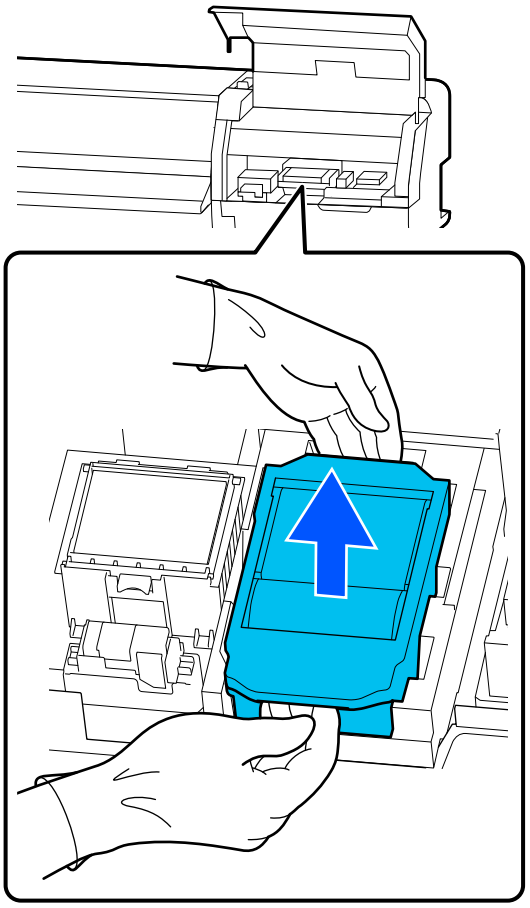
2 Check the message, and then press **Start**.

The print head moves to the maintenance position.

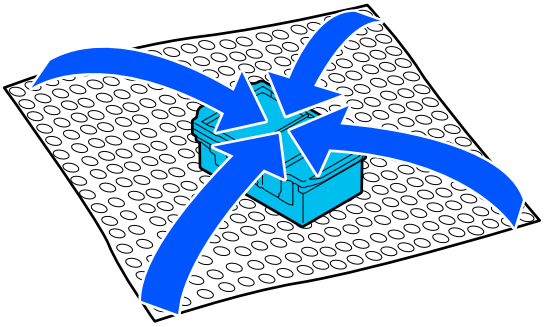
3 Open the right maintenance cover.



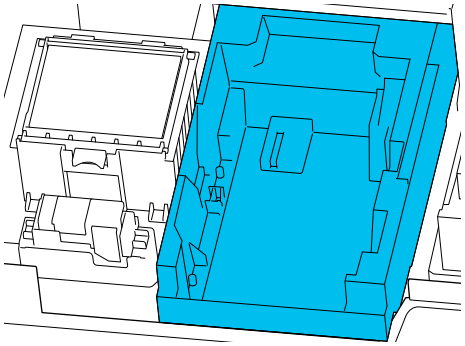
4 Hold the tabs on the front and back of the wiper unit, and lift the wiper unit straight up to remove it.



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

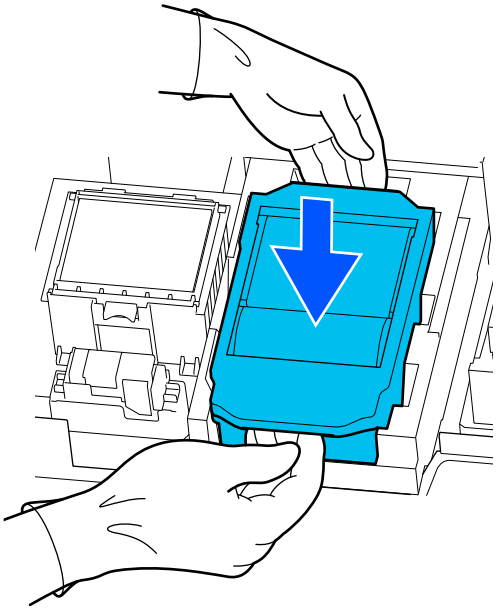


6 Check that there is no ink, lint or dust in the wiper unit mounting area (the part in the illustration).



If any ink, lint or dust is stuck to the surfaces, soak a soft cloth in water, wring it out thoroughly, and use it to remove any residue. Then wipe the surfaces with a dry cloth.

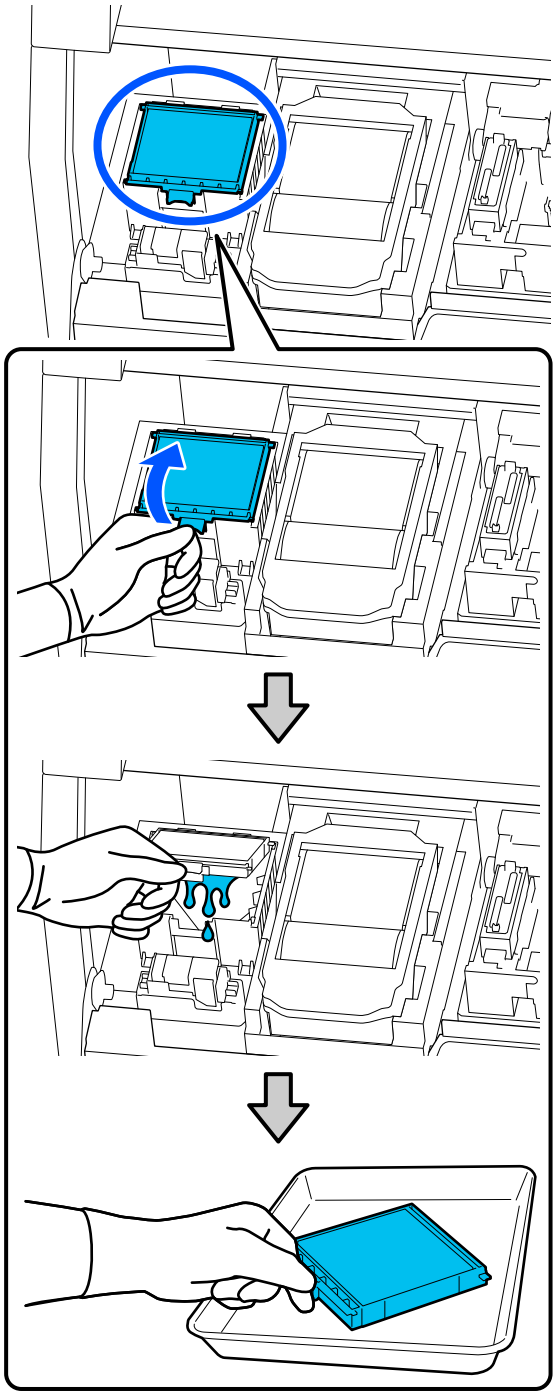
7 Insert the new wiper unit.



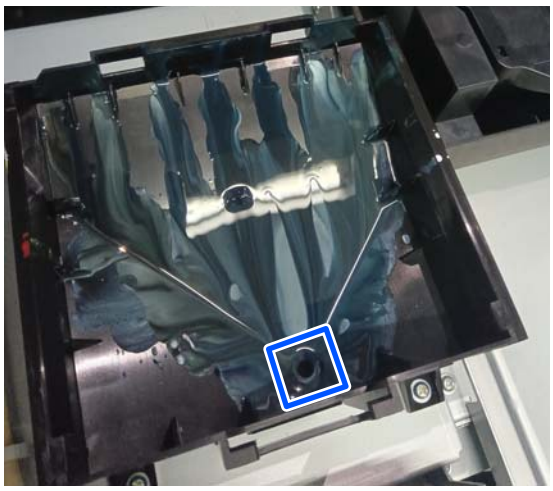
8 Lift up the tab on the flushing pad, and remove it.

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

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



9 Confirm that waste ink has not dried and formed a hard film on the waste liquid port (highlighted area in diagram).



When there is hardened waste ink

Use a new wide cleaning stick to remove the hardened ink from around the waste liquid port, then proceed to the next step.

When there is no hardened waste ink

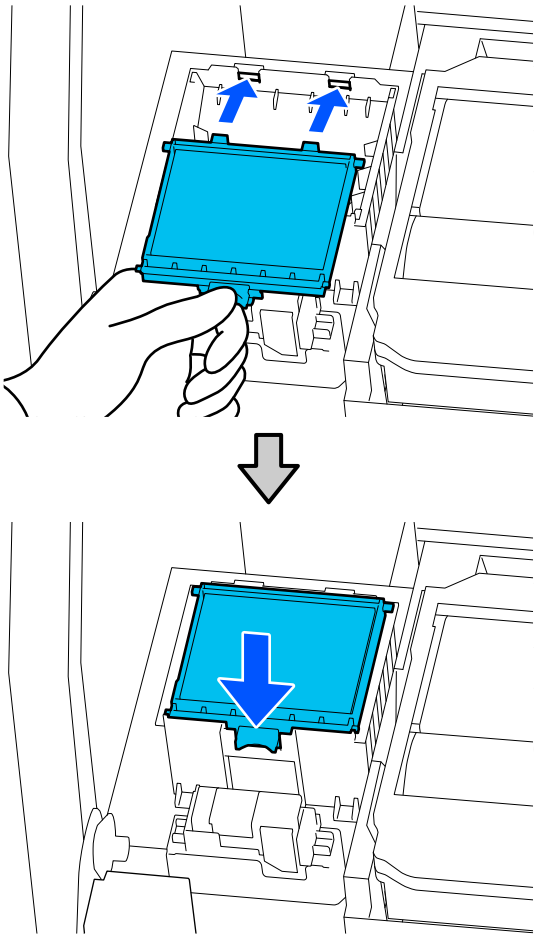
Go to step 12.

10 Pour about 100 ml of water into the cup supplied with the maintenance kit.

11 Pour the water into the waste liquid port to confirm it flows smoothly.

If the water flows poorly, poke the waste port with the cleaning stick to remove ink.

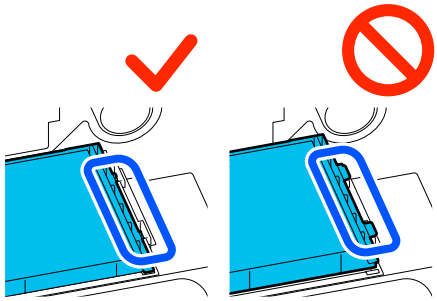
12 Insert the two hooks on the new flushing pad into the slots and press down on the knob.



13 Confirm that the flushing pad is correctly installed.

Important:

If the hooks are in a raised up state, the print head could be damaged.



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

15 Close the maintenance cover.

16 Check the on-screen message, and then press **Yes**.

The maintenance parts counter is cleared.

Disposing of Used Consumables "Handling Used Consumables" on page 79

Replacing the Cap Station Set

When it is time to replace the capping station, **Capping Station is at the end of its service life.** is displayed on the control panel of the printer. See the next section to replace it with a new one.

Be sure to use the Cap Station Set specified for this printer.

"Options and Consumable Products" on page 119

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

"Precautions Regarding Maintenance" on page 54

Replacement procedure

1 Unpack the new capping station.

2 In the **Capping Station is at the end of its service life.** screen, press **Replace Parts**.

If the message is not displayed, press (Maintenance) - **Replace Maintenance Parts** - **Cap station set**.

3 Check the message, and then press **Start**.

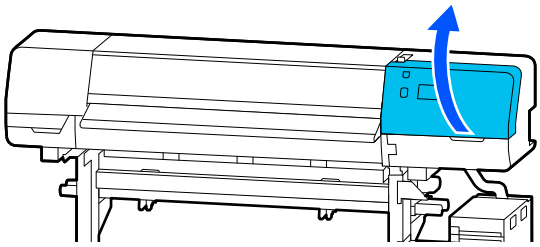
The print head moves to the maintenance position.

Tips:

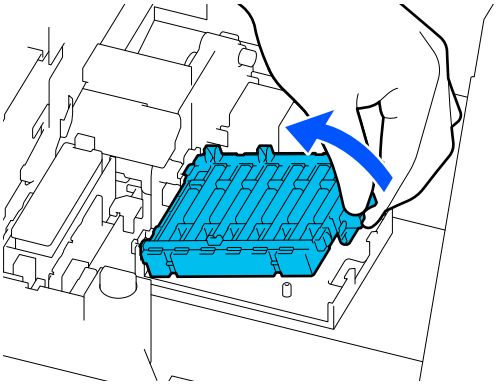
The buzzer sounds 10 minutes after the print head is moved.

*Check the message on the screen, press **OK**, and then continue working. After 10 more minutes have passed, the buzzer sounds again.*

4 Open the right maintenance cover.

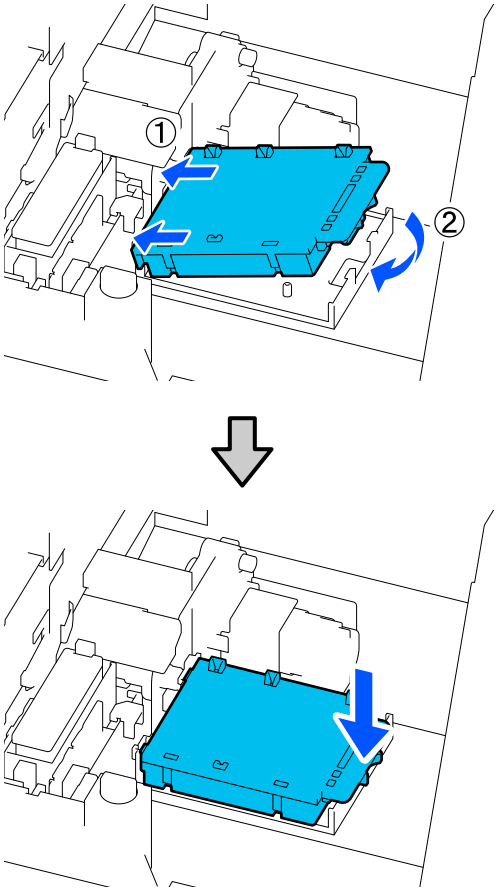


5 Press on the indents of the hooks to remove the capping station.

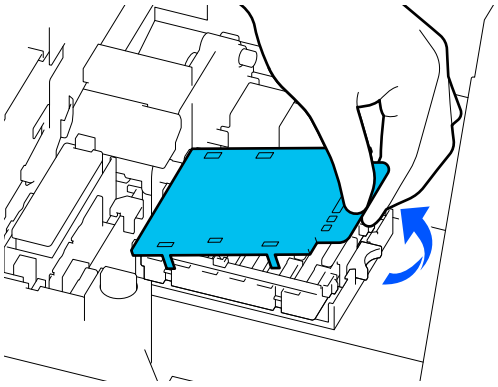


6 Place the removed capping station in the packaging that contained the new one.

7 Install the new capping station, and press on it until you hear a click.



8 Remove the cover.



Important:

If you use the printer while the cover is attached, the print head could be damaged.

9 Close the right maintenance cover.

10 Check the message, and then press **Done**.

The print head returns to its normal position, and the Settings menu closes.

Make sure you dispose of the used consumables properly.

“Disposal” on page 79

Replacing the Media Edge Plates

If the media edge plates supplied with the printer become deformed or damaged, be sure to replace them with new ones.

Make sure you use the media edge plates for this printer.

“Options and Consumable Products” on page 119

Important:

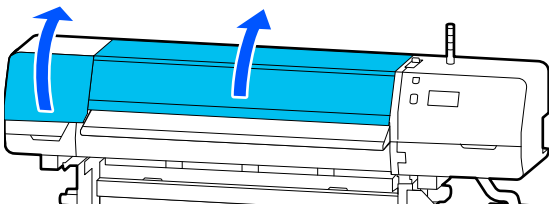
If you continue to use the printer with a deformed or damaged media edge plate, the print head could be damaged.

1 Remove the media, and turn off the printer. Check that the screen display has turned off, and then unplug the power cable from the outlet.

