



SC-F6300 Series

User's Guide

CMP0177-00 EN

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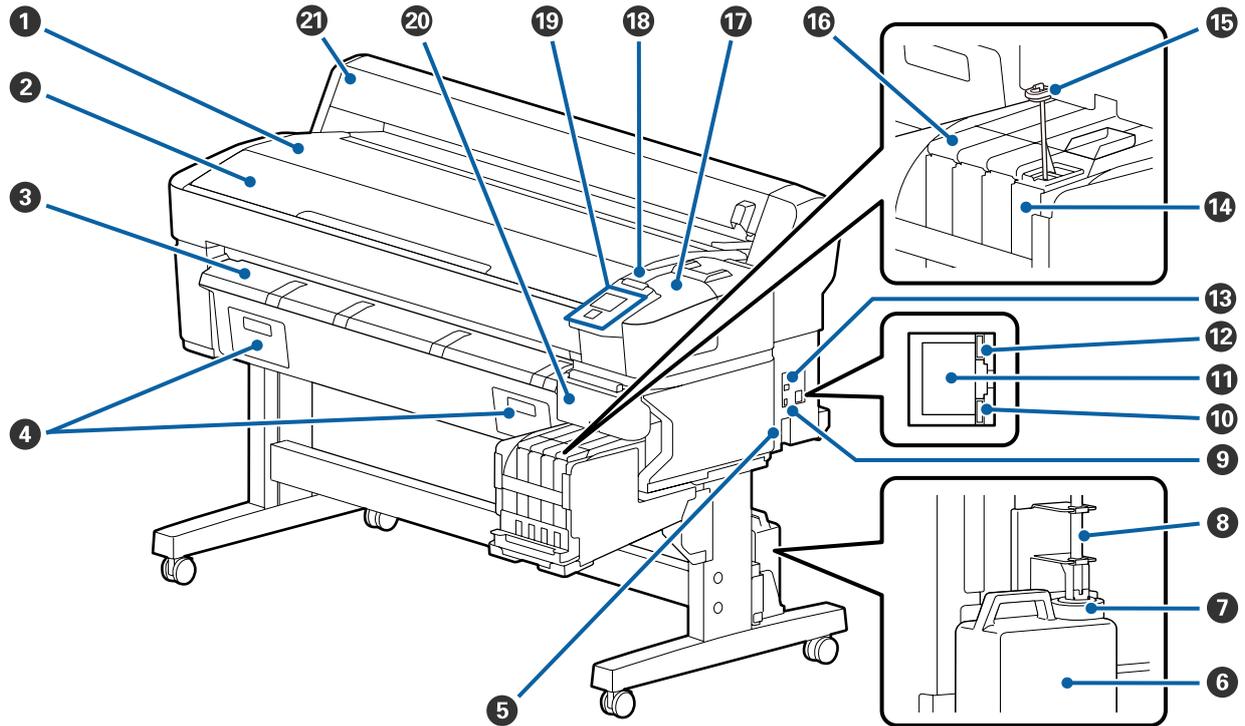
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Introduction

Printer Parts

Front Section



1 Roll rest

Place the roll paper here when loading/removing and when attaching/removing the roll paper adapter.

2 Printer cover

Open this cover when cleaning the printer or clearing jams.

3 Paper eject guide

Smoothly guides paper output from the printer.

4 Not used for this printer.

5 AC inlet

Connect the supplied power cable here.

Introduction

⑥ Waste Ink Bottle

Waste ink collects in this bottle.

Replace with a new Waste Ink Bottle when the level approaches the line.

⑦ Stopper

The stopper prevents splatter when the waste ink is ejected.

Fit the stopper closely to the mouth of the Waste Ink Bottle in most situations.

⑧ Waste ink tube

Waste ink is discharged from this tube. Be sure the end of this tube is in the Waste Ink Bottle while the printer is in use.

⑨ Option port

Connect the cable for the optional Auto Take-up Reel Unit.

⑩ Data lamp

The data lamp lights or flashes to indicate the network connection status and whether the printer is receiving data.

On : Connected.

Flashing : Receiving data.

⑪ LAN port

Connects the LAN cable.

⑫ Status lamp

The color indicates the network's communication speed.

Red : 100Base-TX

Green : 1000Base-T

⑬ USB port

Connects the USB cable.

⑭ Ink tank

This holds the ink to be used for printing.

⑮ Stirring stick

This only comes with ink tanks for High Density Black ink. Stir the ink in the ink tank once a week.

⑯ Slider

 [“Slider” on page 9](#)

Introduction

17 Maintenance cover

Open when cleaning the caps or replacing the wiper/wiper cleaner.

18 Alert lamp

This lamp lights or flashes when an error occurs.

Light/Flash : An error occurred. How the lamp lights or flashes varies with the type of error. The control panel displays a description of the error.

Off : No error.

19 Control panel

 [“Control panel” on page 10](#)

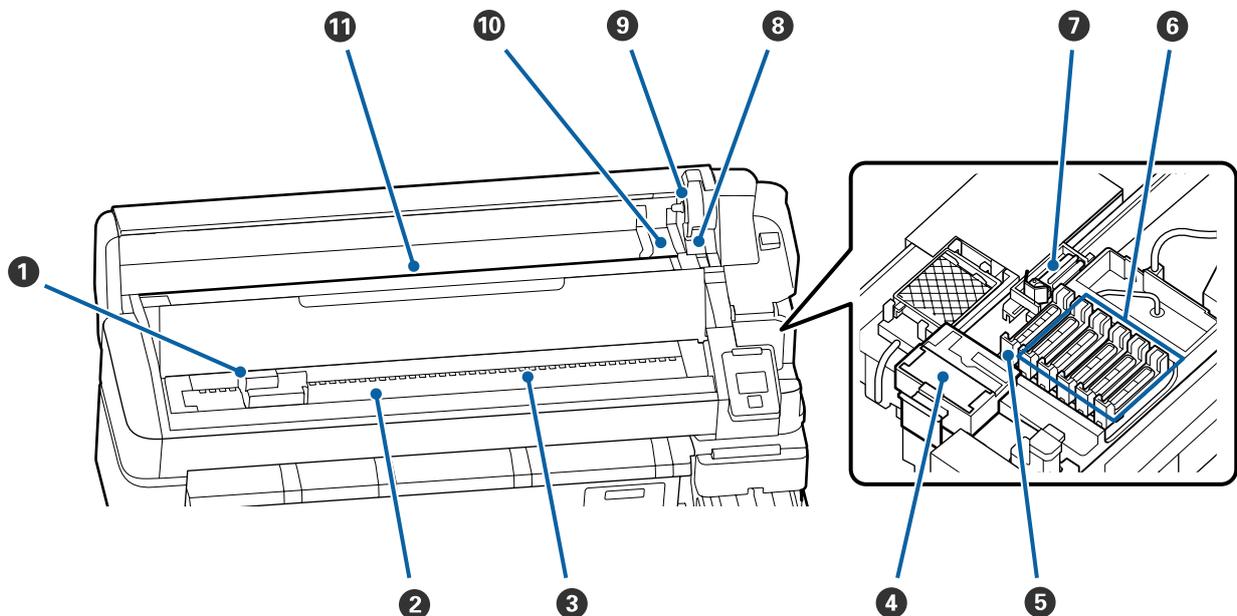
20 Side cover

Open this cover to remove the slider when replacing the chip unit. Make sure you close the side cover after installing the slider.

21 Roll paper cover

Cover to protect the roll paper. Except when loading or removing roll paper, it should be closed when using the printer.

Inside



1 Print head

The print head prints by moving left and right while emitting ink. Clean if the printouts are dirty.

 [“If ink drops occur” on page 63](#)

Introduction

2 Platen

This part suctions the paper for printing. Needs to be cleaned once a month.

 [“Cleaning the platen” on page 72](#)

3 Rollers

These rollers press down on the paper during printing.

4 Wiper cleaner

The wiper cleaner removes ink from the wiper. The wiper cleaner is a consumable item. This needs to be replaced if there are horizontal stripes or the colors are wrong in the print outs even after cleaning the caps.

 [“When horizontal lines appear or the colors are wrong” on page 62](#)

5 Suction caps

These caps suck the ink from the print head nozzles. Do not touch the insides of the suction caps. The part maybe deformed, and it may no longer be possible to perform capping correctly. Needs to be cleaned once a week.

 [“Cleaning Caps” on page 67](#)

6 Anti-drying caps

Except during printing, these caps cover the print head nozzles to prevent them drying out. Needs to be cleaned once a week.

 [“Cleaning Caps” on page 67](#)

7 Wiper

The wiper removes ink from the print head nozzles. The wiper is a consumable item. This needs to be replaced if there are horizontal stripes or the colors are wrong in the print outs even after cleaning the caps.

 [“When horizontal lines appear or the colors are wrong” on page 62](#)

8 Roll lock lever

A lever that locks roll paper in place after the roll is attached to the adapter holder.

9 Adapter holder

The roll paper adapter is placed in this holder after the roll paper is attached.

10 Adapter guides

Guides for attaching roll paper. Move the roll along these guides to attach it to the adapter holder.

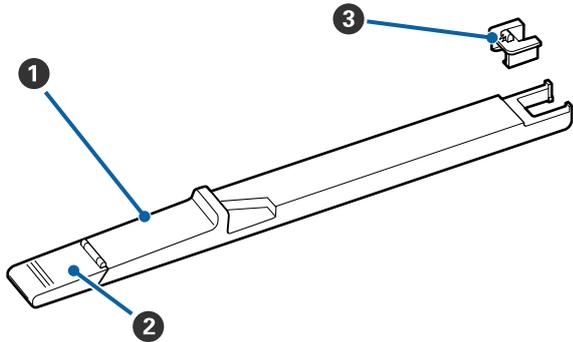
 [“Loading Roll Paper” on page 25](#)

11 Paper slot

Paper slot used when printing with roll paper.

Introduction

Slider



1 Slider

Mount the chip unit included with the ink pack.

[“Refilling ink” on page 73](#)

2 Ink inlet cover

Open this when refilling the ink tank with ink.

3 Chip unit

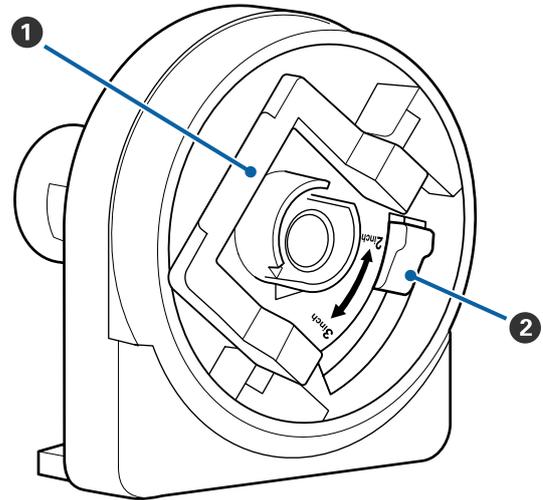
The IC chip is a built-in unit.

It is included with the ink pack.

Roll paper adapter

Use the supplied roll paper adapter when loading roll paper onto the printer.

[“Loading Roll Paper” on page 25](#)



1 Adapter lock lever

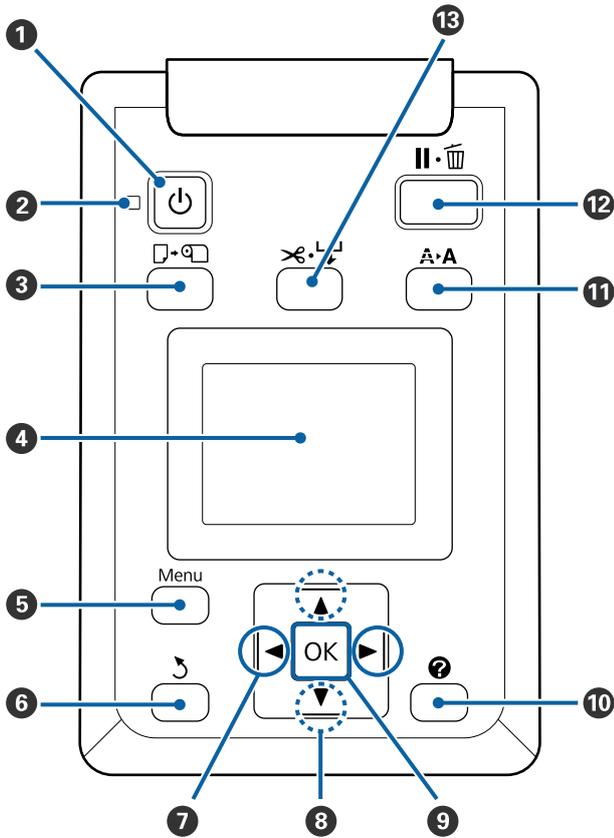
Lift to unlock, lower to lock. Unlock when attaching roll paper to the adapter, lock once the roll is attached.

2 Size lever

Position according to the size of the roll core.

Introduction

Control panel



- 1** **button (power button)**
Turns the power on and off.
- 2** **light (power light)**
The printer's operational status is indicated by a lit or flashing light.

On : The power is on.

Flashing : The printer is receiving data or performing head cleaning or other operations during shut-down.

Off : The power is off.
- 3** **button (Load/Remove Paper button)**
Pressing this button displays the Load/Remove Paper menu. Instructions for loading or removing the paper can be displayed by highlighting either **Remove Paper** or the type of paper currently loaded and then pressing the OK button. Follow the on-screen instructions to load or remove the paper.

- 4** **Display**
Displays the printer's status, menus, error messages, and so on. [☞ "Understanding the Display" on page 11](#)
- 5** **Menu button**
Displays the menu for the tab currently selected in the display. [☞ "Using the Control Panel Menu" on page 46](#)
- 6** **Back button (back button)**
If menus are displayed, pressing this button takes you up one level in the menu hierarchy. [☞ "Menu Operations" on page 46](#)
- 7** **Left and right arrow buttons (left and right arrow buttons)**

 - Use these buttons to select tabs. The selected tab is highlighted and the content of the info display area is updated for the selected tab. [☞ "Understanding the Display" on page 11](#)
 - If menus are displayed, these buttons can be used to position the cursor or delete characters when entering text for items such as **Setting Name** or **IP Address**.
- 8** **Up and down arrow buttons (up and down buttons)**
When menus are displayed, these buttons can be used to highlight items or options. [☞ "Menu Operations" on page 46](#)
- 9** **OK button**

 - Displays the menu for the tab currently selected in the display. [☞ "Using the Control Panel Menu" on page 46](#)
 - When menus are displayed and an item is highlighted, pressing this button displays the sub-menu for the highlighted item.
 - If pressed while a parameter is selected from the Menu, the parameter is set or executed.
- 10** **[?] button**
Displays the information display area for the tab.
- 11** **A>A button (maintenance button)**

Introduction

Displays the Maintenance menu, which is used for nozzle checks and head cleaning.

