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Epson® SureColor® F2100 Series User's Guide

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Epson SureColor F2100 Series User's Guide

Welcome to the Epson SureColor F2100 Series *User's Guide*.

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

Introduction to Your Printer

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

Printer Features
Notations Used in the Documentation
Printer Part Locations

Printer Features

The Epson SureColor F2100 Series printer includes these special features:

High productivity

- High-speed printing using high-density 360 dpi nozzles
- Available 600 ml large-capacity ink cartridges (250 ml cartridges are included with printer)

Reliability

- Built-in White ink circulation system to improve White ink performance and reduce maintenance
- Built-in automatic fabric wiper system automatically cleans the surface of the print head nozzles for consistent print quality

High Resolution

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

Easy-to-use setup and operation features

- Easy T-shirt loading and platen height adjustment
- User-friendly design allows you to perform all everyday operations from the front of the printer and check operating status through the transparent printer cover
- Large, easy-to-read, color LCD display
- PC-free, direct printing from a commercially available USB 2.0 memory device connected to the printer
- Easy-to-use Garment Creator software

Optional Equipment and Replacement Parts

Parent topic: Introduction to Your Printer

Optional Equipment and Replacement Parts

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

Option or part	Part number
Cleaning cartridge (700 ml)	T736000
Pre-treatment solution (20 liter)	C13T736100
Printer maintenance kit	C13T736200
Print head cleaning kit	C13S092001
Waste ink bottle	T724000
Printer air filter	C13S092021
Large garment platen (16 × 20 inches [40.6 × 50.8 cm])	C12C933921
Medium garment platen (14 × 16 inches [35.5 × 40.6 cm])	C12C933931
Medium-grooved garment platen (14 × 16 inches [35.5 × 40.6 cm])	C12C933961
Small garment platen (10 × 12 inches [25.4 × 30.5 cm])	C12C933941
Extra small garment platen (7 × 8 inches [17.8 × 20.3 cm])	C12C933951
Sleeve platen (4 × 4 inches [10.2 × 10.2 cm])	C12C933971
Large platen grip pad	C13S210075
Medium platen grip pad	C13S210076
Small platen grip pad	C13S210077
Grip pad tool	C12C934151
Pre-treatment roller set	C12C891201
Replacement rollers (3)	C12C891211
Hard roller	C12C891221
UltraChrome DG ink cartridge - Black (600 ml)	T725100

Option or part	Part number
UltraChrome DG ink cartridge - Cyan (600 ml)	T725200
UltraChrome DG ink cartridge - Magenta (600 ml)	T725300
UltraChrome DG ink cartridge - Yellow (600 ml)	T725400
UltraChrome DG ink cartridge - White (600 ml)	T725A00
1-year extended Epson Preferred Plus service plan	EPPSCF2KB1

Parent topic: Printer Features

Notations Used in the Documentation

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

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

Parent topic: Introduction to Your Printer

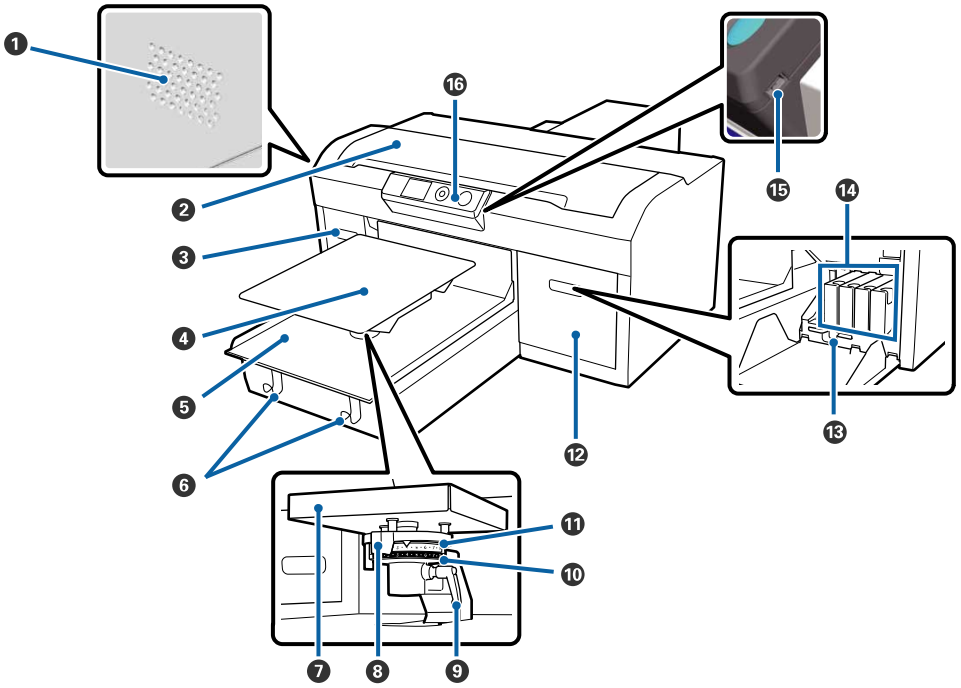
Printer Part Locations

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

Printer Parts - Front/Top
Printer Parts - Inside
Printer Parts - Back
Control Panel and LCD Screen

Parent topic: Introduction to Your Printer

Printer Parts - Front/Top

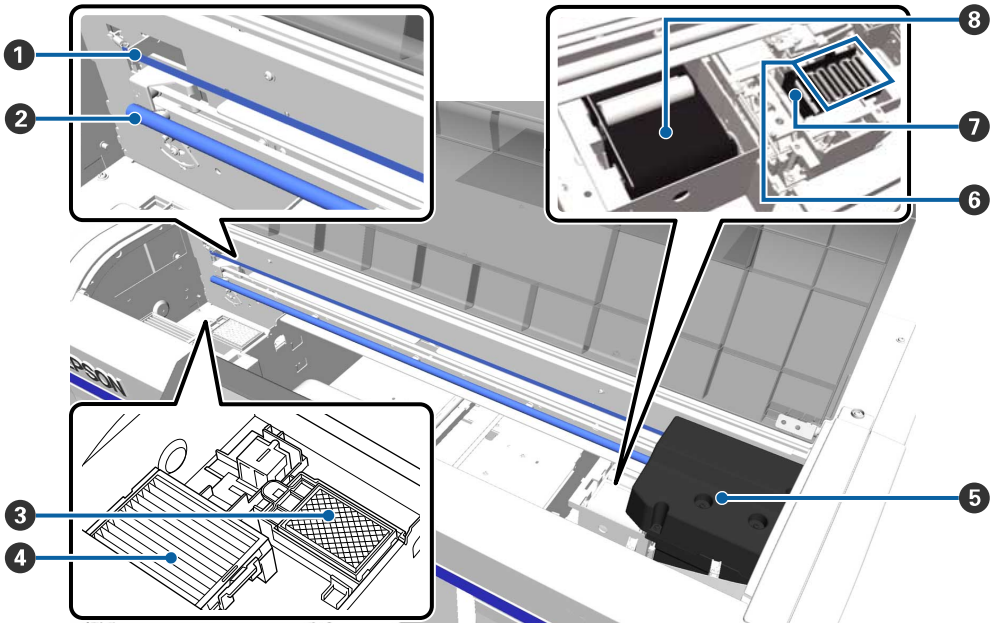


1 Airflow vents
2 Printer cover
3 Ink cartridge cover (left)
4 Platen
5 Moveable base
6 Hooks (to hang platen frame)
7 Parallel adjustment plate
8 Height adjustment lever
9 Fixing lever
10 Spacer b

11 Spacer a
12 Ink cartridge cover (right)
13 Tweezer holder
14 Ink cartridges
15 External USB port
16 Control panel

Parent topic: Printer Part Locations

Printer Parts - Inside

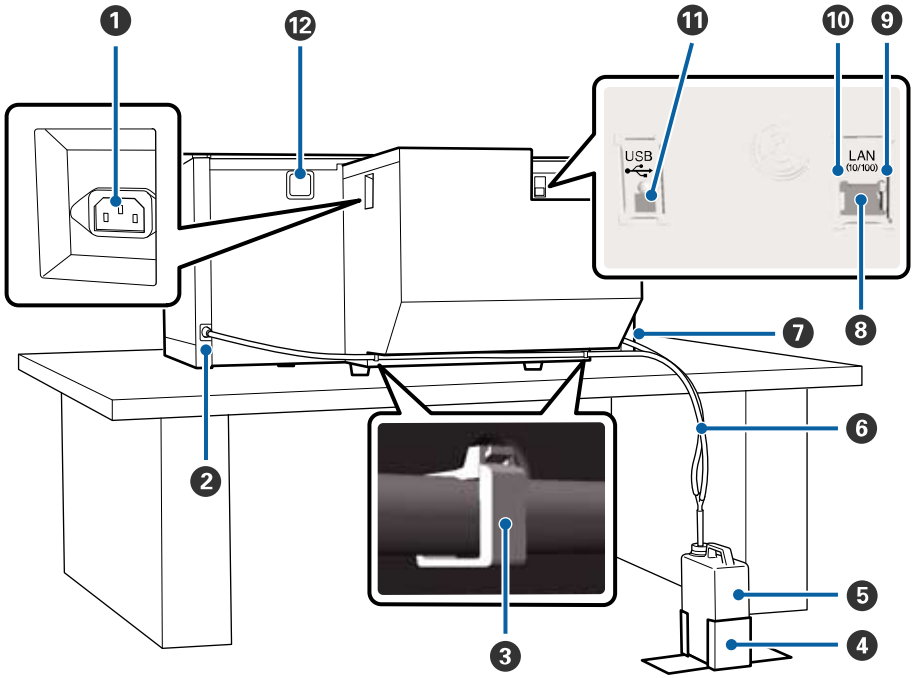


1 Encoder strip (carriage scale)
2 Carriage shaft
3 Flushing pad

4 Air filter
5 Print head
6 Anti-drying caps
7 Suction/cleaning cap
8 Fabric wiper unit

Parent topic: Printer Part Locations

Printer Parts - Back



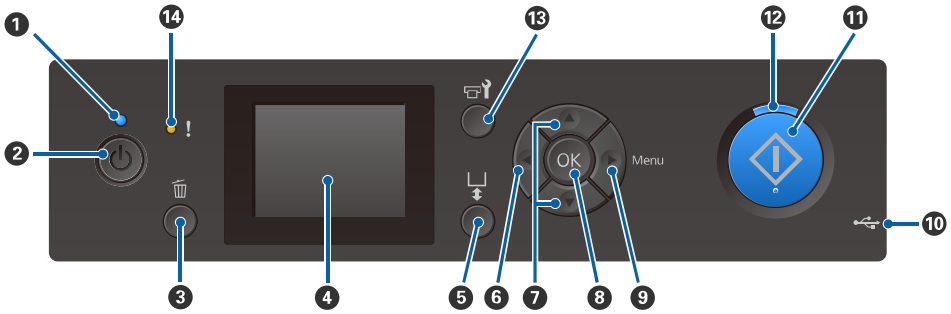
1 AC inlet
2 Waste ink outlet (left)
3 Tube clamp

4 Waste ink bottle holder
5 Waste ink bottle
6 Waste ink tube
7 Waste ink outlet (right)
8 **LAN** (Ethernet) port
9 Data light
10 Status light
11 **USB** port
12 Air inlet

Parent topic: Printer Part Locations

Control Panel and LCD Screen

Control Panel Buttons and Lights



1 power light
2 power button
3 cancel button
4 LCD screen
5 moveable base button
6 Left arrow button

7 Up/down arrow buttons

8 **OK** button

9 **Menu**/right arrow button

10 USB memory device port

11 ◇ start button

12 ◇ start light

13 maintenance button

14 ! error light

LCD Screen



1 Message display

2 Offest head alignment status

3 Printer temperature alert

4 Print job name

5 USB memory device status

6 Platen size

7 Waste ink bottle status

8 Head cleaning set status

9 Ink cartridge status

10 Total prints (current print job)

11 Preview operation (when printing from a USB memory device and this icon is displayed, press the down arrow button to preview the image)

12 Time before next automatic cleaning

Parent topic: Printer Part Locations

Printer Usage Guidelines

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

Using Your Printer
Storing Your Printer
Handling Ink and Cleaning Cartridges
Handling White Ink
Handling T-shirts (Media)

Using Your Printer

Follow these guidelines as you use your printer:

- Operate the printer only within the specified operating temperature and humidity range.
- Check to make sure you maintain the specified humidity range, especially in dry areas.
- Do not install the printer next to heat sources or directly in the path of exhaust from a ventilator or air conditioner. Failure to observe this precaution could result in the print head nozzles clogging.
- Do not install your printer on the same electrical line as a heat press or other appliance that draws a lot of electrical power.
- Do not bend or pull the waste ink tubes; otherwise, ink may leak inside or outside the printer.
- Waste ink must be allowed to drain freely into the waste ink bottle. Cut waste ink tubes down to size to fit the installation space, if necessary.
- If an error occurs and the printer is turned off without first resolving the error, the print head may not be capped on the right side, which may cause the print head to dry out. If an error occurs causing the printer to turn off, turn on the power until capping is performed automatically.
- When the printer is on, do not disconnect the power cable or cut the power at a power strip or circuit breaker. The print head may not be capped properly. If this occurs, turn on the power until capping is performed automatically.
- Do not remove ink cartridges while the printer is operating.
- The suction cap, wiper unit, flushing pad, tubes, encoder strip (carriage scale), and air filter require periodic maintenance. Replace or clean them if you see a message telling you to do so. Print quality declines if maintenance is not performed.
- Do not move the movable base or the platen manually.

- Turn the printer off at the end of the day after you are finished using it. The printer runs maintenance that may take up to 5 minutes before turning off.

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

Parent topic: Printer Usage Guidelines

Related references

Environmental Specifications

Related topics

Maintenance

Storing Your Printer

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

- If the printer is not used for an extended period of time, place the printer into storage mode. If the printer is stored without performing this operation, the print head nozzles may become clogged.
- We recommend that you print once a week if the printer is not used for a long time without performing the prolonged storage operation.
- If you do not use the printer for a long time, make sure you perform a nozzle check before printing. If clogged nozzles are detected, clean the suction/cleaning cap and then clean the print head.
- Even if the printer is not turned on, ink that has accumulated in the waste ink tubes may leak out. Make sure the waste ink bottle is installed even when the printer is not on.
- Make sure that the print head has been capped (the print head is positioned on the right side) before storing the printer. If an error occurs and the printer is turned off without first resolving the error, the print head may not be capped on the right side, which causes the print head to dry out. If this occurs, turn on the power until capping is performed automatically.
- Close all the covers on the printer to prevent dust and debris from getting in. If the printer will be not be used for an extended period of time, protect it with an anti-static cloth or other cover. The print head nozzles can become clogged if dust gets on the print head, and you may not be able to print properly.

Parent topic: Printer Usage Guidelines

Related references

Handling White Ink

Handling Ink and Cleaning Cartridges

Related tasks

Storing the Printer

Related topics

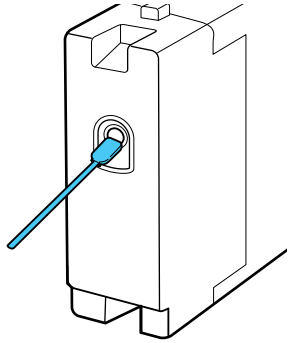
Maintenance

Handling Ink and Cleaning Cartridges

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

- When using the 250 ml installation ink cartridges included with the printer, most of the ink is consumed during initial ink charging. Be sure to have replacement cartridges handy.
- After the ink charging process has begun, do not open covers, press buttons, or do anything else to interrupt the process. If interrupted, the ink charging process will restart and the cartridge may no longer have enough ink to complete the initial charge.
- Store ink and cleaning cartridges at room temperature, out of direct sunlight, and use them before the expiration date printed on the packaging.
- To ensure print quality, use ink and cleaning cartridges within one year of installing them.
- Allow ink cartridges and cleaning cartridges that have been stored at low temperatures for an extended period of time to return to room temperature over a period of four hours before use.
- Do not touch the IC chips on the cartridges.
- The IC chip on each cartridge stores information, such as ink levels, to allow the cartridge to be used after being removed and re-installed.
- Install ink and cleaning cartridges into all the slots on the printer or the printer cannot print.
- Do not leave the printer without cartridges installed in all the slots, even when the printer is not in use. The ink in the printer may dry out.
- If you remove an ink cartridge before it is empty, wipe off any ink from the ink supply port using a cleaning stick in the maintenance kit. If ink dries on the supply port, the cartridge may leak when it is

reinstalled. Also make sure that the supply port is free of dust when storing cartridges (the port does not need to be capped since there is a valve inside). Do not put tape over the supply port.



- Removed ink cartridges may have ink around the ink supply port, so be careful not to stain any surfaces with ink.
- Do not dismantle or remodel ink cartridges. You may not be able to print properly.
- Do not drop ink cartridges or subject them to impacts. It may cause ink to leak.

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

Parent topic: Printer Usage Guidelines

Related references

Handling White Ink

Related tasks

Shaking and Replacing the Ink Cartridges

Handling White Ink

Follow these guidelines as you handle the white ink cartridges:

- White ink particles may settle in the ink system, which must be maintained. Do not print without maintaining the White ink system; print quality may decline or the printer may not work properly.
- Remove the White ink cartridges at the start of every working day or every 20 hours, and shake them well before reinstalling them.

- When storing cartridges, lay them down flat. If you store cartridges standing upright, pigments may settle and reduce print quality.
- If you do not use the printer for more than two weeks, print a nozzle check. Alternately, you can also replace the White ink with cleaning cartridges (**Maintenance** > **Replace White Ink**). If the printer is left without replacing the White ink, the print head nozzles may become clogged.

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

Parent topic: Printer Usage Guidelines

Related references

Maintenance Menu Settings

Related tasks

Washing the Ink Tubes
Shaking and Replacing the Ink Cartridges

Handling T-shirts (Media)

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

- Avoid storing T-shirts in direct sunlight, or in locations that are subject to excessive dust, heat, or humidity. If T-shirts are stored in a hot place after printing, the printed surface may soften and become sticky.
- Do not dry clean printed T-shirts.
- Turn printed T-shirts inside out before washing and let them dry inside out.
- To maintain the best quality, printed T-shirts should be air dried. Tumble dryers may reduce image quality over time.
- Do not use bleach. It may cause discoloration.
- Do not iron directly onto the printed surface.
- Do not use organic solvents, such as alcohol.
- Do not rub the printed surface against vinyl or chloride-based artificial leather. The colors may transfer to the leather.
- Do not rub surfaces printed with color ink against surfaces printed with White ink; the color may transfer. If this happens, use a soft cloth or brush with a small amount of household detergent to wipe away the transferred color.

- If you have applied pre-treatment solution and fixed the ink, we recommend soaking the T-shirt in water and washing it before wearing it to remove any remaining traces of pre-treatment solution.
- If pre-treatment solution is applied to a white or light-colored T-shirt, the treated side may turn yellow. Print soon after applying the pre-treatment solution and wash in water. Avoid direct sunlight if you store the T-shirt without printing.
- For light-colored T-shirts, let the pre-treatment solution air dry before heat-pressing; otherwise, staining may occur.

Parent topic: Printer Usage Guidelines

Related topics

Pre-treating a T-shirt

Basic Printing

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

Overview of the Printing Process
Required Equipment
Pre-treating a T-shirt
Creating Your T-shirt Design
Preparing Your Printer
Loading a T-shirt
Finishing a T-shirt

Overview of the Printing Process

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

1. **Preparing the Required Equipment**

   Prepare the equipment you need for printing.

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

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

3. **Preparing the Printer**

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

4. **Creating Your Garment Design**

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

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

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

6. **Printing**

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

7. **Removing the T-shirt**

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

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

   Fix the ink to the T-shirt.

Parent topic: Basic Printing

Related references

Required Equipment

Related tasks

Preparing Your Printer

Starting a Print Job

Removing a Printed T-shirt

Related topics

Pre-treating a T-shirt

Loading a T-shirt

Creating Your T-shirt Design

Finishing a T-shirt

Required Equipment

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

Heat press (commercially available)

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

Heat tunnel (commercially available)

A heat tunnel is used to fix the ink after printing. A heat tunnel is not necessary if you have a heat press.

Heat-resistant release sheet (commercially available)

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

T-shirts (commercially available)

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

Pre-treatment solution (available from Epson)

Pre-treatment solution is necessary for printing White ink. If pre-treatment solution is not applied to the T-shirt, White ink does not appear correctly or adhere to the T-shirt. Also, colors that are printed on the White ink do not develop properly. For best results, use a paint roller or sprayer to apply pre-treatment solution to the T-shirt.

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

Note: Pre-treatment solution must be diluted with distilled water at a minimum 1:1 ratio. The amount of water added can vary depending on the material type and color of the garment.

Pre-treatment roller set (commercially available)

A paint roller can be used to apply the pre-treatment solution to the T-shirt. The tray is used to allow the pre-treatment solution to soak into the roller. Choose a paint roller made of short polyester fiber with excellent liquid absorption. When using a paint roller, make sure to apply the pre-treatment solution evenly, or the white print quality may not be as bright or printed colors may appear distorted. Use a different paint roller for each color.

Distilled water (commercially available)

Distilled or purified water is used to dilute the pre-treatment solution.

Pre-treatment machine (commercially available)

A pre-treatment machine is used to spray the pre-treatment solution onto the T-shirt. Using a pre-treatment machine is quicker and easier than using a paint roller; however, more of the pre-treatment solution may be used because of overspray.

Sticky tape or lint roller (commercially available)

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

Parent topic: Basic Printing

Related references

Optional Equipment and Replacement Parts

Related topics

Pre-treating a T-shirt

Pre-treating a T-shirt

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

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

Parent topic: Basic Printing

Pre-treatment Solution Safety Precautions

If you are printing with White ink, pre-treatment solution must be applied to the T-shirt. Observe these precautions when applying the pre-treatment solution:

- Always wear gloves when applying the pre-treatment solution. If pre-treatment solution comes in contact with your skin or enters your eyes or mouth, take the following actions:
  - If you get pre-treatment solution on your skin, immediately wash it off using soap and water. Consult a physician if your skin is irritated or discolored.
  - If pre-treatment solution gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
  - If pre-treatment solution gets in your mouth, consult a physician immediately. If swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, solution may get caught in the trachea which can be dangerous.
- Store the pre-treatment solution out of the reach of children.
- After working with the pre-treatment solution, wash your hands thoroughly.
- Store the pre-treatment solution at room temperature and away from direct sunlight.
- Do not put waste pre-treatment solution in the waste ink bottle as it will solidify if mixed with waste ink.

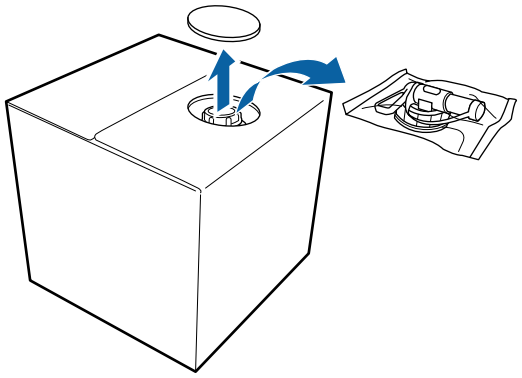
Caution: Pre-treatment solution is classified as industrial waste and must be disposed of by an industrial waste disposal company according to local laws and regulations. When handing over the pre-treatment solution to an industrial waste disposal company, make sure you include these safety precautions.

Parent topic: Pre-treating a T-shirt

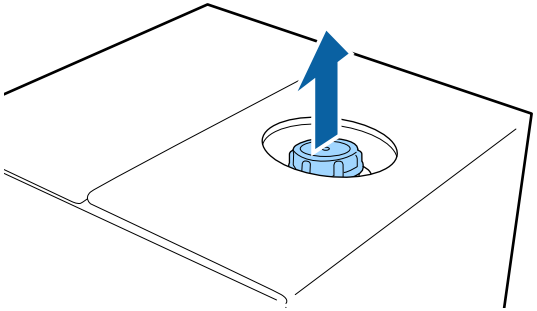
Preparing the Pre-treatment Solution

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

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

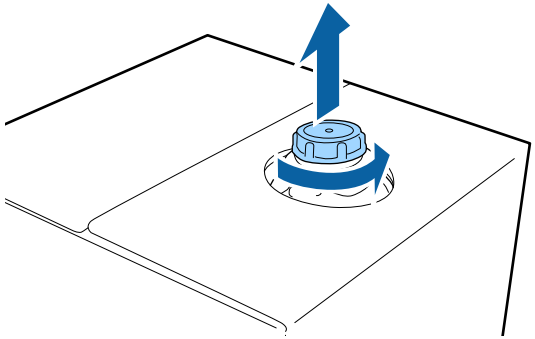


2. Pull the cap section out of the hole in the cardboard.

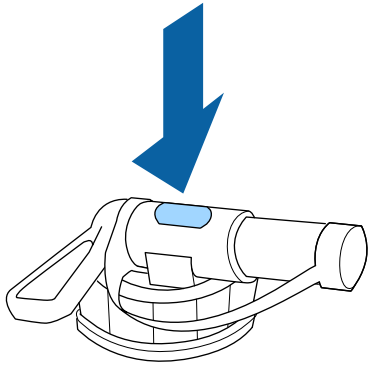


Note: Make sure you pull the cap section out of the hole in the cardboard. If the cap is opened without being pulled out, the pre-treatment solution may spill out.