“Removing Media” on page 47

2 Wait for one minute after unplugging the power cable.

3 Open the left maintenance cover and printer cover.

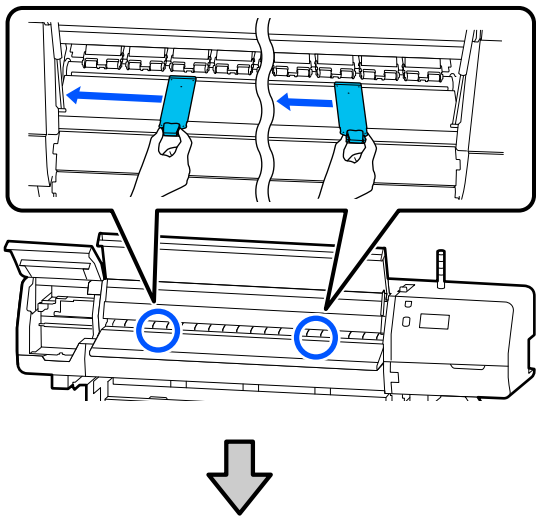


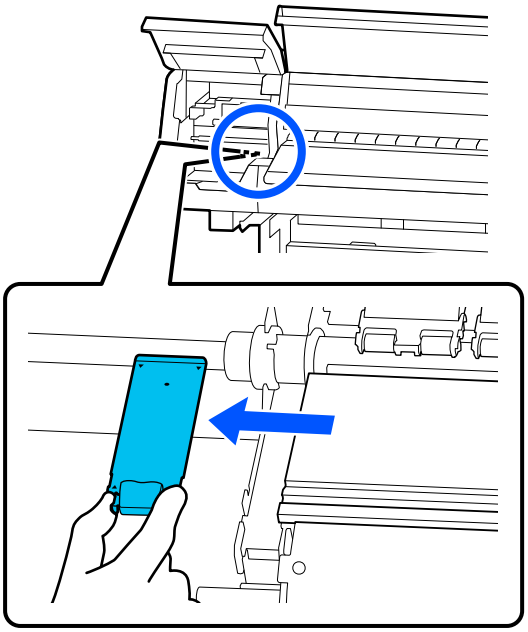
4 While holding the tabs of the media edge plate on both sides, move the plate to the left edge of the platen to remove it.

When replacing just the right media edge plate, remove the left plate first, and then remove the right.

Important:

Be sure to remove the media edge plate from the left edge of the platen. Removing the plate from the right may cause a malfunction.

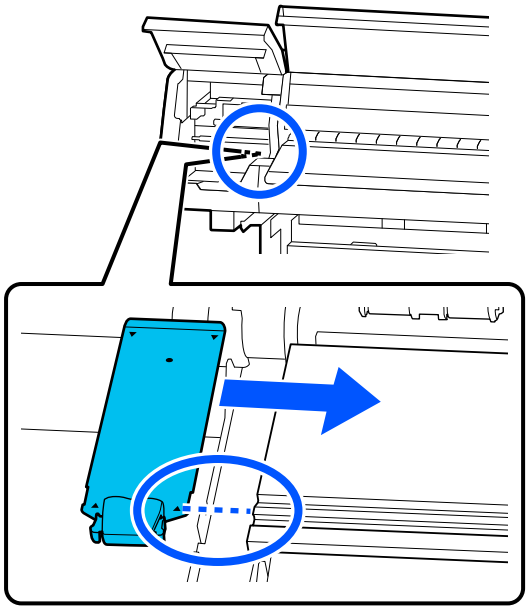




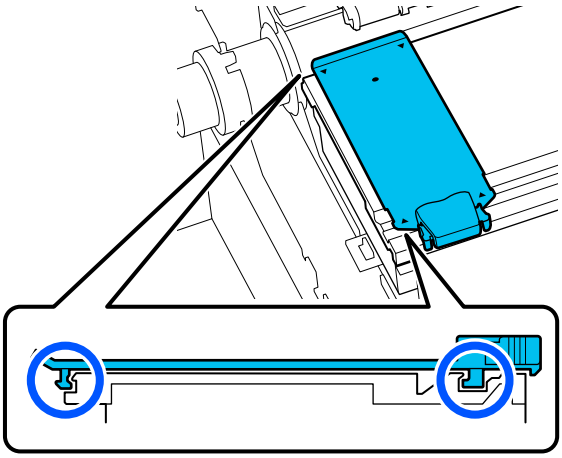
5 Insert a new media edge plate into the left edge of the platen.

> **Important:**
> *You cannot insert the media edge plates from the right.*

Align the platen rail with the ▲ holes for the media edge plates and insert as shown below.



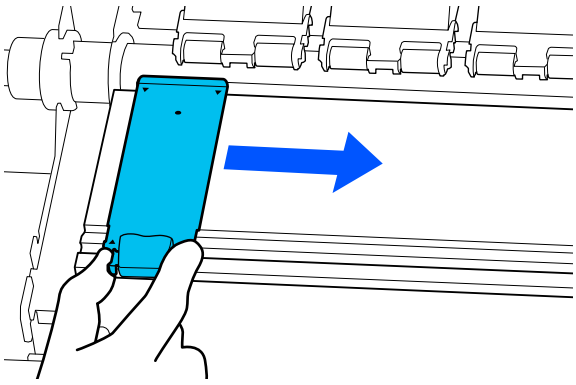
6 Check that the hooks on the bottom of the media edge plates are securely positioned as shown below.



> **Important:**
> *If hooked sections are not positioned correctly, return to step 4 to attach them again. Otherwise, the head may be damaged.*

7 While holding the tabs of each media edge plate on both sides, move both the plates to the left and right edges of the platen respectively.

Release the tabs to lock the media edge plate into position.



8 Close the left maintenance cover and printer cover.

Other Maintenance

Shaking the Ink Supply Units Periodically

If a message is displayed informing you that it is time to shake the ink, remove the ink supply unit immediately and shake it.

> **Important:**
> *The ink supply units used in this printer are, due to characteristics of their ink, prone to gradual sedimentation (components settling to the bottom of the liquid). If ink settles, tint unevenness and nozzle clogs occur. Shake ink supply units periodically after installing them.*

After installing an ink supply unit in the printer, a message prompting you to shake the unit is displayed at the following intervals.

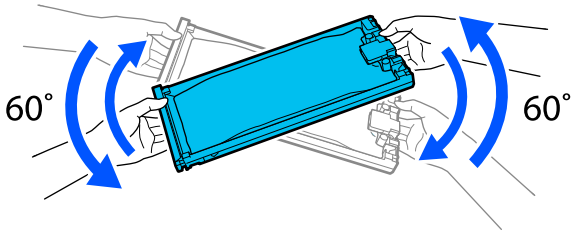
❏ White ink (WH): Once every 24 hours

❏ Other inks: Once every three weeks

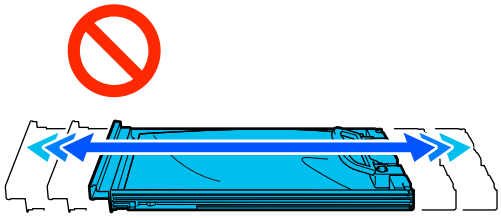
Precautions When Shaking

❏ When removing the ink tray, support the bottom of the tray with your hand. If you remove the tray using one hand, it may fall and be damaged due to the weight.

❏ When shaking the ink supply unit, set it in the ink tray and shake it up and down at an angle of about 60 degrees 5 times in 5 seconds as shown in the following illustration.



❏ Do not forcefully shake or swing ink supply units or ink trays containing ink supply units. Ink could leak.

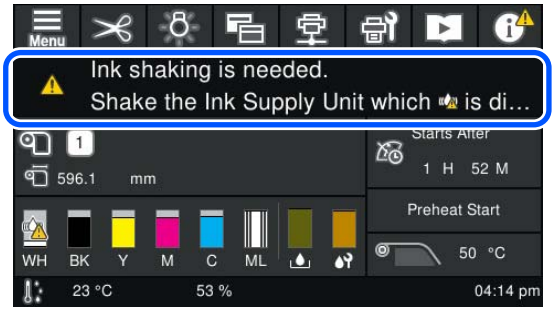


❏ Removed ink supply units may have ink around the ink supply port, so be careful not to get any ink on the surrounding area when removing the ink supply units.

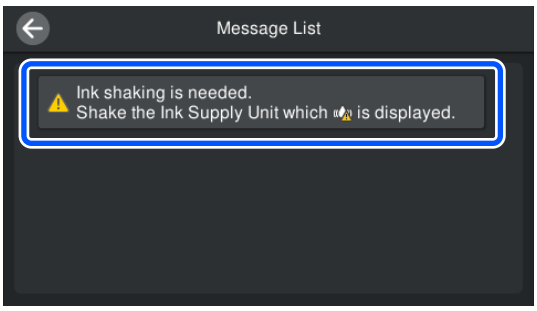
Shaking

If a message is displayed informing you that it is time to shake the ink, you can check the procedure on the control panel while shaking the ink supply unit.

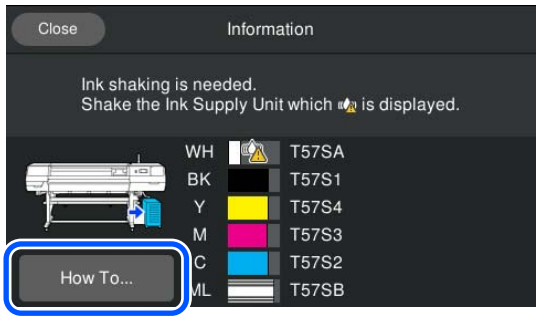
1 On the screen, press the status of consumables area.



2 In the **Message List**, press the message informing you that it is time to shake the ink.



3 Press **How To...** to view the procedure. Follow the on-screen instructions to perform the procedure.



Nozzle Check and Head Cleaning

To ensure quality results, we recommend that you check the print head nozzles for clogs each time before you print.

Types of Nozzle Checks

There are the following two ways to check the print head for clogged nozzles.

On-Demand Nozzle Pattern

If you want to check the condition of the nozzles before printing, or if you see stripes or unevenness in the print results, you can print out a check pattern and visually check it to see the condition of the nozzles.

See the following for details.

"How to Print a Nozzle Check Pattern" on page 73

Depending on the width of the loaded media, you can save media by printing additional test patterns in the space beside an existing pattern: To print them side by side, press the [ ] button (rewind button) to rewind the media to the position where you want to print the pattern.

- If the width is 51 to 64 inches, you can print up to three patterns (one on the left, one in the center, and one on the right).
- If the width is equal to or greater than 34 inches but less than 51 inches, you can print up to two patterns (one on the left and one on the right).
- If the width of the media is less than 34 inches, you cannot print side by side.

Nozzle Check between Pages

When printing for the set number of pages* is complete, the next page is printed across the printed check pattern. When all printing is complete, you can visually inspect the pattern to determine whether there may be faint or missing colors in the preceding or following printout.

"General Settings Menu" on page 88

* Print jobs that do not include multiple pages are counted as one page.

How to Print a Nozzle Check Pattern

1 Check that the printer is ready to print, press (Maintenance), and then press **Print Head Nozzle Check**.

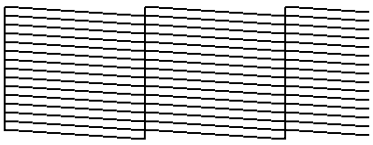
2 Select the desired print position, and then press **Start**.

> ***Tips:***
> *The available print positions differ depending on the width of the media loaded in the printer and the **Width Detection** setting.*

The check pattern is printed.

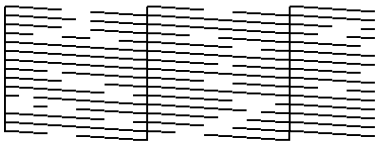
3 Check the check pattern. Cut the media as necessary.

Example of clean nozzles



If there are no gaps in the check pattern, press [O].

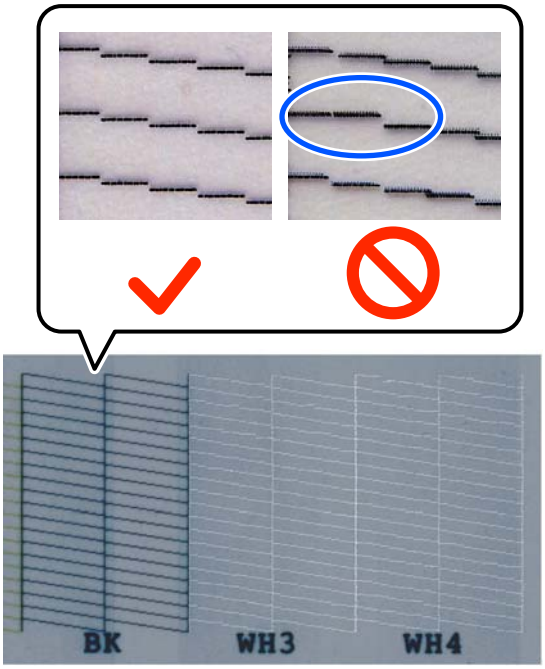
Example of clogged nozzles



If there are gaps in the nozzle check pattern, press [✕], and then perform Head Cleaning.

"Performing Head Cleaning" on page 74

Lines in the nozzle check pattern are vertically misaligned



When the lines in the nozzle check pattern are vertically misaligned, ink is not being emitted properly.

Press [✕] to move to Head Cleaning.

☞ "Performing Head Cleaning" on page 74

Types of Cleaning

The following two types of Print Head Cleaning are available.

Perform Head Cleaning as necessary

If there are gaps in the nozzle check pattern, or if there are streaks in the print results, the colors are wrong, or there are ink drops, perform Head Cleaning.

You can also specify the cleaning intensity you want, but if you select **Auto Cleaning**, the printer will check how clogged the nozzles are and automatically clean them at the optimal intensity.

See the following for details on how to perform Head Cleaning.

☞ "Performing Head Cleaning" on page 74

Perform Head Cleaning periodically

This printer comes with a built-in automatic maintenance function that automatically performs Head Cleaning at a set time or when it is determined to be necessary based on the results of automatically monitoring the nozzles. Set Print Duration, Print Counter, or Print Length as the interval.

☞ "General Settings Menu" on page 88

Performing Head Cleaning

1. Check that the printer is ready to print, press (Maintenance), and then press **Head Cleaning**.

2. Select a cleaning method.

   When nozzles are clogged

   Select **Auto Cleaning** first.

   After the second time, execute **Cleaning (Light)**, then **Cleaning (Medium)**, and then **Cleaning (Heavy)** to increase the intensity.

   When lines in the nozzle check pattern are vertically misaligned

   Select **Cleaning (Light)**.

3. Press **Start**.

   A confirmation message is displayed when cleaning is complete.

   When nozzle clogged and nozzle check pattern line deviations are eliminated

   Continue with normal operations.

   If nozzles are still clogged

   Return to step 1, execute **Cleaning (Light)**, then **Cleaning (Medium)**, and then **Cleaning (Heavy)** to increase the intensity until the clogs are cleared. If nozzles are still clogged even after performing **Cleaning (Heavy)**, see the following.

   ☞ "If nozzles are still clogged even after performing **Cleaning (Heavy)**" on page 74

If nozzles are still clogged even after performing Cleaning (Heavy)

Perform the following steps.

(1) Clean around the print head.

☞ "Cleaning Around the Print Head" on page 57

(2) Clean the suction caps

☞ "Cleaning the Suction Caps" on page 59

(3) Check the environment

If the room temperature is high, the nozzles may still be clogged even after performing **Cleaning (Heavy)**. **Cleaning (Heavy)** should be performed at 25°C or lower (but at a temperature still within the required operating range).

☞ "Specifications Table" on page 130

If clogging persists after performing steps (1) to (3), contact your dealer or Epson Support.

When lines in the nozzle check pattern are still vertically misaligned even after performing Cleaning (Heavy)

If lines in the nozzle check pattern are vertically misaligned and you also observe the following problems in your printouts, perform a **Nozzle Refresh**.

- ❏ Text appears blurred or thick
- ❏ White background bleeds through
- ❏ Noticeable horizontal streaks or unevenness in solid fills

☞ "Cleaning the Surface of the Nozzles (Nozzle Refresh)" on page 78

If lines in the nozzle check are vertically misaligned but you do not see any problems in your printouts, continue printing and see what happens.

> ***Important:***
> *If the nozzle check pattern lines are shifted up and down but no problems are seen in your printouts, do not perform **Nozzle Refresh**. Doing so may shorten the print head's lifespan so that it needs to be replaced sooner.*

Pre-maintenance When Not Using the Printer for an Extended Period

Always perform pre-storage maintenance if the printer will not be used (and will be turned off) for more than two weeks.

The following items are used for the pre-maintenance procedure.

- ❏ Cleaning ink supply unit (sold separately) (x5)
- ❏ Waste ink bottle (sold separately) (x1)

> ***Important:***
> *If you do not perform pre-storage maintenance, a print head nozzle could become permanently clogged.*
>
> *If you are not going to use the printer for an extended period and do not perform pre-maintenance, turn on the power at least once every seven days.*

Performing Pre-maintenance

> ***Important:***
> *If insufficient ink or cleaning liquid remains, the functions may not be performed. If the remaining levels are low, make sure you have new ink supply units or cleaning ink supply units on hand, just in case.*

1. Make sure the printer is on, and then press (Maintenance) - **Pre-Storage Maint.**.
2. Check the message displayed on the screen, and then press **Start**.