[“Clearing clogged nozzles” on page 81](#)

12 II-⏏ button (pause/cancel button)

- ❑ The printer enters pause status if this is pressed while printing. To release the pause status, press the II-⏏ button again, or select **Pause Cancel** on the screen and then press the OK button. To cancel print jobs being processed, select **Job Cancel** on the screen and then press the OK button.
- ❑ Pressing this button when menus are displayed closes the menus and returns the printer to ready status.

13 ⏏-⏏ button (Feed/Cut Paper button)

- ❑ This button is used with roll paper only.
- ❑ It is used to manually cut roll paper using the built-in cutter.
 - [“Manual cut method” on page 26](#)
- ❑ If printing is not currently in progress and the printer is loaded with roll paper, you can feed paper ahead by pressing first this button and then the ▼ button. Press the ▲ button to rewind. Hold down the ▼ button to feed the paper up to 3 m. Hold down the ▲ button to rewind the paper up to 20 cm. When the ▲ button is used to rewind roll paper, the paper will pause when the end of the roll reaches the starting print position. Release the button and then press it again to resume.

Displays the printer's status, operation, and error messages.

[“When a Message is Displayed” on page 91](#)

2 Paper Feed Adjust Information During Printing

Displayed when an adjustment value has been entered during printing.

[“Adjusting the Amount of Paper Feed While Printing” on page 89](#)

3 Tabs/Info Display Area

The tab/info display area contains the tabs listed below.

Use the ◀/▶ buttons to select a tab.

Information on the selected tab appears in the info display area.

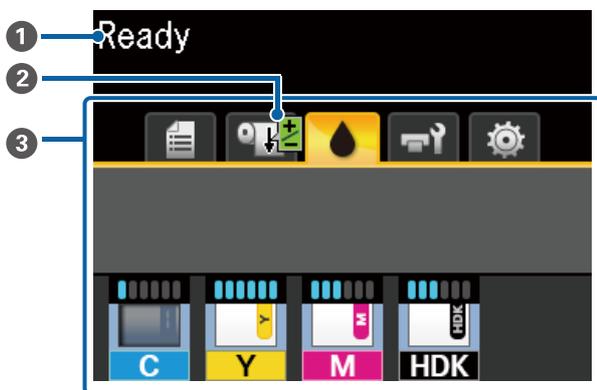
: **The Print Queues Tab**

This tab shows the status of the print jobs.

The Info Display Area

Shows the names of jobs being printed.

Understanding the Display



1 Messages

Introduction

📄 : The Paper Tab

This tab shows the status of loaded paper and the Paper menu.

The Info Display Area

Shows information on loaded paper. When roll paper is used, it also shows the roll width. Furthermore, when **Roll Paper Remaining** is **On**, it shows the amount of roll paper remaining. If the amount of paper remaining is less than the value selected for **Remaining Alert**, an ⚠ icon appears above the tab icon and an alert like the one shown below is displayed to warn that the printer is nearing the end of the roll.



Press the **OK** button or the **Menu** button when this tab is selected to display the Paper menu.

[👉 “Paper menu” on page 51](#)

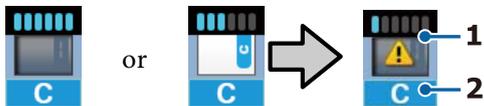
💧 : The Ink Tab

The estimated amount of ink and the status of the chip unit that is mounted on the printer are displayed.

The display changes, as shown below, if a warning or error occurs.

Normal

During a warning or error occurs



1 Status indicators

The status of the chip unit and the indicators that estimate and display the amount of ink is shown as follows.



: It is estimated that there is enough ink in the ink tank to print with no problems.

The number of indicator levels decreases according to the estimated amount of ink.

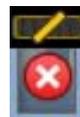


: The amount of ink is estimated to be low.

Prepare a new ink pack.



: The estimated amount of ink is near its limits. Check the amount of ink remaining and replace the chip unit and refill the ink with one pack of ink if the ink is below the top edge of the metal plate (50 mm or less). If the remaining ink is more than 50 mm from the bottom of the ink tank, continue to use the printer until it is below 50 mm before replacing and refilling.



: Printing has stopped because the estimate amount of ink has reached its limits.

Replace the chip unit and refill the ink with one pack of ink.

The bottom of the indicators changes according to the status of the chip unit, as shown below.



: A chip unit for automatic charging* is mounted.

Therefore, the warning does not occur when the estimated amount of ink is low. Refill the ink with one pack of ink if the remaining amount is below the top edge of the metal plate (50 mm or less).

Introduction



: (When flashing)

The chip for automatic charging* that was mounted has been removed.

When the slider with the chip unit is installed and the side cover is closed, the icon is displayed normally.

The chip unit you removed is as good as new.



: Cannot perform automatic charging because the side cover is open. Close the side cover.



/ This refers to one of the following statuses.

: Mount the chip unit correctly, or replace it with a correct chip unit.

- The chip unit has been mounted incorrectly.
- A chip unit for an ink pack of a different color than the ink tank is mounted.
- A chip unit for an ink pack that is incompatible with this printer is mounted.

* When a chip unit is mounted on the printer, the information about the available amount of ink in the ink pack that is registered to the new chip unit is automatically written to the printer. Writing the chip unit information to the printer is called “charging”.

When charging is complete, the indicator levels become full, and the icon for the charge status turns gray. After charging, if you remove a chip unit from the printer and replace it with a new one, charging occurs automatically when the indicator level reaches 0.

Installing a new chip unit on the printer to do automatic charging is called “Reserving”.

Reserving can be done at any time if the indicator's level for the estimated amount of ink is between 1 and 6.

2 Ink color codes

HDK* : High Density Black

BK* : Black

Y : Yellow

M : Magenta

C : Cyan

* Displays the ink color selected at the time of purchase.

☰: The Maintenance Tab

This tab shows the status of the Waste Ink Bottle and the Maintenance menu.

The Info Display Area

Icons display the approximate amount of space available in the Waste Ink Bottle and the status. The icons change as shown below when the waste ink bottle is nearly full or an error occurs.

Normal



Warning or error



1

1 Status indicators

The status of the Waste Ink Bottle is shown as follows.



: No error. The indicator changes to show the amount of space available.



: Prepare a new Waste Ink Bottle because there is not enough free space in the current bottle.



: The amount of space available in the Waste Ink Bottle has dropped below the minimum limit. Replace with a new Waste Ink Bottle.

Introduction

Press the OK button or the Menu button when this tab is selected to display the Maintenance menu.

 [“Maintenance Menu” on page 53](#)

: **The Setup Tab**

This tab shows the IP address and a variety of other menus.

The Info Display Area

Displays the IP address when one has been set.

Press the OK button or the Menu button when this tab is selected to display the Setup menu.

 [“Setup menu” on page 54](#)

Features

The main features of this printer are described below.

Realizing High Productivity

High-speed printing

The speeds of the print head and paper feed have been increased for faster printing.

The printer is equipped with a high-speed rotary cutter for quick cutting, significantly increasing productivity.

Improved operability with an easy to see and use color screen

Designed for intuitive operation, the large, brightly-lit, color LCD display is easy to understand and easy to use.

The large display offers detailed, easy-to-understand error messages and illustrated guides to loading paper.

 [“Understanding the Display” on page 11](#)

Checking current operating status even from afar thanks to an alert lamp

Errors are immediately obvious even at a distance, thanks to the large, highly visible alert lamp. This helps prevent any wasted time when printing has stopped due to running out of ink or paper.

Large-Capacity Ink Tank Installed

A large-capacity ink tank is installed to achieve high productivity. The ink pack refills are also available in large volumes of 1100 ml. You won't be troubled by frequently replacing ink cartridges.

Insistence on Ease-of-Use

Spindle-free roll paper adapter makes loading roll paper a snap

The lack of a spindle makes it possible to load and remove roll paper even in environments where space is at a premium.

To load roll paper, simply place it on the roll rest and attach roll paper adapters to both ends. The roll rest is low, making it easy even for short workers to load paper.

Introduction

 [“Loading Roll Paper” on page 25](#)

Ease of Maintenance

All maintenance procedures, such as loading roll paper, refilling ink, and replacing Waste Ink Bottle and cutters, are performed from the front or side, allowing the printer to be placed against a wall. The printer does not have to be moved to allow rear access.

Prepare a Head Maintenance Kit

You can now clean the print head. If ink continues to drip onto the print results even after head cleaning, use the Head Maintenance Kit to clean the print head. This kit can remove lint that adheres to the surface of the nozzles in the print head.

 [“Print Head Maintenance” on page 86](#)

High Print Quality

Providing newly developed Black ink

The development of High Density Black ink has improved the density of black color when compared to Black ink, providing a richer, deeper black color. In addition, the color gamut has been expanded, thereby creating vivid colors to create bold contrasts.

Select High Density Black or Black as the Black ink type when you buy the printer. When changing the type of Black ink being used, the ink tank should only be changed by a service engineer. Changing the Black ink is done for a fee.

Contact your dealer or Epson Support.

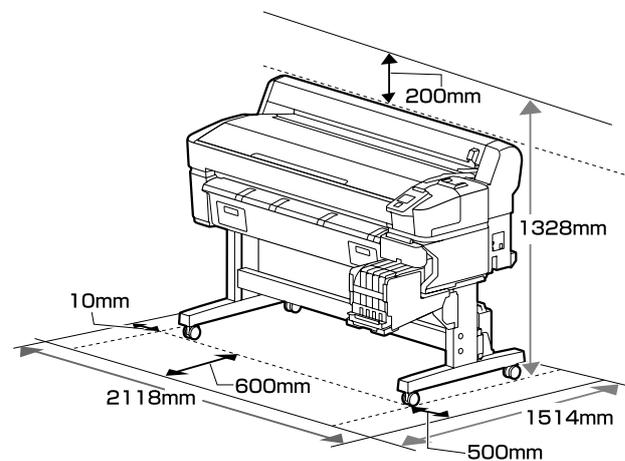
Notes on Usage and Storage

Installation space

Make sure that you secure the following space, clear of any other objects, so that paper ejection and consumable replacement are not obstructed.

See the “Specifications Table” for the external dimensions of the printer.

 [“Specifications Table” on page 107](#)



Notes when using the printer

Note the following points when using this printer to avoid breakdowns, malfunctions, and print quality decline.

- ❑ When using the printer, observe the operating temperature and humidity range described in the “Specifications Table”.  [“Specifications Table” on page 107](#)
Even when the conditions above are met, you may not be able to print properly if the environmental conditions are not suitable for the paper. Be sure to use the printer in an environment where the paper's requirements are met. For more details, see the documentation supplied with the paper. Also, when operating in dry areas, air conditioned environment, or under direct sunlight, maintain the appropriate humidity.

Introduction

- ❑ Make sure the work space is kept clean. If dust or lint enter into the printer, it could damage the printer, clog the print head nozzles, or cause the quality of paper feeding to decline.
- ❑ Avoid using the printer in locations with heat sources or that are exposed to direct draughts from ventilators or air conditioners. The print head nozzles could dry out and clog.
- ❑ Use the printer in a location that is sufficiently ventilated.
- ❑ The print head may not be capped (i.e., may not move to the right-hand side) if an error occurs and the printer is turned off without first resolving the error. Capping is a function for automatically covering the print head with a cap (lid) to prevent the print head from drying out. In this case, turn on the power and wait a while until capping is performed automatically.
- ❑ When the power is on, do not remove the power plug or cut the power at the breaker. The print head may not be capped properly. In this case, turn on the power and wait a while until capping is performed automatically.
- ❑ Do not bend or tug the waste ink tube. Ink could spill inside or around the printer.
- ❑ As well as being expended during printing, ink is used during head cleaning and other maintenance required to keep the print head in working order. Be sure that the Waste Ink Bottle is placed whenever the printer is on.
- ❑ To ensure the colors you want to print, maintain a constant room temperature of 15 to 25°C.

Notes when not using the printer

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

- ❑ If you do not print for a long time, the print head nozzles may become clogged. Turn the printer on at least once every two weeks to prevent the print head clogging.
When the printer is turned on, head cleaning is performed automatically. Do not turn the printer off until cleaning is complete.
Leaving the printer for too long without turning it on may result in a malfunction. If repairs are necessary, they will be done for a fee.
 - ❑ A service engineer must do pre- and post-maintenance when the printer is not used for over 2 weeks. Pre- and post-maintenance will be provided for a fee.
Moreover, depending on the environment and length of time stored, repairs may be required during post-maintenance even if pre-maintenance is done. If repairs are necessary, they will be done for a fee.
Contact your dealer or Epson Support.
 - ❑ The roller may leave an impression on paper that is left in the printer. This can also cause wavy or curled paper resulting in paper feeding problems or the print head could be scratched. Remove any paper when storing.
 - ❑ Store the printer after confirming that the print head has been capped (the print head is positioned at the far right). If the print head is left uncapped for a long time, the print quality may decline.
- Note:**
If the print head is not capped, turn the printer on, and then turn it off.
- ❑ To prevent the accumulation of dust and other foreign matter in the printer, close all covers before placing it in storage.
If you are not using the printer for a long time, put an anti-static cloth or cover on the printer. The print head nozzles are very small, and they can become clogged easily if fine dust gets on the print head, and you may not be able to print properly.
 - ❑ When turned on after an extended period of disuse, the printer may automatically perform head cleaning to ensure print quality.
Head cleaning will end after about 10 to 15 minutes.

Introduction

Notes on handling ink packs and ink tanks

Note the following points when handling ink packs and ink tanks.

- ❑ Do not remove the ink tanks. Removing them may impair quality and performance.
- ❑ Store ink packs at room temperature in a location that is not exposed to direct sunlight.
- ❑ To ensure print quality, use all the ink in the tank before the earlier of the following dates:
 - ❑ Expiry date noted on the ink pack
 - ❑ 25 days after the ink tank was refilled
- ❑ Ink packs that have been stored at low temperatures for an extended period should be allowed to return to room temperature over a period of four hours before use.
- ❑ When refilling the ink tank with ink, get all the ink out of the ink pack so that there is none remaining.
- ❑ Immediately refill the ink tank once the ink pack is open.
- ❑ Do not place items on the ink tank or subject the ink tank to strong impacts. The ink tank could become detached. If the ink tank has come off, contact your dealer or Epson Support.
- ❑ Do not use if the High Density Black and Black inks are mixed. When changing the type of Black ink being used, the ink tank should only be changed by a service engineer. Changing the Black ink is done for a fee. Contact your dealer or Epson Support.