3. Remove the cap.

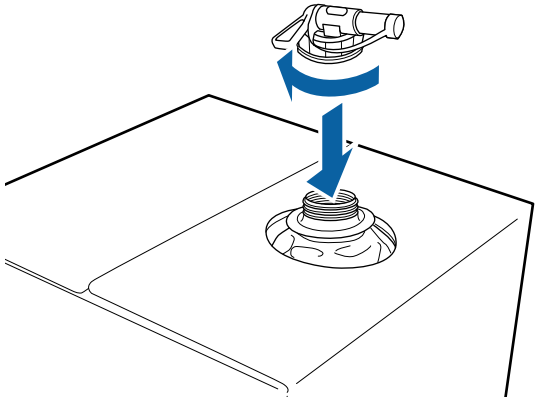


4. Remove the tap from the bag and turn the tap's handle section until the hole is visible as shown.

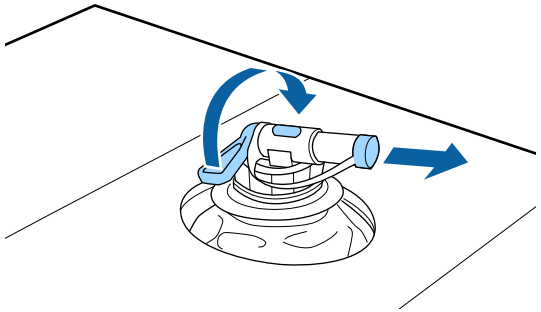


Note: If you cannot see the hole or if the tap is damaged, contact Epson.

5. Attach the tap.



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



7. To pour the solution, tilt the cardboard box and pour the pre-treatment solution into the desired container.
8. When you have finished pouring the solution, put the cap back on the end of the tap.
9. Store the cardboard box with the tap side facing up.

Parent topic: Pre-treating a T-shirt

Diluting the Pre-treatment Solution

Before applying the pre-treatment solution to a T-shirt, make sure you dilute it correctly with distilled or purified water as described here.

Caution: If you do not dilute the pre-treatment solution, it leaves noticeable traces on the T-shirt or the printed surface cracks after washing. If the pre-treatment solution is too weak, White ink does not adhere to the fabric and the desired print quality may be poor.

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

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

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

Parent topic: Pre-treating a T-shirt

Related references

Fixing the Pre-treatment Solution (Heat Press)

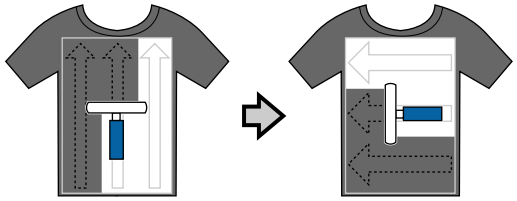
Pre-treating a T-shirt with a Roller

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

Note: Do not apply too much pre-treatment liquid; otherwise, the print quality may decline.

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

4. Apply the solution evenly in both directions as shown to an area larger than the target print area. It is important to finish in the shoulder-to-shoulder direction; this aligns the fabric fibers to the direction of the print head movement.



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

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

Parent topic: Pre-treating a T-shirt

Related references

Fixing the Pre-treatment Solution (Heat Press)

Diluting the Pre-treatment Solution

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

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

1. Pour the diluted pre-treatment solution into the pre-treatment machine as directed by the manufacturer.
2. Place the T-shirt on the pre-treatment machine platen.
3. Set the controls to adequately cover the desired printed area with pre-treatment solution. (On 1 to 100 dial controls, this may be 30 to 45.)
4. Fix the pre-treatment solution with a heat press with parchment (silicone) paper.

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

Parent topic: Pre-treating a T-shirt

Fixing the Pre-treatment Solution (Heat Press)

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

Note: Do not wet the T-shirt or leave it in a humid location for a long time after fixing the pre-treatment solution, or White ink may absorb into the wet sections and cause poor print quality. If the T-shirt is left for an extended period of time in a humid location, press it for 10 to 25 seconds with parchment (silicone) paper just before printing.

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

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

Application area size	Temperature	Time	Pressure
Letter/A4 and smaller	338 °F (170 °C)	45 seconds	6 Psi (4.2 N/cm^2)
Larger than letter/A4		45–90 seconds	

Note: Optimum conditions may vary depending on the type of heat press used; make sure to test in advance to determine the correct conditions for your heat press.

Parent topic: Pre-treating a T-shirt

Creating Your T-shirt Design

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

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

Follow the guidelines in these sections when creating your T-shirt design.

Data Creation and Transmission Guidelines
Printable Area for Each Platen

Parent topic: Basic Printing

Data Creation and Transmission Guidelines

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

- For best results, select sRGB colors when creating data to be printed on a T-shirt. sRGB colors are closer to the actual print results.
- You can print in these formats from Garment Creator: TIFF, JPEG, PNG, BMP.
- You can transmit data only when the printer is not printing.
- While the printer is receiving data, only these operations are possible:
  - Turning off the power
  - Moving the platen
  - Cancelling a print job

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

Parent topic: Creating Your T-shirt Design

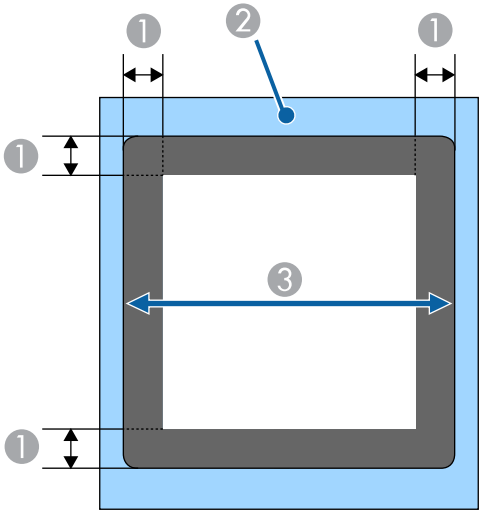
Printable Area for Each Platen

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

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

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

Sleeve platen

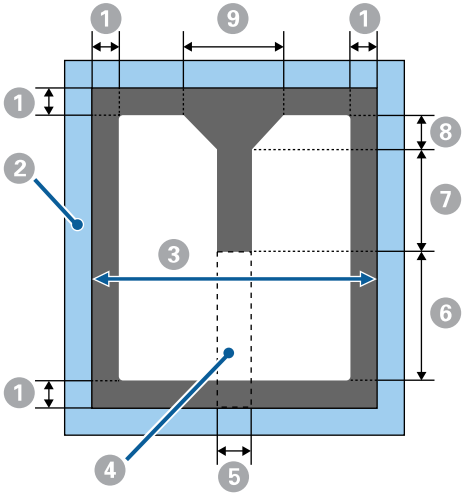


1 0.47 inch (12 mm) margins

2 Platen frame

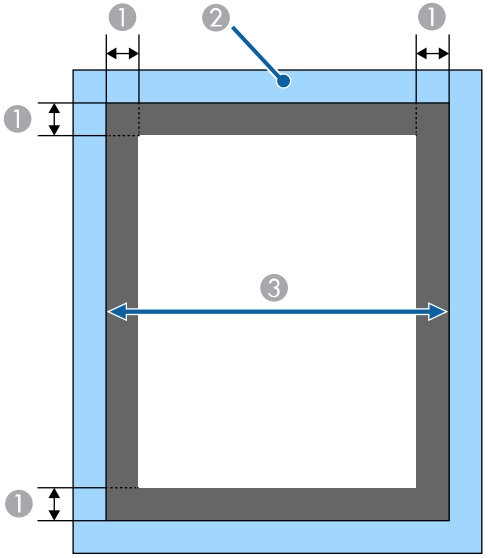
3 Printable area

Medium-grooved platen



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

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



1 0.24 inch (6 mm) margins

2 Platen frame

3 Printable area

Parent topic: Creating Your T-shirt Design

Preparing Your Printer

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

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

Attaching the Grip Pad to the Platen
Removing the Grip Pad from the Platen
Attaching or Removing Spacers
Installing the Platen
Attaching the Platen Frame Hooks

Parent topic: Basic Printing

Related tasks

Performing a Nozzle Check

Attaching the Grip Pad to the Platen

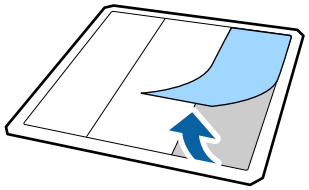
A grip pad prevents the T-shirt from moving around during printing and can reduce print misalignment. We recommend attaching a grip pad to the platen supplied with the printer. You do not need the platen frame when a grip pad is attached to the platen.

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

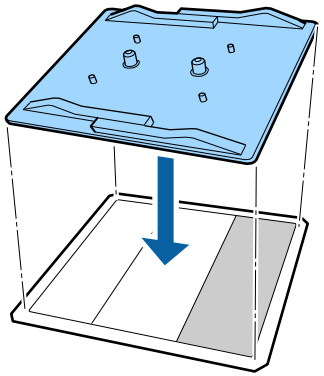
Note: Do not attach grip pads to extra small garment, sleeve, or medium-grooved garment platens.

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

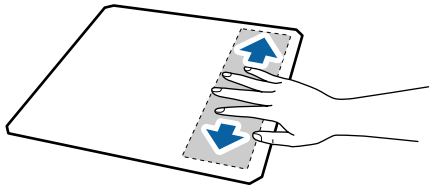
1. Peel off one section on the back of the grip pad backing as shown.



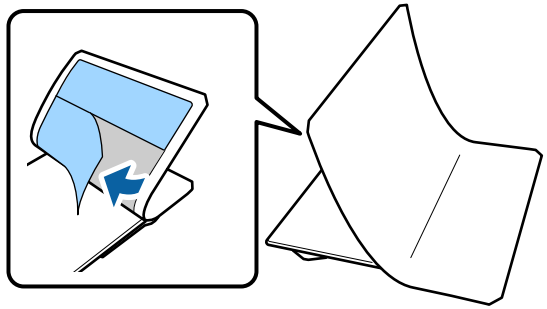
2. Place the grip pad on a flat surface with the back facing up, then place the platen in the center of the grip pad.



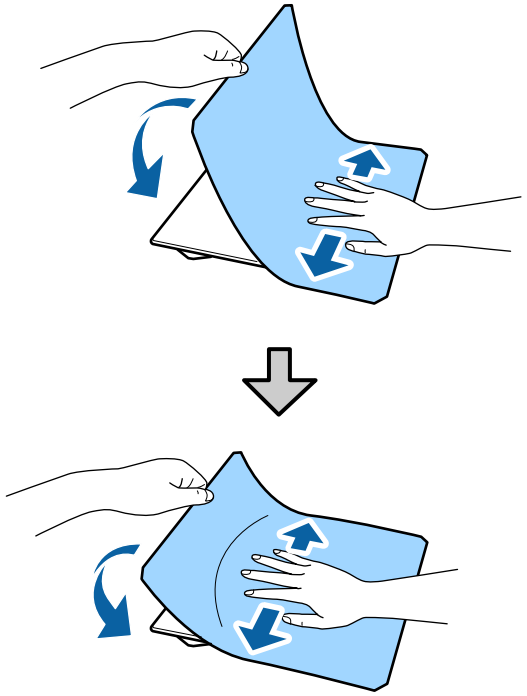
3. Flip the platen over and rub the section of the grip pad where you removed the backing to adhere it to the platen.



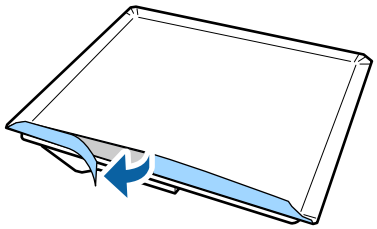
4. Carefully lift the grip pad and peel off the other two sections of the grip pad backing.



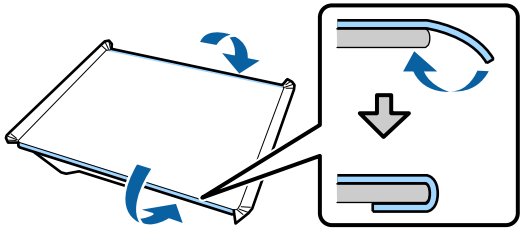
5. Carefully adhere the rest of the grip pad to the platen and rub each section to adhere it.



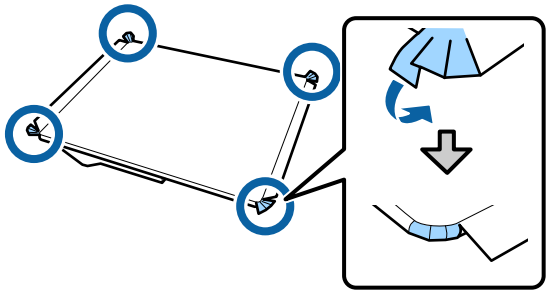
6. Peel off the grip pad backing from all the edges.



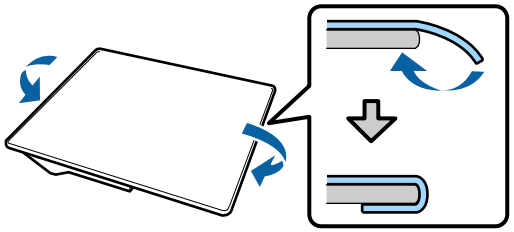
7. Fold over the long edges of the grip pad and adhere them to the back of the platen.



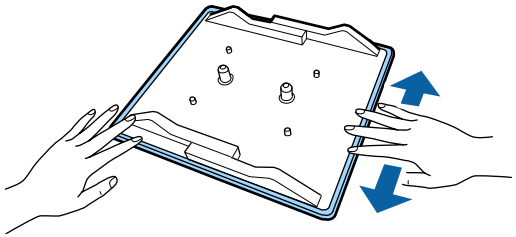
8. Fold over the corners of the grip pad and adhere them to the back of the platen.



9. Fold over the short edges of the grip pad and adhere them to the back of the platen.



10. Turn the platen over and firmly press down on the edges of the grip pad to make sure they are firmly in place.



Parent topic: Preparing Your Printer

Related references

Optional Equipment and Replacement Parts

Related tasks

Attaching the Platen Frame Hooks

Removing the Grip Pad from the Platen

Loading a T-shirt on the Grip Pad

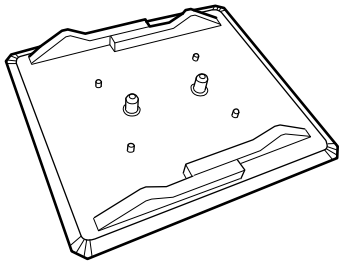
Removing the Grip Pad from the Platen

You can remove the grip pad from the platen.

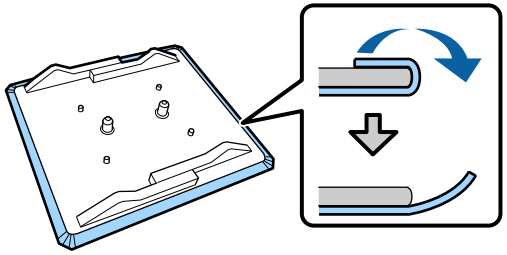
Grip pads that have been on the platen for a long time may be hard to peel off. You can use a commercially available spatula to assist in removal.

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

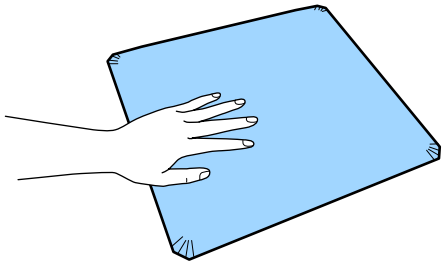
1. Place the platen on a flat surface with the back facing up.



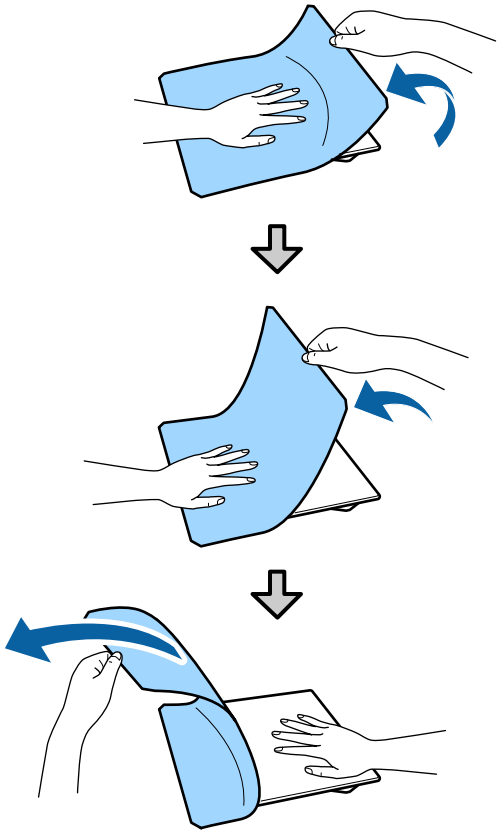
2. Peel off the edges of the grip pad.



3. Flip the platen over and hold it down with one hand.



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



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

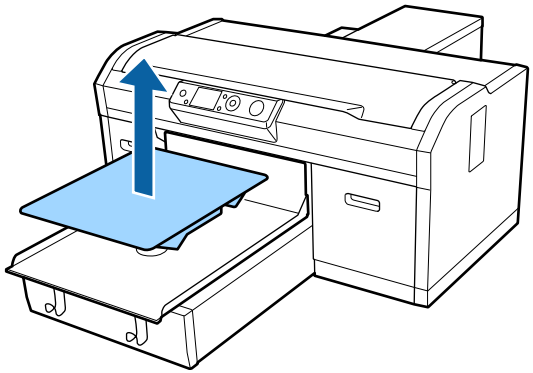
Caution: Do not use solvents such as alcohol to remove the glue. You can damage, warp, or discolor the platen or other parts.

Parent topic: Preparing Your Printer

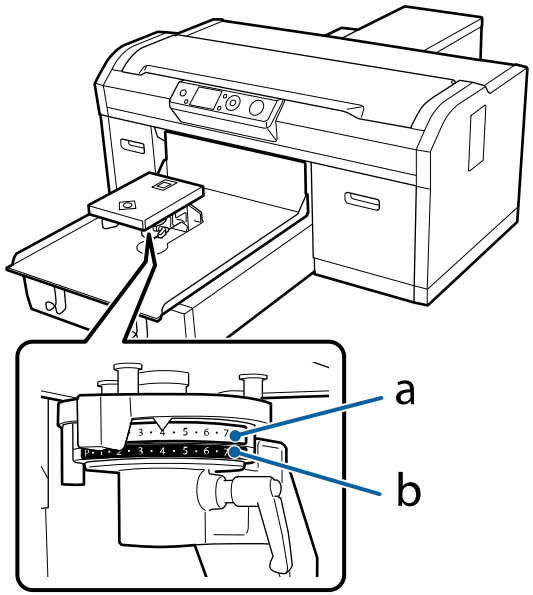
Attaching or Removing Spacers

You may need to attach or remove spacers, depending on the platen type and the fabric thickness. You need a Phillips-head screwdriver.

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

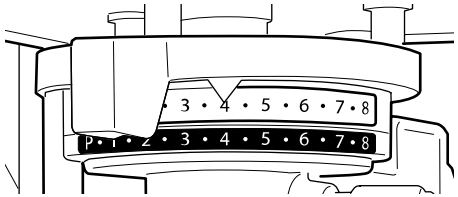


4. Check the installed spacers and determine which spacers you need based on the platen and fabric you are using.

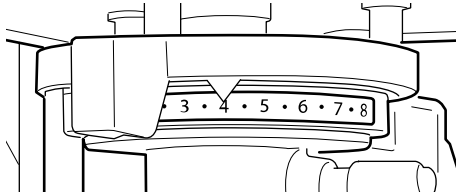


- **When using the large garment, medium garment, small garment, or extra small garment platen:**

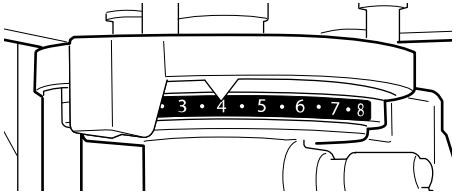
  Attach spacers a and b for fabric with a thickness of up to 0.28 inch (7 mm).



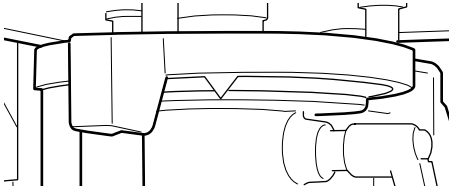
Attach only spacer a for fabric with a thickness between 0.2 to 0.5 inch (5 to 13 mm).



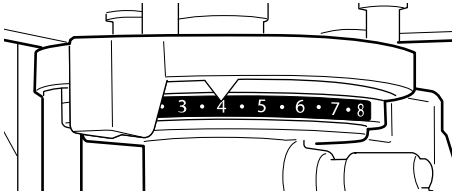
Attach only spacer b for fabric with a thickness between 0.35 to 0.67 inch (9 to 17 mm).



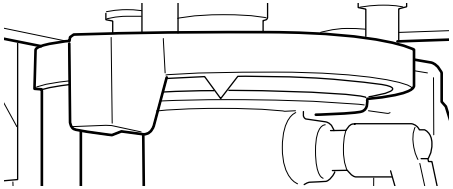
Remove both spacers for fabric with a thickness between 0.59 to 0.95 inch (15 to 24 mm).



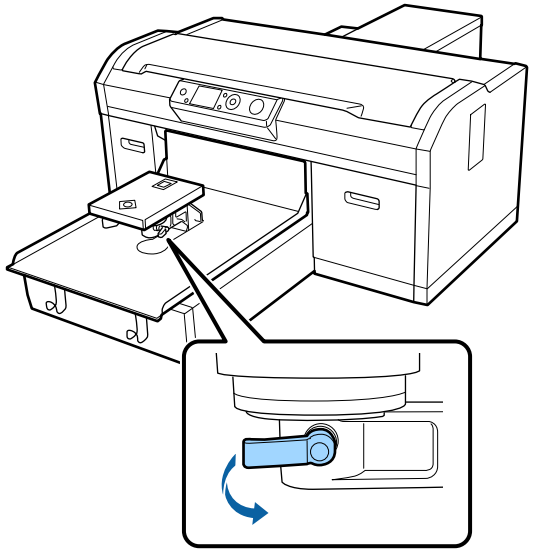
- **When using the sleeve platen or medium-grooved platen:**
  Attach only spacer b for fabric with a thickness of up to 0.31 inch (8 mm).



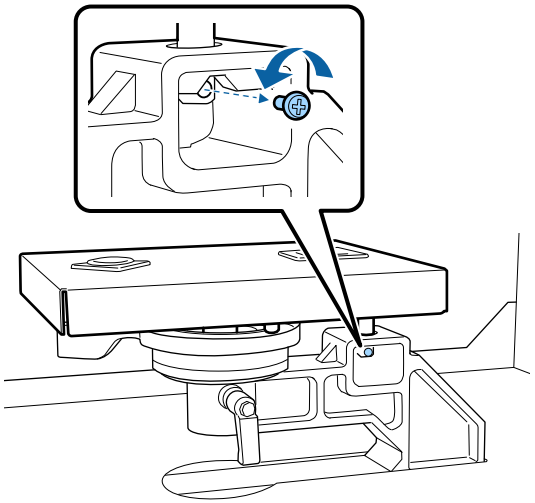
Remove both spacers for fabric with a thickness between 0.24 to 0.55 inch (6 to 14 mm).



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

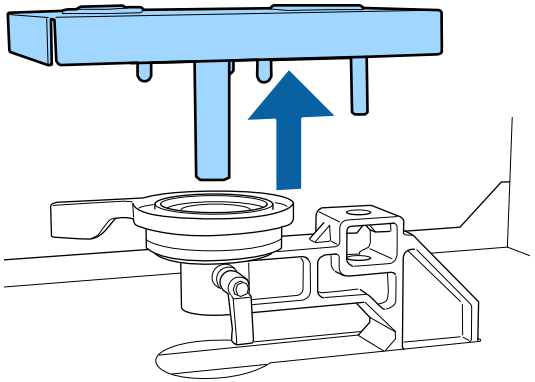


6. Remove the screw securing the parallel adjustment plate.



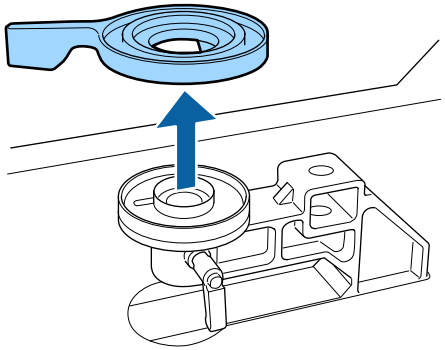
Note: Keep the screw in a safe place (you will need it if you are attaching both spacers).

7. Remove the parallel adjustment plate.



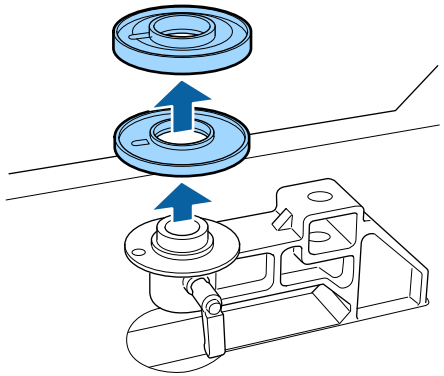
Caution: Be careful not to drop the parallel adjustment plate; it is a precision component.

