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Epson® SureColor® F7200 User's Guide

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Epson SureColor F7200 User's Guide

Welcome to the Epson SureColor F7200 *User's Guide*.

Introduction to Your Printer

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

Notations Used in the Documentation
Printer Part Locations
Consumables and Replacement Parts
Printer Usage Guidelines

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

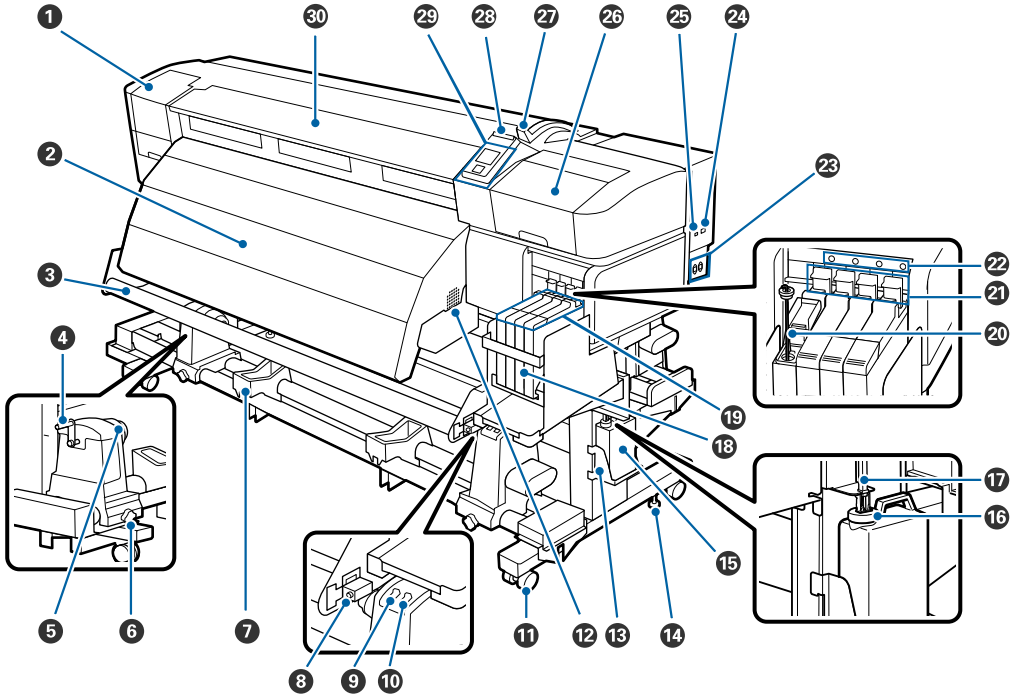
Printer Part Locations

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

Product Parts - Top and Sides
Product Parts - Inside
Product Parts - Back
Control Panel Parts

Parent topic: Introduction to Your Printer

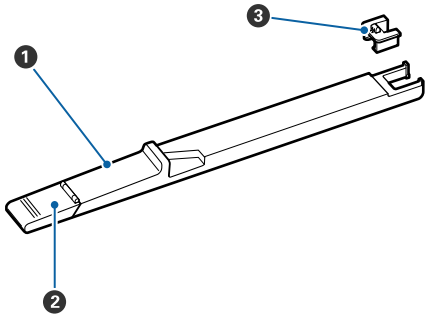
Product Parts - Top and Sides



1 Maintenance cover (left)
2 After heater
3 Media guide bar
4 Handle
5 Roll core holder
6 Roll core holder locking screw
7 Roll support
8 Adjustment screw
9 **Auto** switch
10 **Manual** switch

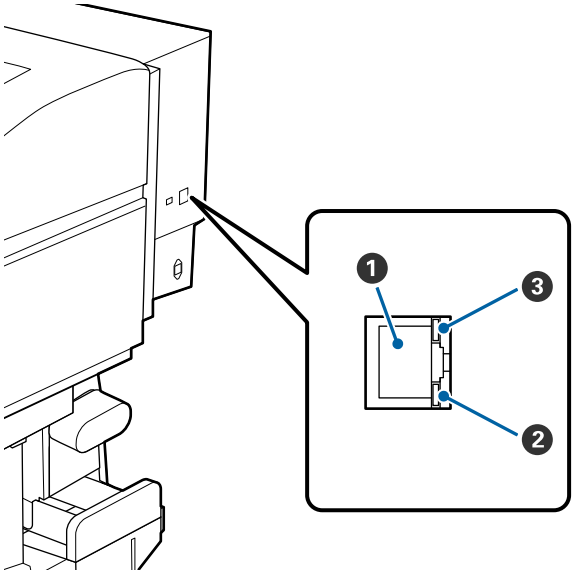
11 Casters
12 Airflow vents
13 Waste ink bottle holder
14 Stand fixing screw
15 Waste ink bottle
16 Ink splash guard
17 Waste ink tube
18 Ink tank
19 Slider (chip holder)
20 Stirring stick
21 Lock lever
22 Chip unit check lamp
23 AC inlet #1/AC inlet #2
24 LAN port
25 USB port
26 Maintenance cover (right)
27 Media loading lever
28 Alert lamp
29 Control panel
30 Front cover

Slider (Chip Holder) Parts



1 Slider
2 Ink inlet cover
3 Chip unit

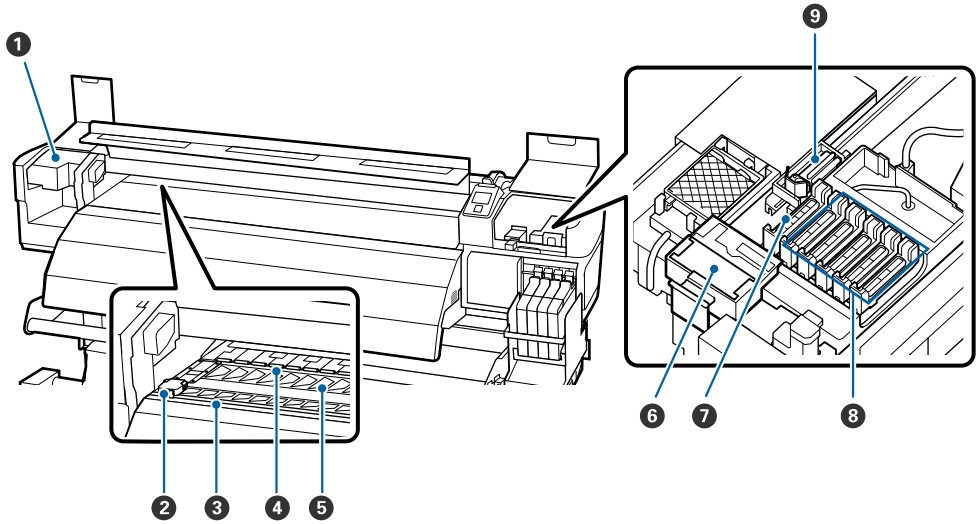
LAN Port Parts



1 RJ-45 connector
2 Data light (orange)
3 Status light
Red: 100Base-TX
Green: 1000Base-T

Parent topic: Printer Part Locations

Product Parts - Inside

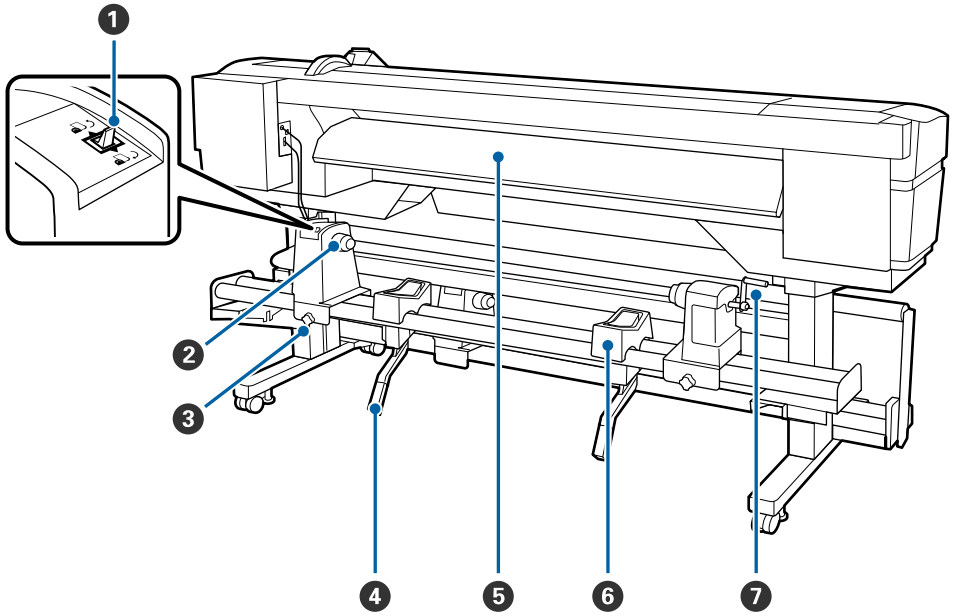


1 Print head
2 Media holding plate
3 Cutter groove
4 Pressure rollers
5 Platen
6 Wiper cleaner

7 Suction caps
8 Anti-drying caps
9 Wiper

Parent topic: Printer Part Locations

Product Parts - Back

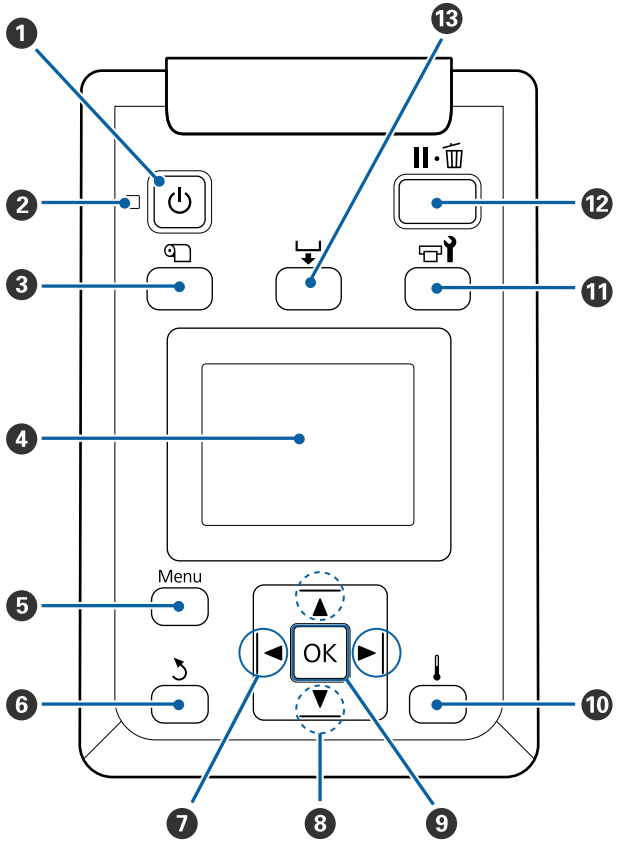


1 Drive switch
2 Roll holder
3 Roll holder fixing screw
4 Lift lever
5 Loading guide
6 Roll support

7 Handle

Parent topic: Printer Part Locations

Control Panel Parts



1 The ⏻ power button
2 The ⏻ power light
3 The media setup button
4 LCD screen

5 The **Menu** button

6 The back button

7 The left and right arrow buttons

8 The up and down media feed buttons

9 The **OK** button

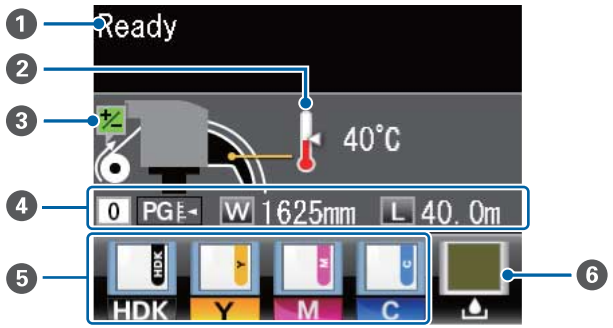
10 The heat/dry menu button

11 The maintenance button

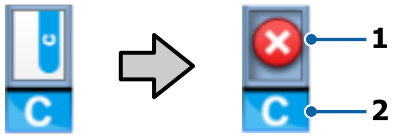
12 The pause/cancel button

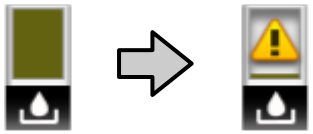
13 The media feed button

LCD Screen Display



1	Status messages
2	Heater temperature status : Heater is the selected temperature : Heater has not yet reached the selected temperature
3	Feed adjustment information, if you have entered a value during printing

4	Media information Displays, from left to right, the selected media (0 indicates RIP settings are in use), platen gap, media width, and remaining media. PG: Platen gap is 1.5 PG: Platen gap is 2.0 PG: Platen gap is 2.5
5	Chip unit status The chip unit status (1) changes from normal (left) to warning or error status (right) if necessary.  The ink color is shown below (2). • HDK: High Density Black • Y: Yellow • M: Magenta • C: Cyan : Chip unit error; check the displayed message and clear the error : Chip unit is incompatible, or the printer does not recognize it, or the slider is unlocked : Check the displayed chip unit message : When not flashing, check the ink level in the ink tank, then replace the chip unit and refill the ink, if necessary. When flashing, replace the chip unit.

6	Waste ink bottle status The waste ink bottle status indicates the waste ink level and changes from normal (left) to warning or error status (right) if necessary.  : Waste ink bottle is almost full; prepare a new waste ink bottle : Waste ink bottle is full; replace the waste ink bottle

Parent topic: Printer Part Locations

Consumables and Replacement Parts

You can purchase genuine Epson ink packs, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766).

Caution: Using ink from an non-genuine ink pack may result in a malfunction. Epson shall not be held responsible for any damages or problems with the product that may occur when using non-genuine ink packs.

Consumable	Part number
High-Density Black	T741X00
Cyan	T741200
Magenta	T741300
Yellow	T741400

Replacement part	Part number
Maintenance kit	C13S210038

Replacement part	Part number
Waste ink bottle	T724000
Media holding plate	C890891

Parent topic: Introduction to Your Printer

Printer Usage Guidelines

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

Using Your Printer
Handling Ink Packs and Ink Tanks
Handling Media
Storing Your Printer

Parent topic: Introduction to Your Printer

Using Your Printer

Follow these guidelines as you use your printer:

- Operate the printer only within the specified operating temperature and humidity range for your product and your media.
- Check to make sure you maintain the specified humidity range, especially in dry areas or air conditioned environments.
- 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 drying out and clogging.
- Make sure the product work space is kept free of dust or lint that could damage your product or clog the print head nozzles.
- Use the product in a sufficiently ventilated area.
- Perform maintenance operations according to usage frequency or at the recommended intervals. Failure to perform regular maintenance could reduce print quality or damage the print head.
- Do not bend or pull the waste ink tube. Otherwise ink may leak inside or outside the printer.
- Be sure that the waste ink bottle is installed whenever the printer is turned on.

- If an error occurs and the printer is turned off without first resolving the error, the print head may not be in the home position, which may cause the print head to dry out. In this case, turn on the power and wait until the carriage is in the home position.
- When the printer is on, do not disconnect the power cable or cut the power at the circuit breaker. The print head may not be in the home position. In this case, turn on the power and wait a while until the print head is in the home position.
- For consistent color, maintain a constant room temperature between 59 °F (15 °C) and 77 °F (25 °C).

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

Parent topic: Printer Usage Guidelines

Related references

Environmental Specifications

Handling Ink Packs and Ink Tanks

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

- Do not remove the ink tanks. Ink tanks are calibrated at installation and removing them can decrease their functionality.
- Do not place items on an ink tank or subject the ink tanks to strong impacts or the tank may detach. If an ink tank comes off, contact Epson support.
- Store ink packs at room temperature, out of direct sunlight.
- To ensure print quality, use all the ink in the ink pack before the date printed on the ink pack or within 25 days of refilling the ink tank, whichever is earlier.
- Allow ink packs that have been stored at low temperatures for an extended period of time to return to room temperature over a period of four hours before use.
- Refill the ink tank as soon as possible after opening an ink pack.
- When refilling an ink tank, use all of the ink in the ink pack at once.

Parent topic: Printer Usage Guidelines

Handling Media

Follow these guidelines as you handle or store media:

- Read and follow the guidelines provided with each type of media.

- Do not fold the media or otherwise damage its printable surface.
- Do not touch the printable surface. This prevents oil from your hands from causing print quality problems.
- When handling media, hold it by both edges, preferably while wearing cotton gloves.
- Keep the media dry and avoid storage locations subject to direct sunlight, excessive heat, and high humidity.
- Retain the media packaging materials so you can use it to store unused media.
- After printing, do not touch, rub, or scratch the printed surface to avoid removing the ink.
- Dry printed media completely before folding or stacking it, or the printed surface may be damaged.
- Keep printed media out of direct sunlight.
- Display and store printed media as instructed in the media documentation.
- When you are not printing on media, remove it from the printer and place it in its original packaging to prevent deterioration.

Parent topic: Printer Usage Guidelines

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 with the power off, clean the print head nozzles. Turn the printer on at least once every two weeks to automatically clean the print head and prevent the nozzles from clogging. If you do not turn on the printer for a long time, the printer may malfunction.
- If you will not use the printer for more than two weeks, maintenance must be performed by a service engineer before and after this period. Contact Epson support.
- Even if the printer is not turned on, ink that has accumulated in the waste ink tube may leak out. Make sure the waste ink bottle is installed even when the printer is not on.
- Remove any loaded media before storing the printer to prevent the pressure rollers from causing creases in the media, which may cause jams or damage to the print head.
- Make sure that the print head is in the home position before storing the printer. If it is left away from the home position for a long time, the print quality may decline.
- 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 fine dust gets on the print head, and you may not be able to print properly.

- Store the printer on a level surface; do not store it on angle, on its end, or upside down.

Parent topic: Printer Usage Guidelines

Related references

Where to Get Help

Related tasks

Cutting Media

Media Handling

See these sections to load and handle media on your product.

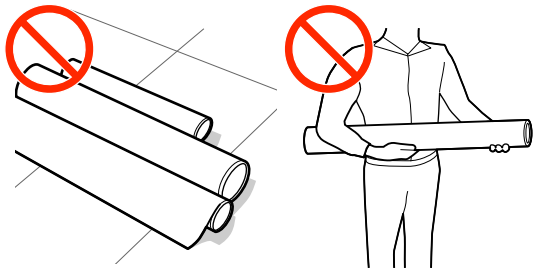
Media Handling Precautions
Loading Media
Viewing and Changing Media Settings
Saving Sets of Media Settings
Printable Area and Media Size Checking
Printing the Amount of Media Remaining
Aligning the Print Head
Adjusting the Media Feed
Adjusting Heating and Drying During Printing
Cutting Media
Using the Auto Take-up Reel

Media Handling Precautions

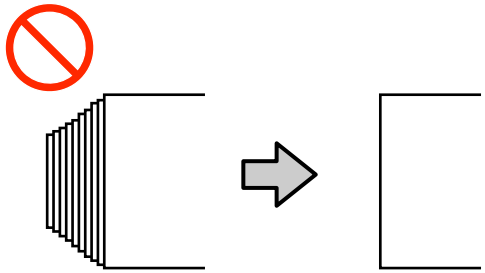
Follow these guidelines as you load media in your product and remove printed media.

- Be careful when you touch the heaters and media holding plates; they may be hot and could burn you.
- Take care not to trap your fingers when opening and closing the front cover.
- Do not rub your hands along the edges of the media; the sharp edges could cut you.
- Media is very heavy, so use at least two people to carry the rolls.
- Load media just before printing on it to avoid creases from the pressure rollers; creases may cause jams or cause the media to rub against the print head.

- Do not place unwrapped media directly on the floor or press it against your clothing to avoid damaging the media surface.



- Place unused media is its original packaging for storage.
- Do not load media if the edges are uneven on the roll; this could cause feeding problems. Rewind the media on the roll or use a different roll.



Parent topic: Media Handling

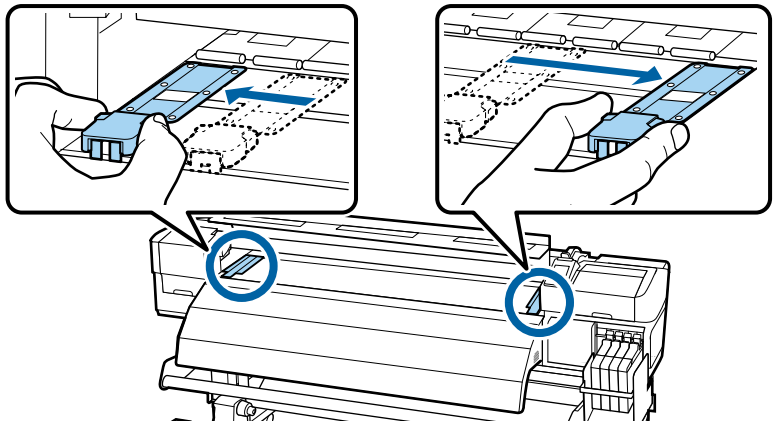
Loading Media

Before loading media in your printer, review and follow the media handling guidelines for the best results.

Caution: Wait until just before printing to load media. This avoids creases in the media that may be caused by the pressure rollers. Creased, wavy, or curled media could cause it to jam inside the printer or contact the print head.

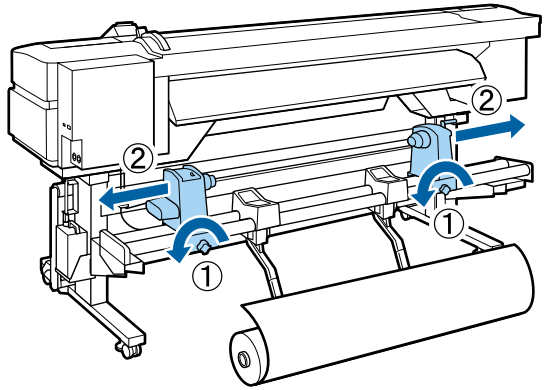
1. Press the ⏻ power button and wait until you see this message on the LCD screen: **Load media**.

2. Open the front cover, grasp the tabs on the media holding plates, and slide them out of the way.

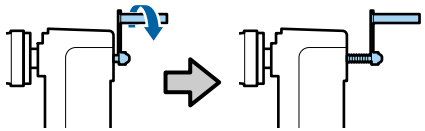


Note: Move the media holding plates as shown, or your media may be damaged or not load into the printer.

3. On the back of the product, loosen the roll holder fixing screws and slide out the roll holders wider than your media width. Then center the roll supports between the roll holders.

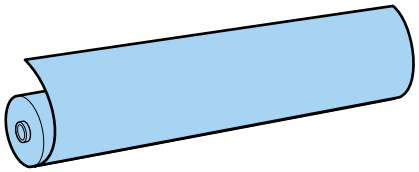


Note: If the right holder handle shaft is not visible, rotate the handle forward until it stops or the media cannot load properly.

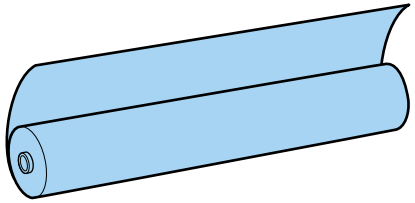


4. Note which way the printable side of the media is rolled:

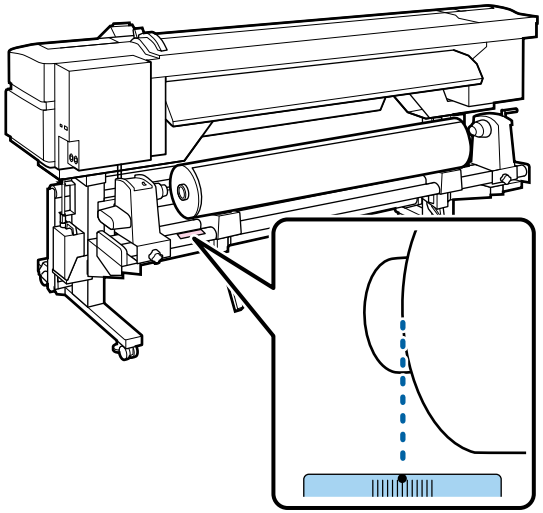
   Printable side out



   Printable side in

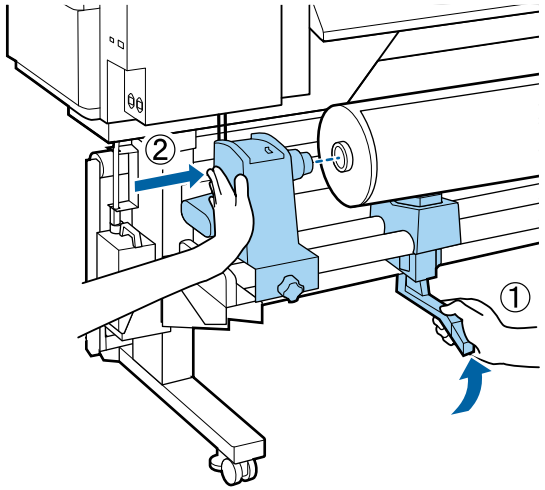


5. Place your media on the roll supports temporarily and align the left edge of the media with the position for that media on the label beneath the roll.



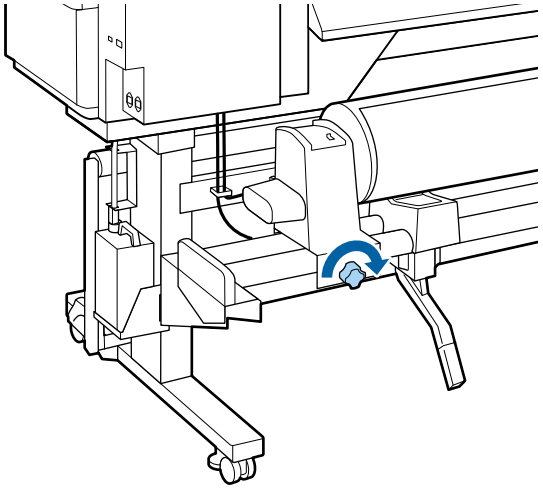
Note: If the label is missing the loading position you need, mark it on the label. Be sure to select the correct roll type setting on the product control panel.

6. On the left side of the product, raise the lift lever to lift the media into position. Then firmly push the roll holder onto the roll core.

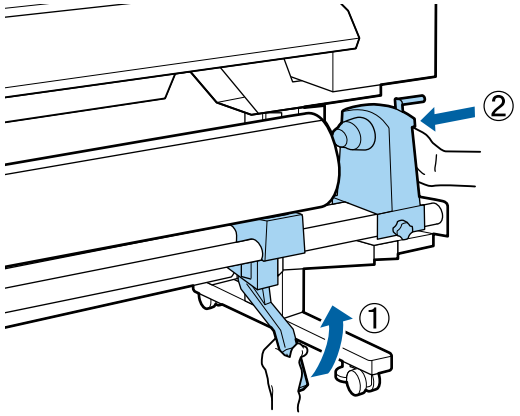


Note: If your roll is too small to lift into place with the lift lever, lift it onto the roll holders by hand.

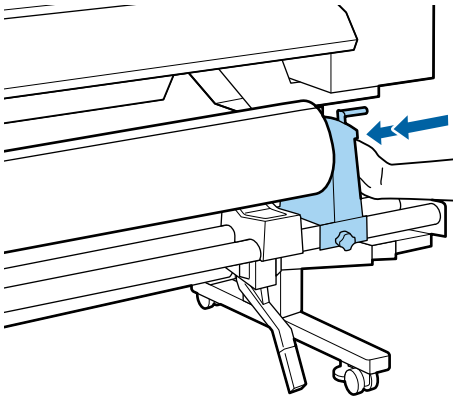
7. Tighten the roll holder fixing screw until it no longer turns.



8. On the right side of the product, raise the lift lever to lift the media into position. Then firmly push the roll holder onto the roll core.

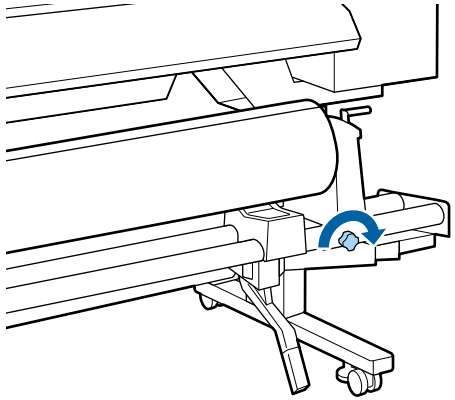


9. Push the center of the roll holder twice to securely insert it into the roll core.



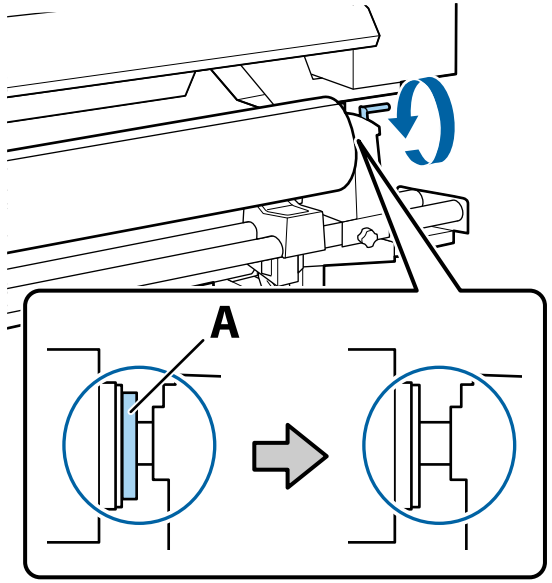
Note: Make sure the roll holder is fully inserted into the roll core or media may not feed correctly and slip during printing, or cause banding in your printouts.

10. Tighten the roll holder fixing screw until it no longer turns.



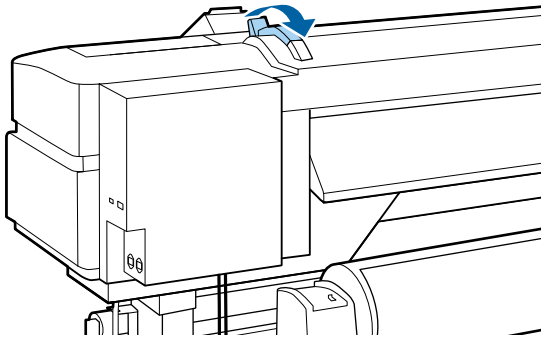
Note: Make sure the fixing screw is fully secured or the roll holder may move during printing, causing banding in your printouts.

11. Rotate the handle shown here until part A is hidden from view, then stop turning the handle.

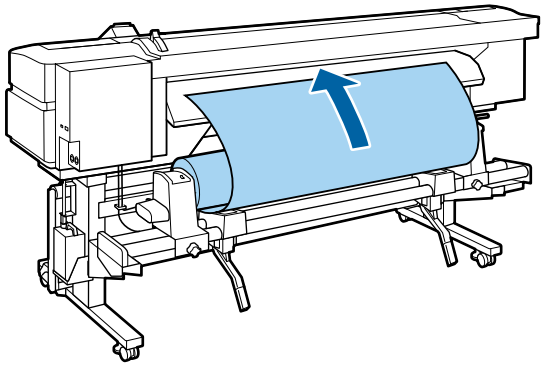


Caution: Once part A is hidden, do not turn the handle further or you may damage the roll holder. If part A remains visible after turning the handle fully, rewind the handle, loosen the fixing screw, and reload the right side of the roll on the product.

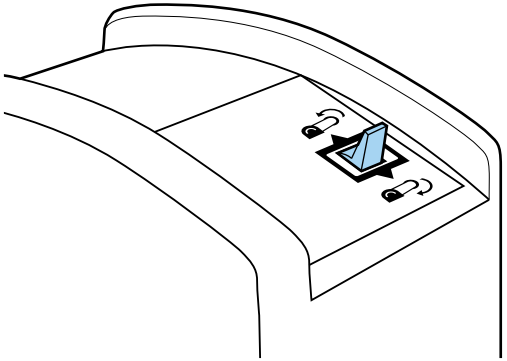
12. Make sure that the left and right sides of the media roll are aligned and realign them, if necessary.
13. Raise the media loading lever.



