



# User's Guide

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NPD4965-02 EN

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## Introduction

# Where to Find Information

The latest version of the following manuals are available on the Epson support website.

<http://www.epson.eu/Support> (Europe)

<http://support.epson.net/> (other than Europe)

**Start Here (paper):**

Provides you with information on setting up the product and installing the software.

**User's Guide (PDF):**

Provides you with detailed operating, safety, and troubleshooting instructions. See this guide when using this product with a computer.

To view the PDF manual, you need Adobe Acrobat Reader 5.0 or later, or Adobe Reader.

## Caution, Important and Note

Caution, Important, and Note in this manual are indicated as below and have the following meaning.



**Caution**

*must be followed carefully to avoid bodily injury.*



**Important**

*must be observed to avoid damage to your equipment.*

**Note**

*contain useful tips and restrictions on product operation.*

## Operating System Versions

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### Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", and "Windows XP" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

Microsoft® Windows® 10 operating system

Microsoft® Windows® 8.1 operating system

Microsoft® Windows® 8 operating system

## Introduction

- Microsoft® Windows® 7 operating system
- Microsoft® Windows Vista® operating system
- Microsoft® Windows® XP operating system
- Microsoft® Windows® XP Professional x64 Edition operating system

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## MacOS

In this manual, "Mac OS" is used to refer to Mac OS X 10.6.8 or later, macOS 11 or later.

## Important Instructions

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### ***Important Instructions***

## **Safety Instructions**

Read and follow these instructions to ensure safe use of this product. Make sure you keep this guide for future reference. Also, be sure to follow all warnings and instructions marked on the product.

- Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.
- Be sure your AC power cord meets the relevant local safety standard.
- Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, or options by yourself, except as specifically explained in the product's guides.
- Unplug the product and refer servicing to qualified service personnel under the following conditions:  
The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the casing damaged; the product does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- Take care not to spill liquid on the product and not to handle the product with wet hands.

## **Product Advisories and Warnings**

Read and follow these instructions to avoid damaging the product or your property. Make sure you keep this guide for future reference.

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### **Setting up/using the product**

- Do not block or cover the vents and openings in the product.
- Use only the type of power source indicated on the product's label.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Avoid electrical outlets controlled by wall switches or automatic timers.
- Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

## Important Instructions

- ❑ The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends and the points where they enter and leave the transformer.
- ❑ If you use an extension cord with the product, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ If you plan to use the product in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the product.
- ❑ 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.
- ❑ Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave more than 10 cm between the back of the product and the wall. The product will not operate properly if it is tilted at an angle.
- ❑ When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- ❑ Allow spaces behind the product for the cables, and space above the product so that you can fully raise the front cover.
- ❑ Avoid places subject to rapid changes in temperature and humidity. Also, keep the product away from direct sunlight, strong light, or heat sources.
- ❑ Do not insert objects through the slots in the product.
- ❑ Do not put your hand inside the product during printing.
- ❑ Do not touch the white flat cable and ink tubes inside the product.
- ❑ Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- ❑ Do not move the print head by hand; otherwise, you may damage the product.
- ❑ Always turn the product off using the ⏻ button. Do not unplug the product or turn off the power at the outlet until the ⏻ light stops flashing.
- ❑ Before transporting the product, make sure that the print head is in the home (far right) position.
- ❑ If any of the ink tanks are not filled up to the lower line, refill the ink soon. Continued use of the product when the ink level is below the lower line on the tanks could damage the product.
- ❑ If you are not going to use the product for a long period, be sure to unplug the power cord from the electrical outlet.

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## Handling ink

We will provide ink-related safety instructions and product advice/warnings in the linked section.

## Important Instructions

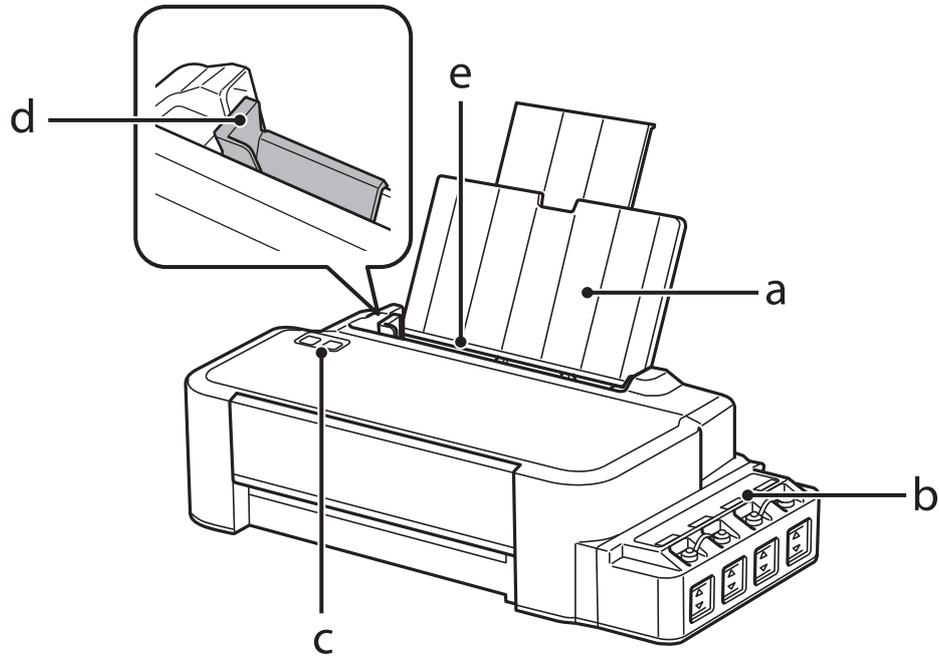
➔ [“Refilling Ink” on page 31](#)

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# Getting to Know Your Product

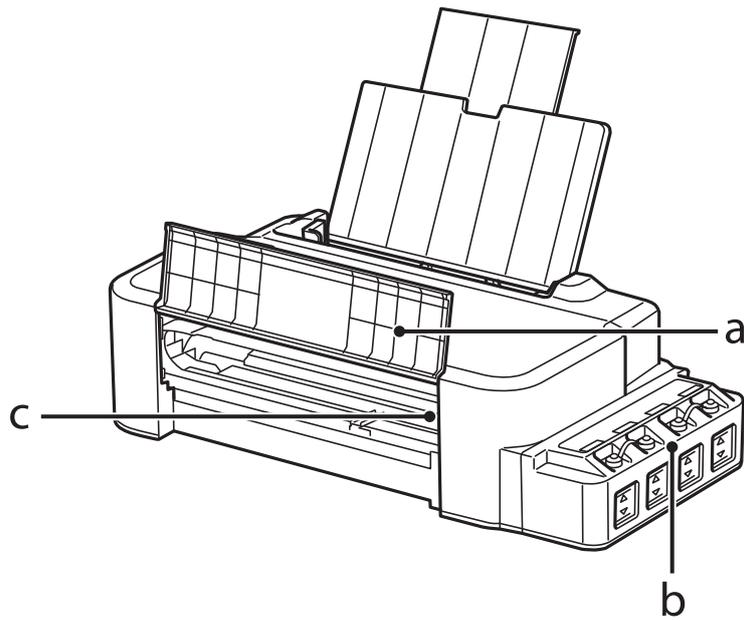
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## Product Parts

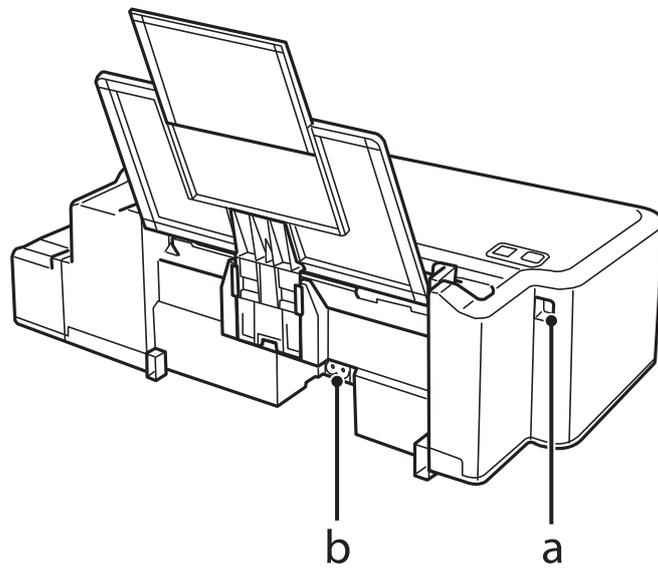


a.	Paper support
b.	Ink tank unit
c.	Control panel
d.	Edge guide
e.	Rear paper feed

Getting to Know Your Product

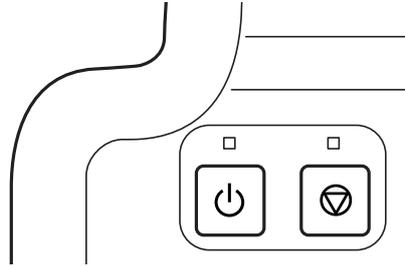


a.	Front cover
b.	Ink reservoir tanks (Ink tanks)
c.	Print head (under this section)



a.	USB port
b.	AC inlet

## Guide to the Control Panel



### Buttons and lights

Buttons	Function
	<p>Turns the product on or off. The  light stays on when the product is on and flashes when the product is receiving data, printing, or cleaning the print head.</p>
	<p>Resume printing after a paper out error, paper jam error, multiple-paper feed error, or ink waste pad error.            Cancels the current operation.            If the  light is on or flashing, a problem has occurred during printing.            ➔ <a href="#">"Error Indications on the Control Panel" on page 51</a></p>

# Paper Handling

## Introduction to Using, Loading, and Storing Media

Keep the following points in mind to achieve optimum print results.

**Note:**

- ❑ Load the paper into the rear paper feed with the printable side face up. See the instruction sheets packed with the paper for more information.
- ❑ If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause ink to smear on your prints.



## Storing paper

Return unused paper to the original package as soon as you finish printing. Keep unused paper and prints away from high temperature, humidity, and direct sunlight.

## Selecting Paper

Refer to the table below for the loading capacities of paper and other media.

Media Type	Size	Loading capacity (sheets)
Plain paper*1	Letter*2	up to 6mm
	A4*2	up to 6mm
	Legal	1

\*1 Paper with a weight of 64 g/m<sup>2</sup> (17 lb) to 90 g/m<sup>2</sup> (24 lb).

\*2 The loading capacity for manual 2-sided printing is 15 sheets.

**Note:**

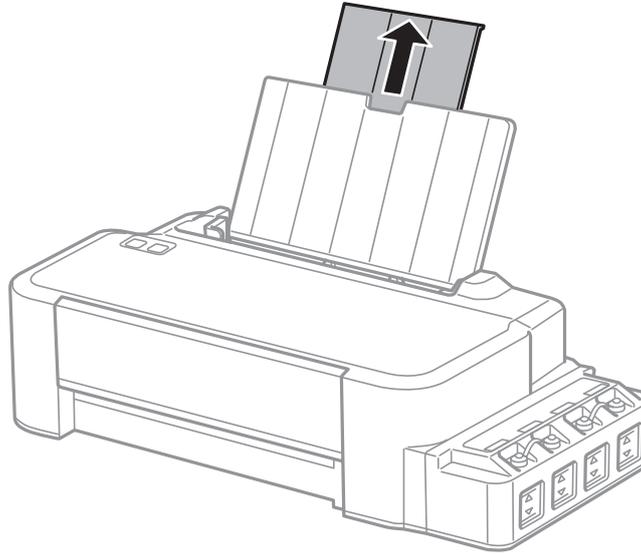
The availability of special media varies by location. For the latest information on media available in your area, contact Epson support.

➔ [“Technical Support Web Site” on page 67](#)

## Loading Paper

Follow these steps to load paper:

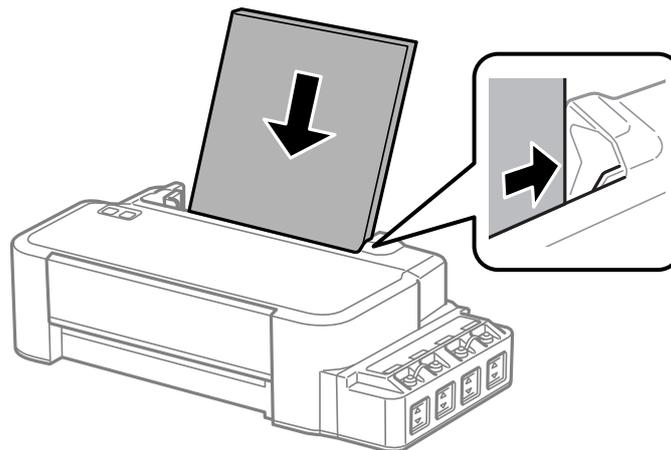
- 1 Slide out the paper support.



- 2 Slide the edge guide to the left.

- 3 Fan a stack of paper, then tap it on a flat surface to even the edges.

- 4 Load the paper with the printable side face up, against the right side of the rear paper feed.