8. Remove the height adjustment lever.

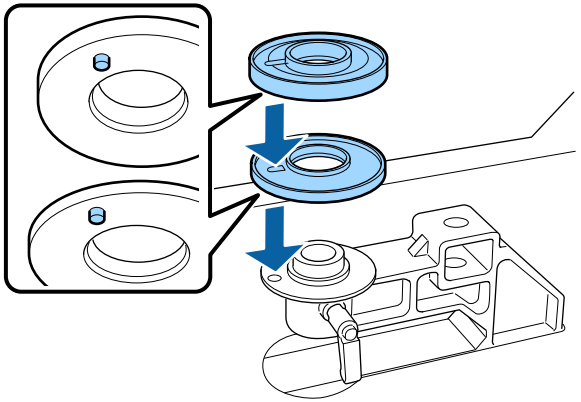


9. Remove or attach the spacers beneath the height adjustment lever.

   Removing

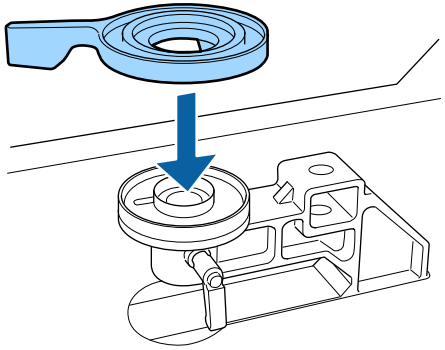


Attaching

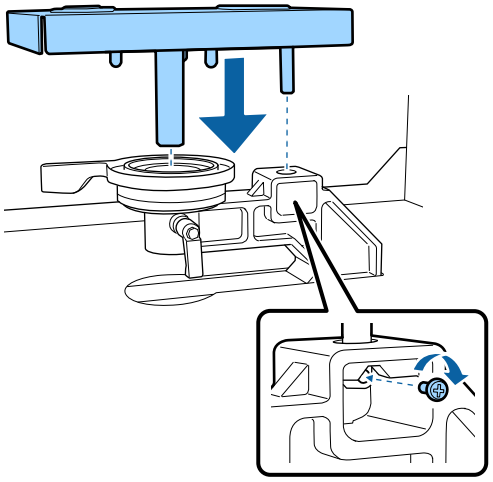


Note: Make sure the protruding sections of the spacers are aligned with the hole as shown.

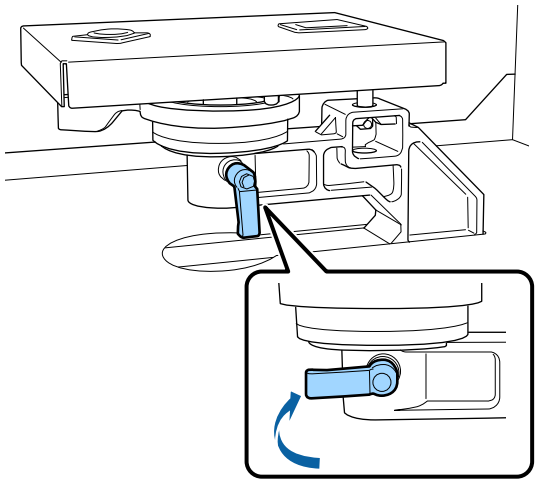
10. Replace the height adjustment lever.



11. Reattach the parallel adjustment plate. Reinstall and tighten the screw that was removed in step 6 if you attached both spacers.



12. Rotate the fixing lever as shown to tighten it and secure the height adjustment lever.

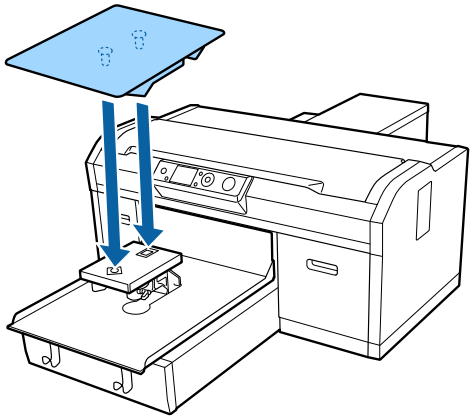


Parent topic: Preparing Your Printer

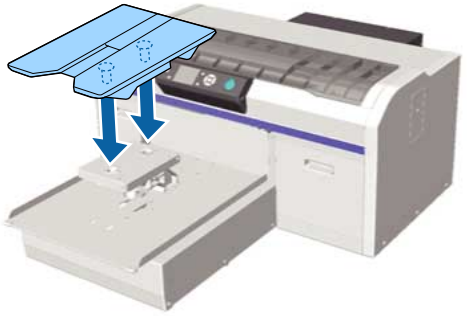
Installing the Platen

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

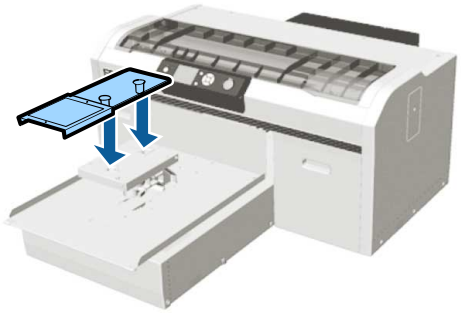
1. Align the platen to fit into the holes in the moveable base and place the platen on the printer.
   - Install a large garment, medium garment (standard), small garment, or extra small garment platen in any orientation. Then go to step 3.



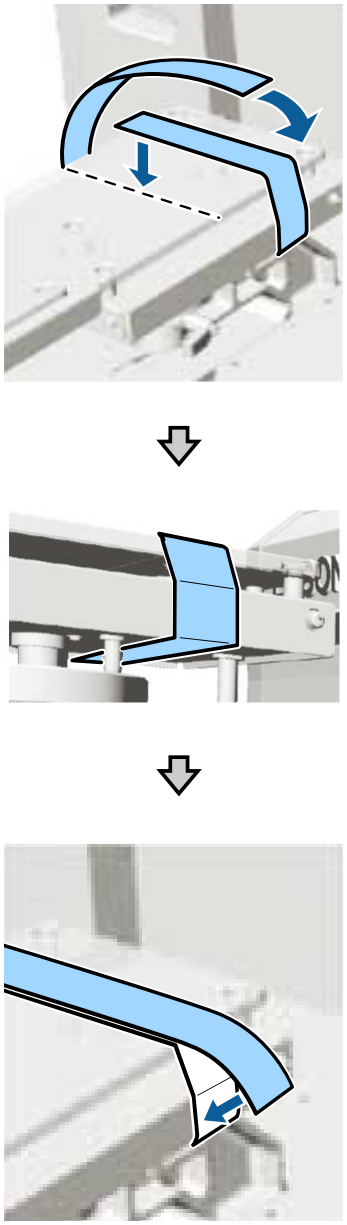
   - If you are installing a medium grooved platen, make sure the cut out section faces the front as shown. Then go to step 3.



- If you are installing a sleeve platen, install it as shown. Then go to step 2.



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



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

Parent topic: Preparing Your Printer

Related references

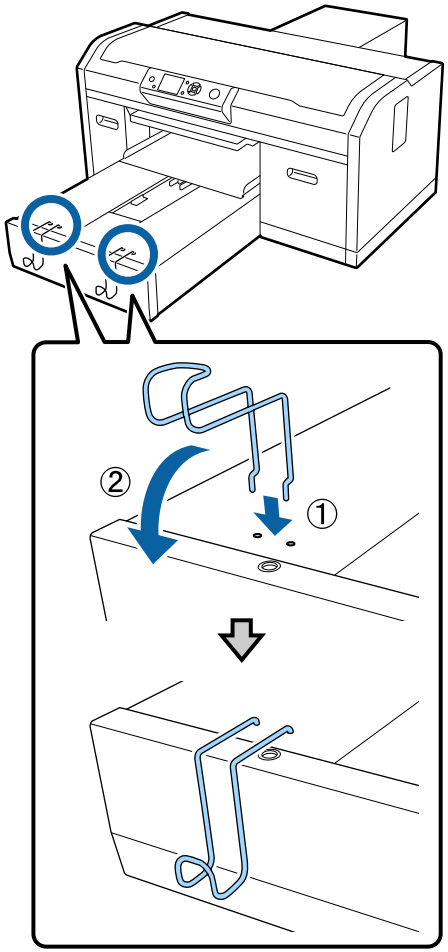
Optional Equipment and Replacement Parts

Attaching the Platen Frame Hooks

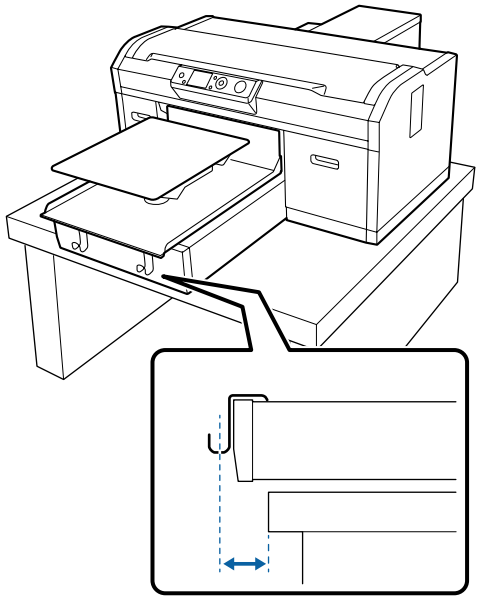
You can attach hooks to the printer to hang the platen frame when it is not in use.

Note: Do not use the platen frame when a grip pad is attached to the platen.

1. Insert the ends of each hook into the holes in the front of the printer as shown.



2. Make sure the front of the printer extends past the surface of the table or stand. Then hang the platen frame from the hooks.



Parent topic: Preparing Your Printer

Loading a T-shirt

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

Loading a T-shirt on the Grip Pad
Loading a T-shirt on the Platen
Loading a Sleeve on the Sleeve Platen
Loading a Shirt on the Medium-Grooved Platen
Adjusting the Height of the Platen
Starting a Print Job
Cancelling a Print Job

Parent topic: Basic Printing

Loading a T-shirt on the Grip Pad

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

1. If the platen is not in the forward position, press the ↧ moveable base button to move the platen forward.
2. Load the T-shirt so that the shoulders are facing the front of the printer, as shown.

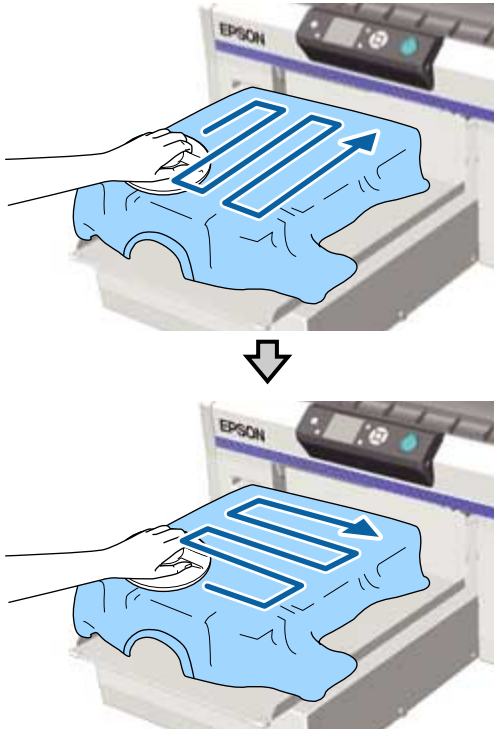


3. Gently pull the T-shirt over the edges of the grip pad to flatten it.



Note: Do not pull the T-shirt too much; otherwise, the print quality may decline.

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

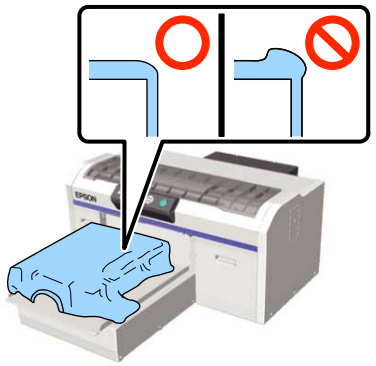


Note: If the grip pad tool gets dirty, wipe it with a damp cloth.

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



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



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



Parent topic: Loading a T-shirt

Related tasks

Attaching the Grip Pad to the Platen

Loading a T-shirt on the Platen

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

1. If the platen is not in the forward position, press the ↧ moveable base button to move the platen forward.

2. Remove the platen frame.



3. Load the T-shirt so that the shoulders are facing the front of the printer, as shown.



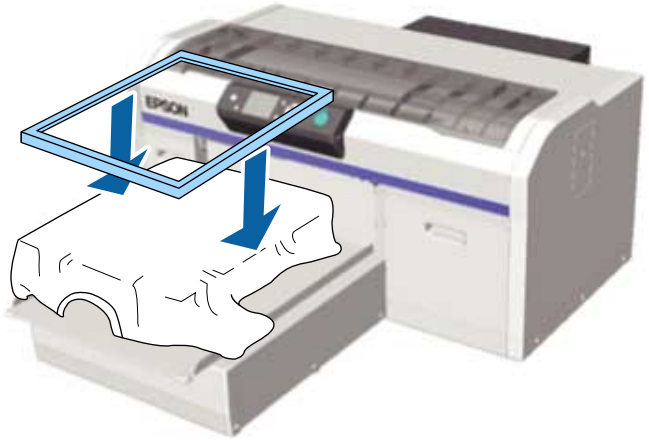
4. Gently pull the T-shirt over the edges of the platen to flatten it.



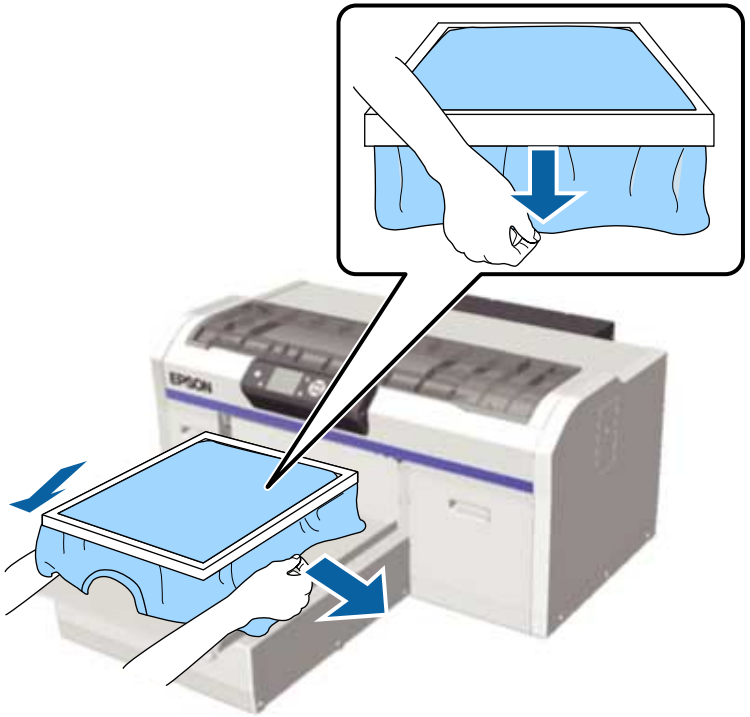
Note: Do not pull the T-shirt too much; otherwise, the print quality may decline.

Note: Do not use the grip pad tool to smooth the surface when you are using the platen frame.

5. Replace the platen frame.

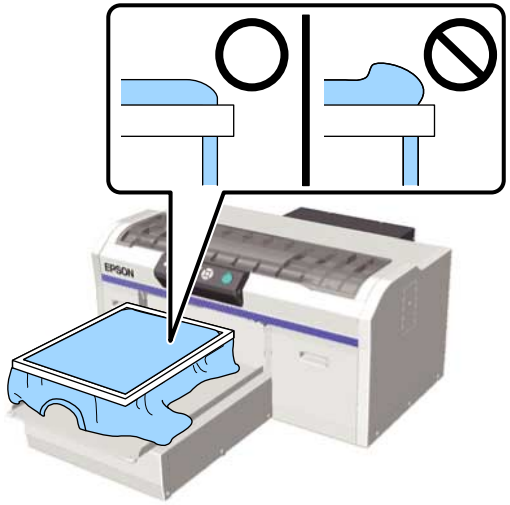


6. Gently pull the edges of the T-shirt outside of the frame to remove any slack.



Note: The printer detects the highest part of the garment surface and adjusts the height accordingly. If there are any wrinkles, creases or slack near the inside edge of the frame, a platen height error

may occur or print quality may decline. Stretch the T-shirt to remove the slack, however, do not stretch the T-shirt so much that the printed image will be distorted.



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



8. Reposition the platen frame a final time to make sure the garment is securely held down but not stretched.

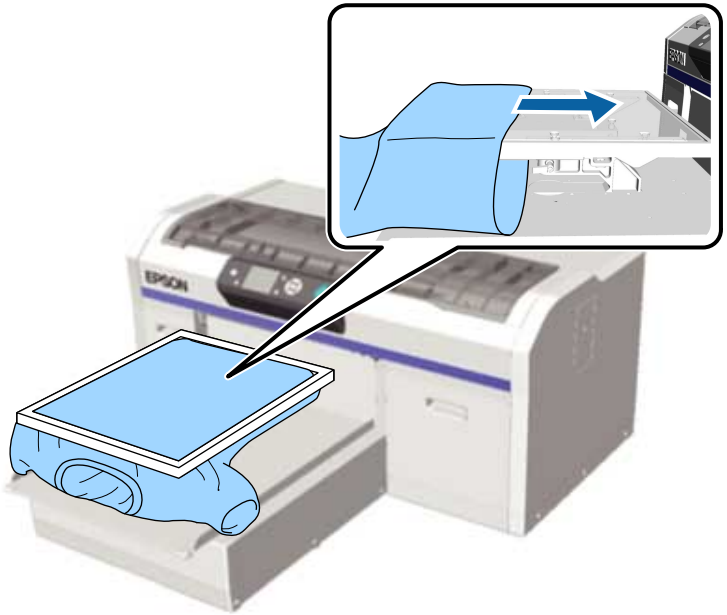
Repositioning the T-shirt

Parent topic: Loading a T-shirt

Repositioning the T-shirt

Under certain printing conditions or with some T-shirt materials, the print surface may swell with absorbed ink if the pre-treatment solution is not completely dry on the T-shirt. This results in the height

sensor being triggered in the middle of printing. If this happens, try placing the T-shirt over the platen as shown.



If the sensor is still triggered, try the following:

1. Check that the platen height is set to position 3 for a standard T-shirt.
2. Remove the frame and smooth out the creases and slack.
3. Reduce the width of the White ink in the printer's Garment Creator software or the RIP software so that the white under-base print does not extend outside the image.

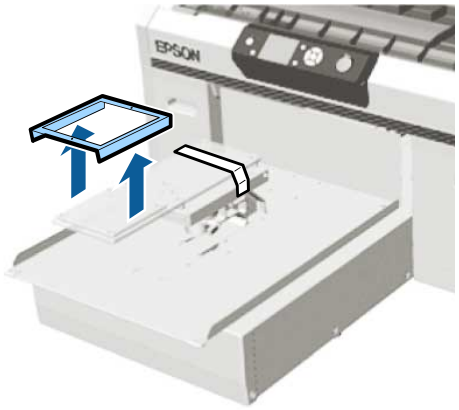
   Note: Be careful not to touch the T-shirt while printing as it can easily move out of position.

Parent topic: Loading a T-shirt on the Platen

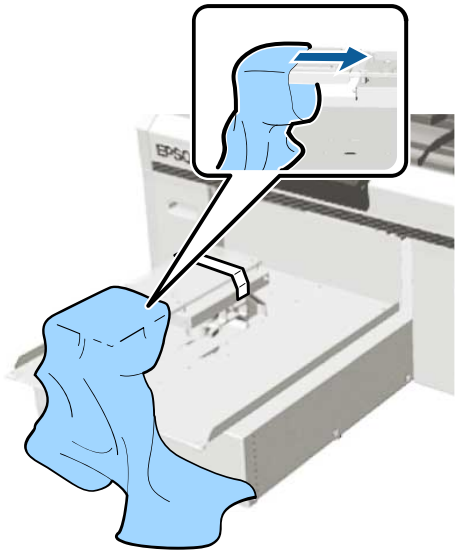
Loading a Sleeve on the Sleeve Platen

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

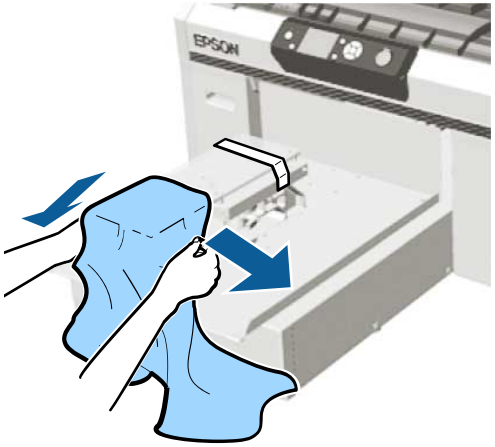
1. If the platen is not in the forward position, press the ↧ moveable base button to move the platen forward.
2. Remove the platen frame.



3. Slide the sleeve over the platen.



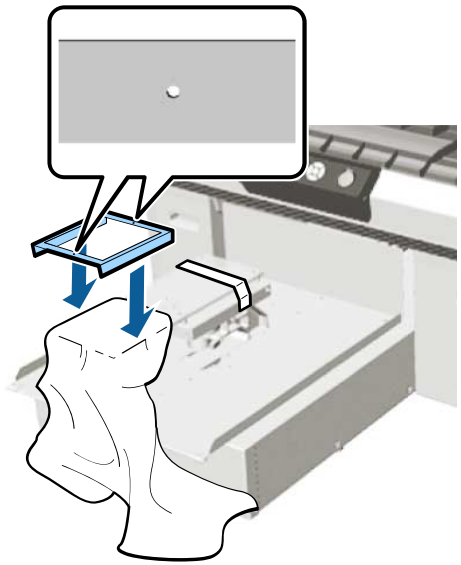
4. Gently pull the sleeve over the edges of the platen to flatten it.



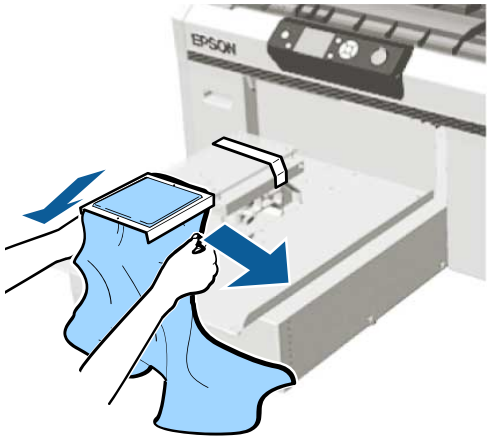
Note: Do not pull the sleeve too much; otherwise, the print quality may decline.

Note: Do not use the grip pad tool to smooth the surface when you are using the platen frame.

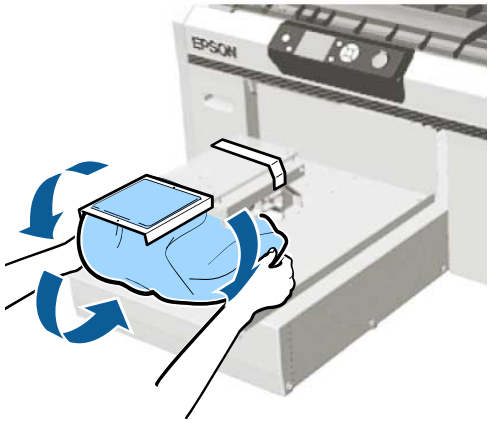
5. Replace the platen frame as shown. Make sure the small holes in the frame are at the front and back.



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



7. Tuck the sleeve around and under the frame so that it does not drape over the movable base.



8. Reposition the platen frame a final time to make sure the garment is securely held down but not stretched.

Parent topic: Loading a T-shirt

Related references

Optional Equipment and Replacement Parts

Loading a Shirt on the Medium-Grooved Platen

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

1. If the platen is not in the forward position, press the ↧ moveable base button to move the platen forward.

2. Remove the platen frame.



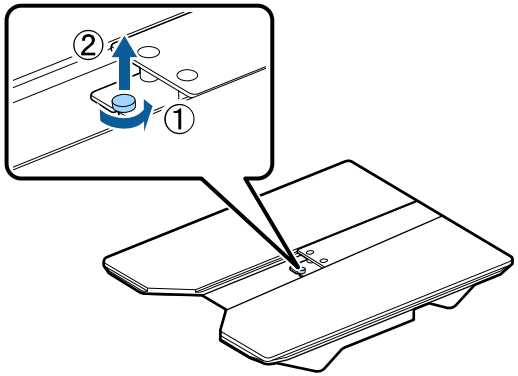
3. Load the shirt so that the shoulders are facing the front of the printer as shown.
   - **For polo shirts**: Make sure that the collar or button section of the shirt fits into the cutout on the platen. Then go to step 6.



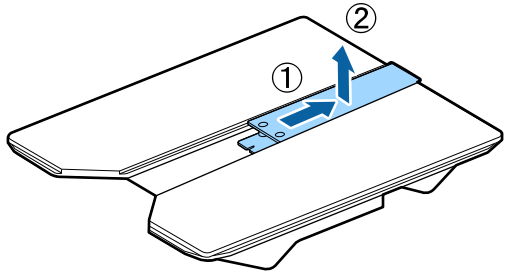
- **For shirts with zippers**: Go to steps 4 and 5 to remove the middle piece of the platen. Replace the platen and make sure that the zipper section of the shirt fits into the removed section on the platen.



4. Remove the screw as shown.



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



Note: Keep the removed screw and part in a safe place.

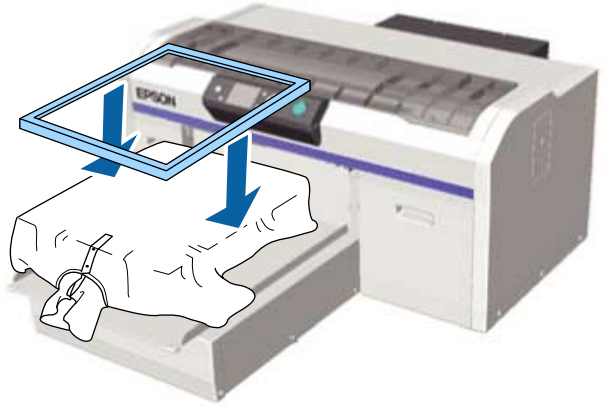
6. Gently pull the shirt over the edges of the platen to flatten it.