Notes on handling paper

Note the following points when handling and storing the paper. If the paper is not in good condition, print quality may decline.

Check the documentation supplied with each paper.

Notes on Handling

- ❑ Do not fold the paper or scratch the surface of the paper.
- ❑ Avoid touching the printable surface of the paper with your bare hands. Moisture and oils from your hands can affect print quality.
- ❑ Handle paper by the edges. We recommend wearing cotton gloves.
- ❑ Do not wet the paper.
- ❑ Do not throw away the paper packaging as you can use it for storing the paper.
- ❑ Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- ❑ Remove roll paper that is not in use from the printer. Rewind it correctly and then store it in the original packaging that came with the roll paper. If you leave the roll paper in the printer for a long time, its quality may decline.

Introduction

Introducing the Supplied Software

The following 2 types of CDs are included with this printer.

- ❑ Software disc
See the following table for descriptions of the software that has been supplied.
- ❑ Epson Edge Print disc
Epson Edge Print is a software RIP that can be effortlessly used with easy-to-understand operations. See the *Setup Guide* (booklet) for how to install the software. See the online help for details about functions.

Supplied software

The following table shows the software supplied.

Windows versions are provided on the software disc supplied. If you are using a Mac or a computer without a disc-drive, you can download and install the software from the following link: <https://epson.sn>.

For information about the software, see the on-line help for the application or the *Network Guide* (Online Manual).

Note:

Printer drivers are not provided. A software RIP is required for printing. The Epson Software RIP, "Epson Edge Print", is included with this printer on a separate CD.

The Epson Web site provides supported plug-in software for the printer.

Software Name	Summary
Epson Edge Dashboard	<p>After installation, it operates as resident software. Hands off or updates the print settings file (EMX) in Epson Edge Print, and sends notifications on the status of registered printers. You can also perform the following control operations for supported Epson printers.</p> <ul style="list-style-type: none"> ❑ You can easily acquire the following variety of information provided by Epson on the internet. <ul style="list-style-type: none"> ❑ Print settings files (EMX) ❑ Update information for the printer firmware (you can update the firmware easily from Epson Edge Dashboard) ❑ Update information for software and manuals installed from the supplied software disc and setup navigator.(when you receive an update information, you can quickly update the software by starting EPSON Software Updater.) ❑ Information from Epson ❑ You can monitor the status of the printer connected to a computer with Epson Edge Dashboard installed over a network or USB connection. ❑ You can easily make and change media settings from a computer and write to the printer. <p> "Starting Procedure" on page 20</p> <p> "Closing Procedure" on page 20</p>
EPSON Software Updater	<p>The software checks if new software or update information is available on the Internet and installs it. You can also update the manuals, Epson Edge Dashboard, and Epson Edge Print for this printer.</p>

Introduction

Software Name	Summary
Epson communications drivers (Windows only)	Epson communications drivers is required when using Epson Edge Dashboard, Epson Edge Print and when connecting a computer to the printer via USB. Make sure these are installed.
EpsonNet Config SE	With this software, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard.

Pre-installed software

This software is pre-installed on the printer. You can start it from a web browser via a network.

Software Name/ Function	Function
Remote Manager	You can make network settings from Remote Manager. It also provides an e-mail notification function to inform you when errors and so on occur in the printer.  "Using Remote Manager" on page 21

Using Epson Edge Dashboard

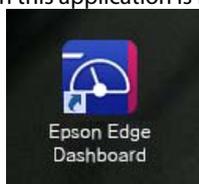
Starting Procedure

Epson Edge Dashboard is a Web application.

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

Windows

- ❑ Double click the **Epson Edge Dashboard** icon on the desktop. The **Epson Edge Dashboard** icon is created when this application is installed.



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

Mac OS X

- ❑ Click the Epson Edge Dashboard icon on the Dock. The Epson Edge Dashboard icon is created when this application is installed.



- ❑ Double-click the **Applications - Epson Software - Epson Edge Dashboard - Epson Edge Dashboard** icons.

- 2 Epson Edge Dashboard starts.

For details, see the Epson Edge Dashboard help.

Closing Procedure

Close the Web browser.

Using EPSON Software Updater

Checking software update availability

- 1 Check the following status.
 - ❑ The computer is connected to the Internet.
 - ❑ The printer and the computer can communicate.

- 2 Start EPSON Software Updater.

Windows 8.1/Windows 8

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

Except for Windows 8.1/Windows 8

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

Mac OS X

Click **Move - Applications - Epson Software - EPSON Software Updater**.

Note:

*In Windows, you can also start by clicking the printer icon on the desktop toolbar and selecting **Software Update**.*

- 3 Update the software and manuals.
Follow the on-screen instructions to continue.

Important:

Do not turn off the computer or printer while updating.

Note:

Software that is not displayed in the list cannot be updated using EPSON Software Updater. Check for the latest versions of the software from the Epson Web site.

<http://www.epson.com>

Receiving update notifications

- 1 Start EPSON Software Updater.
- 2 Click **Auto update settings**.
- 3 Select an interval for checking for updates on the printer's **Interval to Check** box, and then click **OK**.

Using Remote Manager

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

Starting Procedure

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

- 1 Check the printer's IP address.
Confirm that the printer is ready to print. Press the ◀/▶ buttons to select the ⚙️ tab, and then press the **OK** button.
- 2 Start a Web browser on the computer that is connected to the printer over the network.
- 3 Enter the printer's IP address in the address bar of the Web browser, and then press the **Enter** key or the **Return** key.
Format: http://printer's IP address/
Example: http://192.168.100.201/

Closing Procedure

Close the Web browser.

Uninstalling Software



Important:

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

Windows

This section describes how to uninstall Epson Edge Dashboard and the Epson communications drivers using them as an example.

- 1 Turn off the printer, and disconnect the cable from the computer.
- 2 On the computer on which the software is installed, click **Control Panel**, and then click **Uninstall a program** from the **Programs** category.
- 3 Select the software you want to remove and then click **Uninstall/Change** (or **Change/Remove**).

Selecting the following deletes the Epson communications drivers. The model number appears in XXXXX.
 - EPSON SC-SXXXXX Series Comm Driver Printer Uninstall

To uninstall **Epson Edge Dashboard**, select Epson Edge Dashboard.

- 4 Select the target printer icon, and then click **OK**.
- 5 Follow the on-screen instructions to continue.
When the delete confirmation message appears, click **Yes**.

If you are reinstalling the Epson communications drivers, restart the computer.

Introduction

Mac

The following describes how to remove Epson Edge Dashboard.

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

Follow the on-screen instructions to continue.

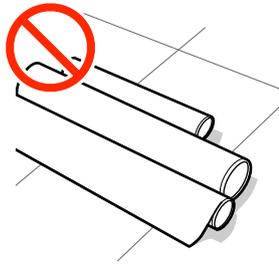
Basic Operations

Notes on Handling Paper

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

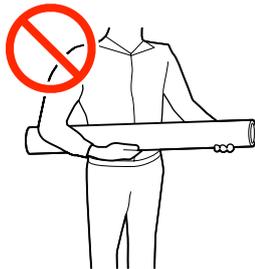
Do not place exposed paper directly on the floor.

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



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

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



Notes on Loading Paper



Caution:

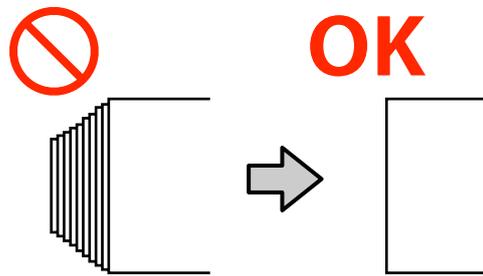
Do not rub your hands along the edges of the paper. The edges of the paper are sharp and can cause injury.

Load the paper just before printing.

The pressure rollers may leave an impression on paper that is left in the printer. This can also cause wavy or curled paper resulting in paper feeding problems or the print head could be scratched.

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

If paper is loaded and the right and left edges of the roll are uneven, paper feeding problems may cause the paper to move around during printing. Either rewind to align the edges or use a roll without any issues.



Paper that cannot be used

Do not use paper that is folded, wrinkled, scuffed, torn, or dirty. The paper could rise up and contact the print heads and damage them.

Do not use paper that is frayed at the ends of the roll, wrinkled, torn, and so on, as shown in the following image.



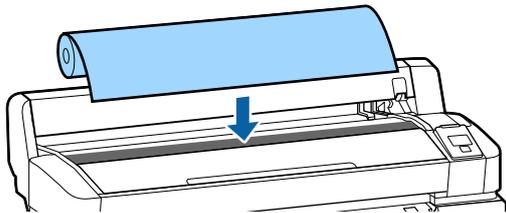
Basic Operations

Loading and Removing the Roll Paper

Load roll paper after attaching the supplied roll paper adapters.

Attaching the Roll Paper Adapter

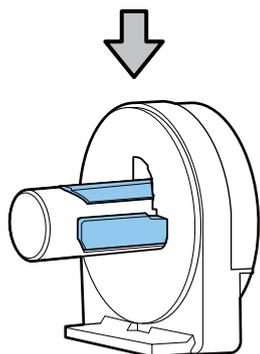
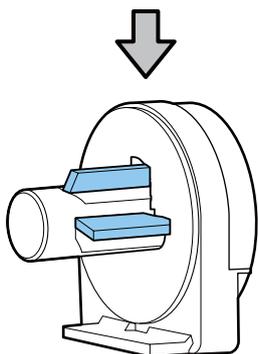
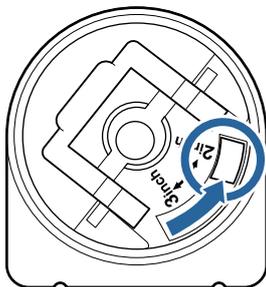
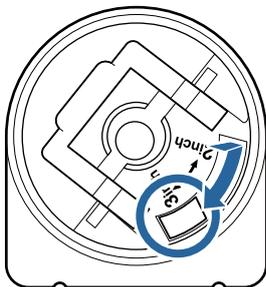
- 1 Place roll paper on the roll rest on top of the printer.



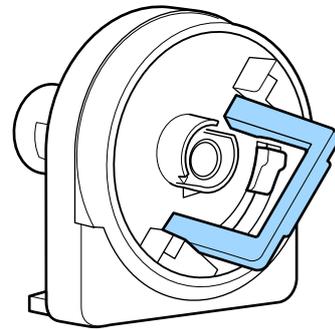
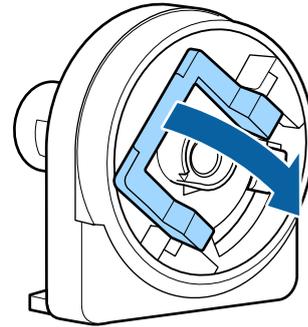
- 2 Move the size switch levers of the two supplied roll paper adapters in accordance with the roll-core size of the roll paper to be loaded.

3-inch core

2-inch core

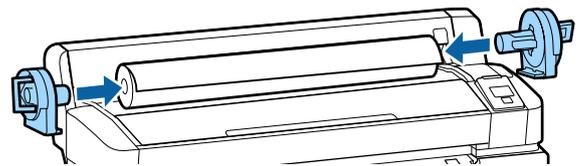


- 3 Raise the adapter lock lever to release the lock on each of the two roll paper adapters.

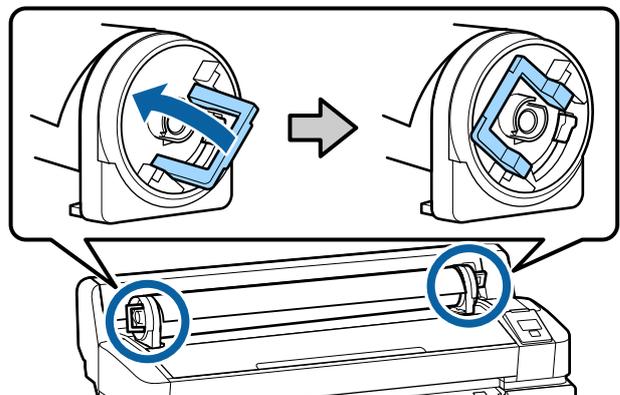


- 4 Raise the adapter lock lever to release the lock on each of the two roll paper adapters.

Press the adapters in until they are fully inserted in the roll, with no gaps.



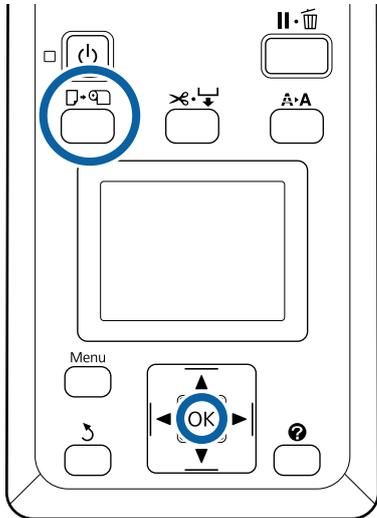
- 5 Lower the lock levers to lock the adapters in place.



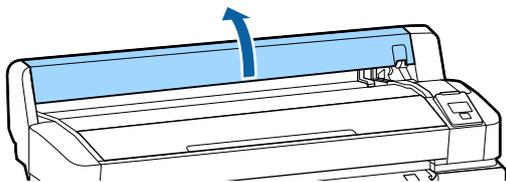
Basic Operations

Loading Roll Paper

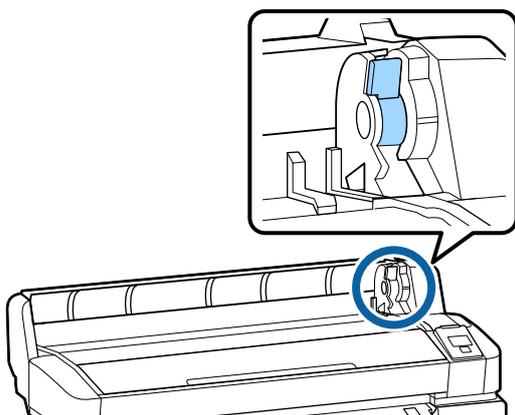
Buttons that are used in the following settings



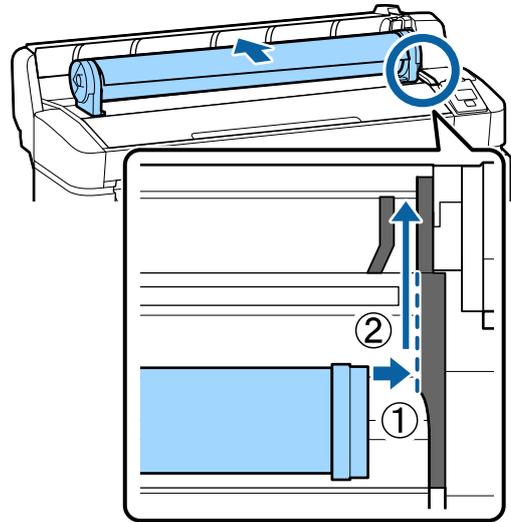
- 1 Check that **Press  and load paper.** is displayed on the screen, and then open the roll paper cover.



