



SpectroProofer Mounter 24"/44"

User's Guide

NPD3701-00 EN

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Contents

Contents
Copyrights and Trademarks**Safety Instructions**

Important Safety Instructions	4
Warnings, Cautions, and Notes	4

Introduction

Mounter (Front Face)	5
Mounter (Bottom Face)	6
Accessories	6
Color Measurement Device (ILS20EP/ILS20EPUV)	7
Handling Instructions	7
Color Measurement Device (ILS20EP/ILS20EPUV)	7
Backing	8
Mounter	8

How To Use

Procedures	9
Turning On/Off This Product	10
Supported Media	10
Making Initial Settings	10
Measuring Color	11
Starting SpectroProofer Utilities	11
Color calibration	11
Preparing and executing a color measurement job	12

Maintenance

Cleaning the Associate Parts for ILS20EP/ILS20EPUV	13
Cleaning procedures	13
Recertification for Color Measurement Device ILS20EP/ILS20EPUV	14
Removing the Mounter	15
Moving or Transporting the Product	16

Troubleshooting

When Error Message Appears in the Printer's Control Panel	17
--	----

When Ink Gets on the Front or Back Side of the Paper	17
When SpectroProofer Utilities Ends with an Error	19
Something Wrong with Color Measurement Data	20

Appendix

Uninstalling SpectroProofer Utilities	21
Windows 2000/Windows XP	21
Windows Vista	21
Mac OS	21
System Requirements	22
Specifications	22

Where To Get Help

Technical Support Web Site	24
Contacting Customer Support	24
Before Contacting Epson	24
Help for Users in North America	25
Help for Users in Europe	25
Help for Users in Australia	25
Help for Users in Singapore	26
Help for Users in Thailand	26
Help for Users in Vietnam	26
Help for Users in Indonesia	26
Help for Users in Hong Kong	27
Help for Users in Malaysia	28
Help for Users in India	28
Help for Users in the Philippines	29

Safety Instructions

Read all of these instructions before using your product. Also be sure to follow all warnings and instructions marked on the product.

Important Safety Instructions

- ❑ Do not block or cover the openings in the product's cabinet.
- ❑ Do not insert objects through the slots. Take care not to spill liquid on the product.
- ❑ Use only the type of power source indicated on the product's label.
- ❑ Use only the power cord that comes with the product. Use of another cord may result in fire or electric shock.
- ❑ Printer and options each have power systems. There is a risk of electric shock unless all the power cables are unplugged during the maintenance.
- ❑ Except as specifically explained in your documentation, do not attempt to service the product yourself.
- ❑ Unplug the product and refer servicing to qualified service personnel under the following conditions: The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the cabinet damaged; the product does not operate normally or exhibits a distinct change in performance.
- ❑ The product is heavy and unwieldy. Have two people unpack or carry the product.

Warnings, Cautions, and Notes



Warnings

must be followed carefully to avoid bodily injury.



Cautions

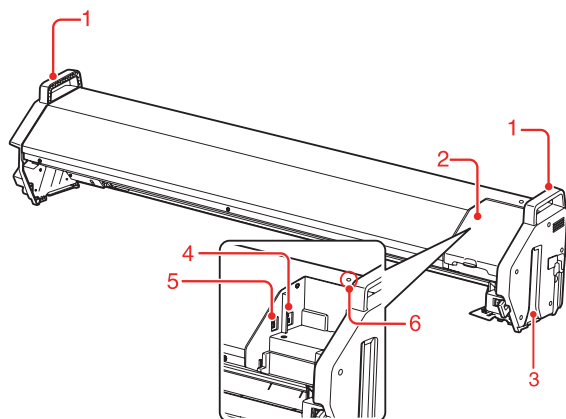
must be observed to avoid damage to your equipment.

Notes

contain important information and useful tips on the operation of the product.

Introduction

Mounter (Front Face)



1. Handles

Use the handles when installing or removing the mounter.



Caution:

Avoid using these handles to move the printer.

2. Cover

Opens the cover when you set or remove ILS20EP/ILS20EPUV as well as when you connect the cables.

3. Guide rails (right and left)

Aligns the guide rails with the mounting guides when attaching to the printer.

4. Auto Take-up Reel Unit connector (for the SpectroProofer Mounter 44" only)

Connects the Auto Take-up Reel Unit to the mounter with this connector. It is used when setting up the Auto Take-up Reel Unit and the mounter at the same time. A connection cable is included in the box with your Auto Take-up Reel Unit.

Note:




The Auto Take-up Reel Unit is optional with Epson Stylus Pro 9900/9910. The SpectroProofer Mounter 24" for Epson Stylus Pro 7900/7910 does not support connecting to Auto Take-up Reel Unit.

5. Interface connector to the printer

Connects the mounter to your printer with this connector. An interface cable is included in the box with this product.

6. Light

Indicates the status of the SpectroProofer. See the following table for the details.

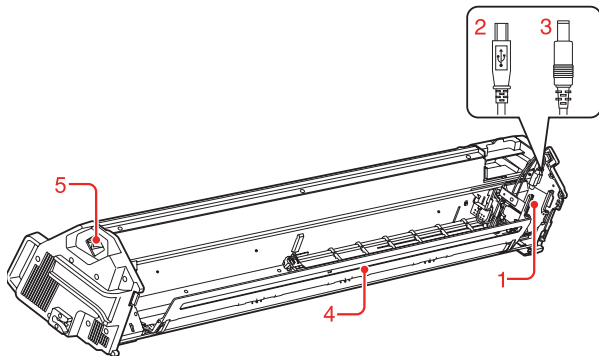
On 	This product is on and in the ready state.
Flashing 	This product is in operation or has an error. The error content can be checked by the messages on the printer's control panel.
Off 	This product is off. Or, this product is in the Sleep mode.

Note:

This product has no power button.