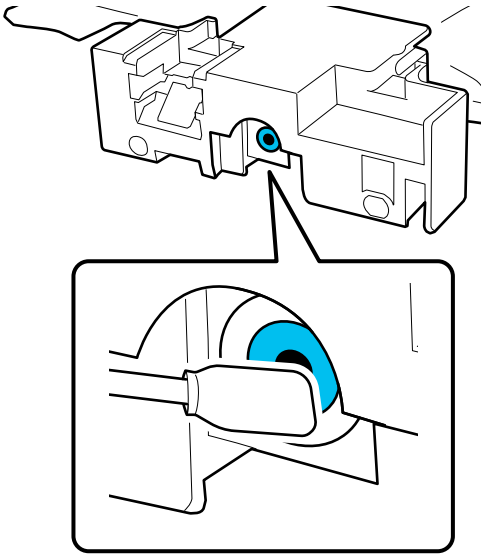
   Follow the on-screen instructions to perform the procedure.

   Press **How To...** on the screen to view the procedure.

Important:

Before storing the removed ink supply unit, clean any ink that may have adhered to the ink supply port. Use the wide cleaning stick from the supplied maintenance kit.

- ❏ *To prevent color mixing, use a new cleaning stick for each color.*
- ❏ *Gently touch the corner of the cleaning stick to the ink supply port to absorb any ink. There is no need to wipe off the ink. Do not press or move the cleaning stick with too much force.*



3 When a message indicating pre-storage maintenance is complete is displayed, turn off the printer.

Note the following points when storing the printer and any removed, partially used ink supply units.

"Notes When Not Using the Printer" on page 25

"Notes on Handling Ink Supply Units" on page 26

When Resuming Use

What you will need

5 colors of ink supply units (White, Cyan, Magenta, Yellow, Black)

Important:

When resuming use, charge the printer with ink. When refilling using a removed ink supply unit, have a new ink supply unit on hand, just in case.

How to resume use

Turn on the printer and follow the on-screen instructions on the control panel screen to install the ink supply unit.

Press **How To...** on the screen to view the procedure.

Cleaning Inside the Printer Cover

The inside of the printer cover may become dirty due to ink mist. Continuing to use the printer while the cover is dirty may make it difficult to see inside.

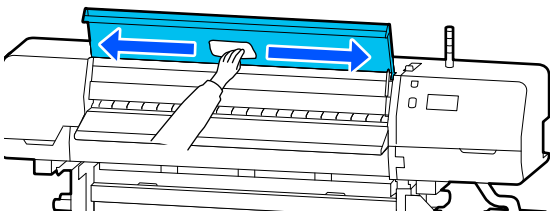
If it gets dirty, follow the steps below to clean it.

1 Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.

2 Wait for one minute after unplugging the power cable.

3 Open the printer cover.

4 Soak a soft cloth in water, wring it out thoroughly, and then wipe off any lint or dust from the transparent area inside the printer cover.



For dirt that cannot be removed with just water, wipe it with a cloth soaked in neutral detergent and thoroughly wrung out.

Cleaning the Pressure Rollers

If the pressure rollers are used while they are still dirty with ink mist, dirt from the rollers may transfer to the print results.

When the rollers are dirty, follow the steps below to clean them.

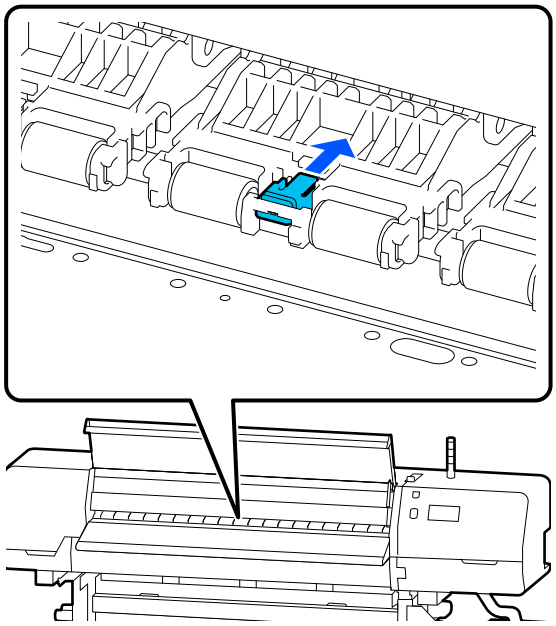
1 Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.

2 Wait for one minute after unplugging the power cable.

3 Open the printer cover.

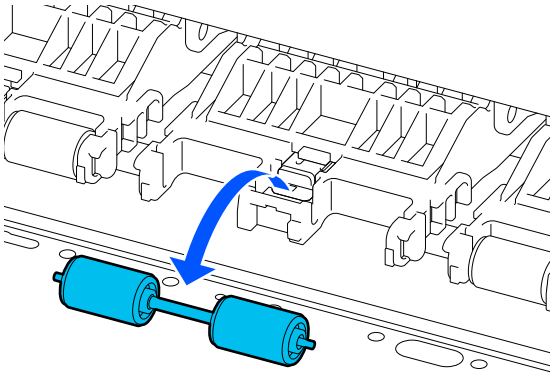
4 Move the media loading lever to the back.

5 Push the dirty pressure roller's mounting bracket in the direction shown in the illustration to unlock it.

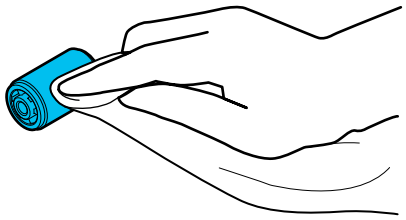


6 Remove the roller along with its shaft.

> **Important:**
> *The roller may easily come off the shaft. Avoid dropping it on the floor, stepping on it, or losing it.*

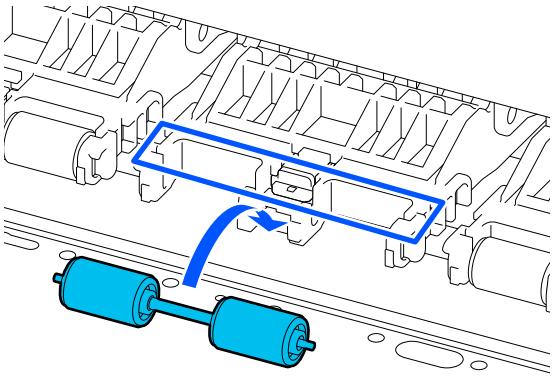


7 Remove the dirty roller from the shaft. Wipe off the dirt using a soft cloth soaked in water and wrung out thoroughly.

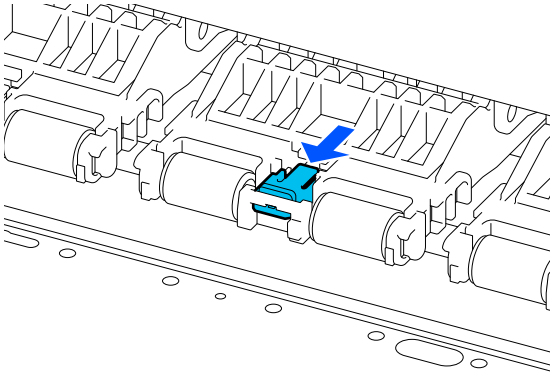


8 Wipe off any moisture with a soft, dry cloth.

9 Slide the roller onto the shaft and return it to the bearing section (area in the box).



10 Push the pressure roller's mounting bracket in the direction shown to secure the roller.



11 Close the Printer Cover.

Cleaning the Surface of the Nozzles (Nozzle Refresh)

> ***Important:***
> *If the nozzle check pattern lines are shifted up and down but no problems are seen in your printouts, do not perform **Nozzle Refresh**. Doing so may shorten the print head's lifespan so that it needs to be replaced sooner.*

You will need the Nozzle Refresh Tool to complete this procedure.

“What You Will Need” on page 54

Precautions when performing Nozzle Refresh

- ❏ Performing Nozzle Refresh too frequently may cause the print quality to decline.
- ❏ Always use fresh sponges. Reusing them can create stains instead.
- ❏ If the holder is damaged, purchase a new one. Using a broken holder can damage the print head.

Read the following also before starting this procedure.

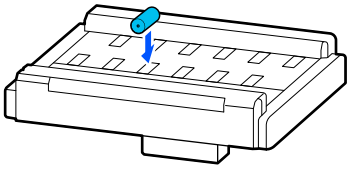
“Precautions Regarding Maintenance” on page 54

Nozzle Refresh Procedure

1 Attach the sponge to the holder by checking the position of the pattern where the nozzle check pattern showed vertical misalignment.

See the following for details on the relationship between the nozzle check pattern and the position to attach the sponge to the holder.

“Confirming the Position to Mount the Sponge in the Nozzle Refresh Tool” on page 126



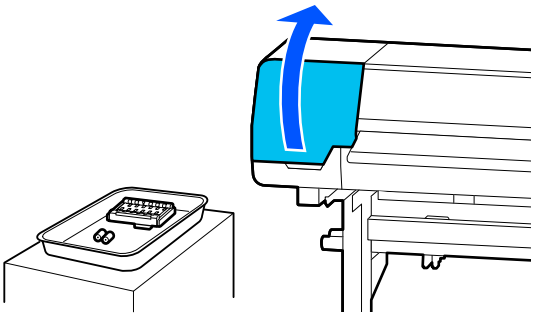
2 Press (Maintenance), and then select **Nozzle Refresh**.

3 Check the message displayed on the screen, press **Proceed**, and then press **Start**.

The print head moves to the maintenance position on the left.

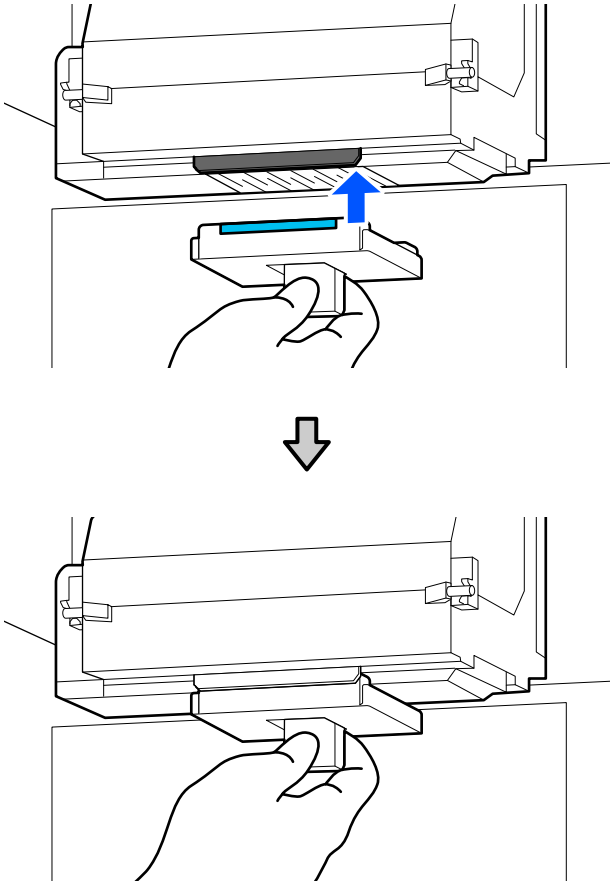
> ***Tips:***
> *The buzzer sounds 10 minutes after the print head is moved.*
>
> *Check the message on the screen, press **OK**, and then continue working. After 10 more minutes have passed, the buzzer sounds again.*

4 Open the left maintenance cover.

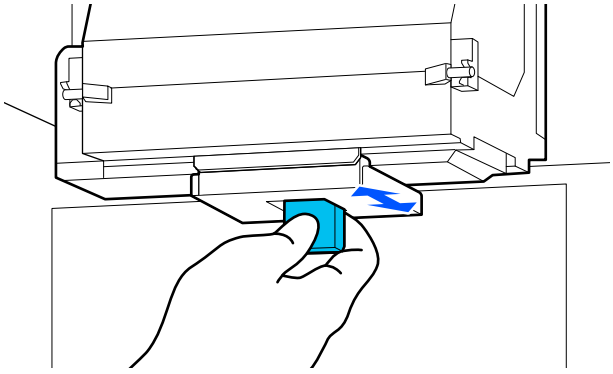


5 Hold the holder with one hand to position it.

Position the holder directly under the print head nozzle surface, and then press the holder against the nozzle surface until the part is hidden by the part.



6 Press the holder against the nozzle surface and move it back and forth five times.



> **Important:**
> *Attaching more than three sponges to the holder at a time makes it difficult to move the holder back and forth, and you will not be able to clean with proper force. Attach no more than two sponges at a time and clean in multiple sessions if you need to use more than two sponges.*

7 Check that nothing has been left inside the printer, and then close the maintenance cover.

8 On the control panel screen, press **Done**.

What to do after this job

❏ Perform **Auto Cleaning** by using **Head Cleaning**. After cleaning, print the nozzle check pattern to verify that any vertical misalignment has been corrected.
"Performing Head Cleaning" on page 74
If printing problems persist, contact your dealer or Epson Support.

❏ Remove any dirty sponges from the holder. Holders should be stored in their individual boxes to prevent dust and lint from sticking to them. Make sure you dispose of the dirty sponges properly.
"Handling Used Consumables" on page 79

Handling Used Consumables

Disposal

The following used parts, when they contain ink residue, are classified as industrial waste.

❏ Cleaning stick

❏ Ink cleaner

❏ Waste ink

❏ Waste ink bottle

- ❏ Wiper unit
- ❏ Flushing pad
- ❏ Capping station
- ❏ Nozzle Refresh Tool (sponge and holder)
- ❏ Media after printing
- ❏ Empty ink supply unit and cleaning ink supply unit

Dispose of these items according to local laws and regulations. For example, contract an industrial waste disposal company for disposal. In such cases, submit the “Safety data sheets” to the industrial waste disposal company.

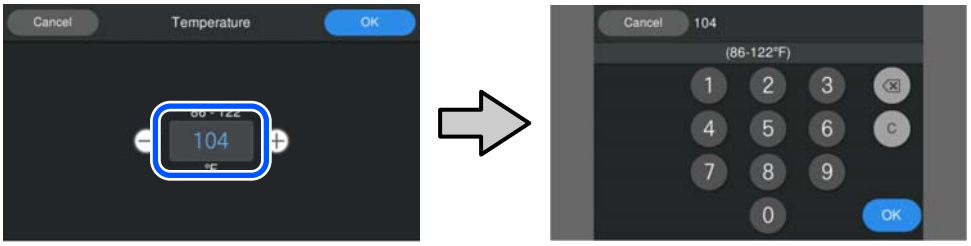
You can download them from your local Epson Web site.

Control Panel Menu

Menu List

The following items and parameters can be set and executed in the Menu. See the reference pages for more details on each item.

Tips:
When a numeric input screen like the one shown in the illustration below appears, you can enter values by pressing the central area (in the box) where the number is displayed.