- 2 Confirm that the adapter holder lock lever is raised.

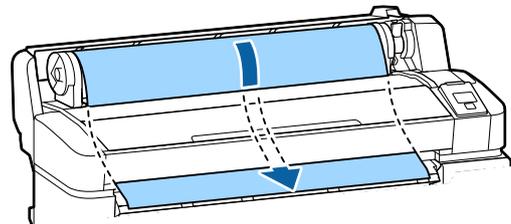


- 3 Slide the roll paper right until it contacts the adapter guide. Next, following the adapter guide, slide the roll slowly inside.



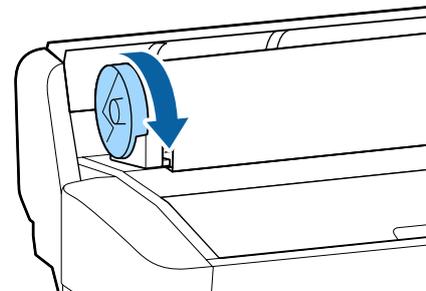
- 4 Press the  button on the control panel. Confirm that **Roll Paper** is highlighted in the display and press the OK button.

- 5 Make sure that the roll paper is free of slack and the end is not frayed, insert it into the paper slot, and then pull it out from the front of the printer.



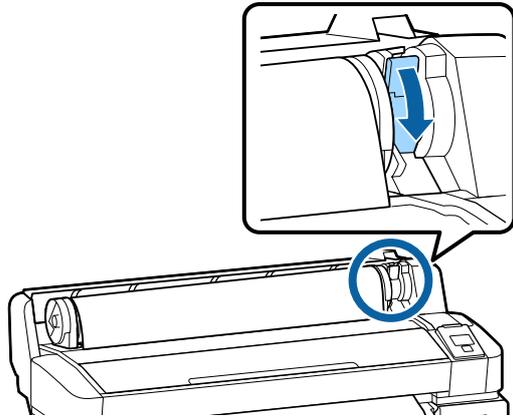
Note:

Do not touch the paper where it will be printed. After loading the roll paper, rotate the roll paper adapters as shown to feed the paper through.



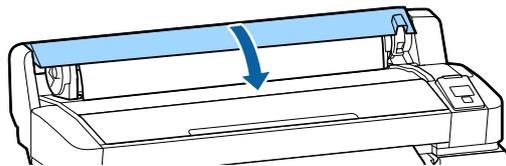
Basic Operations

- 6** Lower the roll paper lock lever, and then press the OK button.



If the leading edge of the paper is not horizontal or not cut neatly, you can cut the edge of the roll paper with the built-in cutter by pressing the OK button, and then pressing the  button within five seconds.

- 7** Close the roll paper cover.



- 8** Check the paper type.
The previous settings for the paper type and amount remaining are displayed.

To print using the current settings, press the / buttons to highlight **Keep Settings Above**, and then press the OK button.

Failure to set the appropriate paper type could cause problems with print quality. See the following for details on paper type and amount remaining settings.

 [“Settings for Loaded Paper” on page 29](#)

- Manual cut:**
Press the  button to cut the paper using the built-in cutter. A cutline is printed for manual cutting and can be used as a guide when cutting paper using the built-in cutter.

Note:

- It may take a while to cut the roll paper.*
- Some of the roll paper may not be cut using the built-in cutter. Use a cutter sold at a store to cut the paper.
Follow the steps below when using a third-party cutter.
Press the  button. Keep the  button pressed to feed the paper so that the cut location is below the paper eject guide. Cut the paper using scissors or a third-party cutter.*

Setting methods

Use the / buttons in the control panel to select the  tab and press the OK or Menu button. When the Setup menu is displayed, select **Printer Setup > Roll Paper Setup > Auto Cut > On**, and then press the OK button. For manual cutting, select **Off**. The default setting is **On**.

 [“Setup menu” on page 54](#)

Manual cut method

If **Auto Cut** is turned **Off**, you can cut at any position via the following procedure after printing is complete.

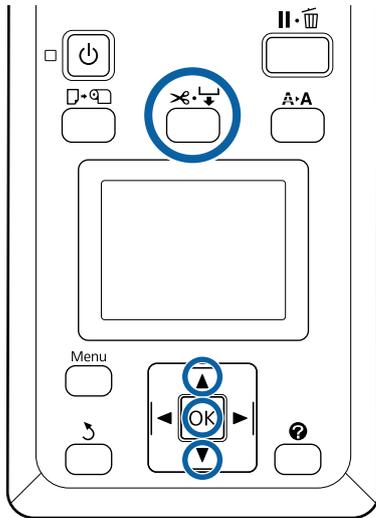
Cutting the roll paper

Either of the following two methods can be used to cut roll paper after printing.

- Auto Cut:**
Cut the roll paper after printing each page automatically using the built-in cutter.

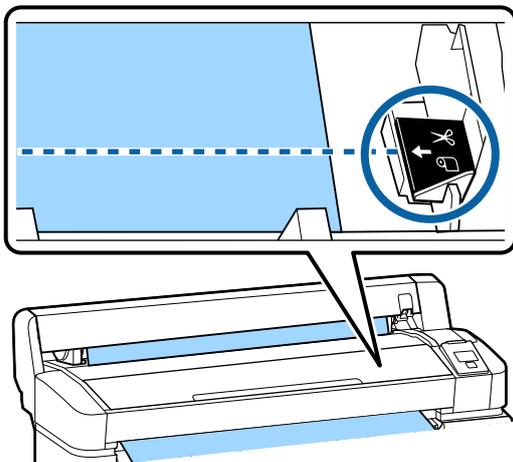
Basic Operations

Buttons that are used in the following settings



Cutting paper manually using the built-in cutter

- 1 Press the button. Viewing the interior of the printer without opening the printer cover, press the button to align the cut location with the mark on the right side of the printer's interior.



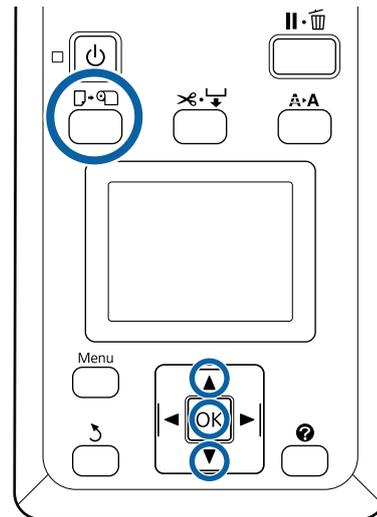
Note:
 The minimum length of paper that can be cut with the built-in cutter is fixed at 60 to 127 mm and cannot be changed. If the cutting position is shorter than the shortest length above, the paper has to be automatically fed to that length thus a margin will have to be left. Cut off the margin with a cutter sold at a store.

- 2 Press the button.
 The paper is cut by the built-in cutter.

Removing the roll paper

This section describes how to remove and store roll paper after printing. The pressure rollers may leave impressions on paper that is left in the printer.

Buttons that are used in the following settings



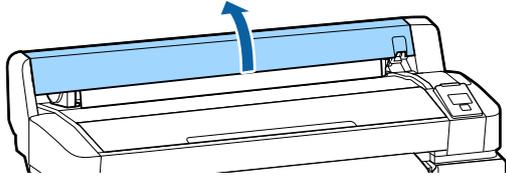
- 1 Confirm that the printer is ready and press the button.
 The Load/Remove Paper menu is displayed.
- 2 Press the / buttons to highlight **Remove Paper** and press the button.
- 3 The paper will automatically be rewound.
 Once the paper is rewound, the printer will display **Press and load paper.**

Note:
 In order to perform accurate remaining roll paper management, we recommend opening the tab and recording the amount of roll paper remaining when you replace the roll paper.
 To perform Roll Paper Remaining, you must enter the length of the roll paper when the roll paper is set.

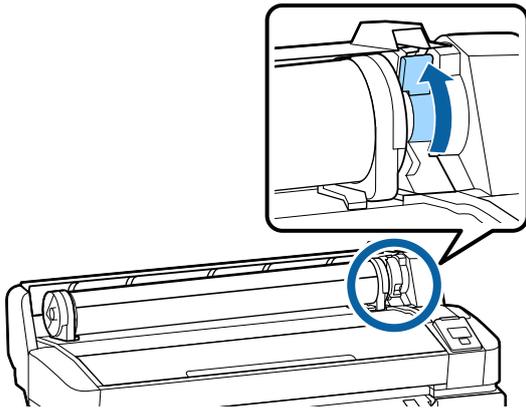
Note:
 When the display shows **Turn roll paper adapter to wind up roll paper**, open the roll paper cover and rewind the paper by hand.

Basic Operations

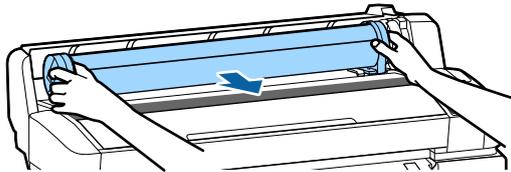
- 4** Open the roll paper cover.



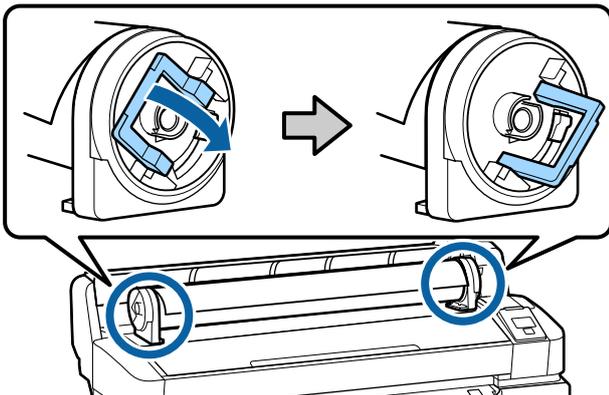
- 5** Raise the roll lock lever.



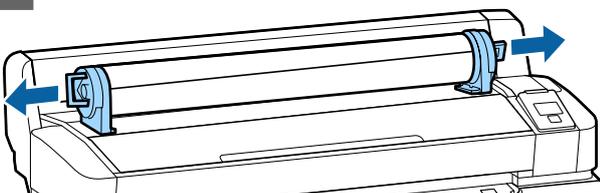
- 6** Holding the paper by the roll adapters, move the roll to the roll rest.



- 7** Lift the adapter lock levers to release the roll paper adapters.



- 8** Remove the roll paper adapters.



After rewinding the roll paper carefully, store it in the original package.

- 9** Close the roll paper cover.

Settings for Loaded Paper

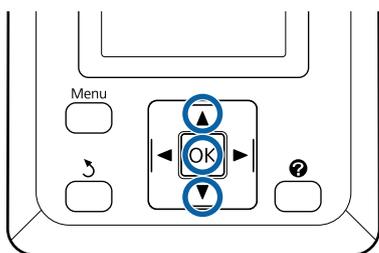
When you have finished loading the paper, follow the instructions on the control panel to make settings for the loaded paper.

<p>1. Set the paper type</p>	<p>This is the most important setting for optimum print results. Failure to select an appropriate paper type that matches the loaded paper may cause problems such as wrinkling or scuffing.</p> <p>Remaining Setup</p> <p>The factory default setting is On. You can change this to Off.</p>
-------------------------------------	--



<p>2. Set the paper length</p>	<p>The approximate amount of paper remaining is determined from the length set here and the amount of paper used during print jobs. The amount of paper remaining is displayed in the information area on the Information tab.</p> <p>This setting screen is not displayed when Remaining Setup is set to Off.</p>
---------------------------------------	---

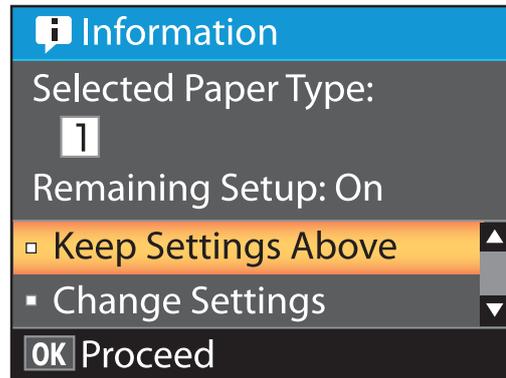
Buttons that are used in the following settings



- 1** The previous settings for the paper type and amount remaining are displayed. Check that the print settings for the loaded paper use the paper setup number that you configured.

If you have loaded new paper that has not been setup, select an unassigned number, finish feeding the paper, and then perform paper setup.

“Registering New Paper Settings” on page 30



To print at current settings

Press the **▼/▲** buttons to highlight **Keep Settings Above** and press the **OK** button.

Proceed to Step 6.

To change settings

Press the **▼/▲** buttons to highlight **Change Settings** and press the **OK** button.

- 2** Highlight a setting you wish to change and press the **OK** button.
- 3** Highlight an option and press the **OK** button.
- 4** Press the **↵** button to return to the dialog shown in Step 2.
- 5** When settings are complete, highlight **Exit** and press the **OK** button.
- 6** If **On** is selected for **Remaining Setup**, you will be prompted to enter the length of the roll. Press the **▼/▲** buttons to choose a value between 5.0 and 999.5m and press the **OK** button. Paper length is set in increments of 0.5 m.

After a short pause the printer will show **Ready**, indicating that it is ready to print. Transmit the data to be printed from a computer.

Registering New Paper Settings

Type and Summary of Paper Settings

To print in the optimum conditions for the paper you are using, you must register the print information and the setting values that are appropriate for the paper you are using to the printer and the RIP.

Each paper type has its own particular characteristics, such as needing large amounts of ink when printing and taking some time to dry. If printing is not done according to these characteristics, you will not get satisfying print results.

However, searching for the optimum print settings according to the size and thickness of the paper can be a complicated and time consuming endeavor.

You can easily, and quickly, register media setting values to the printer using one of the following methods.

Custom Paper Setting

This is suitable for quick printing. You can select and print using general-purpose media settings registered to the printer in advance, as well as general-purpose print information registered to the RIP supplied (Epson Edge Print).