Note: Do not pull the shirt too much; otherwise, the print quality may decline.

Note: Do not use the grip pad tool to smooth the surface when you are using the platen frame.

7. Replace the platen frame.



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



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

9. Tuck the shirt around the platen so that it does not drape over the movable base.



10. Reposition the platen frame a final time to make sure the garment is securely held down but not stretched.

Parent topic: Loading a T-shirt

Related references

Optional Equipment and Replacement Parts

Adjusting the Height of the Platen

If the print surface is too far from the print head, print quality declines and ink may mist on the inside of the printer. To prevent this, adjust the platen to its optimum height.

The optimum platen height is one position from the first **Ready** message on the LCD screen or two positions from the last **Platen Height Error** message. For example, if the printer displays a **Platen Height Error** message at position number 1, select position number 3 as the optimum platen height. If the printer displays a **Ready** message at position number 2, select position number 3 as the optimum platen height.

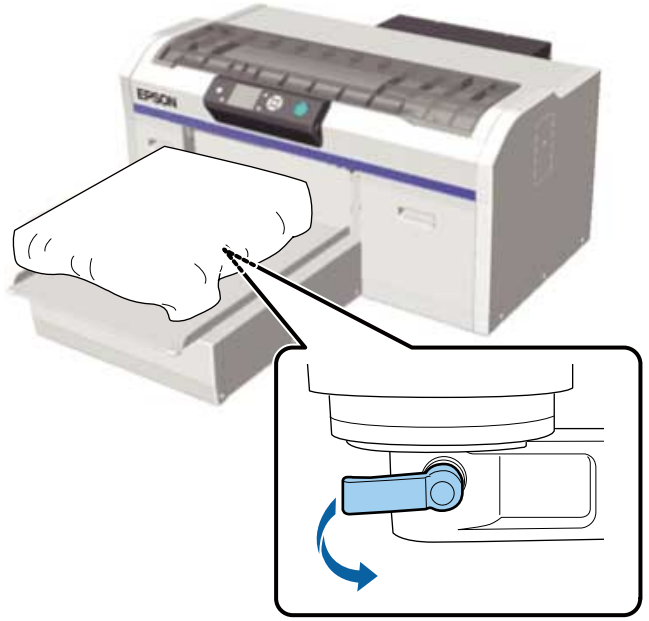
Position number	LCD message
P	Platen Height Error
1	Platen Height Error
2	Ready

Position number	LCD message
3	Ready (optimum platen height)

Note: The positions above assume that the printed surface of the garment is the highest surface on the platen. Seams, collars, zippers, pockets, and other raised areas will require a higher platen height and result in reduced print quality.

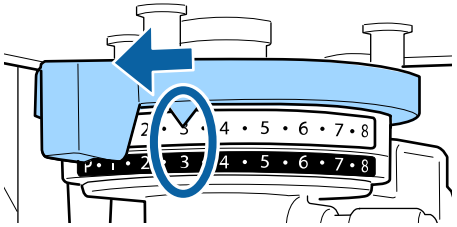
Caution: Incorrect platen height settings cause excessive ink mist buildup inside the printer. If you notice ink mist accumulating, adjust your platen height settings.

1. If the platen is not in the forward position, press the ↧ moveable base button to move the platen forward.
2. Rotate the fixing lever beneath the platen as shown to loosen it.

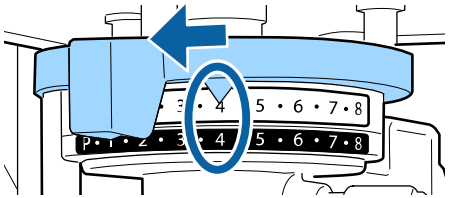


3. Rotate the height adjustment lever to adjust the height of the platen to one of these starting positions:

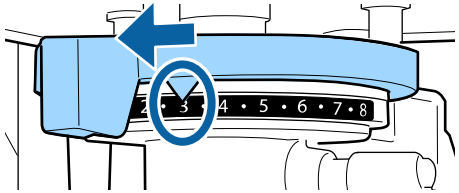
   - When printing on T-shirts using the large garment, medium garment, small garment, or extra small garment platens with spacers a and b attached, select 3 on both spacers.



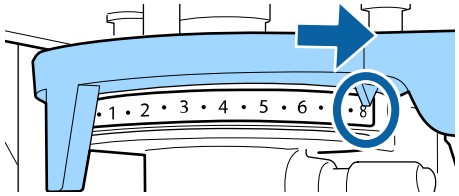
   - When printing on T-shirts using the large garment, medium garment, small garment, or extra small garment platens with spacers a and b attached and a grip pad attached, select 4 on both spacers.



   - When printing on shirts using the sleeve platen or medium-grooved platen with spacer b attached, select 3.

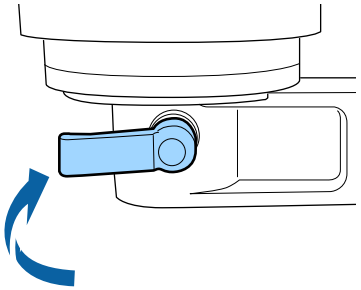


- When printing on sweatshirts or thick fabric, select 8.



Note: If you remove both spacers, the height adjustment position numbers are no longer visible. To find the optimum platen height, move the height adjustment lever to the left until it stops then move it 3 positions to the right. Use this position as a starting place for making further height adjustments.

4. To select a different adjustment height, rotate the height adjustment lever to the desired position.
5. Rotate the fixing lever as shown to tighten it and secure the height adjustment lever.



6. Press the ↧ moveable base button to move the platen into the printer.
7. If **Platen Height Error** is still displayed on the LCD screen, repeat steps 1 through 6 and move the height adjustment lever one step to the right to lower the platen until **Ready** appears.

Parent topic: Loading a T-shirt

Related tasks

Attaching or Removing Spacers

Starting a Print Job

When the printer has finished receiving data, the ◇ start light turns on and you can start the print job.

1. Check that the shirt is loaded correctly.
2. Make sure the ◇ start light is on.
3. Press the ◇ start button.

Parent topic: Loading a T-shirt

Related topics
Loading a T-shirt

Cancelling a Print Job

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

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

1. Press the 🗑 cancel button on the printer's control panel.
2. Press the up or down arrow button to highlight **Yes**, and press the **OK** button.

   Printing stops immediately and data is deleted.

   Note: If you are transmitting data from a USB memory device or printing from the **USB File List** menu on the control panel, you can print the same data continuously after the specified number of copies have been printed. To print different data, press the 🗑 cancel button to cancel the data received by the printer.

Parent topic: Loading a T-shirt

Finishing a T-shirt

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

Removing a Printed T-shirt
Fixing the Ink

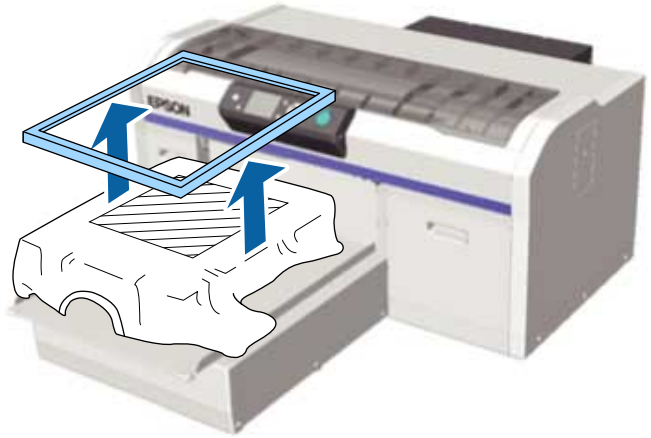
Parent topic: Basic Printing

Removing a Printed T-shirt

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

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

1. Remove the platen frame.



2. Hold the T-shirt by the shoulders and carefully remove it from the platen; the ink is still wet and can be easily smudged.



3. Use a heat press or a heat tunnel to fix the ink on the T-shirt.

Parent topic: Finishing a T-shirt

Related topics

Fixing the Ink

Fixing the Ink

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

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

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

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

Fixing Conditions (Heat Press)

Fixing Conditions (Heat Tunnel)

Parent topic: Finishing a T-shirt

Fixing Conditions (Heat Press)

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

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

Ink type	Time	Temperature	Pressure
Color	45 seconds	338 °F (170 °C)	6 Psi (4.2 N/cm^2)
White			
Larger than A4 size with White ink	Up to 90 seconds		

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

Parent topic: Fixing the Ink

Fixing Conditions (Heat Tunnel)

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

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

Fixing color ink

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

Fixing White ink

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

Parent topic: Fixing the Ink

Printing from a USB Memory Device

You can save print data from Garment Creator on a USB memory device and then connect the device to the printer for printing.

Note: Data on the USB memory device is saved as filename **Epson_repeat_print.prn**. You can save print jobs from the Garment Creator software to any location on the computer or the USB memory device. See the Garment Creator online help for more details on saving data.

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

USB Memory Device Requirements

Make sure your USB memory device meets these requirements.

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

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

Requirements for data

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

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

Parent topic: Printing from a USB Memory Device

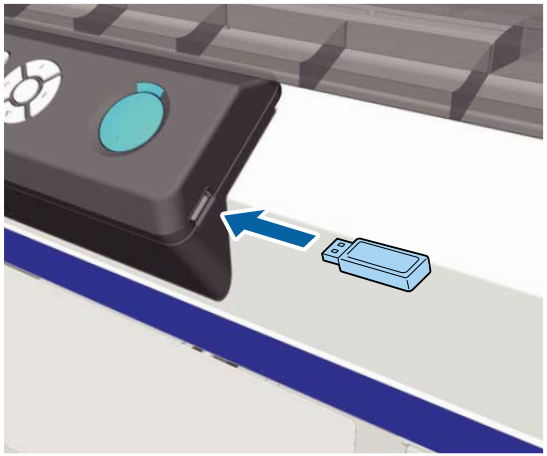
Connecting and Printing from a USB Memory Device

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

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

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

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



3. Press the right arrow button on the control panel to display the menu screen.
4. Press the up or down arrow button to select **USB File List**, and press the right arrow button to select **OK**.
5. Press the right arrow button to select **Select Print File**.
6. Press the up or down arrow button to select the file you want to print, and press the right arrow button to select **OK**.
7. Press the up or down arrow button to set the number of copies, and press the right arrow button to select **OK**.

8. Load the shirt on the platen and press the ◇ start button.

   Note: If you press the maintenance button while the ◇ start light is on and highlight **Reset Print Count**, you can clear the counter for the number of copies displayed on the control panel.

   To delete data from a USB memory device, repeat steps 3 through 5, but select **Delete Print File** and press the up or down arrow button to select the data you want to delete. Follow the instructions on the LCD screen to continue.

Parent topic: Printing from a USB Memory Device

Related tasks

Cancelling a Print Job

Related topics

Loading a T-shirt

Maintenance

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

Maintenance Guidelines
Maintenance Safety Instructions
Print Head Maintenance
Print Head Alignment
Using the Ink Cleaning Solution
Disposing of Used Consumables and Optional Parts
Replacing the Waste Ink Bottle
Cleaning the Suction Cap
Replacing the Head Cleaning Set
Washing the Ink Tubes
Shaking and Replacing the Ink Cartridges
Cleaning the Encoder Strip (Carriage Scale) and Replacing the Air Filter
Cleaning Around the Print Head
Cleaning the Platen Path
Storing the Printer
Cleaning the Printer

Maintenance Guidelines

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

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

- Gloves (commercially available)
- Maintenance kit (one kit supplied)
- Metal or plastic tray (commercially available) for holding used cleaning items
- Replacement air filter
- Soft cloth

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Maintenance Safety Instructions

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

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

Parent topic: Maintenance

Related tasks

Removing a Printed T-shirt

Cleaning the Suction Cap

Cleaning the Encoder Strip (Carriage Scale) and Replacing the Air Filter

Print Head Maintenance

You need to maintain the print head if you notice print quality has declined. Print head maintenance keeps the print head in optimum condition to ensure the best print quality.

Perform the following maintenance as necessary:

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

Performing a Nozzle Check

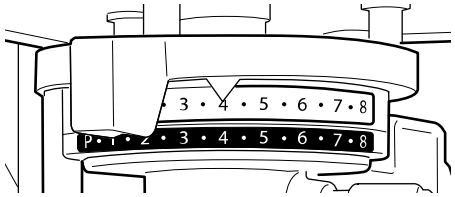
Cleaning the Print Head

Parent topic: Maintenance

Performing a Nozzle Check

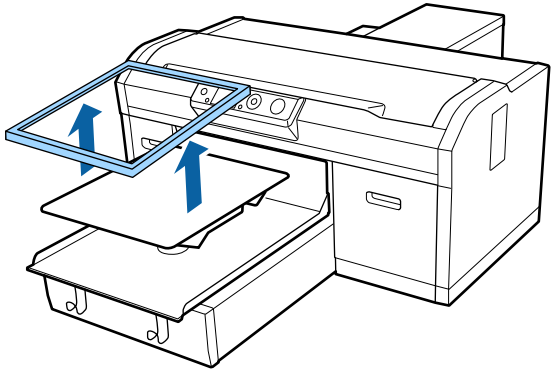
To maintain optimum print quality, perform a nozzle check before printing.

1. If the platen is not in the forward position, press the ↧ moveable base button to move it forward.
2. Make sure that spacers a and b are installed.

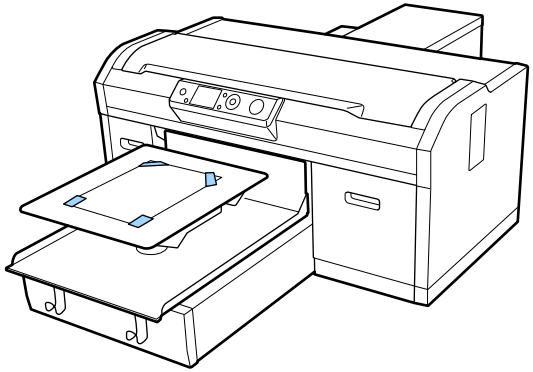


3. Make sure that the medium-size (standard) platen or grip pad is installed.

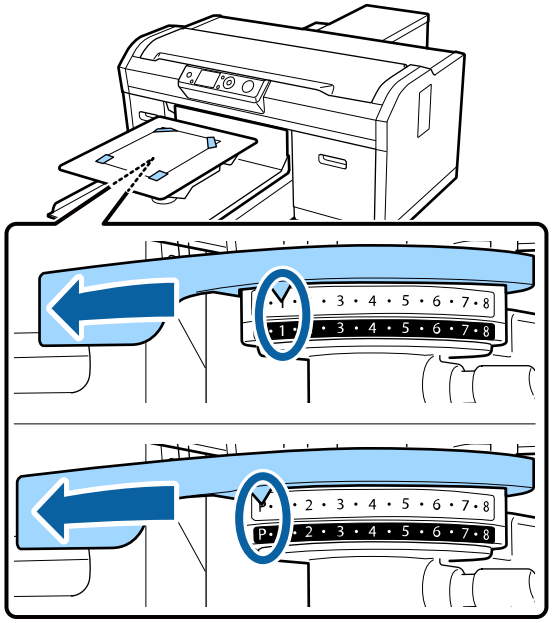
4. Remove the platen frame.



5. Place one sheet of A4- or letter-size plain paper on the center of the platen or grip pad. Secure the corners with tape.



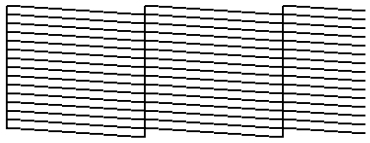
6. Set the height adjustment lever to the **P** position if you are using a platen or the **1** position if you are using a grip pad.



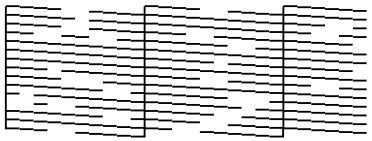
7. Press the maintenance button on the control panel.

   The Maintenance menu appears.
8. Press the right arrow button to select **Nozzle Check**.
9. Press the **OK** button twice.

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



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



Note: A complete nozzle cleaning is required only if there are more than 3 nozzles missing and the gaps are adjacent to each other. Otherwise, cleaning is not required.

11. Replace the platen frame.

Parent topic: Print Head Maintenance

Related tasks

Adjusting the Height of the Platen

Attaching or Removing Spacers

Cleaning the Print Head

Cleaning the Print Head

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

You can select from three levels of head cleaning:

- Use light or medium level for normal cleaning.
- If you cannot clear the clogged nozzles after cleaning with the light or medium level several times, check the condition of the suction cap and, if necessary, clean it before using the heavy cleaning level.

Note: The first several cleanings are performed in the same way as for initial ink charging, regardless of the selected cleaning level. When you turn on the printer, it performs an automatic Power On Cleaning to clean the print head. You can reset the automatic cleaning start time displayed on the control panel for certain cleaning levels, or disable automatic cleaning using the printer's control panel settings.

1. Press the maintenance button on the control panel.

   The Maintenance menu appears.

2. Press the up or down arrow button to highlight **Head Cleaning**, and press the right arrow button to select it.
3. Press the up or down arrow button to choose one of the following cleaning options:
   - **Selected Nozzles**: Select this option when you see faint printing or gaps in a specific row of nozzles in the check pattern. You can select multiple nozzle rows, if necessary.
   - **All Nozzles**: Select this option when you see faint printing or gaps in all rows of nozzles in the check pattern. Go to step 5.
4. To select the nozzle rows for cleaning, press the up or down arrow button to highlight the row number and press the **OK** button. Repeat for each row you want to select and then press the right arrow button.
5. Press the up or down arrow button to highlight the cleaning level, and press the **OK** button.

   Head cleaning starts. When it is complete, the Settings menu closes.
6. Print a nozzle check pattern to confirm that the nozzles are cleared.

Parent topic: Print Head Maintenance

Related tasks

Performing a Nozzle Check

Print Head Alignment

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

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

- **Head Alignment** (when printouts contain vertical lines or faint text)
- **Offset Head Alignment** (to fine-tune adjustments after head alignment)
- **Feed Adjustment** (when printouts contain horizontal lines)

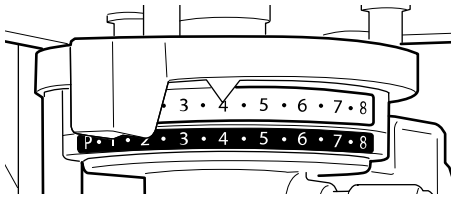
Aligning the Print Head
Fine-tuning Print Head Alignment

Parent topic: Maintenance

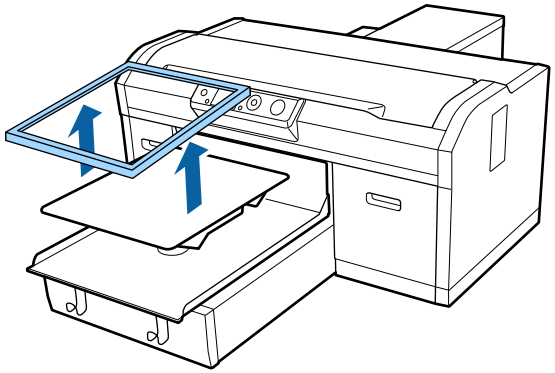
Aligning the Print Head

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

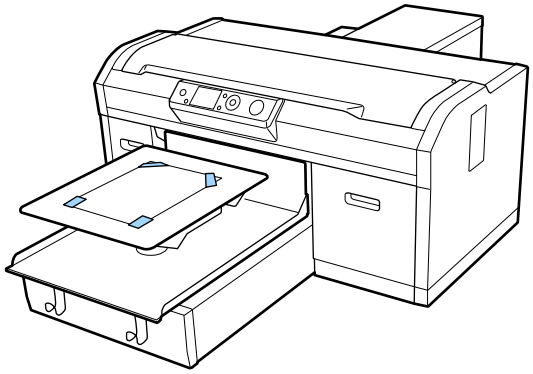
1. If the platen is not in the forward position, press the ↧ moveable base button to move it forward.
2. Make sure that spacers a and b are installed.



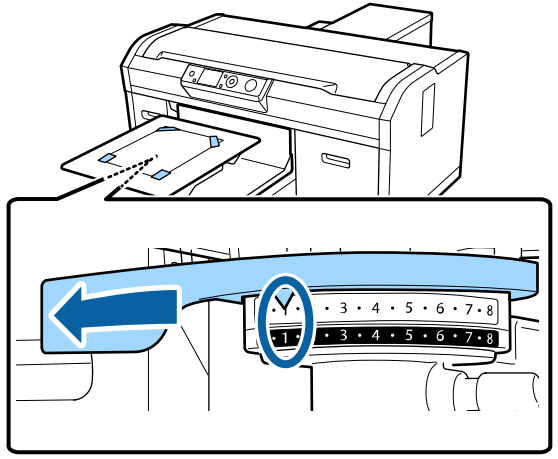
3. Make sure that the medium-size (standard) platen is installed.
4. Remove the platen frame.



5. Place one sheet of A4- or letter-size plain paper on the center of the platen or grip pad. Secure the corners with tape.



6. Set the height adjustment lever to the **1** position.



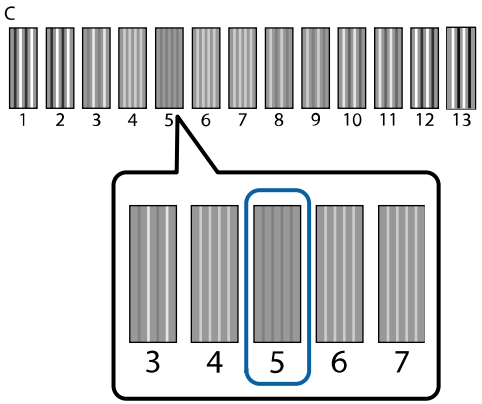
7. Press the right arrow button on the control panel to display the menu.
8. Press the up or down arrow button to highlight **Printer Setup**, and press the right arrow button to select it.
9. Press the right arrow button to select **Head Alignment**.

10. Press the up or down arrow button to highlight the medium size platen, and press the right arrow button to select it.
11. Press the **OK** button.
12. Press the **OK** button again.

    The check pattern is printed.

    Note: The check pattern is printed at the same size as the top surface of the parallel adjustment plate.

13. Look at the printed check pattern, and choose the pattern number with the least amount of white space between the lines. For example, in the image here, **5** is the best pattern.



14. When **C** is displayed on the control panel, press the up or down arrow button to select the best pattern number, and press the **OK** button.

    If there is no optimum number in the check pattern, select **1** or **13** (whichever is better), and perform Head Alignment again.
15. Select the best pattern number for each of the ink colors and press the **OK** button when you are finished.

    You return to the **Ready** screen.
16. Perform an offset head alignment to further fine-tune adjustments.

Parent topic: Print Head Alignment

Related tasks

Adjusting the Height of the Platen

Fine-tuning Print Head Alignment

Related topics

Loading a T-shirt

Fine-tuning Print Head Alignment

You can fine-tune adjustments after performing a head alignment. Make sure the height adjustment lever is set to the **1** position.

Each movement of one step in platen height is +3 of Offset Head Alignment value. For example, if you move the height adjustment lever from **1** to **3**, the offset head alignment value is +6. When you subtract the garment thickness (1 for most T-shirts) from the offset head alignment value, you get a final offset value of +5. Select this final offset value as the Offset Head Alignment setting.

Position number (platen height)	Starting offset value	Garment thickness (T-shirt example)	Final offset value
1	0	–1	–1
2	+3	–1	+2
3	+6	–1	+5
4	+9	–1	+8

1. Adjust the height of the platen by moving the height adjustment lever (usually to position **3** for T-shirts).
2. Press the right arrow button on the control panel to display the menu.
3. Press the up or down arrow button to highlight **Printer Setup**, and press the right arrow button to select it.
4. Press the right arrow button to select **Offset Head Alignment**.
5. Press the up or down arrow button to select **+5** and press the **OK** button.
6. Press the left arrow button twice to return to the home screen.

Parent topic: Print Head Alignment

Related tasks

Aligning the Print Head

Using the Ink Cleaning Solution

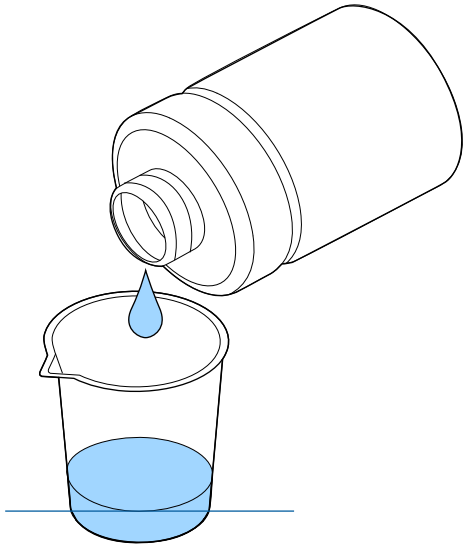
When cleaning around the suction cap, the encoder strip (carriage scale), or the print head, use the ink cleaning solution. Use the ink cleaning solution only to clean the suction cap and encoder strip (carriage scale), and around the print head.

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

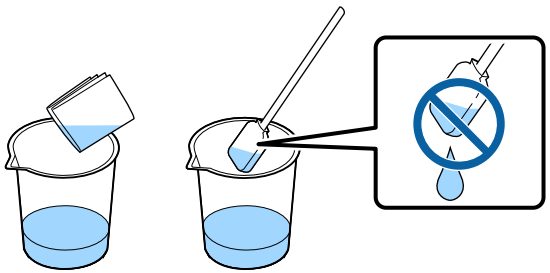
- If cleaning solution gets on to your skin, immediately wash it off using soap and water. Consult a physician if the skin appears irritated or discolored.
- If cleaning solution gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
- If cleaning solution gets in your mouth, consult a physician immediately.
- If cleaning solution is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.
- If you notice that the cleaning solution has changed color or emits a bad odor, stop using it and open a new maintenance kit.
- Close the cleaning solution lid securely after use, and store it out of reach of children. Avoid storing it in locations subject to high temperatures, high humidity, and direct sunlight.
- Wash your hands thoroughly after using the cleaning solution.