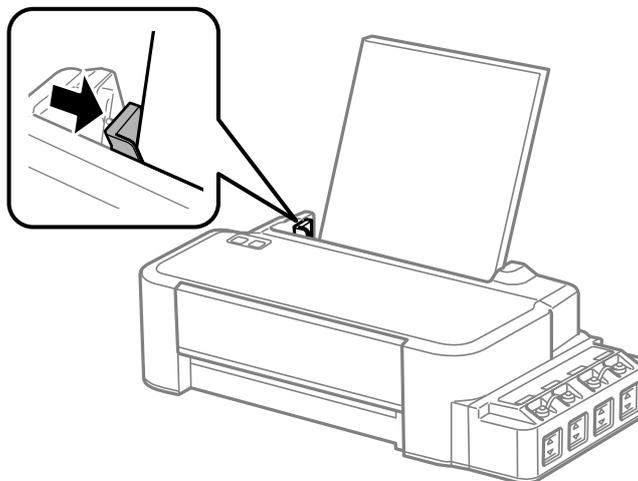


**Note:**

*Always load paper into the rear paper feed short edge first, even when you are printing landscape-oriented pictures.*

## Paper Handling

- 5** Slide the edge guide against the left edge of the paper, but not too tightly.



**Note:**

- Leave enough space in front of the product for the paper to be fully ejected.
  - Do not load paper above the ▼ arrow mark inside the edge guide.
- ➔ [“Selecting Paper” on page 13](#)

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# Printing

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## Printer Driver and Status Monitor

The printer driver lets you choose from a wide variety of settings to get the best printing results. The status monitor and the printer utilities help you check the product and keep it in top operating condition.

**Note for Windows users:**

- ❑ Your printer driver automatically finds and installs the latest version of the printer driver from Epson's Web site. Click the **Software Update** button in your printer driver's **Maintenance** window, and then follow the on-screen instructions. If the button does not appear in the **Maintenance** window, point at **All Programs** or **Programs** in the Windows Start menu, and check in the **EPSON** folder.
- ❑ If you want to change the language of the driver, select the language you want to use from the **Language** setting in your printer driver's **Maintenance** window. Depending on the location, this function may not be available.

---

## Accessing the printer driver for Windows

You can access the printer driver from most Windows applications, the Windows Start menu, or the taskbar.

To make settings that apply only to the application you are using, access the printer driver from that application.

To make settings that apply to all of your Windows applications, access the printer driver from the desktop or the taskbar.

Refer to the following sections to access the printer driver.

**Note:**

Screen shots of the printer driver windows in this User's Guide are from Windows 7.

### From Windows applications

- 1 Click **Print** or **Print Setup** on the File menu.
- 2 In the window that appears, click **Printer**, **Setup**, **Options**, **Preferences**, or **Properties**. (Depending on your application, you may need to click one or a combination of these buttons.)

### From the desktop

- ❑ **Windows 10:**  
Click on the start button, and then select **Windows System > Control Panel > View devices and printers in Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**.
- ❑ **Windows 8:**  
Select **Desktop**, **Settings** charm, and **Control Panel**. Then select **Devices and Printers** from the **Hardware and Sound** category. Right-click on the product, or press and hold the product, and select **Printing preferences**.

## Printing

- ❑ **Windows 7:**  
Click the start button, select **Devices and Printers**. Then right-click the product and select **Printing preferences**.
- ❑ **Windows Vista:**  
Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category. Then select the product and then click **Select printing preferences**.
- ❑ **Windows XP:**  
Click **Start, Control Panel, (Printers and Other Hardware,)** then **Printers and Faxes**. Select the product, then click **Printing Preferences** on the File menu.

### From the shortcut icon on the taskbar

Right-click the product icon on the taskbar, then select **Printer Settings**.

To add a shortcut icon to the Windows taskbar, first access the printer driver from the Start menu as described above. Next, click the **Maintenance** tab, and then the **Monitoring Preferences** button. In the Monitoring Preferences window, select the **Shortcut Icon** check box.

### Getting information through online help

In the printer driver window, try one of the following procedures.

- ❑ Right-click the item, then click **Help**.
- ❑ Click the  button at the top right of the window, then click the item (for Windows XP only).

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## Accessing the printer driver for Mac OS

The table below describes how to access the printer driver dialog.

Dialog Box	How to Access It
Page Setup	Click <b>Page Setup</b> on the File menu of your application. <i>Note:</i> <i>Depending on your application, the Page Setup menu may not appear in the File menu.</i>
Print	Click <b>Print</b> on the File menu of your application.
Epson Printer Utility 4	Select <b>System Preferences</b> from the Apple menu > <b>Printers &amp; Scanners</b> (or <b>Print &amp; Scan, Print &amp; Fax</b> ), and then select the printer. Click <b>Options &amp; Supplies &gt; Utility &gt; Open Printer Utility</b> .

# Basic Operations

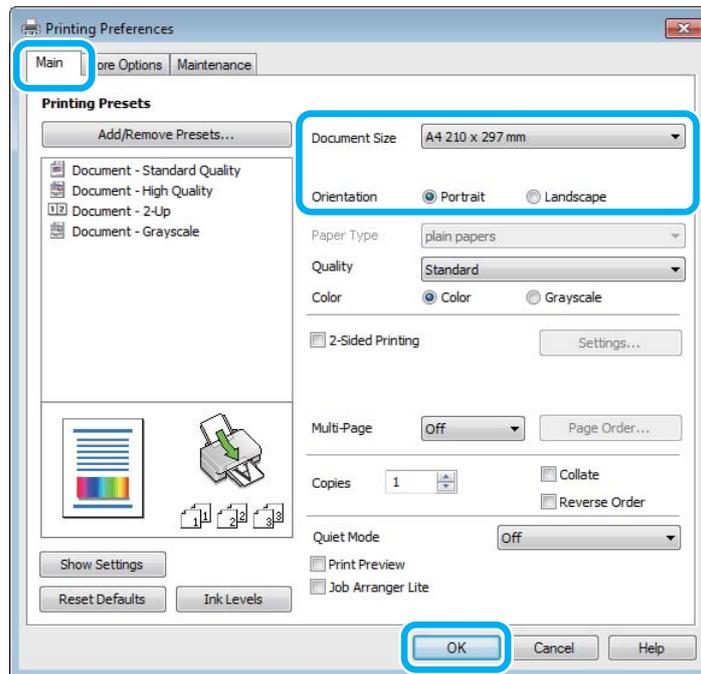
## Basic printing

**Note:**

- Before you print, load paper properly.  
➔ [“Loading Paper” on page 14](#)
- Refer to the section below for the printable area.  
➔ [“Printable area” on page 64](#)
- After completing the settings, print one test copy and examine the results before printing an entire job.

## Basic product settings for Windows

- 1 Open the file you want to print.
- 2 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 16](#)



- 3 Click the **Main** tab.
- 4 Select the appropriate Document Size setting. You can also define a custom paper size. For details, see the online help.
- 5 Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your print.

## Printing

- 6 Click **OK** to close the printer settings window.

**Note:**

To make changes to advanced settings, refer to the relevant section.

- 7 Print your file.

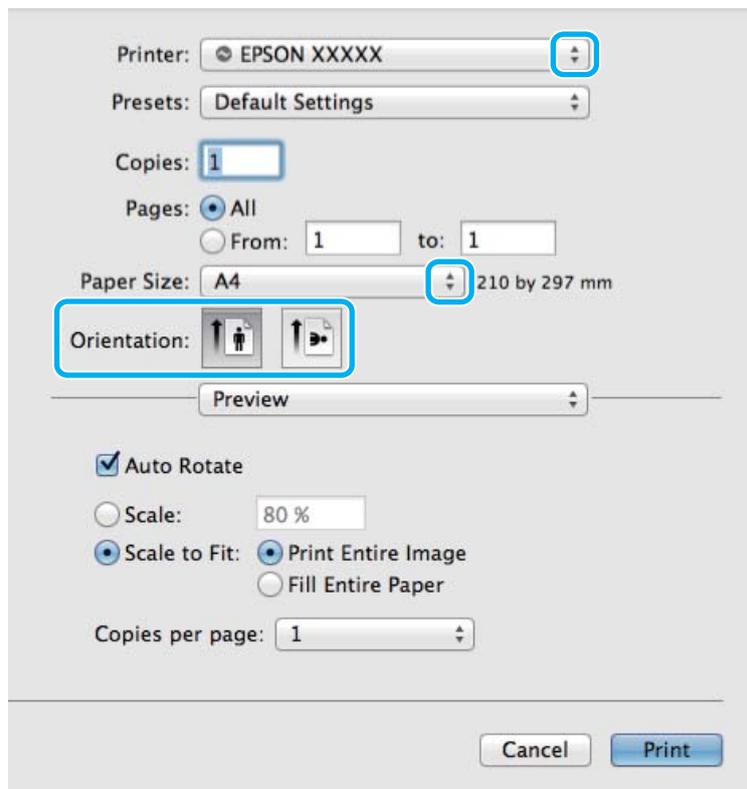
## Basic product settings for Mac OS

**Note:**

Screen shots of the printer driver windows in this section are from Mac OS X 10.7.

- 1 Open the file you want to print.
- 2 Access the Print dialog box.  
 ➔ [“Accessing the printer driver for Mac OS” on page 17](#)

If necessary, click **Show Details** or ▼ to expand the print window.



## Printing

**Note:**

If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), OS X Mountain Lion (10.8), the Epson printer driver has not been installed correctly. Enable it from the following menu.

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again.

macOS Mojave (10.14) cannot access **Print Settings** in applications made by Apple such as TextEdit.

- 3 Select the product you are using as the Printer setting.

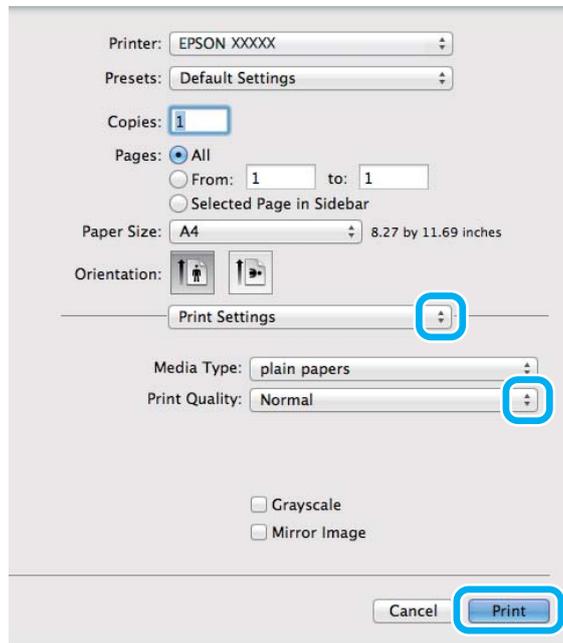
**Note:**

Depending on your application, you may not be able to select some of the items in this dialog box. If so, click **Page Setup** on the File menu of your application, and then make suitable settings.

- 4 Select the appropriate Paper Size setting.

- 5 Select the appropriate Orientation setting.

- 6 Select **Print Settings** from the pop-up menu.



- 7 Click **Print** to start printing.

## Canceling printing

If you need to cancel printing, follow the instructions in the appropriate section below.

## Printing

### Using the product button

Press  to cancel a print job in progress.

### For Windows

**Note:**

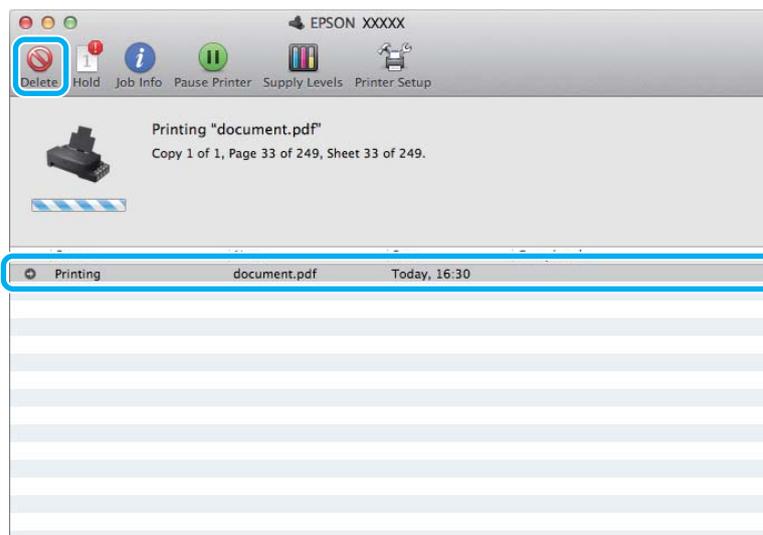
You cannot cancel a print job that has been completely sent to the product. In this case, cancel the print job by using the product.

- 1 Access the EPSON Status Monitor 3.  
➔ [“For Windows” on page 53](#)
- 2 Click the **Print Queue** button. The Windows Spooler appears.
- 3 Right-click on the job you want to cancel and then select **Cancel**.

### For Mac OS

Follow the steps below to cancel a print job.

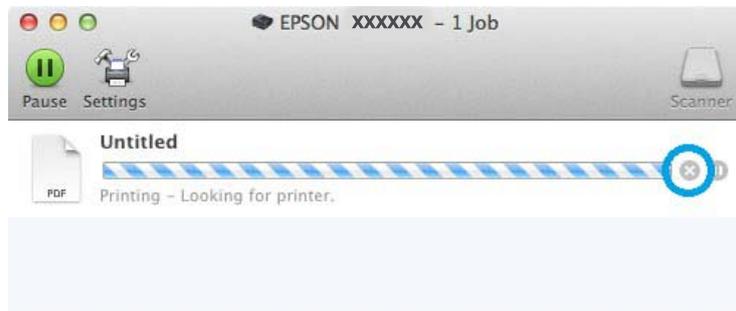
- 1 Click your product icon in the Dock.
- 2 In the Document Name list, select the document which is printing.
- 3 Click the **Delete** button to cancel the print job.