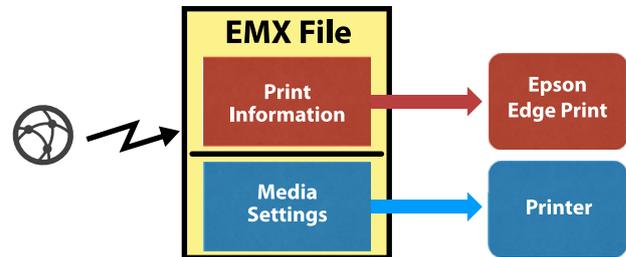
To use the general-purpose media settings that are pre-registered in the printer, use Custom Paper Setting from the paper menu.

 [“Procedure for Custom Paper Setting” on page 30](#)

Download the EMX file in Epson Edge Dashboard and register the paper settings to the printer.

By using print settings files (EMX) that Epson provides free-of-charge, you can easily print with the print quality achieved as though experts did the entire setup.

An EMX file is a print settings file for each paper type and includes the following information necessary for optimal printing on commercially available paper.



See the help for Epson Edge Dashboard for information on downloading the EMX file in Epson Edge Dashboard and how to register media settings to the printer.

Procedure for Custom Paper Setting

By selecting the appropriate thickness for the loaded paper from **Reference Paper** in Custom Paper Setting, you can save general-purpose media settings and easily guarantee print quality.

The following settings are also available in Custom Paper Setting allowing you to make more detailed settings according to the paper you are using.

- Platen Gap
- Head Alignment
- Paper Feed Adjust
- Paper Suction
- Feeding Tension
- Take-up Tension*
- Prevent Sticking

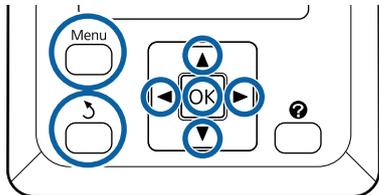
* Only displayed when the optional auto take-up reel unit is installed.

After using Custom Paper Setting, we recommend performing paper adjustment to optimize the paper settings according to the loading conditions such as the width of the loaded paper and whether or not it is loaded in the auto take-up reel unit.

Basic Operations

 “Optimizing Paper Settings (Head Alignment and Paper Feed Adjustment)” on page 32

Buttons that are used in the following settings



Selecting reference paper

- 1 Confirm that the printer is ready to print. Use the ◀/▶ buttons to select the  tab, and then press the OK button. The Paper menu is displayed.
- 2 Use the ▼/▲ buttons to select **Custom Paper Setting**, and then press the OK button. The Custom Paper Setting menu is displayed.
- 3 Use the ▼/▲ buttons to select a paper setting bank number between 1 and 10, and then press the OK button. The paper setting menu for the selected number is displayed. Note that any settings already saved in the printer will be overwritten.

Note:
Press  to exit the menus.
- 4 Choose **Select Reference Paper**, and then press the OK button.
- 5 Use the ▼/▲ buttons to select the appropriate thickness for the loaded paper, and then press the OK button.

Paper type	Paperweight (g/m ²)
Thinnest	60 or under
Thin	61 to 80
Thick	81 to 120
Thickest	121 or over

Paper type	Paperweight (g/m ²)
Adhesive*	-

* Select **Adhesive** for adhesive paper, no matter what the weight of the paper.

- 6 Press the ⏪ button to return to the previous menu.

Setting Name

Name the Custom Paper Setting you want to save. Using distinctive names makes it easier to select banks for use.

- 1 Use the ▼/▲ buttons to select Setting Name in the paper setting menu, and then press the OK button.
- 2 Enter the setting name. Each time the Menu button is pressed the character type changes in the order of upper case letters -> lower case letters -> numbers and symbols. Each time you press the ▼/▲ button, a character in the selected character type set is displayed. Press the ▶ button when the letter you want is displayed. The cursor moves to the next entry area and you can enter text in the same way. Mistakes can be erased by pressing the ◀ button to delete the previous character and then re-enter a new character.
- 3 After entering the name, press the OK button.
- 4 Press the  button to exit the menus.

See the descriptions for the Paper menu for information on other settings you can make on the Custom Paper Setting menu.

 “Paper menu” on page 51

Optimizing Paper Settings (Head Alignment and Paper Feed Adjustment)

Optimize paper settings in the following cases.

When you have finished making custom paper settings.

When media setting values for downloaded EMX files are registered to the printer with Epson Edge Dashboard.

When the following conditions occur after optimizing paper settings.

- When using the same paper type but with a different paper width.
- When changing settings after saving the Custom Paper Setting

To optimize paper settings, load the paper in the printer using the method you will use to actually print, and then perform Head Alignment and Paper Feed Adjust.

Adjusting Gaps in the Print Position (Head Alignment)

This printer prints by firing drops of ink while moving the print head. There is a small distance (gap) between the paper surface and the print head, and the printing position of the ink may become misaligned due to changes in the Thickness, temperature and humidity, the inertial force when the print head moves and so on.

You can use Head Alignment to adjust any misalignments in the printing position to improve misaligned ruled lines or graininess in the print outs.

Notes on Head Alignment

Adjust according to the paper loaded in the printer.

Make sure the paper you want to make adjustments for is loaded correctly, and select the correct setting name using **Select Paper Type** in Custom Paper Setting.

When printing on paper loaded in the take-up reel unit, perform Head Alignment in the same way when printing and when loaded in the take-up reel unit.

The minimum adjustable paper size is A4.

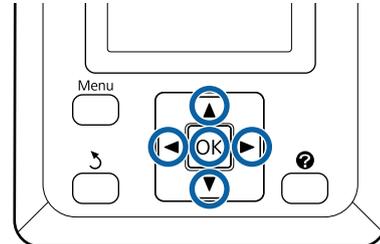
Make sure nozzles are not clogged before adjusting.

If nozzles are clogged, adjustments will not be performed correctly. Print and visually inspect the check pattern, and then perform Head Cleaning if necessary.

 [“Clearing clogged nozzles” on page 81](#)

Procedure for Head Alignment

Buttons that are used in the following settings



- 1** Make sure the paper you want to make adjustments for is loaded correctly, and select the correct setting name using Custom Paper Setting in **Select Paper Type**.
 [“Loading and Removing the Roll Paper” on page 24](#)
 [“Settings for Loaded Paper” on page 29](#)
- 2** Confirm that the printer is ready to print. Press the ◀▶ buttons to select **OK**, and then press the OK button.
 The Paper menu is displayed.
- 3** Press the ▲/▼ buttons to select the same number you selected in step 1 from Custom Paper Setting numbers 1 to 10, and then press the OK button.

Basic Operations

4 Use the ▼/▲ buttons to select **Head Alignment** and press the OK button.

5 Select the adjustment item, and then press the OK button.

6 Press the OK button to print an adjustment pattern.

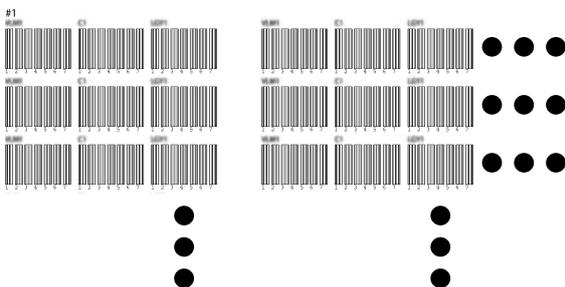
7 Check the printed adjustment pattern.

When paper is loaded in the optional auto take-up reel unit, the paper is not cut automatically after printing the adjustment pattern. If the adjustment pattern is hard to see, you can feed the paper using the following procedure and then check.

- (1) Press the ⏪ button.
- (2) Press the ▼ button to feed the paper until the adjustment pattern is easily visible.
- (3) After checking the adjustment pattern, press the ▲ button to rewind the paper.
- (4) Press the ⏩ button to return to the menu.

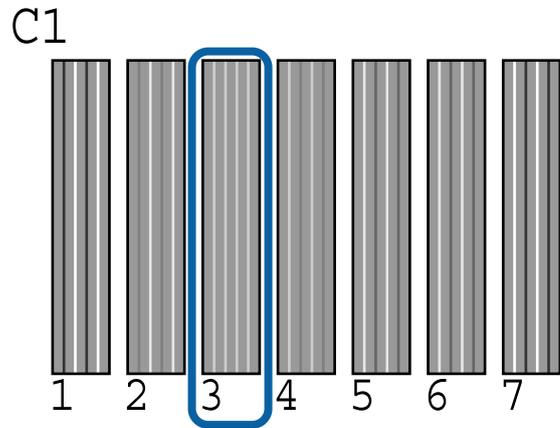
Depending on the width of the paper the adjustment pattern is printed on, 1 block is comprised of 2 or 4 colors in 3 lines, and blocks 1 to 5 are printed horizontally. Color codes are printed above each color pattern.

Four blocks are printed horizontally and divided into "#1" to "#4".



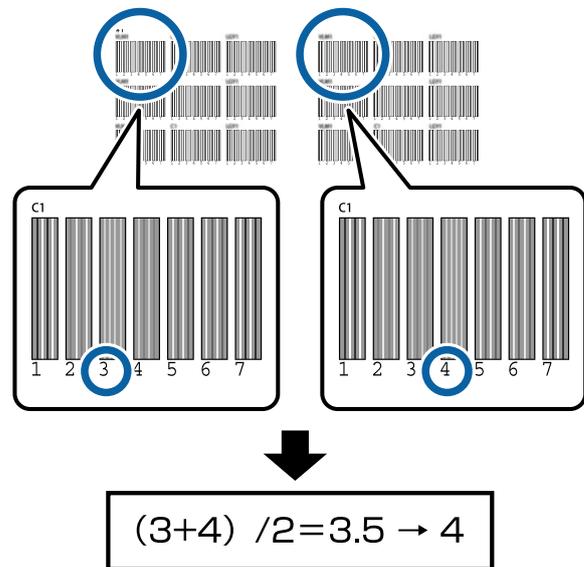
8 Note the number of each color pattern with the most unclear white lines or in which the white lines are most evenly spaced.

This would be pattern 3 in the example shown in the following illustration.



9 Determine the average number for each row and each color in the results of the check patterns.

Example) Two blocks of adjustment patterns are printed horizontally and the following is the result of checking pattern C1 on the first line.



If the value you get is not an integer, round it to the first decimal place.

Use this method to determine the average check result number for each color in each row.

10 Check that the ink color code is displayed in the control panel's screen, press the ▼/▲ buttons to select the average value noted in Step 9, and then press the OK button.

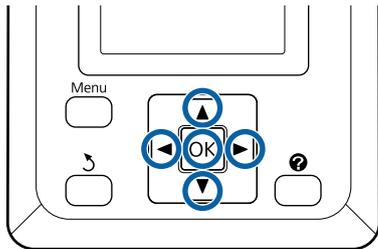
Basic Operations

- 11 Set the value for each color, and then press the OK button.

When you finish setting the last color, the printer returns to a ready state.

Adjusting the Paper Feed

Buttons that are used in the following settings



- 1 Confirm that the printer is ready to print. Press the ◀/▶ buttons to select **Ⓜ**, and then press the OK button.

The Paper menu is displayed.

- 2 Use the ▲/▼ buttons to select the same number as in **Select Paper Type** from paper setting numbers 1 to 10, and then press the OK button.

- 3 Use the ▼/▲ buttons to select **Paper Feed Adjust**, and then press the OK button.

- 4 Select **Pattern**, and then press the OK button.

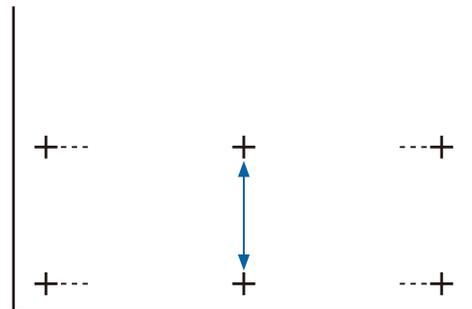
- 5 Press the OK button to print an adjustment pattern.

- 6 Measure the distance between the “+” symbols.

We recommend cutting and then measuring the paper to get an accurate measure of the adjustment pattern distance.

 [“Manual cut method” on page 26](#)

Use only the distance between the center symbols or the average of the distances between the left, center, and right symbols.

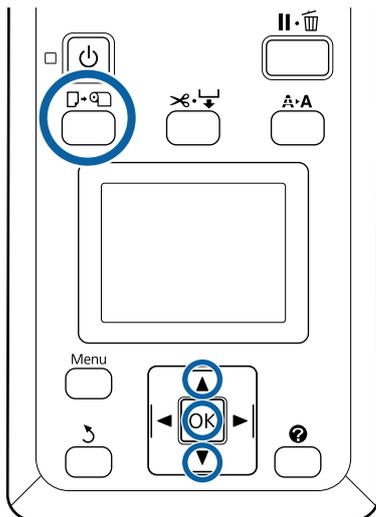


- 7 Press the ⏪ button to return to the menu. Press the ▼/▲ buttons to select the value measured with the scale, and then press the OK button to return to ready status.

Replacing Paper

This section describes how to replace paper. The procedure is displayed on the control panel screen. Follow these instructions.

Buttons that are used in the following settings



- 1 Confirm that the printer is ready and press the  button.
The Load/Remove Paper menu is displayed.
- 2 Press the / buttons to select roll paper, and then press the OK button.

Note:
To perform **Roll Paper Remaining**, you must enter the length of the roll paper when the roll paper is set. In order to perform accurate remaining roll paper management, we recommend opening the  tab and recording the amount of roll paper remaining when you replace the roll paper.

- 3 The roll rewinds automatically.

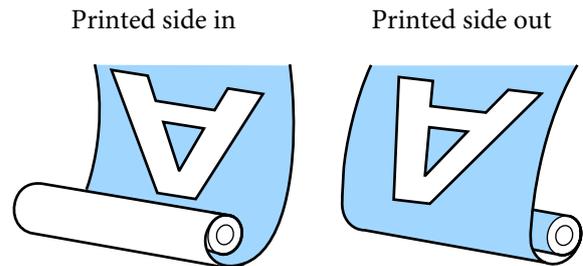
Note:
When the display shows **Turn roll paper adapter to wind up roll paper**, rewind the paper by hand.

- 4 Follow the on-screen instructions to load the roll paper for the next job.

Using the Auto Take-up Reel Unit (Optional)

The Auto Take-up Reel Unit automatically takes up paper as it is printed.

The Auto Take-up Reel Unit for this printer can take up paper in either of the directions shown below.



Taking-up with printed side in places the printed surface on the inside of the roll. “Printed side in” is recommended in most situations.

Taking-up with printed side out places the printed surface on the outside of the roll.