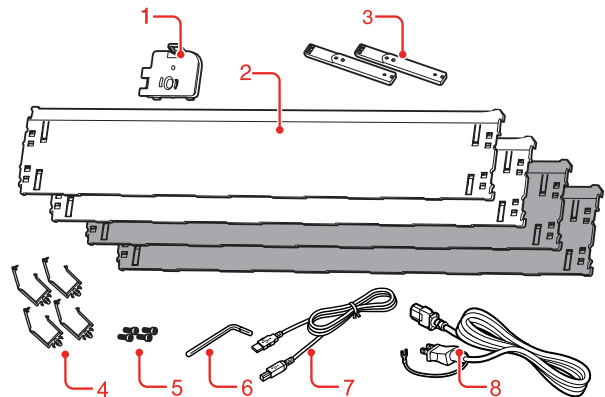
➔ See "Turning On/Off This Product" on page 10

Mounter (Bottom Face)



- 1. Color Measurement Device carriage**
Moves ILS20EP/ILS20EPUV between right and left.
- 2. Mini USB interface cable**
Receives data from ILS20EP/ILS20EPUV.
- 3. DC cable**
Supplies power to ILS20EP/ILS20EPUV.
- 4. Paper Presser**
Holds the paper during measuring color.
- 5. AC inlet**
Plug the power cord here.

Accessories



- 1. White calibration tile holder**
Holds the white calibration tile.

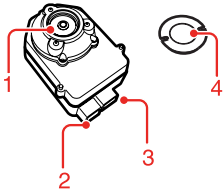
- 2. Backing**
The backing are plates placed underneath the paper during color-measuring. Attach either black or white backing to the printer.

Note:

The SpectroProofer Mounter 44" comes with two each of black and white plates. The SpectroProofer Mounter 24" comes with one each of black and white plates.

- 3. Mounting guide**
The guide for attaching the mounter to the printer.
- 4. Clamp**
Attach the clamp on the stand of the printer to fix the printer connection cable and power cord.
- 5. Hex socket head bolts**
Fix the mounting guide to the printer using the hex socket head bolts.
- 6. Hex wrench**
The tool used when the hex socket head bolts are installed.
- 7. Printer connection cable**
This cable is used when connecting the mounter to the printer.
- 8. Power cord**
This cord is used when connecting the mounter to the AC inlet.

Color Measurement Device (ILS20EP/ILS20EPUV)



1. Lens

Scans the print when measuring colors.

2. DC connector

Attach the DC connector to the DC cable located on the Color Measurement Device carriage, placed at the bottom of the mounter.

3. Mini USB interface connector

Attach the Mini USB interface connector to the Mini USB interface cable located on the Color Measurement Device carriage, placed at the bottom of the mounter.

4. White calibration tile

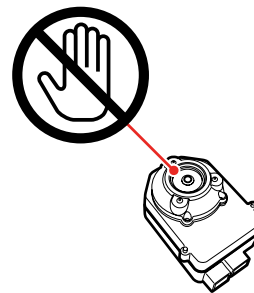
The white-based tile for color measurement data. Use this tile by setting the white calibration tile holder.

Handling Instructions

Color Measurement Device (ILS20EP/ILS20EPUV)

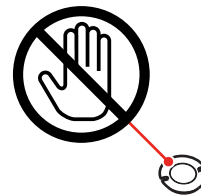
- ❑ Do not touch the lens directly or place the lens face down.

If a scratch, dirt or other matter gets on the lens, it may affect the color measuring result.



- ❑ Do not touch the white surface of the white calibration tile.

If a scratch, dirt or other matter gets on the surface, it may affect the color measuring result.

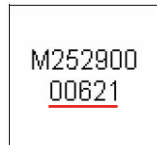


Caution:

Do not break or lose the white calibration tile. You cannot buy the white calibration tile by itself. You need to purchase ILS20EP/ILS20EPUV set.

Introduction

- Use ILS20EP/ILS20EPUV and the white calibration tile contained in the set that comes with this product. ILS20EP/ILS20EPUV and the white calibration tile are adjusted to be a set, and given the same number in the factory. If you purchase two or more products, make sure that you use the same numbered devices in pairs.



The label of ILS20EP/ILS20EPUV

CAL PLAQUE
000621

The label of the white calibration tile

Backing

Take care to prevent a scratch or dirt getting on the surface of the backing.

If a scratch, dirt or other matter gets on the backing, it may affect the color measuring result.



Caution:

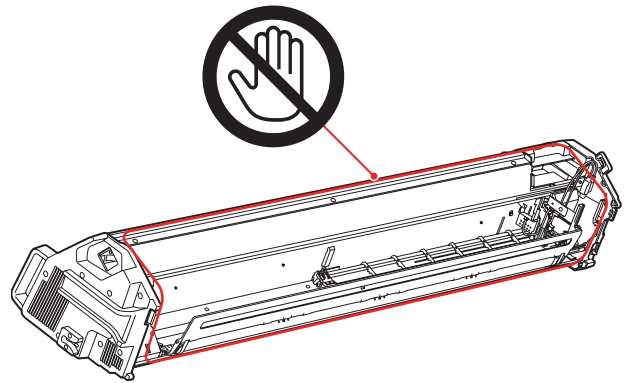
Do not drop or knock it against hard objects because the backing is a fragile part.



Mounter

Do not touch the following parts when the power is on.

Unnecessary touching the inside of the mounter may damage the product.



How To Use

How To Use

This product is the automated color measurement system used by mounting the Epson Stylus Pro 9900/7900/9910/7910.

The printer driver must be installed on the computer.

To perform color measuring operation, install the SpectroProofer Utilities from the software CD-ROM, bundled with this product.

Procedures

1. Confirming the printer setup → See the SpectroProofer Mounter 24"/44" Setup Guide

Make sure to complete the printer setup (setting up the printer and installing the printer driver). Turn on the printer and make sure it is in the ready state.



2. Initial settings of SpectroProofer → See "Making Initial Settings" on page 10

Performs the initial settings of SpectroProofer.