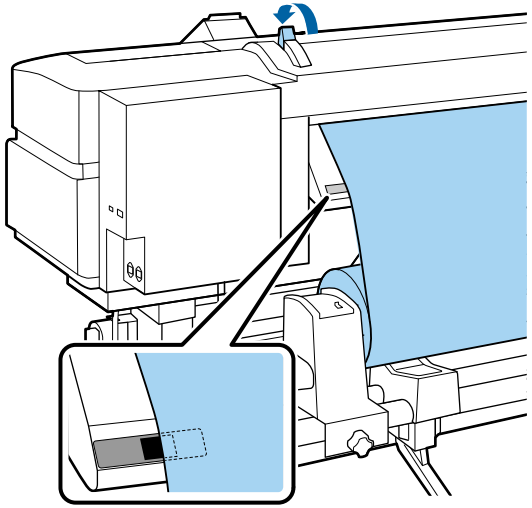
14. Insert the media into the opening in the product.



Note: If the media is heavy and difficult to unroll, move the drive switch on the left roll holder to the position that matches the printable side of your media to feed it automatically.

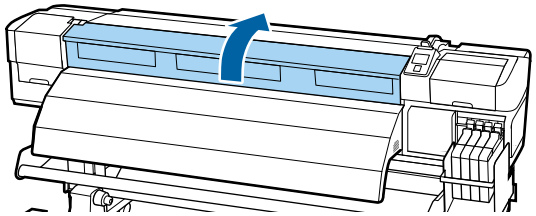


15. Insert the media past the pressure roller, lower the media loading lever, and confirm that the left edge of the media passes over some portion of the square on the loading guide label as shown here.

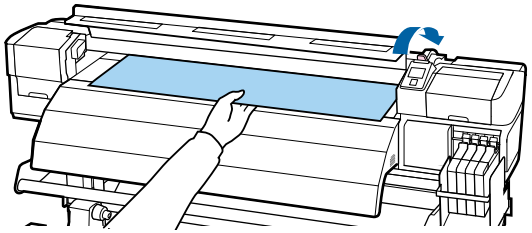


Note: If the media does not pass over the square marked on the label, reverse these steps to remove the media and load it again. Do not reposition the roll holders while your media is loaded.

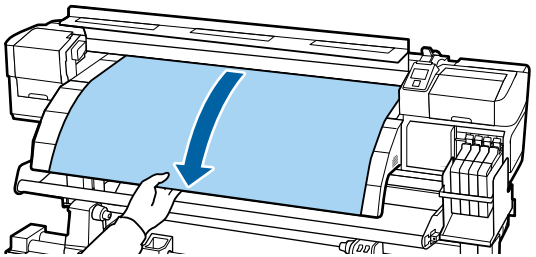
16. On the front of the product, open the front cover.



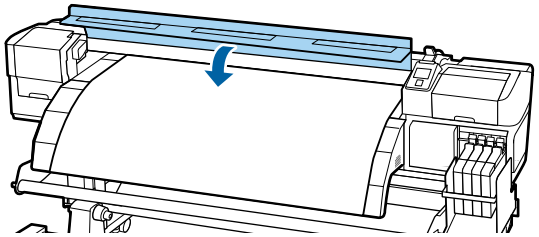
17. Hold the media in the center and raise the media loading lever.



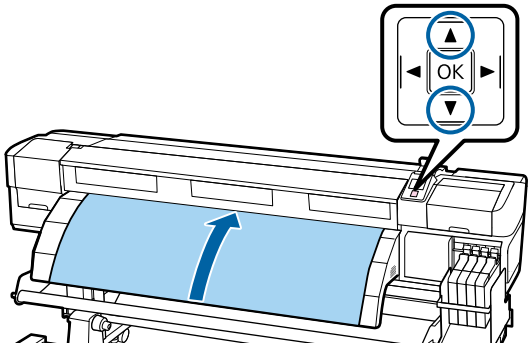
18. Pull the media straight forward to the leading edge of the after heater.



19. Close the front cover.

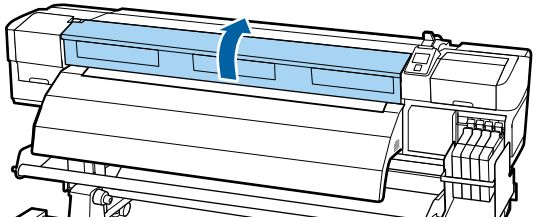


20. Press the up or down arrow button on the control panel to rewind the leading edge of the media to the edge of the front cover. Then make sure the media is fed straight and taut.
    - For printable-side-out media, press the up arrow button.
    - For printable-side-in media, press the down arrow button.

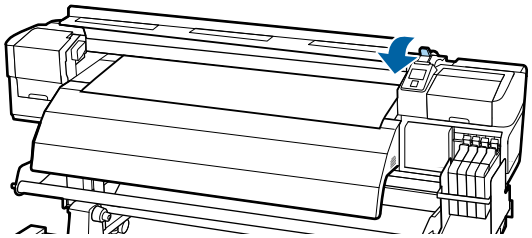


Note: For best results, press the right arrow button on the control panel to set the **Media Suction** setting to **2**.

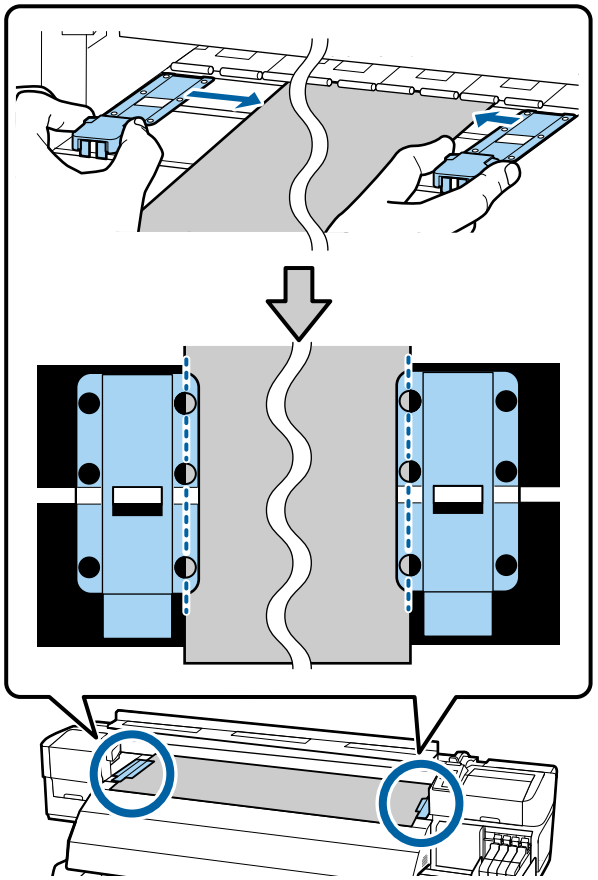
21. Open the front cover.



22. Lower the media loading lever to hold the media in place.



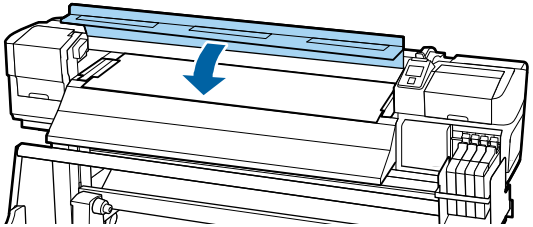
23. If you have sliding media holding plates, grasp the tabs on the media holding plates and slide them to the edges of the media. Adjust the media holding plates so the round holes shown here are centered over the edges of the media.



Caution: If your media is more than 0.02 inch (0.4 mm) thick, leave the media holding plates on the sides of the product or they could damage the print head.

Note: Make sure to correctly position the media holding plates as shown here or your printouts may contain banding, uneven tint, or stripes. Do not use the media holding plates if the sides of your printouts are smudged or torn.

24. Close the front cover.



25. Select your media settings on the control panel.

Parent topic: Media Handling

Related references

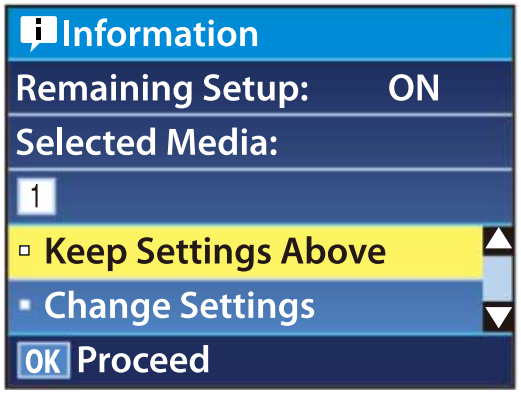
Media Handling Precautions

Related tasks

Viewing and Changing Media Settings

Viewing and Changing Media Settings

After you load media in your product, you see a screen like this on your product control panel which lets you view or change your media settings:



The media settings include the options selected and stored for each media bank or RIP setting you created.

1. Do one of the following:
   - If the displayed media settings are correct for the media you loaded, press the up or down arrow button to select **Keep Settings Above** and press the **OK** button.
   - If you need to change the media settings, press the up or down arrow button to select **Change Settings** and press the **OK** button.
2. If you want your product to calculate the amount of media remaining based on the length of the roll and the amount already printed, and display the approximate results on the product control panel, set the **Remaining Setup** setting to **On**.
3. To change your media settings, select the setting you want to change and press the **OK** button. Then press the back button and repeat this step to select additional settings as necessary.
4. When you finish changing media settings, press the up or down arrow button to select **Keep Settings Above** and press the **OK** button.

   You see the roll type selection screen.
5. Press the up or down arrow button to select the roll type you loaded and press the **OK** button.

   If you turned on the **Remaining Setup** setting, you see a prompt to enter the length of the current media.
6. Press the up or down arrow button to select a roll length from 3 to 3280 feet (1 and 999.5 m) long and press the **OK** button.

   Note: You can select the roll length in 19.7 inch (0.5 m) increments.

   After a moment you see the message **Ready** on the product control panel indicating that it is ready to print.

Parent topic: Media Handling

Related references

Media Setup Menu Settings

Related tasks

Saving Sets of Media Settings

Saving Sets of Media Settings

You can store sets of media settings for each type of media you use. This lets you quickly select all the necessary settings whenever you print on that media type.

The media settings include the options selected and stored for each media bank or RIP setting you created.

Note: Make sure that you loaded the media type for which you are selecting settings.

1. Press the **Menu** button on the product control panel.
2. Select the **Media Setup** menu and press the **OK** button.
3. Press the up or down arrow button to select **Customize Settings** and press the **OK** button.
4. Press the up or down arrow button to select a number for the set of media settings (from 1 to 30) and press the **OK** button.
5. Select **Setting Name** and press the **OK** button.
6. Press the up or down arrow button to display the letters and symbols you can use to name the media set. When you see the desired character, press the right arrow button to move to the next character position and repeat this step as necessary to complete the setting name. When you finish, press the **OK** button.

   Note: If you need to delete the previous character, press the left arrow button.

7. Press the up or down arrow button as necessary to select each available media setting and press the **OK** button. If necessary, press the ↩ back button to return to the menu to select additional settings.

Parent topic: Media Handling

Related tasks

Loading Media

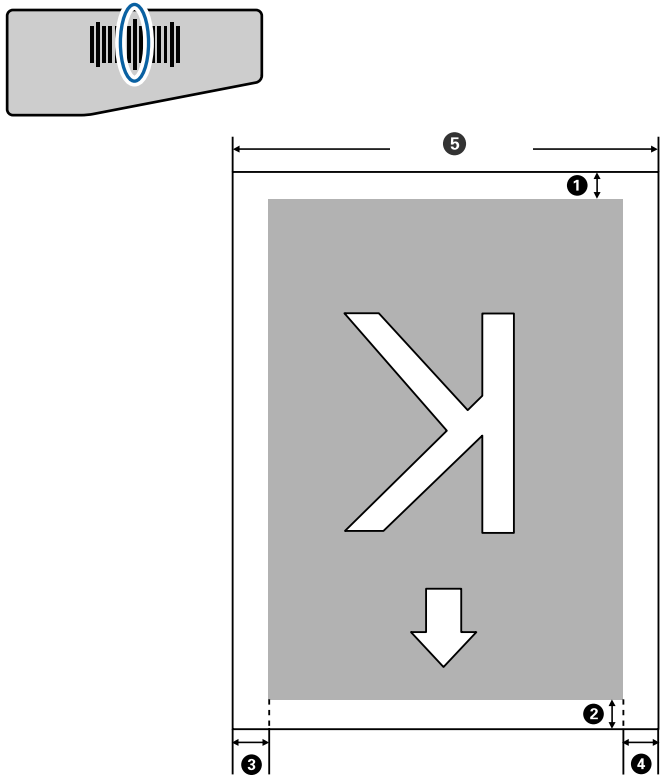
Printable Area and Media Size Checking

The left and right edges of media recognized by your product vary depending on the **Media Size Check** setting.

- When the **Media Size Check** setting is turned on, your product automatically detects the left and right edges of the media within 0.2 inches (5 mm), as long as the media holding plates are attached correctly.

- When the **Media Size Check** setting is turned off, your product uses the longest scale on the after heater label shown here as the standard position for the right edge of the media. The left edge of the media is determined to be 64 inches (1626 mm) from the standard position for the right edge, no matter the width of the loaded media. The printable area ranges for the media are described in the table here.

  Note: If you turn off the **Media Size Check** setting, printing may occur outside the edges of your media, causing ink to stain the product. Make sure your print data width does not exceed the loaded media width. When you load media to the left of the right side reference position, adjust the **Print Start Position** setting on the product control panel to match the position where the media is loaded.



1	Bottom margin[1] You can configure this margin in the RIP software to 0.2 inch (5 mm) and above; if you set it below 0.2 inch (5 mm), it is changed to 0.2 inch (5 mm) to maintain feeding accuracy.

2	Top margin[1], [2] You can configure this margin in the RIP software to 0.2 inch (5 mm) and above; if you set it below 0.2 inch (5 mm), it is changed to 0.2 inch (5 mm) to maintain feeding accuracy. The margin differs based on how far the media was pulled during loading. When printing at 360 × 720 in the following modes, specific margins are set: • 2 pass: 0.75 inch (19 mm) • 3 pass: 0.83 inch (21 mm)
3	Left margin[3], [4] You select this margin as the **Side Margin(Left)** setting on the product control panel. The default setting is 0.2 inch (5 mm), but you can select from 0.12 inch (3 mm) to 0.98 inch (25 mm).
4	Right margin[3], [4] You select this margin as the total of the values for the **Print Start Position** (default setting is 0) and **Side Margin(Right)** (default setting is 0.2 inch [5 mm]) settings on the product control panel. You can select from 0.12 inch (3 mm) to 32.5 inches (825 mm).
5	Media width 11.8 to 64 inches (300 mm to 1626 mm); if **Media Size Check** is off, the product assumes this is 64 inches (1626 mm) regardless of the actual width

[1] The configured margin and the actual print results may differ depending on the RIP software you use. Contact the RIP manufacturer for more information.

[2] When you set the **Margin Between Pages** setting to the **No Margin** option on the product control panel, you can adjust the margin from –0.39 inch (–10 mm) to 0.39 inch (10 mm).

[3] Depending on the RIP software, you may be able to use it to set these margins. Contact the RIP manufacturer for more information.

[4] When using the media holding plates, leave margins of at least 0.4 inch (10 mm) to avoid printing over the plates. If the total of the print data width and left and right margins exceeds the printable area, a portion of the print data will not print.

Parent topic: Media Handling

Related references

Printer Setup Menu Settings

Printing the Amount of Media Remaining

After you print, you can print the amount of media remaining on the leading edge of the remaining roll. This lets you enter the number the next time you load the media for the most accurate accounting of the media remaining on each roll

Note: You must have turned on the **Remaining Setup** setting on the product control panel to calculate the amount of media remaining.

1. Make sure your product is ready to print.
2. Press the media setup button, select the **Media Remaining** setting in the displayed menu, and press the **OK** button.
3. Select the **Print Remaining Length** setting and press the **OK** button.
4. Press the **OK** button to print the amount of media remaining.

Parent topic: Media Handling

Related references

Printer Setup Menu Settings

Aligning the Print Head

If your printouts are grainy or out of focus, you need to align the print head. The thickness of your print media determines the alignment options you select. You can store separate alignment values for each type of media you use for quick selection.

Before aligning the print head, make sure you have correctly loaded the media you plan to print on.

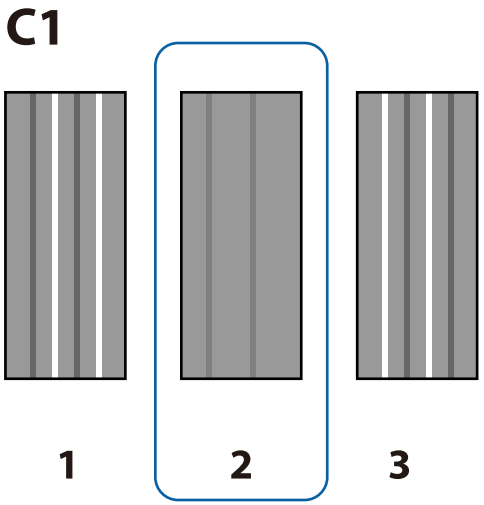
1. Press the **Menu** button.
2. Select **Media Setup** and press the **OK** button.
3. Press the up or down arrow button to select **Customize Settings** and press the **OK** button.
4. Press the up or down arrow button to select the number of the media settings you selected for the currently loaded media. Then press the **OK** button.
5. Press the up or down arrow button to select **Head Alignment** and press the **OK** button.
6. Press the up or down arrow button to select one of these adjustment methods and press the **OK** button:
   - If you are printing bidirectionally on your media, select the **Manual(Uni-D)** setting. If the print quality has not improved, repeat the steps here and select the **Manual(Bi-D)** setting.

- If you are printing unidirectionally on your media, select the **Manual(Uni-D)** setting.

Your product prints an alignment test pattern and automatically feeds the media to viewing position.

Note: If you want to cut the media to better view the pattern, press the up arrow button to move the media past the cutter groove. Be careful not to rewind curled media past the front cover.

7. Examine the alignment test pattern to select the pattern number with the fewest gaps, as in pattern 2 shown here.



8. If the product control panel displays **C1**, press the left or right arrow button to select the number of the best pattern in C1 and press the **OK** button. Repeat this step for all the color patterns.

   After you select the final color pattern number, the control panel returns to its ready status.

Parent topic: Media Handling

Related references

Media Setup Menu Settings

Adjusting the Media Feed

If your printouts contain horizontal banding, uneven tint, or stripes, you need to adjust the feed of the media. You do this by printing and examining a test pattern, and then selecting the feed adjustments you need.

Adjust the feed using the same media type and print conditions you use for printing. For example, if you are using the auto take-up reel, you should use it during feed adjustment. You may need to adjust the feed again if you load media of a different width, change the feeding or take-up tension, or adjust the suction.

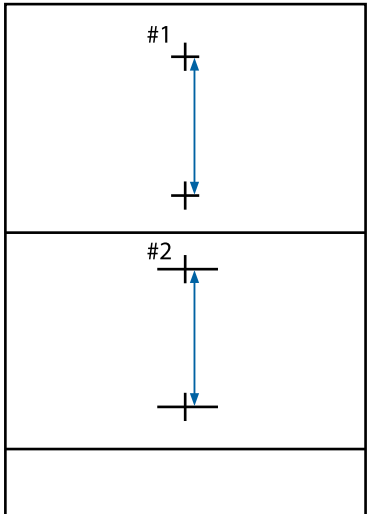
Before adjusting the feed, make sure you have correctly loaded the media you plan to print on and selected all the options you plan to use for printing.

Note: You can also adjust the feed during printing without printing a test pattern.

1. Press the **Menu** button.
2. Select **Media Setup** and press the **OK** button.
3. Press the up or down arrow button to select **Customize Settings** and press the **OK** button.
4. Press the up or down arrow button to select the number of the media settings you selected for the currently loaded media. Then press the **OK** button.
5. Press the up or down arrow button to select **Feed Adjustment** and press the **OK** button.
6. Press the up or down arrow button to select **Manual** and press the **OK** button.
7. Press the up or down arrow button to select a test pattern and press the **OK** button twice. The longer the pattern, the more accurate the adjustment.

   Your product prints a test pattern and automatically feeds the media to viewing position.

8. Measure the distance between the **+** symbols in each test pattern.



9. On the product control panel, press the left or right arrow button to select the distance between the **+** symbols for pattern 1 and press the **OK** button. Repeat this step for pattern #2 if necessary.

   After you select the final test pattern number, the control panel returns to its ready status.

Adjusting the Media Feed During Printing

Parent topic: Media Handling

Related references

Media Setup Menu Settings

Adjusting the Media Feed During Printing

Follow the steps here to adjust the feed during printing without printing a test pattern.

1. During printing, press the media feed button.

   The product control panel displays an adjustment value.

2. Press the up or down arrow button to adjust the feed depending on these banding results in your printout:

   - If black bands or dark stripes appear, press the up arrow button to increase the feed amount.

- If white bands or pale stripes appear, press the down arrow button to decrease the feed amount.

3. Check the results in your printout and do one of the following:
   - If further adjustment is necessary, repeat the last step.
   - If the print quality is good, press the **OK** button.

Parent topic: Adjusting the Media Feed

Adjusting Heating and Drying During Printing

Follow the steps here to adjust the heating and drying settings during printing.

Note: If the room temperature is too low and a print job with high ink density or a small number of print passes is sent, the print job may pause while the heater warms up.

1. During printing, press the heat/dry menu button.
2. Press the up or down arrow button to change the heater temperature.
3. Press the **OK** button.

Parent topic: Media Handling

Related references

Media Setup Menu Settings

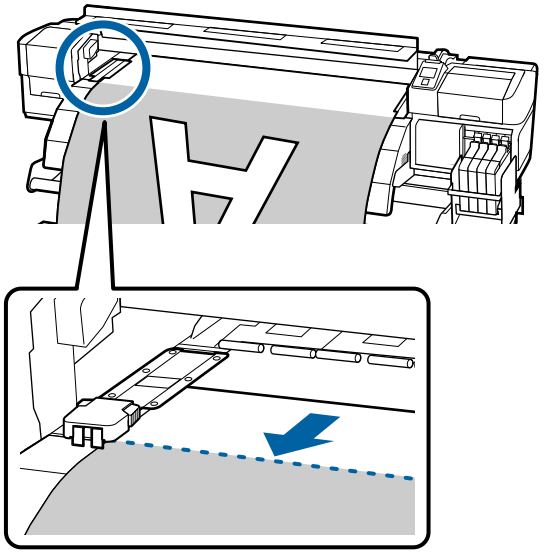
Cutting Media

When you finish printing, use a commercially available cutter to cut the media.

Warning: Be careful not to cut yourself when using cutters or other sharp blades. Also be careful touching areas near the after heater since the after heater may be hot and you could be burned.

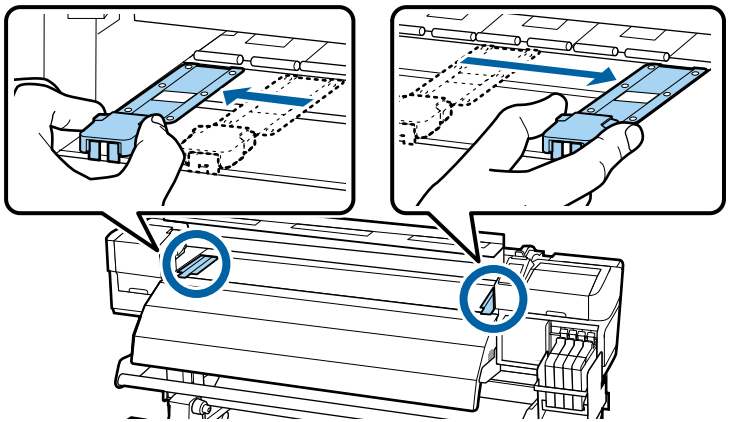
1. Press media feed button and press the **OK** button.

2. Check that the trailing edge of the printout is fed beyond the cutting groove on the product, then open the front cover.

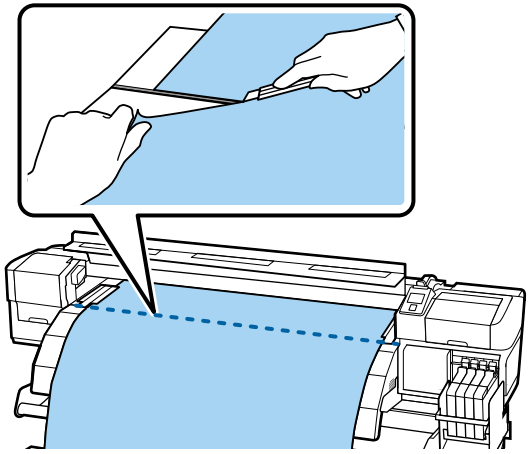


Note: If you printed the amount of media remaining onto your media, press the up arrow button to rewind the media as necessary to keep this information with the unprinted roll.

3. Grasp the tabs on the media holding plates, and slide them out of the way.

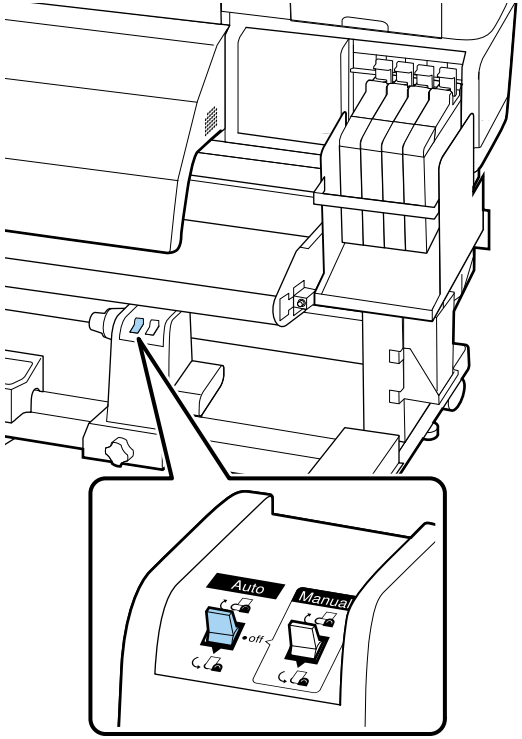


4. Use your cutting tool to cut the media along the cutting groove.



5. Do one of the following:
   - If you are not using the auto take-up reel, reverse the media loading steps to remove the media from the product.
   - If you are using the auto take-up reel, go to the next step.
6. Use the **Manual** switch shown here to take up the cut media onto the take-up reel, depending on the printable side of the media:
   - Move the switch to the position for printable-side-out media.

- Move the switch to the position for printable-side-in media.



7. Remove the take-up roll from the product.

Parent topic: Media Handling

Using the Auto Take-up Reel

See these sections to use the auto take-up reel with your product.

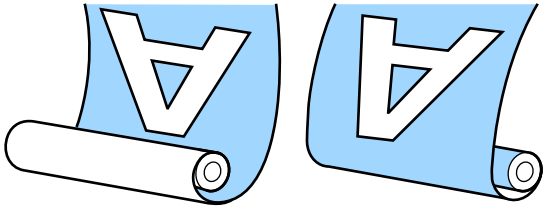
About the Auto Take-up Reel
Attaching the Take-up Roll Core to the Auto Take-up Reel
Take Up with the Printable-Side-In
Take Up with the Printable-Side-Out
Removing Media from the Auto Take-up Reel

Parent topic: Media Handling

About the Auto Take-up Reel

The auto take-up reel automatically rolls up printed media as you print.

You can use the auto take-up reel for media with the printable side in (on the left) or printable side out (on the right).



It is best to do the following when using the auto take-up reel:

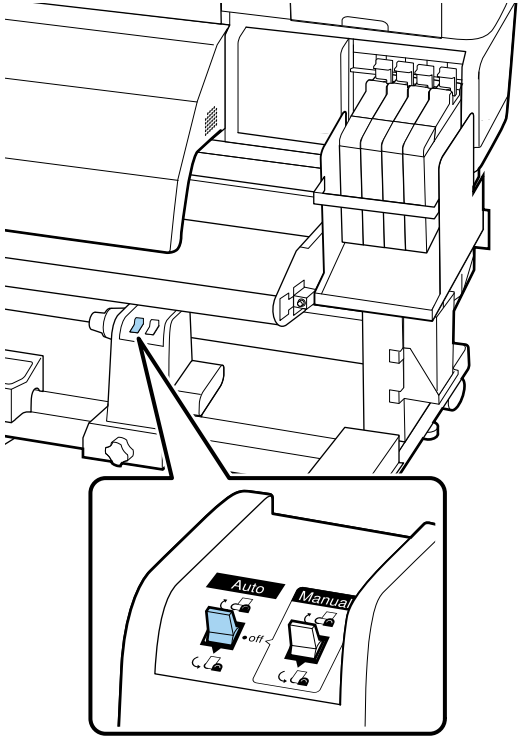
- Use media that is 36 inches (91.44 cm) or wider.
- Load media with the printable side in.
- Use a take-up roll core that is the same width as your media so the core does not bend or take up media incorrectly.

Parent topic: Using the Auto Take-up Reel

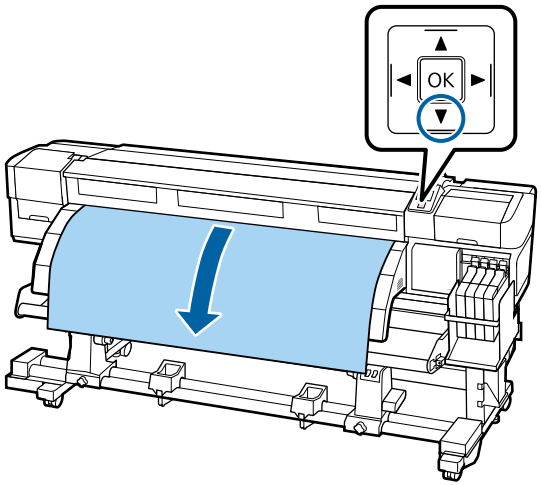
Attaching the Take-up Roll Core to the Auto Take-up Reel

Be sure to attach a take-up roll core that is the same width as your media.

1. Move the **Auto** switch to the **off** position.

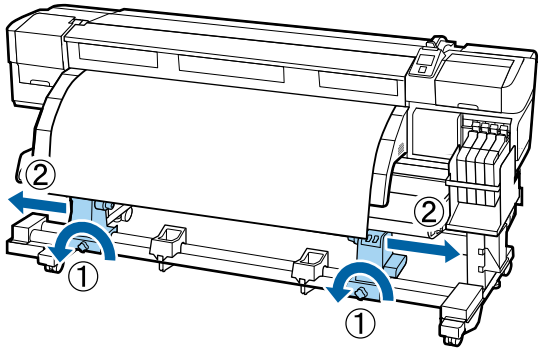


2. Press and hold the down arrow button until the edge of the loaded media reaches the roll core holder.

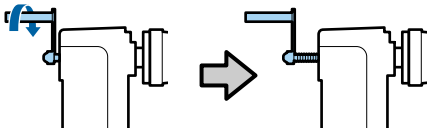


Note: Always use the down arrow button to feed loaded media or the media may twist during take-up.

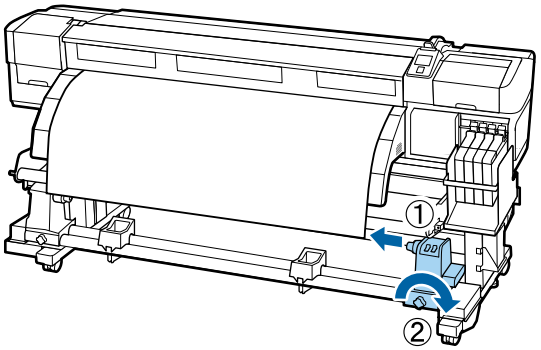
3. Loosen the roll core holder locking screws and adjust the roll core holders wider than your media. Then center the roll supports between the roll core holders.



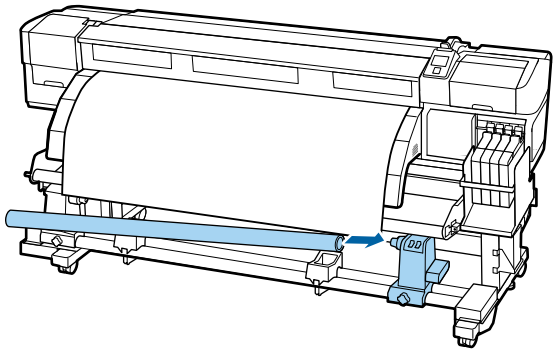
Note: If the left roll core holder handle shaft is not visible, rotate the handle as shown here until it stops or the roll core cannot take up media properly.