## Printing

OS X Mountain Lion (10.8) or later

Click the  button to cancel the print job.



## Other Options

---

### Product presets (for Windows only)

Printer driver presets make printing a snap. You can also create presets of your own.

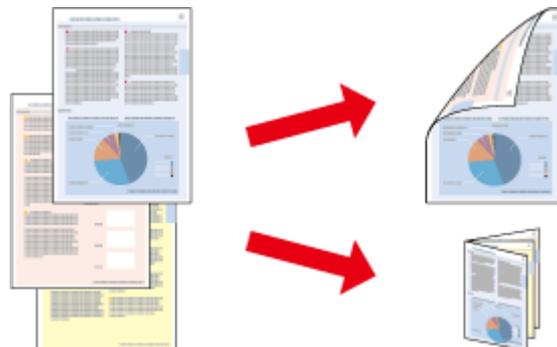
### Product settings for Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 16](#)
- 2 Select a Printing Presets in the Main tab. Product settings are automatically set to the values displayed in the pop-up window.

---

### 2-sided printing (for Windows only)

Use the printer driver to print on both sides of the paper.



Two types of 2-sided printing are available: standard and folded booklet.

2-sided printing is only available for the following papers and sizes.

## Printing

Paper	Size
Plain paper	Legal, Letter, A4

**Note:**

- This feature is not available for Mac OS.
- This feature may not be available at some settings.
- This feature may not be available when the product is accessed over a network or is used as a shared printer.
- The loading capacity differs during 2-sided printing.  
➔ [“Selecting Paper” on page 13](#)
- Only use papers that are suitable for 2-sided printing. Otherwise, the printout quality may deteriorate.
- Depending on the paper and the amount of ink used to print text and images, ink may bleed through to the other side of the paper.
- The surface of the paper may be smeared during 2-sided printing.
- This feature is available only when EPSON Status Monitor 3 is enabled. To enable the status monitor, access the printer driver and click the **Maintenance** tab followed by the **Extended Settings** button. In the Extended Settings window, check the **Enable EPSON Status Monitor 3** check box.

## Product settings for Windows

- 1** Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 16](#)
- 2** Select **2-Sided Printing** check box.
- 3** Click **Settings**, and make the appropriate settings.

**Note:**

If you want to print a folded booklet, select **Booklet**.

- 4** Check the other settings and print.

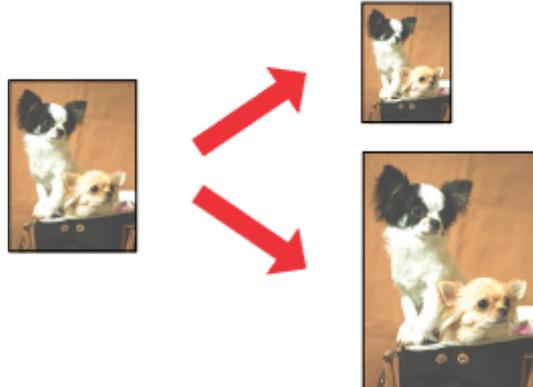
**Note:**

- The actual binding margin may be different from the specified settings depending on your application. Experiment with a few sheets to examine actual results before printing the entire job.
- Make sure that the ink is completely dry before reloading the paper.

---

## Fit to page printing

Lets you automatically enlarge or reduce the size of your document to fit the paper size selected in the printer driver.

**Note:**

*This feature may not be available at some settings.*

### Product settings for Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 16](#)
- 2 Select **Reduce/Enlarge Document** and **Fit to Page** in the More Options tab, and then select the size of the paper you are using from Output Paper.
- 3 Check the other settings and print.

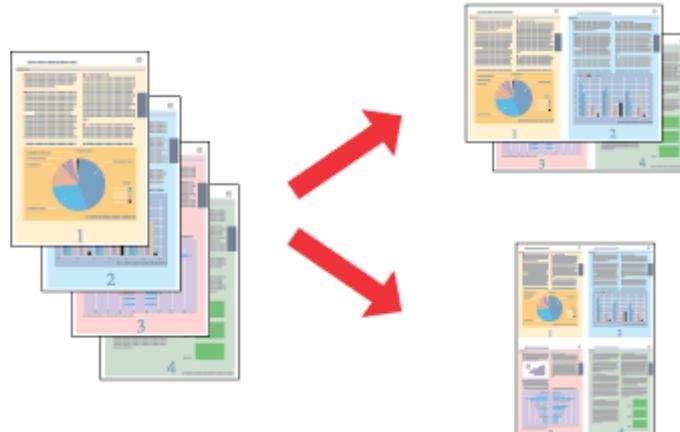
### Product settings for Mac OS

- 1 Access the Print dialog box.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)
- 2 Choose **Scale to fit paper size** for Destination Paper Size in the Paper Handling pane and select the desired paper size from the pop-up menu.
- 3 Check the other settings and print.

---

## Pages per sheet printing

Lets you use the printer driver to print two or four pages on a single sheet of paper.

**Note:**

*This feature may not be available at some settings.*

### Product settings for Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 16](#)
- 2 Select **2-Up** or **4-Up** as Multi-Page in the Main tab.
- 3 Click **Page Order**, and make the appropriate settings.
- 4 Check the other settings and print.

### Product settings for Mac OS

- 1 Access the Print dialog box.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)
- 2 Select the desired number of Pages per Sheet and the Layout Direction (page order) in the Layout pane.
- 3 Check the other settings and print.

# Sharing the Product for Printing

## Setup for Windows

These instructions tell you how to set up your product so other users on the network can share it.

First you will set up the product as a shared printer on the computer directly connected to it. Then you will add the product to each network computer that will access it.

**Note:**

- These instructions are for small networks only. To share the product on a large network, consult your network administrator.*
- The screen shots in the following section are from Windows 7.*

## Setting up the product as a shared printer

**Note:**

- To set up the product as a shared printer in Windows 10, 8, 7 or Vista, you will need an account with administrator privileges and the password if you log on as a standard user.*
- To set up the product as a shared printer in Windows XP, you must log on to a Computer Administrator account.*

Follow the steps below on the computer that is connected directly to the product:

**1****Windows 10:**

Click on the start button, and then select **Windows System > Control Panel > View devices and printers** in **Hardware and Sound**.

**Windows 8:**

Select **Desktop**, **Settings** charm, and **Control Panel**. Then select **Devices and Printers** from the **Hardware and Sound** category.

**Windows 7:**

Click the start button, select **Devices and Printers**.

**Windows Vista:**

Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category.

**Windows XP:**

Click **Start** and select **Control Panel**, and then select **Printers and Faxes**, from the **Printers and Other Hardware** category.

**2****Windows 10 , 8 and 7:**

Right-click on the product, or press and hold the product, and select **Printer properties**, and then select **Sharing**. Then select the **Change Sharing Options** button.

**Windows Vista:**

Right-click the icon for your product, and then click **Sharing**. Click the **Change sharing options** button and then click **Continue**.

## Printing

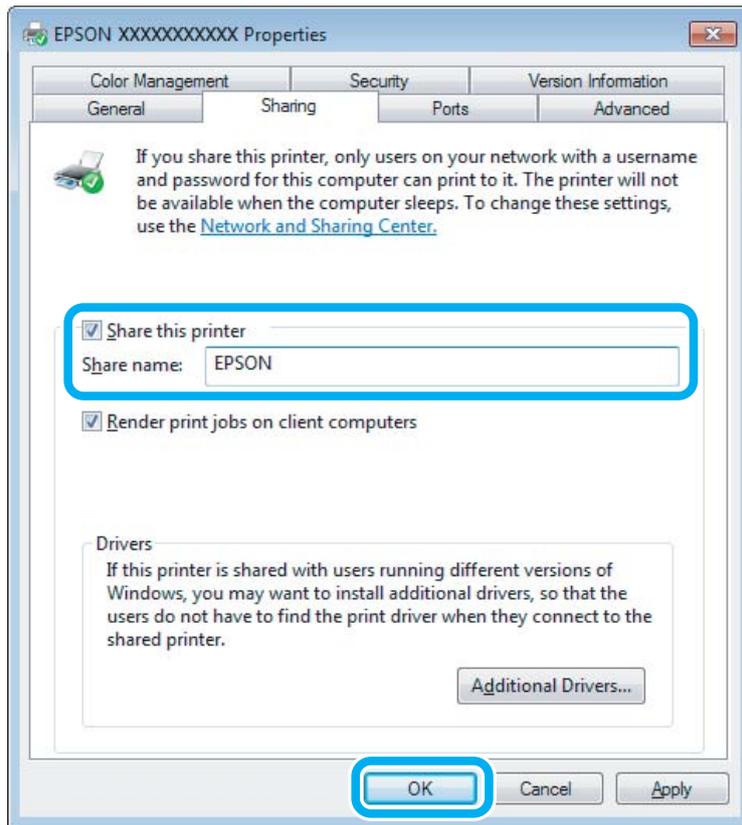
### Windows XP:

Right-click the icon for your product, then click **Sharing**.

- 3 Select **Share this printer**, then type a Share name.

**Note:**

Do not use spaces or hyphens in the share name.



If you want to automatically download printer drivers for computers that are running different versions of Windows, click **Additional Drivers** and select the environment and the operating systems of the other computers. Click **OK**, then insert the product software disk.

- 4 Click **OK** or **Close** (if you installed additional drivers).

## Adding the product to the other network computers

Follow these steps to add the product to each network computer that will access it.

**Note:**

Your product must be set up as a shared printer on the computer to which it is connected before you can access it from another computer.

➔ "Setting up the product as a shared printer" on page 26.

## Printing

**1****Windows 10:**

Click on the start button, and then select **Windows System > Control Panel > View devices and printers** in **Hardware and Sound**.

**Windows 8:**

Select **Desktop**, **Settings** charm, and **Control Panel**. Then select **Devices and Printers** from the **Hardware and Sound** category.

**Windows 7:**

Click the start button, select **Devices and Printers**.

**Windows Vista:**

Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category.

**Windows XP:**

Click **Start** and select **Control Panel**, and then select **Printers and Faxes**, from the **Printers and Other Hardware** category.

**2****Windows 10, 8, 7 and Vista:**

Select the **Add a printer** button.

**Windows XP:**

Click the **Add a printer** button. The Add Printer Wizard appears. Click the **Next** button.

**3****Windows 10 and 8:**

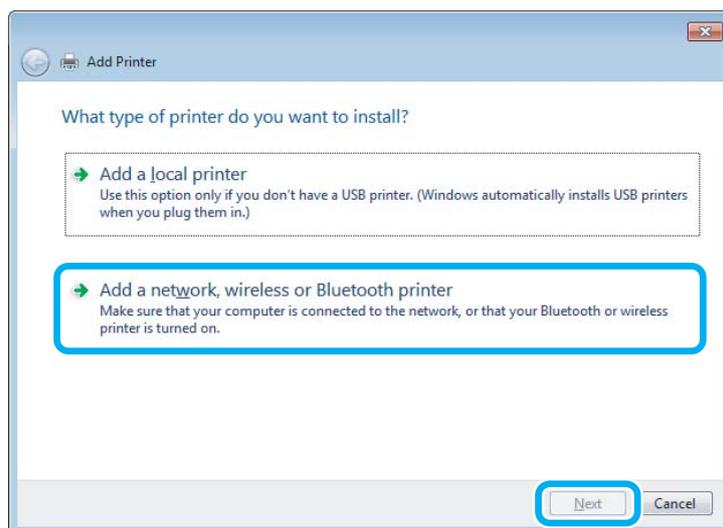
Go to Step 4.

**Windows 7 and Vista:**

Click **Add a network, wireless or Bluetooth printer**, and then click **Next**.

**Windows XP:**

Select **A network printer, or a printer attached to another computer**, then click **Next**.

**4**

Follow the on-screen instructions to select the product you want to use.

## Printing

**Note:**

*Depending on the operating system and the configuration of the computer to which the product is connected, the Add Printer Wizard may prompt you to install the printer driver from the product software disk. Click the **Have Disk** button and follow the on-screen instructions.*

---

## Setup for Mac OS

To set up your product on a Mac OS network, use the Printer Sharing setting. See your Macintosh documentation for details.

# Ink Bottles Information

You can use the following ink bottles with this product:

Ink bottles	Part numbers
Black	T6641
Cyan	T6642
Magenta	T6643
Yellow	T6644



**Important:**

*Use of genuine Epson ink other than specified could cause damage that is not covered by Epson's warranties.*

Color	Black, Cyan, Magenta, Yellow
Temperature	Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F) Freezing: * -16 °C (3.2 °F)

\* Ink thaws and is usable after approximately 3 hours at 25 °C (77 °F).

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# Refilling Ink

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## Ink Bottle Safety Instructions, Precautions, and Specifications

---

### Safety instructions

Observe the following when handling the ink:

- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and ink bottle cap.
- Do not tilt or shake an ink bottle after removing its seal; this can cause leakage.
- Be careful not to touch any ink when you handle the ink tanks, ink tank caps, and opened ink bottles or ink bottle caps.  
If ink gets on your skin, wash the area thoroughly with soap and water.  
If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.  
If ink gets into your mouth, spit it out immediately and see a doctor right away.