General Settings

For more information on these items, see "General Settings Menu" on page 88

Item	Parameter
Basic Settings	

Control Panel Menu

Item	Parameter
LCD Brightness	1 to 9
Sounds	
Button Press	0, 1, 2, 3
Alert	0, 1, 2, 3
Optional Alert	
Volume	0, 1, 2, 3
Repeat	Off, Until Stopped
Completion Notice	0, 1, 2, 3
Warning Notice	
Volume	0, 1, 2, 3
Repeat	Off, Until Stopped
Error Tone	
Volume	0, 1, 2, 3
Repeat	Off, Until Stopped
Sound Type	Pattern1, Pattern2, Pattern3
Sleep Timer	1 to 240 minutes
Wake from Sleep	
Touch LCD Screen to Wake	On, Off, Scheduled
Date/Time Settings	
Date/Time	
Daylight Saving Time	Off, On (Winter, Summer)
Time Difference	-12:45 to +13:45

Control Panel Menu

Item	Parameter
Language	Japanese, English, French, Italian, German, Portuguese, Spanish, Dutch, Russian, Korean, Traditional Chinese, Simplified Chinese
Screen Customization	
Background Color	Gray, Black, White
Display Information While Printing	
Progress Section	Overall, Preparation and Action
Supplementary Information	Printed Length, Remaining Print Length, Throughput(m/h) / (ft/h), Throughput(m^2/h) / (sqft/h), Time until media replacement, Pass Mode
Keyboard	QWERTY, AZERTY, QWERTZ
Unit Settings	
Length Unit	m, ft/in
Temperature	°C, °F
Printer Settings	
Margins	
Right Margin	3 to 25 mm (0.12 to 0.98 inch)
Left Margin	3 to 25 mm (0.12 to 0.98 inch)
Margin Between Pages	0 to 999 mm (0.00 to 39.33 inch)
Width Adjustment	-10.0 to 10.0 mm (-0.394 to 0.394 inch)
Print Start Position	0 to 1000 mm (0.00 to 39.37 inch)
Auto Rewind Media After Printing	On, Off
Job Connection	On, Off

Control Panel Menu

Item	Parameter
Media Detection	
Width Detection	On, Off
Media Width	300.0 to 1625.6 mm (11.81 to 64.00 inch)
End Detection	On, Off
Detect Paper Skew	On, Off
Nozzle Check between Pages	
On	
Execution Timing	
Print Length	1 to 9999 m (3.28 to 32805.12 ft)
Print Page	1 to 9999 pages
Print Duration	1 to 9999 minutes
Off	
Information Printing at Media Cut	
Media Remaining Information	On, Off
Print Position	Right, Center
Inside Light	Auto, Manual
Optional Alert	
Print Length Alert	
On	0.01 to 999.99 m (0.03 to 3280.81 ft)
Off	
Exclusive Menu	Resolve Nozzle Deflection
Restore Default Settings	Network Settings, Clear All Data and Settings
Maintenance Setting	

Control Panel Menu

Item	Parameter
Nozzle Clog Detection and Auto Cleaning	
Threshold of Clogged Nozzles	
White	1 to 3200
Color	1 to 6400
Nozzle Clog Detection when Printing	
Detection Timing	Between Jobs, When Detected
Actions when Threshold Exceeded	Stop Printing, Show Alert, Perform Auto Cleaning
Max Retry for Auto Cleaning	0, 1, 2 times
Nozzle Compensation	On, Off
Periodic Cleaning	
On	
Execution Timing	
Print Duration	1 to 9999 minutes
Print Page	1 to 9999 Pages
Print Length	1 to 9999 m (3.28 to 32805.12ft)
Cleaning Level	Light, Medium
Off	
Power On Cleaning	On, Off
Network Settings	
Network Status	Wired LAN Status, Print Status Sheet
Advanced	
Device Name	
TCP/IP	Auto, Manual
Proxy Server	Do Not Use, Use
IPv6 Address	Enable, Disable
Link Speed & Duplex	Auto, 100BASE-TX Auto, 10BASE-T Half Duplex, 10BASE-T Full Duplex, 100BASE-TX Half Duplex, 100BASE-TX Full Duplex
Redirect HTTP to HTTPS	Enable, Disable
Disable IPsec/IP Filtering	
Disable IEEE802.1X	

Media Settings

For more information on these items, see "Media Settings Menu" on page 97

Item	Parameter
Current Settings	
Media	01 XXXXXXXXXX to 50 XXXXXXXXXX
Media Type	
Media Width	
Width Detection	On, Off
Media Width	300.0 to 1625.6 mm (11.81 to 64.00 inch)
End Detection	On, Off
Advanced Settings	
Print Adjustments	
Media Feed Adjustment	Manual(Standard), Manual(Measurement)
Print Head Alignment	
Media Management	
01 XXXXXXXXXX to 50 XXXXXXXXXX	
Change Name	
Media Type	Film, Paper/Others
Advanced Settings	
Heater	
Heater	On, Off
Temperature	30 to 50 °C (86 to 122 °F)
Drying Time per Pass	0.0 to 10.0 Secs
Platen Gap	1.7, 2.0, 2.5
Feeding Tension	Lv1 to Lv4
Paper Suction	Lv0 to Lv10
Head Movement Range	Data Width, Printer Width, Media Width
Pressure Roller Load	Light, Medium, Strong
Skew Reduction	On, Off
Roll Winding Direction	Printable Side Out, Printable Side In
Reduce Print Streak	Off, Light, Medium, Heavy
Remaining Amount Management	

Item	Parameter
Remaining Amount Management	On, Off
Remaining Amount	1.0 to 9999.9 m (3.3 to 32808.1 ft)
Remaining Alert	1.0 to 999.5 m (3.3 to 3279.2 ft)

Maintenance

For more information on these items, see ☞ "Maintenance Menu" on page 101

Item	Parameter
Print Head Nozzle Check	
Print Position	Right, Center, Left
Head Cleaning	
Auto Cleaning	
Cleaning (Light)	White, Color
Cleaning (Medium)	Select Nozzles, All Nozzles
Cleaning (Heavy)	Select Nozzles, All Nozzles
Replace Maintenance Parts	Head Cleaning Set, Waste Ink Bottle, Cap station set
Cleaning the Maintenance Parts	Around the Head, Suction Cap
Nozzle Refresh	
Pre-Storage Maint.	

Supply Status

Displays the amount of wear and the model number for each consumable item.

☞ "Options and Consumable Products" on page 119

Replacement Part Information

☞ "Replacement Part Information Menu" on page 102

Printer Status

☞ "Printer Status Menu" on page 103

Details of the Menu

General Settings Menu

* indicates default settings.

Item	Parameter	Explanation
Basic Settings		
LCD Brightness	1 to 9 (9*)	Adjusts the brightness of the control panel display.
Sounds		
Button Press	0	Sets the volume of the sounds when the power button and control panel screen are operated.
	1*	
	2	
	3	
Alert	0	Sets the volume of the sounds when hardware, such as the covers and media loading lever, are operated.
	1	
	2*	
	3	
Optional Alert		
Volume	0	Sets the volume and the repetition of sounds when the specified print length set in **Print Length Alert** is reached.
	1	
	2*	
	3	
Repeat	Off	
	Until Stopped*	
Completion Notice	0	Sets the volume of the sounds when print jobs or maintenance operations are finished.
	1	
	2	
	3*	

Control Panel Menu

Item	Parameter	Explanation
Warning Notice		
Volume	0	Sets the volume and the repetitions of sounds when it is time to replace consumables.
	1	
	2*	
	3	
Repeat	Off*	
	Until Stopped	
Error Tone		
Volume	0	Sets the volume and the repetitions of sounds when an error occurs and printing cannot continue.
	1	
	2	
	3*	
Repeat	Off	
	Until Stopped*	
Sound Type	Pattern1	Sets the type of sounds. Sounds that are easy to hear in the printer's operating environment can be set.
	Pattern2	
	Pattern3*	
Sleep Timer	1 to 240 (15*) minutes	Sets the length of time before the printer enters sleep mode when no print jobs are received and no errors are detected. In sleep mode, heater turns off, the control panel screen turns off, and the internal motors and other components consume less power. Press any button on the control panel to restore the screen display. The printer is only fully reactivated when a print job is received, or when another operation involving printer hardware is performed.
Wake from Sleep		Set whether or not screen operations during sleep mode will return the printer from sleep mode. When **Off** is selected, press the power button to return from sleep mode. Selecting **Scheduled** allows you to specify a time period, from 0:00 to 23:45 in 15 minute increments, when a screen operation will return the printer from sleep mode.
Touch LCD Screen to Wake		
On*		
Off		
Scheduled	0:00 to 23:45	
Date/Time Settings		
Date/Time		Sets the printer's built-in clock. The time set here is displayed on the Home screen. It is also used for job logs and the printer's status as shown in Epson Edge Dashboard.

Control Panel Menu

Item	Parameter	Explanation
Daylight Saving Time	Off (Winter)*	Sets daylight saving time.
	On (Summer)	
Time Difference	-12:45 to +13:45	Sets the time difference with coordinated universal time (UTC) in 15 minute increments. In network environments with a time difference, set this as necessary when administrating the printer.
Language	Japanese	Select the language used in the control panel display.
	English*	
	French	
	Italian	
	German	
	Portuguese	
	Spanish	
	Dutch	
	Russian	
	Korean	
	Traditional Chinese	
	Simplified Chinese	

Control Panel Menu

Item	Parameter	Explanation
Screen Customization		
Background Color	Gray	Select the color scheme used in the control panel display. You can set a color scheme that is easy to see in the environment in which the printer is installed.
	Black*	
	White	
Display Information While Printing		
Progress Section	Overall*	Sets the progress section of the progress bar displayed during printing in the status display area on the home screen. Select **Overall** to display the overall progress from print preparation to print completion. Select **Preparation and Action** to display the following progress statuses. ❏ From print preparation to print start (pre-heating the heater and print head warm-up) ❏ From print start to print completion
	Preparation and Action	
Supplementary Information	Printed Length	Sets the supplementary information displayed during printing in the status display area on the home screen.
	Remaining Print Length*	
	Throughput(m/h) / (ft/h)	
	Throughput(m^2/h) / (sqft/h)	
	Time until media replacement	
	Pass Mode	
Keyboard	QWERTY*	Select the keyboard layout for the text input screens that are displayed, such as when inputting names to register Media Settings.
	AZERTY	
	QWERTZ	
Unit Settings		
Length Unit	m*	Choose the units of length used in the control panel display and when printing test patterns.
	ft/in	
Temperature	°C*	Choose the temperature units used in the control panel display.
	°F	

Control Panel Menu

Item	Parameter	Explanation
Printer Settings		
Margins		
Right Margin	3 to 25 mm (5*) (0.12 to 0.98 inch [0.20*])	Set the margin from the right edge of the media when it is loaded in the printer (media viewed from the rear of the printer). See the following for details. ☞ "Printable Area" on page 49
Left Margin	3 to 25 mm (5*) (0.12 to 0.98 inch [0.20*])	Set the margin from the left edge of the media when it is loaded in the printer (media viewed from the rear of the printer). See the following for details. ☞ "Printable Area" on page 49
Margin Between Pages	0 to 999 mm (10*) (0.00 to 39.33 inch [0.39*])	Sets the margin between printed pages. For single-page print jobs, this is the margin placed between jobs.
Width Adjustment	-10.0 to 10.0 mm (0*) (-0.394 to 0.394 inch [0.00*])	You can adjust a margin between pages. Even after making adjustments, the size of the margin may change, depending on the media and usage environment. The margin increases when the number is moved in the + direction, and decreases when the number is moved in the - direction. ☞ "Printable Area" on page 49
Print Start Position	0 to 1000 mm (0*) (0.00 to 39.37 inch [0.00*])	Set this when you want to print further inside than the Left Margin setting, for example, if you want to print at the center of the media width. When media is loaded into the printer (media viewed from the back of the printer), the margin from the left edge of the media is the sum of the **Left Margin** and the **Print Start Position** set values. See the following for details. ☞ "Printable Area" on page 49
Auto Rewind Media After Printing	On*	The end of the printed media is automatically rewound after printing is finished, allowing you to continue printing without wasting media. If you want to continue printing without rewinding the end of the media, set this option to **Off**. Note, however, that the end margin will increase by approximately 100 mm (about 3.94 in.).
	Off	
Job Connection	On*	When set to **On**, printing continues without rewinding the end of the media onto the platen until all connected jobs have been printed. There are no operations between jobs so the total printing time is that much shorter. Connected print jobs are a series of jobs in which the print job data is sent from the computer to the printer as soon as the previous print job data has been sent from the computer and received by the printer. If the pass mode is different between the preceding and following print jobs, the jobs are not connected.
	Off	

Control Panel Menu

Item	Parameter	Explanation
Media Detection		
Width Detection	On*	Select whether or not (**On**)/(**Off**) the media width is detected. Try setting this to **Off** if media width errors are displayed when printing even though the media is correctly loaded. However, we recommend setting this to **On** when using the printer. Changed settings are reflected when the media is reloaded.
	Off	
Media Width	300.0 to 1625.6 mm (300.0*) (11.81 to 64.00 inch [11.81*])	When **Width Detection** is set to **On**, the value that is automatically read from the media loaded in the printer is displayed. When **Width Detection** is set to **Off**, enter the exact width of the media that is loaded in the printer. If the correct media width is not set, the printer may print beyond the edges of the media. Ink used outside the edges of the media will stain the inside of the printer. Changed settings are reflected when the media is reloaded.
End Detection	On*	Select whether or not (**On**/**Off**) the end of the media is detected. Try setting **Off** if media out errors are displayed when printing even though the media is correctly loaded. However, we recommend setting this to **On** when using the printer.
	Off	
Detect Paper Skew	On	Select whether the printer will stop printing and display an error (**On**) or whether the printer will continue printing (**Off**) when skewed media is detected. We recommend setting this to **On** when loading media without using the media edge plates, such as when printing on thick media.
	Off*	
Nozzle Check between Pages		
On		When **On** is selected, a nozzle check pattern is printed periodically at the specified timing. When printing is complete, you can visually inspect the check pattern to determine whether there are any stripes or unevenness in the preceding or following printout. Select either **Print Length**, **Print Page**, or **Print Duration** to set the timing for printing the check pattern.
Execution Timing		
Print Length	1 to 9999 m (99*) (3.28 to 32805.12 ft [324.80*])	
Print Page	1 to 9999 pages (99*)	
Print Duration	1 to 9999 minutes (99*)	
Off*		

Control Panel Menu

Item	Parameter	Explanation
Information Printing at Media Cut		
Media Remaining Information	On	Prints information, such as the remaining amount of media, when media is removed or replaced. When **Media Remaining Information** is set to **On**, the following information is printed on the unused side from the cut position. To print the value for the remaining amount of media, make sure **Remaining Amount Management** in **Media Settings** is also set to **On**. ❏ Model: Model of the printer ❏ Serial No.: Serial number of the printer ❏ Print Date: Date and time of printing ❏ Bank No.: Media setting number when printing ❏ Media Type: Media type registered to the media number when printing ❏ Media Width: Automatically detected value of media width ❏ Remaining Amount: Remaining amount of media
	Off*	
Print Position	Right*	
	Center	
Inside Light	Auto*	Select whether to turn the light inside the printer cover on/off automatically (**Auto**) or whether to use the control panel operations as necessary (**Manual**). **Auto**: The light turns on automatically for operations that need light, such as printing, and turns off when the operation is complete. **Manual**: You need to press the ☼ (Inside Light button) on the control panel to turn the light on/off.
	Manual	
Optional Alert		
Print Length Alert		When Print Length Alert is set to **On**, you will receive a message and notification sound when the set print length is reached. The print length is only measured during printing. (Including blank spaces between jobs and between pages, and when proceeding to drying after printing) The print length is reset when any of the following actions are performed. ❏ Moving the media loading lever to release the media ❏ Pressing ✂ (feed media to cutting position) on the control panel screen ❏ Changing the print length setting ❏ Turning off the printer You can change the notification sound from **Optional Alert**.
On		
Print Length	0.01 to 999.99 m (0.70*) (0.03 to 3280.81 ft [2.29*])	
Off*		
Exclusive Menu	Resolve Nozzle Deflection	Do not use this setting unless instructed to do so by your dealer or an Epson support representative. Using it without proper instructions may affect print quality and the product's lifespan.
Restore Default Settings	Network Settings	**Network Settings**: Restores all the **Advanced** settings in the network settings menu to their default setting values. **Clear All Data and Settings**: Restores all menu settings to their default setting values.
	Clear All Data and Settings	

Control Panel Menu

Item	Parameter	Explanation
Maintenance Setting		
Nozzle Clog Detection and Auto Cleaning		The printer automatically checks whether the print head nozzles are clogged before and during printing. As a result of the check, nozzles that cannot maintain normal print quality, due to the ink ejection volume falling below a certain level, are detected as clogged nozzles. Here, there are settings related to auto cleaning, which is to be performed when clogged nozzles are detected. These settings apply to the following. ❏ Automatic checking for clogged nozzles before and during printing ❏ **Auto Cleaning**
Threshold of Clogged Nozzles		Set the number of clogged nozzles at which point auto cleaning is performed. You can set individual detection thresholds for White and Color.
White	1 to 3200 (9)	
Color	1 to 6400 (4)	
Nozzle Clog Detection when Printing		Set when the printer checks for clogged nozzles and what actions to take if the number of clogged nozzles exceeds the **Threshold of Clogged Nozzles**.
Detection Timing	Between Jobs*	Set when to check for clogged nozzles. ❏ **Between Jobs**: It checks for clogged nozzles before the start of each print job. ❏ **When Detected**: In addition to checking before each print job, it also checks during printing.
	When Detected	
Actions when Threshold Exceeded	Stop Printing	Set the action to take when the number of clogged nozzles detected at **Detection Timing** exceeds the **Threshold of Clogged Nozzles**. ❏ **Stop Printing**: If clogged nozzles are detected, a message appears on the control panel screen, and printing is interrupted and the printer stands by. ❏ **Show Alert**: If clogged nozzles are detected, a message appears on the control panel screen, but printing continues without interruption. ❏ **Perform Auto Cleaning**: If clogged nozzles are detected, the printer automatically performs auto cleaning either before printing starts or during printing.
	Show Alert*	
	Perform Auto Cleaning	
Max Retry for Auto Cleaning	0*	Set the number of times cleaning is repeated if nozzles are still clogged after performing cleaning once.
	1	
	2	