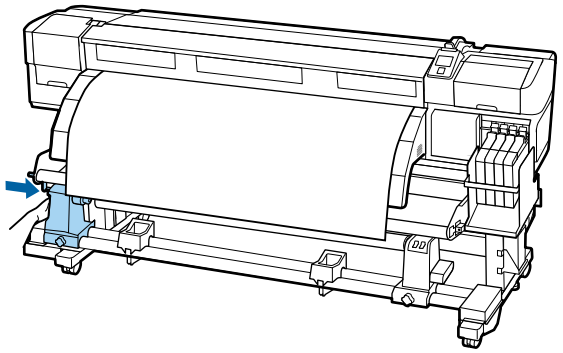
4. Align the right roll core holder with the right edge of the media and tighten the locking screw.



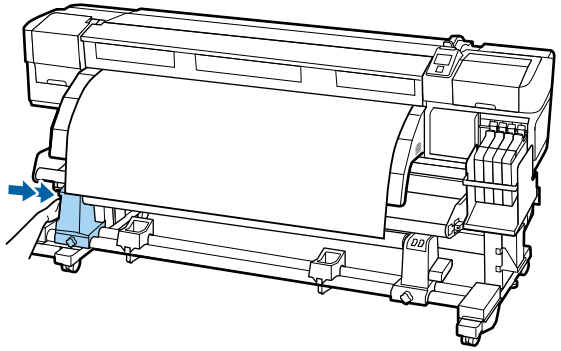
5. Insert the roll core onto the right roll core holder.



6. Insert the left side of the roll core onto the left roll core holder.

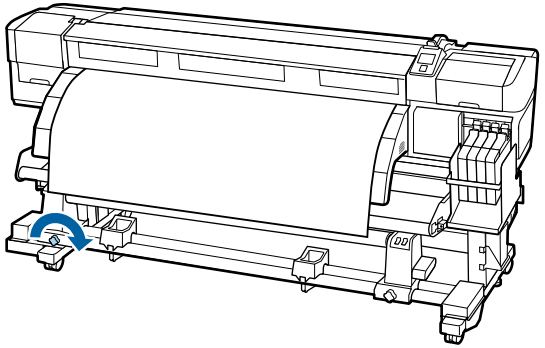


7. Push the center of the roll core holder twice to securely insert it into the roll core.

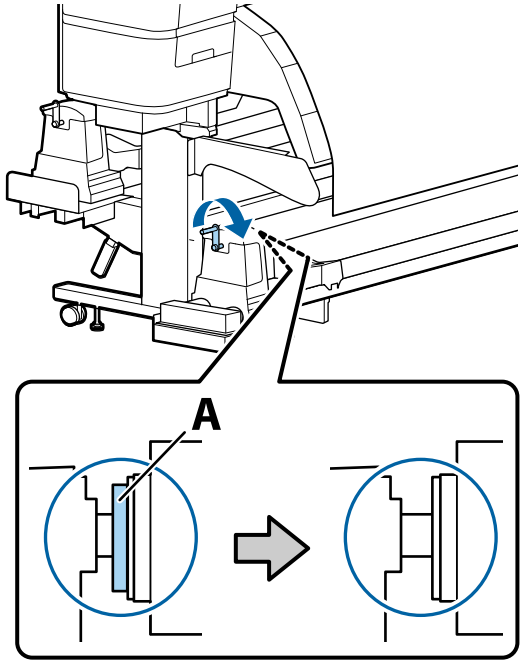


8. Confirm that the roll core and the edges of the media are aligned. If they are misaligned, loosen the right roll core holder locking screw and repeat these steps to attach the roll core again.

9. Tighten the left roll core holder locking screw to secure the roll core holder in place.



10. Rotate the handle shown here until part A is hidden from view, then stop turning the handle.



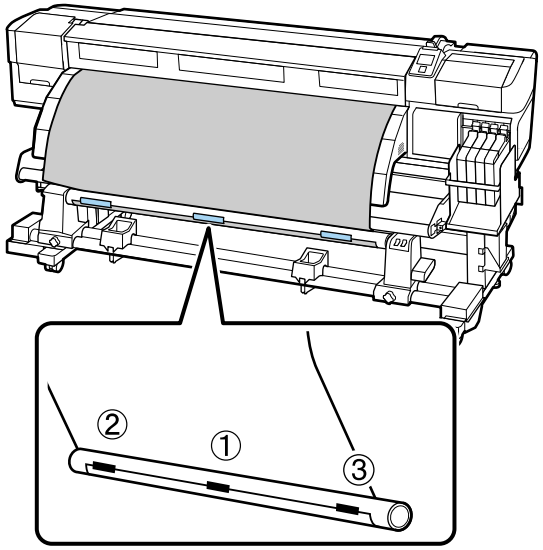
Caution: Once part A is hidden, do not turn the handle further or you may damage the roll core holder. If part A remains visible after turning the handle fully, rewind the handle, loosen the fixing screw, and reload the roll core on the auto take-up reel.

Parent topic: Using the Auto Take-up Reel

Take Up with the Printable-Side-In

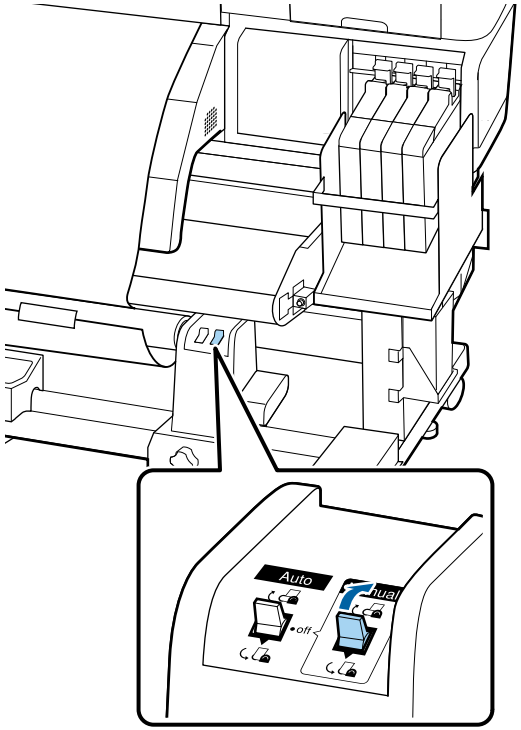
After attaching the roll core on the auto take-up reel, follow these steps to take up media with the printable side in.

1. Guide your loaded media over the media guide bar and behind the roll core, then attach the media to the roll core with tape as shown here. Begin with the center piece of tape, pulling the media straight forward before attaching the tape. Then pull the media to each side as you attach the tape on each side.



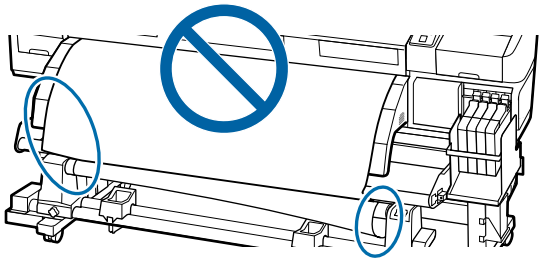
Note: Make sure the media lays flat across the roll core without any gaps. If necessary, add more tape or reattach the tape so the media is taken up correctly.

2. Confirm that the **Auto** switch is set to the **off** position, then set the **Manual** switch to the position to wind the media around the roll core.

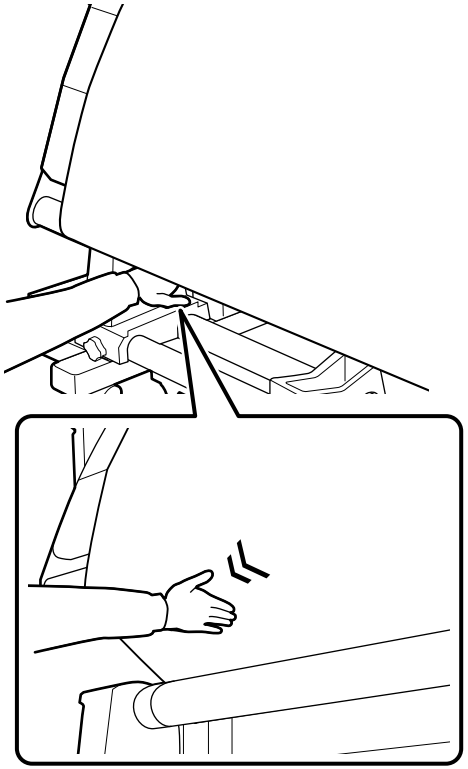


3. Make sure the media is taut and loads evenly on both sides.

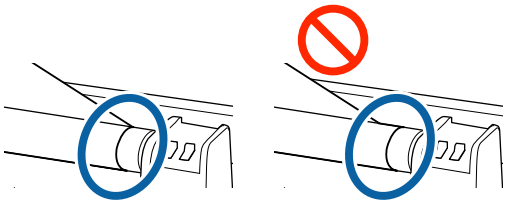
   Note: If the media is looser on one side than the other, the media cannot be taken up correctly. Repeat these steps to reload the media on the auto take-up reel.



4. Confirm that the tension is even by lightly tapping the media on both sides as shown here.

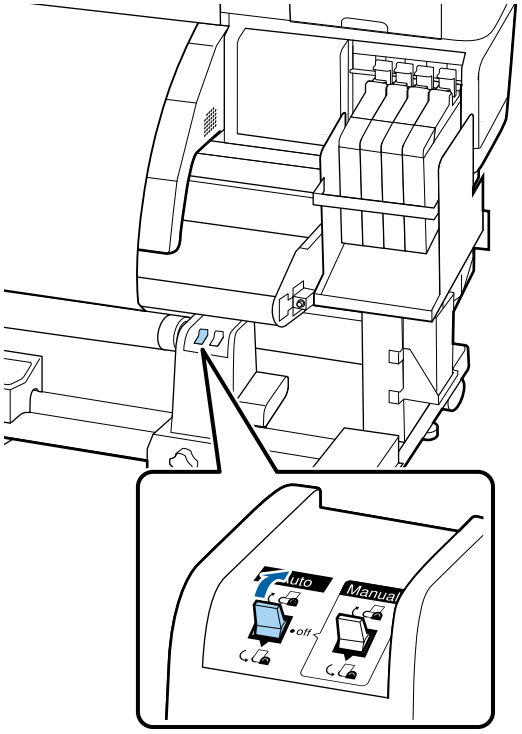


5. Also confirm that the edges of the media are aligned with the media already taken up on the roll core.



Note: If the edges are not aligned, reverse these steps to remove the media, and repeat these steps to reload it on the auto take-up reel.

6. Move the **Auto** switch to the position.



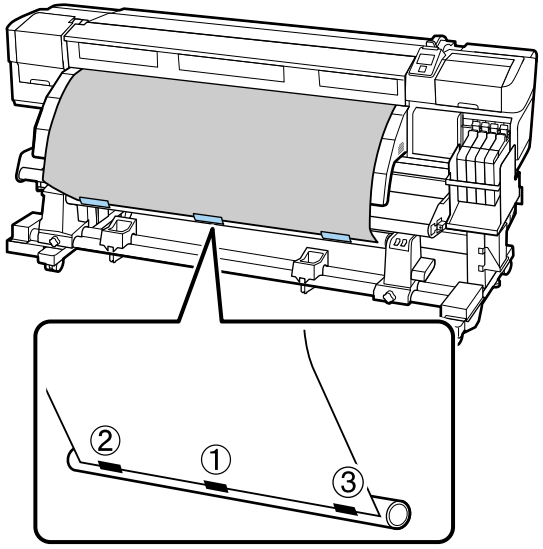
Parent topic: Using the Auto Take-up Reel

Take Up with the Printable-Side-Out

After attaching the roll core on the auto take-up reel, follow these steps to take up media with the printable side out.

1. Guide your loaded media through the front of the media guide bar and on top of the roll core, then attach the media to the roll core with tape as shown here. Begin with the center piece of tape, pulling

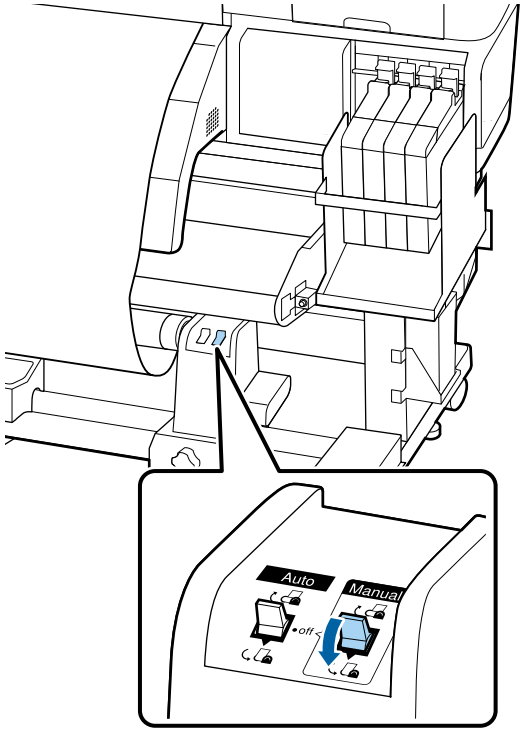
the media straight forward before attaching the tape. Then pull the media to each side as you attach the tape on each side.



Note: Make sure the media lays flat across the roll core without any gaps. If necessary, add more tape or reattach the tape so the media is taken up correctly.

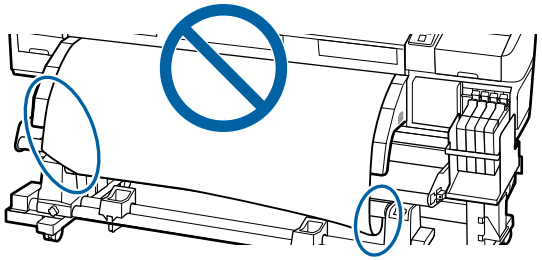
2. Press the down arrow button on the control panel to feed enough media for it to wrap once around the roll core.

3. Confirm that the **Auto** switch is set to the **off** position, then set the **Manual** switch to the position to wind the media around the roll core.

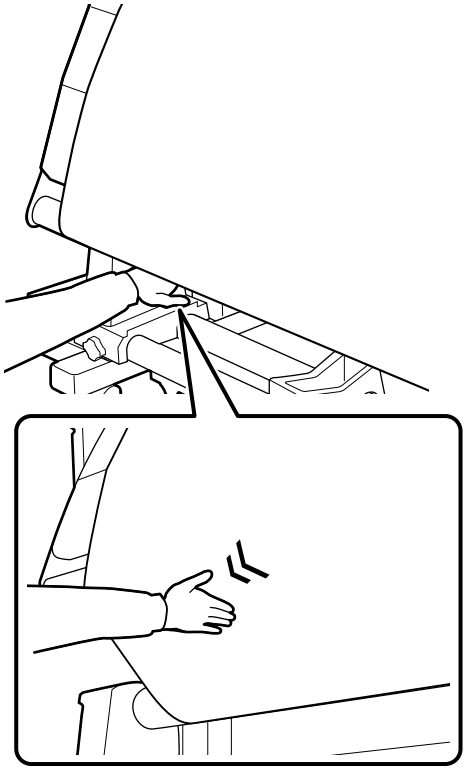


4. Make sure the media is taut and loads evenly on both sides.

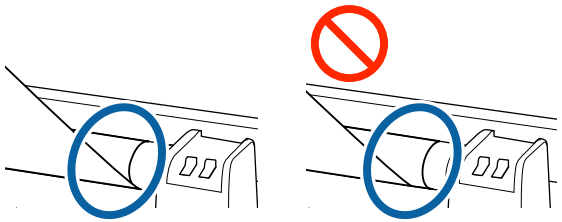
   Note: If the media is looser on one side than the other, the media cannot be taken up correctly. Repeat these steps to reload the media on the auto take-up reel.



5. Confirm that the tension is even by lightly tapping the media on both sides as shown here.

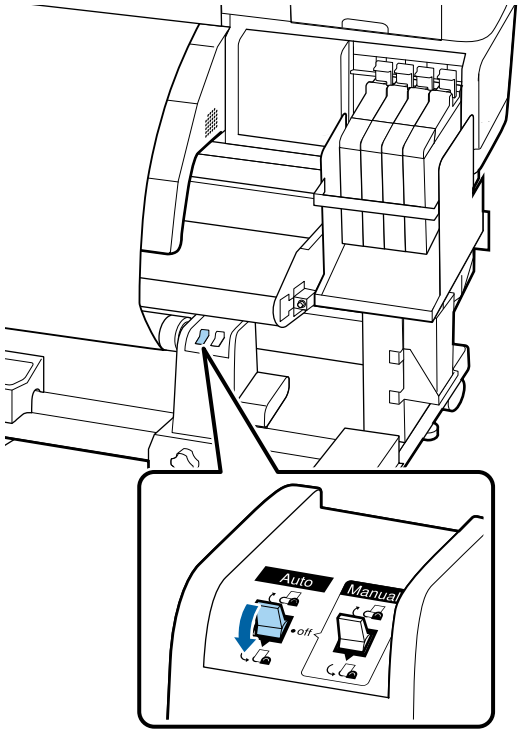


6. Also confirm that the edges of the media are aligned with the media already taken up on the roll core.



Note: If the edges are not aligned, reverse these steps to remove the media, and repeat these steps to reload it on the auto take-up reel.

7. Move the **Auto** switch to the position.

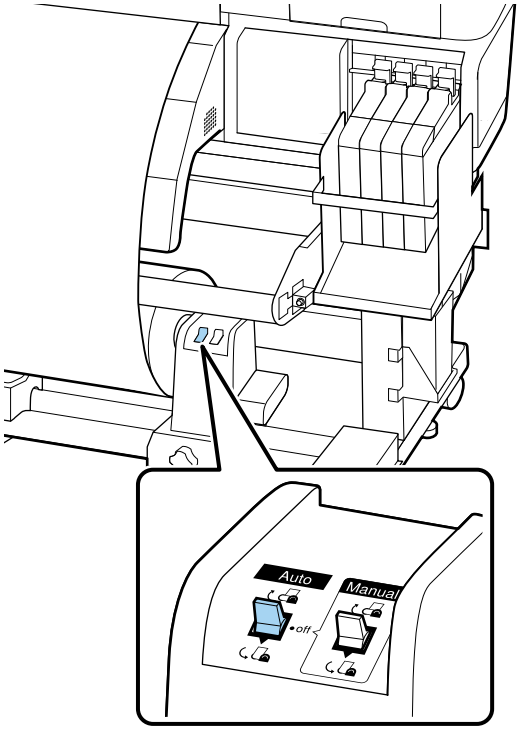


Parent topic: Using the Auto Take-up Reel

Removing Media from the Auto Take-up Reel

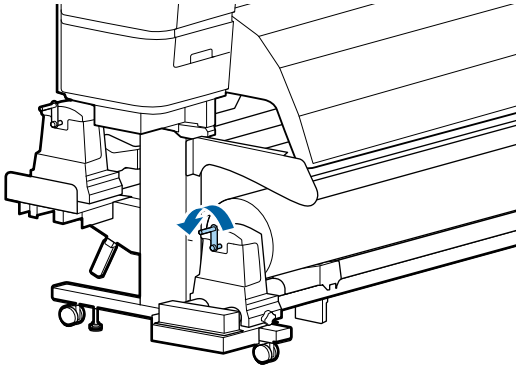
After printing on media loaded on auto take-up reel, follow these steps to remove it.

1. Move the **Auto** switch to the **off** position.

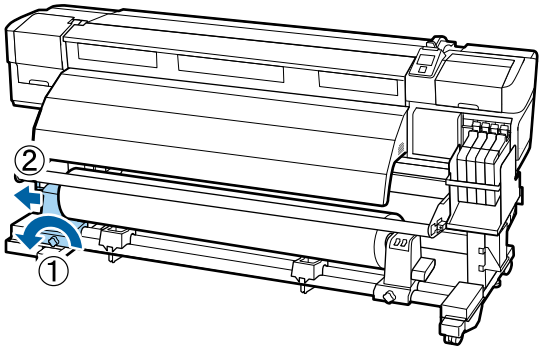


2. Cut the media and roll the cut end onto the auto take-up reel.

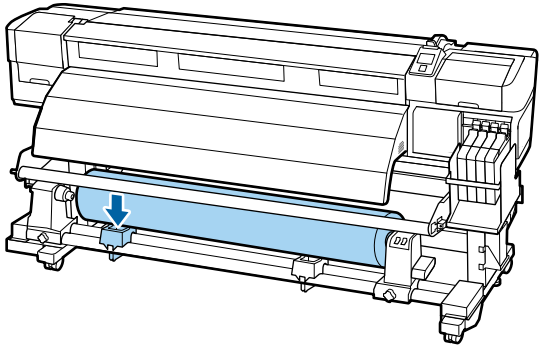
3. On the left side of the roll core holder on the auto take-up reel, rotate the handle as shown here.



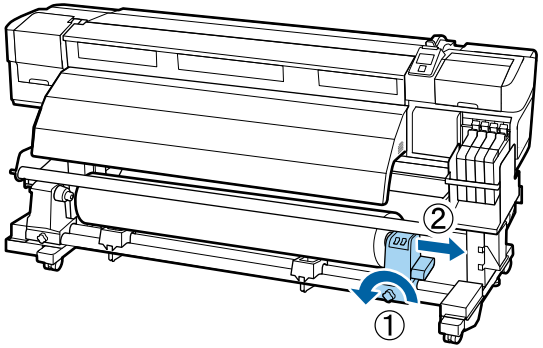
4. While supporting the left side of the media roll, loosen the left roll core holder locking screw and remove the roll core holder from the roll.



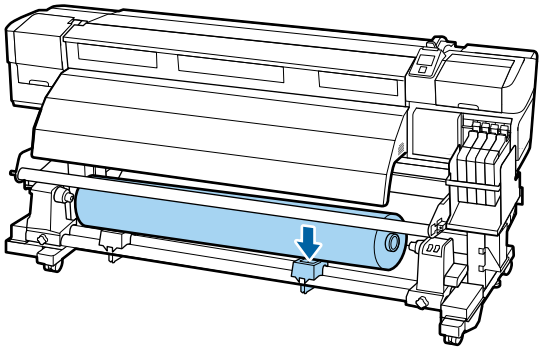
5. Lower the media roll onto the roll support.



6. While supporting the right side of the media roll, loosen the right roll core holder locking screw and remove the roll core holder from the roll.



7. Lower the media roll onto the roll support.



Parent topic: Using the Auto Take-up Reel

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
Media Setup Menu Settings
Printer Setup Menu Settings
Maintenance Menu Settings
Printer Status Menu Settings
Network Setup Menu Settings
Preference Menu Settings
Reset All Settings Menu

Accessing the Printer's Menus

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

1. Press the **Menu** 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.

   Note: Press the ↩ back button to go back.
3. To change settings in the highlighted menu, press the **OK** button.
4. Press the up or down arrow button to move through the settings. Press the right or left arrow button to position the cursor when entering data on the screen.
5. To select a setting, press the **OK** button.
6. When you finish changing settings on a menu, press the ⏸/🗑 pause/cancel button to return to the main screen.

Parent topic: Using the Control Panel Menus

Media Setup Menu Settings

Settings on the Media Setup menu let you customize various adjustments for up to 30 different media types.

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

Setting	Options	Description
Media Remaining	**Remaining Setup**	Displays and records the amount of media remaining on a roll.
	Length	Enter the total roll length, from 3 to 3280 ft (1.0 to 999.5 m).
	Remaining Alert	Enter the length at which the printer will alert you, from 4 to 50 ft (1 to 15 m).
	Print Remaining Length	Prints the amount of media remaining on the current roll before you replace it.
Select Media	**1** to **30**	Selects a number for the settings bank to use for printing.
	RIP Settings	Specifies using the software RIP settings instead of the printer settings.
Customize Settings	—	See the next table.
RIP Settings	—	See the third table.
Print Media List	**Print**	Prints the contents of media setting banks 1 to 30.

Customize Settings options

Options	Description
Current Settings	Changes settings for the currently selected media.
Setting Name	Enter a name up to 22 characters for the media settings bank.
Feed Adjustment	Select **Manual** if banding persists after head cleaning and alignment .
Platen Gap	Select **2.0** for most media. Select **1.5** if print quality is unsatisfactory. Select **2.5** only if printouts are scratched or smudged. Choosing a larger gap than necessary can cause ink stains inside the printer, reduced print quality, or shorter product life.

Options	Description
Head Alignment	Select one of the following when print results are grainy or out of focus: **Manual(Bi-D):** when printing in both directions. **Manual(Uni-D):** if the previous setting does not improve the results.
Heating & Drying	Set any of the following: **Heater Temperature:** from 86 to 131 °F (30 to 55 °C). **Drying Time Per Pass:** from 0.0 to 10.0 seconds. You can maintain a constant drying time by basing it on the media width. **After Heater Feed:** feeds media to the after heater after printing (if the media will be cut before the next job starts). **Blank Area Feed:** speeds up feeding of blank areas, from **Mode 0** (highest speed) to **Mode 3**.
Media Suction	Set from **0** to **10** to increase the gap between the print head and thin or flexible media. If print quality is reduced or media does not feed correctly, you may need to lower the suction.
Head Movement	Selects the range of print head movement: **Data Width:** increases print speed by restricting movement to the printed area. **Printer Full Width:** provides more even print results.
Multi-Strike Printing	Select the number of times each line is printed, from **2** to **8** (or select **Off** to disable)
Roll Type	Select **Printable Side Out** or **Printable Side In** based on how the media is rolled.
Tension Measurement	Selects how often tension is measured and automatically adjusted: **Periodically:** recommended for most media. **Every page:** provides more precise tensioning (but slower printing).

Options	Description
Feeding Tension	Select **Auto** for most media. When you select **Manual**, you can set a value from **0** to **40**. If media creases, set the value higher than **Lv28**. If banding appears, set the value lower than **Lv28**. When **Media Size Check** is off, select **Manual** and set the value based on the media width.
Take-up Tension	Select **Auto** for most media. When you select **Manual**, you can set a value from **1** to **6**. If media wrinkles, banding appears, or ink sticks to the back of the take-up roll, set the value lower than **Lv3**. If thick media cannot be wound correctly, set the value higher than **Lv3**.
Feed Speed	Select **Lv2** for most media. Select **Lv1** for thin media if it is creased, torn, stuck together, or if horizontal banding appears.
Prevent Sticking	Select **On** only if the media sticks to the platen when the printer is turned on or when printing starts.
Restore Settings	Select **Yes** to return all settings for the selected media to their default values.

RIP Settings options

Options	Description
Platen Gap	Select **2.0** for most media. Select **1.5** if print quality is unsatisfactory. Select **2.5** only if printouts are scratched or smudged. Choosing a larger gap than necessary can cause ink stains inside the printer, reduced print quality, or shorter product life.
Head Alignment	Enter a media **Input thickness** value from 4 to 40 mil (0.1 to 1.0 mm).
Roll Type	Select **Printable Side Out** or **Printable Side In** based on how the media is rolled

Options	Description
Tension Measurement	Selects how often tension is measured and automatically adjusted: **Periodically:** recommended for most media **Every page:** provides more precise tensioning (but slower printing)
Feeding Tension	Select **Auto** for most media. When you select **Manual**, you can set a value from **0** to **40**. If media creases, set the value higher than **Lv28**. If banding appears, set the value lower than **Lv28**. When **Media Size Check** is off, select **Manual** and set the value based on the media width.
Take-up Tension	Select **Auto** for most media. When you select **Manual**, you can set a value from **1** to **6**. If media wrinkles, banding appears, or ink sticks to the back of the take-up roll, set the value lower than **Lv3**. If thick media cannot be wound correctly, set the value higher than **Lv3**.
Prevent Sticking	Select **On** only if the media sticks to the platen when the printer is turned on or when printing starts.
Restore Settings	Returns all RIP settings to their default values.
Print	Prints the contents of media setting banks 1 to 30

Parent topic: Using the Control Panel Menus

Related tasks

Loading Media
Saving Sets of Media Settings
Adjusting the Media Feed
Aligning the Print Head
Adjusting Heating and Drying During Printing

Printer Setup Menu Settings

The Printer Setup menu lets you control margin settings, automatic cleaning cycles, and other aspects of your product's operation.

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

Setting	Options	Description
Side Margin(Right)	0.12 to 1.00 inch (3 to 25 mm)	Selects the width of the right margin
Side Margin(Left)	0.12 to 1.00 inch (3 to 25 mm)	Selects the width of the left margin
Print Start Position	0.00 to 32.00 inches (0 to 800 mm)	Sets an additional margin on the right side of the media
Margin Between Pages	**Normal** **No Margin**/–10 mm to +10 mm	Sets a margin between pages
Media Size Check	**On** **Off**	Automatically detects the edges of the media. Leave this setting **On** unless the printer displays a **Media Size Error** when media is loaded correctly.
Media End Check	**On** **Off**	Automatically detects the end of the media. Leave this setting **On** unless the printer displays **Media Out** when media is loaded correctly.
Media Skew Check	**On** **Off**	Stops printing and displays an error when skewed media is detected. Leave this setting **On** to avoid jams caused by skewed media.
Media End Option	**Continue** **Stop Printing**	Selects whether to continue an unfinished print job after a roll is replaced
Print Nozzle Pattern	**Off** **1 to 10 pages**	Selects how often to print an automatic nozzle check pattern

Setting	Options	Description
Periodical Cleaning **Light** **Medium** **Heavy** **Power**	**Off** **1 to 240 hours**	Selects the frequency and strength of automatic head cleaning cycles. Even when **Off** is selected, the printer will automatically clean the print head at a fixed interval after printing to keep the nozzles from clogging.
Cleaning Cycle	**Off** **1 to 10 pages**	Selects the frequency of automatic head cleaning cycles
Heat Off Timer	**15 to 240 minutes**	Selects the interval before the heater turns off automatically and the printer enters sleep mode. In sleep mode, the control panel also turns off and other components consume less power.
Restore Settings	**Yes** **No**	Returns all items in the Printer Setup menu to their default settings

Parent topic: Using the Control Panel Menus

Related references

Printable Area and Media Size Checking

Related tasks

Checking for Clogged Print Head Nozzles
Cutting Media
Cleaning the Print Head

Maintenance Menu Settings

The Maintenance menu lets you run nozzle checks, cleaning cycles, and other maintenance operations. You can access the menu directly by pressing the maintenance button.

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

Setting	Options	Description
Nozzle Check	**Print At Right** **Print At Center** **Print At Left**	Prints a nozzle check pattern in the specified location on the media
Cleaning **All Nozzles** **Selected Nozzles**	**Execute (Light)** **Execute (Medium)** **Execute (Heavy)**	Lets you clean all or selected nozzles, based on the nozzle check pattern. Select the lightest cleaning level first. If nozzles are still clogged, select a heavier cleaning.
Head Maintenance	**Head Movement**	Positions the print heads for cleaning
Waste Ink Counter	—	Lets you reset the waste ink counter if you replace the waste ink bottle before being prompted by a message on the control panel

Parent topic: Using the Control Panel Menus

Related tasks

Checking for Clogged Print Head Nozzles
Cleaning the Print Head
Replacing the Waste Ink Bottle

Printer Status Menu Settings

The Printer Status menu lets you track printer usage and firmware.

Setting	Options	Description
Print Status Sheet	**Print**	Prints a sheet showing current printer settings
Firmware Version	xxxxxxx,x_xx,xxxx	Displays the printer's firmware version

Parent topic: Using the Control Panel Menus

Network Setup Menu Settings

The Network Setup menu lets you enter network settings manually if necessary.

Setting	Options	Description
IP Address Setting	**Auto** **Panel**	Determines whether IP addresses are obtained automatically through DHCP or manually. Select **Panel** to enter an IP address, subnet mask, and default gateway address.
Print Status Sheet	**Print**	Prints the current network status and settings
Restore Settings	**Yes** **No**	Restores all items in the Network Setup menu to their default settings

Parent topic: Using the Control Panel Menus

Preference Menu Settings

The Preference menu specifies language and other settings for the printer's controls.