1. Remove the lid and the airtight seal from the ink cleaning solution bottle.

2. Pour a small amount of ink cleaning solution into the cup supplied with the maintenance kit as shown.



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



4. Clean the suction cap, encoder strip (carriage scale), and around the print head as necessary.

   Note: If cleaning fluid gets on the anti-drying cap, make sure to clean it thoroughly with a dry swab.

Parent topic: Maintenance

Related tasks

Cleaning the Suction Cap

Cleaning the Encoder Strip (Carriage Scale) and Replacing the Air Filter

Disposing of Used Consumables and Optional Parts

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

Caution: Ink cleaning solution is classified as industrial waste. Dispose of the cleaning solution according to your local laws and regulations such as entrusting it to an industrial waste disposal company. When handing over the pre-treatment solution to the industrial waste disposal company, make sure you include the Safety Data Sheet found on Epson's support website.

Waste Ink Disposal Guidelines

Parent topic: Maintenance

Waste Ink Disposal Guidelines

When you see the **Prepare empty waste ink bottle** message on the printer's LCD screen, you need to replace the waste ink bottle according to these guidelines:

- Dispose of the entire waste ink bottle; do not pour waste ink into another container.
- Never remove the waste ink bottle during printing, print head cleaning, maintenance, or ink replacement. Waste ink may leak.
- The printer calculates the amount of waste ink in the waste ink bottle and displays a warning message when it is close to the limit. If the waste ink bottle fills up during printing, replace it with a new waste ink bottle. When you see a message on the control panel to clear the waste ink counter, press the **OK** button to clear the counter and continue printing.

  Note: Do not clear the waste ink counter unless you replaced the waste ink bottle. Otherwise the waste ink bottle replacement time will not be calculated correctly.

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

- If ink gets on your skin, immediately wash it off using soap and water. Consult a physician if the skin appears irritated or discolored.
- If ink gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
- If ink gets in your mouth, consult a physician immediately.
- If ink is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.

Caution: Waste ink is classified as industrial waste. Dispose of waste ink according to your local laws and regulations such as entrusting it to an industrial waste disposal company. When handing over the waste ink to the industrial waste disposal company, make sure you include the Safety Data Sheet found on Epson's support website.

Parent topic: Disposing of Used Consumables and Optional Parts

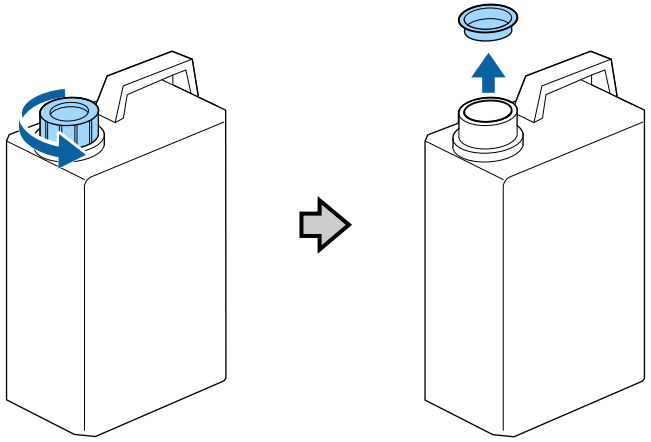
Related tasks
Replacing the Waste Ink Bottle

Replacing the Waste Ink Bottle

When you see the **Prepare empty waste ink bottle** message on the printer's LCD screen, you need to replace the waste ink bottle.

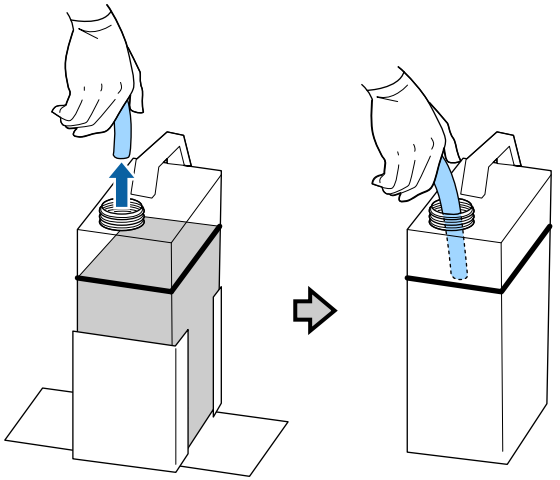
Caution: When replacing the waste ink bottle, always wear the gloves included in the maintenance kit.

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

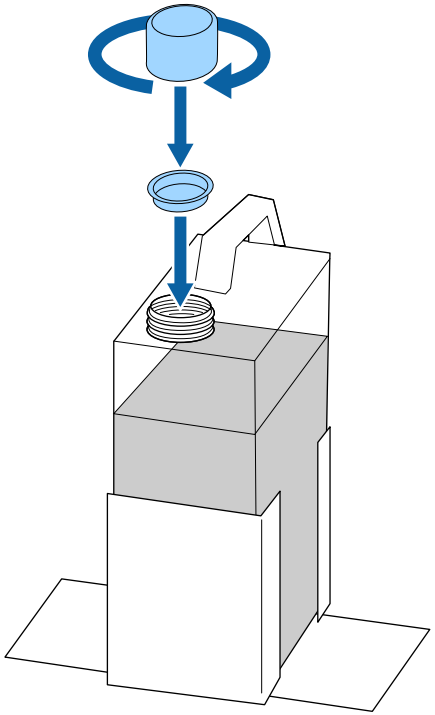


Note: Keep the caps so you can use them to dispose of the used waste ink bottle.

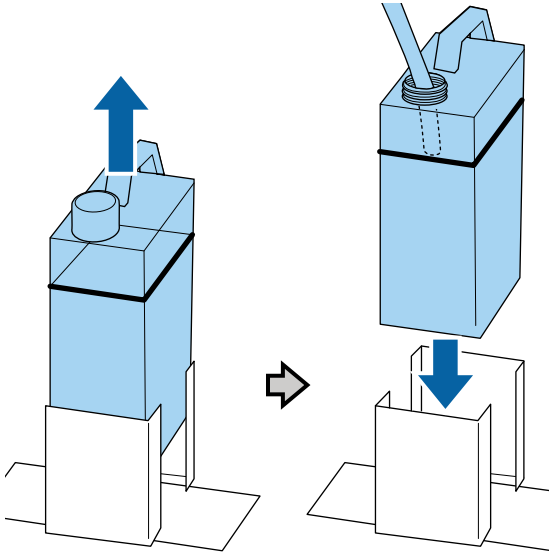
2. Remove the waste ink tube from the used waste ink bottle and insert it into the new waste ink bottle. Be careful not to spill any ink remaining in the tube.



3. Place the inner and outer caps you removed from the new waste ink bottle on the used waste ink bottle.



4. Remove the used waste ink bottle from the waste ink bottle holder and insert the new bottle. Make sure the new waste ink bottle is seated correctly in the waste ink holder.



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

5. Press the **OK** button.
6. Press the **OK** button to clear the waste ink counter.

Note: If you replaced the waste ink bottle before the replacement message appeared on the control panel, press the maintenance button and select **Waste Ink Counter** to clear the waste ink counter.

Parent topic: Maintenance

Related references

Waste Ink Disposal Guidelines
Optional Equipment and Replacement Parts

Cleaning the Suction Cap

You need to clean the suction cap whenever you see a message on the LCD screen or at the end of every week that you use the printer. You may also need to clean the suction cap if you experience difficulty cleaning nozzles after performing a nozzle check. Even if the message is not displayed, follow the steps here to clean the suction cap.

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

1. Turn on the printer.
2. Press the maintenance button.

   The Maintenance menu appears.
3. Press the up or down arrow button to select **Head Cap Cleaning**, and press the right arrow button to select it.
4. Press the up or down arrow button to select **Yes**, and press the **OK** button.

   The platen and print head move to the maintenance position.

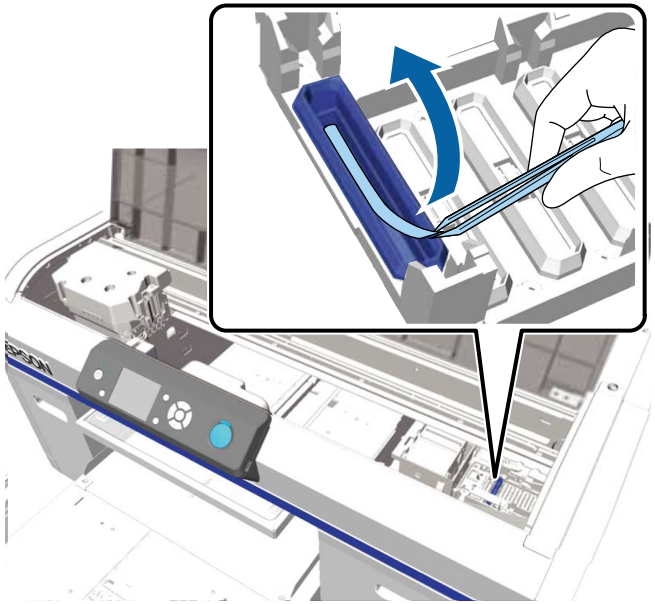
   Caution: Do not move the print head or the platen manually. A malfunction may occur.

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

5. Open the printer cover.

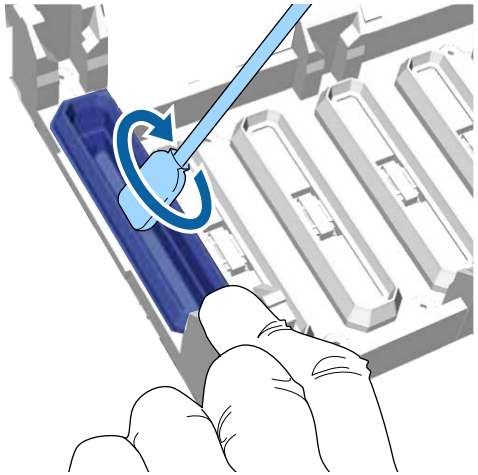


6. If a film of waste ink has built up on the suction cap, remove it with the supplied plastic tweezers.



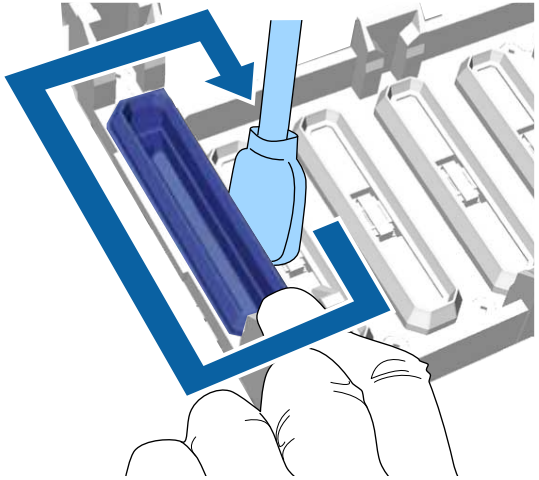
Caution: Use only the supplied plastic tweezers. Be careful not to damage the suction cap. If the suction cap is damaged, air may leak and the print head may become dry or difficult to clean.

7. Wipe the inside of the suction cap using a thin cleaning swab dampened with ink cleaning solution. Rotate the swab as you wipe.

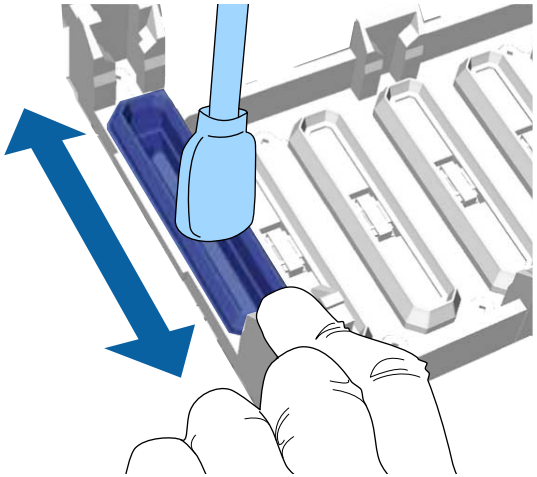


Caution: Make sure ink cleaner does not drip onto the anti-drying caps to the right of the suction cap. If any cleaner does drip, wipe it with a dry cleaning swab. If cleaner is left on the anti-drying caps, the print head nozzles could become clogged.

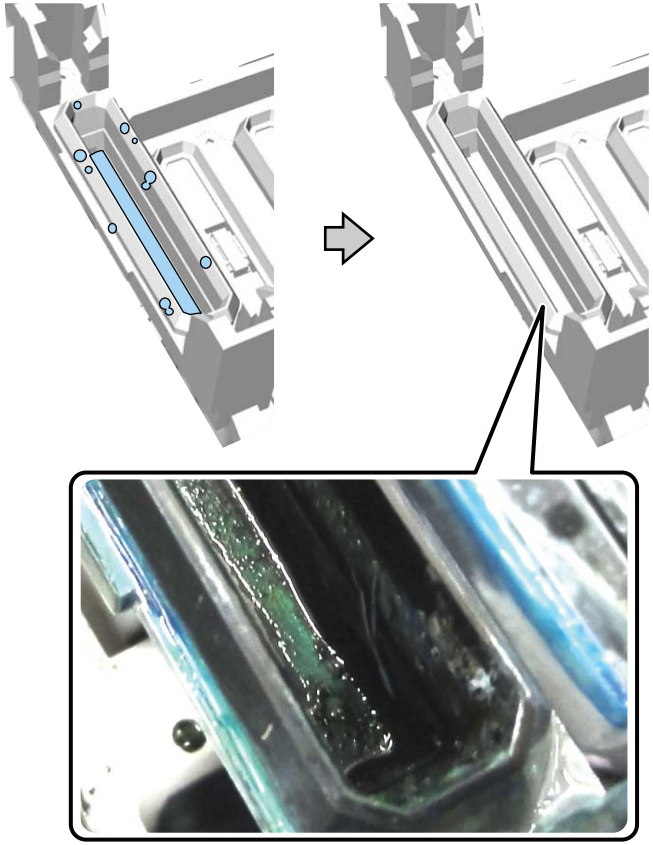
8. Wipe the outside of the suction cap with a large cleaning swab dampened with ink cleaning solution.



9. Wipe the top edge of the suction cap with a large cleaning swab dampened with ink cleaning solution.



10. If necessary, remove any excess ink from the edges of the cap.



11. Close the printer cover.
12. Press the **OK** button.

    The print head returns to its normal position and the Settings menu closes.
13. Perform a nozzle check.

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Related tasks

Performing a Nozzle Check

Related topics

Disposing of Used Consumables and Optional Parts

Replacing the Head Cleaning Set

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

Note: The printer warns you when the head cleaning set is running low. The printer warning system may not function properly if you do not follow the correct procedure for replacing the head cleaning set.

1. Turn on the printer.
2. Press the maintenance button.

   The Maintenance menu appears.
3. Press the up or down arrow button to select **Head Cleaning Set**, and press the right arrow button to select it.
4. Press the right arrow button again.
5. Press the up or down arrow button to select **Yes**, and press the **OK** button.

   The platen and print head move to the maintenance position.

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

   Note: A buzzer sounds after 10 minutes once the platen and print head move to the maintenance position. Press the **OK** button to continue cleaning. The buzzer sounds again after 10 minutes. Nozzles can be clogged if more time passes, so finish cleaning as soon as possible.
6. Replace the parts of the head cleaning set in the following order:
   - Wiper unit
   - Anti-drying caps
   - Flushing pad

Replacing the Wiper Unit and Anti-drying Caps

Replacing the Flushing Pad

Parent topic: Maintenance

Replacing the Wiper Unit and Anti-drying Caps

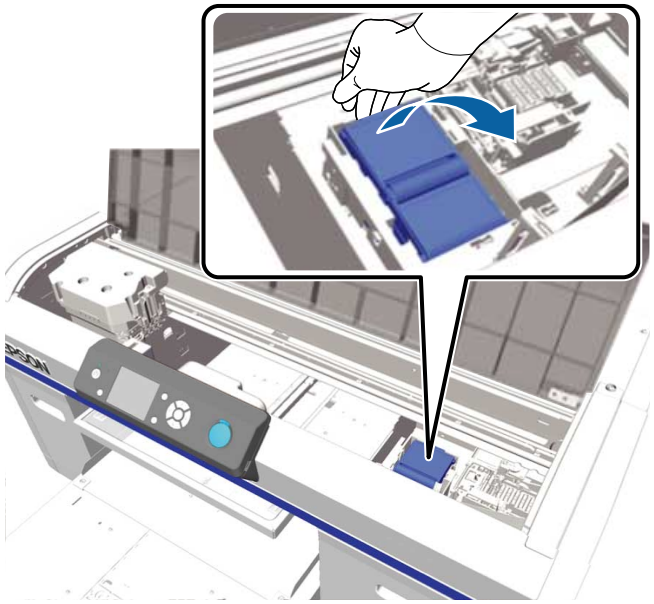
When you replace the head cleaning set, begin with replacing the wiper unit and the anti-drying caps.

1. Open the printer cover.

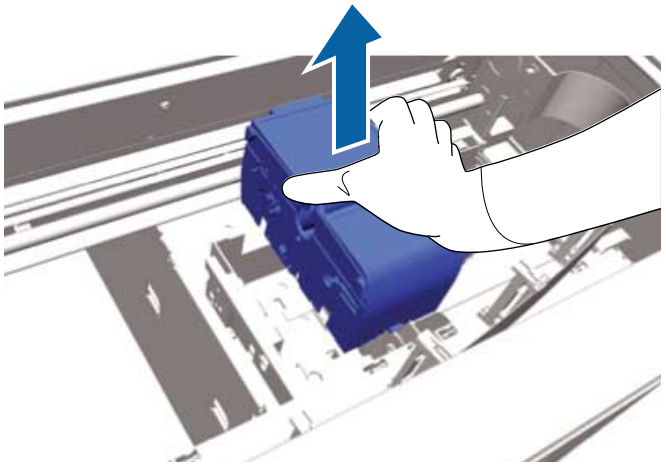


2. Unpack the new wiper unit and retain the packaging for disposing of the used wiper unit.
3. Put on the gloves supplied with the head cleaning set.

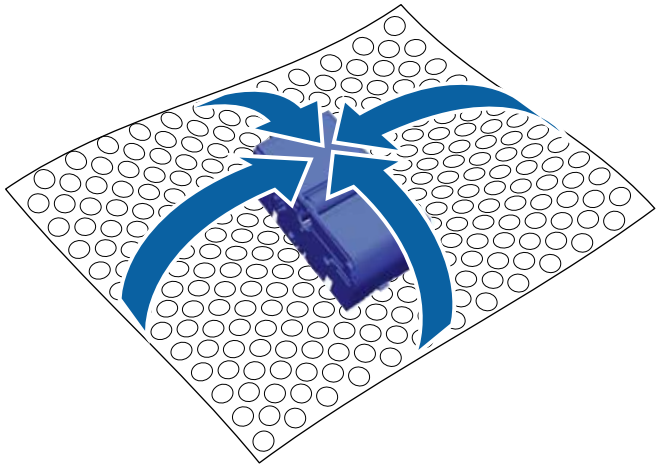
4. Place your fingers into the groove at the back of the wiper unit and raise it slightly as shown.



5. Grasp the wiper unit as shown and lift it out of the printer.

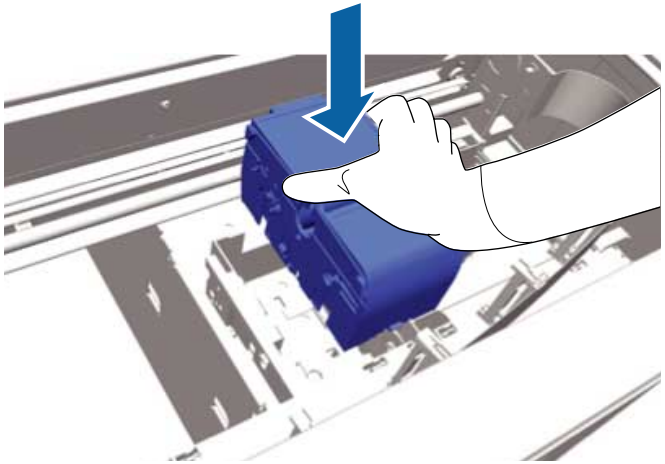


6. Wrap the old wiper unit in the packaging you retained from the new wiper unit and dispose of it according to your local laws and regulations.

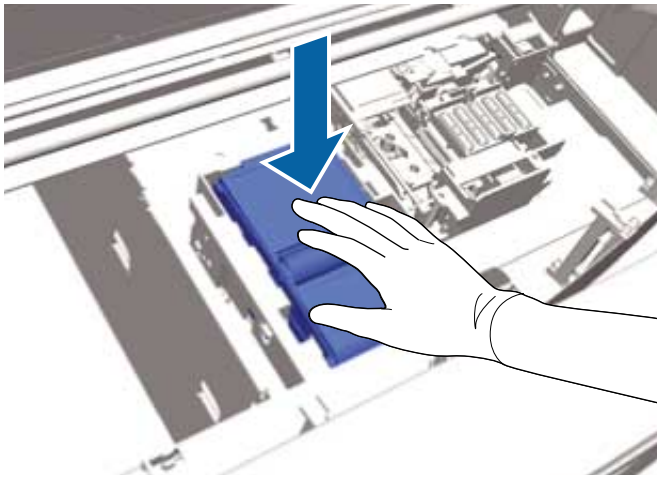


Caution: The wiper unit is classified as industrial waste. When handing it over to the industrial waste disposal company, make sure you include the Safety Data Sheet found on Epson's support website.

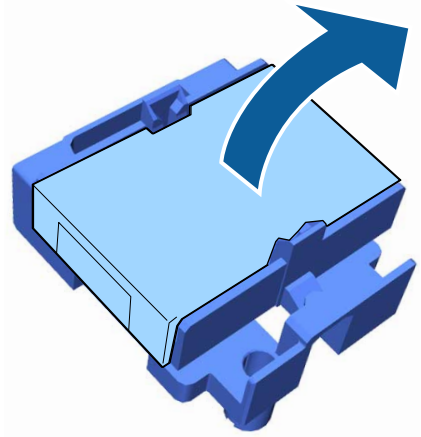
7. Insert the new wiper unit into the printer as shown.



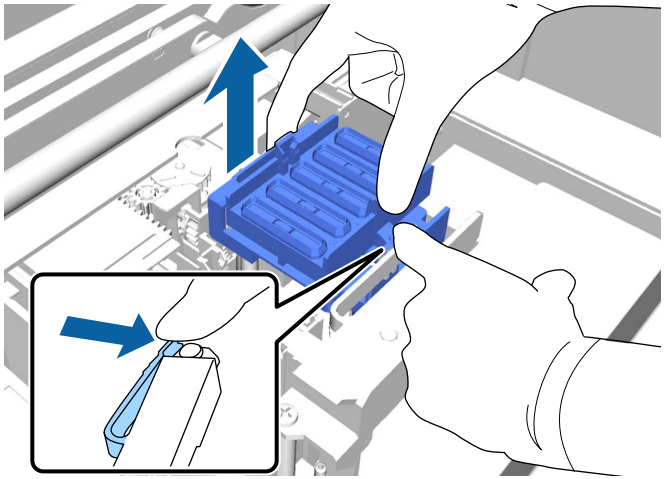
8. Press down on the wiper unit until you hear it click into place.



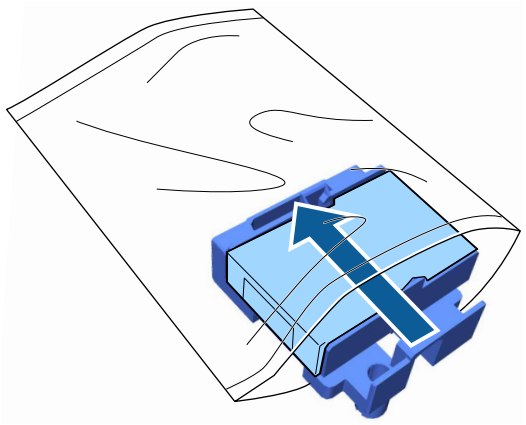
9. Unpack the new anti-drying cap and retain the packaging for disposing of the used anti-drying cap.
10. Remove the cover from the new anti-drying cap.



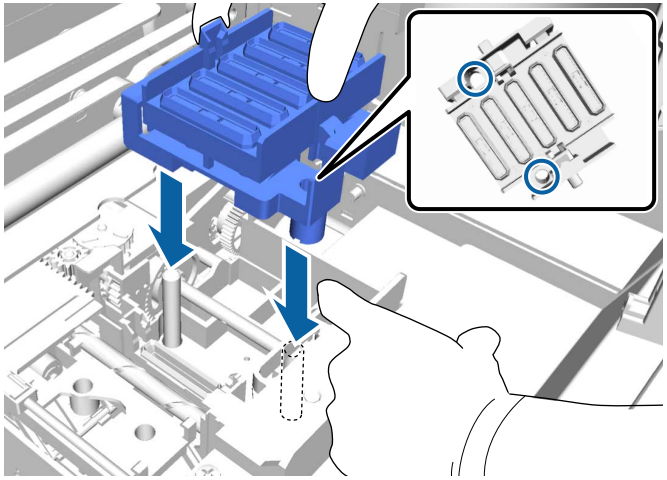
11. To remove the anti-drying cap from the printer, pull the lever toward you as shown here, and lift out the anti-drying cap.



12. Place the cover on the old anti-drying cap and put it in the bag you retained from the new anti-drying cap.



13. Pull the lever forward as shown, and install the new anti-drying cap, placing the holes in the anti-drying cap over the posts on the printer.