Control Panel Menu

Item	Parameter	Explanation
Nozzle Compensation	On*	We recommend that this setting be left turned **On**. When **On** is selected, if a nozzle becomes clogged during printing, the printer uses other working nozzles to compensate for the missing ink and continues printing.
	Off	
Periodic Cleaning		When **On** is selected, cleaning is done at the interval selected for either **Print Duration**, **Print Page**, or **Print Length**.
On		
Execution Timing		
Print Duration	1 to 9999 minutes (100 minutes*)	
Print Page	1 to 9999 Pages (50 Pages*)	
Print Length	1 to 9999 m (25m *) (3.28 to 32805.12 ft [82.02 ft*])	
Cleaning Level	Light*	
	Medium	
Off*		
Power On Cleaning	On*	Set whether the printer automatically performs cleaning when the power is turned on so as to keep the print head nozzles in optimum condition.
	Off	

Control Panel Menu

Item	Parameter	Explanation
Network Settings		
Network Status	Wired LAN Status	You can view a summary of the selected **Advanced** settings. When **Print Status Sheet** is selected, a list is printed.
	Print Status Sheet	
Advanced		
Device Name		Select a variety of network settings.
TCP/IP	Auto*	Automatically sets the printer's IP address by using the DHCP function of the router, for example.
	Manual	Select this option when assigning a fixed IP address to the printer, and then enter the necessary information, such as the IP address and subnet mask, to configure the settings.
Proxy Server	Use	If you are using a proxy server to connect from an intranet to the internet, and you want to use functions such as firmware updates or other functions that allow the printer to access the internet directly, select **Use** and set the server name and port number.
	Do Not Use*	
IPv6 Address	Enable*	Select whether to enable or disable IPv6 functionality.
	Disable	
Link Speed & Duplex	Auto*	If you are using 1000BASE-T Full Duplex, select Auto.
	100BASE-TX Auto	
	100BASE-TX Half Duplex	
	100BASE-TX Full Duplex	
	10BASE-T Half Duplex	
	10BASE-T Full Duplex	
Redirect HTTP to HTTPS	Enable*	Select whether to enable or disable the automatic redirection of HTTP to HTTPS.
	Disable	
Disable IPsec/IP Filtering		Use the pre-installed software Web Config to enable this setting. You can only disable the setting from the control panel menu. See the following for detailed information on starting Web Config. "Using Web Config" on page 34
Disable IEEE802.1X		

Media Settings Menu

* indicates default settings.

Control Panel Menu

Item	Parameter	Explanation
Current Settings		
Media	01 XXXXXXXXXX to 50 XXXXXXXXXX	Choose the Media Settings to use. The registered name appears in XXXXXXXXXX.
Media Type		Displays the currently selected Media Type.
Media Width		Selecting this item will take you to **General Settings** - **Printer Settings** - **Media Detection** settings. The media width recognized by the printer varies according to the **Media Detection** - **Width Detection** settings. "General Settings Menu" on page 88
Advanced Settings		You can change the **Advanced Settings** for the registered media selected in **Media**. See the following table for details on the setting content. "Media Management items" on page 99
Print Adjustments		
Media Feed Adjustment	Manual(Standard) Manual(Measurement)	In the following cases, you need to optimize the media settings. ❏ When media settings for EMX files are registered to the printer ❏ When changing **Advanced Settings** after saving Media Settings
Print Head Alignment		To optimize the media settings, first perform **Media Feed Adjustment**, and then **Print Head Alignment**. Additionally, print results can be improved by performing **Media Feed Adjustment** if banding is observed in print results; and by performing **Print Head Alignment** if graininess is noticeable. See the following for more information on each adjustment. "Media Feed Adjustment Procedure" on page 42 "Print Head Alignment Procedure" on page 43
Media Management		
01 XXXXXXXXXX to 50 XXXXXXXXXX		Change the registered Media Settings. "Media Management items" on page 99 Press the  area to the right of **Media Settings** to copy the currently selected settings to another media setting number, or initialize all settings.
Remaining Amount Management		

Item	Parameter	Explanation
Remaining Amount Management	On	When **On** is selected, you can set **Remaining Amount** and **Remaining Alert**. Setting each item to manage the remaining amount makes it easier to know when it is time to replace the media. Once this is set to **On**, when you have loaded the media, you will be prompted to enter the registered media settings number and the media length (Remaining Amount).
	Off*	
Remaining Amount	1.0 to 9999.9 m (100 m*) (3.3 to 32808.1 ft [328.1 ft*])	Sets the total length of the loaded media. You can set in increments of 0.1 m (0.1ft). The amount of media remaining is estimated based on the length you set here and the length of the printout, and is displayed on the Home screen.
Remaining Alert	1.0 to 999.5 m (5.0 m*) (3.3 to 3279.2 ft [16.4 ft*])	Sets a value at which point a warning message is displayed to inform you that the remaining amount of media is too low. You can set in increments of 0.1 m (0.1 ft).

Media Management items

When you select the Media Type when loading media, or download an EMX file using the supplied Epson Edge Print PRO or Epson Edge Dashboard and register the media setting values to the printer, the media setting values are already set to match the media being used and therefore do not need to be changed normally. When using special media or when a problem such as head striking or banding is detected in printing results, change the default.

The default settings for each of the following items differ depending on the content set in **Media Type**.

Item	Parameter	Explanation
Change Name		Assign a name of up to 20 characters to the Media Settings being saved. Using distinctive names makes it easier to select banks for use.
Media Type	Film	Select the Media Type that matches the type of media you have loaded. The printer stores the optimum media settings according to the Media Type. When the Media Type is changed, each setting for media registered to the current media setting number changes to the value for the Media Type after changing. "Media Settings List for Each Media Type" on page 125
	Paper/Others	
Advanced Settings		In most situations, use the values set for each media type as they are. When using special media or when a problem such as head striking or banding is detected in printing results, change the default.
Heater		
Heater	On	Select whether or not (**On**/**Off**) to use the heater. When this is set to **Off**, the heater does not heat up even when a print job is received or when you press **Preheat Start** on the home screen/heater temperature settings screen.
	Off	
Temperature	30 to 50 °C (86 to 122 °F)	The heater heats up to the temperature set here when a print job is received or when you press **Preheat Start** on the home screen/heater temperature settings screen.

Control Panel Menu

Item	Parameter	Explanation
Drying Time per Pass	0.0 to 10.0 Secs	Set the time, in the range of 0.0 to 10.0 seconds, to stop feeding the media to allow the ink to dry after printing one pass. The time needed for the ink to dry varies with ink density and the media used. If the ink blurs on the media, set a longer time for drying the ink. Increasing the drying time increases the time needed to print.
Platen Gap	1.7 2.0 2.5	Set the Platen Gap (the distance between the print head and the media). In most situations, use the values set for each media type as they are. If the print results are scratched or smudged, they may be improved by setting a larger value. However, choosing a larger gap than required may result in ink stains inside the printer, reduced print quality, or shorter product life.
Feeding Tension	Lv1 to Lv4	In most situations, use the values set for each Media Type as they are. Increase tension if creases appear in the media during printing. The higher the value, the greater the tension.
Paper Suction	Lv0 to Lv10	Set the strength of the suction by the platen on the media. The higher the value, the greater the suction. In most situations, use the values set for each Media Type as they are. If the media is wavy on the platen, increase the set value. If graininess or out-of-focus characteristics are detected in printing results obtained using thin or soft media or if the media is not fed normally, reduce the set value.
Head Movement Range	Data Width Printer Width Media Width	Choose the range over which the print head moves during printing. **Data Width**: The print head moves within the range of the print data's width. Restricting the extent of the print heads' movement increases print speed. **Printer Width**: The print head moves within the range of the printer's maximum media width. Select this option for more even print results with less variation. **Media Width**: The print head moves within the range of the width of the media that is loaded.

Item	Parameter	Explanation
Pressure Roller Load	Light	In most situations, use the values set for each Media Type as they are. If the following occurs when printing, you may be able to eliminate the problem by changing the Pressure Roller Load to **Light**. ❏ Wrinkling around the pressure rollers. ❏ Staining due to the media striking the print head. ❏ Pressure rollers leaving marks on the media.
	Medium	
	Strong	
Skew Reduction	On	Select whether or not (**On**/**Off**) the printer performs operations to correct media skew (media fed skewed) when media is loaded. Normally, leave this **On**. Set this to **Off** if the media shows marks from the rollers due to skew corrections.
	Off	
Roll Winding Direction	Printable Side Out	Set this according to the winding specifications of the media being loaded.
	Printable Side In	
Reduce Print Streak	Off	Normally, leave this **Off**. If streaks occur in the vertical or diagonal direction in the print results, they may become less noticeable if you adjust this setting.
	Light	
	Medium	
	Heavy	

Maintenance Menu

* indicates default settings.

Item		Explanation
Print Head Nozzle Check		Print a pattern, and then check the status of the nozzles for the print head. Inspect the pattern visually and perform **Head Cleaning** if you detect any missing colors. See the following for details. ☞ "Nozzle Check and Head Cleaning" on page 72 The settings displayed in **Print Position** differ depending on the width of the media loaded in the printer and the **Width Detection** setting.
Print Position	Right	
	Center	
	Left	
Head Cleaning		
Auto Cleaning		Execute Head Cleaning. Perform **Auto Cleaning** first. If this does not clear the clogs, perform **Cleaning (Light)**, then **Cleaning (Medium)**, and then **Cleaning (Heavy)**. ☞ "Nozzle Check and Head Cleaning" on page 72 If nozzles are still clogged even after performing Cleaning (Heavy), check the following for information on what to try next. ☞ "If nozzles are still clogged even after performing **Cleaning (Heavy)**" on page 74
Cleaning (Light)	White	
	Color	
Cleaning (Medium)	Select Nozzles	
	All Nozzles	
Cleaning (Heavy)	Select Nozzles	
	All Nozzles	

Item		Explanation
Replace Maintenance Parts	Head Cleaning Set	If you are replacing maintenance parts before the message indicating that it is time to replace the maintenance parts appears on the control panel's screen, do so from this menu.
	Waste Ink Bottle	
	Cap station set	
Cleaning the Maintenance Parts	Around the Head	Start cleaning the selected parts. See the following for more information on cleaning. ☞ "Cleaning Around the Print Head" on page 57 ☞ "Cleaning the Suction Caps" on page 59
	Suction Cap	
Nozzle Refresh		Do this only when the lines in the nozzle check pattern are vertically misaligned. ☞ "Cleaning the Surface of the Nozzles (Nozzle Refresh)" on page 78
Pre-Storage Maint.		Always perform pre-storage maintenance if the printer will not be used (and will be switched off) for one month or more. See the following for more information. ☞ "Pre-maintenance When Not Using the Printer for an Extended Period" on page 75

Replacement Part Information Menu

Item	Explanation
Pump Cap Unit	Contact your dealer or Epson Support for assistance.
Air Unit Upper	
Air Unit Lower	
Pump Unit Upper	
Pump Unit Lower	
Ink Tube	
Carriage Motor	
PF Motor	
Carriage FFC	
Circulation Pump Unit	

Printer Status Menu

Item		Explanation
Firmware Version		Displays the selected information. If you set the printer name using Epson Edge Dashboard supplied with this printer, that name is displayed in **Printer Name**.
Printer Name		
Fatal Error Log		
Operation Report	Total Print Area	
	Total Media Feed Length	
	Total Carriage Pass	

Problem Solver

When a Message is Displayed

If one of the following messages is displayed, read and follow the instructions below.

Messages	What to do
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 printer operations are guaranteed. Adjust the temperature of the room, to start using the printer again. "Specifications Table" on page 130
The media cannot be recognized. Raise the media loading lever, remove the media, and then reload the media. See your documentation for details.	Check the following three points in the following order. **Is the media width at least 300 mm?** The printer only supports media with a width of 300 mm or more. Media narrower than this cannot be used. **Are the media edge plates or platen dirty?** Media cannot be detected correctly if the media edge plates or the surface of the platen are soiled with white ink. See the following to perform cleaning. "Daily Cleaning" on page 56 If the dirt cannot be completely removed even after cleaning, try moving the less dirty edge plate to the right side of the printer. **Is the area around the print head dirty?** If the area around the print head is dirty, the media cannot be detected correctly. See the following to perform cleaning. "Cleaning Around the Print Head" on page 57 If the media width is not detected correctly even after performing all troubleshooting steps above, purchase new media edge plates. If new media edge plates are not immediately available, set **Width Detection** to **Off** in **General Settings** - **Printer Settings** - **Media Detection**, and manually enter the correct **Media Width** for the loaded media.
The combination of the IP address and the subnet mask is invalid. For details, see your documentation.	Make sure you have entered the correct values for the IP address and the default gateway. If you do not know the correct values, contact your network administrator.
Recovery Mode	Firmware update failed, and the printer started in recovery mode. Follow the steps below to update the firmware again. 1. Connect the computer and the printer with a USB cable (updates cannot be performed over a network connection when the printer is in recovery mode). 2. Download the latest firmware from the Epson website, and then start the update.

When a Maintenance Call/Printer Error Occurs

Error messages	What to do
Maintenance Request: Replace Parts Soon XXXXXXXX	A part used in the printer is nearing the end of its service life. Contact your dealer or Epson Support and tell them the maintenance request code. You cannot clear the maintenance request until the part is replaced. A printer error occurs if you continue to use the printer.
Maintenance Request: End of Parts Service Life XXXXXXXX	
Printer error. Turn the power off and on again. For details, see your documentation. XXXXXX	Printer errors are displayed in the following situations. ❏ The power cable is not connected securely ❏ An error that cannot be cleared occurs When a printer error occurs, the printer automatically stops printing. Turn off the printer, disconnect the power cable from the outlet and from the AC inlet on the printer, and then reconnect. Turn on the printer again. If the same call for service is displayed on the LCD panel after turning the printer off and on several times using the procedure above, contact your dealer or Epson Support for assistance. Tell them the call for service code is "XXXXXX".
The Take In Media Holder cannot be recognized. Turn off the power and check whether the Take In Media Holder is connected correctly. XXXXXX	Turn off the printer, disconnect and reconnect the communication cable connector for the media feeding unit, and then turn the printer back on. If the same call for service is displayed on the LCD panel after turning the printer off and on several times using the procedure above, contact your dealer or Epson Support for assistance. Tell them the call for service code is "XXXXXX".

Troubleshooting

You Cannot Print (Because the Printer Does Not Work)

The printer does not turn on.

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

Make sure the power cable is securely plugged into the printer.

■ **Is there any problem with the electrical outlet?**

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

The printer is not communicating with the computer.

■ **Is the cable plugged in properly?**

Make sure the printer's interface cable is securely plugged into the correct terminal of the computer and the printer. Also, make sure the cable is not broken nor bent. If you have a spare cable, try connecting with the spare cable.

■ **Does the interface cable meet the required specifications?**

See the "Interface" section in the Specifications table.

☞ "Specifications Table" on page 130

■ **When using a USB hub, is it being used correctly?**

In the USB specification, daisy-chains of up to five USB hubs are possible. However, we recommend that you connect the printer to the first hub connected directly to the computer. Depending on the hub you are using, the operation of the printer may become unstable. If this should occur, plug the USB cable directly into your computer's USB port.

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

Make sure the USB hub is recognized correctly on the computer. If it is, disconnect the USB hub from the computer and connect the computer directly to the printer. Ask the USB hub manufacturer about USB hub operation.

You cannot print over a network.

■ **Are the network settings correct?**

Ask your network administrator for the network settings.

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

If you can print via USB, there are some problems on the network environment. Ask your system administrator, or refer to the manual for your network system. If you cannot print via USB, see the appropriate section in this User's Guide.

■ **Is the network connection unstable?**

Turn off the router, wait for about 10 seconds, and then turn it on again.

The printer has an error.

■ **View the message displayed in the control panel.**

☞ "Control Panel" on page 16

☞ "When a Message is Displayed" on page 104

The Printer Sounds Like It Is Printing, but Nothing Prints

The print head moves, but nothing prints.

■ **Confirm the printer operation.**

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

☞ "How to Print a Nozzle Check Pattern" on page 73

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

The nozzle check pattern is not printed correctly.