3. Color calibration → See "Color calibration" on page 11

Calibrate your printer using Printer Linearization in the SpectroProofer Utilities.



4. Color measurement → See "Preparing and executing a color measurement job" on page 12

Select a job by starting **Preparing and executing a color measurement job** in the SpectroProofer Utilities.

When you start **Job status confirmation** on the SpectroProofer Utilities, you can check the status of the current job.

See the online help for detailed information.

Turning On/Off This Product

This product has no power button.

The power is on when you plug the power cord into the outlet (100 V AC).

The power is off when you unplug the power cord from the wall outlet.



Caution:

When using this product, plug this product's power cord into the outlet, and then turn on the printer. This product does not work correctly if you turn on the printer beforehand.

Supported Media

Some of the media supported by Epson Stylus Pro 9900/7900/9910/7910 cannot be used with this product. See the SpectroProofer Utilities online help for the supported media.

Making Initial Settings

After setting up this product on the printer, make the initial settings before using.

The initial settings should be performed once. You do not need to make the initial settings for each installation or removal of the mounter.

Follow the procedures below.

1

Set the roll paper on the printer.

See the SpectroProofer Utilities online help for the supported media.

2

Select **OPTIONS SETUP**, **SpectroProofer**, **DEVICE ALIGNMENT** and **EXECUTE**, and then press the **OK** button on the printer's control panel.

The printer automatically prints out and measures the adjustment pattern to perform the setup. This process takes about one minute to complete.

When the initial settings is complete, **READY** is displayed on the printer's control panel.

Measuring Color

This section introduces the color measuring procedures using SpectroProofer Utilities which is the operation tool for this product.

See the online help of the SpectroProofer Utilities for detailed information.

Starting SpectroProofer Utilities

Follow the instructions below to start SpectroProofer Utilities.

Windows

Click **Start**, point to **All Programs**, point to **SpectroProofer Utilities**, and then click **SpectroProofer Utilities**.

Mac OS X

Double-click the hard disk icon, the **Applications** folder, the **SpectroProofer Utilities** folder, and then the **SpectroProofer Utilities** icon.

Color calibration

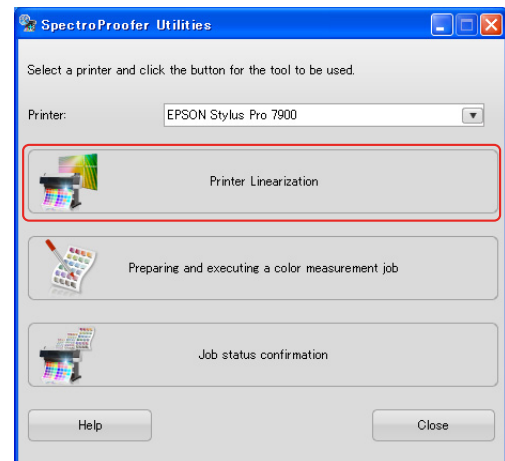
You can perform the color calibration to keep high print quality with reduced color difference.

We recommend you perform the color calibration once every two weeks or once a month.

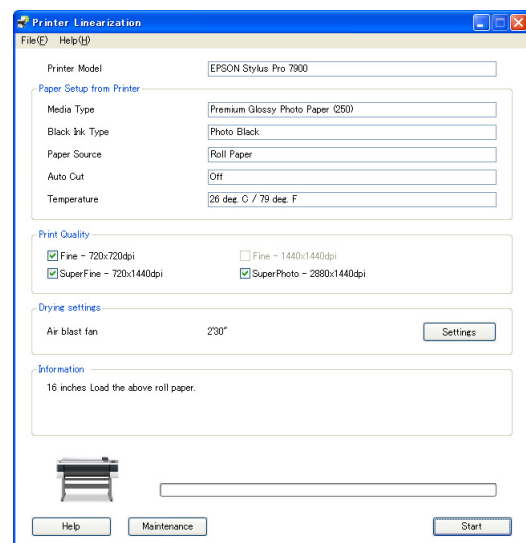
1 Start the SpectroProofer Utilities.

→ See "Starting SpectroProofer Utilities" on page 11

2 Click Printer Linearization.



3 Follow the wizard to perform color calibration.



Click the **Help** button to see the online help for detailed information.

Preparing and executing a color measurement job

This section introduces the color measuring procedures using **Preparing and executing a color measurement job**.

See the online help for detailed information.

- 1 Turn on the printer. Make sure the printer and this product are both in the ready state.

Make the initial settings when you use this product for the first time.

→ See "Making Initial Settings" on page 10

Perform maintenance if necessary.

→ See "Cleaning the Associate Parts for ILS20EP/ILS20EPUV" on page 13

- 2 Set the paper in the printer.

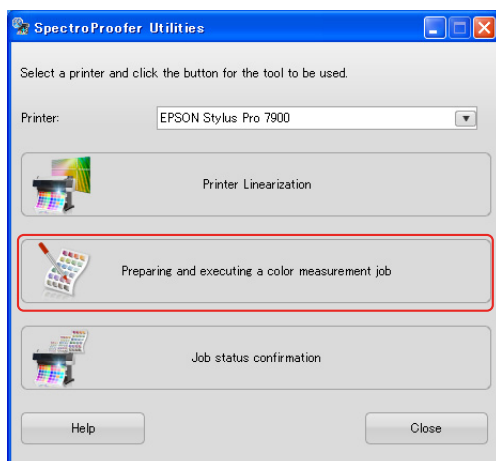
See the SpectroProofer Utilities online help for the supported media.

Please refer to the *User's Guide* of the printer when you set the paper.