Setting	Options	Description
Date And Time	**MM/DD/YY HH:MM**	Sets the printer's built-in clock. The time and date are used in logs and status sheets.
Language	Various languages	Selects the language used on the control panel display.
Unit: Length	**m** **ft/in**	Selects the unit of length used on the control panel display and when printing test patterns
Unit: Temperature	**°C** **°F**	Selects the temperature units used on the control panel display
Alert Sound Setting	**On** **Off**	Enables the alert sound when an error occurs. Press the **OK** button to turn off the sound.
Alert Lamp Setting	**On** **Off**	Enables the alert light when an error occurs.

Parent topic: Using the Control Panel Menus

Reset All Settings Menu

The Reset All Settings menu lets you return various settings to their default options.

Setting	Options	Description
Reset All Settings	**Yes** **No**	Returns the settings in the Preferences menu to their defaults except the following settings: • **Date And Time** • **Language** • **Unit: Length** • **Unit: Temperature**

Parent topic: Using the Control Panel Menus

Maintenance

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

When to Maintain Your Product
Preparing for Maintenance
Stirring High Density Black Ink
Replacing the Ink and Chip Unit
Print Head Maintenance
Cleaning Around the Print Head
Cleaning the Wiper and Wiper Attachment Points
Cleaning the Anti-drying Caps
Cleaning the Platen, Pressure Rollers, and Media Holding Plates
Replacing the Waste Ink Bottle
Replacing the Wiper and Wiper Cleaner
Replacing the Media Holding Plates

When to Maintain Your Product

See the guidelines here to determine when you perform maintenance operations on your product or replace or refill consumables. If you need to perform an operation, use the links at the end of this topic.

Caution: To prevent sedimentation and incorrect colors in your printed media, stir the High Density Black ink in the ink tank once a week.

Note: You can set up certain maintenance operations to run automatically using settings on your product control panel.

Symptom	Maintenance or consumable operation
A low ink warning appears on the product control panel screen.	Check if you need to replace an ink and chip unit for the indicated color.
A prepare and replacement message appears on the product LCD screen.	Replace the waste ink bottle.
You want to check the print quality for clogged nozzles.	Run a nozzle check to print a check pattern.

Symptom	Maintenance or consumable operation
A nozzle check pattern indicates clogged nozzles.	Clean the print head.
Print quality has declined.	
Printed media is faint, or contains horizontal stripes or uneven colors.	
Even after cleaning the print head several times, print quality has declined.	Perform the following as necessary: • Clean around the print head. • Clean the wiper and its attachment point. • Clean the anti-drying caps.
Printed media is smudged.	
Ink, paper particles, or lint from the media accumulate on the platen, pressure rollers, or media holding plates.	Clean the platen, pressure rollers, and media holding plates as necessary.
Ink adheres to the absorber on the back of the wiper cleaner.	Replace the wiper and the wiper cleaner at the same time.
Printed media is faint, smudged, or incomplete and the wiper is torn or deteriorated.	
The media holding plates are deformed or damaged.	Replace the media holding plates.

Parent topic: Maintenance

Related tasks

Stirring High Density Black Ink
Replacing the Waste Ink Bottle
Cleaning the Wiper and Wiper Attachment Points
Cleaning the Platen, Pressure Rollers, and Media Holding Plates
Checking for Clogged Print Head Nozzles
Cleaning the Print Head
Cleaning Around the Print Head
Cleaning the Anti-drying Caps
Replacing the Wiper and Wiper Cleaner
Replacing the Media Holding Plates

Related topics

Replacing the Ink and Chip Unit

Preparing for Maintenance

Before you perform any maintenance procedures, see these sections to prepare for maintenance.

Maintenance Supplies

Maintenance Precautions

Using Ink Cleaner

Moving the Print Head for Maintenance

Parent topic: Maintenance

Maintenance Supplies

Before performing any maintenance tasks or replacing ink, make sure you have the maintenance supplies listed here.

Protective eyewear

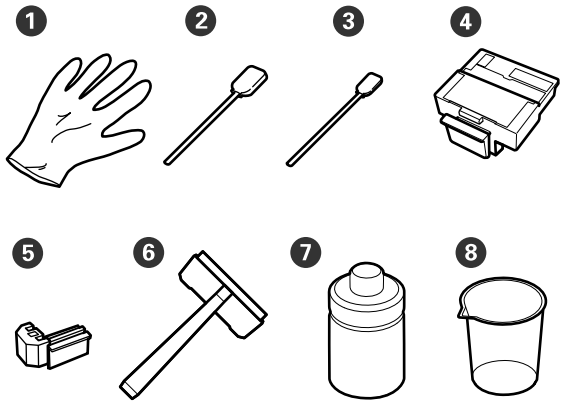
Obtain commercially available eyewear to protect your eyes from ink and ink cleaner.

Mask

Obtain a commercially available mask to protect your mouth and nose from ink and ink cleaner.

Maintenance Kit

Use the maintenance kit that came with your product for general cleaning. The kit contains the following items:



Number	Part	Quantity
1	Gloves	2
2	Cleaning sticks (large)	25
3	Cleaning sticks (small)	25
4	Wiper cleaner	2
5	Wiper	2
6	Cleaning wiper	1
7	Ink cleaner	1
8	Cup	1

Metal or plastic tray
Obtain a commercially available metal or plastic tray to hold cleaning tools and consumables you remove from the product.

Soft cloth or brush
Obtain a commercially available static-free, lint-free soft cloth or brush to clean inside the printer.

Parent topic: Preparing for Maintenance

Maintenance Precautions

Follow these precautions as you maintain your product:

- Remove loaded media from the product before performing any maintenance tasks.
- Touch a metal object to discharge any static electricity before performing any maintenance tasks.
- Use only the cleaning sticks included in the product maintenance kit to clean your product to avoid damaging the print head.
- Do not reuse cleaning sticks.
- Do not touch the ends of the cleaning sticks to prevent oil from your hands from damaging the print head.
- Do not use alcohol or water to clean the nozzle surface, caps, or wiper or you may damage your product.
- Store ink packs and waste ink out of the reach of children.
- Wear protective eyewear and gloves when performing maintenance tasks.

Warning: If ink or waste ink contact your skin, or get into your eyes or mouth, immediately do the following:

- Thoroughly wash the substance from your skin with soapy water. If your skin becomes irritated or discolored, contact a doctor.
- Immediately rinse the substance from your eyes with water to avoid bloodshot eyes or mild inflammation. If you experience eye problems, contact a doctor.
- If a substance gets in your mouth, contact a doctor immediately.
- If you swallow a substance, do not induce vomiting and contact a doctor immediately. Inducing vomiting may cause material to get in your windpipe and cause injury.

Parent topic: Preparing for Maintenance

Related references

Maintenance Supplies

Using Ink Cleaner

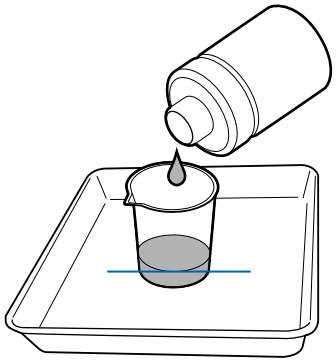
Use the ink cleaner and cup that came in the maintenance kit to clean only around the print head and caps. Whenever you use the ink cleaner, follow the steps here.

Caution: Using ink cleaner on any other parts of your product could damage the product.

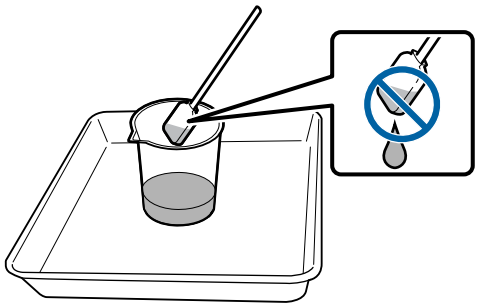
Be sure to do the following:

- Store ink cleaner at room temperature and out of direct sunlight.
- Use fresh ink cleaner with a fresh cleaning stick each time; do not reuse them.
- Dispose of used cleaning sticks and ink cleaner according to local disposal regulations.

1. Place the cup on a try and pour approximately 0.3 ounce (10 ml) of ink cleaner into the cup.



2. Recap the ink cleaner bottle.
3. Dip a fresh cleaning stick into the ink cleaner and let any excess drip into the cup.



Parent topic: Preparing for Maintenance

Related references

Maintenance Supplies

Moving the Print Head for Maintenance

Certain maintenance tasks require that you move the print head as described here before performing the task.

Caution: Always move the print head as described here. Do not move the print head manually or you may cause your product to malfunction.

1. When the product is turned on, press the maintenance button on the control panel.

   You see the Maintenance menu.

2. Press the up or down arrow buttons on the control panel to select **Head Maintenance** and press the **OK** button.

   The print head moves into maintenance position.

3. Perform your maintenance task as necessary.

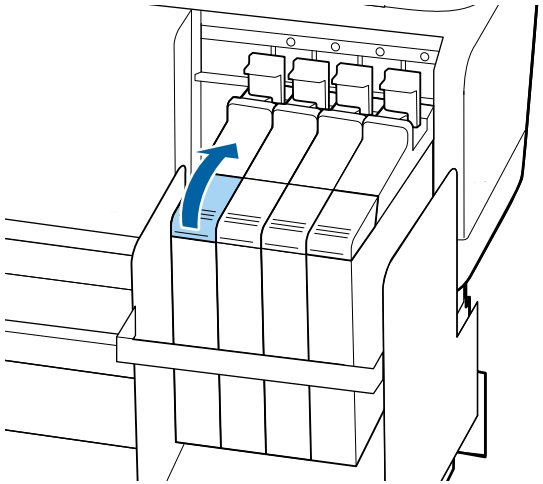
   Note: After 10 minutes, a alarm sounds to warning you that the print head is still in maintenance position. You also see a notice on the LCD screen telling you to clean the print head after maintenance. After completing your maintenance task, press the **OK** button to clean the print head. The alarm sounds again at 10 minute intervals if the print head is not in the home position.

Parent topic: Preparing for Maintenance

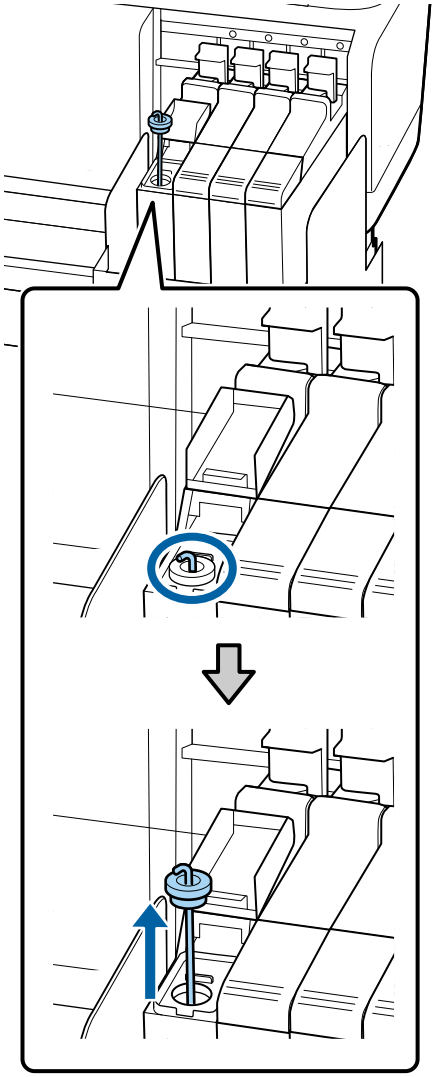
Stirring High Density Black Ink

To prevent sedimentation and incorrect colors in your printed media, stir the High Density Black ink in the ink tank once a week.

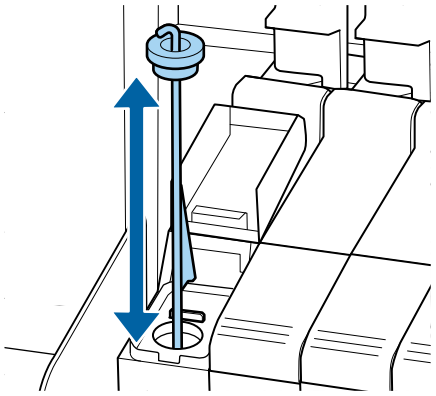
1. Open the ink inlet cover for the High Density Black ink shown here.



2. Grasp the loop at the top of the ink inlet cap and slowly remove the ink inlet cap.

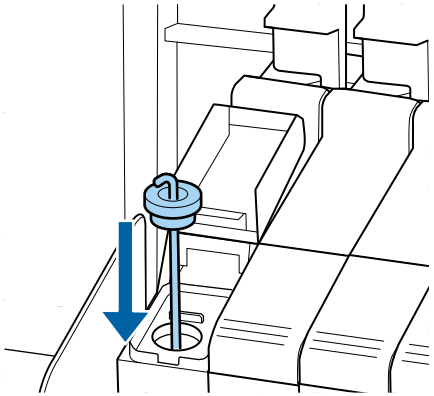


3. Move the stirring stick up and down 15 times. Insert the stick completely into the ink tank and raise the stick up to the top each time.



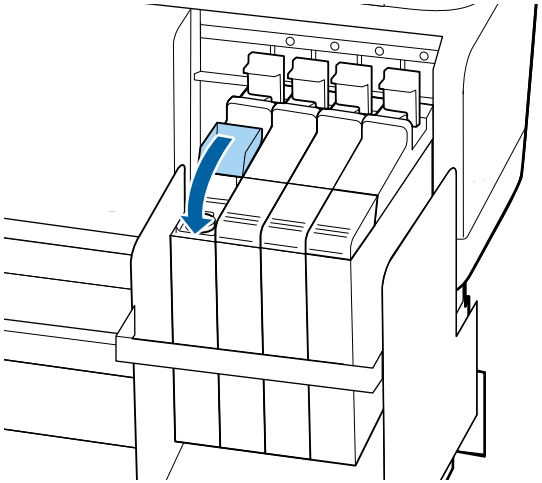
Caution: Move the stick slowly and steadily, or ink may splatter.

4. Insert the stirring stick into the ink tank and replace the ink inlet cap



Caution: Press the ink inlet cap down firmly. If the slider comes into contact with the ink inlet cap when pulling it out, the cap could get damaged.

5. Close the ink inlet cover.



Parent topic: Maintenance

Replacing the Ink and Chip Unit

See these sections to replace the ink chip unit in your product.

About Ink and Chip Unit Replacement
Ink and Chip Unit Precautions
Replacing the Chip Unit and Refilling Ink

Parent topic: Maintenance

Related references

Consumables and Replacement Parts

About Ink and Chip Unit Replacement

When the message **Check Ink Levels** is displayed on the LCD screen, you need to refill the ink and replace the chip unit soon. Obtain an ink pack of the appropriate color as soon as possible.

You will be unable to print if a chip unit needs to be replaced. If the **Check Ink Levels** message is displayed during a print job, the print job pauses while you refill the ink and replace the chip unit. You can use the same procedure to refill the ink and replace chip units for all colors.

Note: When the message **Refill Ink Tank** is displayed on the LCD screen and the remaining ink level is greater than 2.8 in. (70 mm) from the base of the ink tank, it is time to replace the ink tank. The ink tank must be replaced because fine dirt, dust, and other foreign material causes the ink tank's filter to malfunction. The ink tank replacement interval depends on the usage environment and conditions. Contact Epson Support for information on replacing components.

Note: Your product has a remaining ink warning system. This system does not directly detect the amount of ink remaining in the ink tank. Instead, the amount of ink remaining is estimated based on the ink usage conditions and displayed as a message. The accuracy of this system depends on consistent and proper ink refills.

If the procedure for refilling the ink and replacing the chip unit is not followed correctly, the remaining ink warning system may not function properly. To prevent this, replace the chip unit and refill the ink as soon as possible once the remaining ink level falls below 2.8 in. (70 mm) from the base of the ink tank.

Parent topic: Replacing the Ink and Chip Unit

Related tasks

Replacing the Chip Unit and Refilling Ink

Ink and Chip Unit Precautions

Follow these precautions as you refill the ink in your product:

- Store ink packs in a location out of the reach of children.
- Wear protective eyewear and gloves when refilling ink.
- Be sure to read the Safety Data Sheet (SDS) before using ink packs. You can download it from epson.com/proimaging.
- Gently cut or tear off the ink pack spout seal. If you cut the ink pack spout seal too quickly, ink may splatter.
- Do not squeeze open ink packs. Ink may spill.
- Gently tilt the ink pack when pouring ink into the ink tank.
- Do not place anything on the ink tank or subject it to strong impacts, or the ink tank could detach.
- Epson recommends the use of genuine Epson ink packs.
- 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 chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

Warning: Should ink contact your skin or enter your eyes or mouth, immediately take the following actions:

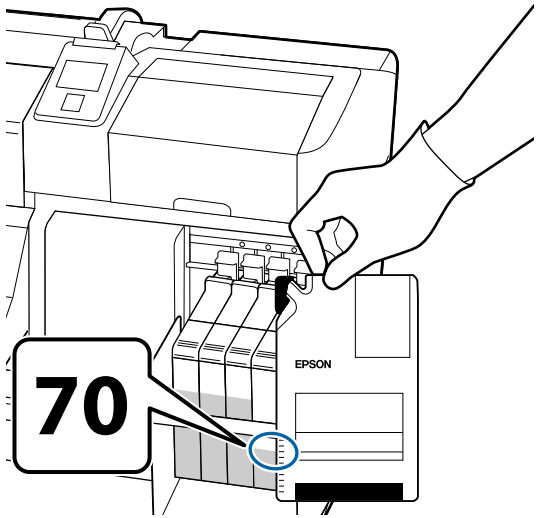
- If fluid contacts your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or discolored.
- If fluid enters your eyes, rinse them immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult with a physician.
- If swallowed, do not induce vomiting and consult with a physician immediately. Inducing vomiting may cause material to get in your windpipe and cause injury.

Parent topic: Replacing the Ink and Chip Unit

Replacing the Chip Unit and Refilling Ink

Follow the steps here to replace the chip unit and refill the ink in your product.

1. When the message **Check Ink Levels** appears on the LCD screen, use the scale on the ink pack to check how much ink is left in the ink tank.

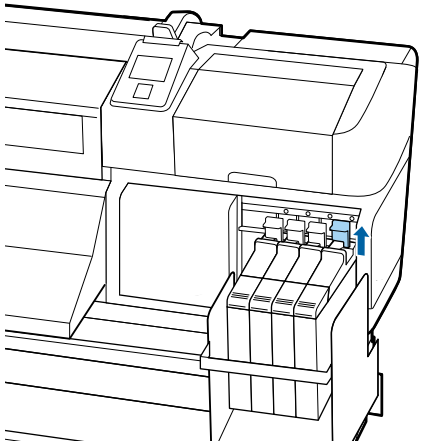


If the remaining ink level is greater than 2.8 in. (70 mm) from the base of the ink tank, continue to use the printer until the remaining ink level is 2.8 in. (70 mm) from the base of the ink tank so that you can use all the ink in a new ink pack to refill the ink tank.

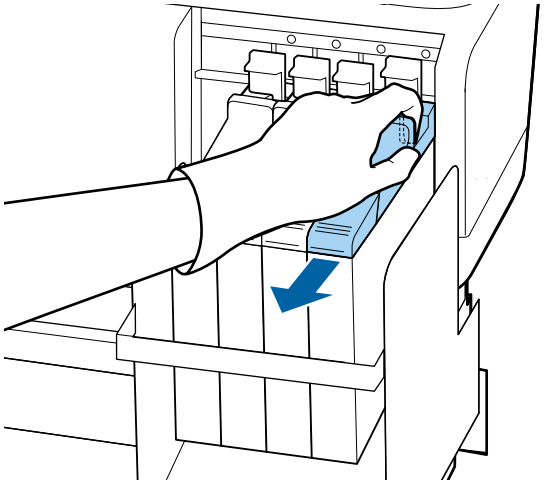
If the remaining ink level is 2.8 inches (70 mm) or less, go to the next step.

Note: When the message **Refill Ink Tank** is displayed on the control panel screen and the remaining ink level is greater than 2.8 in. (70 mm) from the base of the ink tank, it is time to replace the ink tank. The ink tank must be replaced because fine dirt, dust, and other foreign material causes the ink tank's filter to malfunction. The ink tank replacement interval depends on the usage environment and conditions. Contact Epson Support for information on replacing components.

2. Lift the lock lever for the slider of the chip unit you intend to replace.

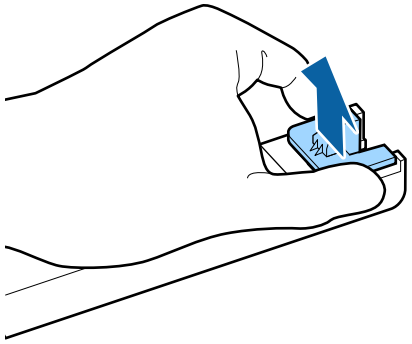


3. Insert a finger into the groove on the top of the slider and pull the slider straight out.

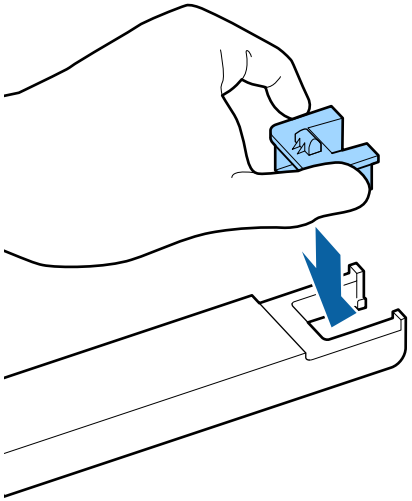


Caution: Do not tilt the slider. If you drop the chip unit, it may break.

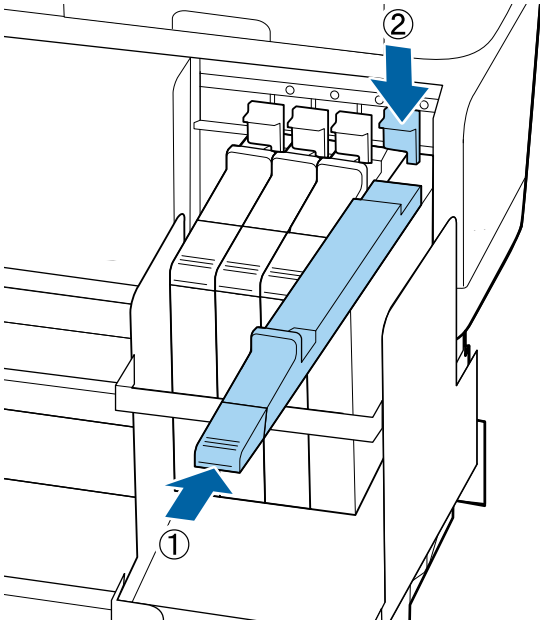
4. Remove the chip unit from the slider.



5. Confirm that the label color on the slider matches the label on the new ink pack. Then attach the chip unit supplied with the new ink pack to the slider.

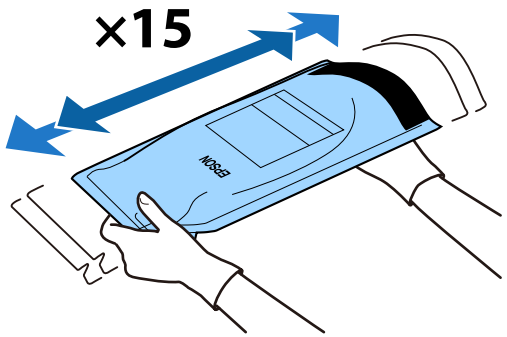


6. Hold the slider level and insert it. Lower the lock lever.

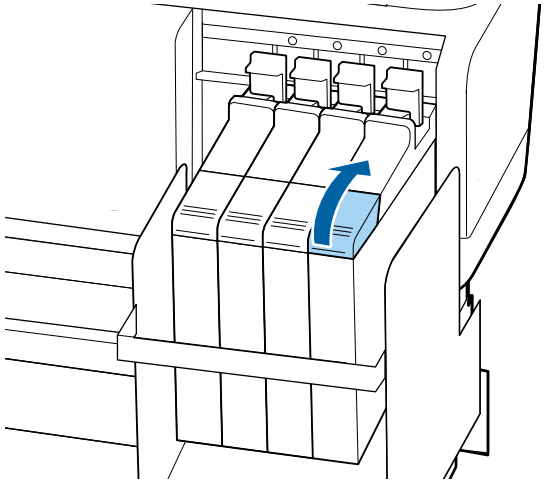


Caution: Do not push the slider in with too much force. Failure to observe this precaution could damage the printer.

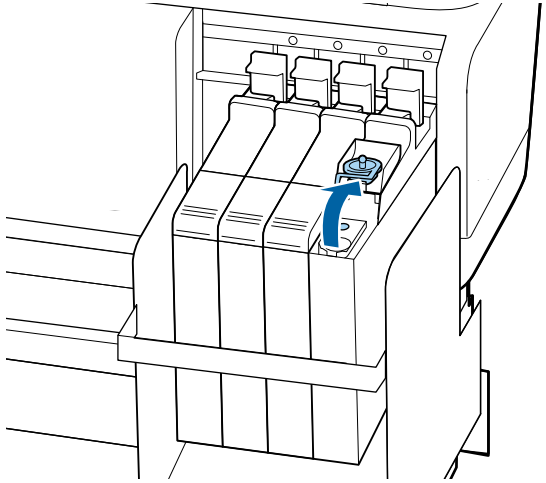
7. Shake the new ink pack horizontally approximately 2 inches (5 cm) left and right for 5 seconds (approximately 15 times).



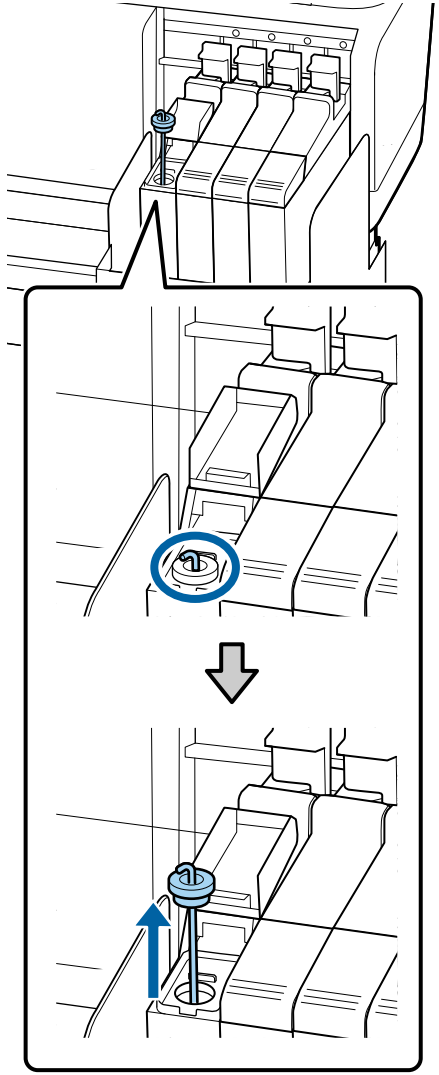
8. Open the ink inlet cover.



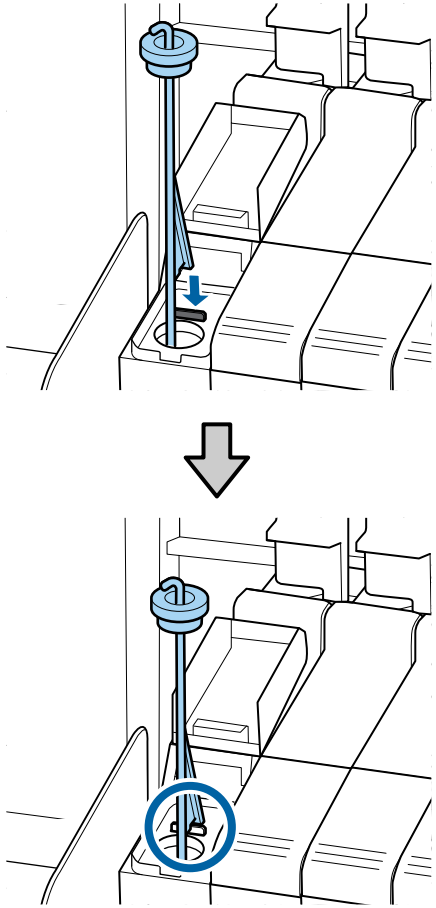
9. Do the following:
   - For all ink colors except High Density Black ink, remove the ink inlet cap from the ink tank.



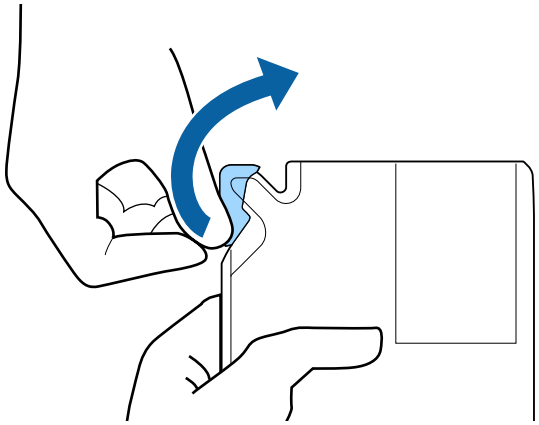
- For the High Density Black ink, grasp the loop at the top of the ink inlet cap and slowly remove the ink inlet cap.



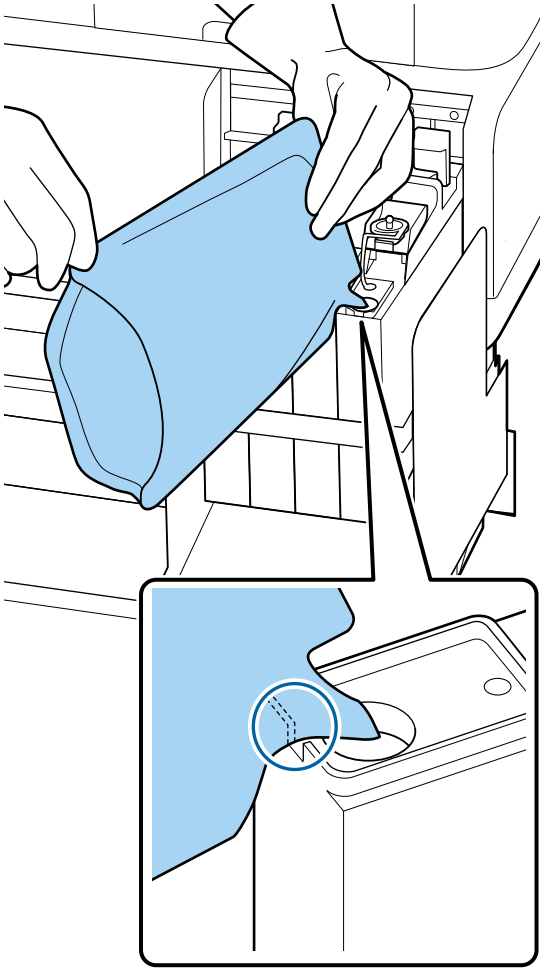
Rest the stirring stick on the tab at the edge of the tank as shown.



10. Cut or tear off the ink pack spout seal.

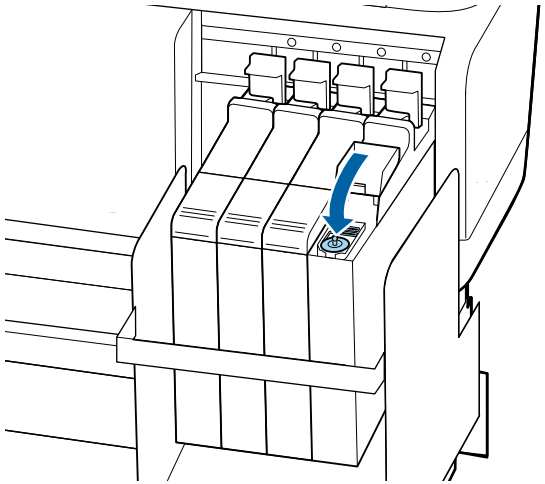


11. Insert the spout of the ink pack into the groove and slowly tilt it to pour out the ink.

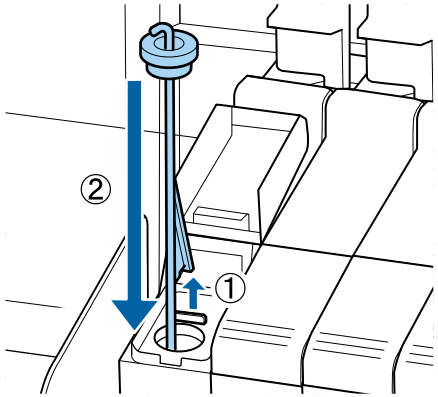


Note: Be sure to completely empty the ink pack into the tank. Do not use an ink pack to refill multiple ink tanks. This can prevent the proper display of messages from the remaining ink warning system.