---

### Precautions on refilling ink

Read all of the instructions in this section before refilling ink.

- Use ink bottles with the correct part number for this product.  
➔ [“Ink Bottles Information” on page 30](#)
- Epson recommends the use of genuine Epson ink bottles. 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 product behavior.
- Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior.
- This product requires careful handling of ink. Ink may splatter when the ink tanks are filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- To maintain optimum print head performance, some ink is consumed from all ink tanks not only during printing but also during maintenance operation such as print head cleaning.
- Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.
- If any of the ink tanks are not filled up to the lower line, refill the ink soon. Continued use of the product when the ink level is below the lower line on the tanks could damage the product.

## Refilling Ink

- ❑ After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- ❑ Store ink bottles in a cool, dark place.
- ❑ Store the ink bottles in the same environment as the product. When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

---

## Ink bottle specifications

- ❑ Epson recommends using the ink bottle before the date printed on the package.
- ❑ Some ink is consumed in the initial charging. In order to produce high quality printouts, the print head in your product will be fully charged with ink.
- ❑ Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.
- ❑ Although the ink bottles may contain recycled materials, this does not affect product function or performance.
- ❑ When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

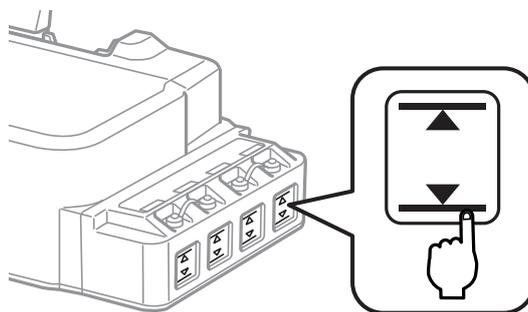
## Checking the Ink Levels

To confirm the actual ink remaining, visually check the ink levels in all of the product's tanks.



**Important:**

*If any of the ink tanks are not filled up to the lower line, fill them to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on the tanks could damage the product.*



## Refilling the Ink Tanks

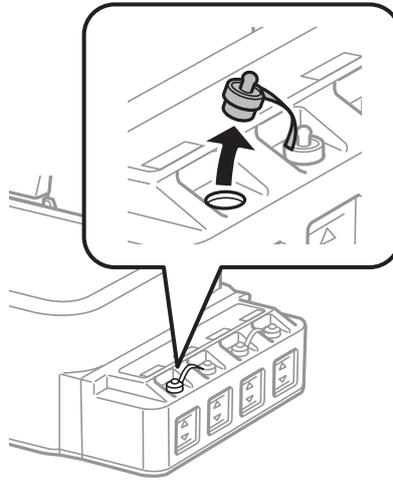
**Note:**

*The illustrations show how to refill the ink tank at the far left. However, the instructions are the same for all of the inks.*

## Refilling Ink

Ink can be refilled at any time.

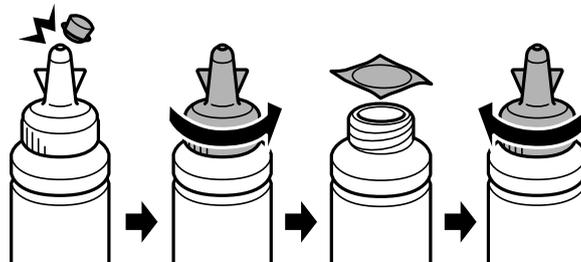
- 1 Remove the cap of the ink tank.



**Note:**

- ❑ Be careful not to spill any ink.
- ❑ Make sure that the color of the ink tank matches the ink color that you want to refill.

- 2 Snap off the top of the cap, remove the cap of the ink bottle, remove the seal from the bottle, and then close the cap.



**Important:**

Close the ink bottle cap tightly; otherwise ink may leak.



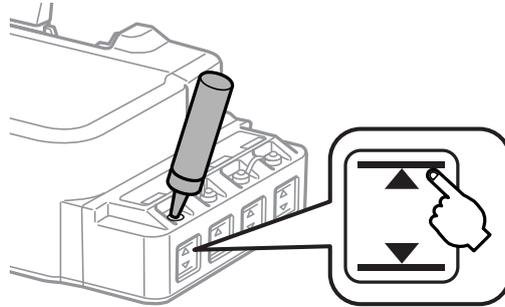
## Refilling Ink

**Note:**

Do not dispose of the top of the cap. If any ink remains in the ink bottle after refilling the tank, use the top of the cap to seal the ink bottle cap.

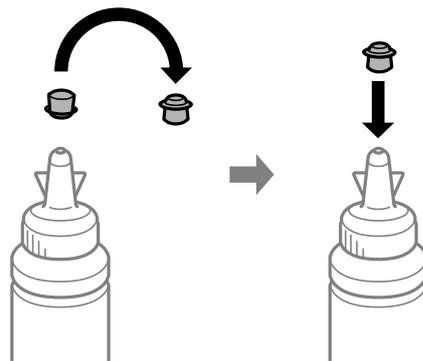
3

Refill the ink tank with the correct colored ink up to the upper line on the ink tank.



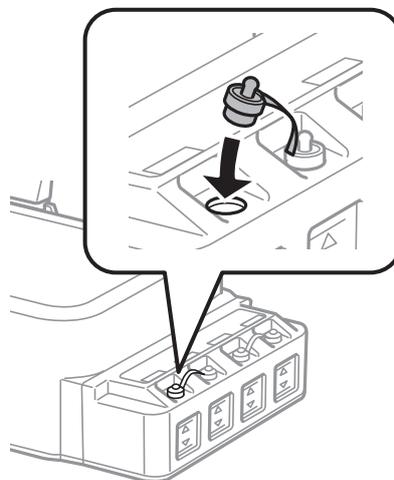
**Note:**

If any ink remains in the ink bottle after filling the ink tank up to the upper line, install the cap securely and store the ink bottle upright for later use.



4

Close the cap onto the ink tank securely.



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# Maintaining Your Product and Software

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## Checking the Print Head Nozzles

If you find that the printout is unexpectedly faint or that dots are missing, you may be able to identify the problem by checking the print head nozzles.

You can check the print head nozzles from your computer by using the Nozzle Check utility or from the product by using the buttons.

---

## Using the Nozzle Check utility for Windows

Follow the steps below to use the Nozzle Check utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure that A4-size paper is loaded in the rear paper feed.
- 3 Right-click the product icon on the taskbar, then select **Nozzle Check**.  
If the product icon does not appear, refer to the following section to add the icon.  
➔ [“From the shortcut icon on the taskbar” on page 17](#)
- 4 Follow the on-screen instructions.

---

## Using the Nozzle Check utility for Mac OS

Follow the steps below to use the Nozzle Check utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure that A4-size paper is loaded in the rear paper feed.
- 3 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)
- 4 Click the **Nozzle Check** icon.
- 5 Follow the on-screen instructions.

---

## Using the control panel

Follow the steps below to check the print head nozzles using the product buttons.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Turn off the product.
- 3 Make sure that A4-size paper is loaded in the rear paper feed.
- 4 While holding down the  button, press the  button to turn on the product.
- 5 When the product turns on, release both the buttons. The product prints the nozzle check pattern.

Below are two sample nozzle check patterns.

Compare the quality of the printed check page with the sample shown below. If there are no print quality problems, such as gaps or missing segments in the test lines, the print head is fine.



If any segment of the printed lines is missing, as shown below, this could mean a clogged ink nozzle or a misaligned print head.



➔ [“Cleaning the Print Head” on page 36](#)

➔ [“Aligning the Print Head” on page 38](#)

## Cleaning the Print Head

If you find that the printout is unexpectedly faint or that dots are missing, you may be able to solve these problems by cleaning the print head, which ensures that the nozzles are delivering ink properly.

You can clean the print head from your computer using the Head Cleaning utility in the printer driver or from the product by using the buttons.

## Maintaining Your Product and Software

**!** **Important:**

- ❑ Do not open the front cover or turn off the product during head cleaning. If the head cleaning is incomplete, you may not be able to print.
- ❑ If print quality does not improve after repeating this procedure three times, turn the product off and wait for at least twelve hours. Then run the nozzle check again and repeat head cleaning if necessary. If print quality has still not improved, contact Epson support.

**Note:**

- ❑ Because print head cleaning uses some ink from all tanks, clean the print head only if quality declines; for example, if the printout is blurry or the color is incorrect or missing.
- ❑ Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.
- ❑ When ink is low you may not be able to clean the print head. Prepare a new ink bottle.
- ❑ To maintain print quality, we recommend printing a few pages on a regular basis.

---

## Using the Head Cleaning utility for Windows

Follow the steps below to clean the print head using the Head Cleaning utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Right-click the product icon on the taskbar, then select **Head Cleaning**.  
If the product icon does not appear, refer to the following section to add the icon.  
➔ [“From the shortcut icon on the taskbar” on page 17](#)
- 3 Follow the on-screen instructions.

---

## Using the Head Cleaning utility for Mac OS

Follow the steps below to clean the print head using the Head Cleaning utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)
- 3 Click the **Head Cleaning** icon.
- 4 Follow the on-screen instructions.

---

## Using the control panel

Follow the steps below to clean the print head using the product buttons.

## Maintaining Your Product and Software

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Hold down the  button for three seconds.  
The product starts cleaning the print head and the  light begins flashing.
- 3 When the  light stops flashing, print a nozzle check pattern to confirm that the head is clean.  
➔ [“Checking the Print Head Nozzles” on page 35](#)

## Aligning the Print Head

If you notice a misalignment of vertical lines or horizontal banding, you may be able to solve this problem by using the Print Head Alignment utility in your printer driver.

Refer to the appropriate section below.

**Note:**

Do not press  to cancel printing while printing a test pattern with the Print Head Alignment utility.

---

## Using the Print Head Alignment utility for Windows

Follow the steps below to align the print head using the Print Head Alignment utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4-size paper is loaded in the rear paper feed.
- 3 Right-click the product icon on the taskbar, then select **Print Head Alignment**.  
If the product icon does not appear, refer to the following section to add the icon.  
➔ [“From the shortcut icon on the taskbar” on page 17](#)
- 4 Follow the on-screen instructions to align the print head.

---

## Using the Print Head Alignment utility for Mac OS

Follow the steps below to align the print head using the Print Head Alignment utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4-size paper is loaded in the rear paper feed.

## Maintaining Your Product and Software

- 3 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)
- 4 Click the **Print Head Alignment** icon.
- 5 Follow the on-screen instructions to align the print head.

## Cleaning the Paper Guide

You may see a smudge on the back of the printout when excessive ink remains on the paper guide. The paper guide is the dark plastic strip inside the product. In this case, you can solve the problem by using the Paper Guide Cleaning utility in your printer driver.

Refer to the appropriate section below.

**Note:**

*Repeat the procedure until the inside of the product is cleaned.*

---

### Using the Paper Guide Cleaning utility for Windows

Follow the steps below to clean the paper guide using the Paper Guide Cleaning utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4-size paper is loaded.
- 3 Open the printer driver, click the **Maintenance** tab, then click the **Paper Guide Cleaning** button.  
➔ [“Accessing the printer driver for Windows” on page 16](#)
- 4 Follow the on-screen instructions to clean the paper guide.

---

### Using the Paper Guide Cleaning utility for Mac OS

Follow the steps below to clean the paper guide using the Paper Guide Cleaning utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4-size paper is loaded.
- 3 Access the Epson Printer Utility 4 dialog box.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)

## Maintaining Your Product and Software

- 4 Click the **Paper Guide Cleaning** icon.
- 5 Follow the on-screen instructions to clean the paper guide.

## Replacing Ink inside the Ink Tubes

If you have not used the product for a long time and notice banding or missing colors in the printouts, you may need to replace the ink inside the ink tubes to solve the problem.

The Power Ink Flushing utility allows you to replace all of the ink inside the ink tubes.

**Important:**

*This function consumes a lot of ink. Before using this function, make sure there is enough ink in the product's ink tanks. If there is not enough ink, refill the ink tanks.*

**Note:**

- ❑ *This function effects the service life of the ink pads. Ink pads reach their capacity earlier by running this function. Contact Epson Support or an authorised Epson service provider to request replacement before the end of their service life. It is not a user-serviceable part.*
- ❑ *After using the Power Ink Flushing utility, turn the product off and wait for at least twelve hours. Using this function improves the print quality after twelve hours, however it cannot be used again within twelve hours of the last use. If you still cannot solve the problem after trying all of the methods above, contact Epson support.*

---

## Using the Power Ink Flushing utility for Windows

Follow the steps below to use the Power Ink Flushing utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Access the printer driver.  
➔ [“Accessing the printer driver for Windows” on page 16](#)
- 3 Click the **Maintenance** tab, then click the **Power Ink Flushing** button.
- 4 Follow the on-screen instructions.

---

## Using the Power Ink Flushing utility for Mac OS

Follow the steps below to use the Power Ink Flushing utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.

## Maintaining Your Product and Software

- 2 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)
- 3 Click the **Power Ink Flushing** icon.
- 4 Follow the on-screen instructions.

## Saving Power

The product enters sleep mode or turns off automatically if no operations are performed for a set period.

You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Follow the steps below to adjust the time.