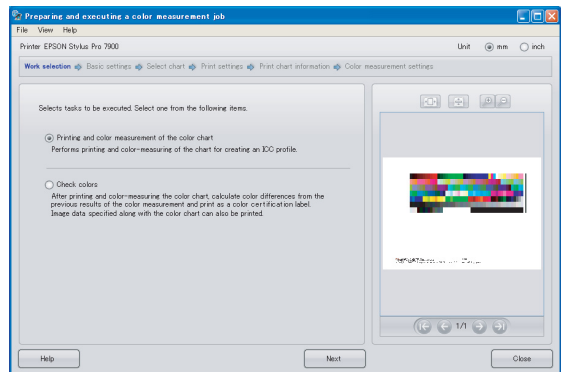
- 3 Start the SpectroProofer Utilities.

→ See "Starting SpectroProofer Utilities" on page 11

- 4 Click **Preparing and executing a color measurement job**.



- 5 Select the job you want to perform.



Follow the wizard to complete the settings.

Click the **Help** button to see the online help for detailed information.

Note:

The ICC profile cannot be created by the SpectroProofer Utilities alone. You need a creation software separately.

Maintenance

Cleaning the Associate Parts for ILS20EP/ILS20EPUV

If the color measurement value indicates abnormal value, clean the product. To maintain a good condition of the product, we recommend you to care for once a month.

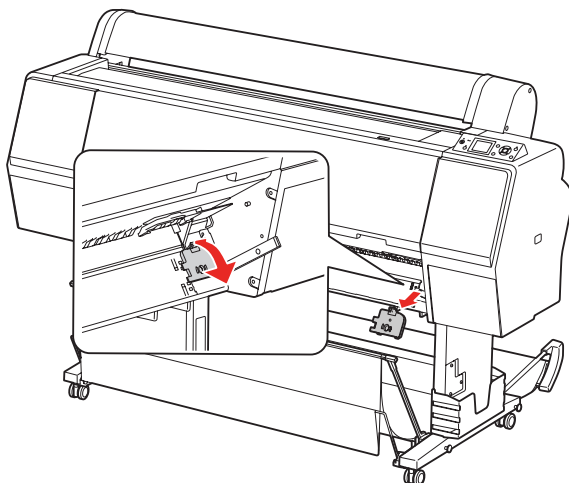
Cleaning procedures

Clean the following three parts:

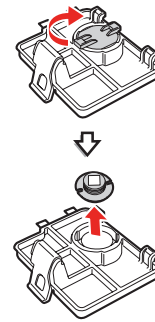
- ❑ the backing surface
- ❑ the surface of the white calibration tile
- ❑ the lens of ILS20EP/ILS20EPUV

The procedures are as follows.

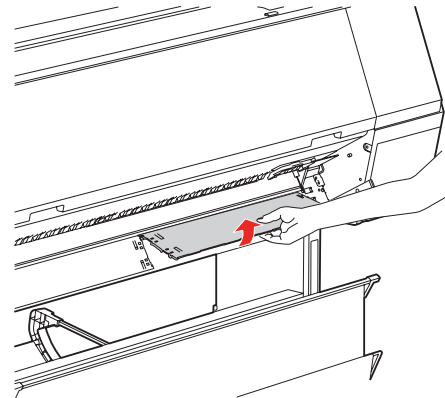
- 1** Remove ILS20EP/ILS20EPUV and the mounter from the printer.
→ See "Removing the Mounter" on page 15
- 2** Remove the white calibration tile holder from the printer.



- 3** Remove the white calibration tile from the white calibration tile holder.



- 4** Remove the backing from the printer.

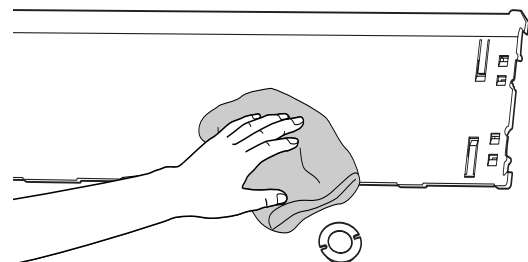


! Caution:

Because the backing is a fragile part, do not drop the backing while removing it.

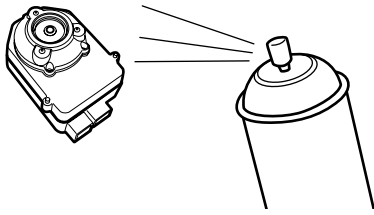
- 5** Use a dry, soft cloth to carefully remove any dust or dirt from the surface of the white calibration tile or the surface of the backing.

If the dirt does not come off, clean it using a soft, clean cloth dampened with water. Then, wipe it with a dry, soft cloth.



Maintenance

- 6** Use an air spray for OA equipment to blow the dust off the lens in ILS20EP/ILS20EPUV.



! Caution:
Do not touch the lens directly in ILS20EP/ILS20EPUV.

- 7** Attach the backing to the printer.

→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

- 8** Set the white calibration tile to the white calibration tile holder, and then attach it to the printer.

→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

- 9** Install the mounter to the printer.

→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

- 10** Install ILS20EP/ILS20EPUV to the mounter.

→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

Recertification for Color Measurement Device ILS20EP/ILS20EPUV

We recommend to inspect ILS20EP/ILS20EPUV once a year.

For detailed information, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product.

→ See "Where To Get Help" on page 24

See the instructions below to send ILS20EP/ILS20EPUV for recertification.

- When sending for recertification, make sure that the white calibration tile and ILS20EP/ILS20EPUV are in the set.

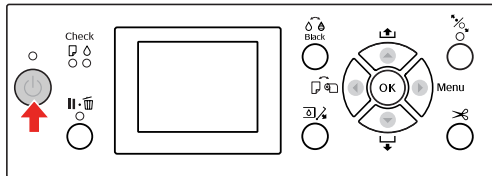
! Caution:
ILS20EP/ILS20EPUV and the white calibration tile are adjusted to be a set, and given the same number in the factory. When sending for recertification, make sure to send the same numbered devices in pairs.

- Use the original box to pack the devices.