 **Caution:**

- Follow the instructions in the manual when loading paper or roll cores or removing paper from the take-up roll.
Dropping paper, roll cores, or take-up rolls could result in injury.
- Be careful that your hands, hair, or other objects do not get caught in the moving parts of the Auto Take-up Reel Unit.
Failure to observe this precaution could result in injury.

Note:
For information on installing the Auto Take-up Reel Unit, see the documentation supplied with the Auto Take-up Reel Unit.

Important points for correct take-up

Observe the following points for correct take-up of paper.

Basic Operations

- ❑ We recommend using a take-up roll core with the same width as the paper. If a take-up roll core of a different width is used, the take-up roll core may bend, and the paper will be taken up incorrectly.
- ❑ We recommend using "printed side in" for the take-up of paper. "Printed side out" may cause the paper to move around and create a large misalignment with the roll.
- ❑ Do not attach take-up roll cores like the ones shown in the following figure. The take-up tension will be uneven and the core will spin loosely. As a result, the paper cannot wind correctly, which may cause banding in the print results.

Edges are worn



Deformed



- ❑ Depending on the paper type and paper width, the paper may become misaligned with the roll or too loose and then cause Reel Unit Error when taking up over a long distance.

["When a Message is Displayed" on page 91](#)

Attaching the Roll Core

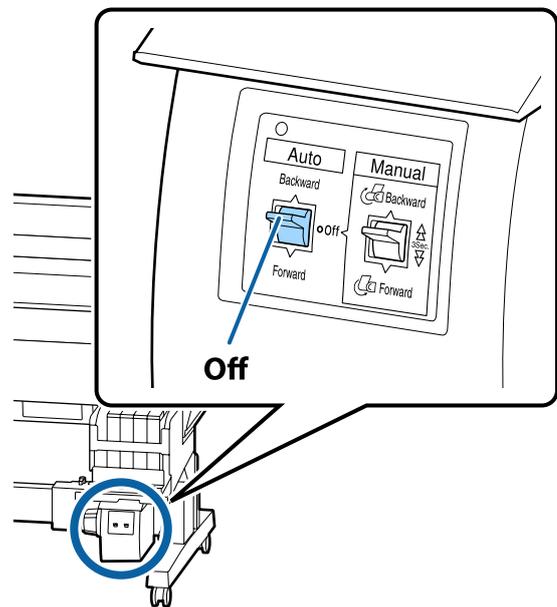
Preparing

Use a take-up roll core that is the same width as the paper.

Get a commercially available adhesive tape.

Loading

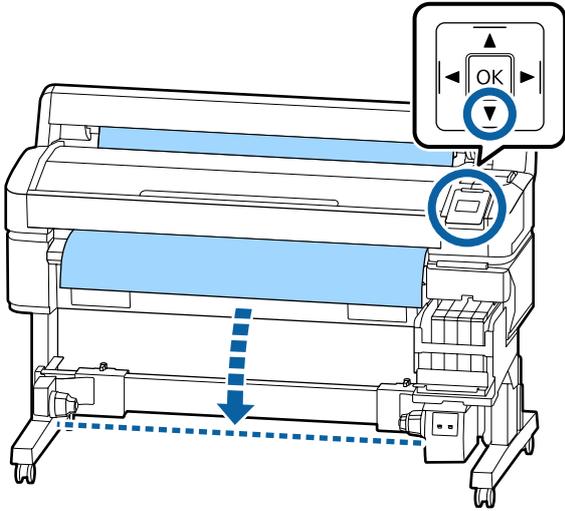
- 1 Set the Auto switch on the Auto Take-up Reel Unit to Off.



- 2 Make sure that the roll is loaded correctly in the printer, and then press the button on the control panel.

Basic Operations

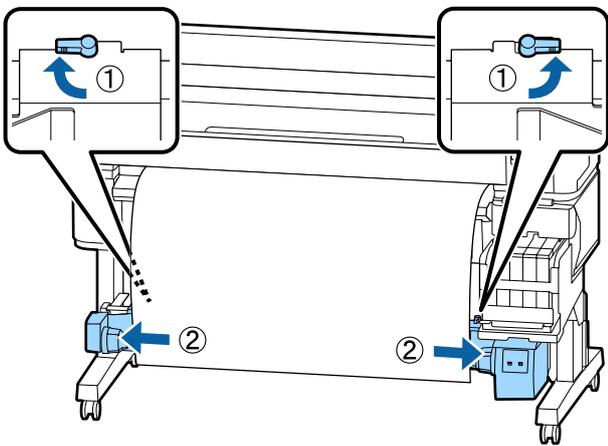
- 3** Hold down the ▼ button until the leading edge of the roll reaches the roll core holders.



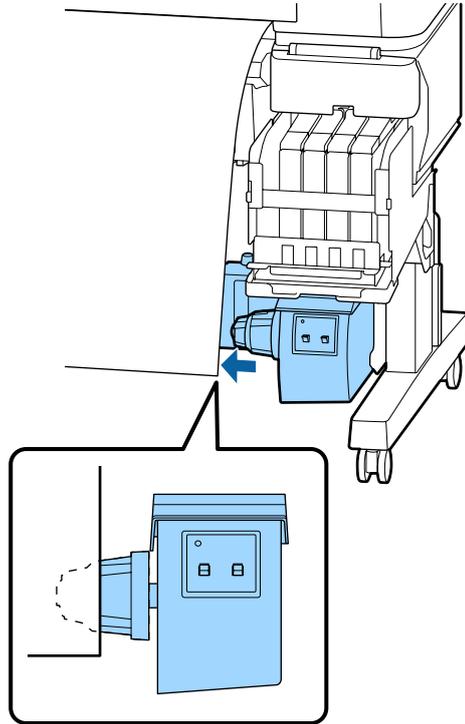
! **Important:**

Always press the ▼ button to feed the paper. If the paper is pulled by hand, it may twist during take-up.

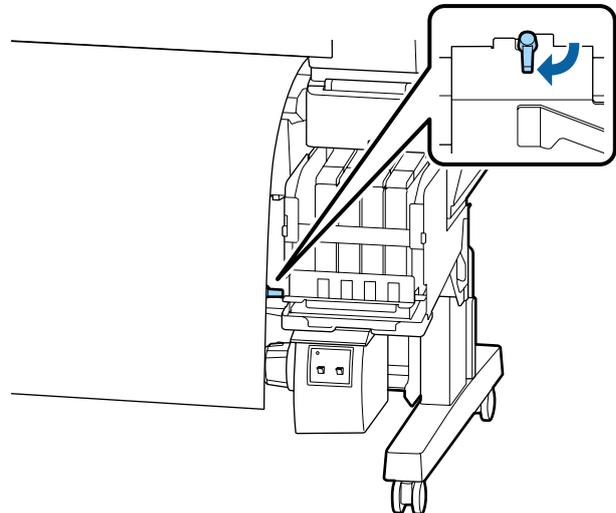
- 4** Unlock the lock levers on the roll core holders and move the holders past the width of the paper.



- 5** Move the right-side roll core holder to the right edge of the paper.

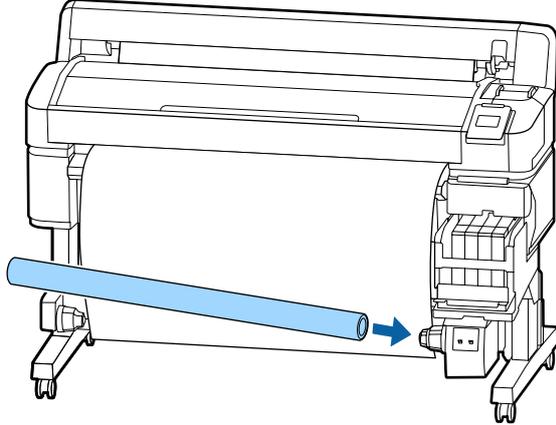


- 6** Move the lock lever on the roll core holder to the lock position to secure the roll core holder.

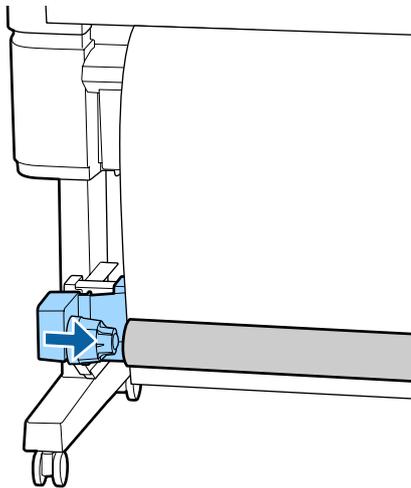


Basic Operations

- 7** Insert the roll core onto the right holder.



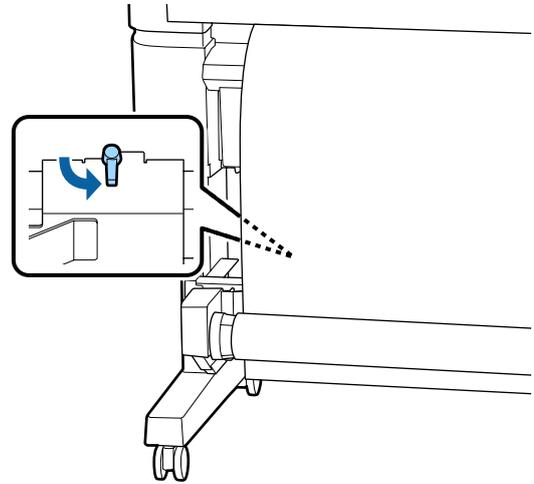
- 8** Check that the left-side roll core holder is fully inserted into the roll core and that the roll core and edges of the paper are not misaligned.



! **Important:**

If the edges of the paper are misaligned, the paper cannot be taken up correctly. If the edges are misaligned, unlock the lock lever on the right-side roll core holder, and then start again from step 5.

- 9** Move the lock lever on the left-side roll core holder to the lock position to secure the roll core holder.



Attaching the Paper

The procedure varies with the take-up direction.

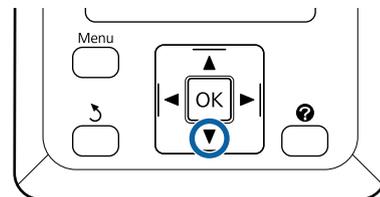
! **Important:**

Before proceeding, select **Off** as the **Auto Cut** setting. Using the auto take-up reel unit when **On** is selected will cause errors.

["Cutting the roll paper" on page 26](#)

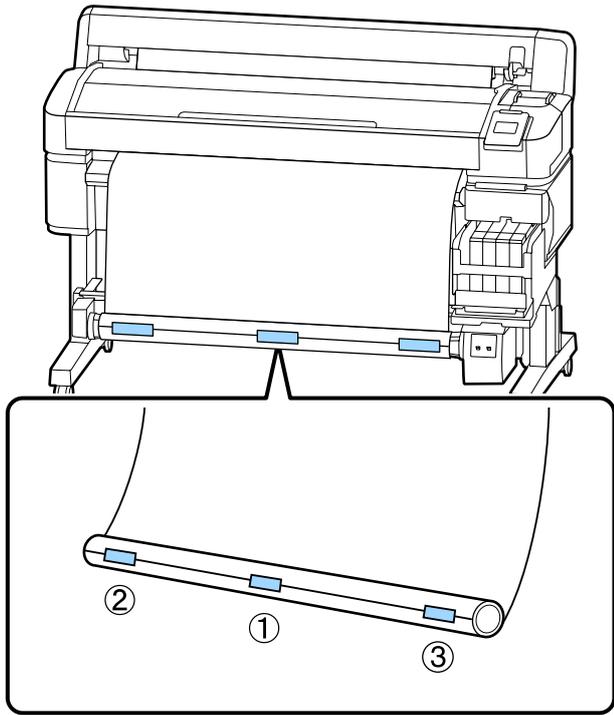
When taking-up with the "printed side in"

Buttons that are used in the following settings



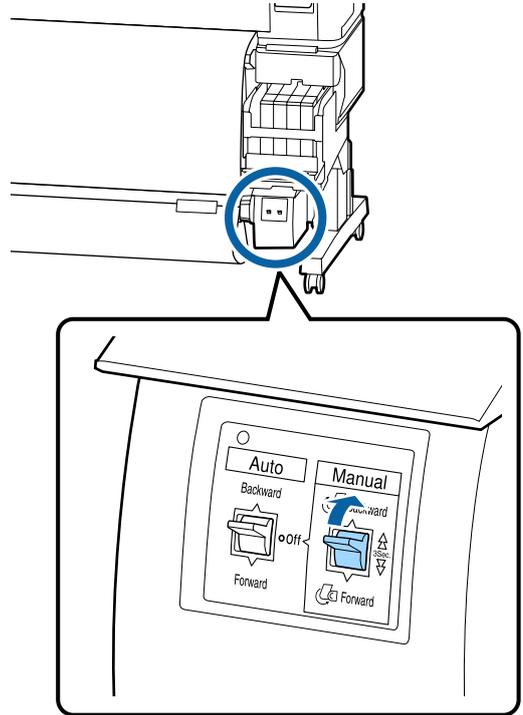
Basic Operations

- 1** Tape the leading edge to the roll core.
 In the order shown in the illustration below, use commercially available tape to tape the paper. When attaching in the center, attach using tape while pulling the center of the paper straight. When attaching using the left and right sides, attach using tape while pulling the paper to the side.

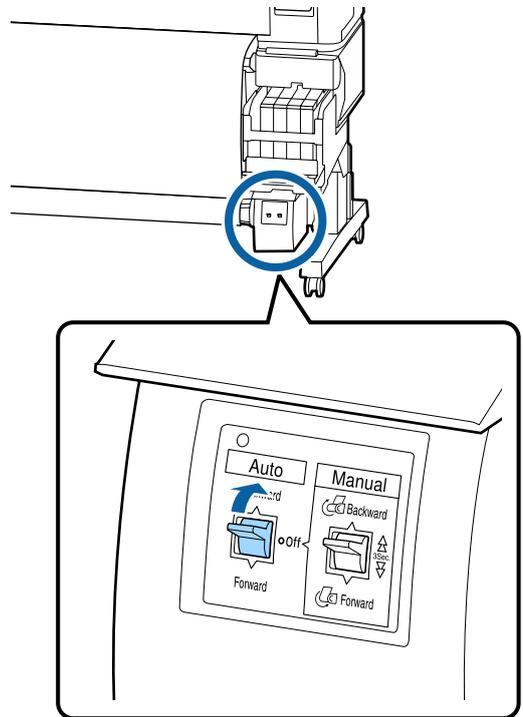


- 2** Press the ▼ button on the control panel until you have fed enough paper for about one full wrap around the roll core.

- 3** Flip the Manual switch to Backward to wrap the paper once around the roll core.