---

### For Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 16](#)
- 2 Click the **Maintenance** tab, and then click the **Printer and Option Information** button.
- 3 Select **Off**, **30 minutes**, **1 hour**, **2 hours**, **4 hours**, **8 hours**, or **12 hours** as the Power Off Timer setting, and click the **Send** button.
- 4 Select **3 minutes**, **5 minutes**, **10 minutes**, or **15 minutes** as the Sleep Timer setting, and click the **Send** button.
- 5 Click the **OK** button.

---

### For Mac OS

- 1 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)
- 2 Click the **Printer Settings** button. The Printer Settings screen appears.
- 3 Select **Off**, **30 minutes**, **1 hour**, **2 hours**, **4 hours**, **8 hours**, or **12 hours** as the Power Off Timer setting.
- 4 Select **3 minutes**, **5 minutes**, **10 minutes**, or **15 minutes** as the Sleep Timer setting.
- 5 Click the **Apply** button.

## Quieter Printer Operations

You can make printer operations quiet without changing the print quality. However, printing speed might be reduced.

---

### For Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 16](#)
- 2 In the **Main** window, select **Off** or **On** as the **Quiet Mode**.

---

### For Mac OS

- 1 Click **System Preferences** on the Apple menu.
- 2 Click **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select your product from the Printers list box.
- 3 Click **Options & Supplies**, and then **Driver**.
- 4 Select **Off** or **On** as the **Quiet Mode**.

## Checking the Number of Sheets of Paper Fed

You can check the number of sheets of paper fed from the printer driver.

Click the **Printer and Option Information** button on your printer driver's Maintenance window (for Windows) or on the Epson Printer Utility 4 (for Mac OS).

## Cleaning the Product

---

### Cleaning the exterior of the product

To keep your product operating at its best, clean it thoroughly several times a year by using the following instructions.



**Important:**

*Never use alcohol or thinner to clean the product. These chemicals can damage the product.*

---

## Cleaning the interior of the product

To keep your print results at their best, clean the roller inside by using the Paper Guide Cleaning utility.

➔ [“Cleaning the Paper Guide” on page 39](#)

**Caution:**

*Be careful not to touch the parts inside the product.*

**Important:**

- Be careful to keep water away from the electronic components.
- Do not spray the inside of the product with lubricants.
- Unsuitable oils can damage the mechanism. Contact your dealer or a qualified service person if lubrication is needed.

## Transporting the Product

If you move the product some distance, you need to prepare it for transportation in its original box or one of a similar size.

**Important:**

- When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

**1**

Open the front cover and make sure the print head is in the home position on the right.

**Note;**

*If the print head is not in the home position on the right, turn on the product and wait until the print head locks in the far right position. Then turn off the product.*

**2**

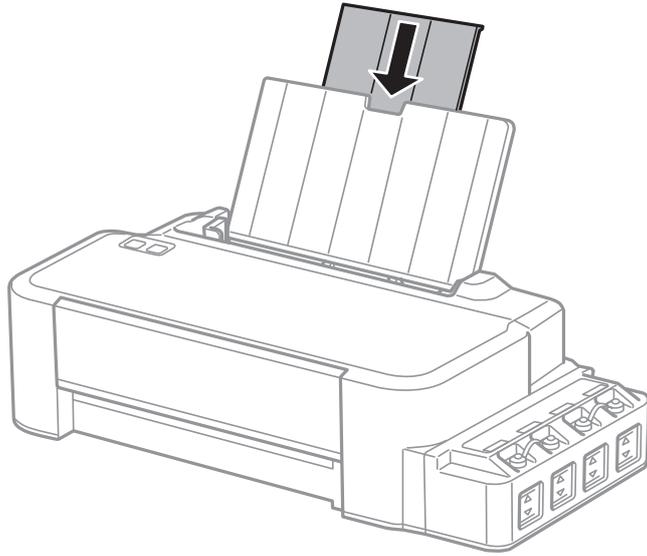
Turn off the product and unplug its power cord.

**3**

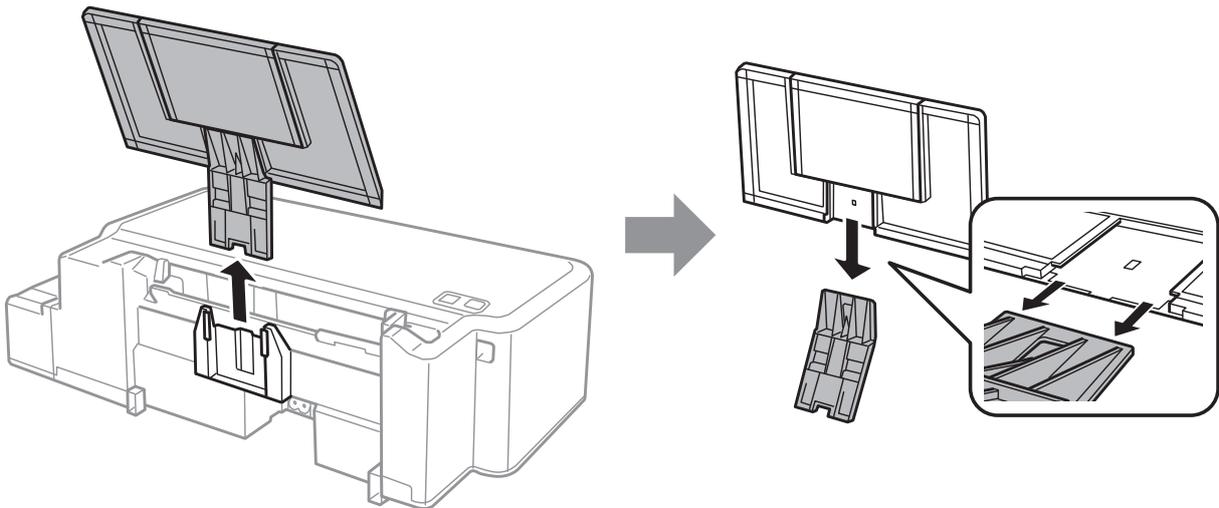
Disconnect the interface cable from the product.

### Maintaining Your Product and Software

- 4** Remove all paper and close the paper support extension.

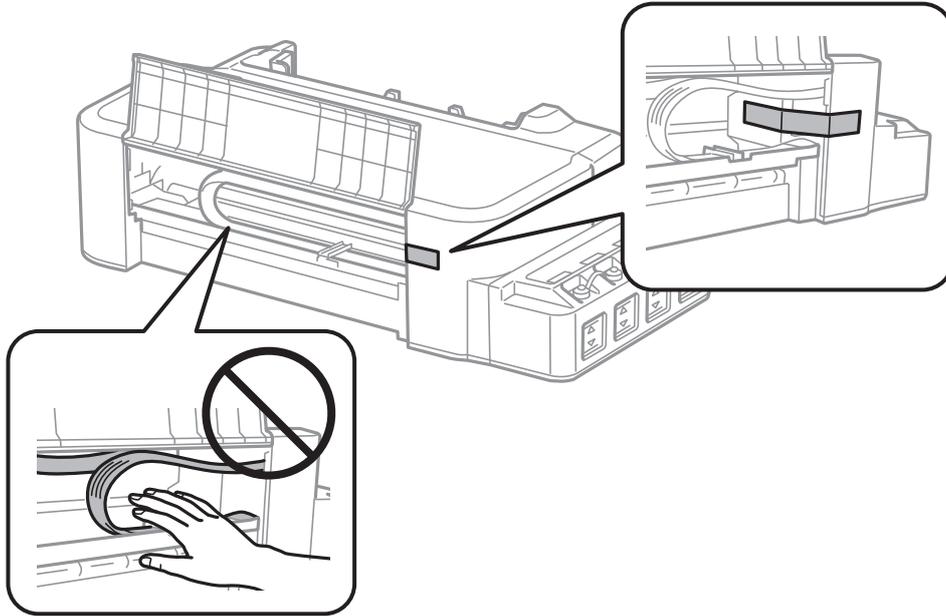


- 5** Remove the paper support, and then take it apart.

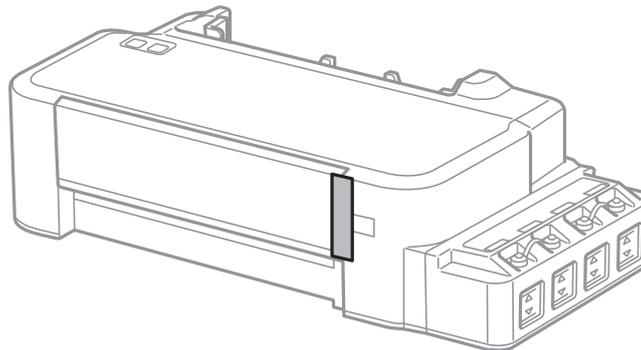


### Maintaining Your Product and Software

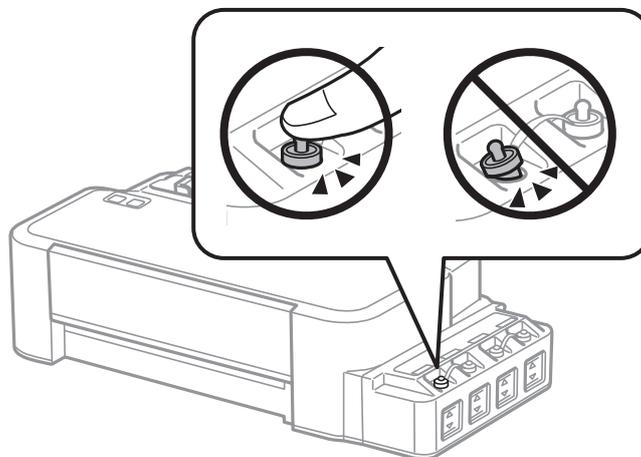
**6** Open the front cover. Secure the print head with a tape, as shown below.



**7** Close the front cover and secure it with a tape.



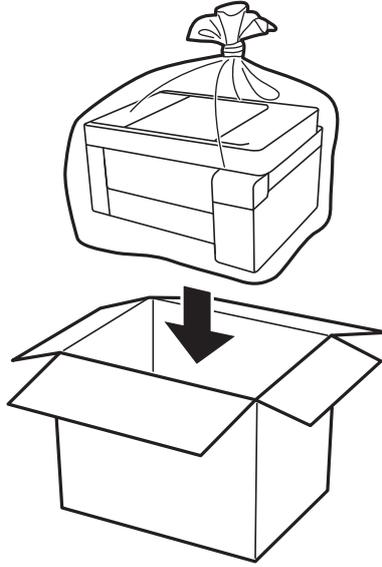
**8** Make sure to close the cap onto the ink tank securely.



**9** Place the printer in the plastic bag and fold it closed.

## Maintaining Your Product and Software

- 10 Pack the printer in its box using the protective materials.



## Maintaining Your Product and Software

### **Important:**

- ❑ When storing or transporting the printer, place the printer in the plastic bag and fold it closed. Avoid tilting the printer, placing it vertically, or turning it upside down; otherwise ink may leak.



- ❑ When storing or transporting an ink bottle, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take precautions to prevent ink from leaking when transporting the bottle, for example, putting the bottle in a bag.
- ❑ Do not put opened ink bottles in the box with printer.



If print quality has declined the next time you print, clean and align the print head.

## Checking and Installing Your Software

### Checking the software installed on your computer

To use the functions described in this User's Guide, you need to install the following software.

Epson Driver and Utilities

## Maintaining Your Product and Software

Follow the steps below to check that the software is installed on your computer.

### For Windows

- 1** **Windows 10:** Click on the start button, and then select **Windows System > Control Panel**.  
**Windows 8:** Select **Desktop, Settings** charm and **Control Panel**.  
**Windows 7 and Vista:** Click the start button and select **Control Panel**.  
**Windows XP:** Click **Start** and select **Control Panel**.
- 2** **Windows 10, 8, 7 and Vista:** Click **Uninstall a program** from the Programs category.  
**Windows XP:** Double-click the **Add or Remove Programs** icon.
- 3** Check the list of currently installed programs.

### For Mac OS

- 1** Double-click **Macintosh HD**.
- 2** Double-click the **Epson Software** folder in the Applications folder and check the contents.

**Note:**

- ❑ *The Applications folder contains software provided by third parties.*
- ❑ *To check that the printer driver is installed, click **System Preferences** on the Apple menu and then click **Printers & Scanners** (or **Print & Scan, Print & Fax**).*

*Then locate your product in the Printers list box.*

---

## Installing the software

Insert the product software disk that came with your product and select the software you want to install on the Software Select screen.

If you are using Mac OS, or if your computer does not have a CD/DVD drive, go to the following Epson website to download and install the software.

<http://support.epson.net/setupnavi/>

## Uninstalling Your Software

You may need to uninstall and then reinstall your software to solve certain problems or if you upgrade your operating system.

See the following section for information on determining what applications are installed.

➔ [“Checking the software installed on your computer” on page 47](#)

---

## For Windows

**Note:**

- For Windows 10, 8, 7 and Vista, you need an administrator account and password if you log on as a standard user.
- For Windows XP, you must log on to a Computer Administrator account.

**1** Turn off the product.

**2** Disconnect the product's interface cable from your computer.

**3** Do one of the following.

**Windows 10:** Click on the start button, and then select **Windows System > Control Panel**.

**Windows 8:** Select **Desktop, Settings** charm and **Control Panel**.

**Windows 7 and Vista:** Click the start button and select **Control Panel**.

**Windows XP:** Click **Start** and select **Control Panel**.

**4** Do one of the following.

**Windows 10, 8, 7 and Vista:** Click **Uninstall a program** from the Programs category.

**Windows XP:** Double-click the **Add or Remove Programs** icon.

**5** Select the software you want to uninstall such as your product's driver and the application from the list displayed.