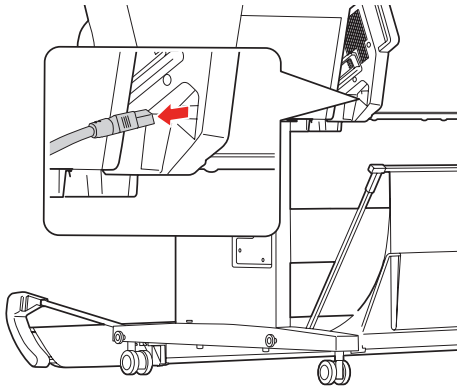
Removing the Mounter

When transporting or maintaining the printer and mounter, follow the steps below to remove the mounter from the printer.

- 1 Turn off the printer.



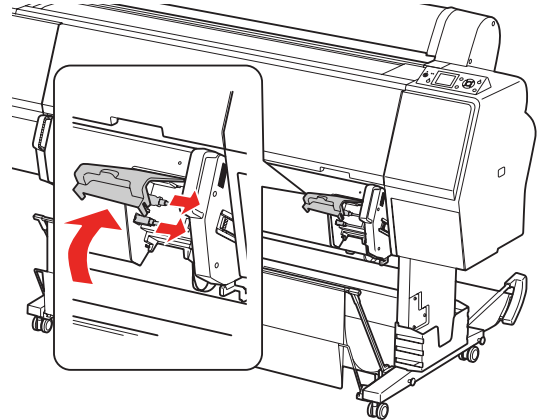
- 2 Unplug the power cord from the mounter.



- 3 Open the cover, and unplug the printer connection cable and the Auto Take-up Reel Unit connection cable.

Caution:

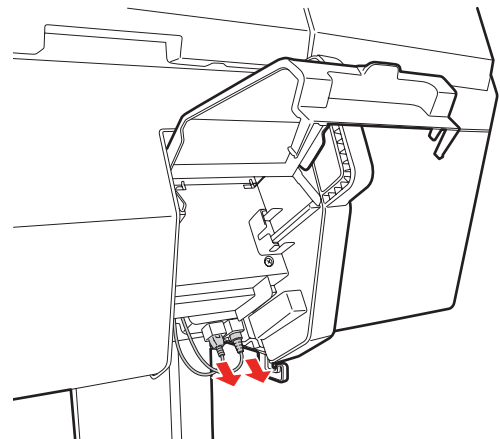
- ❑ Remove ILS20EP/ILS20EPUV from the mounter before removing the mounter. Leaving ILS20EP/ILS20EPUV inside the mounter may result in damage to the lens when placing the mounter on the floor.
- ❑ Do not touch the lens in ILS20EP/ILS20EPUV.



Note:

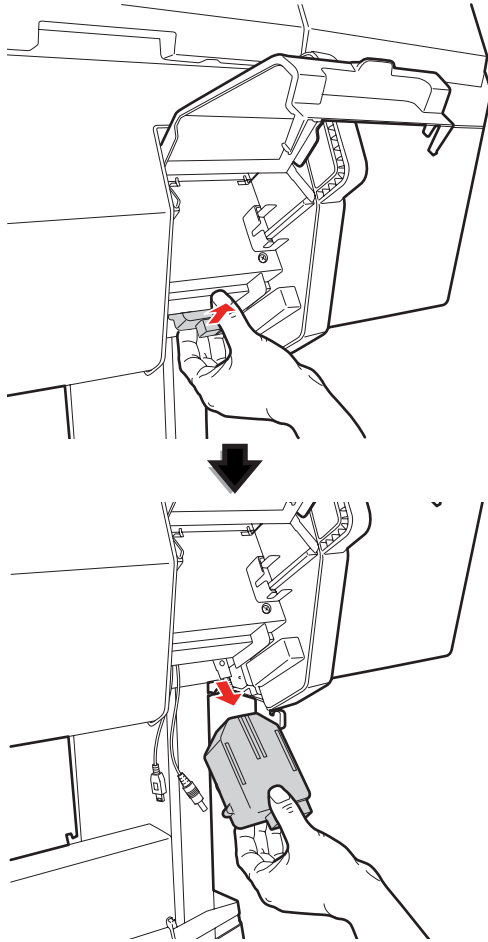
The Auto Take-up Reel Unit is optional with Epson Stylus Pro 9900/9910. The SpectroProofer Mounter 24" for Epson Stylus Pro 7900/7910 does not support connecting to Auto Take-up Reel Unit.

- 4 Unplug the two interface cables connected with ILS20EP/ILS20EPUV.



Maintenance

- 5** Hold the rear of ILS20EP/ILS20EPUV and lift it a little toward you, and then remove it.



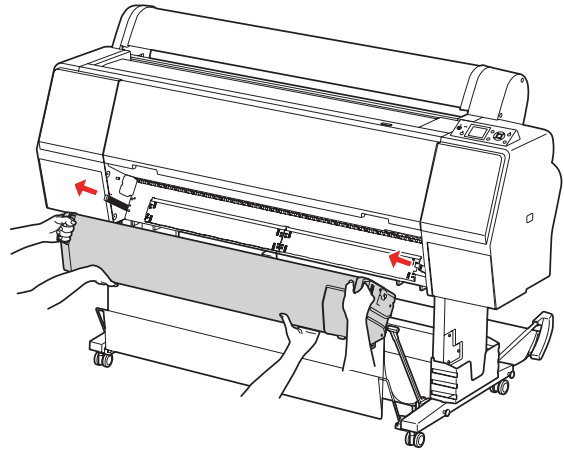
! Caution: Do not drop ILS20EP/ILS20EPUV on the floor. The lens may be scratched or ILS20EP/ILS20EPUV may be damaged.

- 6** Close the cover and remove the mounter from the printer.

The mounter is heavy so have two people hold it by handles of the mounter.

⚡ Warning:

- ❑ Lift the product by the correct positions as shown in the User's Guide. If you lift the product incorrectly, you could drop it and cause injury.
- ❑ When lifting the product, please work with appropriate posture. You may be injured if lifting it with inappropriate posture.