12. Do the following:
    - For all ink colors except High Density Black ink, replace the ink inlet cap.

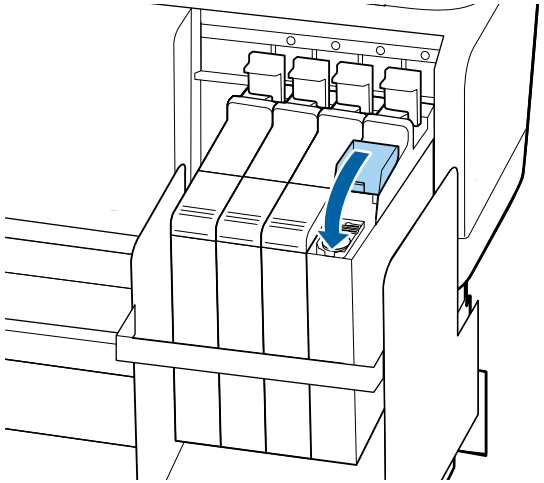


    - For the High Density Black ink, lift up the stirring stick, guide it into the ink tank, and replace the ink inlet cap as shown.



Caution: Press down the ink inlet cap firmly so it does not interfere with the slider and damage the ink inlet cap.

13. Close the ink inlet cover.



Parent topic: Replacing the Ink and Chip Unit

Related concepts

About Ink and Chip Unit Replacement

Related references

Ink and Chip Unit Precautions

Consumables and Replacement Parts

Where to Get Help

Print Head Maintenance

Print head maintenance ensures the best print quality.

Perform the following maintenance as necessary:

- **Nozzle Check**: Check for clogged nozzles before each print job 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 areas or gaps in the printed result.

Checking for Clogged Print Head Nozzles

Cleaning the Print Head

Parent topic: Maintenance

Checking for Clogged Print Head Nozzles

To maintain optimum print quality, perform a nozzle check before printing. This lets you visually inspect the printed check pattern and clean the nozzles, if necessary. There are two ways to check the nozzles:

- Set up the product to automatically print a check pattern before each print job. You can select how often the product performs a nozzle check in the **Printer Setup** menu.
- Manually run a nozzle check from the product control panel, as described here.

1. Press the maintenance button.

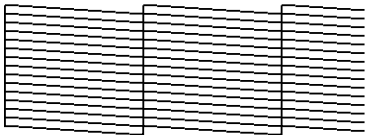
   You see the **Maintenance** menu on the product's LCD screen.

2. Select **Nozzle Check**, select the print position for the check pattern, and press the **OK** button.

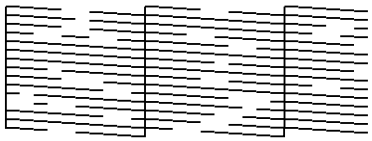
   The product prints a nozzle check pattern.

3. Check the printed pattern to see if there are gaps in the lines.

   Nozzles are clean

   Nozzles need cleaning

4. If there are no gaps, the print head is clean and you can continue printing.

   If there are gaps or the pattern is faint, clean the print head.

Parent topic: Print Head Maintenance

Related references

Printer Setup Menu Settings

Maintenance Menu Settings

Related tasks

Cleaning the Print Head

Related topics

Media Handling

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. You can clean the print head when printing is paused, if necessary, but the colors in your printout may change when you resume printing.

Note: You can also set up the product to automatically clean the print head at selected intervals using the **Periodical Cleaning** setting in the **Printer Setup** menu.

You can select from three levels of head cleaning:

- **Execute (Light)**: Use this cleaning level first.
- **Execute (Medium)**: Use this cleaning level if you cannot clear the clogged nozzles after cleaning with the light level.
- **Execute (Heavy)**: Use this cleaning level if you cannot clear the clogged nozzles after cleaning with the medium level.

Note: If colors are faint or missing even after cleaning the print head, manually clean around the print head inside the product.

1. Press the maintenance button on the control panel.

   You see the **Maintenance** menu. (If printing is paused, you do not see the menu; go to step 3.)
2. Press the up or down arrow button to select **Cleaning** and press the **OK** button.
3. Press the up or down arrow button to choose one of the following cleaning options:
   - **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.
   - **Selected Nozzles**: Select this option when you see faint printing or gaps in only certain rows of nozzles in the check pattern. You can select to clean multiple nozzle rows, if necessary.

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 clean. When you finish, select **Proceed** and press the **OK** button.
5. Press the up or down arrow button to select the cleaning level and press the **OK** button.

   Print head cleaning starts. When it is complete, the menu closes.

   Note: If you paused printing to clean the print head, printing resumes when cleaning is finished.

6. Print a nozzle check pattern or check your printout to confirm that the nozzles are cleared.

Parent topic: Print Head Maintenance

Related references

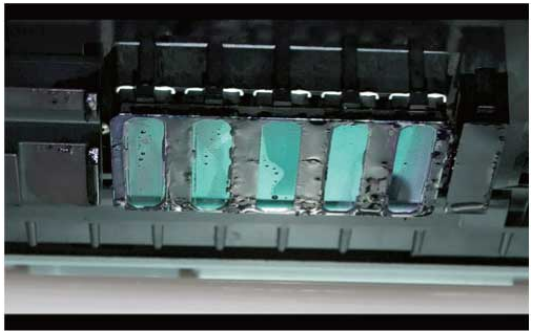
Printer Setup Menu Settings

Related tasks

Checking for Clogged Print Head Nozzles

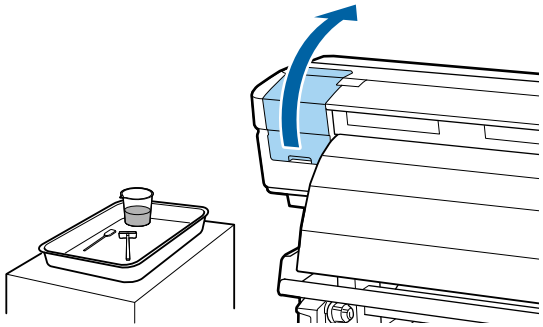
Cleaning Around the Print Head

Clean around the print head to remove any ink, lint, or dust that could affect print quality.

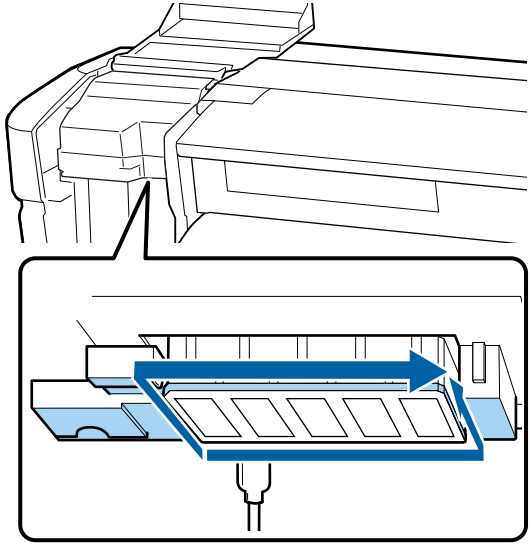


1. Before you clean around the print head, move the print head into maintenance position.

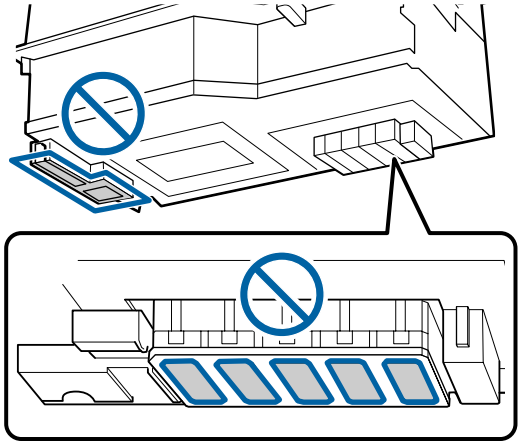
2. Open the left maintenance cover.



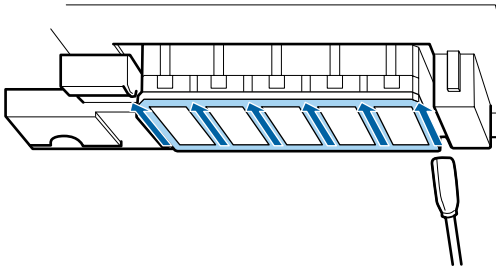
3. Dampen a cleaning stick with ink cleaner.
4. Wipe off any ink from the parts shown here in the direction of the arrow. Use the tip of the cleaning stick to remove any lint or dust from the area.



Note: Do not touch the parts shown here during cleaning or you could adversely affect the print quality.

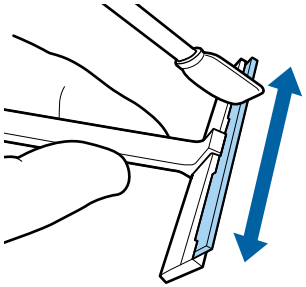


5. Using the tip of a small cleaning stick dampened with ink cleaner and wiping in one direction, clean any ink from between the nozzles on both print heads as shown here.

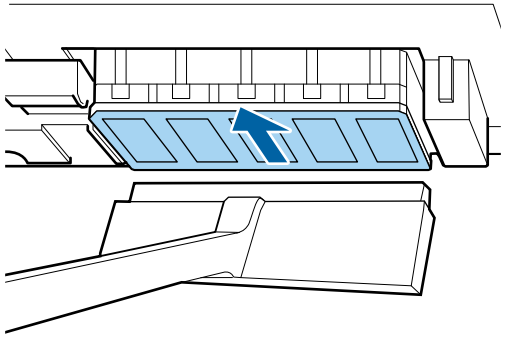


Caution: Do not press on the nozzles with excessive force or you may damage them. Do not move the cleaning stick back and forth; wipe in one direction only.

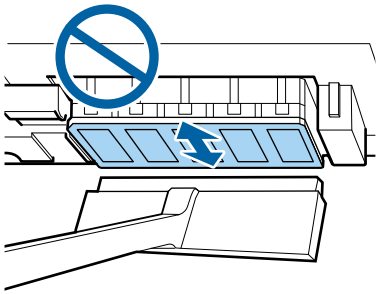
6. Dampen a large cleaning stick with ink cleaner and use it to wipe all sides of the blade on the cleaning wiper.



7. Use the cleaning wiper to clean the print head by pulling it once over the surface as shown here.



Caution: Do not wipe back and forth with the cleaning wiper or you may damage the print head.



Your cleaned print heads should look like this:



If not, repeat these steps using fresh cleaning sticks and ink cleaner.

8. Close the left maintenance cover.
9. Wipe any stains from the cleaning wiper and store it away from dust and out of direct sunlight.

Parent topic: Maintenance

Related references

Maintenance Supplies

Maintenance Precautions

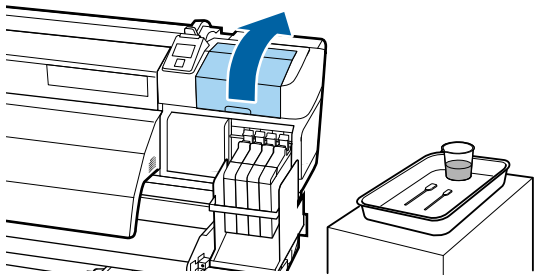
Related tasks

Moving the Print Head for Maintenance

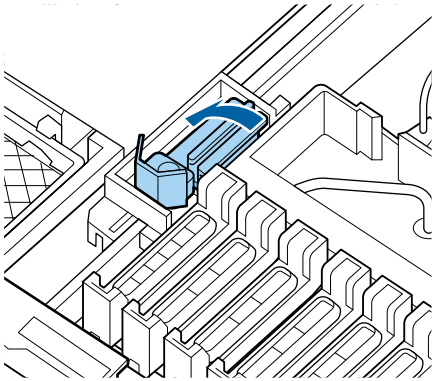
Cleaning the Wiper and Wiper Attachment Points

Clean the wiper and the wiper attachment points to remove any ink, lint, or dust that could affect print quality.

1. Open the right maintenance cover.

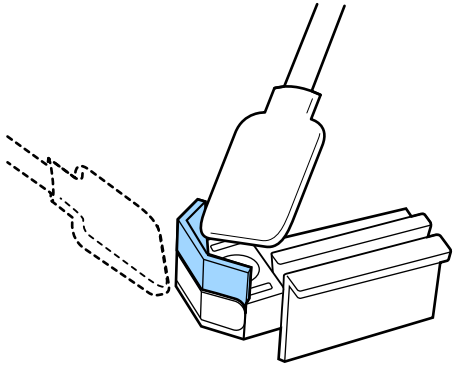


2. Hold the wiper by the attachment point, tilt it to the left as shown, and lift it out of the product.

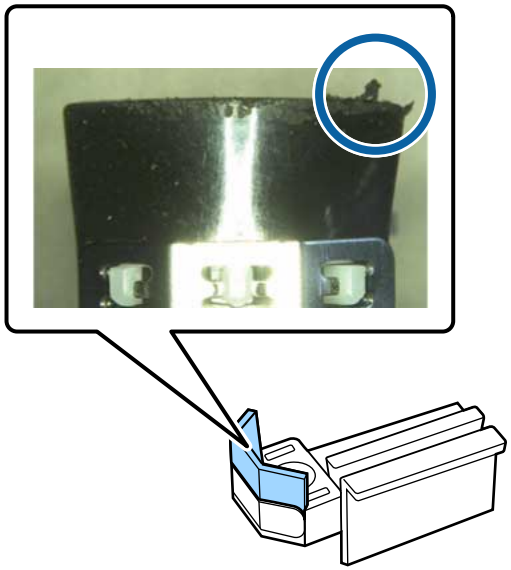


3. Dampen a large cleaning stick with ink cleaner.

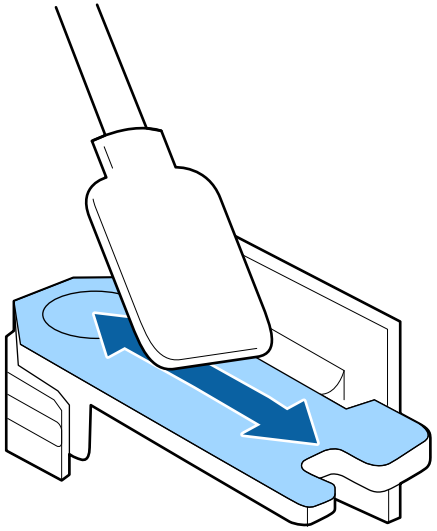
4. Clean the front and back of the wiper.



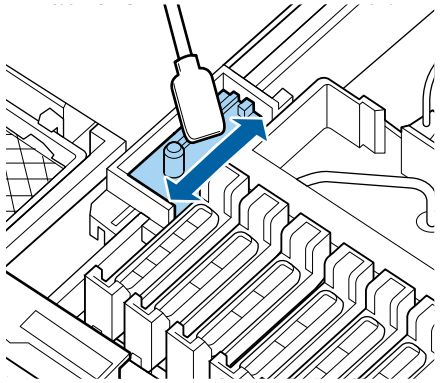
Caution: If the wiper has split or broken as shown here, replace the wiper.



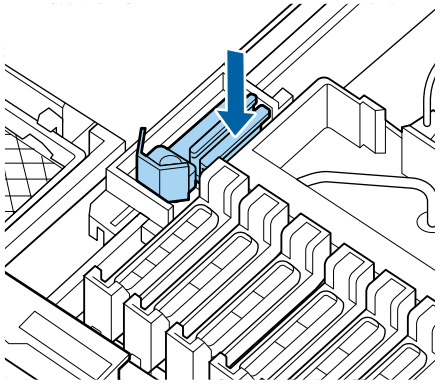
5. Clean the bottom of the wiper as shown here.



6. Inside the product, clean the wiper attachment points as shown here.



7. Install the wiper on the attachment points and press the wiper down until you hear it click into place.



8. Now clean the anti-drying caps.

Parent topic: Maintenance

Related references

Maintenance Supplies

Maintenance Precautions

Related tasks

Moving the Print Head for Maintenance

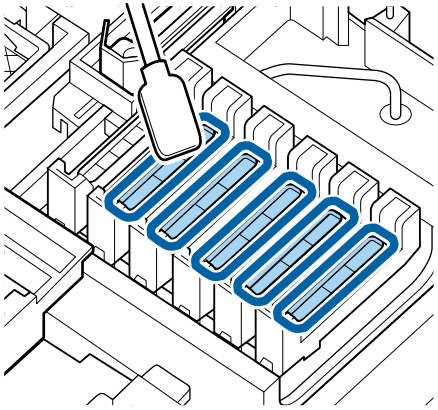
Cleaning the Anti-drying Caps

Cleaning the Anti-drying Caps

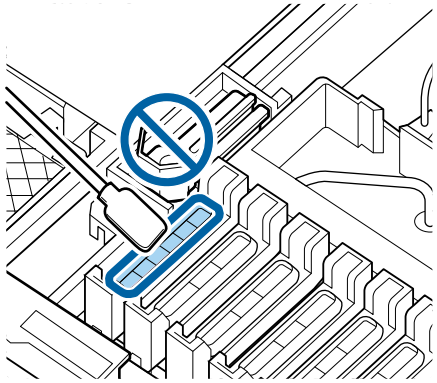
Clean the anti-drying caps to remove any ink that may affect print quality.

1. Dampen a large cleaning stick with ink cleaner.

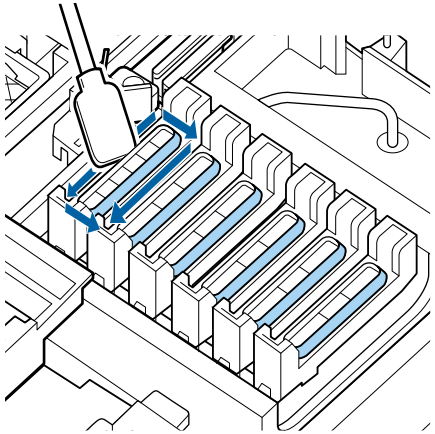
2. Holding the stick perpendicularly, wipe off any ink from inside the caps as shown here.



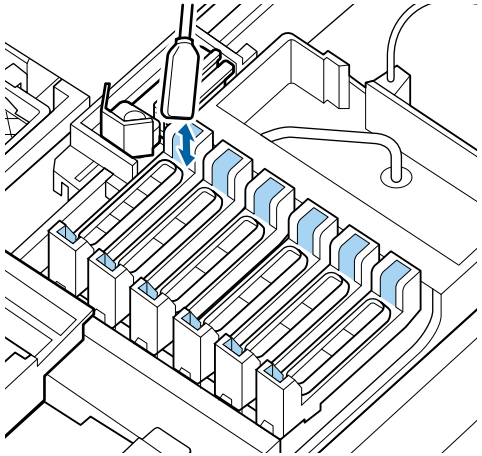
Note: Do not touch the inside of the suction caps shown here to avoid damaging the caps and preventing the print head from capping correctly.



3. Wipe around the outsides of the caps in the same manner.



4. Wipe inside the guides shown here in the same manner.



5. Close the right maintenance cover.
6. Press the **OK** button twice.
7. Print a nozzle check pattern before printing.

Parent topic: Maintenance

Related references

Maintenance Supplies
Maintenance Precautions

Related tasks

Moving the Print Head for Maintenance

Cleaning the Platen, Pressure Rollers, and Media Holding Plates

Carefully follow the steps here to clean the platen, pressure rollers, and media holding plates to remove ink, paper particles, and lint.

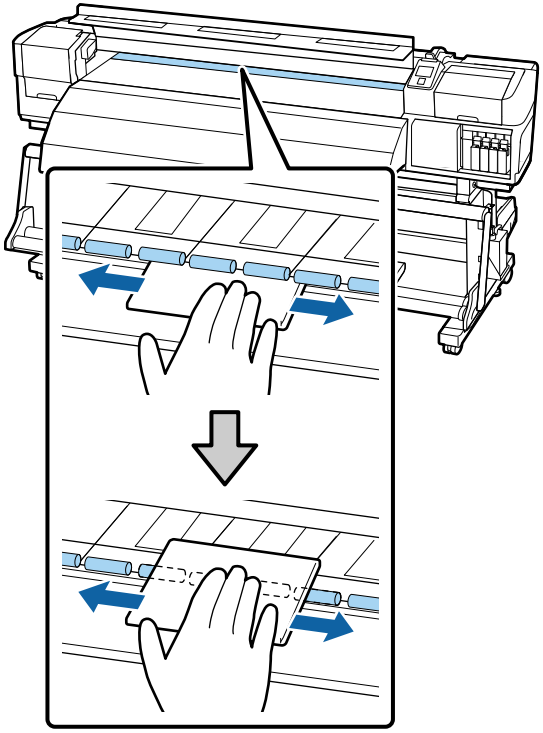
Caution:

- If ink remains on these parts, it could transfer to your printouts. Continued use of your product with ink, paper particles, or lint on these surfaces could damage the print heads or clog the nozzles.
- The after heater may be hot; take care not to burn yourself.

Note: Do not use ink cleaner when cleaning the platen, high pressure rollers, or media holding plates.

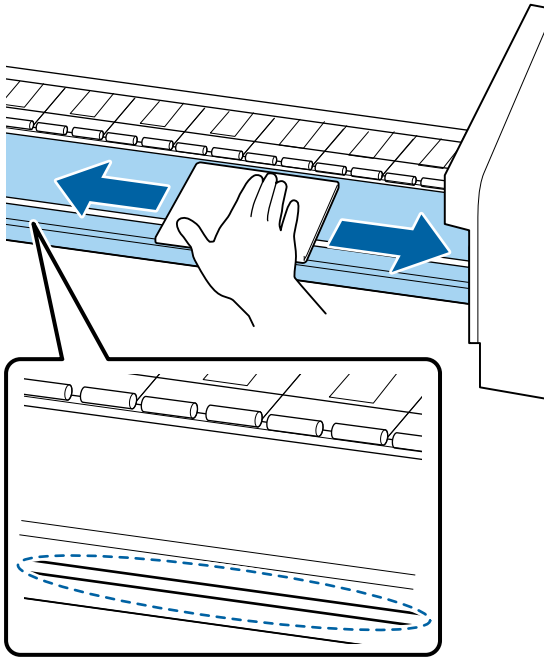
1. Turn off the product, wait for the LCD screen to turn off, and unplug the power cable from the electrical outlet.
2. Wait for one minute before continuing.
3. Open the front cover.
4. Raise the media loading lever.

5. Using a dry soft cloth, wipe from side to side between the platen and the pressure rollers as shown here. Then wipe over the top of the pressure rollers.

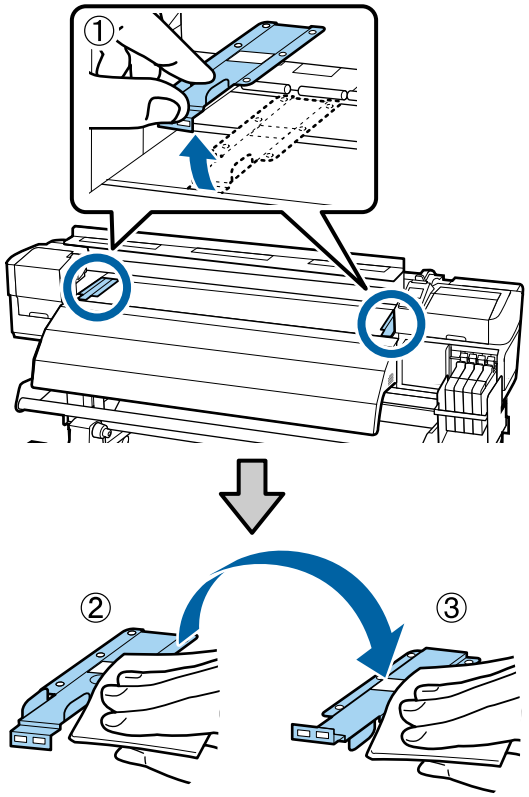


Caution: Do not press on the rollers with excessive force or you may detach them.

6. Using a brush or soft cloth lightly dampened with water, wipe side to side over the platen to clean it as shown here. Also remove any lint or dust from the groove in the platen.



7. If your product includes insertable media holding plates, remove the plates from your product. Then use a soft cloth lightly dampened with water to wipe both sides the media holding plates to clean them. When you finish, reinstall the media holding plates.



8. Close the front cover, plug in the power cord, and turn the product back on.

Parent topic: Maintenance

Replacing the Waste Ink Bottle

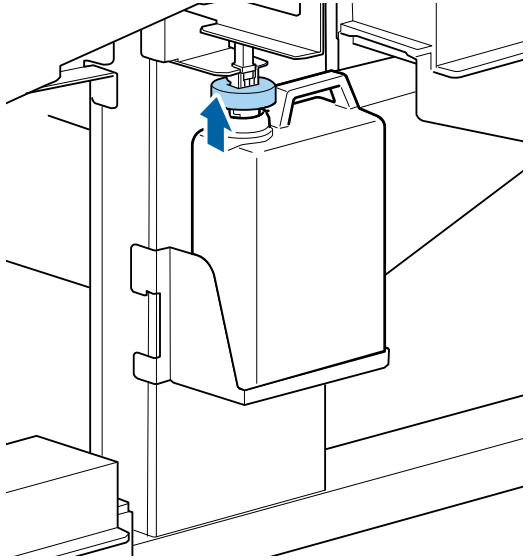
When you see one of these messages on the product's LCD screen, you need to replace the waste ink bottle:

- **Prepare empty waste ink bottle**
- **Replace waste ink bottle and press OK**

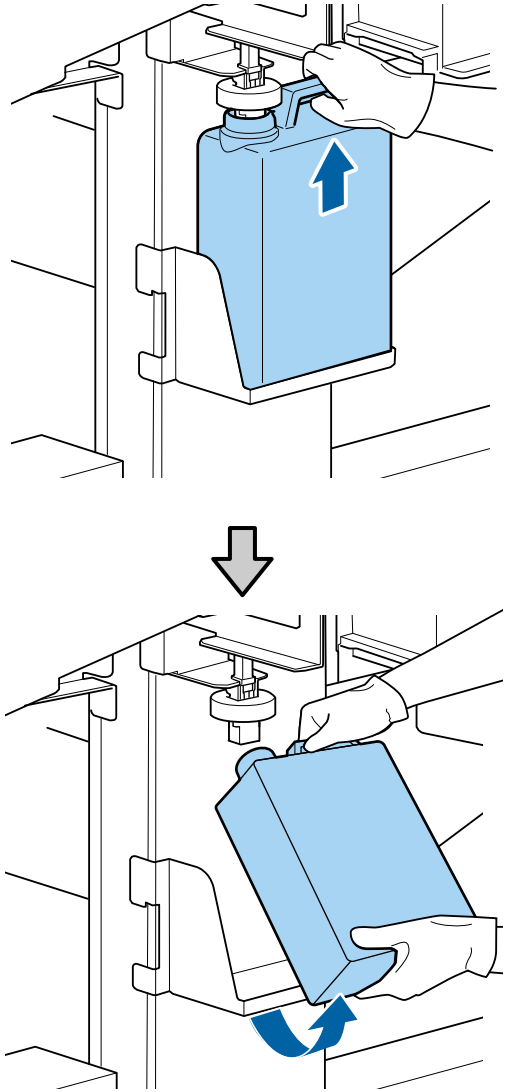
Wait until the product is not printing or cleaning the print heads before replacing the waste ink bottle.

Caution: Replacing the waste ink bottle during printing or cleaning could cause waste ink to leak. When replacing the waste ink bottle, always wear the gloves included in the maintenance kit. Leave the waste ink in the bottle for disposal and do not transfer it to another container.

1. Raise the ink splash guard on the waste ink bottle.



2. Lift up the waste ink bottle and remove it from the holder as shown here.

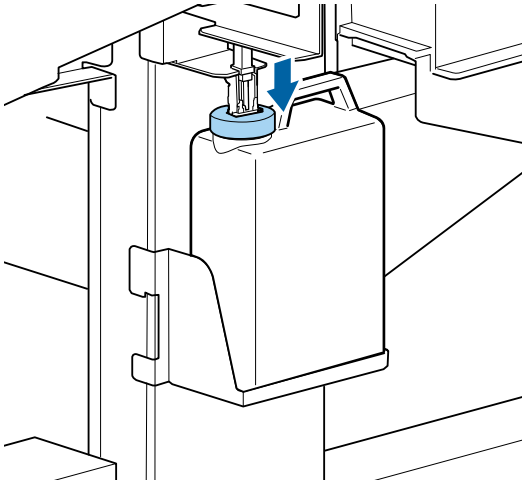


3. Put the inner seal and cap on the used waste ink tank bottle.

4. Insert the waste ink tube into the new waste ink bottle and place the bottle in the holder.

   Note: Be sure the waste ink tube is inserted in the waste ink bottle or waste ink could spill onto your product.

5. Lower the ink splash guard onto the waste ink bottle and make sure it firmly seals to the mouth of the bottle.



   Note: If the ink splash guard does not firmly seal, waste ink could spill onto your product.

6. Press the **OK** button on the product control panel.
7. Press the **OK** button again to reset 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

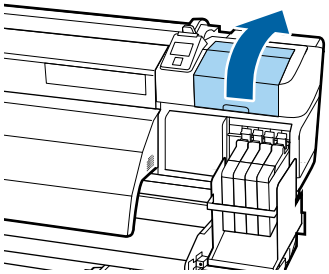
Related references

Maintenance Precautions
Consumables and Replacement Parts

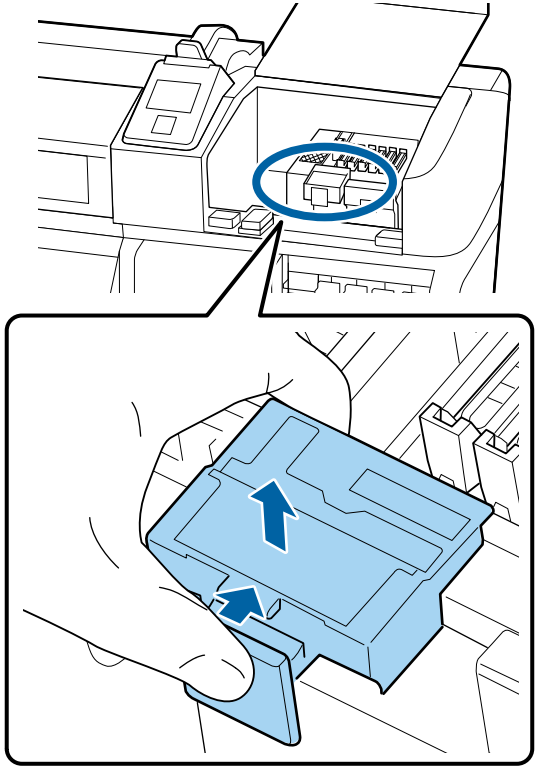
Replacing the Wiper and Wiper Cleaner

If your printouts are faint or smudged, or segments are missing even after cleaning the print head, you need to replace the wiper and wiper cleaner. You may also need to replace the wiper and wiper cleaner if ink adheres to the absorber on the back of the wiper cleaner or they are damaged.