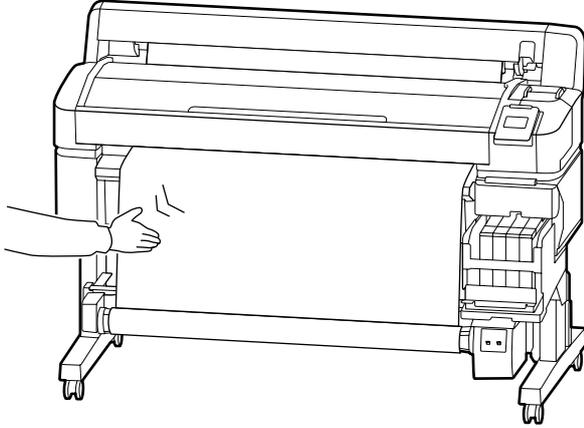


- 4** Flip the Auto switch to Backward.



Basic Operations

- 5** Confirm that the paper is not loose.
Check for any differences in tension on the right and left by lightly tapping on both edges of the paper.

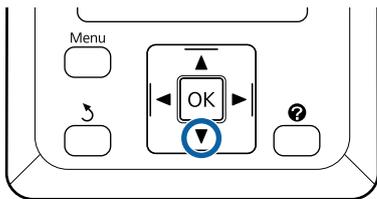


! **Important:**

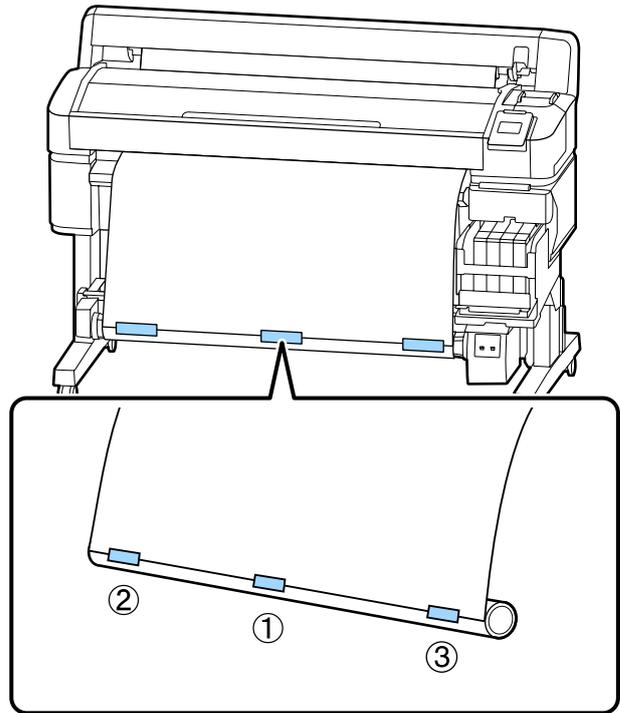
If there are differences in tension on the left and right, the paper cannot be wound correctly. If there is slack on one side, flip the Manual switch to Forward to rewind the paper, peel off the tape, and then restart from Step 1.

When taking-up with printed side out

Buttons that are used in the following settings



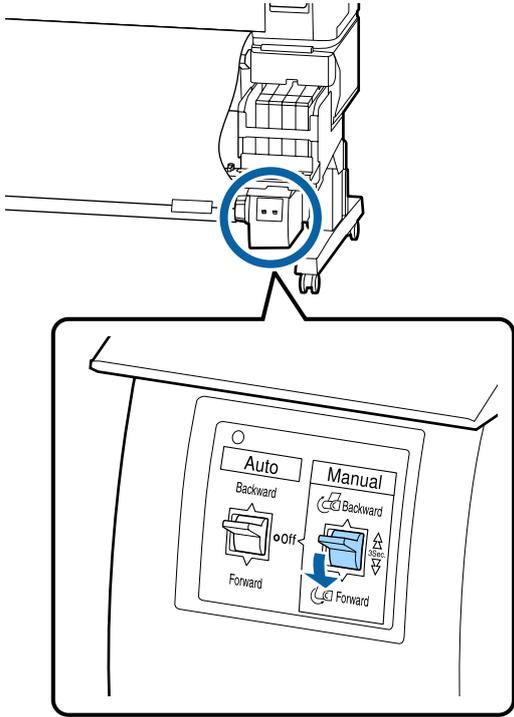
- 1** Tape the leading edge to the roll core.
In the order shown in the illustration below, use commercially available tape to tape the paper. When attaching in the center, attach using tape while pulling the center of the paper straight. When attaching using the left and right sides, attach using tape while pulling the paper to the side.



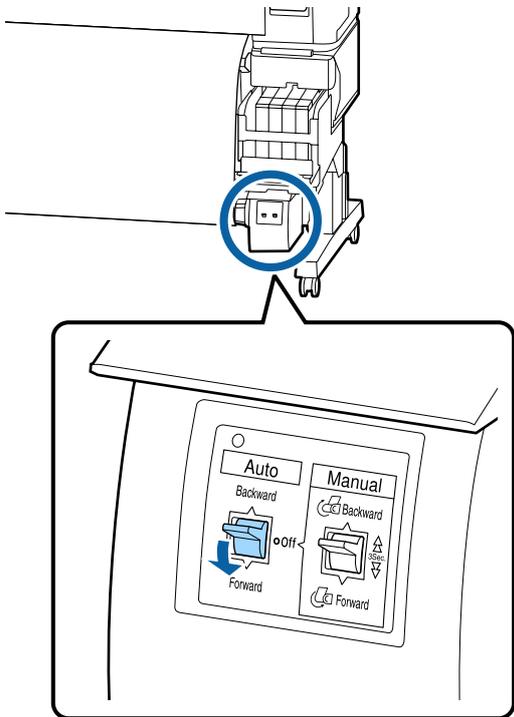
- 2** Press the ▼ button on the control panel until you have fed enough paper for about one full wrap around the roll core.

Basic Operations

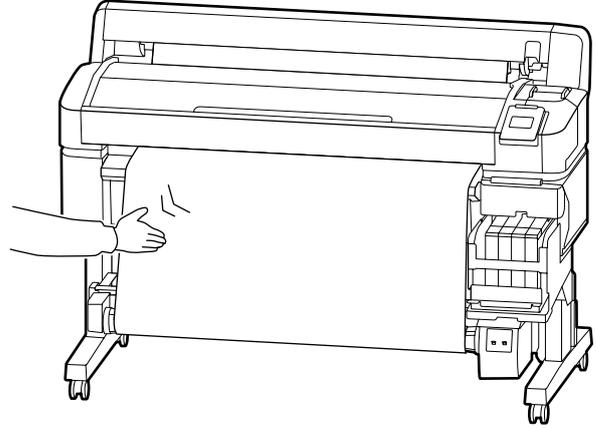
- 3** Flip the Manual switch to Forward to wrap the paper once around the roll core.



- 4** Flip the Auto switch to Forward.



- 5** Confirm that the paper is not loose. Check for any differences in tension on the right and left by lightly tapping on both edges of the paper.



Important:

If there are differences in tension on the left and right, the paper cannot be wound correctly. If there is slack on one side, flip the Manual switch to Backward to rewind the paper, peel off the tape, and then restart from Step 1.

Removing Paper from the Auto Take-up Reel Unit

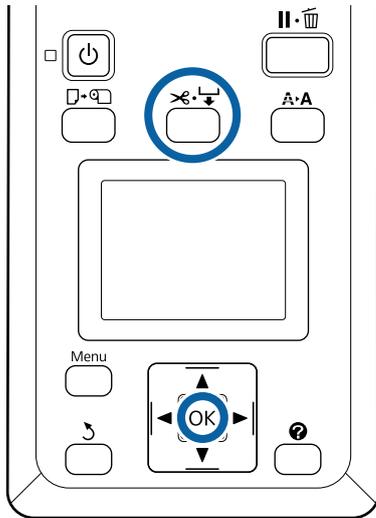
This section describes how to remove paper from the auto take-up reel unit.

Caution:

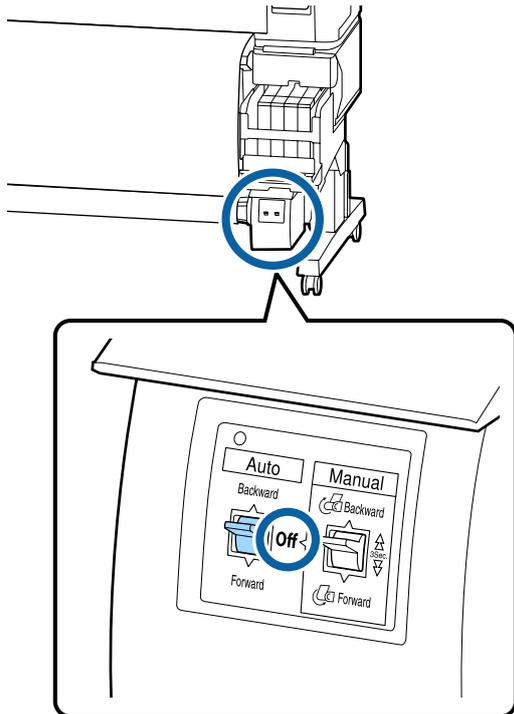
Removing paper from the auto take-up reel unit requires two workers, one on each end of the roll. A single worker working alone could drop the roll, resulting in injury.

Basic Operations

Buttons that are used in the following settings



1 Set the Auto switch to Off.



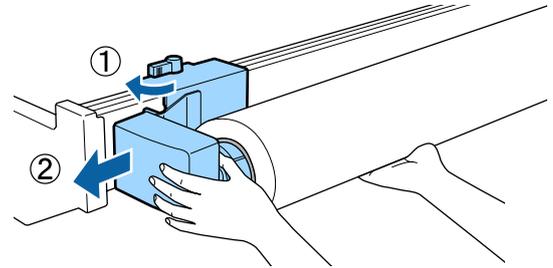
2 Cut the paper and take it up until it is all on the auto take-up reel unit roll core.

[“Manual cut method” on page 26](#)

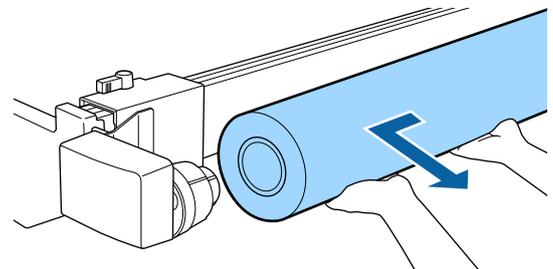
After cutting the paper, support the end to prevent the printed surface from touching the floor; continue to support the paper until it is all taken up. Hold down the Manual switch in the take-up direction (either Forward or Backward).

3 Unlock the lock lever on the roll core holder,, and then remove the holder from the roll core.

When removing the roll core holders, support the roll core with one hand to prevent it falling to the floor.



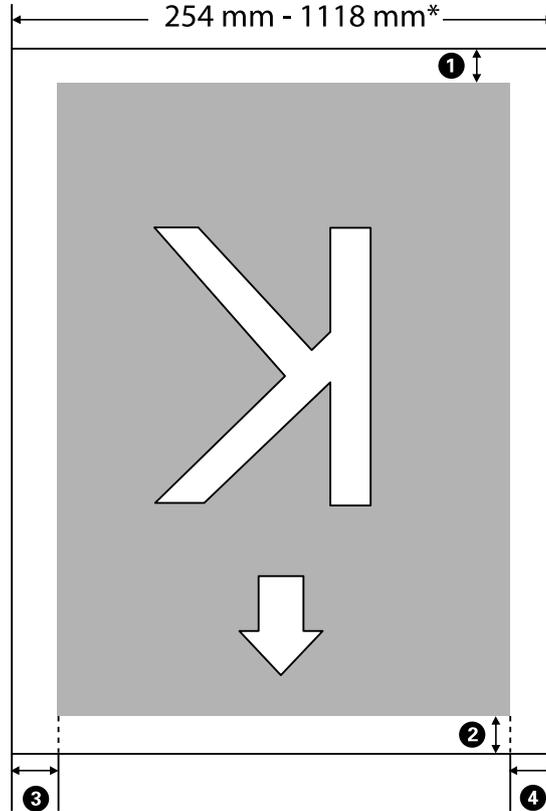
4 Remove the roll core from the auto take-up reel unit.



Basic Operations

Printable area

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



* When Paper Size Check is set to **Off**, this is 1,118 mm (44 inches) regardless of the width of the loaded paper.

① to ④ indicates the margins on all four sides. See the following for more details.

Margin Position	Explanation	Available Setting Range
① Rear* ¹	This can be set in RIP. To maintain paper feeding accuracy, if the setting is less than 5 mm, it switches to 5 mm.	5 mm or more
② Leading edge* ¹	This can be set in RIP. This differs depending on the length of paper pulled out when the paper is loaded. Margins set in RIP are added during continuous printing, but to maintain paper feeding accuracy, if the setting is less than 5 mm, it switches to 5 mm.	5 mm or more
③ Left edge* ^{2, 3}	The value set for Side in Roll Paper Margin from the printer's setup menu. The default setting is 3 mm.	3 mm or 15 mm
④ Right edge* ^{2, 3}		

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

Basic Operations

- *2 This may be available in the RIP depending on the RIP software being used. Contact the RIP manufacturer for more information.
- *3 If the total of the print data width and set left and right margins exceeds the printable area, a portion of the data will not be printed.

Note:

*When Paper Size Check is set to **Off**, make sure that the width of the print data does not exceed the width of the loaded paper. If the width of the print data exceeds the width of the paper, ink may be printed beyond the edges of the paper soiling the interior of the printer.*

Turning Off the Power Using Power Off Timer

The printer offers the following two power management options.

❑ Sleep mode

The printer enters sleep mode when there are no errors, no print jobs being received, and no control panel or other operations performed. When the printer enters sleep mode, the control panel's screen turns off and the internal motors and other parts switch off to consume less power. When you press the  button, the printer returns from sleep mode. The delay before the printer enters sleep mode can be selected from values between 5 and 240 minutes. At default settings, the printer enters sleep mode if no operations are performed for 15 minutes. The delay can be changed from the Setup menu.  [“Setup menu” on page 54](#)

Note:

When the printer enters sleep mode, the control panel's screen goes blank as if the power has been turned off, but the  light remains lit.

❑ Power Off Timer

The printer is equipped with a Power Off Timer function that automatically turns the printer off if no errors occur, no print jobs are received, and no control panel or other operations are performed for a set period of time. The delay before the printer turns off automatically can be selected from values between 1 and 24 hours in increments of 1 hour.