Moving or Transporting the Product

When you transport the product, see the *Setup Guide* and be sure to repack the product using the original box and packing materials.

→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

See the following section for removing a mounter and ILS20EP/ILS20EPUV from the printer.

→ See "Removing the Mounter" on page 15

Troubleshooting

When Error Message Appears in the Printer's Control Panel

The error message will appear on the printer's control panel when an error has occurred in this product. Please refer to the *User's Guide* of the printer for the error content and how to solve the problem.

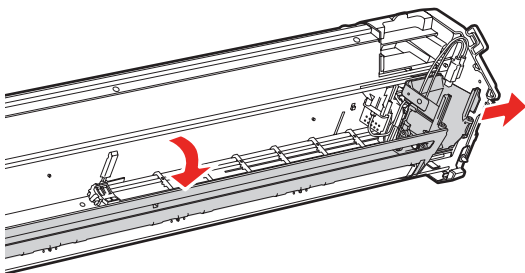
When Ink Gets on the Front or Back Side of the Paper

Ink attached to the Paper Presser or the backing could have been transferred to the paper. Follow the steps below to clean the Paper Presser and the backing.

- 1 Remove the mounter from the printer, and put the mounter with the base face toward you.

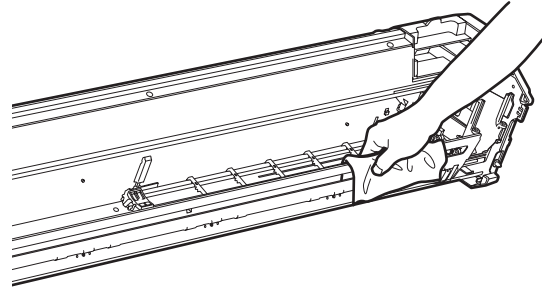
→ See "Removing the Mounter" on page 15

- 2 Move the Color Measurement Device carriage to the far right, and raise the Paper Presser toward you.



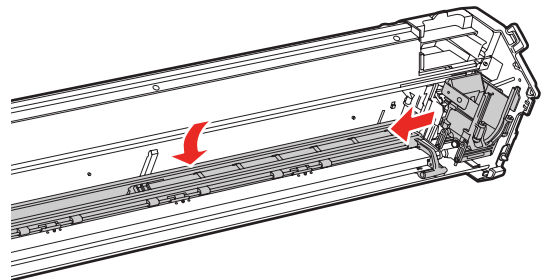
- 3 Clean the Paper Presser using a soft, clean cloth dampened with a mild detergent. Wipe it as illustrated below.

Then, wipe it with a dry, soft cloth.

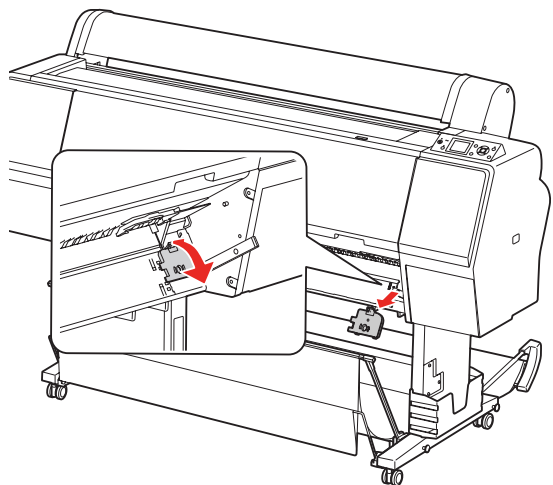


- 4 Push back the Paper Presser fully, and slide the Color Measurement Device carriage to the left until it touches the Paper Presser.

This enables the Paper Presser to be fixed and prevents the plate from falling when lifting the mounter.

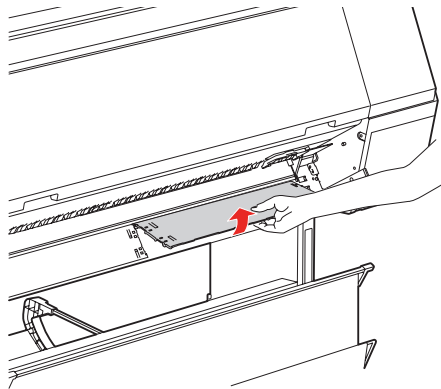


- 5 Remove the white calibration tile holder from the printer.



Troubleshooting

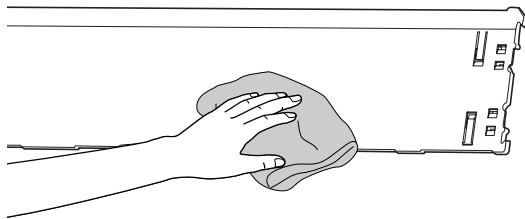
- 6** Remove the backing from the printer.



! **Caution:**
Because the backing is a fragile part, do not drop the backing while removing it.

- 7** Remove any dust or dirt from the surface of the backing.

Clean it using a soft, clean cloth dampened with a mild detergent. Then, wipe it with a dry, soft cloth.



- 8** Attach the backing to the printer.

→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

- 9** Attach the white calibration tile holder to the printer.

→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

- 10** Install the mounter to the printer.

→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

- 11** Install ILS20EP/ILS20EPUV to the mounter.