**6** Do one of the following.

**Windows 10, 8 and 7:** Select **Uninstall/Change** or **Uninstall**.

**Windows Vista:** Click **Uninstall/Change** or **Uninstall**, and then click **Continue** in the User Account Control window.

**Windows XP:** Click **Change/Remove** or **Remove**.

**Note:**

*If you chose to uninstall your product's printer driver in step 5, select the icon for your product and then click **OK**.*

**7** When the confirmation window appears, click **Yes** or **Next**.

**8** Follow the on-screen instructions.

## Maintaining Your Product and Software

In some cases, a message may appear to prompt you to restart your computer. If so, make sure **I want to restart my computer now** is selected and click **Finish**.

---

### For Mac OS

**Note:**

- To uninstall your software you need to download the Uninstaller.  
Access the site at:  
<http://www.epson.com>  
Next, select the support section of your local Epson Web site.
- To uninstall applications, you must log on to a Computer Administrator account.  
You cannot uninstall programs if you log on as a limited account user.
- Depending on the application, the Installer may be separated from the Uninstaller.

- 1** Quit all running applications.
- 2** Double-click the **Uninstaller** icon in your Mac OS hard drive.
- 3** Select the check boxes for the software you want to uninstall, such as the printer driver and the application, from the list displayed.
- 4** Click **Uninstall**.
- 5** Follow the on-screen instructions.

If you cannot find the software you want to uninstall in the Uninstaller window, double-click the **Applications** folder in your Mac OS hard drive, select the application you want to uninstall, and then drag it to the **Trash** icon.

**Note:**

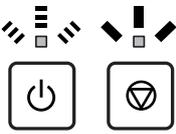
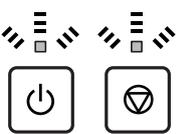
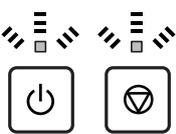
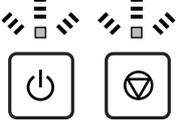
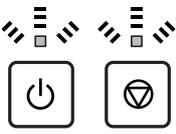
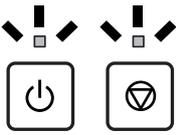
If you uninstall the printer driver and the name of your product remains in the **Printers & Scanners** (or **Print & Scan, Print & Fax**) window, select the name of your product and click the **- remove** button.

# Error Indicators

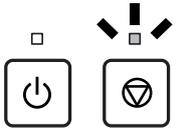
## Error Indications on the Control Panel

You can identify many common product problems using the lights on your product. If the product stops working and the lights are on or flashing, use the following table to diagnose the problem, then follow the recommended corrective measures.

 = on,  = flashing

Lights	Problem and solution	
	<b>Paper out</b>	
	No paper is loaded.	Load paper in the rear paper feed correctly and press the  button.
	<b>Multiple-paper feed</b>	
	More than one sheet has been fed at a time.	Load paper in the rear paper feed correctly and press the  button. If the paper remains in the product, see <a href="#">"Paper Jams" on page 55</a> .
	<b>Paper jam</b>	
	Paper has jammed in the product.	➔ <a href="#">"Paper Jams" on page 55</a>
 Flashing alternately	<b>Maintenance</b>	
	The product's ink pad* is nearing or at the end of its service life.	Contact Epson or an authorised Epson service provider to replace the ink pad. If the ink pad has not reached the end of its service life, you can resume printing by pressing the  button. It is not a user-serviceable part.
	<b>Fatal error</b>	
	An unknown product error has occurred.	Turn off the product. Then, remove the jammed paper. ➔ <a href="#">"Paper Jams" on page 55</a> Then turn the product back on. If the error does not clear, contact your dealer.
	<b>Waiting for initial ink to charge (Not ready to print)</b>	
	Initial ink charging may not be complete.	Fill the ink tanks using all of the ink bottles supplied. Next, turn on the product and press the  button for 3 seconds until the  light starts flashing to start charging ink. Charging ink takes about 20 minutes. Wait until the  light stays on.

### Error Indicators

Lights	Problem and solution	
	<b>Recovery mode</b>	
	The firmware update has failed, and the product is in recovery mode.	You will need to try to update the firmware again. Prepare a USB cable and visit your local Epson website for further instructions.

\* In some print cycles a very small amount of surplus ink may be collected in the ink pad. To prevent ink leakage from the pad, the product is designed to stop printing when the pad has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the product performs. The need for replacement of the pad does not mean that your product has ceased to operate in accordance with its specifications. The product will advise you when the pad requires replacing and this can only be performed by an authorised Epson Service provider. The Epson warranty does not cover the cost of this replacement.

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# Troubleshooting for Printing

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## Diagnosing the Problem

Troubleshooting product problems is best handled in two steps: first diagnose the problem, then apply likely solutions until the problem is fixed.

The information that you need to diagnose and solve most common problems is provided by online problem solving, the control panel, or the status monitor. Refer to the appropriate section below.

If you have a specific problem relating to print quality, a printing problem not related to print quality, or a paper feeding problem, or if the product does not print at all, refer to the appropriate section.

To solve a problem, you may need to cancel printing.

➔ [“Canceling printing” on page 20](#)

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## Checking product status

If a problem occurs while printing, an error message will appear in the status monitor window.

If an error message appears indicating the product's ink pads are nearing the end of their service life, contact Epson support to replace them. The message will be displayed at regular intervals until the ink pads are replaced. When the product's ink pads are saturated, the product stops and Epson support is required to continue printing.

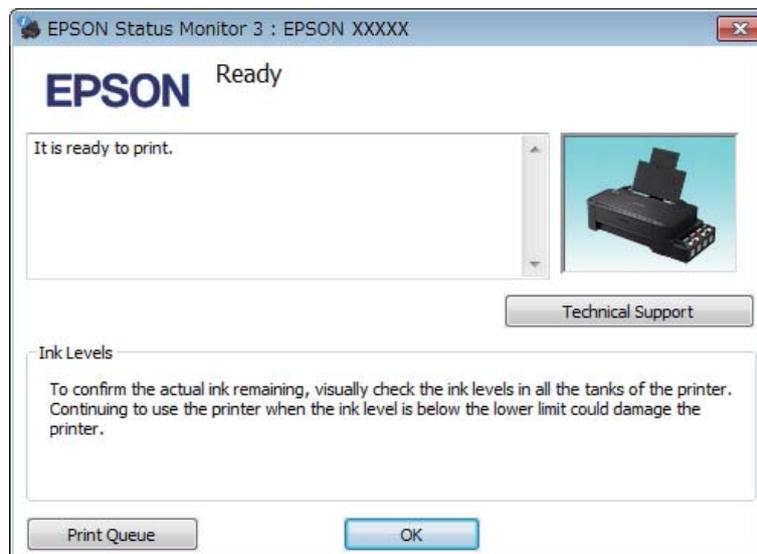
## For Windows

There are two ways to access EPSON Status Monitor 3:

- Double-click the product shortcut icon on your Windows taskbar. To add a shortcut icon to the taskbar, see the following section:
  - ➔ [“From the shortcut icon on the taskbar” on page 17](#)
- Open the printer driver, click the **Maintenance** tab, then click the **EPSON Status Monitor 3** button.

## Troubleshooting for Printing

When you access EPSON Status Monitor 3, the following window appears:



**Note:**

If EPSON Status Monitor 3 does not appear, access the printer driver and click the **Maintenance** tab and then the **Extended Settings** button. In the Extended Settings window, check the **Enable EPSON Status Monitor 3** check box.

EPSON Status Monitor 3 provides the following information:

- Technical Support:**  
Click **Technical Support** to access the Epson technical support website.
- Print Queue:**  
You can view Windows Spooler by clicking **Print Queue**.

### For Mac OS

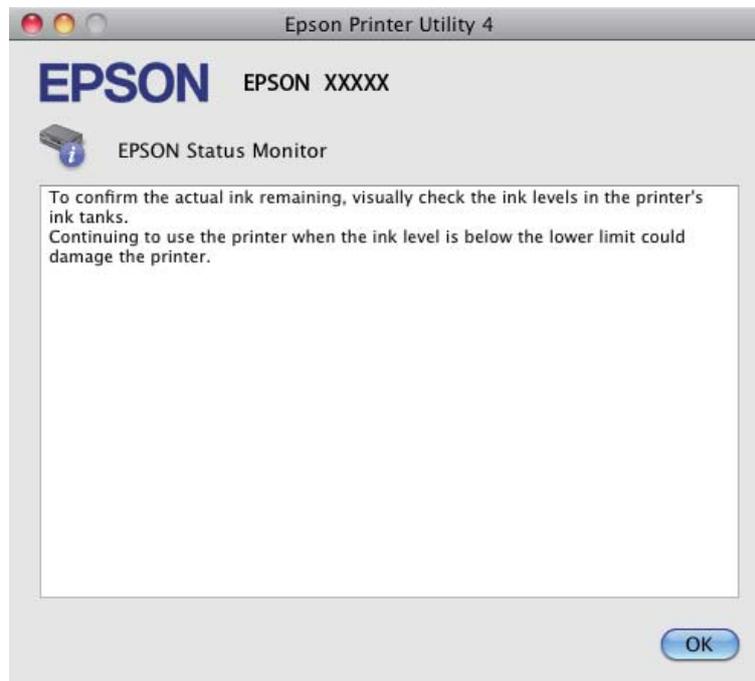
Follow these steps to access EPSON Status Monitor.

- 1** Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)

## Troubleshooting for Printing

2

Click the **EPSON Status Monitor** icon. The EPSON Status Monitor appears.



## Paper Jams



**Caution:**

*Never touch the buttons on the control panel while your hand is inside the product.*



**Important:**

*Be careful not to pull the cables or ink tubes, or touch other components inside the product unnecessarily. Otherwise, ink may leak or the product may be damaged.*

**Note:**

- Cancel the print job if prompted by a message from the printer driver.*
- If all of the lights on the control panel flash, clear the paper jam, and then press the Ⓞ button.*

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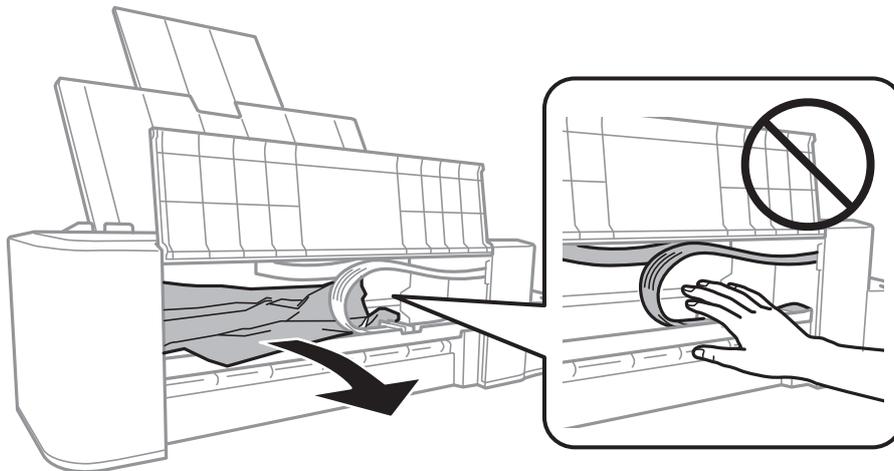
## Removing jammed paper from inside the product

1

Open the front cover.

## Troubleshooting for Printing

- 2** Remove all of the paper inside, including any torn pieces.



- 3** Close the front cover and press the  button.

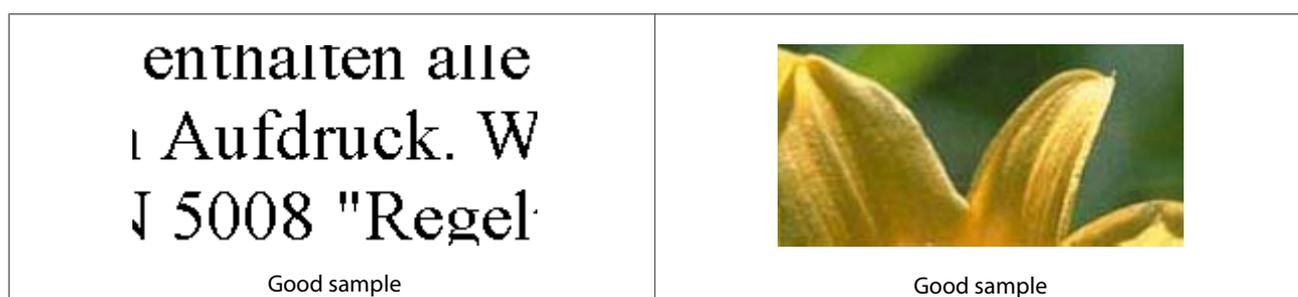
## Preventing paper jams

If your paper jams frequently, check the following.

- The paper is smooth, not curled or wrinkled.
- The printable side of the paper is face up in the rear paper feed.
- The paper stack was fanned before loading.
- Do not load paper above the line just under the ▼ arrow mark inside the edge guide.
- The edge guide is snug against the left edge of the paper.
- The product is on a flat, stable surface that extends beyond the base in all directions. The product will not operate properly if it is tilted.