14. Close the printer cover.
15. Press the **OK** button.
16. Press the up or down arrow button to highlight **Yes**, and press the **OK** button.
17. Press the **OK** button again to move the print head to the flushing pad replacement position.

Parent topic: Replacing the Head Cleaning Set

Related references

Optional Equipment and Replacement Parts

Related tasks

Replacing the Flushing Pad

Related topics

Disposing of Used Consumables and Optional Parts

Replacing the Flushing Pad

Replace the flushing pad after replacing the wiper unit and anti-drying caps included in the head cleaning set.

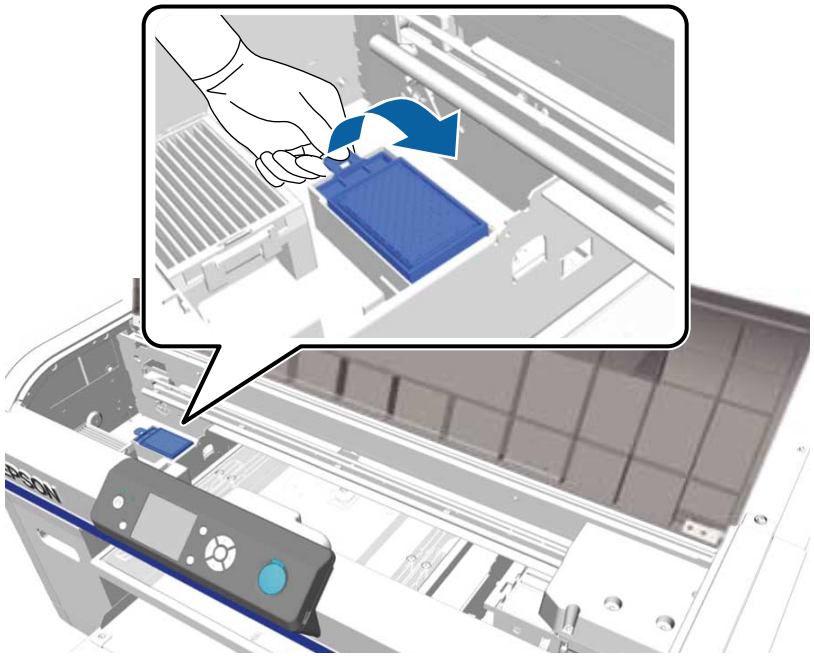
Note: The flushing pad, wiper unit, and anti-drying caps should all be replaced at the same time.

1. Open the printer cover.



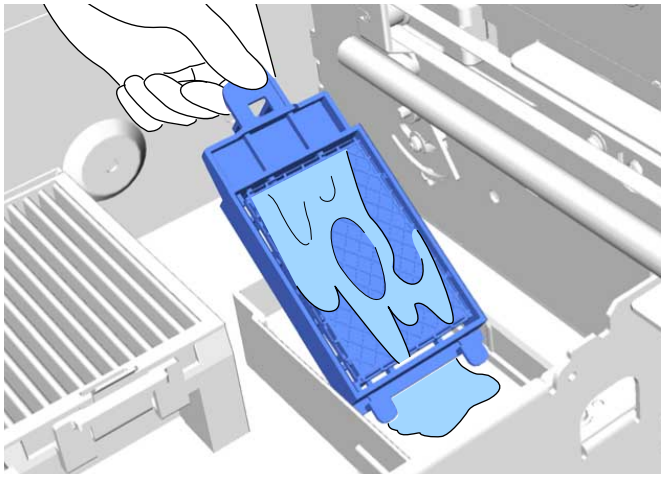
2. Unpack the new flushing pad and retain the packaging.

3. Grasp the flushing pad by its tab and gently lift it.

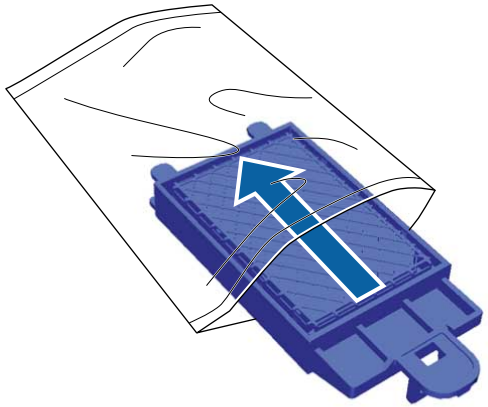


Caution: Lift the flushing pad carefully as ink could fly out if it is raised with too much force.

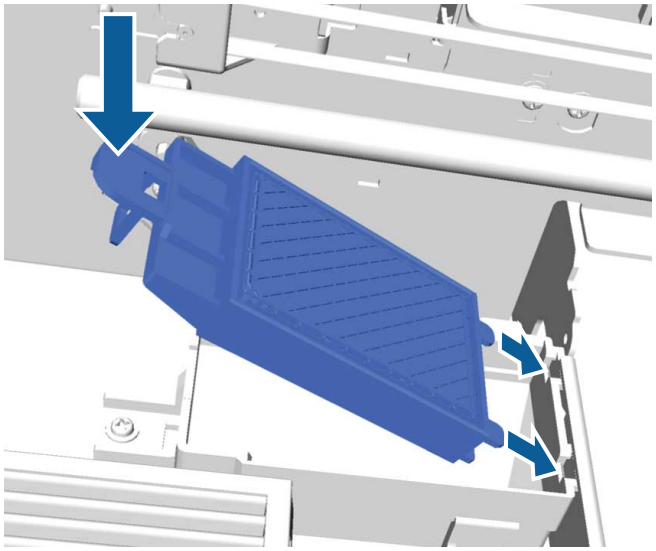
4. Hold the flushing pad at an angle and wait until the waste ink stops dripping into the receptacle beneath it. If waste ink drips into the printer, clean it up immediately.



5. Place the used flushing pad into the bag that contained the new flushing pad.



6. Insert the new flushing pad into the printer as shown, and press down on the tab until you hear the pad click into place.



Caution: Make sure you insert the new flushing pad correctly or the print head could be damaged.

7. Close the printer cover.
8. Press the **OK** button.

   The print head returns to its normal position.

Parent topic: Replacing the Head Cleaning Set

Related references

Optional Equipment and Replacement Parts

Related tasks

Replacing the Wiper Unit and Anti-drying Caps

Related topics

Disposing of Used Consumables and Optional Parts

Washing the Ink Tubes

Before you clean the ink tubes, have new ink and cleaning cartridges handy (in case you run out of ink) and a new waste ink bottle (if a message prompts you that there is not enough free space in the current bottle). The number of new cartridges required for cleaning varies according to the ink mode.

White ink mode

Ink setting	Number of cartridges/solutions
White ink	White ink: 2 Cleaning solution: 2
Color ink	Cyan ink: 1 Magenta ink: 1 Yellow ink: 1 Black ink: 1 Cleaning solution: 4

Color ink mode

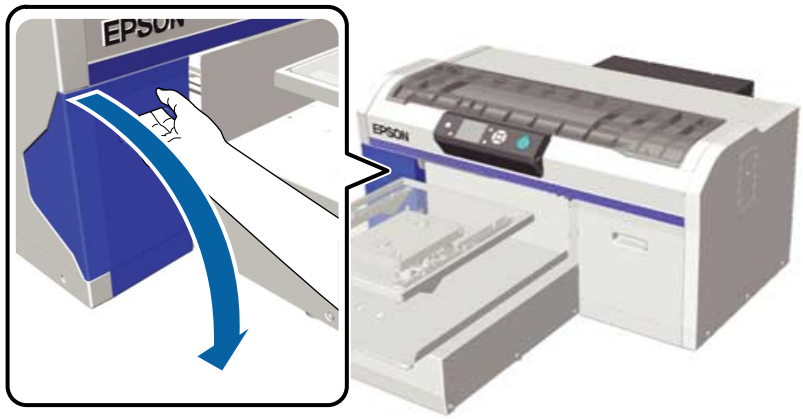
Ink setting	Number of cartridges/solutions
Color ink	Cyan ink: 1 Magenta ink: 1 Yellow ink: 1 Black ink: 1 Cleaning solution: 4

Note: If you start the tube washing process and do not have enough cleaning solution in the cartridges, you will not be able to use your printer until you install new cleaning cartridges.

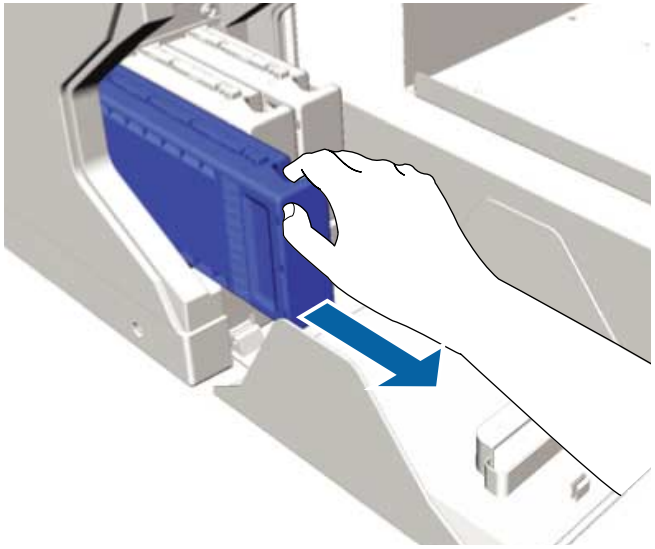
1. Unpack the cleaning cartridges.
2. Turn on the printer.
3. Press the maintenance button.

   The Maintenance menu appears.

4. Press the up or down arrow button to highlight **Tube Washing**, and press the right arrow button to select it.
5. Press the up or down arrow button to highlight **White Ink** or **Color Ink**, and press the right arrow button to select it.
6. Press the up or down arrow button to highlight **Yes**, and press the **OK** button.
7. Press the **OK** button again to start washing the tubes.
8. Open the left ink cartridge cover.

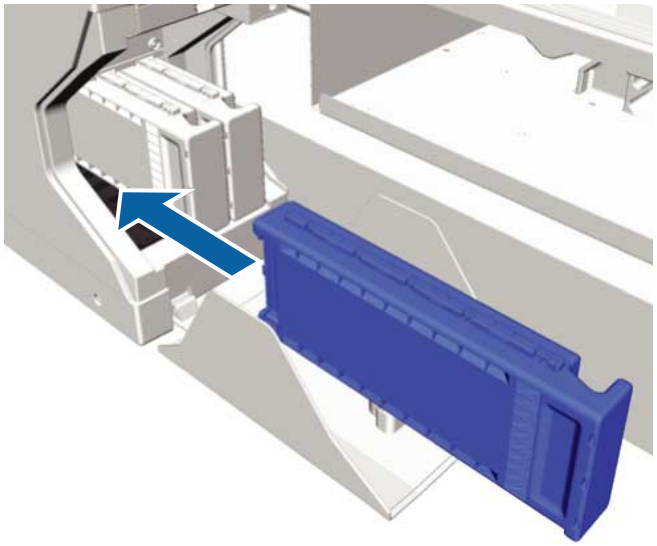


9. Place your finger in the indentation on top of the ink cartridge and pull it straight out.



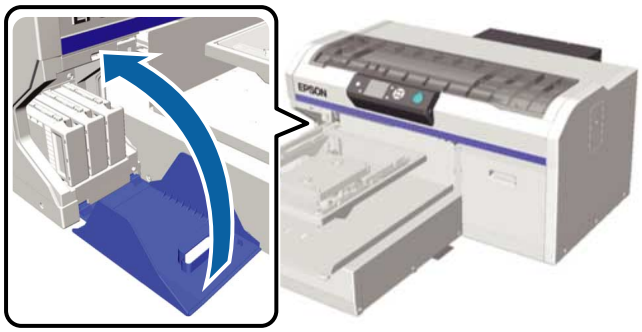
Note: Removed ink cartridges may have ink around the ink supply port, so be careful not to get ink on the surrounding area.

10. Hold a cleaning cartridge with the label side facing the side of the printer and slide it all the way into the slot.



Note: Do not touch the IC chip on the top of the cartridge; otherwise, the cartridge may not be recognized, or the printer may not print properly.

11. Repeat steps 9 and 10 for each White ink or color ink cartridge that you are cleaning.
12. Close the ink cartridge cover.



13. Press the **OK** button twice to start charging the cleaning solution.
14. When the message on the LCD screen tells you to open the cartridge cover, follow the instructions on the screen to replace the cleaning cartridge with the ink cartridge.

    Note: Shake each ink cartridge before you insert it into its slot.

15. When ink recharging is complete, the LCD screen returns to Ready mode.

    Repeat the steps above to perform tube washing for the other ink mode, if necessary.

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Shaking and Replacing the Ink Cartridges

The pigment particles in the ink cartridges can settle, causing the print quality to decline and the printer to possibly malfunction.

To maintain print quality, you must do the following:

- Shake the White ink cartridges at the start of every working day
- Shake the color ink cartridges at least once a month.

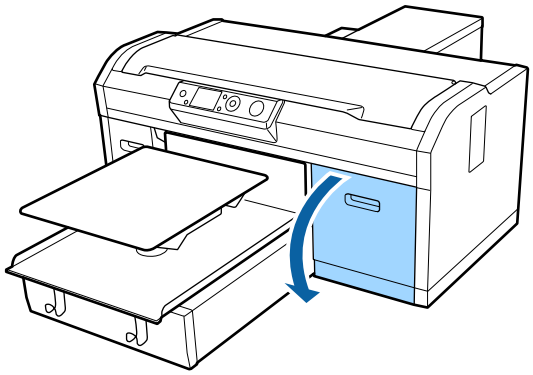
If an ink cartridge runs out during printing, you can continue printing after replacing the ink cartridge. However, there may be a slight decline in quality in the area where the cartridge was changed.

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

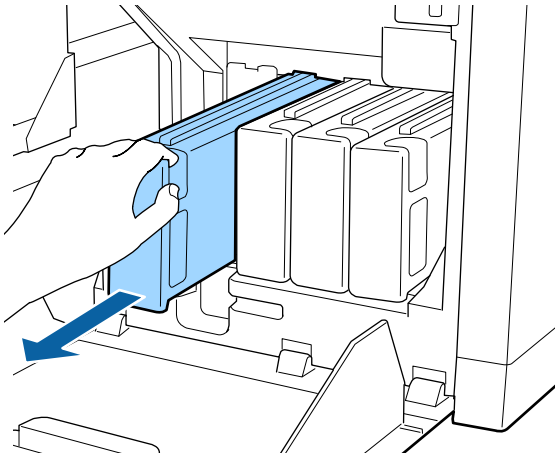
Note: Do not refill the ink.

1. Turn on the printer.

2. Open the cartridge cover.



3. Put your finger into the indentation on top of the ink cartridge and pull it straight out of its slot.

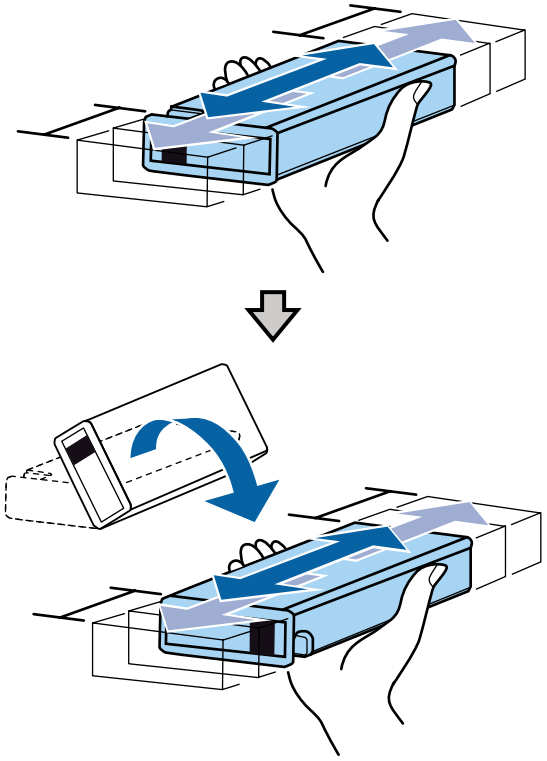


Note: Removed ink cartridges may have ink around the ink supply port, so be careful not to get ink on the surrounding area.

4. Do one of the following:
   - Shake the cartridge as shown below, place it back in the printer, repeat for any other cartridges, and close the ink cover.

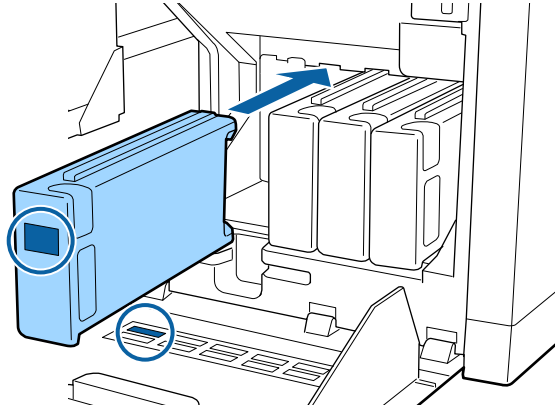
- Replace the cartridge as described starting with step 6.

5. Rapidly shake each new ink cartridge for about 15 seconds. For White ink, flip the cartridge over as shown and repeat.



Caution: Do not touch the IC chip on the end of the cartridge; otherwise, the cartridge may not be recognized, or the printer may not print properly.

6. Hold the cartridge with the label side facing the side of the printer and slide it all the way into the slot.

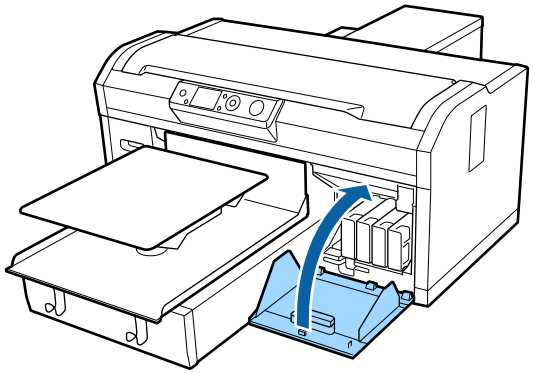


Note: Make sure that the color of the ink cartridge matches the color of the label on the printer.

7. If you need to replace another ink cartridge, repeat these steps.

Note: Make sure to install ink cartridges into all the slots or the printer cannot print.

8. Close the ink cartridge cover.



Parent topic: Maintenance

Cleaning the Encoder Strip (Carriage Scale) and Replacing the Air Filter

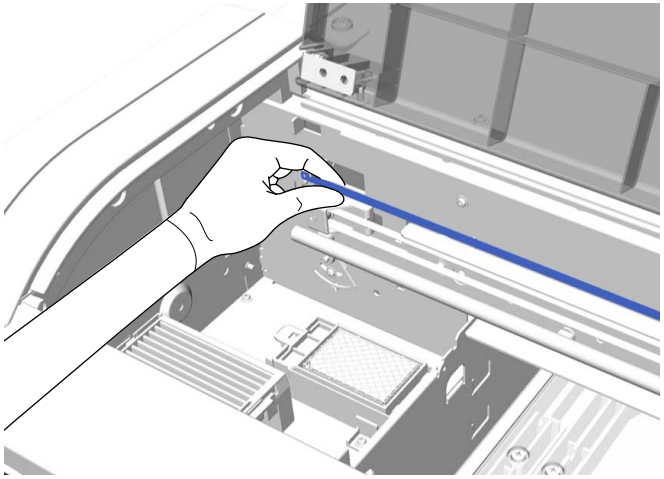
You see a message on the LCD screen when it is time to clean the encoder strip (carriage scale) and replace the air filter.

1. Turn off the printer.
2. Open the printer cover.

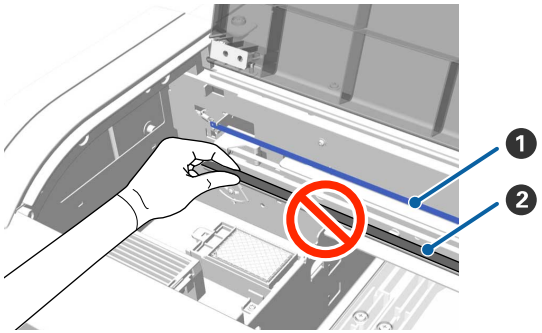


3. Let the ink cleaning solution soak into the cleaning cloth supplied with the new air filter.

4. Hold down the encoder strip (carriage scale) on the left side as shown.



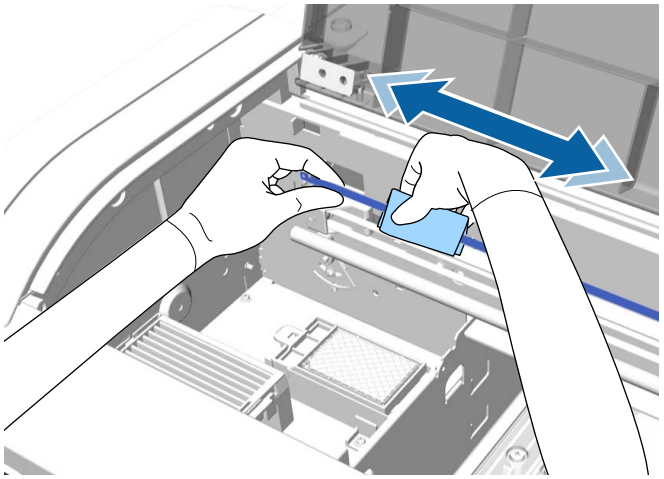
Caution: Do not touch the carriage shaft. Doing so may cause the printer to operate incorrectly.



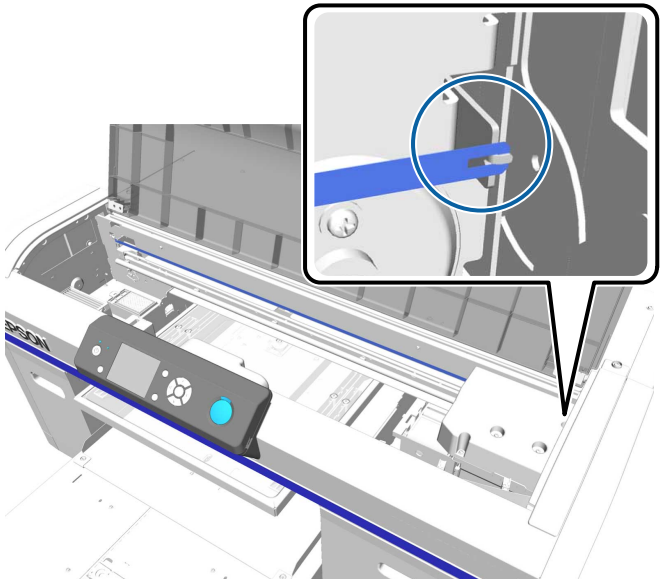
1	Carriage scale
2	Carriage shaft (do not touch)

5. Use the soaked cleaning cloth to slowly wipe away any ink from the encoder strip (carriage scale) by moving the cleaning cloth in small motions to the right and across the length of the encoder strip (carriage scale). You do not need to clean the sections covered by the print head.

   Caution: Make sure that ink cleaning solution does not drip into the printer. If any cleaning solution does drip, wipe it with a dry cleaning cloth.



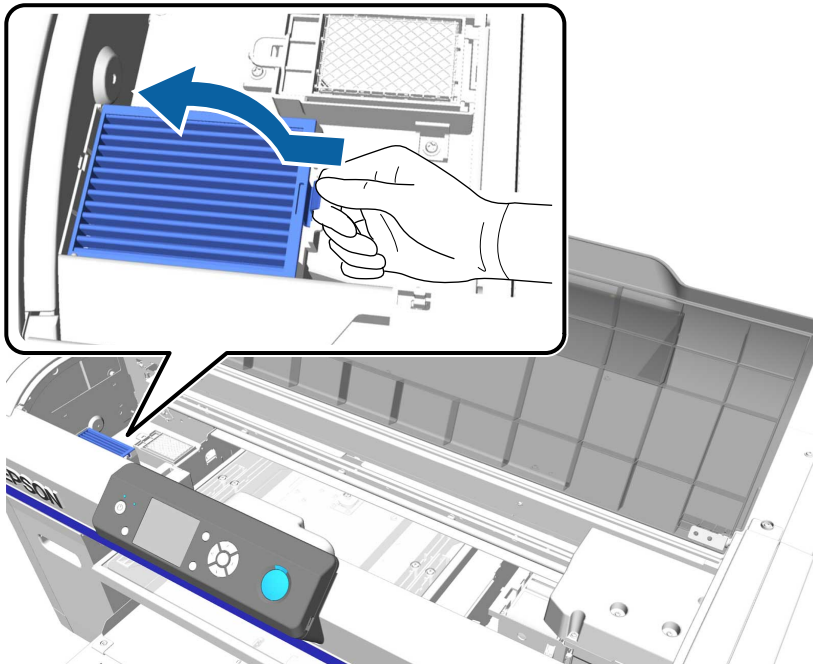
Caution: Do not pull on or rub the encoder strip (carriage scale) with too much force, or the right side may detach or the encoder strip (carriage scale) may be damaged, causing the printer to operate incorrectly.



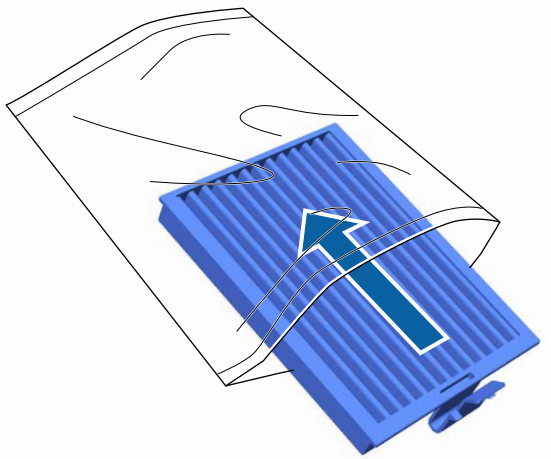
6. Use a dry cleaning cloth to wipe away any ink cleaning solution or dust remaining on the encoder strip (carriage scale).
7. Unpack the new air filter and retain the packaging for disposing of the used air filter.