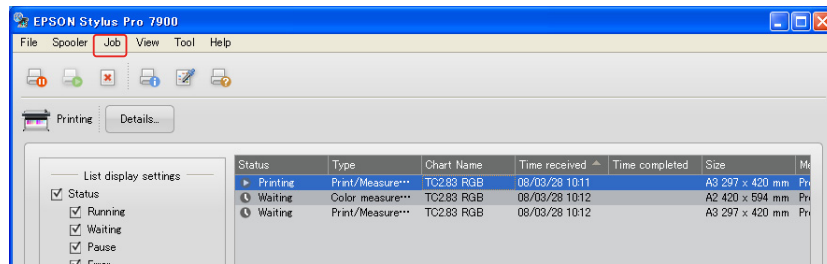
→ See the *SpectroProofer Mounter 24"/44" Setup Guide*

When SpectroProofer Utilities Ends with an Error

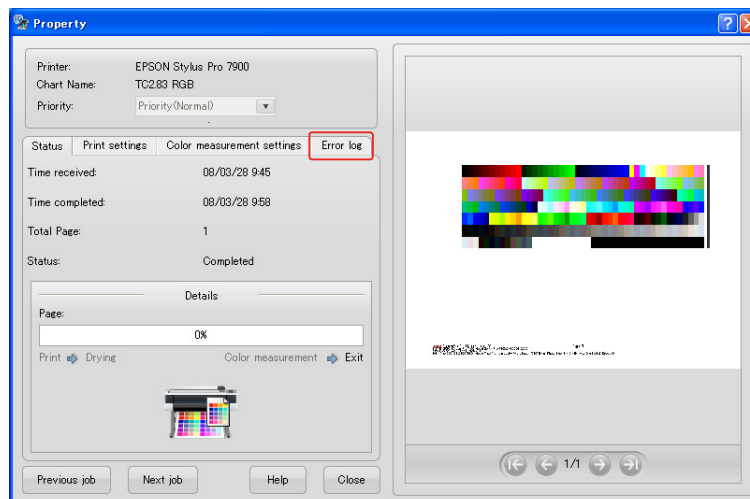
You need to check the error message using **Job status confirmation** if the status of the job becomes **Error completion**.

You can check the error messages as described below.

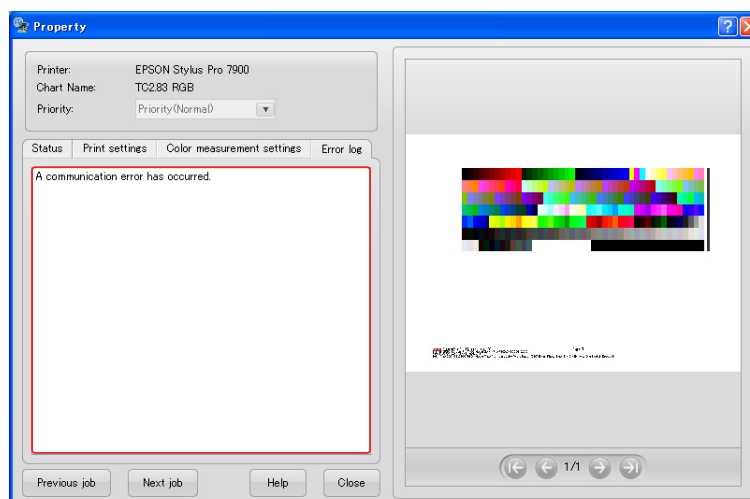
- 1 In the work screen, select **Job**, and then select **Property**.



- 2 Click the **Error log** tab.



- 3 Confirm the message displayed in the **Error log**.



Troubleshooting

See the following messages to solve the problems.

Note:

An error message also appears when the job has been cancelled or the printer has an error.

Error messages	What to do
A communication error has occurred.	Turn off the printer, and then confirm the status of the interface cable. If the cable is unplugged or in the wrong input, connect it correctly and then turn on the printer again.
Color measurement has failed.	Confirm if there is any problem or missing dots on the print. When having a problem, confirm the status of the printer. → See the <i>User's Guide</i> of the Epson Stylus Pro 9900/7900/9910/7910
Canceled due to a printer error.	Confirm the message on the printer's control panel, and clear the printer error. → See the <i>User's Guide</i> of the Epson Stylus Pro 9900/7900/9910/7910
Canceled due to a SpectroProofer error.	Confirm the status of the product, and perform the maintenance if necessary. → "Maintenance" on page 13
The results of the color measurement could not be saved.	Increase the memory if the computer has not enough memory to save the data. When saving the data, make sure that the attribute of a file is writable.

Something Wrong with Color Measurement Data

If the color measurement data is something wrong, confirm the status of SpectroProofer, and perform the maintenance if necessary.

→ "Maintenance" on page 13

For detailed information on the recertification of ILS20EP/ILS20EPUV, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product.

→ "Where To Get Help" on page 24

Appendix

Uninstalling SpectroProofer Utilities

Follow the steps below to uninstall the SpectroProofer Utilities.

Windows 2000/Windows XP

- 1 Exit SpectroProofer Utilities.
- 2 Click **Control Panel** from the **Start** menu, and then click **Add or Remove Programs** (or **Add/Remove Programs**).
- 3 Click **SpectroProofer Utilities**, and then click **Change/Remove**.

Follow the on-screen instructions to complete uninstallation.

Windows Vista

- 1 Exit SpectroProofer Utilities.
- 2 Click **Start**, and then click **Control Panel**.
- 3 Click **Programs**.
- 4 Click **Programs and Features**.
- 5 Click **SpectroProofer Utilities**, and then click **Uninstall/Change**.

Follow the on-screen instructions to complete uninstallation.

Mac OS

- 1 Quit SpectroProofer Utilities.
- 2 Insert the Software CD-ROM to the computer.
- 3 Double-click the Setup icon.



- 4 Follow the on-screen instructions to uninstall the software.
- 5 In the Setup dialog, select **Uninstall**, and then click **Uninstall**.
- 6 Follow the on-screen instructions to complete uninstallation.



Caution:

- ❑ When uninstalling the software on Windows XP/Vista, make sure to log on to the computer as Computer Administrator user account. When uninstalling the software on Windows Vista, you may be asked the password of Administrator. If so, enter the password to continue the operation.
- ❑ When uninstalling the software on Windows 2000, make sure to log on to the computer as a user with administrator rights (a user belonging to the Administrator group).