## Print Quality Help

If you are having print quality problems, then compare it with the illustrations below. Click the caption under the illustration that best resembles your prints.



## Troubleshooting for Printing

<p>enthalten alle Aufdruck. W 5008 "Regel:</p> <p>➔ "Horizontal banding" on page 57</p>	<p>enthalten alle Aufdruck. W 5008 "Regel:</p> <p>➔ "Vertical banding or misalignment" on page 57</p>
 <p>➔ "Horizontal banding" on page 57</p>	 <p>➔ "Vertical banding or misalignment" on page 57</p>
 <p>➔ "Incorrect or missing colors" on page 58</p>	 <p>➔ "Blurry or smeared print" on page 58</p>

### Horizontal banding

- Make sure the printable side of the paper is face up in the rear paper feed.
- Run the Head Cleaning utility to clear any clogged ink nozzles.
  - ➔ "Cleaning the Print Head" on page 36
- If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.
  - ➔ "Replacing Ink inside the Ink Tubes" on page 40
- Try to use genuine Epson ink bottles.

### Vertical banding or misalignment

- Make sure the printable side of the paper is face up in the rear paper feed.
- Run the Head Cleaning utility to clear any clogged ink nozzles.
  - ➔ "Cleaning the Print Head" on page 36
- If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.
  - ➔ "Replacing Ink inside the Ink Tubes" on page 40
- Run the Print Head Alignment utility.
  - ➔ "Aligning the Print Head" on page 38

## Troubleshooting for Printing

- ❑ For Windows, clear the **High Speed** check box from the More Options window in your printer driver. See the online help for details.  
For Mac OS, select **Off** from the High Speed Printing. To display the High Speed Printing, click through the following menus: **System Preferences, Printers & Scanners** (or **Print & Scan, Print & Fax**), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.

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### Incorrect or missing colors

- ❑ Make sure the initial ink charging is complete.
- ❑ Check the ink tank. If the tank is empty, refill the ink immediately and run the Head Cleaning utility.  
➔ [“Cleaning the Print Head” on page 36](#)
- ❑ For Windows, clear the **Grayscale** setting in the Main window in your printer driver.  
For Mac OS, clear the **Grayscale** setting in Print Settings in the Print dialog box in your printer driver.  
See the online help for details.
- ❑ Adjust the color settings in your application or in your printer driver settings.  
For Windows, check the More Options window.  
For Mac OS, check the Color Options dialog box from the Print dialog box.  
See the online help for details.
- ❑ Run the Head Cleaning utility to clear any clogged ink nozzles.  
➔ [“Cleaning the Print Head” on page 36](#)
- ❑ If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.  
➔ [“Replacing Ink inside the Ink Tubes” on page 40](#)
- ❑ Try to use genuine Epson ink bottles and paper recommended by Epson.

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### Blurry or smeared print

- ❑ Try to use genuine Epson ink bottles and paper recommended by Epson.
- ❑ Make sure the product is on a flat, stable surface that extends beyond the base in all directions. The product will not operate properly if it is tilted.
- ❑ Make sure your paper is not damaged, dirty, or too old.
- ❑ Make sure your paper is dry and the printable side of the paper is face up in the rear paper feed.
- ❑ If the paper is curled, flatten it or curl it slightly in the opposite direction before loading.
- ❑ Remove each sheet as it is printed.
- ❑ Do not touch or allow anything to come into contact with the printed side of paper with a shiny finish. To handle your prints, follow the instructions of the paper.
- ❑ Run the Head Cleaning utility to clear any clogged ink nozzles.  
➔ [“Cleaning the Print Head” on page 36](#)
- ❑ If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.  
➔ [“Replacing Ink inside the Ink Tubes” on page 40](#)

## Troubleshooting for Printing

- ❑ Run the Print Head Alignment utility.
  - ➔ [“Aligning the Print Head” on page 38](#)
- ❑ If the paper is smeared with ink after printing, clean the interior of the product.
  - ➔ [“Cleaning the interior of the product” on page 43](#)

## Miscellaneous Printout Problems

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### Incorrect or garbled characters

- ❑ Clear any stalled print jobs.
  - ➔ [“Canceling printing” on page 20](#)
- ❑ Turn off the product and computer. Make sure the product's interface cable is securely plugged in.
- ❑ Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 48](#)
- ❑ If you put your computer into Hibernate or Sleep mode manually while the computer is sending a print job, pages of garbled text may be printed the next time you start your computer.

### Incorrect margins

- ❑ Make sure that the paper is loaded into the rear paper feed correctly.
  - ➔ [“Loading Paper” on page 14](#)
- ❑ Check the margin settings in your application. Make sure that the margins are within the printable area of the page.
  - ➔ [“Printable area” on page 64](#)
- ❑ Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 48](#)

### Printout has a slight slant

Make sure that the paper is loaded into the rear paper feed correctly.

- ➔ [“Loading Paper” on page 14](#)

### Inverted image

- ❑ For Windows, clear the **Mirror Image** check box from the More Options window of your printer driver, or turn off the Mirror Image setting in your application.  
For Mac OS, clear the **Mirror Image** check box in **Print Settings** in the Print dialog box of your printer driver, or turn off the Mirror Image setting in your application.  
For instructions, see the online help for your printer driver or for your application.
- ❑ Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 48](#)

## Troubleshooting for Printing

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### Blank pages print

- ❑ Check the ink tank. If the tank is empty, refill the ink immediately and run the Head Cleaning utility.  
➔ [“Cleaning the Print Head” on page 36](#)
- ❑ Make sure the printer driver settings are appropriate for the paper size you are using.  
For Windows, check the Main window.  
For Mac OS, check the Page Setup dialog box or Print dialog box.
- ❑ For Windows, check the **Skip Blank Page** setting by clicking the **Extended Settings** button on the Maintenance window of the printer driver.  
For Mac OS, select **On** from the Skip Blank Page. To display the Skip Blank Page, click through the following menus: **System Preferences, Printers & Scanners** (or **Print & Scan, Print & Fax**), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.
- ❑ Uninstall the printer driver, then reinstall it.  
➔ [“Uninstalling Your Software” on page 48](#)

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### Printed side is smeared or scuffed

- ❑ If the paper is curled, flatten it or curl it slightly in the opposite direction before loading.
- ❑ Load and eject plain paper several times.  
➔ [“Cleaning the interior of the product” on page 43](#)
- ❑ Uninstall the printer driver, then reinstall it.  
➔ [“Uninstalling Your Software” on page 48](#)

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### Printing is too slow

- ❑ For Windows, choose a lower **Quality** in the printer driver Main window.  
For Mac OS, choose a lower Print Quality in the Print Settings dialog box from your printer driver's Print dialog box.  
➔ [“Accessing the printer driver for Windows” on page 16](#)  
➔ [“Accessing the printer driver for Mac OS” on page 17](#)
- ❑ Close any unnecessary applications.
- ❑ If you print continuously for an extended period, the printing may be extremely slow. This is to slow down the printing speed and prevent the product mechanism from overheating and being damaged. If this happens, you can continue to print, but we recommend stopping and leaving the product idle for at least 30 minutes with the power on. (The product does not recover with the power off.) After you restart, the product will print at normal speed.
- ❑ Uninstall the printer driver, then reinstall it.  
➔ [“Uninstalling Your Software” on page 48](#)

## Paper Does Not Feed Correctly

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### Paper does not feed

Remove the stack of paper and make sure of the following:

- The paper is not curled or creased.
- The paper is not too old. See the instructions that came with the paper for more information.
- Do not load paper above the line just under the ▼ arrow mark inside the edge guide.
- Paper is not jammed inside the product. If it is, remove the jammed paper.  
➔ [“Paper Jams” on page 55](#)
- You have followed any special loading instructions that came with your paper.
- The paper does not have any binder holes.

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### Multiple pages feed

- Do not load paper above the line just under the ▼ arrow mark inside the edge guide.  
➔ [“Selecting Paper” on page 13](#)
- Make sure the edge guide is snug against the left edge of the paper.
- Make sure the paper is not curled or folded. If so, flatten it or curl it slightly toward the opposite side before loading.
- Remove the stack of paper and make sure that the paper is not too thin.  
➔ [“Paper” on page 64](#)
- Fan the edges of the stack to separate the sheets, then reload the paper.
- If too many copies of a file are being printed, check the Copies setting in your printer driver as follows, and also check in your application.  
For Windows, check the Copies setting on the Main window.  
Mac OS, check the Copies setting in the Print dialog.

---

### Paper is improperly loaded

If you have loaded the paper too far into the product, the product cannot feed the paper correctly. Turn the product off and gently remove the paper. Then turn the product on and reload the paper correctly.

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### Paper is not ejected fully or is wrinkled

- If the paper does not eject fully, press the Ⓞ button to eject the paper. If the paper is jammed inside the product, remove it by referring to the following section.  
➔ [“Paper Jams” on page 55](#)

## Troubleshooting for Printing

- ❑ If the paper is wrinkled when it comes out, it may be damp or too thin. Load a new stack of paper.

**Note:**

Store any unused paper in its original packaging in a dry area.

## The Product Does Not Print

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### All lights are off

- ❑ Press the  button to make sure the product is on.
- ❑ Make sure that the power cord is securely plugged in.
- ❑ Make sure that your outlet works and is not controlled by a wall switch or timer.

### Lights came on and then went out

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The product's voltage may not match the outlet rating. Turn off the product and unplug it immediately. Then check the label on the back of the product.

**Caution:**

If the voltage does not match, **DO NOT PLUG YOUR PRODUCT BACK IN.** Contact your dealer.

### Only the power light is on

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- ❑ Turn off the product and computer. Make sure the product's interface cable is securely plugged in.
- ❑ If you are using the USB interface, make sure your cable meets the USB standards.
- ❑ If you are connecting the product to your computer via a USB hub, connect the product to the first-tier hub from your computer. If the printer driver is still not recognized on your computer, try to directly connect the product to your computer without the USB hub.
- ❑ If you are connecting the product to your computer via a USB hub, make sure the USB hub device is recognized by your computer.
- ❑ If you are trying to print a large image, your computer may not have enough memory. Try reducing the resolution of your image or printing the image at a smaller size. You may need to install more memory in your computer.
- ❑ Users of Windows can clear any stalled print jobs from the Windows Spooler.
  - ➔ [“Canceling printing” on page 20](#)
- ❑ Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 48](#)

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# Product Information

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## System Requirements

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### For Windows

System	PC Interface
Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10 or later (32-bit, 64-bit) Windows XP SP3 (32-bit), Windows XP Professional x64 Edition SP2	USB

### For Mac OS

System	PC Interface
Mac OS X 10.6.8 or later, macOS 11 or later	USB

**Note:**

The UNIX File System (UFS) for Mac OS is not supported.

## Technical Specifications

**Note:**

Specifications are subject to change without notice.

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### Printer specifications

<b>Paper path</b>	Rear paper feed, top entry
<b>Capacity</b>	6 mm (0.2 in.)

**Product Information**

**Paper**

**Note:**

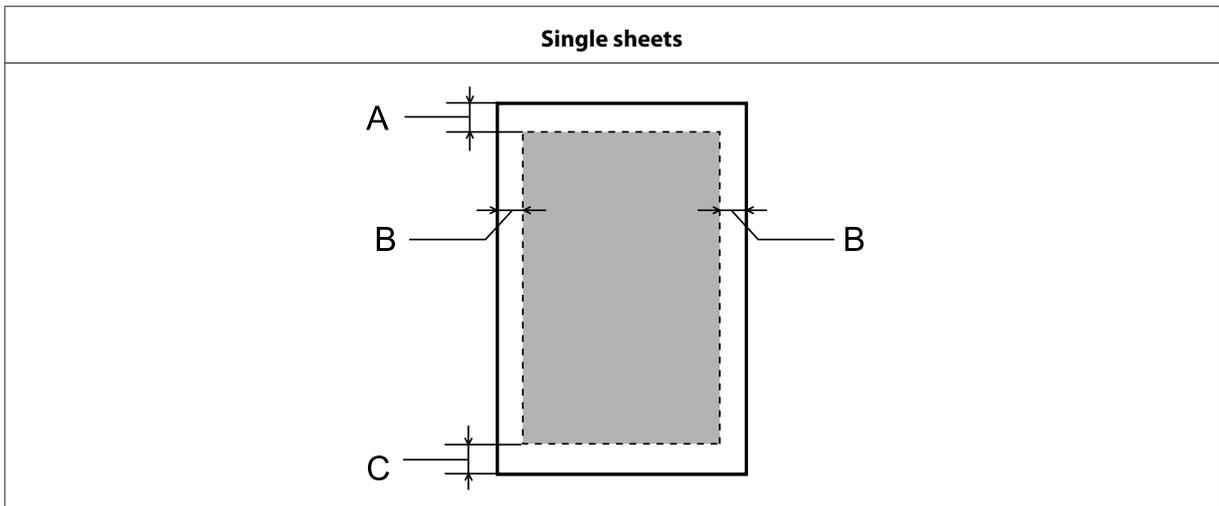
- ❑ *Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot attest to the quality of any non-Epson brand or type of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.*
- ❑ *Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.*
- ❑ *The paper types supported by this product are compatible with Exif Print and PRINT Image Matching. For more information, refer to the documentation that came with the Exif Print or PRINT Image Matching compatible digital camera.*

Single sheets:

<b>Size</b>	A4 210 × 297 mm Letter 8 1/2 × 11 in. Legal 8 1/2 × 14 in.
<b>Paper types</b>	Plain paper
<b>Thickness</b>	0.08 to 0.11 mm (0.003 to 0.004 in.)
<b>Weight</b>	64 g/m <sup>2</sup> (17 lb) to 90 g/m <sup>2</sup> (24 lb)

**Printable area**

Highlighted portions show printable area.