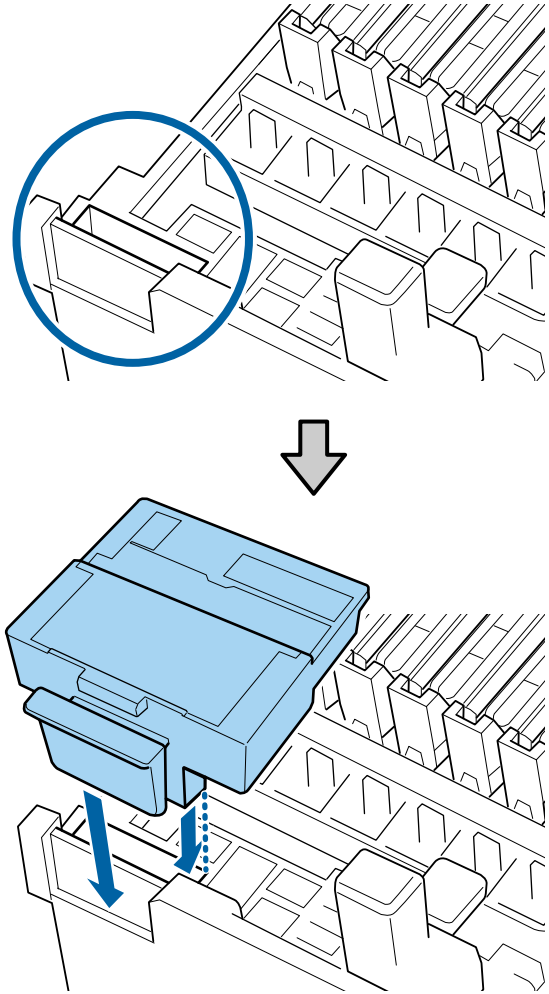
1. Before you replace the wiper cleaner, move the print head into maintenance position.
2. After the print head moves to the left end of the printer, open the right maintenance cover.



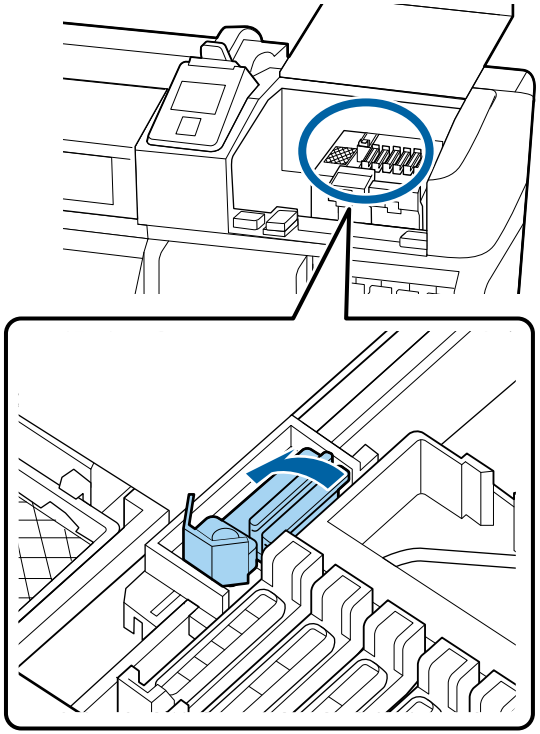
3. Grasp the wiper cleaner and lift it out of your product as shown.



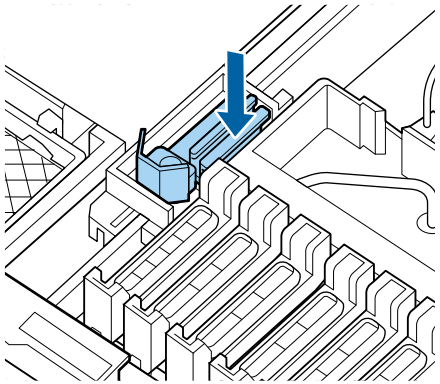
4. Place the new wiper cleaner on the attachment point shown here and press it down until it clicks into place.



5. Hold the wiper by the attachment point, tilt it to the left as shown, and lift it out of the product.



6. Remove the cap on the new wiper, place it on the attachment point, and press it down until it clicks into place.



7. Close the maintenance cover.
8. To close the setup menu on the product control panel, press the **OK** button to move the wiper to the inner side.
9. Press the **OK** button again to return the print head to normal position and close the setup menu.

Parent topic: Maintenance

Related references

Maintenance Precautions

Consumables and Replacement Parts

Related tasks

Moving the Print Head for Maintenance

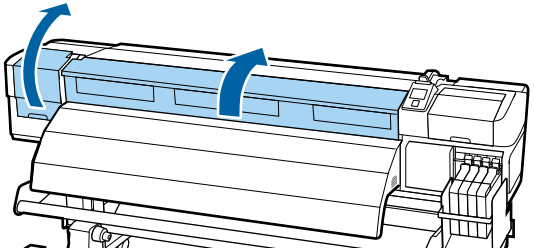
Replacing the Media Holding Plates

If the media holding plates that came with your product become damaged or deformed, you need to replace them.

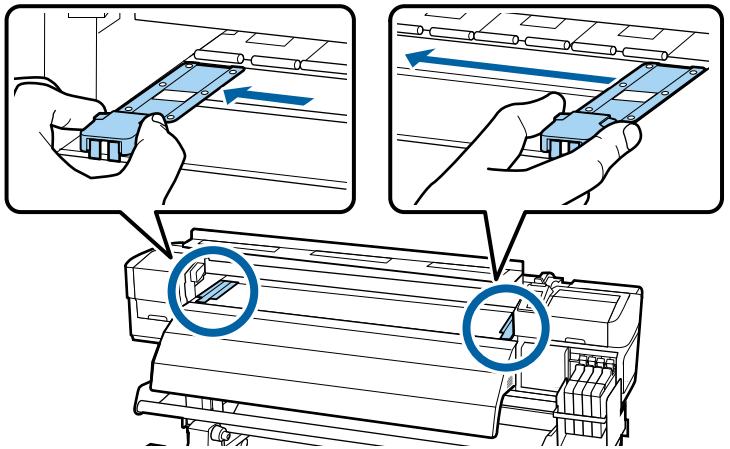
If you need to replace the insertable media holding plates, replace both plates with sliding media holding plates instead.

Caution: Continued use of damaged or deformed media holding plates may damage the print heads.

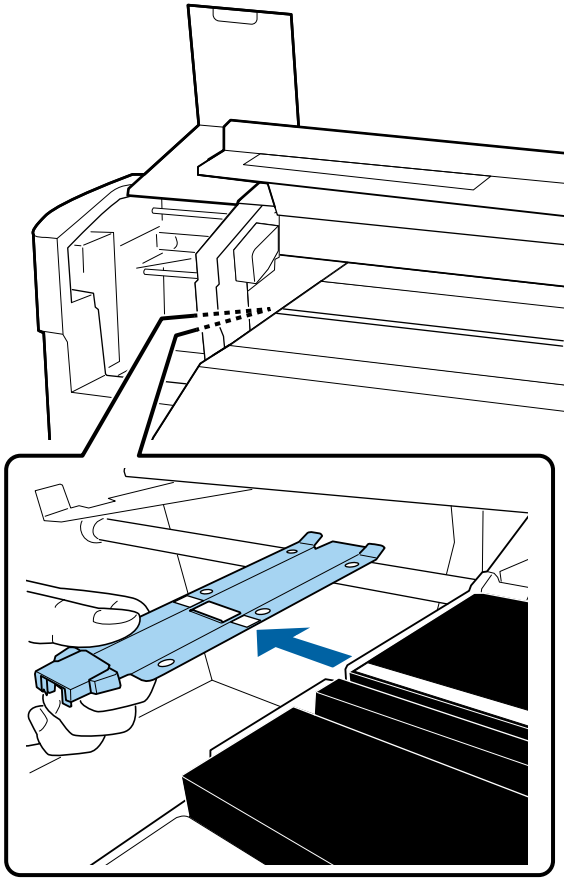
1. Remove any media loaded in the product and press the ⏻ power button to turn off the product.
2. Open the left maintenance cover and the front cover.



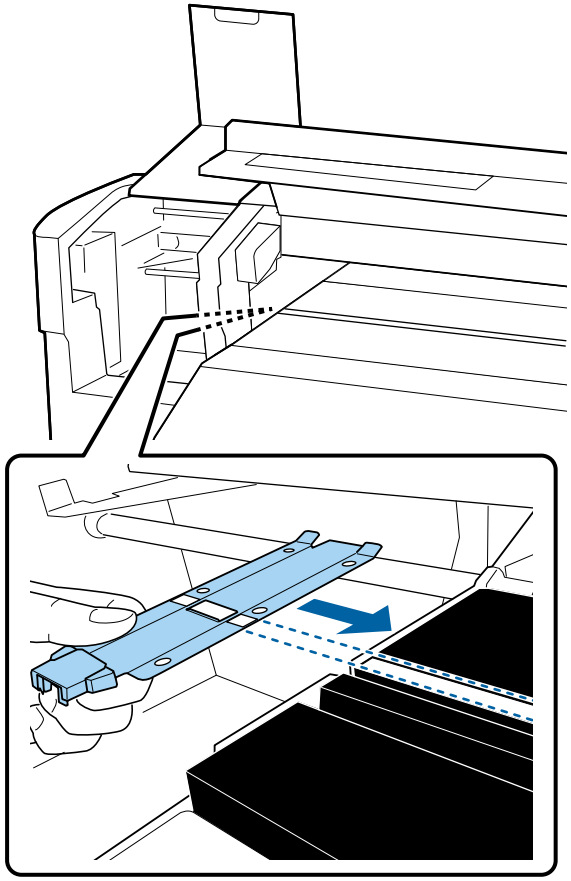
3. Grasp the tabs on the media holding plates and slide them to the left edge of the platen.



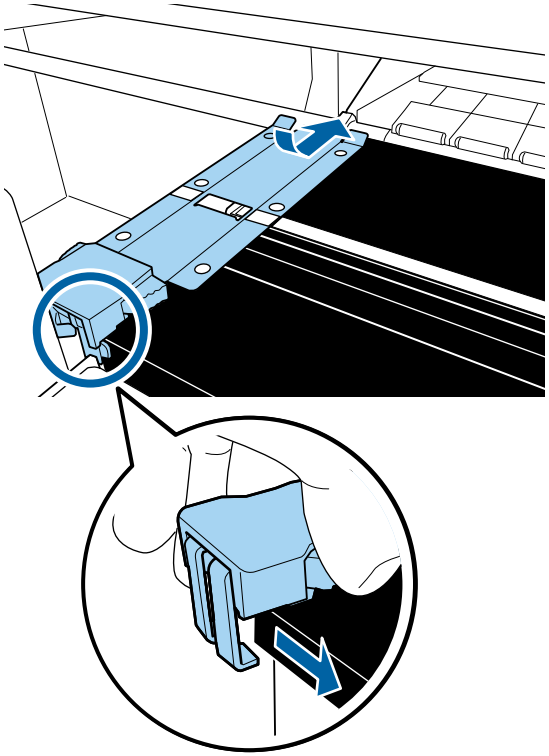
4. Remove the left media holding plate as shown here, then remove the right media holding plate in the same manner.



5. Align the white line on a new media holding plate with the edge of the platen.



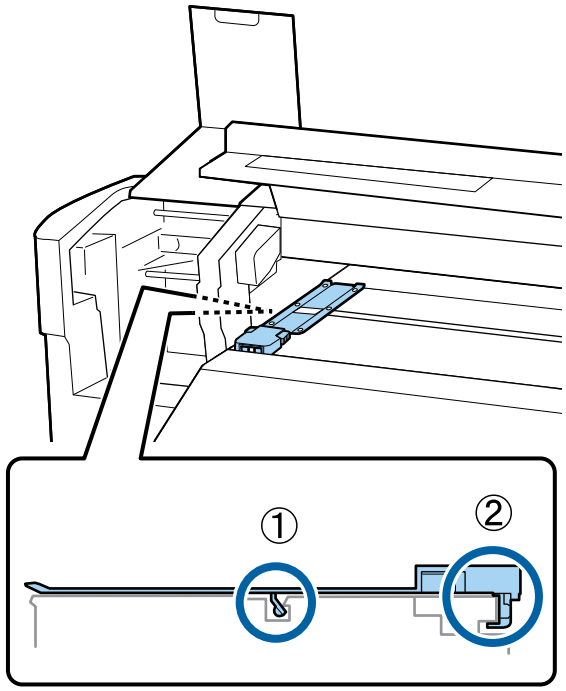
6. While pressing the tip of the media holding plate against the platen, attach the hooks to the front corner of the platen.



Caution: Do not install the media holding plates on the right edge of the platen or they could drop into the product and cause it to malfunction.

7. Confirm that the two hooked sections of the media holding plate are securely attached as shown here, with no gap between the plate and the platen.
   - The latch at the rear of the square hole (1) should rest in the groove on the platen.

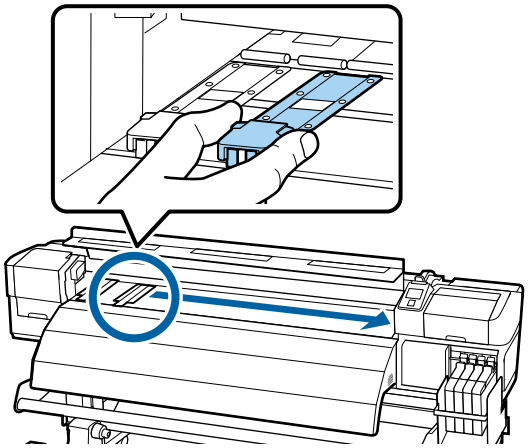
- The latch at the rear of the tab (2) should hook onto the front corner of the platen.



Caution: If the media holding plates are not attached correctly, repeat these steps to reattach them or the print heads may be damaged.

8. Repeat the previous steps to align and attach the other media holding plate, confirming that it is attached correctly.

9. Grasp the tabs on the media holding plates and slide them to the left and right edges of the platen. Release the tabs when they are in position.



10. Close the left maintenance cover and the front cover.

Parent topic: Maintenance

Related references

Maintenance Precautions

Consumables and Replacement Parts

Related tasks

Cutting Media

Moving or Transporting the Product

When moving the product, see these sections to prepare and move the product, and set it back up after moving it.

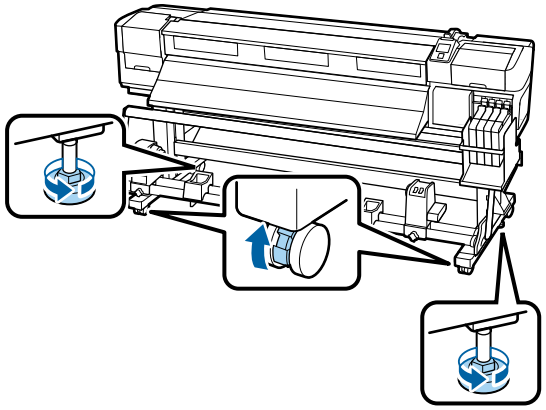
If you need to transport the product a long distance, contact Epson support.

Prepare to Move the Product
Removing the Media Guide Bar
Setting Up the Product After Moving
Attaching the Media Guide Bar

Prepare to Move the Product

Do the following before moving the product:

1. Remove any loaded media from the media feeding unit and auto take-up reel.
2. Turn off the product.
3. Remove the waste ink bottle.
4. Remove all cables.
5. If you need to move the product through a narrow passageway, remove the media guide bar.
6. Release the caster locks on the left and right legs and fully raise the stand fixing screws.



Caution: Roll the product on the casters for only a short distance over a level floor. Do not transport the product using the casters.

Parent topic: Moving or Transporting the Product

Related tasks

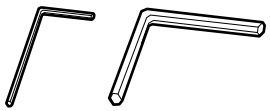
Cutting Media
Replacing the Waste Ink Bottle

Removing the Media Guide Bar

If you need to move the product through a narrow passageway, remove the media guide bar.

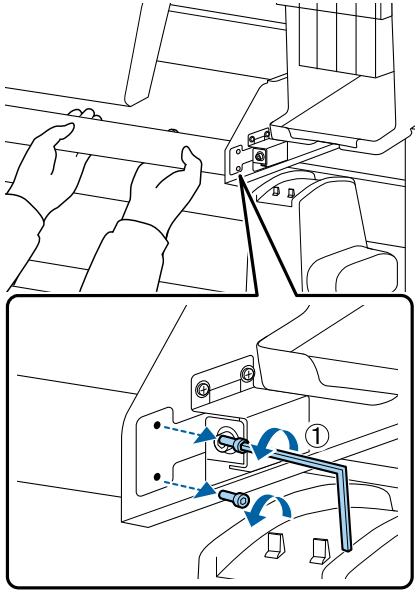
Caution: Removing the media guide bar requires at least two people.

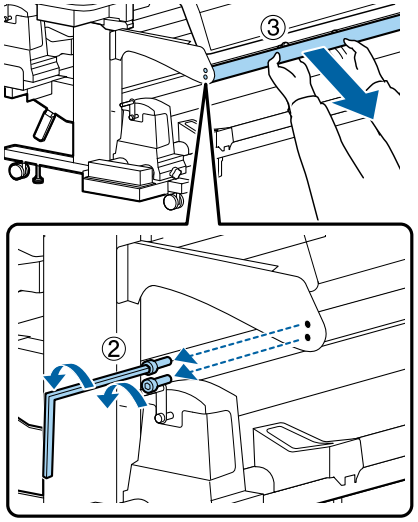
1. Locate the two hexagon wrenches that came with your product.



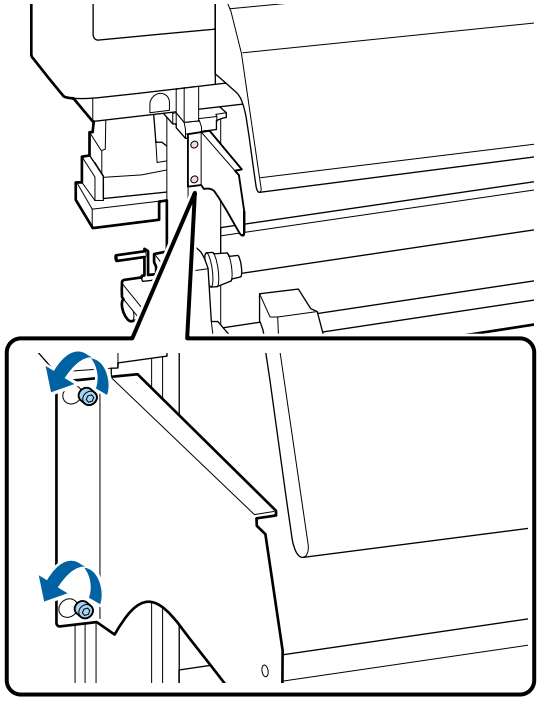
2. Turn off the product.

3. With one person supporting the media guide bar, and the other using the small hexagon wrench, loosen the four screws securing the media guide bar on both ends as shown. Then pull out the media guide bar.

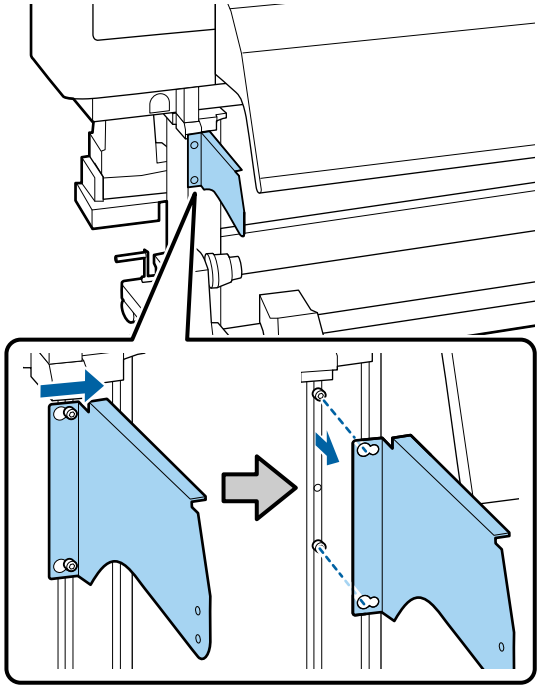




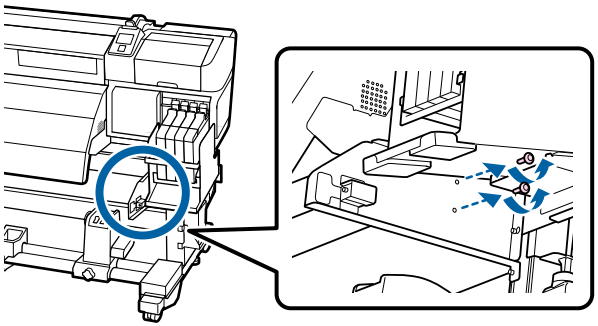
4. Using the large hexagon wrench, slightly loosen the two screws securing the left bracket as shown. Rotate the screws approximately two times.



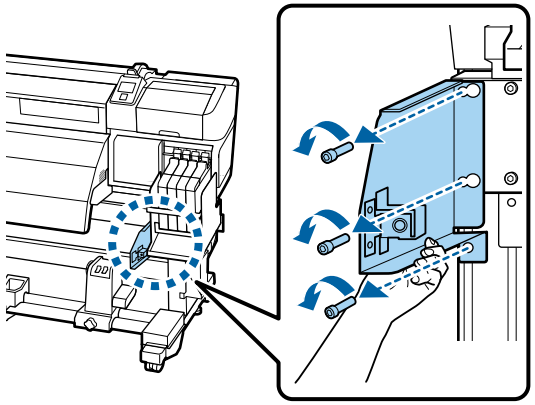
5. Slide the bracket to the right and remove it from the loosened screws as shown.



6. Using the small hexagon wrench, remove the two screws shown here.



7. While supporting the tank cover holding plate, use the large hexagon wrench to remove the three screws securing the plate. Then remove the plate.



Parent topic: Moving or Transporting the Product

Related tasks

Attaching the Media Guide Bar

Setting Up the Product After Moving

Follow these steps to set up the product after moving it.

1. Verify that the location is suitable for installation.
2. Reattach the media guide bar, if you removed it.
3. Perform parallel adjustment for the media feeding unit and auto take-up reel as necessary.
4. Install the waste ink bottle.
5. Connect the power cable to an electrical outlet and turn on the printer.
6. Load media in the product.
7. Perform a nozzle check and confirm that there are no clogged nozzles.
8. Align the print head and check the print quality.

Parent topic: Moving or Transporting the Product

Related tasks

Replacing the Waste Ink Bottle

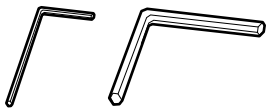
Attaching the Media Guide Bar
Loading Media
Checking for Clogged Print Head Nozzles
Cleaning the Print Head
Adjusting the Media Feeding Unit
Adjusting the Auto Take-up Reel

Attaching the Media Guide Bar

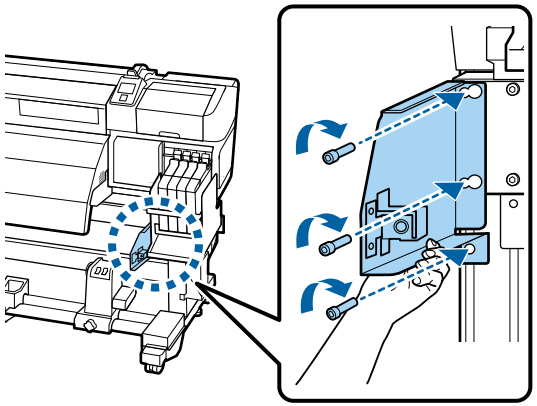
If you removed the media guide bar, follow these steps to attach it to your product.

Caution: Attaching the media guide bar requires at least two people.

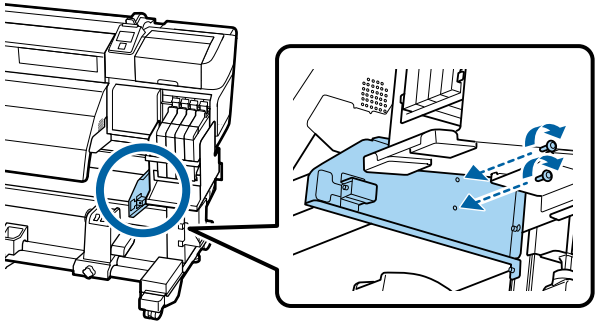
1. Locate the two hexagon wrenches that came with your product.



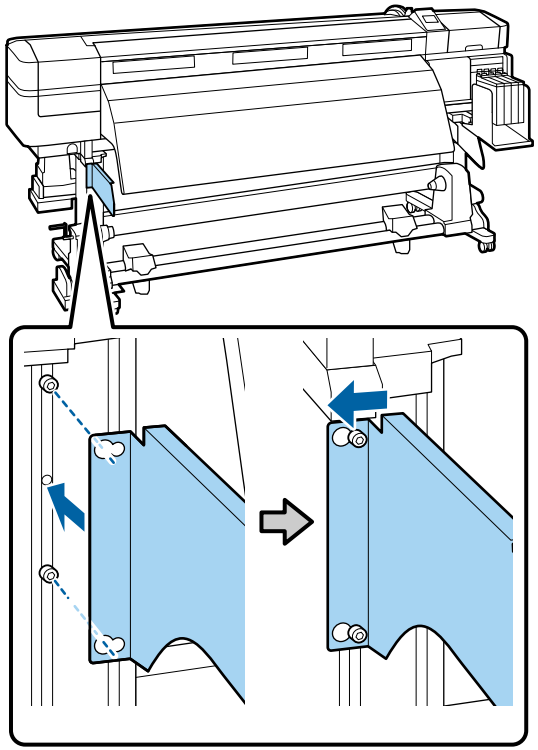
2. Turn off the product.
3. Position the right bracket for the media guide bar as shown, insert the three screws you removed, and use the large hexagon wrench to tighten them.



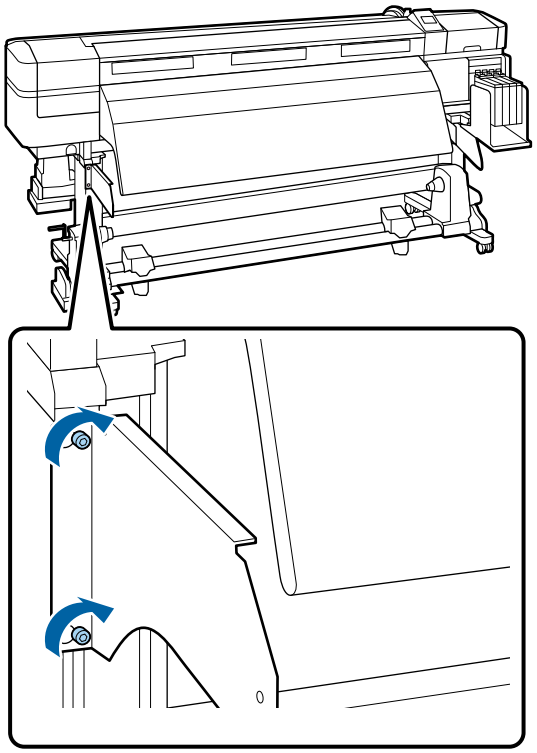
4. Using the small hexagon wrench, insert and tighten the two screws shown here.



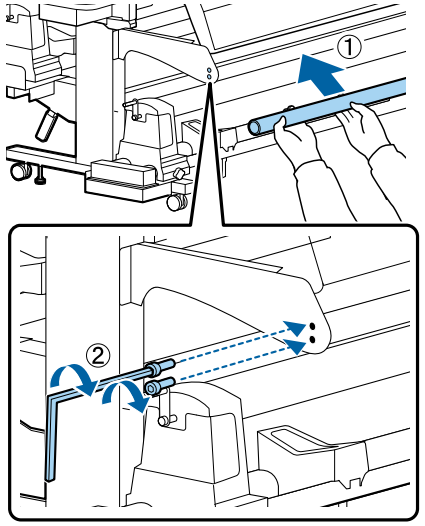
5. Attach the left bracket over the loosened screws as shown and slide it to the left.

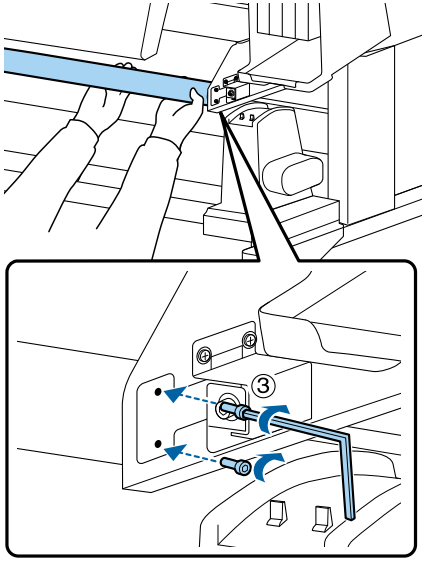


6. Using the large hexagon wrench, tighten the two screws securing the left bracket as shown.



7. With one person supporting the media guide bar, and the other using the small hexagon wrench, attach the media guide bar and tighten the four screws securing it on both ends as shown.





8. Perform a parallel adjustment.

Parent topic: Moving or Transporting the Product

Related tasks

Removing the Media Guide Bar

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 Media Skew Problems
Solving Print Quality Problems
Where to Get Help

Product Status Messages

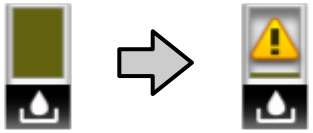
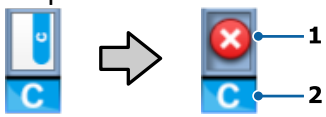
You can often diagnose problems with your product by checking the messages or icons on its LCD screen.

Error Messages

LCD screen message	Solution
Prepare empty waste ink bottle.	The waste ink bottle is almost full. Make sure you have a replacement waste ink bottle handy.
Chip Unit Error Chip unit not recognized. Reattach or replace.	Remove and reinstall the chip unit. If the error recurs, replace the chip unit with a new one. Condensation may have formed inside the ink tank. Make sure the ink is at room temperature for at least four hours.
Chip Unit Error Chip unit not recognized. Refill after matching ink pack with label?	Use only chip units from genuine Epson ink packs specified for this product.
Check Ink Levels	Check the remaining ink in the ink tank using the scale on the ink pack and, if necessary, refill the ink and replace the chip unit. Make sure you have a replacement ink pack in the correct color handy.

LCD screen message	Solution
Command Error Check print settings on RIP.	Press the **II**·🗑 pause/cancel button and select **Job Cancel**. Make sure the installed RIP software is compatible with the product.
F/W Install Error Firmware update failed. Restart the printer.	Turn off the product, wait a few minutes, and turn it on again. Then reinstall the firmware again. If this message persists, contact Epson for support.
Auto Take-up Reel Unit stopped.	Press the **II**·🗑 pause/cancel button and select **Job Cancel** to cancel printing. Then set the **Auto** switch on the auto take-up reel to the **off** position, set it back to the original position, and reattach the media to the auto take-up reel.
Media Size Error Load correct size media.	Raise the media loading lever and remove the currently loaded media. Be sure the media is at least 11.8 inches (300 mm) wide. If this message appears even when the media is the correct width, turn off the **Media Size Check** setting and try printing again.
Take-up Error Flip Auto switch to off and reattach media to roll core.	Set the **Auto** switch on the auto take-up reel to the **off** position, set it back to the original position, and reattach the media to the auto take-up reel.
Maintenance Request A part used in the printer is nearing the end of its service life. XXXXXXXX XXXXXXXXXX	The product part indicated is nearing or at the end of its service life. Contact Epson for support and provide them with the service code shown on the LCD screen. You must replace the part before printing again. If you continue to print, a call for service occurs.
Call For Service XXX Error XXX 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 has occurred, 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 service code shown on the LCD screen.

Status Icons

Icons	Description
Waste ink bottle status 	The waste ink bottle status is indicated as follows:  The height of the indicator corresponds to the remaining 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.
Chip unit status 	The chip unit status is indicated as follows (2: color of affected ink):  Ready to print. 1:  Check the ink level in the ink tank, and replace the chip unit and refill the ink. The icon flashes when the ink tank is close to being empty. 1:  Check the message on the LCD screen. 1:  An error has occurred. Check the message on the screen, and clear the error. 1:  The chip unit is incompatible or could not be recognized by the product, or the slider is unlocked. Check the slider and replace the chip unit, if necessary.

Parent topic: Solving Problems

Related references

Where to Get Help

Printer Setup Menu Settings

Related tasks

Replacing the Waste Ink Bottle

Cutting Media

Related topics

Replacing the Ink and Chip Unit

Solving Printer Problems

Check these sections if you have problems operating your product.

Printer Does Not Turn On

LCD Screen Shuts Off

After Heater Shuts Off

Forgot the Administrator Password

Red Light Shines Inside the Printer

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:

- The printer enters sleep mode when the time selected as the **Heat Off Timer** setting expires and the heaters turn off. Perform a hardware operation such as adjusting the media load lever or send a print job to wake the printer from sleep mode.
- You can adjust the time before the after heater turns off in the control panel to lengthen the time before the printer enters sleep mode.