System Requirements

Refer to the ReadMe.txt of your software for the minimum and recommended computer system requirements necessary to use this product.



Caution:

To use this product, you need to install the printer driver and SpectroProofer Utilities on your computer.

Specifications

Specifications	
Temperature	Operation: 10 to 35°C (50 to 95°F) Storage (packed): -20 to 60°C (-4 to 140°F) (Less than 120 hours at 60°C (140°F). Less than 1 month at 40°C (104°F)) Storage (unpacked): -20 to 40°C (-4 to 104°F) (Less than 1 month at 40°C (104°F))
Humidity	Operation: 30 to 80% (without condensation) Storage (packed): 5 to 85% (without condensation) Storage (unpacked): 5 to 85% (without condensation)
Quality Guarantee	Temperature: 20 to 26°C (68 to 78.8°F) Humidity: 35 to 65%
Weight	For SpectroProofer Mounter 44": Approx. 13.5 Kg (without accessories and ILS20EP/ILS20EPUV) For SpectroProofer Mounter 24": Approx. 9.0 Kg (without accessories and ILS20EP/ILS20EPUV)
Dimensions	For SpectroProofer Mounter 44": 1295(W) × 199(D) × 267(H) mm For SpectroProofer Mounter 24": 787(W) × 199(D) × 267(H) mm

ILS20EP/ILS20EPUV specifications	
Product model	X-Rite ILS20EP, ILS20EPUV
Measurement geometry condition	0°/ 45° ANSI / ISO 5.4
Measurement aperture	3.55 mm diameter
Source of light	Tungsten lamp 2850°K
Spectrum	Measurement: 16 points Output: 31 points
Angle of field	2°/ 10°
Source of light type	A, C, D50, D55, D65, D75, F2, F7, F11, F12
Spectrum wavelength area	400-700nm
Measurement range	0-150% R (reflection)
Repetition precision	Max 0.2 dE cmc / White tile Max 0.8 dE cmc / Black tile
Instrument error	Ave 0.5 dE cmc / 12BCRA tile ILS20EP Standard Ave 1.0 dE cmc / 12BCRA tile ILS20EP Standard
Recommended recertification frequency	Once a year

Appendix

Electrical		
Rated voltage	AC 100 to 240 V	
Input voltage range	AC 90 to 264 V	
DC output (the power for ILS20EP/ILS20EP UV)	5.5 V 1.0 A	
Rated frequency range	50 to 60 Hz	
Input frequency range	49.5 to 60.5 Hz	
Rated current	SpectroProofer Mounter 44" :	0.3 A/100 V
	SpectroProofer Mounter 24" :	0.25 A/100 V
Power consumption	SpectroProofer Mounter 44" :	Approx. 10.5 W Approx. 5.0 W in Ready Mode Approx. 3.5 W in Sleep Mode
	SpectroProofer Mounter 24" :	Approx. 8.5 W Approx. 5.0 W in Ready Mode Approx. 3.5 W in Sleep Mode

Standards and approvals	
U.S. model:	
Safety	UL60950-1 CAN/CSA-C22.2 No.60950-1
EMC	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR 22 Class B
European model:	
Low voltage directive 2006/95/EC	EN60950-1
EMC directive 2004/108/EC	EN55022 Class B EN61000-3-2 EN61000-3-3 EN55024
Australian model:	
EMC	AS/NZS CISPR22 Class B

Where To Get Help

Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

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

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

<http://www.epson.com>

Then, select the support section of your local Epson Web site.

Contacting Customer Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product.

Customer 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

Where To Get Help

Help for Users in North America

Epson provides the technical support services listed below.

Internet Support

Visit Epson's support website at <http://epson.com/support> and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Dial: (562) 276-1300 (U.S.), or (905) 709-9475 (Canada), 6 am to 6 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

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

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

Note:

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

Purchase Supplies and Accessories

You can purchase genuine Epson ink cartridges, ribbon cartridges, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at <http://www.epsonstore.com> (U.S. sales) or <http://www.epson.ca> (Canadian sales).

Help for Users in Europe

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

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advice on problems; they can often solve problems quickly and easily as well as give advice on the next step to take.

Internet URL

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

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Where To Get Help

Epson Helpdesk

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone:	1300 361 054
Fax:	(02) 8899 3789

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

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 (Phone: (65) 6586 3111)

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

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 Hotline (Phone: (66)2685-9899)

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

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone):	84-8-823-9239
Service Center:	80 Truong Dinh Street, District 1, Hochiminh City Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.co.id>)

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

Where To Get Help

Epson Hotline

Sales enquiries and product information

Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

Epson Service Center

Jakarta Mangga Dua Mall 3rd floor No 3A/B
Jl. Arteri Mangga Dua,
Jakarta
Phone/Fax: (62) 21-62301104

Bandung Lippo Center 8th floor
Jl. Gatot Subroto No.2
Bandung
Phone/Fax: (62) 22-7303766

Surabaya Hitech Mall It IIB No. 12
Jl. Kusuma Bangsa 116 – 118
Surabaya
Phone: (62) 31-5355035
Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta
Phone: (62) 274-565478

Medan Wisma HSBC 4th floor
Jl. Diponegoro No. 11
Medan
Phone/Fax: (62) 61-4516173

Makassar MTC Karebosi Lt. III Kav. P7-8
Jl. Ahmad Yani No.49
Makassar
Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

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

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Where To Get Help

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 Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- Sales enquiries and product information (Infoline)

Phone: 603-56288222

- Enquiries on repair services & warranty, product usage and technical support (Techline)

Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.co.in>)

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

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 /16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 /30286001 /30286002	020-30286000
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

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:

Trunk Line: (63-2) 706 2609

Fax: (63-2) 706 2665

Helpdesk Direct Line: (63-2) 706 2625

E-mail: epchelpdesk@epc.epson.com.ph

World Wide Web (<http://www.epson.com.ph>)

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

Toll-Free No. 1800-1069-EPSON(37766)

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