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

If the printer has not been used for a long time, the nozzles may have dried up and clogged.

Steps to take when the printer has not been used for a long time ☞ "Notes When Not Using the Printer" on page 25

If none of the above are applicable, the nozzles may be clogged. Take these measures:

1. Perform Head Cleaning

See the following to perform Head Cleaning, and then check whether the clogged nozzles were cleared.

☞ "Nozzle Check and Head Cleaning" on page 72

⇩

2. Clean around the print head

See the following to clean around the print head. After finishing cleaning, perform Head Cleaning again, and then check whether the clogged nozzles were cleared.

☞ "Cleaning Around the Print Head" on page 57

⇩

3. Clean around the suction caps

See the following to clean around the suction caps.

When cleaning, be sure to check the following two points as well.

❏ Is there any lint on the surface of the flushing pad?

❏ Has any ink collected inside the capping station?

After you finish cleaning, perform Head Cleaning again, and then check whether the clogged nozzles were cleared.

☞ "Cleaning the Suction Caps" on page 59

⇩

4. If the problem is not cleared after trying measures 1 to 3

Contact your dealer or Epson Support.

The Prints Are Not What You Expected

Print quality is poor, uneven, too light, too dark, noticeable grainy, the colors are unexpected, or ink runs/bleeds.

■ **Are the print head nozzles clogged?**

If the nozzles are clogged, specific nozzles do not fire ink and the print quality declines. Try printing a check pattern.

☞ "How to Print a Nozzle Check Pattern" on page 73

Perform Print Adjustments.

There is a slight gap between the print head and the media, so the colors may be applied in slightly different positions due to the following factors.

- ❏ Difference in the direction the print head is moving (right to left or left to right)
- ❏ Temperature and humidity
- ❏ Inertial force of movement of the print head

The color position differences may cause the print results to show obvious graininess or to appear out-of-focus.

Also, large discrepancies in the feed amount cause banding (horizontal banding, tint unevenness, or stripes).

Performing Print Adjustments can reduce these printing problems. See the following for details.

When graininess is noticeable ☞ "Print Head Alignment Procedure" on page 43

When banding is visible ☞ "Media Feed Adjustment Procedure" on page 42

Are you using a genuine Epson ink supply unit?

This printer has been developed for use with genuine Epson ink. If you use non-Epson ink, printouts may be faint, or the remaining ink level may not be detected correctly, causing the color to change. Be sure to use the correct ink supply unit.

Are you using an old ink supply unit?

The print quality declines when an old ink supply unit is used. Replace the old ink supply unit with a new one. Use all of the ink in the ink supply unit before the date printed on the package or within a year of installing the ink supply unit in the printer, whichever is sooner.

Is the heater at the correct temperature?

If ink drips from the media or powder adheres outside the print area, increase the heater's temperature. Note, however, that setting the temperature too high can cause the media to curl, making it more likely to rub against the print head. Increase the temperature gradually.

Conversely, if powder adheres poorly, try lowering the heater's temperature slightly.

☞ "Media Settings Menu" on page 97

In addition, the heater may require some time to reach the desired temperature if the ambient temperature is low. The heater may also not have the desired effect after reaching the selected temperature if the media is too cold. Allow the media to warm to room temperature before use.

Is the ink density appropriate?

Setting the ink density too high can cause ink to bleed or drip from the media. Optimize the ink density by using your software RIP.

Are media settings correct?

Confirm that the media settings in the software RIP or on the printer match the media actually in use.

Are you printing with Head Movement Range set to Data Width?

When **Head Movement Range** is set to **Data Width** in the settings menu, the print quality may slightly decrease in exchange for faster speed. For higher printing quality, set **Head Movement Range** to **Printer Width** or **Media Width**.

☞ "Media Settings Menu" on page 97

Are you comparing the printing results to the image on the display monitor?

Since monitors and printers produce colors differently, printed colors will not always match on-screen colors perfectly.

Was a printer cover opened during printing?

Opening the printer cover or maintenance cover during printing causes the print head to stop abruptly, resulting in uneven colors. Do not open the covers while printing is in progress.

■ **Have you shaken the ink supply units?**

The ink supply units for this printer contain pigment ink. Shake the units thoroughly before installing them in the printer. To maintain optimum print quality, we recommend removing and shaking the installed White ink supply unit at the start of every working day and every 24 hours (when a message is displayed), and the other colors once every three weeks.

☞ "Shaking the Ink Supply Units Periodically" on page 71

■ **Is an ink low message displayed on the control panel?**

The print quality may decline when the ink is low. We recommend replacing the low ink supply units with new ones. If there is a difference in color after replacing an ink supply unit, try performing Head Cleaning a few times.

■ **Are you printing in a high-humidity environment?**

If you are printing in a high-humidity environment, the media surface may absorb moisture, which can cause bleeding (color mixing). If the humidity in the room is high, reduce the humidity to the recommended range of 40 to 60% before printing.

The print is not positioned properly on the media.

■ **Is the media loaded correctly and are the margins correct?**

If the media is not loaded correctly, the results may be off center or part of the data may not be printed. Also, check that the correct settings are selected for the **Right Margin**, **Left Margin**, and **Print Start Position** in the settings menu.

☞ "Loading Media" on page 39

☞ "General Settings Menu" on page 88

■ **Is the media skewed?**

If the media is not loaded correctly, the media may skew and the print position may be displaced. When pulling out the media, hold the center of the media in one hand, pull it straight out, and reload it correctly.

☞ "Loading Media" on page 39

■ **Is the media wide enough for the print data?**

Although printing normally stops if the print image is wider than the media, data will be printed beyond the edges of the media if **Off** is selected for **Width Detection** in the settings menu. Choose **On** for **Width Detection** in the settings menu.

☞ "General Settings Menu" on page 88

■ **Are the media edge plates or top of the platen stained white?**

The media position and width cannot be detected correctly if the media edge plates or the platen are stained with ink. Clean them promptly if they are stained.

☞ "Daily Cleaning" on page 56

Vertical ruled lines are misaligned.

■ **Is the print head misaligned?**

If the print head is misaligned, ruled lines may be misaligned accordingly. When vertical ruled lines are misaligned, select **Print Head Alignment** to adjust the alignment.

☞ "Print Head Alignment Procedure" on page 43

The printed surface is scuffed or soiled.

■ **Is the media too thick or too thin?**

Check the media specifications to determine whether it can be used with the printer. If you are using a software RIP, contact the manufacturer for information on the settings and media that can be used.

■ **Is the media curling on the heater?**

Certain types of media may develop waves under some conditions (humidity and temperature) while installed in the printer. If a wave has developed, press the button in the control panel to feed the media and avoid the affected area. We recommend that you lower the temperature and humidity to prevent waves from developing.

Also, if the heater's temperature setting is too high, the media will curl, making it more likely to rub against the print head. Lower the heater's temperature.

"Media Settings Menu" on page 97

■ **Is the media wrinkled or creased?**

Do not use old media or media with creases in it. Use new media.

■ **Is the print head scuffing the edge of the media?**

Widen the setting for the **Top Margin** in the Printer Settings menu.

"General Settings Menu" on page 88

■ **Is the bottom edge of the media getting scratched?**

Depending on the content of the print data, the bottom edge of the printable surface may rub.

In this situation, increase the **Margin Between Pages** in the Printer Settings menu, or add a bottom margin to the print data in the RIP.

"General Settings Menu" on page 88

"Printable Area" on page 49

■ **Does the interior of the printer need cleaning?**

The platen, media edge plates, or pressure rollers may be dirty. See the following to clean each part.

Clean the Platen and media edge plates "Daily Cleaning" on page 56

"Cleaning the Pressure Rollers" on page 77

■ **Are the suction caps dirty?**

The printed surface may be soiled from dripping ink if clumps of ink or dust are stuck around the suction caps. Clean the suction caps.

"Cleaning the Suction Caps" on page 59

■ **Clean around the print head.**

If the printing surface is dirty even after performing cap cleaning, dust may have accumulated around the print head nozzles. Clean around the print head.

"Cleaning Around the Print Head" on page 57

The reverse side of the printed media is soiled.

■ **Choose On for Width Detection in the menu.**

Although under normal circumstances printing stops if the print image is wider than the media, when **Off** is selected for **Width Detection** in the General Settings menu, the printer may print beyond the edges of the media and stain the inside of the printer.

Changed settings take effect when the media is reloaded.

"General Settings Menu" on page 88

The media is rubbing against the print head.

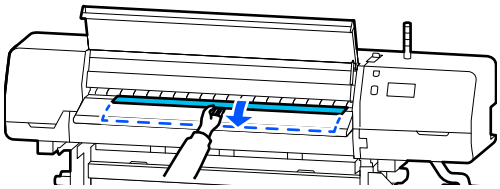


Check the following items in the order shown and take the appropriate action for any that apply. If multiple items apply, perform all necessary actions.

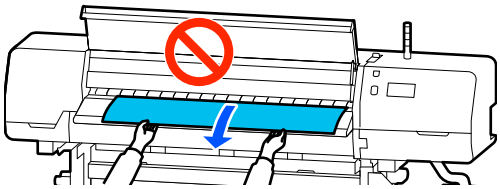
■ Are the media edge plates loose or tilted?

The media may not be loaded straight. If the media is not loaded straight, it can cause the media to skew and rub against the print head. Note the following points when loading media.

❏ Hold the center of the media with one hand, and pull it straight out to the edge of the heater



❏ Do not pull the media with both hands



☞ "Loading Media" on page 39

■ Are you following the "Notes When Handling Media" and "Notes on Loading Media"?

Media with the following characteristics cannot be used in the printer.

❏ Media with uneven or curly edges

❏ Media showing creases, wrinkles, or stains

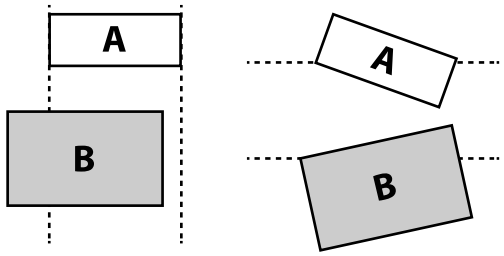
Also, check the following precautions.

☞ "Notes When Handling Media" on page 38

☞ "Notes on Loading Media" on page 38

■ Are the left or right edges of the media floating above the heater?

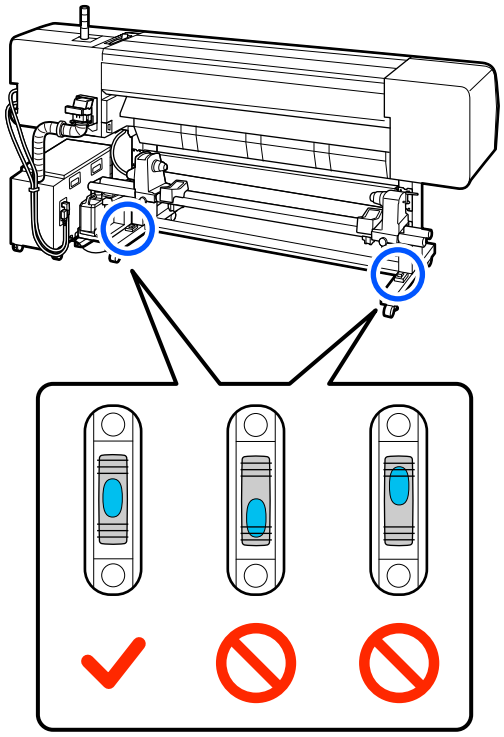
If the positions of the printer (A) and the shaker (B) are misaligned horizontally or vertically as shown below, the media may not be transported straight between the printer and shaker. Instead, it may skew and rub against the print head. Align the printer and shaker to ensure the media is fed straight.



Also, even if the positions are aligned, the media may skew if it is attached to the shaker at an angle. Make sure the media is straight when you attach it to the shaker.

■ Is the printer installed level?

If the bubble in the level gauge on the back of the printer is off-center to either the left or right, the printer is not level.



See the following to adjust the levelers accordingly.

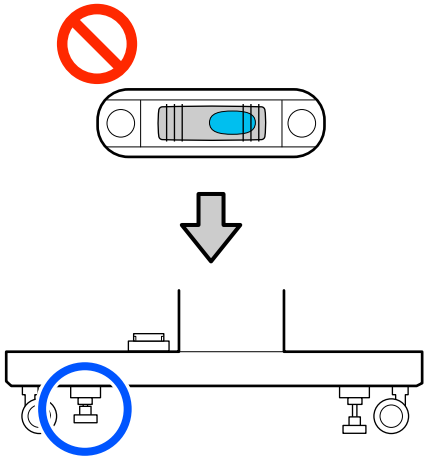
Adjusting the levelers

Checking which adjuster to use

Check the state of the bubble in the level gauge on the stand to determine whether you need to adjust the front or rear leveler.

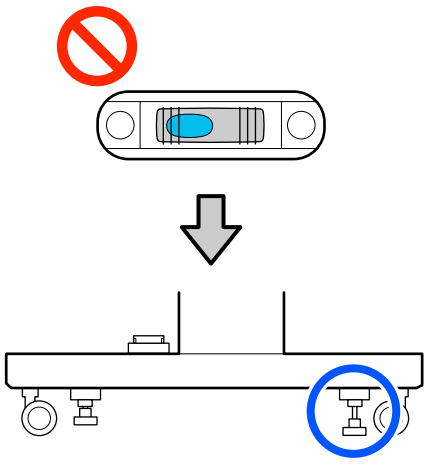
The diagram below shows the printer viewed from the left side.

If the bubble is shifted to the right:



Adjust the rear-side leveler.

If the bubble is shifted to the left:



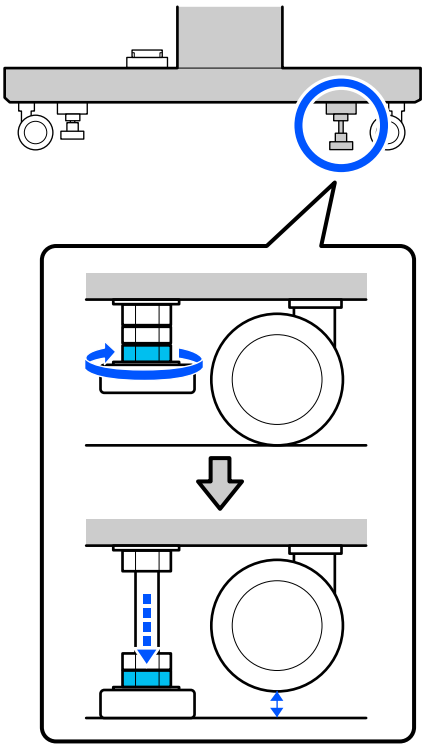
Adjust the front side leveler.

Adjustment Procedure

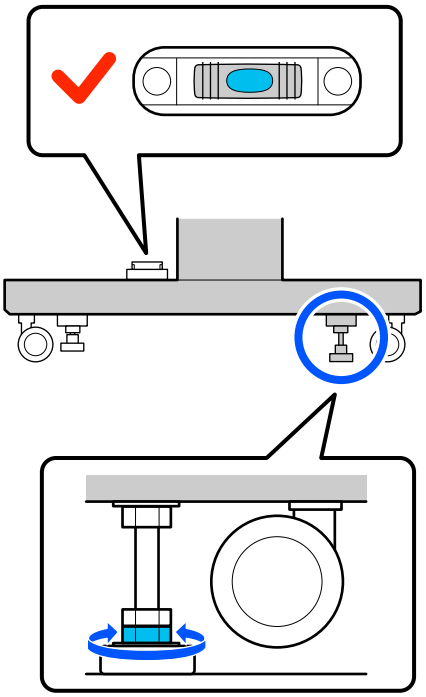
The following steps are explained using the example of adjusting the front left leveler. The adjustment procedure is the same for all of them.

1 Use the supplied wrench to turn the nut on the underside of the leveler clockwise to lower the leveler.

Lower the leveler until it touches the floor and the caster lifts slightly off the floor.

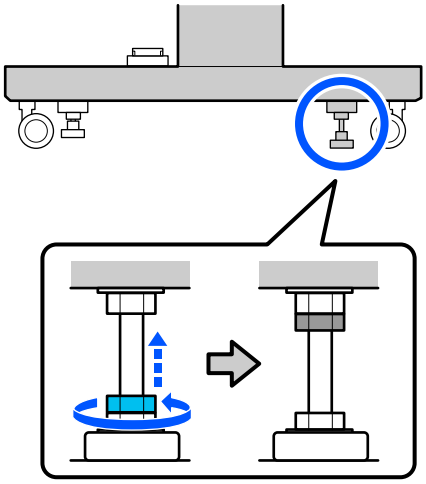


2 Adjust the leveler while checking the level gauge until the level gauge looks like the ✓ image.



3 Turn the middle nut counterclockwise until it reaches the upper nut of the leveler.

Once it reaches the upper nut, use the wrench to tighten it securely.