	<b>Minimum margin</b>
Media type	Single sheets
A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	3.0 mm (0.12 in.)

## Product Information

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**Mechanical**

<b>Dimensions</b>	Storage Width: 461 mm (18.1 inches) Depth: 215 mm (8.5 inches) Height: 130 mm (5.1 inches)
	Printing Width: 461 mm (18.1 inches) Depth: 284 mm (11.2 inches) Height: 285 mm (11.2 inches)
<b>Weight</b>	Approx. 2.4 kg (5.3 lb) without the ink and the power cord.

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**Electrical**

		<b>100-240 V Model</b>	<b>220-240 V Model</b>
<b>Input voltage range</b>		90 to 264 V	198 to 264 V
<b>Rated frequency range</b>		50 to 60 Hz	50 to 60 Hz
<b>Input frequency range</b>		49.5 to 60.5 Hz	49.5 to 60.5 Hz
<b>Rated current</b>		0.5 to 0.3 A	0.3 A
<b>Power consumption</b>	<b>Printing</b>	Approx. 10 W (ISO/IEC24712)	Approx. 10 W (ISO/IEC24712)
	<b>Ready mode</b>	Approx. 2.0 W	Approx. 2.0 W
	<b>Sleep mode</b>	Approx. 0.6 W	Approx. 0.6 W
	<b>Power off</b>	Approx. 0.3 W	Approx. 0.3 W

**Note:**

Check the label on the back of the product for its voltage.

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**Environmental**

<b>Temperature</b>	Operation: 10 to 35 °C (50 to 95 °F) Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F)
<b>Humidity</b>	Operation: * 20 to 80% RH Storage: * 5 to 85% RH

\* Without condensation

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## Standards and approvals for European model

The following model is CE marked and in compliance with all the applicable EU Directives. For further details, visit the following website to access the full declaration of conformities containing reference to the Directives and harmonized standards used to declare conformity.

<http://www.epson.eu/conformity>

B521E

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## Interface

USB - Compatible with the USB 2.0 Specification
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# Where To Get Help

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## Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

<http://support.epson.net/>

<http://www.epson.eu/Support> (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

## Contacting Epson Support

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### Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance.

The following Epson support list is based on the country of sale. Some products may not be sold in your current location, so be sure to contact Epson support for the area in which you purchased your product.

If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number  
(The serial number label is usually on the back of the product.)
- Product model
- Product software version  
(Click **About**, **Version Info**, or similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

**Note:**

*Depending on the product, network settings may be stored in the product's memory. Due to breakdown or repair of a product, settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering settings even during a warranty period. We recommend that you make your own backup data or take notes.*

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## Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

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## Help for Users in Taiwan

Contacts for information, support, and services are:

### World Wide Web

<http://www.epson.com.tw>

Information on product specifications, drivers for download, and products enquiry are available.

### Epson HelpDesk

Phone: +886-2-80242008

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

### Repair service center:

<http://www.tekcare.com.tw/branchMap.page>

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

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## Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

### World Wide Web

<http://www.epson.com.sg>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

### Epson Helpdesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information

## Where To Get Help

- Product usage questions or problem troubleshooting
- Enquiries on repair service and warranty

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## Help for Users in Thailand

Contacts for information, support, and services are:

### World Wide Web

<http://www.epson.co.th>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

### Epson Call Center

Phone: 66-2685-9899

Email: [support@eth.epson.co.th](mailto:support@eth.epson.co.th)

Our Hotline team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

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## Help for Users in Vietnam

Contacts for information, support, and services are:

### Epson Service Center

65 Truong Dinh Street, District 1, Hochiminh City, Vietnam

Phone (Ho Chi Minh City): 84-8-3823-9239, 84-8-3825-6234

29 Tue Tinh, Quan Hai Ba Trung, Hanoi City, Vietnam

Phone (Hanoi City): 84-4-3978-4785, 84-4-3978-4775

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## Help for Users in Indonesia

Contacts for information, support, and services are:

### World Wide Web

<http://www.epson.co.id>

## Where To Get Help

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

### Epson Hotline

Phone: +62-1500-766

Fax: +62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

- Sales enquiries and product information
- Technical support

### Epson Service Center

Province	Company Name	Address	Phone E-mail
JAKARTA	Epson Sales and Service Jakarta (SUDIRMAN)	Wisma Keiai Lt. 1 Jl. Jenderal Sudirman Kav.3 Jakarta Pusat - DKI JAKARTA 10220	021-5724335 ess@epson-indonesia.co.id; ess.support@epson-indonesia.co.id
SERPONG	Epson Sales and Service Serpong	Ruko Melati Mas Square Blok A2 No. 17 Serpong-Banten	082120090084 / 082120090085 esstag@epson-indonesia.co.id; esstag.support@epson-indonesia.co.id
SEMARANG	Epson Sales and Service Semarang	Komplek Ruko Metro Plaza Block C20 Jl. MT Haryono No. 970 Semarang -JAWA TENGAH	024 8313807 / 024 8417935 esssmg@epson-indonesia.co.id; esssmg.support@epson-indonesia.co.id
JAKARTA	Epson Sales and Service Jakarta (MANGGA DUA)	Ruko Mall Mangga Dua No. 48 Jl. Arteri Mangga Dua, Jakarta Utara - DKI JAKARTA	021 623 01104 jkt-technical1@epson-indonesia.co.id jkt-admin@epson-indonesia.co.id
BANDUNG	Epson Sales and Service Bandung	Jl. Cihampelas No. 48 A Bandung Jawa Barat 40116	022 420 7033 bdg-technical@epson-indonesia.co.id bdg-admin@epson-indonesia.co.id
MAKASSAR	Epson Sales and Service Makassar	Jl. Cendrawasih NO. 3A, kunjung mae,mariso, MAKASSAR - SULSEL 90125	0411- 8911071 mksr-technical@epson-indonesia.co.id mksr-admin@epson-indonesia.co.id

## Where To Get Help

Province	Company Name	Address	Phone E-mail
MEDAN	Epson Service Center Medan	Jl. Bambu 2 Komplek Graha Niaga Nomor A-4, Medan - SUMUT	061- 42066090 / 42066091 mdn-technical@epson-indonesia.co.id mdn-adm@epson-indonesia.co.id
PALEMBANG	Epson Service Center Palembang	Jl. H.M Rasyid Nawawi No. 249 Kelurahan 9 Ilir Palembang Sumatera Selatan	0711 311 330 escplg@epson-indonesia.co.id; escplg.support@epson-indonesia.co.id
PEKANBARU	Epson Service Center Pekanbaru	Jl. Tuanku Tambusai No. 459 A Kel. Tangkerang barat Kec Marpoyan damai Pekanbaru - Riau 28282	0761- 8524695 pkb-technical@epson-indonesia.co.id pkb-admin@epson-indonesia.co.id
PONTIANAK	Epson Service Center Pontianak	Komp. A yani Sentra Bisnis G33, Jl. Ahmad Yani - Pontianak Kalimantan Barat	0561- 735507 / 767049 pontianak-technical@epson-indonesia.co.id pontianak-admin@epson-indonesia.co.id
SAMARINDA	Epson Service Center Samarinda	Jl. KH. Wahid Hasyim (M. Yamin) Kelurahan Sempaja Selatan Kecamatan Samarinda UTARA - SAMARINDA - KALTIM	0541 7272 904 escsmd@epson-indonesia.co.id; escsmd.support@epson-indonesia.co.id
SURABAYA	Epson Sales & Service Surabaya (barat)	Jl. Haji Abdul Wahab Saimin, Ruko Villa Bukit Mas RM-11, Kec. Dukuh Pakis, Surabaya - 60225	031- 5120994 sby-technical@epson-indonesia.co.id sby-admin@epson-indonesia.co.id
YOGYAKARTA	Epson Service Center Yogyakarta	YAP Square, Block A No. 6 Jl. C Simanjutak Yogyakarta - DIY	0274 581 065 ygy-technical@epson-indonesia.co.id ygy-admin@epson-indonesia.co.id
JEMBER	Epson Service Center Jember	Jl. Panglima Besar Sudirman Ruko no. 1D Jember-Jawa Timur (Depan Balai Penelitian & Pengolahan Kakao)	0331- 488373 / 486468 jmr-admin@epson-indonesia.co.id; jmr-technical@epson-indonesia.co.id
MANADO	EPSON SALES AND SERVICE Manado	Jl. Piere Tendean Blok D No 4 Kawasan Mega Mas Boulevard - Manado 95111	0431- 8805896 MND-ADMIN@EPSON-INDONESIA.CO.ID MND-TECHNICAL@EPSON-INDONESIA.CO.ID

## Where To Get Help

Province	Company Name	Address	Phone E-mail
CIREBON	EPSON SERVICE CENTER Cirebon	Jl. Tuparev No. 04 (Depan Hotel Apita) Cirebon, JAWA BARAT	0231- 8800846 cbn-technical@epson-indonesia.co.id
CIKARANG	EPSON SALES AND SERVICE CIKARANG	Ruko Metro Boulevard B1 Jababeka cikarang - Jawa Barat,	021- 89844301 / 29082424 ckg-admin@epson-indonesia.co.id ckg-technical@epson-indonesia.co.id
MADIUN	EPSON SERVICE CENTER MADIUN	Jl. Diponegoro No.56, MADIUN - JAWA TIMUR	0351- 4770248 mun-admin@epson-indonesia.co.id mun-technical@epson-indonesia.co.id
PURWOKERTO	EPSON SALES AND SERVICE Purwokerto	Jl. Jendral Sudirman No. 4 Kranji Purwokerto - JAWA TENGAH	0281- 6512213 pwt-admin@epson-indonesia.co.id pwt-technical@epson-indonesia.co.id
BOGOR	EPSON SALES AND SERVICE Bogor	Jl.Pajajaran No 15B Kel Bantarjati Kec Bogor Utara - JAWA BARAT 16153	0251- 8310026 bgr-admin@epson-indonesia.co.id bgr-technical@epson-indonesia.co.id
SERANG	EPSON SERVICE CENTER Serang	Jl. Ahmad Yani No.45C, SERANG - BANTEN	0254- 7912503 srg-admin@epson-indonesia.co.id srg-technical@epson-indonesia.co.id
PALU	EPSON SALES AND SERVICE Palu	Jl. Juanda No. 58, Palu - Sulteng	0451- 4012 881 plw-admin@epson-indonesia.co.id plw-technical@epson-indonesia.co.id
BANJARMASIN	EPSON SERVICE CENTER BANJARMASIN	Jl. Gatot Soebroto NO. 153 BANJARMASIN - KALSEL 70235	0511- 6744135 (TEKNISI) / 3266321 (ADMIN) bdj-admin@epson-indonesia.co.id; bdj-technical@epson-indonesia.co.id
DENPASAR	EPSON SALES AND SERVICE Denpasar	JL. MAHENDRADATA NO. 18, DENPASAR - BALI	0361- 3446699 / 9348428 dps-admin@epson-indonesia.co.id dps-technical@epson-indonesia.co.id

## Where To Get Help

Province	Company Name	Address	Phone E-mail
JAKARTA	EPSON SALES AND SERVICE CILANDAK	CIBIS Business Park Tower 9 LT. MEZZANINE, Jalan TB Simatupang No.2, Jakarta Selatan - DKI JAKARTA 12560	021- 80866777 esscibis.support1@epson-indonesia.co.id esscibis.support2@epson-indonesia.co.id esscibis.admin@epson-indonesia.co.id esscibis.sales@epson-indonesia.co.id
SURABAYA	EPSON SALES AND SERVICE SURABAYA (GUBENG)	JL. RAYA GUBENG NO. 62, SURABAYA - JAWA TIMUR	031- 99444940 / 99446299 / 99446377 esssby@epson-indonesia.co.id; esssby.support@epson-indonesia.co.id
AMBON	EPSON SERVICE CENTER AMBON	Jl. Diponegoro No.37 (Samping Bank Mandiri Syariah) Kel.Ahusen, Kec.Sirimau - Ambon 97127	-

For other cities not listed here, call the Hot Line: 08071137766.

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## Help for Users in Malaysia

Contacts for information, support, and services are:

### World Wide Web

<http://www.epson.com.my>

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

### Epson Call Center

Phone: 1800-81-7349 (Toll Free)

Email: [websupport@emsb.epson.com.my](mailto:websupport@emsb.epson.com.my)

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair services & warranty

### Head Office

Phone: 603-56288288

## Where To Get Help

Fax: 603-5628 8388/603-5621 2088

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### Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone and fax numbers and e-mail address below:

#### World Wide Web

<https://www.epson.com.ph/>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

#### Epson Philippines Customer Care

Toll Free (PLDT): 1-800-1069-37766

Toll Free (Digital): 1-800-3-0037766

Metro Manila: (632) 8441 9030

Web Site: <https://www.epson.com.ph/contact>

E-mail: [customercare@epc.epson.com.ph](mailto:customercare@epc.epson.com.ph)

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

#### Epson Philippines Corporation

Trunk Line: +632-706-2609

Fax: +632-706-2663

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