   Note: If you need to clean up any ink inside the printer, use only the cleaning cloth supplied with the air filter.

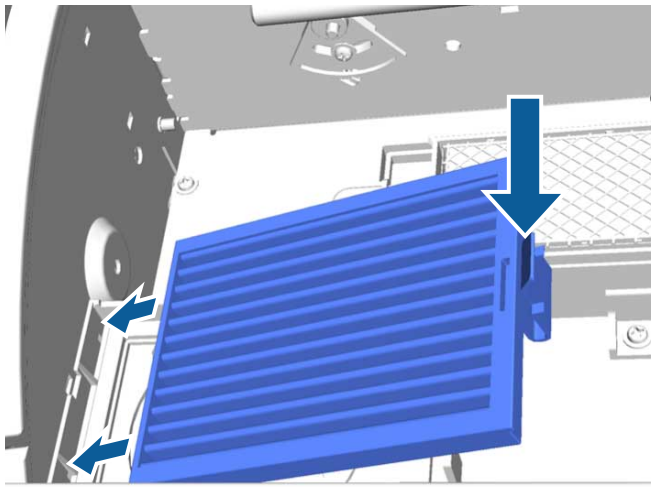
8. Grasp the tab on the air filter and lift it up to remove it.



9. Place the used air filter into the bag you retained from the new air filter.



10. Install the new air filter into the printer as shown and press it down until you hear it click into place.



Parent topic: Maintenance

Cleaning Around the Print Head

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

1. Let the ink cleaning solution soak into a new large cleaning swab.
2. Turn on the printer.
3. Press the maintenance button.

   The Maintenance menu appears.
4. Press the up or down arrow button to select **Cleaning around head**, and press the right arrow button.
5. Press the up or down arrow button to select **Yes**, and press the **OK** button.

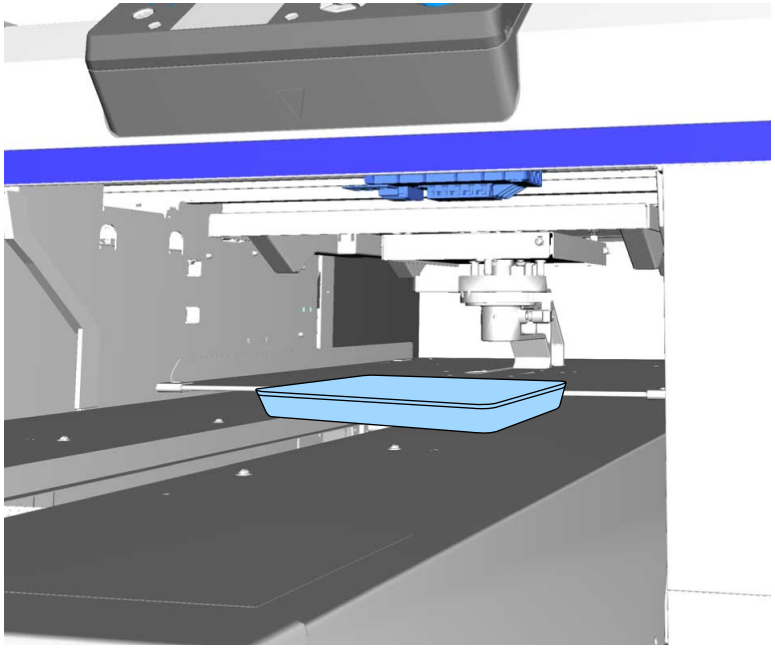
   The platen and print head move to the maintenance position.

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

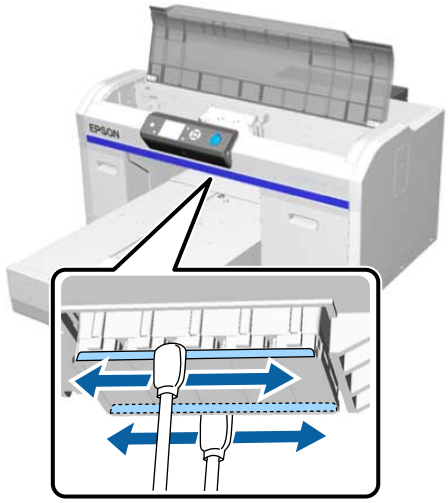
   Note: A buzzer sounds after 10 minutes once the platen and print head move to the maintenance position. Press the **OK** button to continue cleaning. The buzzer sounds again after 10 minutes. Nozzles can be clogged if more time passes, so finish cleaning as soon as possible.
6. Open the printer cover.



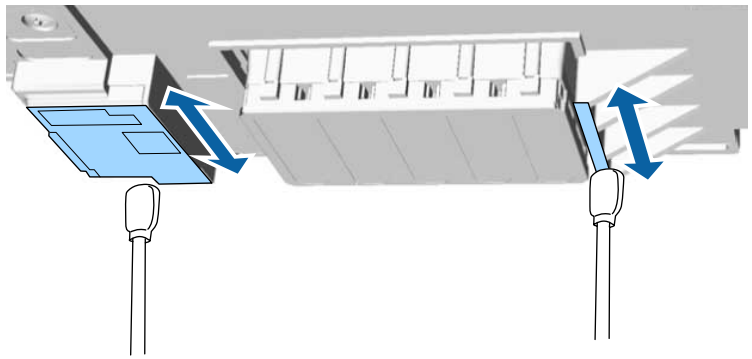
7. After the print head has moved to the maintenance position, place a metal or plastic tray, or a sheet of paper under the print head to prevent ink from dripping onto the printer.



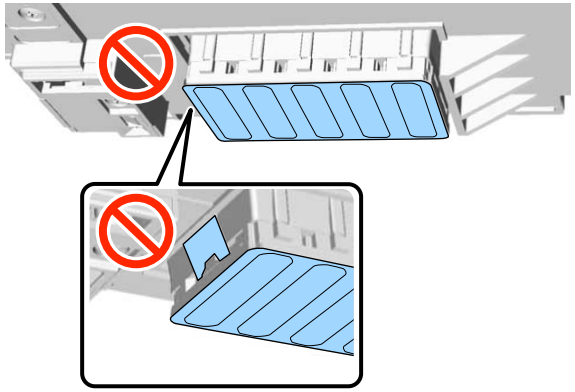
8. Look into the print head below the control panel. Wipe the edges at the front and rear of the nozzle surface with the cleaning swab as shown.



9. Wipe the parts on the left and right of the nozzle surface.



Caution: Do not touch the nozzle surface or the parts on the left side of the nozzles with the cleaning swab. A malfunction may occur.



10. When the area around the print head is clean, remove the tray or paper that you placed on the movable base.
11. Close the printer cover.
12. Press the **OK** button.

    The print head returns to its normal position.
13. Perform a nozzle check.

Parent topic: Maintenance

Related tasks

Performing a Nozzle Check

Cleaning the Platen Path

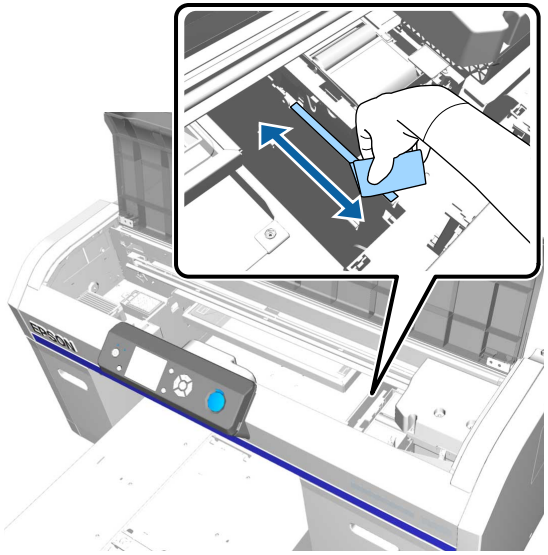
If you have problems printing normally, even after performing a head cleaning, clean the platen path to remove any lint or fibers that have accumulated.

1. If the platen is not in the forward position, press the moveable base button to move it forward.
2. Turn off the printer.

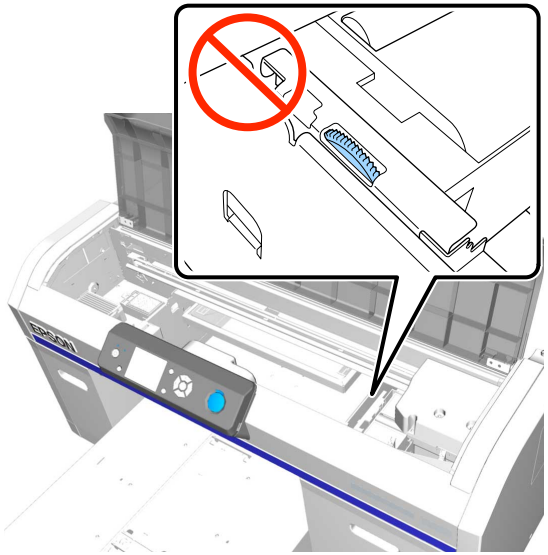
3. Open the printer cover.



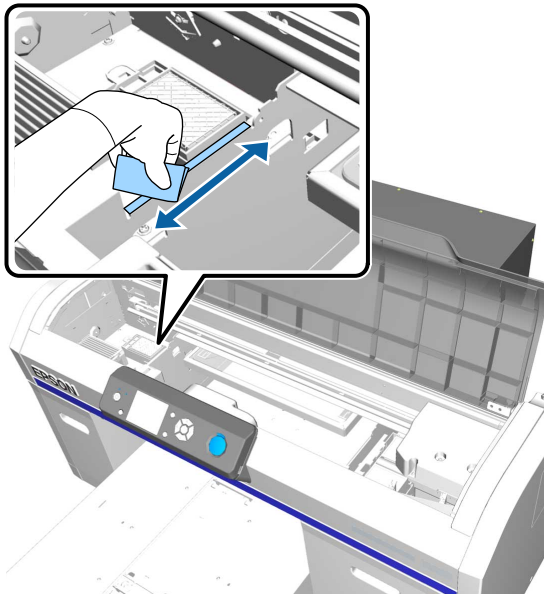
4. Wipe the metal border on the left of the wiper unit using a soft, clean cloth dampened with water and wrung tight.



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



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



6. Dry off the areas that you cleaned using a dry, soft cloth.
7. Close the printer cover.
8. Turn on the printer and perform a nozzle check.

Parent topic: Maintenance

Related tasks

Performing a Nozzle Check

Storing the Printer

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

Caution: If you do not change the ink cartridges to cleaning cartridges before storing the printer, it may be impossible to clear clogs in the print head when the printer is turned back on.

Before you begin the storage operation, gather the necessary number of cleaning cartridges and two waste ink bottles. You may need new cleaning cartridges depending on the amount of solution remaining.

1. Turn on the printer.
2. Press the maintenance button.

   The Maintenance menu appears.
3. Press the up or down arrow button to highlight **Storage Mode**, and press the right arrow button to select it.
4. Press the up or down arrow button to highlight **Yes**, and press the **OK** button.
5. Replace the ink cartridges with cleaning cartridges.

   When you finish replacing the cleaning cartridges, a message appears on the control panel telling you to replace the waste ink bottle.
6. Dispose of the waste ink.
7. Turn off the printer for storage.
8. When you turn on the printer after the storage period, follow the instructions on the control panel to install the ink cartridges.

Parent topic: Maintenance

Related tasks

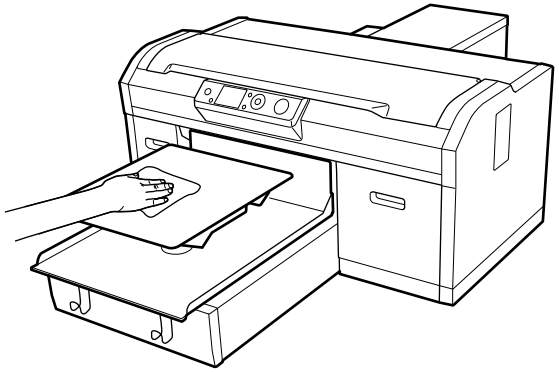
Shaking and Replacing the Ink Cartridges

Cleaning the Printer

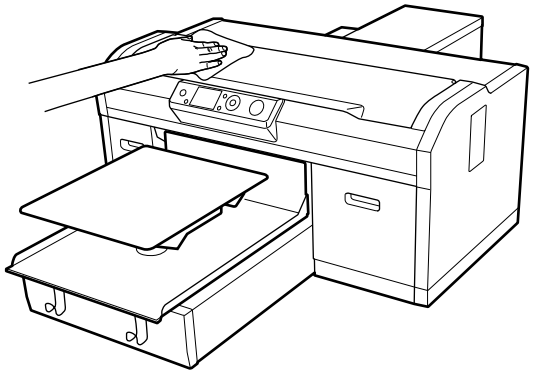
To keep the printer in optimum condition, you need to clean it periodically, along with the platen and the platen frame.

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

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



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



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

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

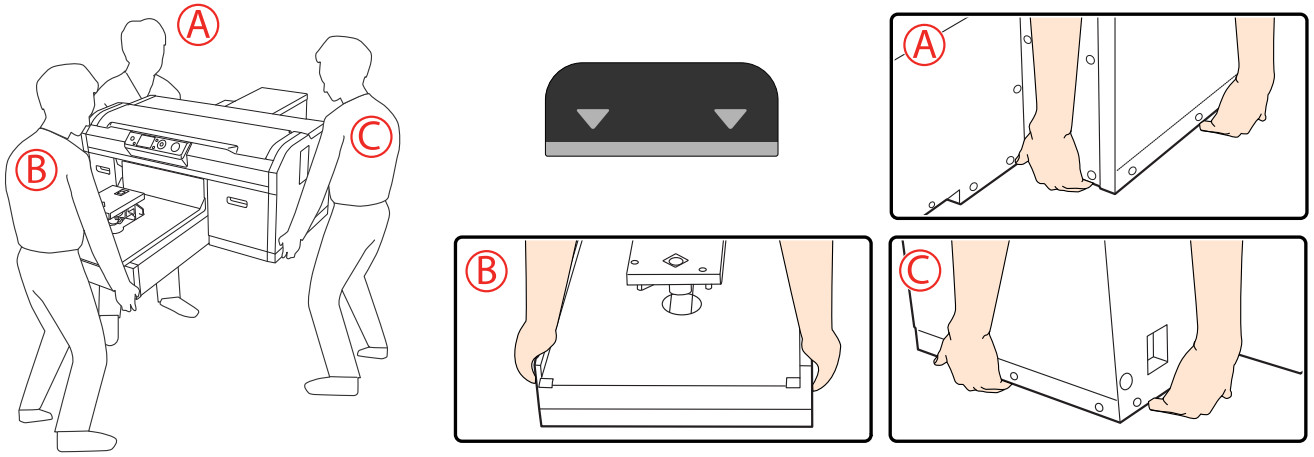
Parent topic: Maintenance

Moving or Transporting the Printer

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

Caution:

- Leave the ink cartridges installed, or the nozzles may clog or ink may leak.
- Do not tilt the printer, stand it on its side, or turn it upside down or ink may leak.
- Do not attempt to carry the printer on your own. The printer should be packed and moved by three people.
- When moving the printer, do not tilt it more than 10°.
- When lifting the printer, touch only the necessary areas and grip it where indicated by the gray stickers as shown.



Transportation Preparation
Moving the Printer
Setting Up the Printer After Transport

Transportation Preparation

Do the following before moving or transporting the printer:

- Turn off the printer.
- Remove all cables.
- Remove the platen.
- Close the fixing lever.
- Remove any tools or parts from the tool storage space.

Parent topic: Moving or Transporting the Printer

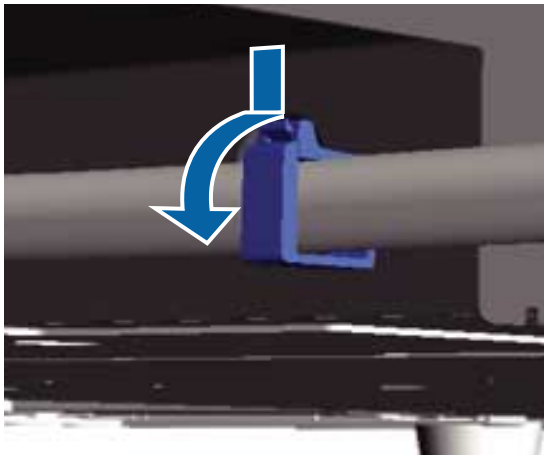
Moving the Printer

You can move the printer across the room or to a different room on the same floor level as described here.

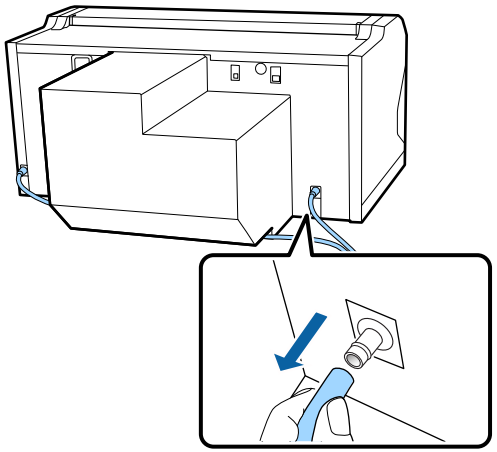
Note: Wear the protective gloves included in the maintenance kit to prevent your hands from being soiled by waste ink.

1. Make sure the printer is turned off.
2. Carefully remove the waste ink tube from the waste ink bottle.
3. Remove the waste ink bottle.

4. Remove the waste ink tube from the tube clamp.



5. Pull out the left and right waste ink tubes.



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

Parent topic: Moving or Transporting the Printer

Related tasks

Setting Up the Printer After Transport

Setting Up the Printer After Transport

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

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

Parent topic: Moving or Transporting the Printer

Related tasks

Aligning the Print Head

Performing a Nozzle Check

Using the Control Panel Menus

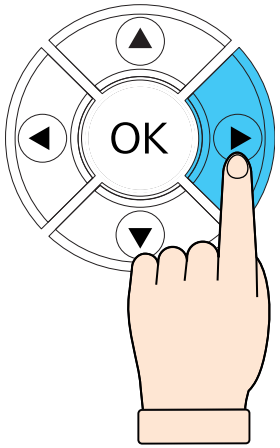
Follow the instructions in these sections to access the printer menu system and select settings.

Accessing the Printer's Menus
Maintenance Menu Settings
Printer Setup Menu Settings
USB File List Menu Settings
Printer Status Menu Settings
Administrator Menu Settings

Accessing the Printer's Menus

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

1. Press the right arrow button on the control panel.



   You see the menus on the LCD screen.
2. Press the up or down arrow button to scroll through the menus.
3. Press the right arrow button to select a highlighted menu option.

   Note: You can press the left arrow button to go back any time **Back** is displayed on the LCD screen.

4. Press the up or down arrow button to move through the settings. If there are additional settings, press the right or left arrow button as instructed on the LCD screen.
5. Press the **OK** button on the control panel when **OK** is displayed on the LCD screen.
6. When you finish changing settings, press the left arrow button as necessary to return to the main screen.

Parent topic: Using the Control Panel Menus

Maintenance Menu Settings

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

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

Setting	Options	Description
Nozzle Check	—	Select to run the nozzle check utility and inspect the printed pattern to determine if you need to clean the print head
Head Cleaning	**Selected Nozzles** **All Nozzles** **Preventive Cleaning**	Select **Selected Nozzles** to clean specific nozzles indicated on the nozzle check print pattern. Select **All Nozzles** to clean all nozzles. Then choose one of the following cleaning levels: • **Execute (Light)**: run this level of cleaning first • **Execute (Medium)**: run this level of cleaning if the light level left faint or missing ink in your printouts • **Execute (Heavy)**: run this level of cleaning if the light and medium levels still left faint or missing ink in your printouts

Setting	Options	Description
Head Cleaning Set	**Proceed**	Select **Yes** to move the platen and print head to the maintenance position before replacing the head cleaning set
Head Cap Cleaning	**Yes** **No**	Select to move the platen and print head to the maintenance position before cleaning the caps
Cleaning Around Head	**Yes** **No**	Select to move the platen and print head to the maintenance position before cleaning around the head
Waste Ink Counter	—	Select to reset the waste ink counter after replacing the waste ink bottle
Tube Washing	**White Ink** **Color Ink**	Select to run the tube washing utility to remove accumulated sediment in the selected ink tube.
Replace White Ink	**Yes** **No**	Select to switch the printer from white ink mode to color mode or vice-versa
Storage Mode	**Yes** **No**	Select if you have stored the printer for a long time (one month or more) so you can replace the cleaning fluid

Parent topic: Using the Control Panel Menus

Related references

Optional Equipment and Replacement Parts

Related tasks

Washing the Ink Tubes
Performing a Nozzle Check
Cleaning the Print Head
Shaking and Replacing the Ink Cartridges
Replacing the Waste Ink Bottle
Replacing the Head Cleaning Set
Cleaning the Suction Cap
Storing the Printer

Printer Setup Menu Settings

Settings on the Printer Setup menu let you run print quality adjustment utilities.

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

Setting	Options	Description
Head Alignment	—	Select to run the head alignment utility to correct grainy or blurry print results by realigning the print head for each platen size; this alignment does not affect your print results if you selected **Uni-Directional** as the **Head Move Direction** setting on the USB File List menu
Offset Head Alignment	**–10** to **+10**	Use this setting when you change the platen height but do not want to perform Head Alignment. One stop down on the platen (3 to 4 for example) is equivalent to a +3 setting. You can also use this setting to fine-tune alignments when a spacer pad is used to raise the flat surface of the garment.
Feed Adjustment	**–1.00%** to **+1.00%**	Select to adjust the platen feed each time the print head moves; select a higher number if dark lines appear or a smaller number if faint lines appear

Parent topic: Using the Control Panel Menus

Related tasks

Aligning the Print Head
Cleaning the Print Head
Adjusting the Height of the Platen

USB File List Menu Settings

Settings on the USB File List menu let you print, delete, and control settings for files on a USB memory device connected to the printer.

Setting	Options	Description
Select Print File	List of print files in this format: Epson_repeat_print.prn	Lets you select from a list of the print files saved on the connected USB memory device so you can print the file contents
Delete Print File	List of print files in this format: Epson_repeat_print.prn	Lets you select from a list of the print files saved on the connected USB memory device so you can delete the print file **Caution:** Deleting the print file will remove that data permanently from the USB memory device. Make sure your data is saved in another location if you wish to keep it.

Parent topic: Using the Control Panel Menus

Related topics

Printing from a USB Memory Device

Printer Status Menu Settings

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

Setting	Options	Description
Total Prints	—	Displays the total number of prints (up to 6 figures)
Firmware Version	Firmware number	Displays the printer firmware version number

Parent topic: Using the Control Panel Menus

Administrator Menu Settings

Settings on the Administrator menu let you set basic printer administration settings.

Caution: Before printing a network status sheet using this menu, remove any connected USB memory device from the printer to avoid losing data on the device or causing unexpected print results.

Setting	Options	Description
Network Setup	**IP Address Setting**	Select how the network assigns IP addresses **Auto**: uses DHCP to automatically assign IP addresses **Panel**: lets you assign the **IP Address**, **Subnet Mask**, and **Default Gateway** settings manually
	Restore Settings	Select to return all the **Network Setup** settings to their default values

Setting	Options	Description
Preferences	**Power On Cleaning**	Select **On** to have the printer perform cleaning after power is turned on and before starting printing for the first time. Cleaning is also performed peridiocally after that. Cleaning may take up to 20 minutes. (Available only for White Ink Mode.)
	Date & Time	Select to set the printer's built-in clock, used when printing the job log and printer status sheets
	Language	Select to set the language used on the printer control panel screen
	Unit: Length	Select to set the unit of length used on the control panel screen (**m** for meters or **ft/in** for feet/inches) and when printing patterns
	Alert Sound Setting	Select **On** to enable the buzzer to sound when an error occurs
	Sleep Mode	Select **Off** to turn off sleep mode or choose the amount of time before the printer enters sleep mode (from 5 to 180 minutes) The printer automatically enters sleep mode when it displays no errors, is receiving no print jobs, and is performing no control panel or other commands. In sleep mode, the LCD screen, internal motors, and other parts turn off to consume less power. To wake the printer from sleep mode, press a button on the control panel and resume operation within 30 seconds.
Reset All Settings	**Yes** **No**	Select **Yes** to return all control panel settings to their default values, except for **Date & Time**, **Language**, and **Maintenance Mode**; also does not change the current printer mode (White Ink Mode or Color Ink Mode)

Parent topic: Using the Control Panel Menus

Solving Problems

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

Product Status Messages
Solving Printer Problems
Solving Printing Problems
Solving Print Quality Problems
Uninstall Your Product Software
Where to Get Help

Product Status Messages

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

Error Messages

LCD screen message	Condition/solution
Ink Cartridge Error Ink cannot be recognized. Insert again or replace ink cartridge.	The ink cartridges have a problem. • Check that the cartridge is the same color as the color displayed on the control panel and ink door label, and then reinstall the cartridge. If the message persists, insert a new ink cartridge. • Condensation may have occurred in the ink cartridge. Remove the cartridge, leave it for four hours or more at room temperature, then reinstall the cartridge.
Ink Cartridge Error Ink cannot be detected. Insert again or replace ink cartridge.	
Ink Low	The ink is low. Make sure you have a replacement ink cartridge handy.
Prepare empty waste ink bottle.	The waste ink bottle is almost full. Make sure you have a replacement waste ink bottle handy.
Suction Error See manual to clean caps.	A suction pressure error occurred while cleaning the print head. Clean the suction cap. If the message appears frequently, contact Epson for support.