The adjustment is complete when the bubble in the level gauge looks like the ✓ image.

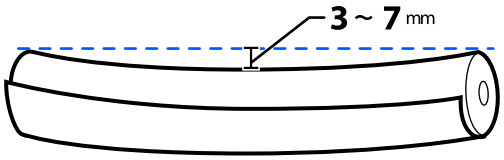
■ **Did you leave the media loaded for a long time?**

Media left in the printer may absorb moisture and become wavy or curled, causing it to jam or rub against the print head. If any part of the media is wavy or curled, cut it off and do not use that portion for printing.

■ **Is the roll sagging?**

If the roll is sagging by 3 mm or more, the sagging part can become wrinkled, causing it to rub against the print head.

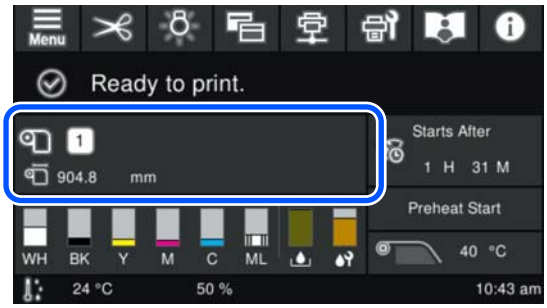
If the sag is 7 mm or more, use different media.



If the sag is between 3 mm and 7 mm, see the following to change the **Platen Gap**.

Changing the Platen Gap

1 Make sure the printer is ready to print, and then press the following area on the home screen.



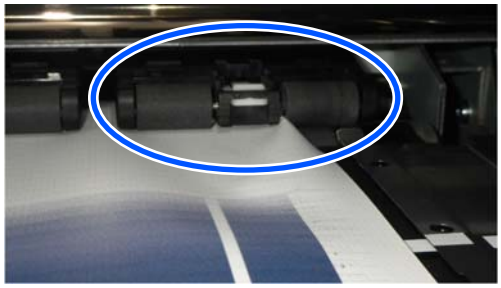
2 Press **Current Settings** - **Advanced Settings** - **Platen Gap**, and then select **2.5**.

3 After changing the setting, press (Home) to return to the home screen.

Next, see the following to optimize your media settings.

☞ "Optimizing Media Settings" on page 41

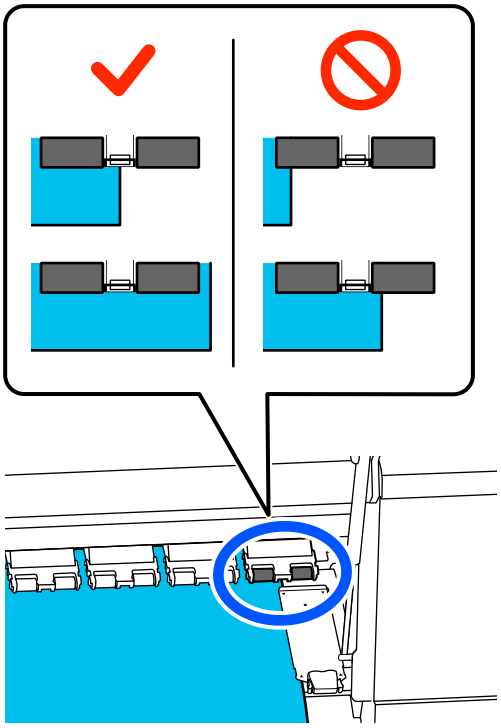
■ **Are there any wrinkles in the media near the pressure rollers on either the left or right edge?**



If the media is jammed in the pressure rollers, remove the media and load it again.

When removing the media, do not move it while the roll holders are still inserted.

When loading the media, pay attention to the positions of the rollers and the edges of the media.



☞ "Replacing Media That is Not Expended" on page 46

☞ "Loading Media" on page 39

If the problem is not cleared after executing all the above measures, contact your dealer or Epson Support.

There are ink drops or streaks on the media.



Dry air, static electricity, and lint or dust accumulation around the print head are the primary causes of this problem. Take the following measures until the problem is resolved.

1. Print under the recommended environmental conditions

The recommended conditions are as follows:

❏ Temperature: 20 to 25°C (68 to 77°F)

❏ Humidity: 40 to 60% (without condensation)

There are also additional requirements regarding the installation location. Please check below to ensure that all requirements have been met.

☞ "Suitable Installation Locations" on page 121

2. Perform Head Cleaning

☞ "Performing Head Cleaning" on page 74

3. Clean the platen, media edge plates, and the area around the print head

☞ "Daily Cleaning" on page 56

☞ "Cleaning Around the Print Head" on page 57

4. Clean the suction caps

If the problem is not resolved after step 3, there may be lint on the suction caps.

☞ "Cleaning the Suction Caps" on page 59

If the problem is not cleared after executing all the above measures, contact your dealer or Epson Support.

Color ink and white ink are mixing or dripping/White ink is uneven/ Surface after fabric transfer is rough (noticeable granular lumps).

Normal



Mixing



Ink dripping



Uneven



Normal (after transfer)



Roughness (after transfer)



Take the following measures until the problem is resolved.

1. Print under the recommended environmental conditions

The recommended conditions are as follows:

- ❏ Temperature: 20 to 25°C (68 to 77°F)
- ❏ Humidity: 40 to 60% (without condensation)

There are also additional requirements regarding the installation location. Please check below to ensure that all requirements have been met.

☞ "Suitable Installation Locations" on page 121

⇩

2. Optimize ink coverage

When printing with increased ink density via software RIP, adjust to the appropriate ink volume.

Use Epson Edge Print PRO, provided with the product, to perform the following:

Click Tool menu - **Manage Preset** - **Manage Print Info** to edit print quality settings, then adjust the **Color** to reduce ink coverage.

For details on Epson Edge Print PRO, see the online help.

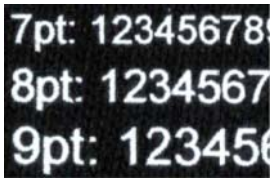
If the problem is not cleared after executing all the above measures, contact your dealer or Epson Support.

Text appears blurry or thick, the white underbase is showing outside the image, or horizontal stripes or unevenness are noticeable in filled areas.

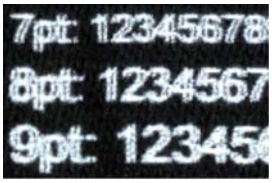
When you observe these problems in the print results, print a nozzle check pattern to identify the cause of the problem.

☞ "How to Print a Nozzle Check Pattern" on page 73

Normal



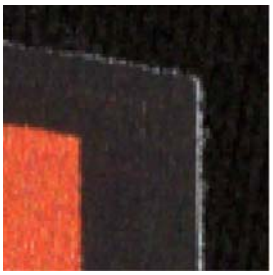
Text is blurry



Normal



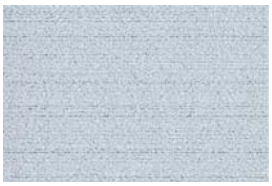
The white underbase is showing outside the image



Normal



Unevenness



There is not enough white or the white is uneven in the print results.

■ **Are the print head nozzles clogged?**

If the nozzles are clogged, nozzles do not fire ink and the print quality declines. Print a nozzle check pattern.

☞ "How to Print a Nozzle Check Pattern" on page 73

■ **Have you shaken White ink supply units?**

Because the ink particles in White ink can sediment easily, the White ink needs to be shaken at the start of every working day and every 24 hours (when a message is displayed). Remove and thoroughly shake the ink supply unit(s).

☞ "Shaking the Ink Supply Units Periodically" on page 71

If the above measures do not improve the whiteness or if none of the solutions above apply, follow the steps below to perform Cleaning (Heavy).

Important:

If the room temperature is high, the nozzles may still be clogged even after performing ***Cleaning (Heavy)****.*

Cleaning (Heavy) *should be performed at 25°C or lower (but at a temperature still within the required operating range).*

1 Confirm that the power is turned on, press (Maintenance), and then press **Head Cleaning** - **Cleaning (Heavy)** - **Select Nozzles**.

2 Select all the WH rows (White rows), and then press **OK**.

If the whiteness does not improve even after performing **Cleaning (Heavy)** one or two times, contact your dealer or Epson Support.

Media

Media Jams.

■ **Is media curled, folded, curved, creased, or wavy?**

Cut and remove the curled, folded, curved, creased, or wavy part.

"Cutting media" on page 46

■ **Did you leave the media loaded for a long time?**

The pressure rollers may crease media left in the printer, or the media may become wavy or curled.

■ **Is the media too thick or too thin?**

❏ Check the media specifications to determine whether it can be used in the printer.
"Supported Media" on page 121

❏ For information on how to configure print settings using the software RIP, contact the RIP manufacturer.

■ **Is Paper Suction set too high?**

In the media settings, reduce Paper Suction (the force that sucks media down the media path).

"Media Settings Menu" on page 97

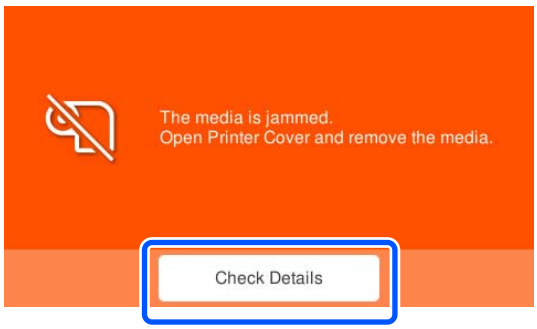
Removing Jammed Media.

Check the error displayed on the control panel screen, and then follow the on-screen instructions to remove the media.

Important:

Stop using the printer if the media edge plates become deformed. Continuing to use the printer with deformed media edge plates may cause damage to the pressure rollers and print head.

Contact your dealer or Epson Support for assistance.



Caution:

Be careful not to trap your hands or fingers when opening or closing the printer cover. Failure to observe this precaution could result in injury.

Printing does not stop even when the media runs out.

■ **Is the setting for detecting the end of the media set to Off?**

If the **End Detection** setting in the Printer Settings menu is set to **Off**, the printer may not be able to detect when the media has run out.

"General Settings Menu" on page 88

Others

Heater automatically turns off

■ The **Heater** turns off if no print job is received for some time and no errors occur. You can change the time until the heater automatically switches to off in **Sleep Timer** from the settings menu. ☞ "General Settings Menu" on page 88

The heater will reactivate when a print job is received or preheating starts.

The control panel display keeps turning off.

■ **Is the printer in sleep mode?**

When no operations are performed on the printer for the time set in **Sleep Timer** in the setup menu, the printer enters sleep mode. You can change the setting in the General Settings menu.

☞ "General Settings Menu" on page 88

Sleep mode is canceled when a print job is received, the media loading lever is used, or another operation involving printer hardware is performed.

The administrator password has been forgotten.

■ **Contact your dealer or Epson Support.**

The red light is on inside the printer.

■ **This is not a failure.**

The light may turn on during operation.

Appendix

For the latest information, see the Epson Web site. (as of Dec, 2025)

Options and Consumable Products

Ink Supply Units

Color name	Product number		
	SC-G9000/SC-G9060	SC-G9030/SC-G9040	SC-G9070
Black	T57U1	T57X1	T57S1
Cyan	T57U2	T57X2	T57S2
Magenta	T57U3	T57X3	T57S3
Yellow	T57U4	T57X4	T57S4
White	T57UA	T57XA	T57SA
Maintenance Liquid	T57UB	T57XB	T57SB

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

Others

Product name	Product number	Explanation
Cleaning Ink Supply Unit	T57Y1	Use to perform Pre-Storage Maint..
Waste Ink Bottle	C13S210071	This is the same as the waste ink bottle supplied with the printer.
Head Cleaning Set	C13S210181/ C13S400269	The following consumable items are included in one maintenance set. ❏ Wiper unit (x1) ❏ Flushing pad (x1) ❏ Gloves (x2)
Cap station set	C13S210182/ C13S400270	This set includes a replacement Capping Station (x1) and gloves (x2).
Maintenance Kit	T7362	This is equivalent to the Maintenance Kit included with the product.
Nozzle Refresh Tool	C13S210183/ C13S400271	Use this to perform **Nozzle Refresh** (cleaning the surface of the nozzles).

Appendix

Product name	Product number	Explanation
Media Edge Plate	C12C941231	Identical to the media edge plates supplied with the printer. Sold on a 1-plate basis. "Replacing the Media Edge Plates" on page 70

Supported Media

The following media can be used with the printer. Print quality is greatly affected by the type and quality of media used. Choose a media suited to the task at hand. For information on use, refer to the documentation supplied with the media or contact the manufacturer. Before buying media in large quantities, try printing on a smaller sample and check the results.

Important:

Do not use media that is wrinkled, scuffed, torn, or dirty.

Roll media

Roll core size	2 or 3 inch
Roll outer diameter	Max. 250 mm (9.84 in.)
Media width	300 mm (11.8 inches) to 1625 mm (64 inches)
Media thickness	0.5 mm (0.02 in.) or less
Roll weight	Up to 45 kg (99 lb)

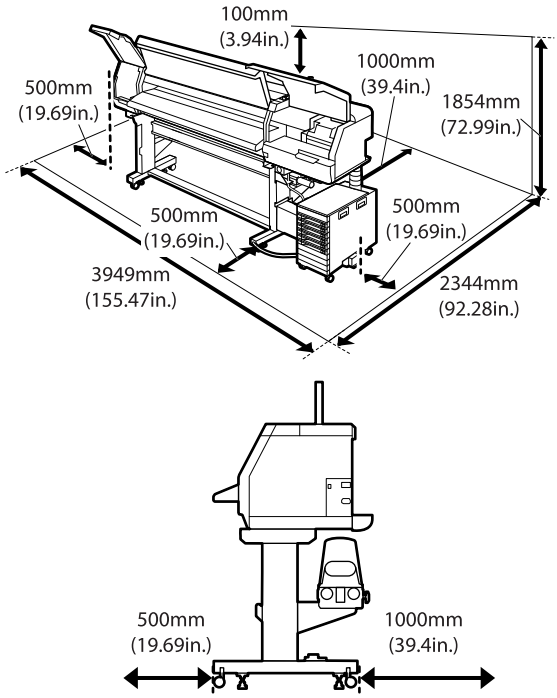
Moving and Transporting the Printer

This section describes how to move and transport the product.

Suitable Installation Locations

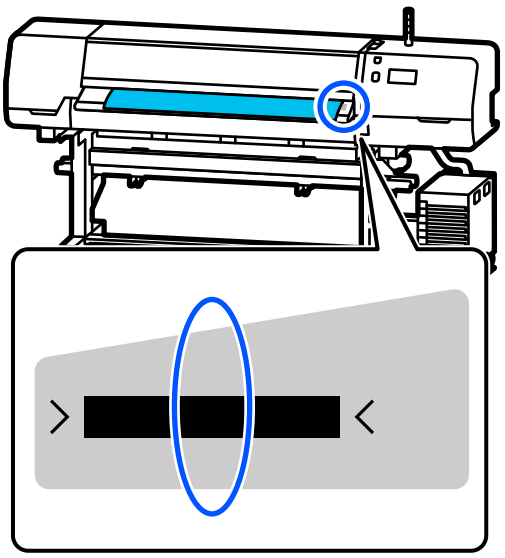
Install this printer in a location that meets the following guidelines.

❏ A stable location that is flat and does not transmit vibrations, with sufficient space around it, as shown in the illustration.



Tips:

When using the printer with the shaker, set them up so the edge of the media is on the right side when viewed from the front. The center of the label shown below (enclosed area) serves as a guide to the edge of the media.



❏ A location that can sufficiently support the weight of the printer (approx. 335 kg (approx. 738.7 lb))

❏ A location where the power cable for the printer can be connected to a dedicated outlet

Warning:

- *To prevent ground leak accidents, connect to a grounded (earthed) outlet. Connecting to anything other than a grounded outlet could result in electric shock or fire. Check the electrical outlet that will be used. If the outlet is not grounded, contact your dealer.*
- *Use only the type of power source indicated on the printer's label. An electric shock or fire could occur.*
- *Do not connect the power cable to a power strip or multi plug. An electric shock or fire could occur. Connect the power cable directly to an outlet for domestic use.*

- Do not place the printer near areas where pre-treatment processes for garment printers are performed

Important:

Depending on the type of sprayer used in the pretreatment, it may create a mist when applying the pre-treatment liquid. Mist could enter the printer which could cause a breakdown or malfunction to occur. Do not install the printer near areas where pre-treatment agents are sprayed.