Parent topic: Solving Printer Problems

Related references

Printer Setup Menu Settings

After Heater Shuts Off

If the after heater turns off automatically, try these solutions:

- The after heater turns off automatically when the time selected as the **Heat Off Timer** setting expires. Perform a hardware operation such as adjusting the media load lever or send a print job to turn them on again.
- You can adjust the time before the after heater turns off in the control panel to lengthen the time before they turn off automatically.

Parent topic: Solving Printer Problems

Related references

Printer Setup Menu Settings

Forgot the Administrator Password

If you forgot the administrator password you created during network setup, select **Restore Settings** in the Network Setup menu to set a new password.

Parent topic: Solving Printer Problems

Related references

Network Setup Menu Settings

Red Light Shines Inside the Printer

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

Parent topic: Solving Printer Problems

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
Media is Creased
Printing Continues After Media Roll Empties

Removing Jammed Media
Media Does Not Feed Correctly
Parent topic: Solving Problems

Nothing Prints

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

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

Parent topic: Solving Printing Problems

Cannot Print Over a Network

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

- Make sure that your printer is turned on.
- 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

Related references

Network Setup Menu Settings

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.)
- If you see the message **Motor Self Adjustment** on the product's LCD screen, the printer is adjusting its internal motor. Wait a few moments for the message to disappear and do not turn off the printer.

Parent topic: Solving Printing Problems

Related tasks

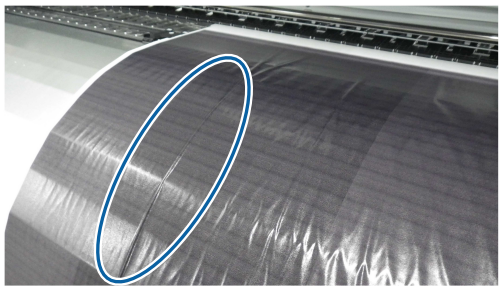
Checking for Clogged Print Head Nozzles

Cleaning the Print Head

Media is Creased

If media loaded in your printer is creased, try these solutions:

- Check that the **Feeding Tension** and **Feed Speed** settings on the product control panel are correct for the currently loaded media.
- If you printed thin media or media lengthened by water absorption at a high density take-up setting, creases that look like this may appear in the media in the after heater:



  Set the **Take-up Tension** setting to **Manual** and decrease the tension values, or print on thicker media.
- Make sure the after heater temperature is not set too high for the media.

Parent topic: Solving Printing Problems

Related references

Media Setup Menu Settings

Printing Continues After Media Roll Empties

If printing does not stop when the media roll ends, make sure the **Media End Check** setting is set to **On**. For best results, leave this setting turned on.

Parent topic: Solving Printing Problems

Related references

Printer Setup Menu Settings

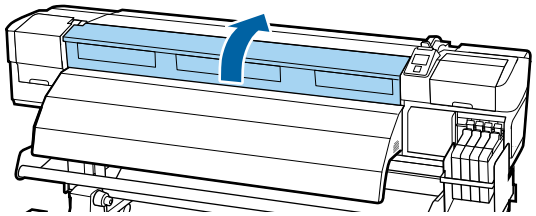
Removing Jammed Media

If media jams in the printer, check the following:

- Make sure the media is not curled, creased, or folded on the leading edge. Do not use media that exhibits these problems.
- Check the media specifications to make sure you can use the media with your printer and your RIP software. Check the RIP software manufacturers media guidelines.
- Set the **Media Suction** setting to a lower value on the product control panel.

Follow the steps here if media becomes jammed in the product.

1. Open the front cover.

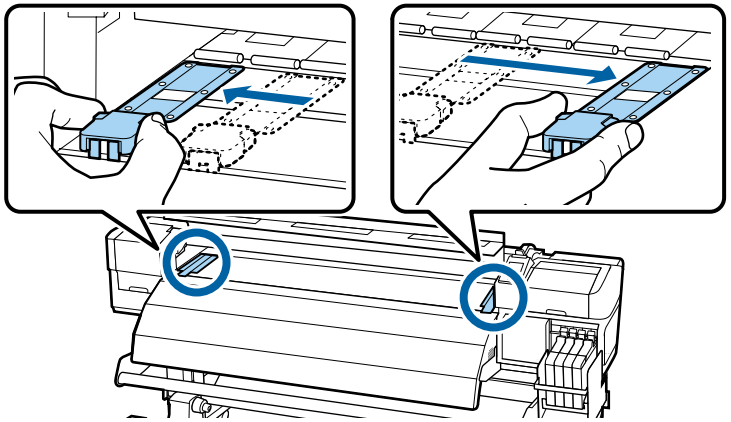


2. Turn off the product.

   Note: If you see a message on the product control panel and the product will not turn off, unplug the power cable.

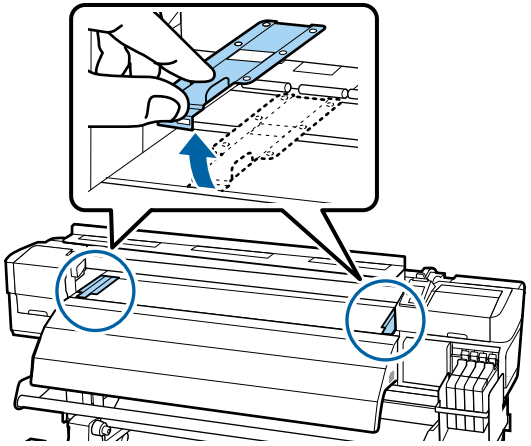
3. Do one of the following:

   - If your product includes sliding media holding plates, grasp the tabs on the plates and slide them to the left and right sides.

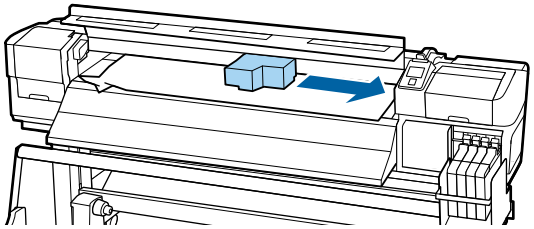


Caution: If the media holding plates are deformed or damaged, do not continue to use them or you could damage the pressure rollers or print heads. Replace the media holding plates before continuing with these steps to remove jammed media.

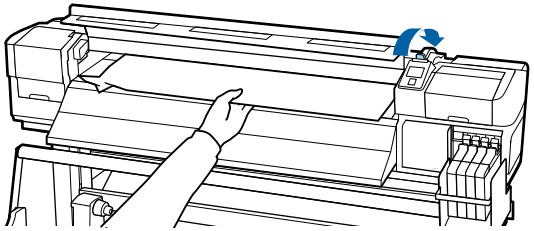
   - If your product includes insertable media holding plates, remove the plates from both edges of the media.



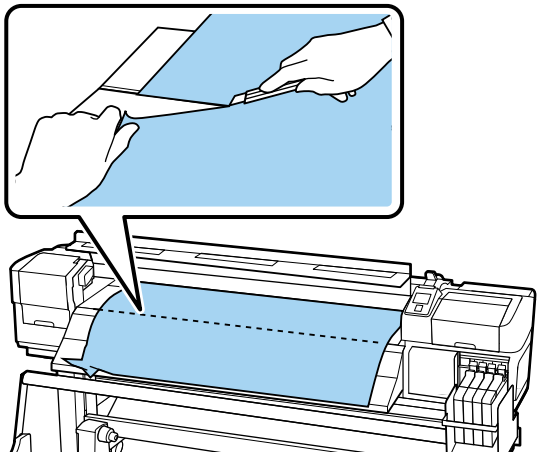
4. If the print head is over the media, move it away from the jam area by hand.



5. Raise the media loading lever.



6. Pull the media to the cutter groove and cut off the torn or creased media from the roll.



7. Manually rewind the media.
8. Remove any media that remains inside the product.
9. Turn the product back on, load media, run a nozzle check and, if necessary, clean the print heads.

   Caution: Do not leave the product turned off with the print heads in an uncapped position for an extended period. The print heads may dry out and the product may not print properly.

Parent topic: Solving Printing Problems

Related references

Media Setup Menu Settings

Related tasks

Cutting Media
Checking for Clogged Print Head Nozzles
Cleaning the Print Head

Media Does Not Feed Correctly

If media does not feed straight or roll up on the auto take-up reel correctly, try these solutions:

- Make sure your media is at least 36 inches (91.4 cm) wide for best results.
- If your media is attached to the auto take-up reel with the printable side out, try attaching with the printable side in instead.
- If your media is thick, set the RIP software settings to use 3 passes or higher for best results.
- Perform the parallel adjustment procedures to correct the feed misalignment, especially after moving the printer.

Parent topic: Solving Printing Problems

Related references

Media Setup Menu Settings
Media Specifications

Related tasks

Loading Media
Adjusting the Media Feeding Unit
Adjusting the Auto Take-up Reel

Solving Media Skew Problems

If media skew is detected by your product, perform the parallel adjustment procedure to ensure that the media is fed straight into the product and onto the auto take-up reel.

Note: Also perform the parallel adjustment procedure after you have moved the printer.

In addition to parallel adjustment, do the following to avoid media skew problems:

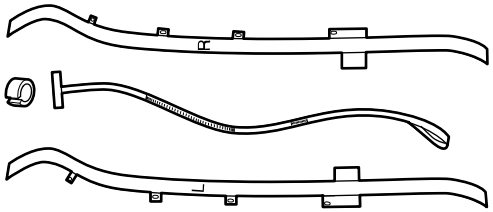
- Set the auto take-up reel to roll the media with the printable side in.
- Use media at least 36 inches (91.4 cm) wide.
- With thick media, set the software RIP to 3 passes or higher.

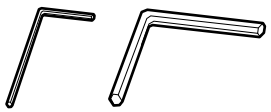
Parallel Adjustment Tools
Adjusting the Media Feeding Unit
Adjusting the Auto Take-up Reel

Parent topic: Solving Problems

Parallel Adjustment Tools

Use these tools to perform the parallel adjustment procedure.





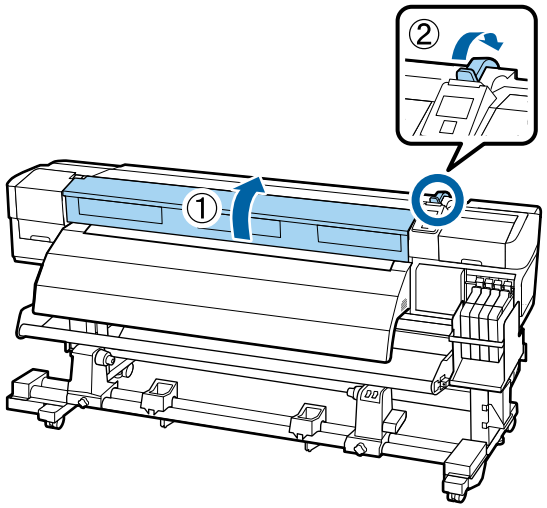
Parent topic: Solving Media Skew Problems

Adjusting the Media Feeding Unit

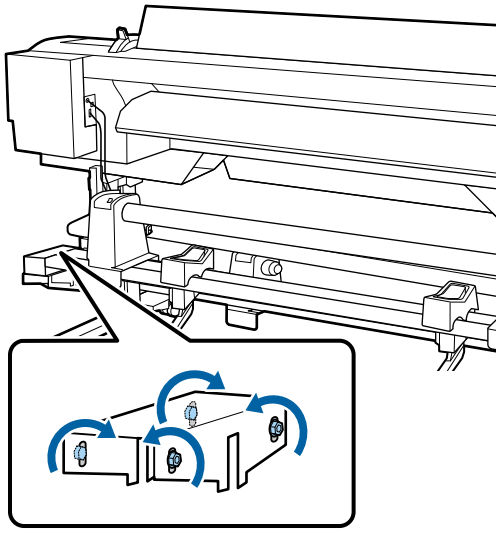
Two people are required for parallel adjustment: one in front of the printer and one in back.

Note: Before beginning the parallel adjustment procedure, make sure the product is leveled and sitting on a level surface.

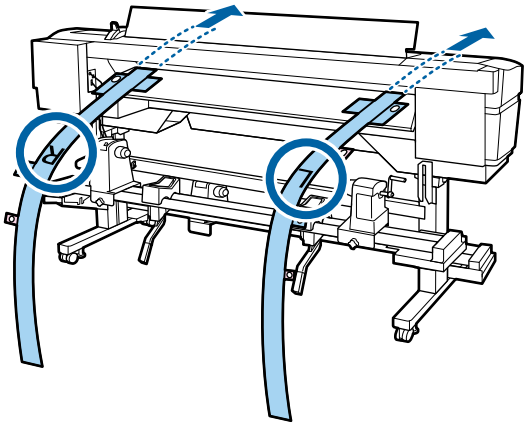
1. Turn off the product.
2. Open the front cover and push back the media loading lever.



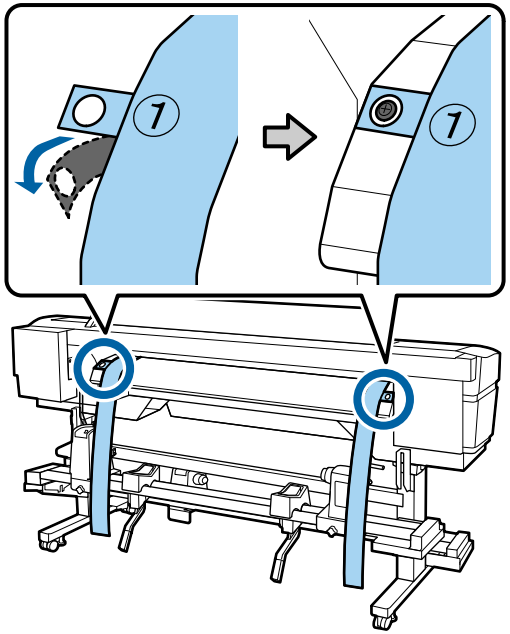
3. On the back of the product, use the large hexagon wrench to loosen the four fixing screws as shown.



4. From the back of the product, feed the left and right adjustment guides through the paper path as shown.

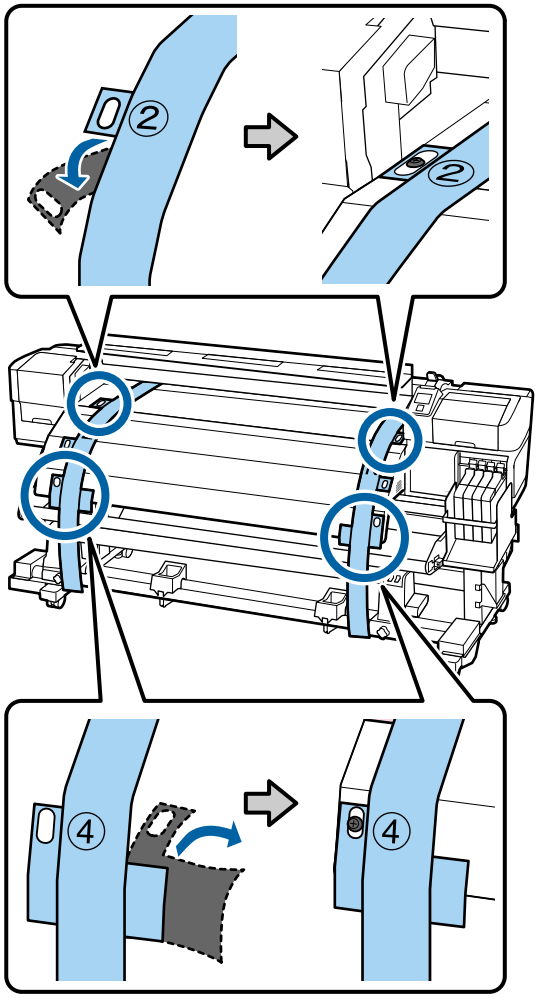


5. Place the tabs over the screws at the back of the product and remove the backing to secure the tabs.

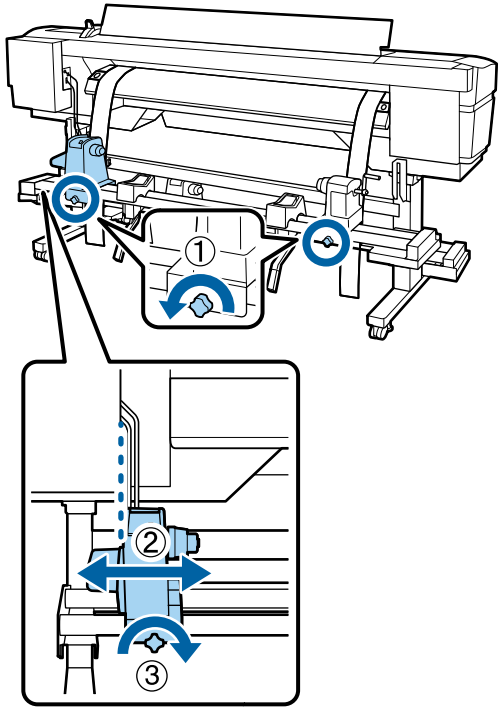


Note: The adhesive does not damage the heating unit.

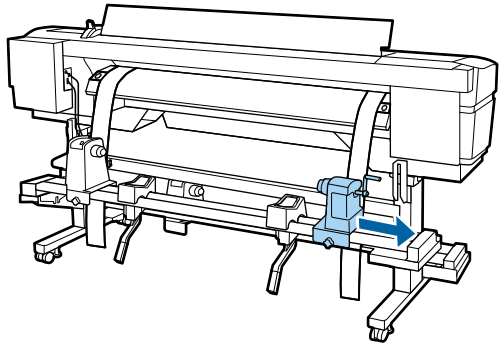
6. Place the tabs over the screws at the front of the product and attach them as shown.



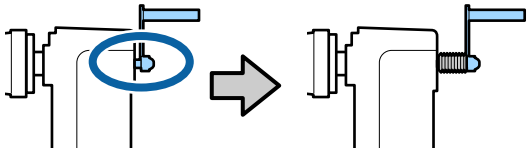
7. At the back of the product, loosen the roll holder fixing screws and align the left side of the roll holder with the left side the product as shown. Then tighten the roll holder fixing screw to secure it in place.

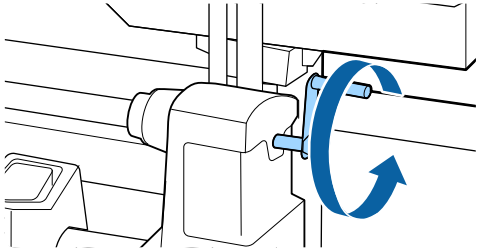


8. Adjust the right roll holder so that the distance between the two is wider than the roll core.

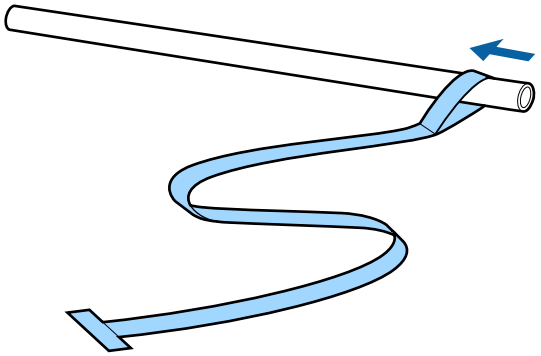


Note: If the roll holder handle shaft is pushed in, rotate the handle toward you (counterclockwise) until it stops.

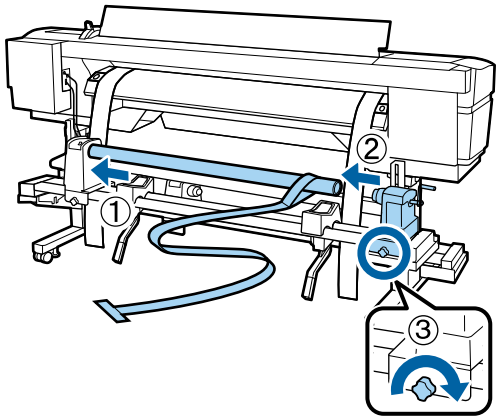




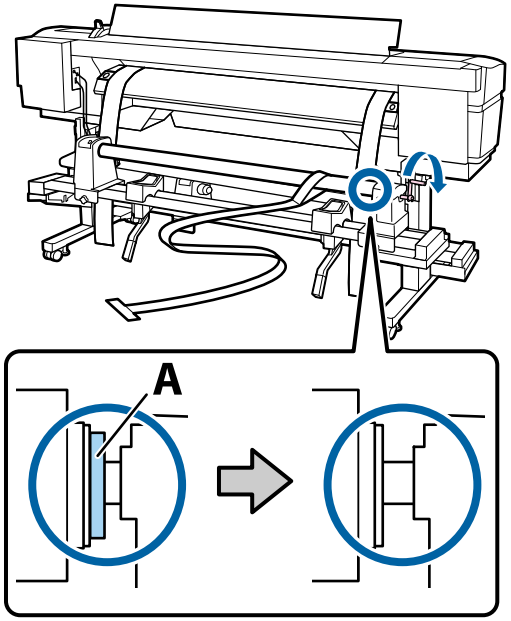
9. Slide the roll core into the loop at the end of the alignment tool.



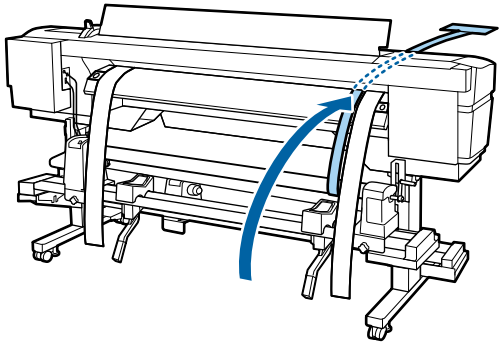
10. Insert the roll core with the alignment tool into the left roll holder. Then insert the right roll holder into the roll core and tighten the roll holder fixing screw.



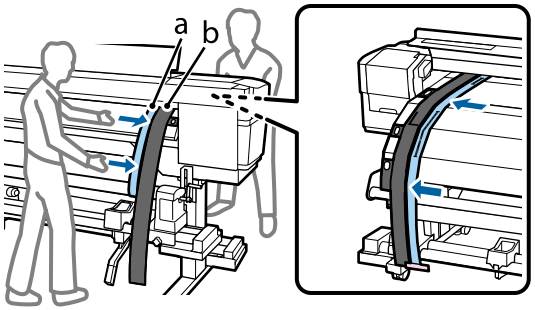
11. Rotate the handle until part A is fully inserted as shown.



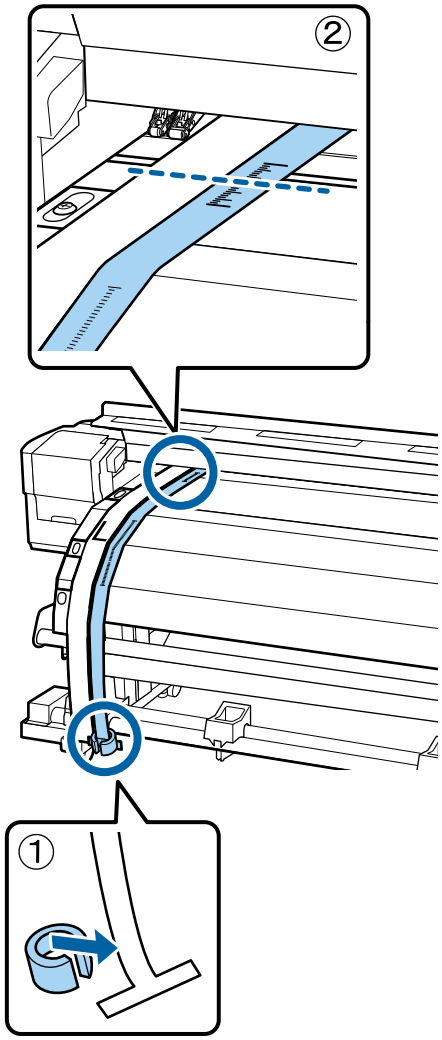
12. Feed the alignment tool into the product.



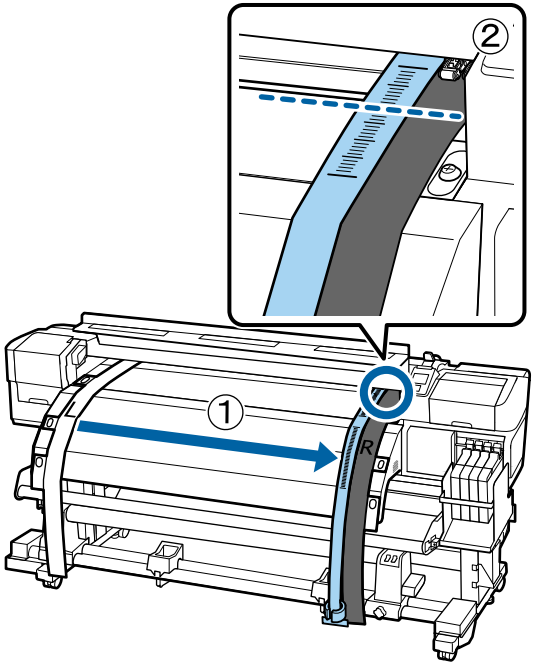
13. Place the alignment tool (a) next to the left adjustment guide (b) and line them up at the front and back of the product.



14. Attach a counterweight to the alignment tool to keep it stretched taut. Note the location where it crosses the front of the white line on the platen.

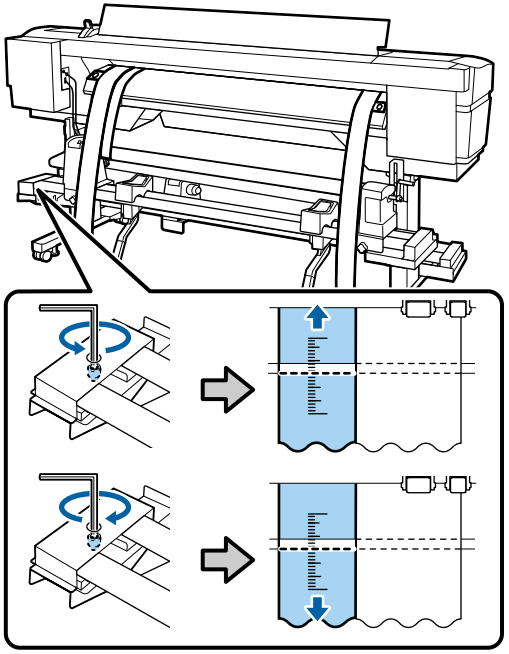


15. Lift up the alignment tool and slide it to the other side of the product, next to the right adjustment guide. Line up the alignment tool and the adjustment guide at the front and back of the product. Note the location where the alignment tool crosses the front of the white line on the platen.



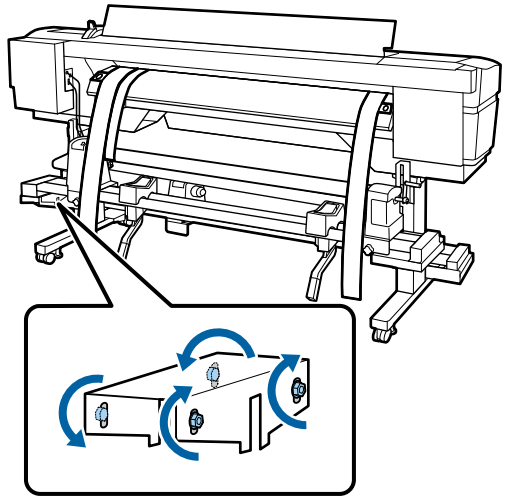
16. Do one of the following:
    - If the location you noted is different from the left side, go to the next step.
    - If the location you noted is the same as the left side, go to step 18.
17. Make sure all four of the mounting screws are loose. Then have one person at the back of the product turn the silver adjustment screw. Turn the screw counterclockwise to move the line back and

turn it clockwise to move the line forward. The line moves approximately 1 mm with each turn of the screw.

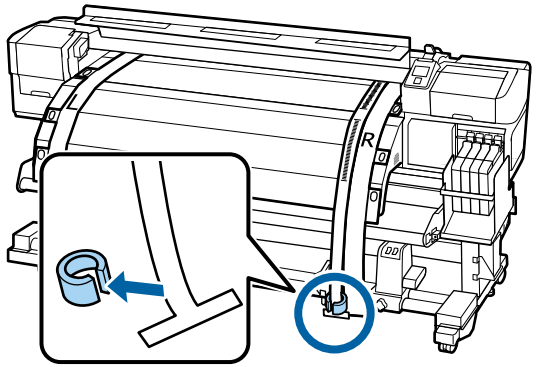


Continue to turn the silver adjustment screw until the measurements are the same.

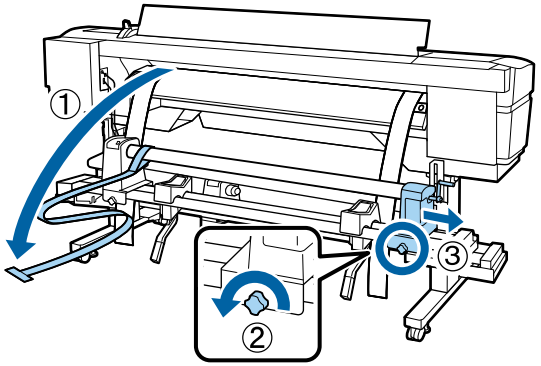
18. Use the large hexagon wrench to fully tighten all four of the mounting screws.



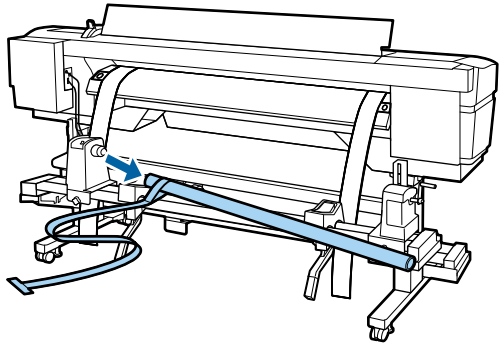
19. At the front of the product, remove the counterweight from the alignment tool.



20. From the back of the product, remove the alignment tool. Then loosen the right roll holder fixing screw and slide out the right roll holder.



21. Remove the roll core and the alignment tool.



22. Now perform the parallel adjustment of the auto take-up reel.

Parent topic: Solving Media Skew Problems

Related references

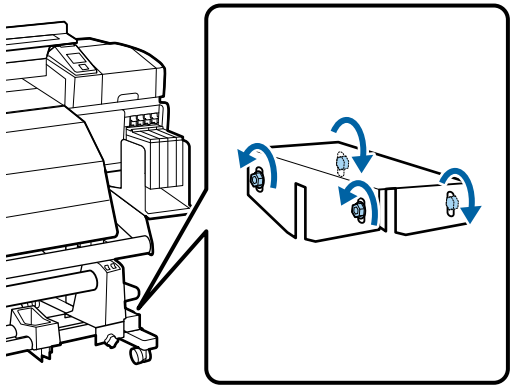
Parallel Adjustment Tools

Adjusting the Auto Take-up Reel

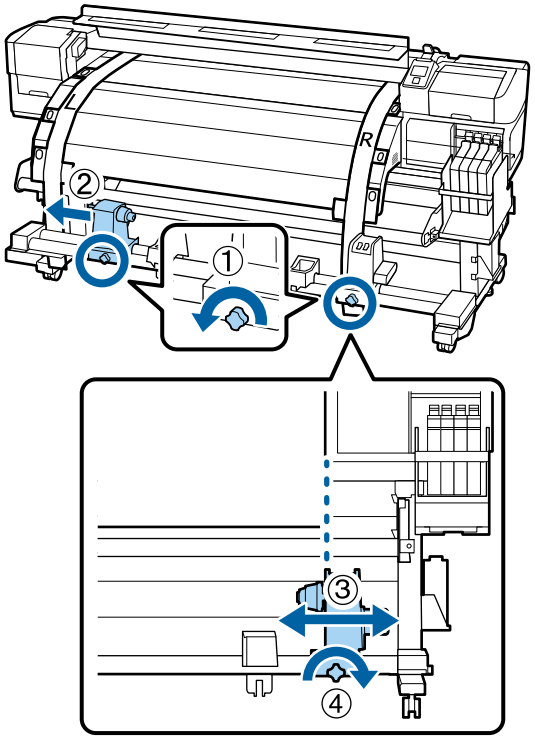
After adjusting the media feeding unit, you need to perform a similar procedure on the auto take-up reel.