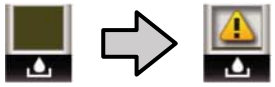
LCD screen message	Condition/solution
Head cleaning set is nearing end of life.	It is almost time to replace the head cleaning set (wiper unit, anti-drying caps, and flushing pad). Although you can continue printing, make sure you have a new head cleaning set handy.
Head Cleaning Set Life Replace head cleaning set. Press OK to move platen back, then start replacement.	Replace the head cleaning set (wiper unit, anti-drying caps, and flushing pad). Be sure to replace all components at the same time.
See manual to clean scale and change air filter.	Clean the encoder strip (carriage scale) and replace the air filter.
USB Memory Error Failed to read USB memory.	One of the following conditions may have occurred: • The USB memory device was removed while the printer was reading the data • The selected file is corrupted • The USB memory device's format type or the file format may not be supported (FAT32) Make sure that the ⏻ power light on the control panel is not flashing before removing the USB memory device from the printer.
USB Memory Error Failed to write to USB memory.	One of the following conditions may have occurred: • The USB memory device is damaged • The USB memory device was removed while the printer was writing to it • There is not enough free space on the memory device or the number of saved files has reached the maximum Check that the USB memory device is not damaged and that there is enough free space.

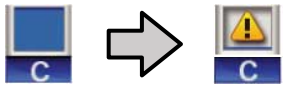
LCD screen message	Condition/solution
Platen Move Error Abnormal platen move detected. Check platen path and press 🗑 cancel	A foreign object was detected in the platen's path. Check for objects in the platen's path and under the movable base. If necessary, open the printer cover to check inside the printer. Then close the printer cover.
Platen Height Error Height sensor has detected obstruction. Press ↕ moveable base to move platen and check shirt height.	The height detection sensor detected an uneven print surface on the loaded shirt. Press the ↕ moveable base button to move the platen forward, adjust the height, and try printing again. **Note:** The correct platen height is one level down from its position where the height detection sensor reports an error.
F/W Install Error Firmware update failed. Restart the printer.	Try the following: • Turn off the printer, wait a while, and turn on the printer again. • Use Epson Control Dashboard for DTG to try updating again. If the message appears again, contact Epson for support.
Command Error Check print settings on RIP.	Try the following: • Press the 🗑 cancel button to cancel the print job. Check that the installed RIP software is compatible with the printer. • Make sure you have the latest firmware and are running the latest version of Garment Creator software.
Information Some time has passed since operation began. Finish task quickly; nozzle check is recommended once task is complete.	10 minutes or more has passed since you started cleaning the cap or replacing the head cleaning set. If the print head is out of position for more than 10 minutes, the nozzles could clog. Finish cap cleaning or head cleaning set replacement as soon as possible, then run a nozzle check to confirm that the nozzles are not clogged.
Information Power On Cleaning is off. Perform head cleaning if required.	The Power On Cleaning setting in the Administrator menu is turned off. If White ink cleaning is not performed for a certain period of time, print quality may decline due to sedimentation (ink particles sinking to the bottom of the liquid) and clogged nozzles. Clean the print head if the printer has been turned off for a long time.

LCD screen message	Condition/solution
Maintenance Request Replace Part Soon/Replace Part Now (maintenance request code)	A part used in the printer is nearing the end of its service life. Contact Epson for support and provide them with the displayed maintenance request code. The error persists until you replace the requested part.
Call For Service (service code) Power off and then on. If this doesn't work, note the code and call for service.	A call for service occurs when: • The power cable is not connected securely • An error occurs that cannot be cleared When a call for service occurs, the printer automatically stops printing. Turn off the printer, disconnect the power cable from both the outlet and the printer, and then reconnect them. Turn the printer on and off several times. If the same call for service is displayed on the LCD screen, contact Epson for support and provide them with the displayed service code.

Status Icons

Icons	Description
Printer temperature alert 	Displayed when the temperature around the print head exceeds 86 ˚F (30 ˚C). If you continue to use the printer while this icon is displayed, the frequency of automatic cleanings increases. Reduce the room temperature or temporarily stop printing to reduce the temperature around the print head. **Note:** Automatic cleaning is performed by the printer at a defined interval to keep the print head in good condition.

Icons	Description
Waste ink bottle status 	The waste ink bottle status is indicated as follows:  The size of the filled square corresponds roughly to the remaining bottle capacity.  The waste ink bottle is almost full. Make sure you have a new waste ink bottle ready.  The waste ink bottle is full. Replace the waste ink bottle with a new one.
Head cleaning set status 	The size of the filled square corresponds roughly to the time remaining before replacement is required.

Icons	Description
Ink cartridge status 	The ink cartridge status is indicated as follows:  The size of the filled square corresponds roughly to the amount of ink remaining in the cartridge.  Ink is low. Make sure you have a new ink cartridge ready.  The ink cartridge is expended; replace it with a new ink cartridge.  An error has occurred. Check the message on the screen and clear the error.  A cleaning cartridge is installed. The size of the filled square corresponds roughly to the amount of cleaning solution remaining in the cartridge. WH: White CL: Cleaning Y: Yellow M: Magenta C: Cyan BK: Black
Time before next automatic cleaning 	The amount of time before automatic cleaning will occur is displayed. Ten minutes before automatic cleaning occurs, the time display continues to blink but stops updating. The color changes when it is time to clean. There may be variations in the time before automatic cleaning occurs depending on the temperature around the print heads. Automatic cleaning may start when the power is turned off and then back on, regardless of the time displayed. **Note:** Automatic cleaning is performed by the printer at a defined interval to keep the print head in good condition.

Parent topic: Solving Problems

Related references

Where to Get Help
Optional Equipment and Replacement Parts

Related tasks

Shaking and Replacing the Ink Cartridges
Replacing the Waste Ink Bottle
Cleaning the Print Head
Cleaning the Suction Cap
Performing a Nozzle Check
Adjusting the Height of the Platen
Replacing the Head Cleaning Set
Cleaning the Encoder Strip (Carriage Scale) and Replacing the Air Filter

Related topics

Printing from a USB Memory Device

Solving Printer Problems

Check these sections if you have problems operating your product.

Printer Does Not Turn On
LCD Screen Shuts Off

Parent topic: Solving Problems

Printer Does Not Turn On

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

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

Parent topic: Solving Printer Problems

LCD Screen Shuts Off

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

- Press any of the buttons on the control panel to reactivate the display. Then perform a hardware operation such as opening the printer cover or sending a job to the printer.

- You can adjust the delay time before the printer enters sleep mode in the Administrator menu.

Parent topic: Solving Printer Problems

Related references
Administrator Menu Settings

Solving Printing Problems

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

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

Parent topic: Solving Problems

Nothing Prints

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

- Make sure your printer is turned on .
- Make sure any interface cables are connected securely at both ends. If you have a spare cable, try connecting with the spare cable.
- Check the model and specifications of the interface cable to see if the cable is appropriate for your computer and printer.
- If a USB memory device is connected to the printer, Garment Creator saves the print job to the USB memory device first and then to the printer instead of sending the print job directly to the printer. Therefore, printing does not start until the data has been saved to the USB memory device. Remove the USB memory device before sending a print job to speed up the printing process.
- If you connected your printer to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your printer directly to your computer instead of the hub.
- Make sure the USB hub is recognized correctly on the computer. Disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port.

- Make sure the USB cable length does not exceed 10 feet (3 m).

Parent topic: Solving Printing Problems

Related topics

Printing from a USB Memory Device

Cannot Print Over a Network

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

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

Parent topic: Solving Printing Problems

Print Head Moves But Nothing Prints

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

- Print a nozzle check pattern. If the pattern does not print correctly, clean the print head again. (If the printer has not been used for a long time the nozzles may be clogged.)
- Clean the suction cap and perform a medium-level cleaning on all nozzles. Watch the waste ink tube to make sure that ink is flowing during the cleaning process.
- Make sure the platen height is adjusted correctly. The printer cannot print if the platen is too far from the print head.

Parent topic: Solving Printing Problems

Related tasks

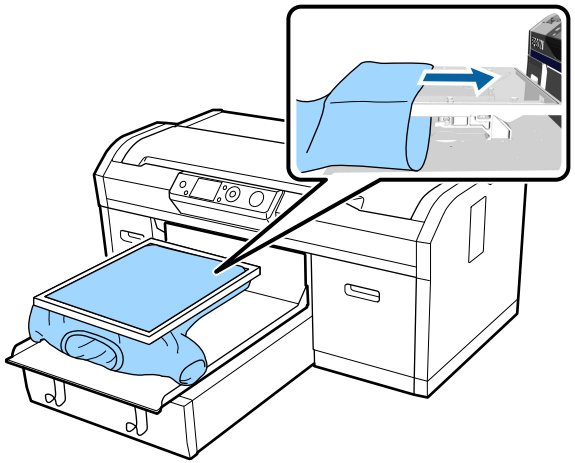
Adjusting the Height of the Platen

Cleaning the Suction Cap
Performing a Nozzle Check

Platen Height Error Is Displayed While Printing

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

- If the image you are printing requires a large amount of ink, the platen height position sensor may cause an error to appear on the LCD screen. If this occurs, remove the T-shirt from the platen surface and place it on the platen as shown here.



- Check that the pre-treatment solution is completely dry and reload the T-shirt on the platen.

Parent topic: Solving Printing Problems

Related tasks

Adjusting the Height of the Platen

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

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

Parent topic: Solving Printing Problems

Related tasks

Cleaning the Encoder Strip (Carriage Scale) and Replacing the Air Filter

Printing Is Slow or Stops Intermittently

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

- Make sure **Print Direction** is set to **Bi-Direction (High Speed)** in the Garment Creator software. Disable any **Uni-Directional** settings.
- If you print from a USB memory device with a slow reading speed (4.63MB per sec or less), the print head stops during printing and then continues. Use a USB memory device with a faster reading speed.

Parent topic: Solving Printing Problems

Related topics

Printing from a USB Memory Device

Cannot Access the USB Memory Device

When you connect a USB memory device, an icon is not automatically displayed on the printer control panel. Select **USB File List** from the Settings menu, or transmit data from a computer to the USB memory device connected to the printer.

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

Also check the Job History setting in the Garment Creator software. If all of the jobs are being stored, there may not be room on your computer's hard drive for new file printing.

Parent topic: Solving Printing Problems

Related references

USB File List Menu Settings

Related topics

Printing from a USB Memory Device

Red Light Shines Inside the Printer

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

Parent topic: Solving Printing Problems

Forgot the Network Password

If you forgot the password you created during network setup, select **Restore Settings** from the LCD screen menu list.

Parent topic: Solving Printing Problems

Related references

Administrator Menu Settings

Solving Print Quality Problems

Check these sections if you have problems with print quality.

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

Parent topic: Solving Problems

Nozzle Check Pattern Prints Incorrectly

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

- Clean the print head and print the check pattern again. If cleaning the print head several times does not solve the problem, clean the suction cap. For White ink, also wash the tubes.
- If the printer has not been used for a long time, nozzles may be dried and clogged. If cleaning the print head does not solve the problem, replace the ink cartridges with cleaning cartridges.
- Lint may have adhered to the platen near the print head. Clean the area using the maintenance kit.
- Check to see if cleaning cartridges are installed in Color Ink mode. If so, the rows printed with the cleaning solution are difficult to see.
- If you are printing the nozzle check pattern on paper in White ink mode, the rows printed with white ink are difficult to see. Try printing directly on the platen to confirm the nozzle check pattern using White ink.

Parent topic: Solving Print Quality Problems

Related tasks

Washing the Ink Tubes
Cleaning the Print Head
Cleaning the Suction Cap
Shaking and Replacing the Ink Cartridges
Performing a Nozzle Check
Cleaning Around the Print Head
Cleaning the Platen Path

Overall Print Quality Is Poor

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

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

  Adjust the platen height.
- Print in uni-directional mode to see if the platen height adjustment is off.
- Align the print head.
- Perform a feed adjustment.
- Make sure you are using genuine Epson ink cartridges. If you use non-Epson ink cartridges, the printed result may be faint or the colors may be inaccurate because the remaining ink level is not correctly detected.
- Make sure your ink cartridges have not expired. For best results, use ink cartridges before the expiration date printed on the package (within a year of installation in the printer). Replace expired cartridges with new ones.
- Shake the cartridges thoroughly before installing them in the printer. To maintain optimum print quality, remove and shake the installed White ink cartridge at the start of every working day or when a message is displayed. Shake the color cartridges once a month.

- Compare the printed result with the image on your computer screen. Since monitors and printers produce colors differently, printed colors and screen colors do not always look the same.
- Make sure that the printer cover is closed during printing.
- Check the ink levels on the LCD screen. Replace any cartridges that are low on ink.
- Adjust the print quality settings in the Garment Creator software to a higher quality setting.
- Adjust the density of the White ink in the Garment Creator software.
- Make sure the pre-treatment solution is not too diluted. If the pre-treatment solution has been diluted too much, the solidity of the White ink is weakened and the edges of the image may be blurred. Try reducing the density of the White ink in the Garment Creator software or use a stronger pre-treatment solution.

Parent topic: Solving Print Quality Problems

Related tasks

Performing a Nozzle Check
Adjusting the Height of the Platen
Aligning the Print Head
Shaking and Replacing the Ink Cartridges
Cleaning Around the Print Head
Cleaning the Platen Path

Related topics

Pre-treating a T-shirt

Lines Are Misaligned

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

- Align the print head.
- Run an **Offset Head Alignment** to fine tune the alignment.
- You may see lines in prints created using the **Auto** (bi-directional) setting, depending on the unevenness of the shirt's surface. If this occurs, perform Head Alignment. If lines are still misaligned even after aligning the print head, set the **Head Move Direction** setting to **Uni-Directional** in the Garment Creator software or the printer's menus. If lines are still visible, adjust the print quality settings in the Garment Creator software.

Parent topic: Solving Print Quality Problems

Related tasks

Aligning the Print Head

Grainy or Unclear Printout

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

- Clean the suction cap.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Clean the surface of the T-shirt. Remove any lint with sticky tape or a lint roller, and press the fibers flat with a hard roller when you load a T-shirt on the platen.
- You may need to increase the image resolution or print at a smaller size (optimum image resolution is 360 dpi); see your software documentation for instructions.
- For colored prints on white T-shirts, try using **Ink Blot Reduction** mode in the Garment Creator software. (This mode is not applicable when White ink is used.)

Parent topic: Solving Print Quality Problems

Related tasks

Cleaning the Suction Cap

Performing a Nozzle Check

Aligning the Print Head

Cleaning Around the Print Head

Cleaning the Platen Path

White Ink Quality Is Poor

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

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- To maintain optimum print quality, remove and shake the installed White ink cartridge at the start of every working day or every 20 hours (or when a message is displayed).
- Adjust the density of the White ink in the Garment Creator software.
- Make sure the pre-treatment solution is applied evenly or the printed results will be uneven.

- Make sure the pre-treatment solution is not too diluted. If the pre-treatment solution has been diluted too much, the solidity of the White ink is weakened and the edges of the image may be blurred. Try reducing the density of the White ink in the Garment Creator software or make the pre-treatment solution stronger.
- Make sure to dry the shirt completely after pre-treatment. If the shirt is left for an extended period, dry it for several seconds using a heat press before printing.
- Check the temperature and pressure of the heat press. The temperature of the heat press decreases when you press a T-shirt that has had pre-treatment solution applied. When pressing several T-shirts in succession, check that the temperature of the heat press is not too low. Whiteness becomes uneven if the pressure is insufficient since the T-shirt does not dry completely and the fibers are not pressed flat.
- Make sure your White ink cartridges have not expired. For best results, use ink cartridges before the expiration date printed on the package (within a year of installation in the printer). Replace expired cartridges with new ones.
- Wash the ink tubes when a message is displayed. This cleans out any sediment from the tubes.
- If the under-base white shows outside the main image area, adjust the print area of the under-base white in the Garment Creator software.
- Try printing on a different type of garment. White quality can vary depending on the quality of the cotton and ratio of polyester in a garment.

Parent topic: Solving Print Quality Problems

Related references

Fixing the Pre-treatment Solution (Heat Press)
Handling White Ink

Related tasks

Washing the Ink Tubes
Performing a Nozzle Check
Aligning the Print Head
Cleaning Around the Print Head
Cleaning the Platen Path

Related topics

Pre-treating a T-shirt

Ink Stains Appear Outside the Printed Areas

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

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

Parent topic: Solving Print Quality Problems

Related tasks

Cleaning Around the Print Head
Cleaning the Platen Path

Printer Status Sheet or Logs Print Incorrectly

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

Parent topic: Solving Print Quality Problems

Uninstall Your Product Software

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

Uninstalling Product Software - Windows
Uninstalling Product Software - Mac

Parent topic: Solving Problems

Uninstalling Product Software - Windows

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

1. Turn off the product.
2. Disconnect any interface cables.
3. Do one of the following:
   - **Windows 10**: Right-click and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

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

Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.

- **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

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

  Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.

- **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson**, select your product, then click **EPSON Printer Software Uninstall**.

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

  In the next window, select your product and click **OK**. Then follow any on-screen instructions.

4. Restart your computer, then re-install your software.

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

Parent topic: Uninstall Your Product Software

Uninstalling Product Software - Mac

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

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

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.
2. Click **Downloads**.
3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**.
4. Run the file you downloaded.
5. Double-click the **Uninstaller** icon.

6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
7. Click **Uninstall**.
8. Follow the on-screen instructions to uninstall the software.
9. Reinstall your product software.

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

Parent topic: Uninstall Your Product Software

Where to Get Help

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred Limited Warranty Plan. Dial (888) 377-6611, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

Note: If you experience difficulty with the toll-free number, call (562) 276-1305 (U.S.) or (905) 709-3481 (Canada).

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

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

Note: For help using any other software on your system, see the documentation for that software for technical support information.

Purchase Supplies and Accessories

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

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

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

Windows System Requirements
Mac System Requirements
Printer Specifications
Electrical Specifications
Environmental Specifications
Dimension Specifications
Ink Cartridge Specifications
Cleaning Cartridge Specifications
Pre-treatment Solution Specifications
Ink Cleaning and Tube Cleaning Solution Specifications
Safety and Approvals Specifications

Windows System Requirements

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

Microsoft Windows OS version (32- and 64-bit compatible)	Windows 7, Windows 8.x, Windows 10.x
CPU	Intel i5 or better
Memory	8GB or more
Hard disk space available	32GB or more

Interface	Two High-Speed USB ports compatible with USB 2.0 Specification Rear port: for computer connection Front port: for external USB device connection
	Ethernet 100Base-TX
Display resolution	XGA (1024 × 768) or higher

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

Parent topic: Technical Specifications

Mac System Requirements

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

OS X version	OS X 10.10.x , 10.11.x, and macOS 10.12.x and macOS 10.13.x
CPU	Intel i5 or better
Memory	8GB or more
Hard disk space available	32GB or more
Interface	Two High-Speed USB ports compatible with USB 2.0 Specification Rear port: for computer connection Front port: for external USB device connection
	Ethernet 100Base-TX
Display resolution	XGA (1024 × 768) or higher

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

Parent topic: Technical Specifications

Printer Specifications

Printing method	On-demand ink jet
Nozzle configuration	**White Ink Mode**: White: 360 nozzles × 4 Color: 360 nozzles × 4 colors Cleaning: 360 nozzles × 2 **Color Ink Mode**: 360 nozzles × 4 colors Cleaning: 360 nozzles × 6 **High-Speed Color Mode**: 360 nozzles × 2 (×4 colors) Cleaning: 360 nozzles × 2
Socket interval	5.04 inches (128 mm)
Socket diameter	0.78 inch (19.9 mm)
Available heights	0.93 inch to 1.24 inches (23.5 mm to 31.5 mm)
Thickness of height regulation spacers	0.3 inch (7.5 mm); 4 points
Resolution	White: 1440 × 1440 dpi maximum Color: 1440 × 720 dpi maximum
Control code	ESC/P raster (undisclosed command)
Platen feed method	Conveyor belt
Built-in memory	Main memory: 512MB Network: 128MB

Parent topic: Technical Specifications

Electrical Specifications

Rated voltage	AC 100 to 240 V

Rated frequency range	50/60 Hz
Rated current	0.7 to 0.4 A
Power consumption	Printing: 55 W (approximately) Sleep mode: 10 W (approximately) Power off mode: 0.5 W or less

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (before unpacking): –4 to 140 °F (–20 to 60 °C); within 120 hours at 140 °F (60 °C) and 1 month at 104 °F (40 °C) Storage (after unpacking): –4 to 104 °F (–20 to 40 °C); within 1 month at 104 °F (40 °C) **Note:** Operating the printer when the temperature around the print head exceeds 86 °F (30 °C) will cause more frequent automatic cleaning cycles.
Humidity (non-condensing)	Operating: 20 to 80% RH Storage: 5 to 85% RH

Parent topic: Technical Specifications

Dimension Specifications

Height	19.3 inches (490 mm)
Width	38.8 inches (985 mm)
Depth	56.1 inches (1425 mm)

Weight	185.2 lb (84 kg) (with supplied platen installed; not including ink cartridges or waste ink tubes)

Parent topic: Technical Specifications

Ink Cartridge Specifications

Type	Epson ink cartridges
Color	**White Ink Mode**: Cyan, Magenta, Yellow, Black, White **Color Ink Mode/High-Speed Color Mode**: Cyan, Magenta, Yellow, Black
Expiration date	Opened package: Up to 1 year from installation in printer Unopened package: See the date printed on the package; at normal temperature
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package and after installation in printer): –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)

Dimensions	**600 ml**: Width: 1.57 inches (40 mm) Depth: 12 inches (305 mm) Height: 4.3 inches (110 mm) **250 ml**: Width: 1.57 inches (40 mm) Depth: 7.87 inches (200 mm) Height: 4.3 inches (110 mm)

Parent topic: Technical Specifications

Cleaning Cartridge Specifications

Expiration date	See the date printed on the package; at normal temperature
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package and after installation in printer): –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)
Capacity	23.7 oz (700 ml)
Dimensions	Width: 1.57 inches (40 mm) Depth: 12 inches (305 mm) Height: 4.3 inches (110 mm)

Parent topic: Technical Specifications

Pre-treatment Solution Specifications

Expiration date	See the date printed on the package; at normal temperature
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package): –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)
Capacity	5.28 gal (20 L)
Dimensions (box)	11.8 inches (300 mm) × 11.8 inches (300 mm) × 11.8 inches (300 mm)

Parent topic: Technical Specifications

Ink Cleaning and Tube Cleaning Solution Specifications

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

Parent topic: Technical Specifications

Safety and Approvals Specifications

United States	Safety: UL60950-1
	EMC: FCC part 15 Subpart B class A
Canada	Safety: CAN/CSA C22.2 No. 60950-1
	EMC: CAN/CSA-CEI/IEC CISPR 22 Class A

Caution: This is a class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

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

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

Important Safety Instructions

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

General Product Safety Instructions
Ink Cartridge Safety Instructions

Parent topic: Notices

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Connect your product to a properly grounded power outlet. Avoid plugging the product into an outlet on the same circuit as a photo copier, heat press, or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.

- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the cabinet or insert objects through the slots.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not touch the encoder strip (carriage scale).
- Do not put your hands inside the product or touch the ink cartridges while printing.
- Do not move the print head by hand; this may damage the product.
- Do not spill liquid on the product or use the product with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the product yourself.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the cabinet damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.

- Leave the ink cartridges installed. Removing the cartridges can dehydrate the print head and may prevent the product from printing.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak.

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

Parent topic: Important Safety Instructions

Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Wear a mask, gloves, and protective eye wear when replacing the waste ink bottle. Should waste ink get on your skin, immediately wash it off using soap and water. Consult a physician if the skin appears irritated or is discolored. If waste ink gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If waste ink is swallowed, consult a physician immediately; do not induce vomiting.
- After replacing the waste ink bottle, wash your hands thoroughly.
- Do not put your hand inside the product or touch any cartridges during printing.
- Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the print head and may prevent the product from printing.
- Install ink cartridges in all the ink cartridge slots. You cannot print if any of the slots are empty.
- Dried ink on the supply port may cause ink leaks when the cartridge is reinserted and used. Wipe off any excess ink before reinserting.
- Do not insert or remove replacement cartridges during printing.
- Do not remove the transparent seal from the ink supply port. This may cause the cartridge to become unusable.
- The green IC chip on this ink cartridge retains a variety of cartridge-related information, such as the ink cartridge status, so that the cartridge may be removed and reinserted freely. Do not touch the green IC chip on the side of the cartridge. This may prevent normal operation and printing.

- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.
- To ensure print quality, use an ink cartridge before the date printed on its package.
- Do not dismantle or alter an ink cartridge. This could damage the print head and may prevent the product from printing.
- Do not drop cartridges or bump them against hard objects; otherwise, the ink may leak.
- Store ink cartridges at room temperature in a location that is not exposed to direct sunlight.
- After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least four hours before using it.

Parent topic: Important Safety Instructions

FCC Compliance Statement

For United States Users

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

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

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

WARNING

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

For Canadian Users

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

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

WARNING

This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

Parent topic: Notices

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Bonjour

This printer product includes the open source software programs which apply the Apple Public Source License Version1.2 or its latest version ("Bonjour Programs").

We provide the source code of the Bonjour Programs pursuant to the Apple Public Source License Version1.2 or its latest version until five (5) years after the discontinuation of same model of this printer product. If you desire to receive the source code of the Bonjour Programs, contact Epson support.

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Version 2.0 - August 6, 2003

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Parent topic: Notices

Binding Arbitration and Class Waiver

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

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

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

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way,

Long Beach, CA 90806 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

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

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

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

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

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

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

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

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

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

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

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

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding**

individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: Notices

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