Moving the Printer

This section explains how to move the printer to another location on the same floor on which there are no bumps or gaps. See below for information on moving the printer between floors or to another building.

"Transport" on page 124

Caution:

Do not tilt the product more than 10 degrees forward or back while moving it. Failure to observe this precaution could result in the printer falling over, causing accidents.

Important:

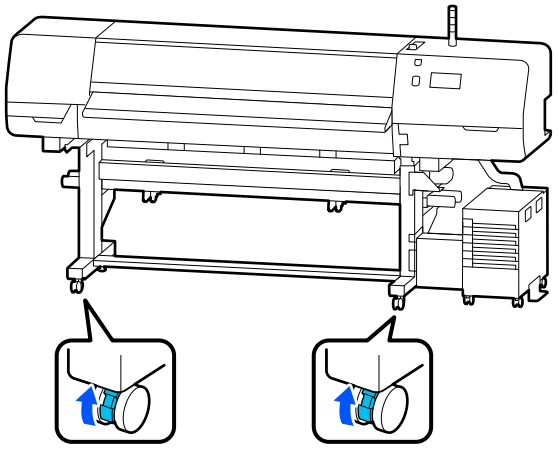
- *Do not remove the ink supply units. Failure to observe this precaution could result in the nozzles drying out.*
- *Be sure to move the printer under the following conditions.*
  - *Do not disconnect the bulk ink solution from the printer (transport the printer with the ink tube connector connected to the back of the printer and locked using the connector lock lever)*
  - *Make sure the ink unit wire is fastened.*

Getting Ready

1. Confirm that the printer is off.
2. Remove the waste ink bottle.

   "Replacing the Waste Ink Bottle" on page 64
3. Disconnect the power cable and all other cables from the printer.

   Also, remove the following from the bulk ink solution.
   - Connection cable to the printer
   - Overturn-prevention plates (on both sides)
4. Remove media from the media feeding unit.
5. Unlock the two casters at the front.



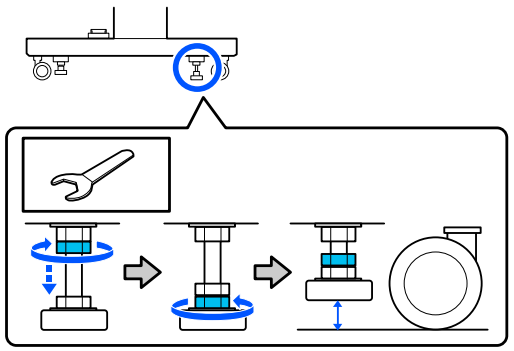
Important:

Be sure to raise the levelers above the casters before moving the printer. Moving the printer without raising the levelers could cause a malfunction. You need the supplied spanner to adjust the levelers.

(1) Loosen the nut on the top of the each leveler.

(2) Turn the nut on the bottom counter-clockwise.

(3) Check that each leveler is above the casters.



6 Move the printer.

Use three people to move the printer; one on each side of the printer and one for the bulk ink solution. Also, when moving the printer, make sure the left side of the printer is in the front and the bulk ink solution is in the back.

Important:

Only use the casters on the dedicated printer stand to move the printer indoors a short distance over a level floor. They can not be used for transport.

Post-Move Installation

U.S., Canada, and Latin America

Contact your dealer for product installation. The product must be installed by an authorized dealer. Damage to the product from unauthorized installation will not be covered by your Epson warranty.

Other regions

After moving the printer, follow the steps below to ready it for use.

1 Check that the location is appropriate for installation.

"Suitable Installation Locations" on page 121

2 See the *Setup Guide* and perform the following procedures.

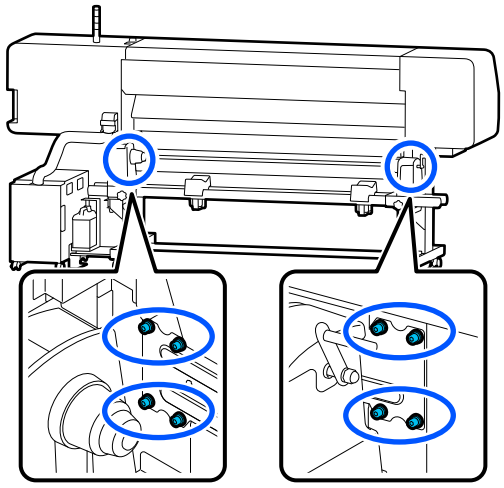
- ❏ Lock the casters
- ❏ Attach the waste ink bottle
- ❏ Level the printer
- ❏ Connect the computer communication cable

Setup Guide (booklet)

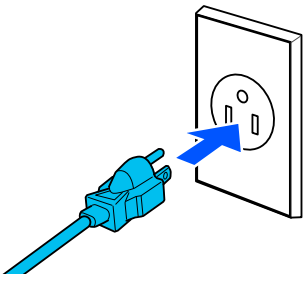
If you do not have the *Setup Guide* on hand, you can check the Online Manual.

Important:

Vibrations during transport may loosen the screws on the back of the stand (the 8 screws shown in the enclosures). Use the included hex wrench to retighten all screws.



3 Plug the power plug into an outlet with a grounding (earth) connector, and then turn on the power.



Important:

The shape of the plug varies with the region or country of sale. Use the supplied power cable only.

4 Perform a **Print Head Nozzle Check** to check for clogged nozzles.

“How to Print a Nozzle Check Pattern” on page 73

5 Execute **Print Adjustments** in the Settings menu.

“Optimizing Media Settings” on page 41

Transport

Before transporting the printer, contact your dealer or Epson Support.

Media Settings List for Each Media Type

The following table shows the media settings registered when a Media Type is selected.

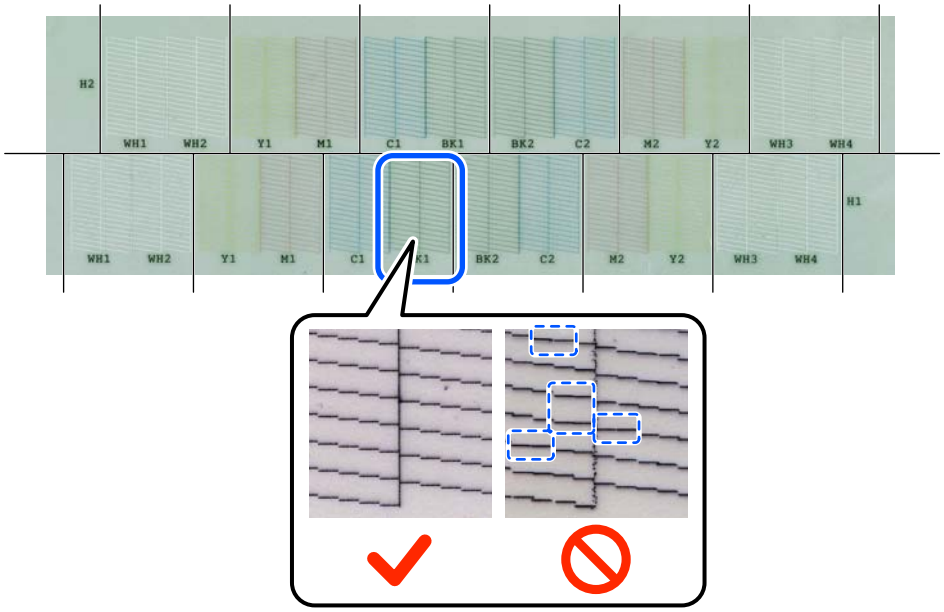
Item	Media Type	
	Film	Paper/Others
Heater Temperature	50°C/122°F	40°C/104°F
Drying Time per Pass	0 sec	0 sec
Platen Gap	2.0	2.0
Feeding Tension	Lv2	Lv2
Paper Suction	Lv4	Lv6
Head Movement Range	Data Width	Data Width
Pressure Roller Load	Medium	Strong
Skew Reduction	Off	On
Roll Winding Direction	Printable Side Out	Printable Side Out
Reduce Print Streak	Off	Off

Confirming the Position to Mount the Sponge in the Nozzle Refresh Tool

Before attaching the sponge in the nozzle refresh tool, confirm the positions of misaligned lines in the nozzle check pattern.

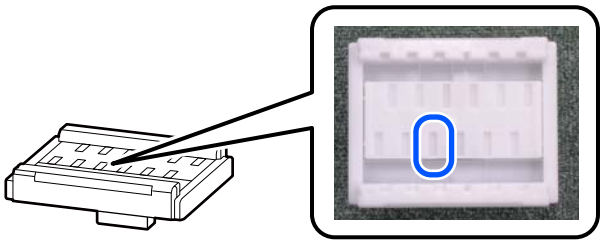
How to read the nozzle check pattern

Look at the nozzle check pattern with the text facing you, as shown below, and check for areas where lines are connected. In the example below, the corresponding areas are where adjacent lines in BK1 on the bottom row are connected (the positions outlined in dashed lines).



Position to mount sponge on the holder

Place the holder as shown below to confirm the sponge mounting position. One recess (sponge mounting area) corresponds to two rows of the check pattern (the areas separated by vertical lines in the above diagram). As shown in the example above, if the lines are connected in BK1, press the sponge into the enclosed position (bottom row, third from the left) to mount it.



Important:

Only two sponges can be attached at a time. Attaching three or more simultaneously will prevent you from cleaning with proper force.

If lines are connected across three or more columns, perform cleaning in multiple sessions.

System Requirements

Each software can be used in the following environments. (As of December, 2025)

The supported operating systems may change.

For the latest information, see the Epson Web site.

Epson Edge Dashboard

> ***Important:***
> *Make sure the computer on which Epson Edge Dashboard is installed meets the following requirements.*
> *If these requirements are not met, the software cannot monitor the printer correctly.*
> ❏ *Disable your computer's hibernate function.*
> ❏ *Disable the sleep function so that the computer does not enter sleep status.*

Windows PC

Operating systems	Windows 11 Windows 10 x64
CPU	Multi-core processor (3.0 GHz or faster) Intel® Core™ i5 3.4 GHz or faster recommended
Free memory	4 GB or more
Hard disk (free space during installation)	2 GB or more
Display resolution	1280 x 1024 or better
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Microsoft Edge

Mac

Operating systems	Mac OS X 10.9.5 or later
CPU	Multi-core processor (3.0 GHz or faster) Intel® Core™ i5 3.4 GHz or faster recommended
Free memory	4 GB or more
Hard disk (free space during installation)	2 GB or more
Display resolution	1280 x 1024 or better

Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Safari 6 or later

Epson Edge Print PRO

Minimum Operating Environment

Operating systems	Windows 11 Windows 10 x64
CPU	Intel® Core™ i3 3.0 GHz or faster (released after April 2014)
Free memory	8 GB or more
Hard disk (free space during installation)	50 GB or more
Display resolution	1280 x 1024 or better
Communication interface	High Speed USB Ethernet 100Base-TX/1000Base-T

The computer on which this software is installed is expected to be able to simultaneously use other applications, such as Adobe Illustrator. Therefore, we recommend using a computer with the highest specifications available.

In addition, the data that this software handles is normally several GB, and could reach several tens of GB for long high-quality print jobs.

Because of this, we recommend a computer that has sufficient available memory storage capacity.

The recommended environment for using this software is as follows.

Recommended environment

Operating systems	Windows 11 Windows 10 x64
CPU	Intel® Core™ i7-14700 processor or better
Free memory	32 GB or more
Storage (free space during installation)	SSD 1 TB or more
Display resolution	1280 x 1024 or better
Communication interface	Hi-Speed USB Gigabit Ethernet

Web Config

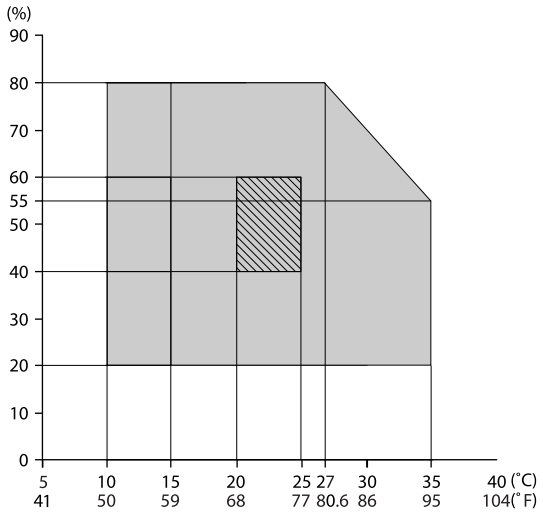
The following browsers are supported. Make sure you are using the latest version of the browser.

Appendix

Microsoft Edge, Firefox, Chrome, Safari

Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	**White:** 3200 nozzles **Other than White:** 1600 nozzles x 4 colors (Black, Yellow, Magenta, Cyan)
Resolution (maximum)	1200x1200dpi
Control code	ESC/P raster (undisclosed command)
Media feed method	Friction feed
Built-in memory	2GB
Interface	High Speed USB*1 IEEE802.3u (100BASE-TX) IEEE802.3ab (1000BASE-T)*2
Rated voltage	
Printer (input)	AC 200-240 V
Bulk ink solution (output)	AC 100-240 V
Rated current	
Printer (input)	5A
Bulk ink solution (output)	1.4A
Rated frequency	
Printer (input)	50/60Hz
Bulk ink solution (output)	50/60Hz
Power consumption	
In use	Approx. 440W
Ready mode	Approx. 70W
Sleep mode	Approx. 42W
Power off	Approx. 0.6W

Printer Specifications	
Temperature and humidity (without condensation)	
In use	10 to 35 °C (50 to 95 °F), 20 to 80% Recommended: 20 to 25°C (68 to 77 °F), 40 to 60%
In storage (Before unpacking)	-20 to 60 °C (-4 to 140 °F), 5 to 85% (Within 120 hours at 60 °C (140 °F), within a month at 40 °C (104 °F))
In storage (After unpacking)	-10 to 40 °C (14 to 104 °F), 5 to 85% (Within a month at 40 °C (104 °F))
Temperature and humidity range Gray area: Printing Cross-hatch lines: Recommended	
Dimension	
Storage dimensions	(W) 2949 x (D) 844 x (H) 1605mm (W) 116.1 x (D) 33.23 x (H) 63.2 in.
Maximum dimensions	(W) 2949 x (D) 844 x (H) 1754mm (W) 116.1 x (D) 33.23 x (H) 69.06 in.
Weight	Approx. 335kg (738.7 lb)*3

*1 High Speed USB corresponds to USB 2.0

*2 Use a shielded twisted pair cable (category 5e or higher).

*3 Not including ink supply units.

Important:

- ❏ *For stable color printing, maintain a constant room temperature of 20 to 25°C (68 to 77°F).*
- ❏ *If the room temperature is high, the nozzles may still be clogged even after performing **Cleaning (Heavy)**. **Cleaning (Heavy)** should be performed at 25°C or lower (but at a temperature still within the required operating range).*

Ink Specifications	
Type	Dedicated ink supply unit
Types of ink	Pigment ink
Use by date	Date printed on the ink supply unit (stored at normal temperatures)
Print quality guarantee expiry	One year (after installing in the printer)
Storage temperature	When packed and stored/when installed in the printer: -20 to 40 °C (-4 to 104 °F) (Within 4 days at -20 °C [-4 °F], within 1 month at 40 °C [104 °F]) When packed and transported: -20 to 60 °C (-4 to 140 °F) (Within 4 days at -20 °C [-4 °F], within 1 month at 40 °C [104 °F], within 72 hours at 60 °C [140 °F])
Dimensions (approx.)	180 (W) x 410 (D) x 30 (H) mm (7.08 [W] x 16.2 [D] x 1.18 [H] in.)
Capacity	1600 mm (54.1 ounces)

Important Precautions and Compliance Standards Regarding the Printer

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.

Important:

Use the printer at an altitude of 2000 m (6562 ft.) or less.

Restrictions on Copying

Observe the following restrictions to ensure the responsible and legal use of the printer.

Copying of the following items is prohibited by law:

- ❏ Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- ❏ Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage
- ❏ Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- ❏ Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- ❏ Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Tips:
Copying these items may also be prohibited by law.

Responsible use of copyrighted materials:

Printers can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

CE Marking (For Users in Europe and Turkey)

https://www.epson.eu/conformity

ZICTA Type Approval for Users in Zambia

See the following website to check the information for ZICTA Type Approval.

https://support.epson.net/zicta/