Two people are required for parallel adjustment: one in front of the printer and one in back.

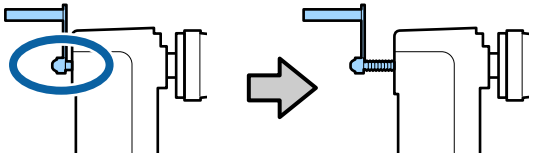
1. Use the large hexagon wrench to loosen the four fixing screws on the front of the product as shown.

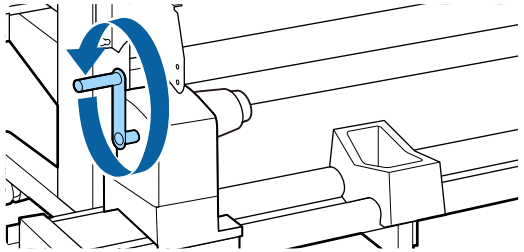


2. Loosen the roll core holder locking screws and move the left roll core holder all the way to the left. Align the inside edge of the right roll core holder with the outside edge of the after heater, then tighten the right roll core holder locking screw.

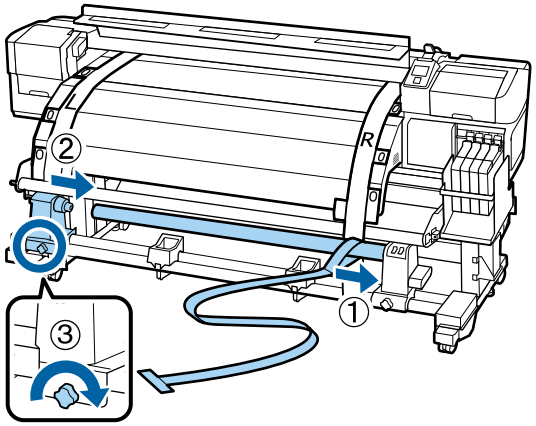


Note: If the left roll core handle shaft is pushed in, rotate the handle until it stops.

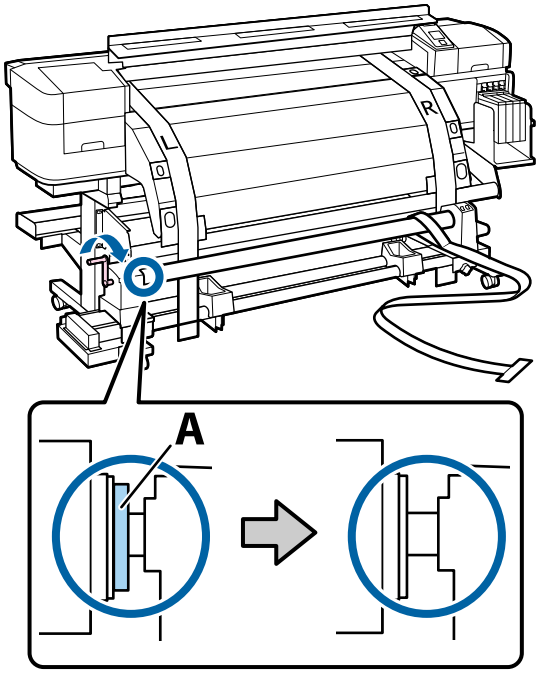




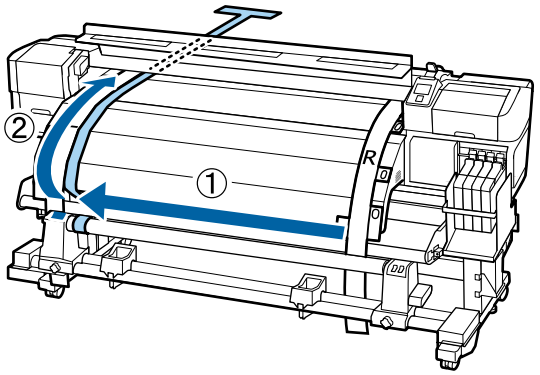
3. Insert the roll core with the alignment tool into the right roll holder. Then insert the left roll core holder into the roll core and tighten the roll core holder locking screw.



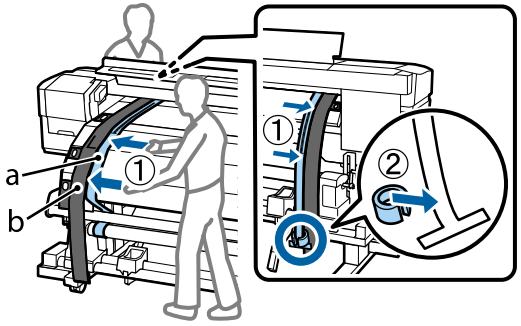
4. Rotate the handle until part A is fully inserted as shown.



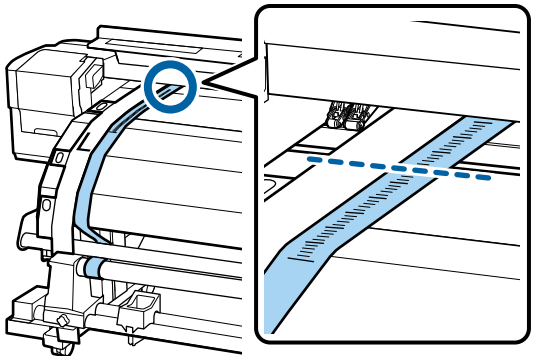
5. Move the alignment tool to the left side and feed it through the paper path between the media guide bar and the after heater.



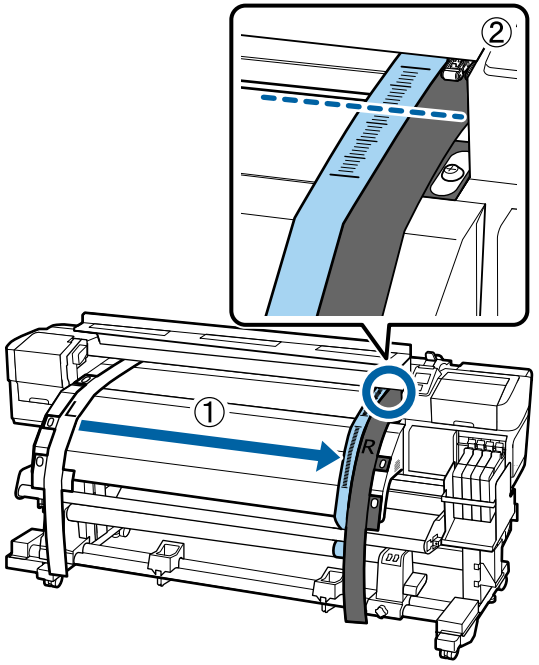
6. Place the alignment tool (a) next to the left adjustment guide (b) and line them up at the front and back of the product. Then attach the counterweight to the alignment tool.



7. Note the location where the alignment tool crosses the front of the white line on the platen.

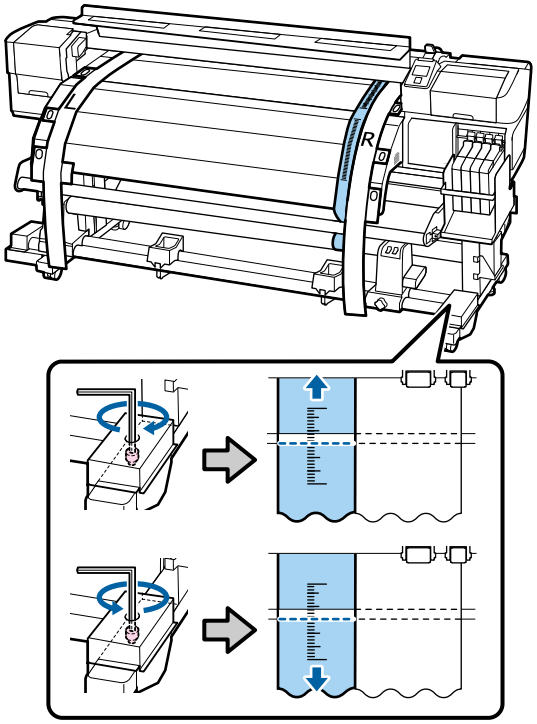


8. Lift up the alignment tool and slide it to the other side of the product, next to the right adjustment guide. Line up the alignment tool and the adjustment guide at the front and back of the product. Note the location where the alignment tool crosses the front of the white line on the platen.



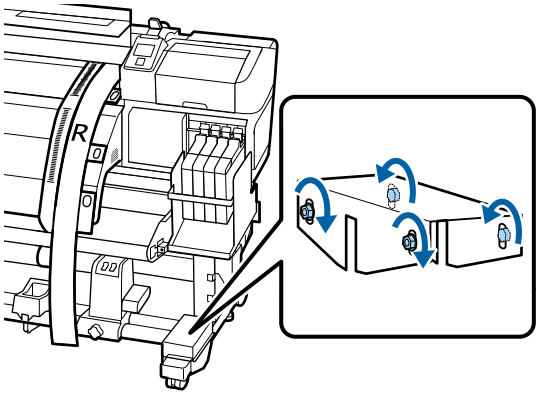
9. Do one of the following:
   - If the location you noted is different from the left side, go to the next step.
   - If the location you noted is the same as the left side, go to step 11.

10. Make sure all four of the mounting screws are loose. Use the large hexagon wrench to turn the silver adjustment screw counterclockwise to move the line back and turn it clockwise to move the line forward. The line moves approximately 1 mm with each turn of the screw.

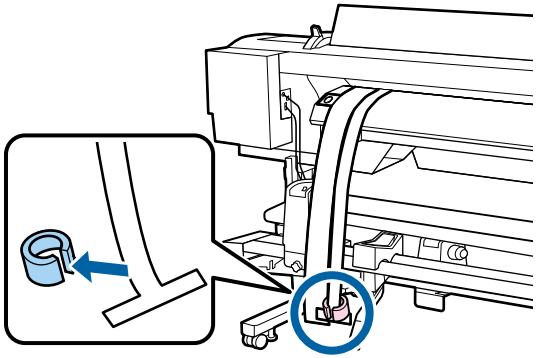


Continue to turn the silver adjustment screw until the measurements are the same.

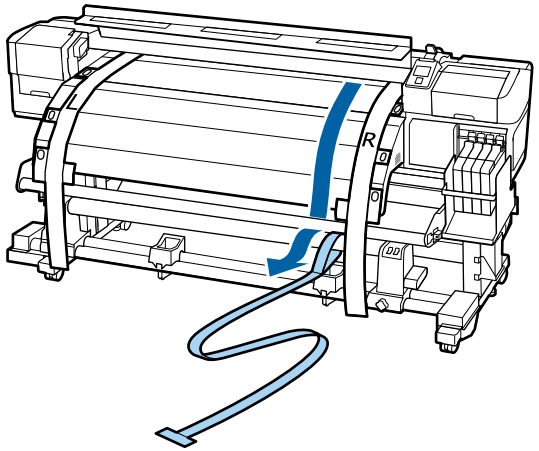
11. Fully tighten all four of the screws on the right bracket to secure it in place.



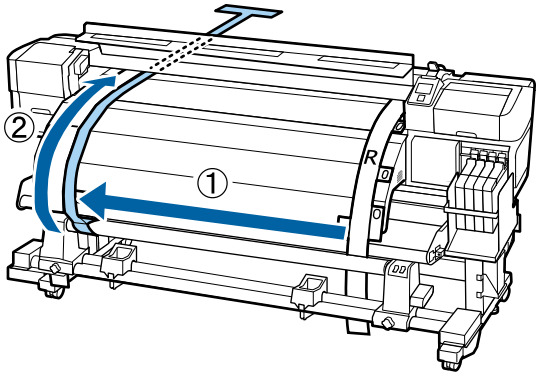
12. At the back of the product, remove the counterweight.



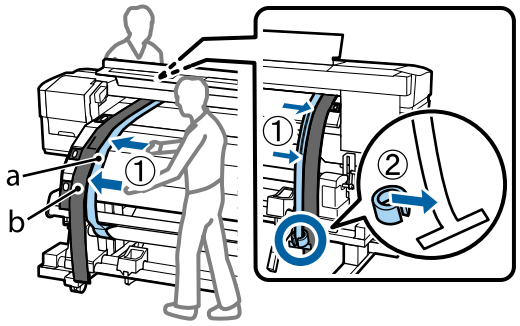
13. At the front of the product, remove the alignment tool.



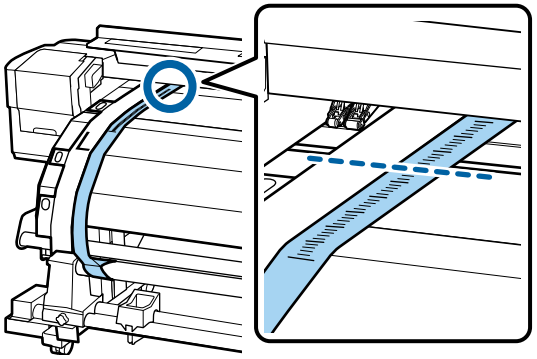
14. Move the alignment tool to the left side and feed it through the paper path between the media guide bar and the after heater.



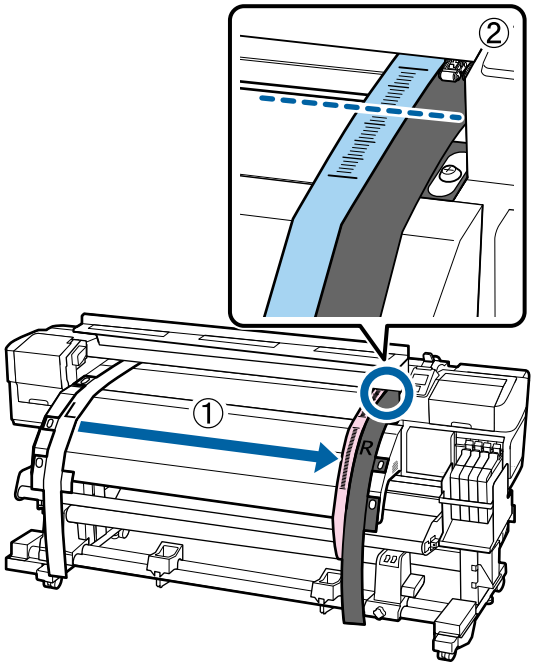
15. Place the alignment tool (a) next to the left adjustment guide (b) and line them up at the front and back of the printer. Then attach the counterweight to the alignment tool.



16. Note the location where the alignment tool crosses the front of the white line on the platen.

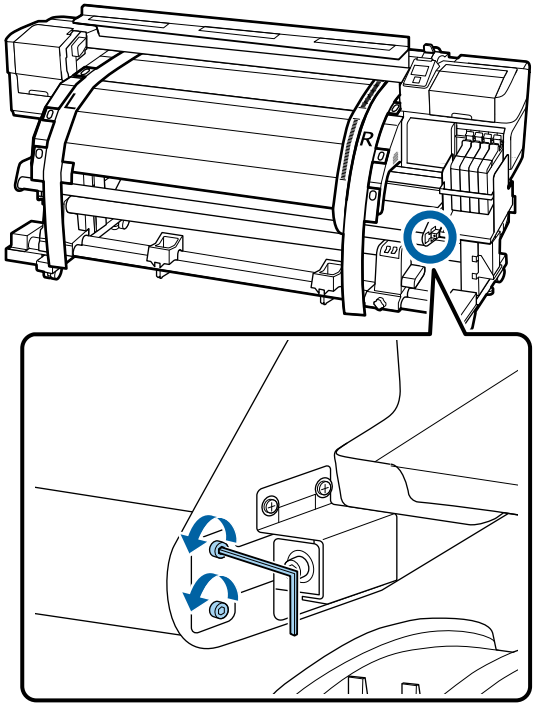


17. Lift up the alignment tool and slide it to the other side of the product, next to the right adjustment guide. Line up the alignment tool and the adjustment guide at the front and back of the product. Note the location where the alignment tool crosses the front of the white line on the platen.

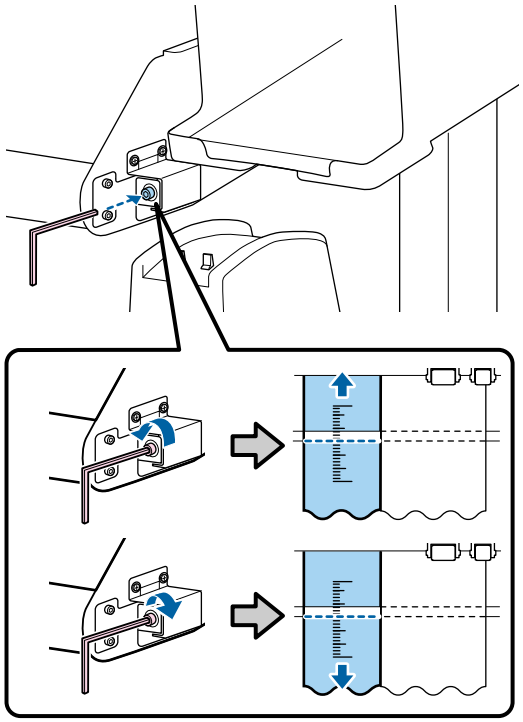


18. Do one of the following:
    - If the location you noted is different from the left side, go to the next step.
    - If the location you noted is the same as the left side, go to step 20.

19. Use the small hexagon wrench to loosen the two screws.

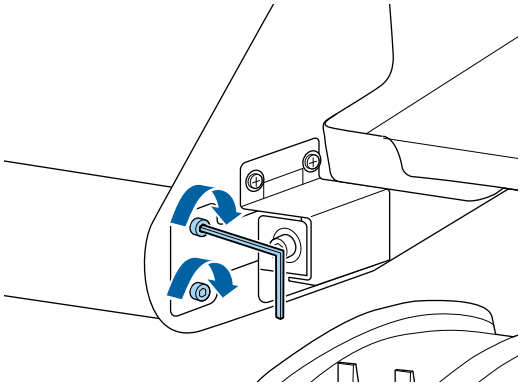


20. Make adjustments using the large hexagon wrench while holding the media guide bar. Turn the adjustment screw counterclockwise to move the line back and turn it clockwise to move the line forward. The line moves approximately 1 mm with each turn of the screw.

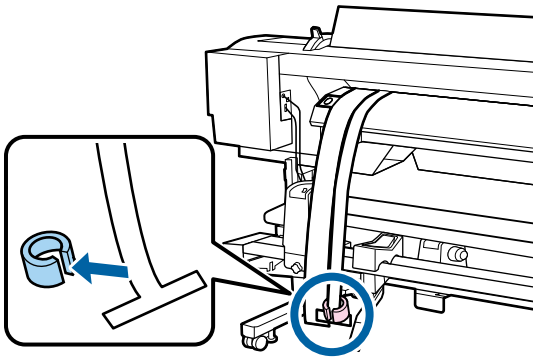


Continue to turn the adjustment screw until the measurements are the same.

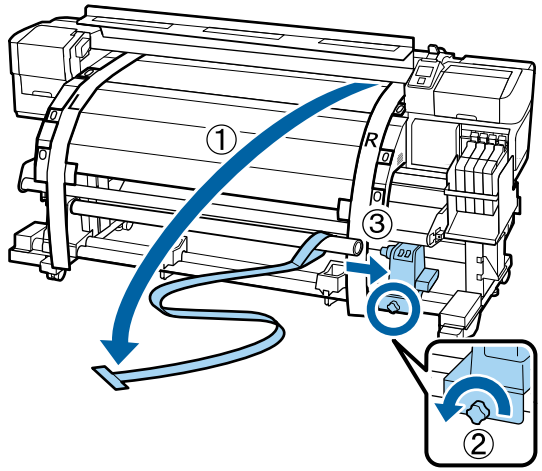
21. Use the small hexagon wrench to tighten the two screws.



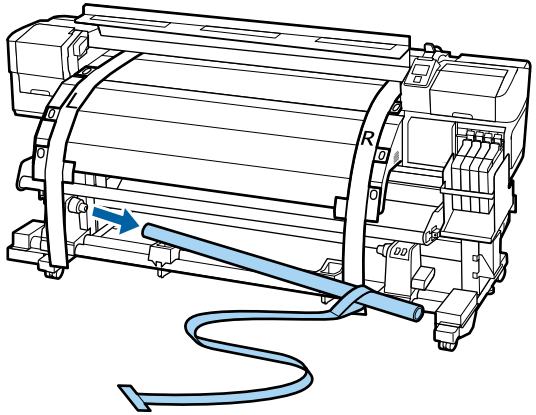
22. At the back of the product, remove the counterweight.



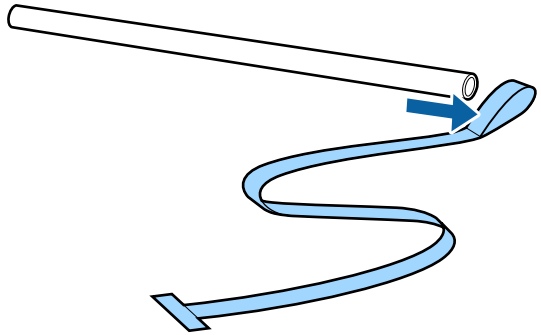
23. At the front of the product, remove the alignment tool. Then loosen the roll holder locking screw and remove the right roll holder.



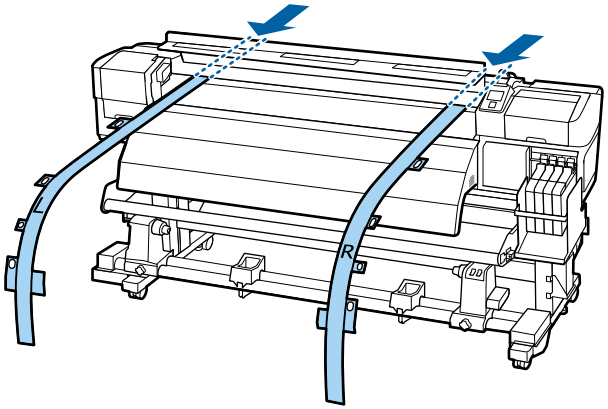
24. Remove the roll core and the alignment tool.



25. Remove the alignment tool from the roll core.



26. Remove the adjustment guides from the product.



27. Use a damp lint-free cloth to wipe off any dust and lint from the back of the adjustment guides. Roll up the alignment tool and adjustment guides and store them so that they do not become creased.

Parent topic: Solving Media Skew Problems

Related references

Parallel Adjustment Tools

Solving Print Quality Problems

Check these sections if you have problems with print quality.

Nozzle Check Pattern Prints Incorrectly
Print Head Nozzles Remain Clogged
Overall Print Quality Is Poor
Printed Media is Stained or Marred
Image is not Positioned Correctly on the Media

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 the printer has not been used for a long time, nozzles may be dried and clogged. Turn the printer on at least once every two weeks to prevent the nozzles from clogging.

Parent topic: Solving Print Quality Problems

Related references

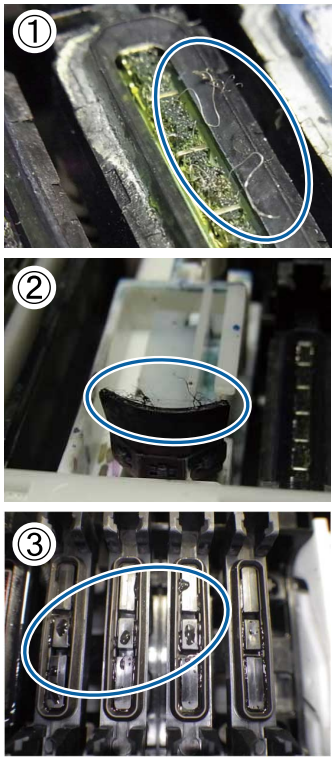
Print Head Nozzles Remain Clogged

Related tasks

Checking for Clogged Print Head Nozzles
Cleaning the Print Head

Print Head Nozzles Remain Clogged

If cleaning the print head multiple times does not unclog the print head nozzles, you need to clean the areas shown here:



If ink, lint, or dust adheres to the areas shown here, clean these areas or parts inside the printer:

- Around the print head
- Anti-drying caps
- Wipers

Parent topic: Solving Print Quality Problems

Related tasks

Cleaning Around the Print Head

Replacing the Wiper and Wiper Cleaner

Cleaning the Anti-drying Caps

Overall Print Quality Is Poor

If you notice that your print quality is uneven, too light, too dark, or there are vertical or horizontal 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.
- Align the print head.
- Perform Feed Adjustment for the media. For the most accurate adjustment, print a test pattern using the **Manual > 500mm Pattern** setting. The same media in a different width may require different adjusment values.
- Use genuine Epson ink packs and make sure the ink packs have not expired.
- Raise the temperature of the after heater, and give the heater and your media time to warm up before printing again.
- Make sure the media settings in your RIP software are correct for the media you are using.
- Set the **Head Movement** setting to **Printer Full Width** on the product control panel for higher quality printouts.
- If you are comparing the print result with the image on your computer screen, the colors may not match. 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. Do not open any printer covers during printing. This can cause the print head to stop abruptly, resulting in uneven color.
- If you print with 1 or 2 passes in the RIP software, reduce the feed speed in the RIP software.
- Check that the media holding plates are installed correctly and are not damaged.
- If you are using the media settings in the product control panel, set the **Feed Speed** setting to **Lv1**.

Parent topic: Solving Print Quality Problems

Related references

Consumables and Replacement Parts

Media Setup Menu Settings

Related tasks

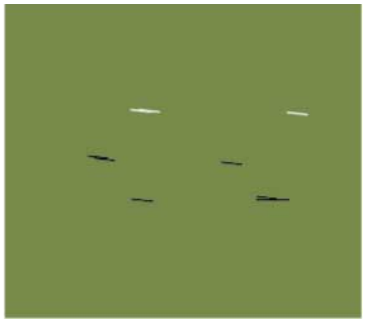
Checking for Clogged Print Head Nozzles

Cleaning the Print Head
Aligning the Print Head
Adjusting the Media Feed

Printed Media is Stained or Marred

If the printed media is stained or the surface is marred, try these solutions:

- Make sure the media is not too thick or thin. Check that it meets the media specifications for your product and RIP software.
- Check that the media is not creased or folded, causing it to contact the print head. If necessary, load new media.
- If your media is wavy, press the down arrow button on the product control panel to feed the media past the affected area. Make sure your printing environment is not too hot or humid to avoid wavy media.
- Clean the print head, wiper, and caps as necessary to remove ink that may have stained these parts and transferred to your printout.
- Adjust the **Platen Gap** setting on the product control panel to prevent the print head from striking the media as you print.
- If your printouts contain marks that look like those shown here, the print head is striking the media as you print:



Try these solutions in this order until the results improve:

- Cut off any wrinkled or wavy media and do not load media until you are ready to print.
- Reload the media and check that all of the media settings are correct.
- Reattach the media to the auto take-up reel and make sure the media is taken up correctly.

- Adjust the after heater temperature.

Parent topic: Solving Print Quality Problems

Related references

Media Setup Menu Settings

Media Specifications

Environmental Specifications

Related tasks

Loading Media

Related topics

Using the Auto Take-up Reel

Image is not Positioned Correctly on the Media

If the printed image is not positioned correctly on your media, try these solutions:

- Make sure you loaded the media correctly and selected the correct margin and start positions for it on the product control panel.
- Turn on the **Media Skew Check** and **Media Size Check** settings on the product control panel to prevent your image from printing outside the printable area.

Parent topic: Solving Print Quality Problems

Related references

Printer Setup Menu Settings

Printable Area and Media Size Checking

Related tasks

Loading Media

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.

Before you call, make sure you have your Unit ID number, which is included with the Epson Preferred Limited Warranty Plan information that came with your printer. You'll also need your printer serial number and proof of purchase.

Visit Epson's U.S. support website or Canadian website 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 packs, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766).

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 products. Please go to this site for information on how to return your products for proper disposal.

Windows System Requirements
Printing Specifications
Electrical Specifications
Environmental Specifications
Dimension Specifications
Interface Specifications
Ink Pack Specifications
Media 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
CPU	Core 2 Duo 2.0 GHZ or better
Memory	1GB 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
Display resolution	XGA (1024 × 768) or higher

Note: Visit Epson's support website at epson.com/support (U.S.) or epson.ca/support (Canada) for the latest in compatibility and drivers for your product.

Parent topic: Technical Specifications

Printing Specifications

Printing method	On-demand ink jet
Nozzle configuration	360 nozzles × 2 rows × 4 colors
Resolution	720 × 1440 dpi maximum
Control code	ESC/P raster (undisclosed command)
Media feed method	Friction feed
Built-in memory	Main memory: 512MB Network: 128MB

Parent topic: Technical Specifications

Electrical Specifications

Power supply rating	100 to 120 V
Rated frequency range	50/60 Hz
Rated current	10 A
Power consumption	Printing: approximately 460 W (ISO/IEC24712) Ready mode: approximately 330 W Sleep mode: approximately 10 W Power off mode: 0.6 W or less

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating: 59 to 95 °F (15 to 35 °C); 59 to 77 °F (15 to 25 °C) recommended
	Storage (before unpacking): –4 to 140 °F (–20 to 60 °C), no more than 120 hours at 140 °F (60 °C), within a month at 104 °F (40 °C)
	Storage (after unpacking): –4 to 104 °F (–20 to 40 °C), within a month at 104 °F (40 °C)
Humidity	Operating: 20 to 80% RH (40 to 60% recommended)
(non-condensing)	Storage (before and after unpacking): 5 to 85% RH

Parent topic: Technical Specifications

Dimension Specifications

Height	Stored: 51.7 inches (1314 mm)
	Printing: 65.1 inches (1653 mm)
Width	Stored: 103.1 inches (2620 mm)
	Printing: 103.1 inches (2620 mm)
Depth	Stored: 39.9 inches (1013 mm)
	Printing: 47.2 inches (1198 mm)
Weight	604.1 lb (274 kg)
(without ink)	

Parent topic: Technical Specifications

Interface Specifications

USB Interface	Hi-Speed USB-Compatible with the Universal Serial Bus Specifications Revision 2.0
Network Interface	100Base-TX/1000Base-T (requires a shielded twisted pair cable, category 5 or higher)

Parent topic: Technical Specifications

Ink Pack Specifications

Sublimation transfer ink color	High Density Black, Cyan, Magenta, Yellow
Ink life	Do not use if the date on the package has expired
Print quality guarantee	25 days (from the day the ink tank was refilled from the ink pack)
Temperature	In transit (unopened): –4 to 140 °F (–20 to 60 °C) 1 month at 104 °F (40 °C) 8 hours at 140 °F (60 °C) In storage (opened): 41 to 95 °F (5 to 35 °C); 59 to 77 °F (15 to 25 °C) recommended
Capacity	1000 ml

Parent topic: Technical Specifications

Related references
Consumables and Replacement Parts

Media Specifications

Print quality is greatly affected by the type and quality of media used. Always test a sample of media before purchasing large quantities or printing large jobs.

Note: Do not use media that is wrinkled, scratched, torn, or dirty.

Roll core size	2 or 3 inches
Roll outer diameter	Up to 9.8 inches (250 mm)
Media width	12 to 64 inches (300 to 1626 mm)
Media thickness	Up to 0.04 inch (1 mm)
Roll weight	Up to 88.2 lb (40 kg)

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

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

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

Important Safety Instructions
FCC Compliance Statement
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Important Safety Instructions

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

General Product Safety Instructions
Ink Pack 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 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 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.
- 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 Pack Safety Instructions

- Keep ink packs out of the reach of children and do not drink the ink.
- Wear protective eyewear, gloves, and a mask when performing maintenance.
- Should ink touch your skin or enter your eyes or mouth, immediately take the following actions:
  - If fluid touches your skin, wash it off immediately with large volumes of soapy water. Consult a physician if the skin appears irritated or discolored.
  - If fluid gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult with a physician.
  - If swallowed, do not induce vomiting and consult with a physician as soon as possible.
  - If fluid gets in your mouth, consult a physician as soon as possible.

Parent topic: Important Safety Instructions

FCC Compliance Statement

For United States Users

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

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

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

WARNING

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

For Canadian Users

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

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

WARNING

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

Parent topic: Notices

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Version 2.0 - August 6, 2003

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