By default, the printer turns off automatically if no errors occur, no print jobs are received, and no control panel or other operations are performed for eight hours or longer. Power Off Timer settings can be adjusted in the Setup menu.  [“Setup menu” on page 54](#)

About Power Management

You can adjust the time before Power Management is applied. Any increase will affect the printer's energy efficiency. Please consider the environment before making any change.

Canceling Printing

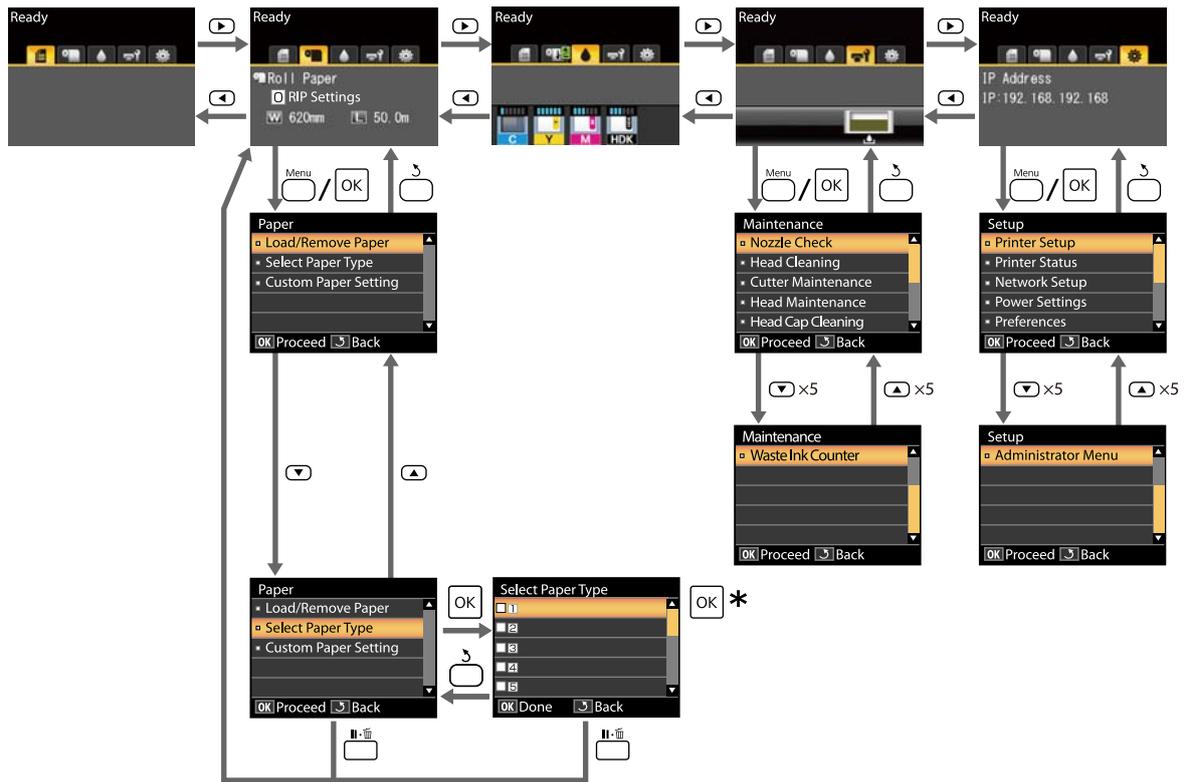
Press the printer's  button, select **Job Cancel** on the screen, and then press the OK button.

The print job is canceled even in the middle of printing. It may take a while before the printer returns to ready status after canceling a job.

Using the Control Panel Menu

Menu Operations

The steps for displaying the various menus are shown below.



* After pressing the OK button to select the highlighted option, press the **↵** button to return to the previous menu. Press the **⏏** button to exit.

Using the Control Panel Menu

Menu List

The items and options available in the menu are described below. See the reference pages for more details on each item.

■ Paper menu

 [“Paper menu” on page 51](#)

Item	Parameter
Load/Remove Paper	
Remove Paper	Displays instructions for removing the paper.
Roll Paper	Displays instructions for loading the paper.
Select Paper Type	
1 to 10 (Paper Setting Number)	Lists the names of user-defined custom paper types.
Custom Paper Setting	
XXXXXXXXXXXXXXXXXXXX (name of custom paper type)	
Select Reference Paper	Thinnest, Thin, Thick, Thickest, Adhesive
Platen Gap	1.2, 1.6, 2.0, 2.5
Head Alignment	
Manual(Bi-D)	Press OK to start printing.
Paper Feed Adjust	
Pattern	Press OK to start printing.
Value	-0.70 to +0.70%
Paper Suction	-4 to 0
Feeding Tension	1 to 5
Take-up Tension*	1 to 4
Prevent Sticking	On, Off
Setting Name	22 characters or less (letters, numbers, and symbols)
Restore Settings	Yes, No

* Only displayed when the optional auto take-up reel unit is installed.

■ Maintenance Menu

 [“Maintenance Menu” on page 53](#)

Item	Parameter
Nozzle Check	Press OK to start printing.

Using the Control Panel Menu

Item	Parameter
Head Cleaning	
All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
Selected Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
Cutter Maintenance	
Adjust Cut Position	-3 to 3 mm
Replace Cutter	Press OK to start move.
Head Maintenance	Yes, No
Head Cap Cleaning	Press OK to move the head ↵ to cancel
Waste Ink Counter	-

Setup menu

 [“Setup menu” on page 54](#)

Item	Parameter
Printer Setup	
Roll Paper Setup	
Auto Cut	On, Off
Refresh Margin	On, Off
Page Line	On, Off
Roll Paper Margin	
Side	3mm, 15mm
Top	5mm, 15mm
Bottom	5m, 15mm, 150mm
Roll Paper Remaining	On, Off
Remaining Alert	1 to 15 m

Using the Control Panel Menu

Item	Parameter
Advanced Settings	
Remove Skew	On, Off
Drying Time Per Page	Off, 0.1 to 60 min
Paper Size Check	On, Off
Paper Skew Check	On, Off
Print Nozzle Pattern	Off, every 1 to 10 pages
Periodical Cleaning	
Light	Off, 1 to 240 hours
Medium	
Heavy	
Cleaning Cycle	Off, every 1 to 10 pages
Charge Setting	
Extend Charge Timing	
Select Ink Color to Set	On, Off
Forced Charge	
Select Ink Color to Set	OK to execute ↵ to cancel
Restore Settings	Yes, No
Printer Status	
Firmware Version	xxxxxxx,x.xx,xxxx
Option Status	Displays the options connected.
Carriage passes	Displays the current number of carriage passes.
Network Setup	
IP Address Setting	
Auto	-
Panel	IP Address, Subnet Mask, Default Gateway
Print Status Sheet	Press OK to start printing.
Restore Settings	Yes, No
Power Settings	
Sleep Mode	5 to 240 minutes
Power Off Timer	Off, 1 to 24 hours
Restore Settings	Yes, No

Using the Control Panel Menu

Item	Parameter
Preferences	
Language	Lists the supported languages.
Unit: Length	m, ft/in
Alert Lamp Setting	On, Off
Administrator Menu	
Date And Time	MM/DD/YY HH:MM
Time Zone	Enter the time difference between GMT and the current time zone.
Reset All Settings	Yes, No

Using the Control Panel Menu

Menu Descriptions

Paper menu

Item	Parameter	Explanation
Load/Remove Paper		
Remove Paper		Press the OK button to display removal instructions on the screen. Follow the on-screen instructions to remove the paper. Instructions are not displayed if no paper is loaded.
Roll Paper		After making your selection, press the OK button. Follow the on-screen instructions to load the paper. If roll paper is already loaded when you make your selection, the instructions for removing the loaded paper are displayed before loading instructions are shown.
Select Paper Type		
1 to 10 (paper setting number)		Select to change from the paper type set in Select Paper Type displayed after loading paper. Select a number between 1 and 10 to use the settings in the corresponding paper settings. Execute Custom Paper Setting to save the paper settings to a number.
Custom Paper Setting		

Using the Control Panel Menu

Item	Parameter	Explanation
XXXXXXXXXX (name of custom paper type)		
Select Reference Paper	Thinnest	Select the paper type according to the thickness of the paper you loaded.
	Thin	The printer stores the optimum media settings according to the paper type.
	Thick	When you change the paper type, each media setting registered to the current Custom Paper Setting number changes to the value for the paper type you changed to.
	Thickest	The following are the guidelines for the paper weight (g/m ²) for each paper type.
	Adhesive	Thinnest: 60 or under Thin: 61 to 80 Thick: 81 to 120 Thickest: 121 or over Adhesive: For adhesive paper, select Adhesive no matter what the weight of the paper is.
Platen Gap	1.2	Select the platen gap, which is the distance between the print head and the paper. The default setting is recommended in most circumstances. Select a wider setting if printed images are smeared. If, upon performing head alignment, you feel that it is still not completely aligned, change the setting to Narrow.
	1.6	
	2.0	
	2.5	
Head Alignment	Manual(Bi-D)	Use this to optimize paper settings when you download an EMX file in Epson Edge Dashboard to save media settings to the printer, or when using Custom Paper Setting. 🔗 "Optimizing Paper Settings (Head Alignment and Paper Feed Adjustment)" on page 32

Using the Control Panel Menu

Item	Parameter	Explanation
Paper Feed Adjust	Pattern	Use this to optimize paper settings when you download an EMX file in Epson Edge Dashboard to save media settings to the printer, or when using Custom Paper Setting. 🔗 "Optimizing Paper Settings (Head Alignment and Paper Feed Adjustment)" on page 32
	Value	Make the following adjustments when horizontal banding appears in the print outs. Choose an adjustment between -0.70 and +0.70%. If dark banding occurs, this indicates that the amount of paper feed is too low so increase (+) the amount. If white banding occurs, this indicates that the amount of paper feed is too high so decrease (-) the amount.
Paper Suction	Lv-4 to Lv0	It is important to choose the appropriate amount of suction for the paper used in order to maintain the correct distance between the paper and the print head. Choosing too high a value for thin or soft paper will increase the distance between the paper and the print head, causing print quality to decline or preventing the paper feeding correctly. In such cases, you will need to lower paper suction. The suction power is weakened when the parameter is lowered.
Feeding Tension	Lv1 to Lv5	Increase tension if creases appear in the paper during printing. The higher the value, the greater the tension.
Take-up Tension*1	Lv1 to Lv4	We recommend lowering this setting if paper wrinkles during printing or if ink sticks to the back of the paper in the take up roll. We recommend increasing this setting if there is too much slack in the paper. The higher the value, the greater the tension.
Prevent Sticking	On	Select whether or not (On/Off) to perform non-stick operations when the printer is turned on, when printing begins, and so on. Off is recommended in normal circumstances. Depending on the type of paper, some may easily stick to the platen. Starting operations with paper stuck to the platen may cause the paper to feed incorrectly and result in a paper jam. Set On if this happens. Operations take longer when On is set.
	Off	
Setting Name		Enter a name of up to 22 characters for the Custom Paper Setting. Using distinctive names makes it easier to select banks for use.
Restore Settings	Yes	Restore the selected Custom Paper Setting to its default values.
	No	

*1 Only displayed when the optional auto take-up reel unit is installed.

Maintenance Menu

* indicates default settings.

Using the Control Panel Menu

Item	Parameter	Explanation
Nozzle Check		<p>Press the OK button to print a nozzle check pattern. Inspect the pattern visually and perform head cleaning if you detect faint or missing colors.</p> <p> "Clearing clogged nozzles" on page 81</p>
Head Cleaning		
All Nozzles	Execute (Light)	<p>Note the numbers of patterns that contain faint or missing colors and clean all or selected nozzles. Perform cleaning using All Nozzles if there are faint or missing areas in all of the lines. Perform cleaning using Selected Nozzles if there are faint or missing areas in specific lines. You can select multiple lines in Selected Nozzles.</p> <p> "Clearing clogged nozzles" on page 81</p>
	Execute (Medium)	
	Execute (Heavy)	
Selected Nozzles	Execute (Light)	
	Execute (Medium)	
	Execute (Heavy)	
Cutter Maintenance		
Adjust Cut Position	-3 to 3 mm (0*)	The cut position can be adjusted in increments of 0.1 mm.
Replace Cutter		<p>Moves the cutter to the replacement position so it can be replaced. Press the OK button to move the cutter to the replacement position. The paper must be removed before the cutter can be replaced. Remove the paper before proceeding.</p> <p> "Replacing the Cutter" on page 87</p>
Head Maintenance	Yes	<p>Cleans the print head. You need the Head Maintenance Kit to execute this option. See the following for more details.</p> <p> "Print Head Maintenance" on page 86</p>
	No	
Head Cap Cleaning		<p>When you press the OK button, the print head moves to the cleaning position and the caps can be cleaned. See the following for more information on cleaning.</p> <p> "Cleaning Caps" on page 67</p>
Waste Ink Counter		<p>If you replace the Waste Ink Bottle before being prompted by a message indicating the replacement interval of the Waste Ink Bottle in the control panel, run the Waste Ink Counter option after replacement.</p>

Setup menu

* indicates default settings.

Item	Parameter	Explanation
Printer Setup		

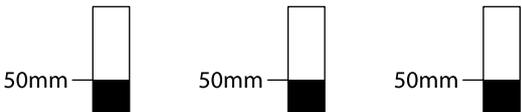
Using the Control Panel Menu

Item	Parameter	Explanation
Roll Paper Setup		
Auto Cut	On*	Choose On to automatically cut roll paper using the built-in cutter as each page is printed or Off to disable auto paper cutting.
	Off	
Refresh Margin	On*	If On is selected during borderless printing, the printer will automatically trim the leading edge to remove any ink stains that may have been left by the previous copy; to disable this feature, choose Off . However, borderless printing is not guaranteed for this printer.
	Off	
Page Line	On*	If Auto Cut is Off , you can choose to print (On) or not print (Off) cut lines on roll paper. If Auto Cut is set to On , printing cannot be performed.
	Off	
Roll Paper Margin		
Side	3mm*	Sets the margins for printing on the loaded paper. When settings have been made using RIP, priority is given to the RIP settings.  "Printable area" on page 43
	15mm	
Top	5mm	
	15mm*	
Bottom	5mm	
	15mm*	
	150mm	
Roll Paper Remaining	On*	Select whether or not (On/Off) to display the amount of remaining roll paper. When you select On and enter the roll paper length, Roll Paper Remaining is performed.
	Off	
Remaining Alert	1 to 15 m (5*)	Displayed when On is selected for Roll Paper Remaining . Set within a range from 1 to 15 m to display a warning when the amount of remaining roll paper drops below that limit. Paper length is set in increments of 1 m.

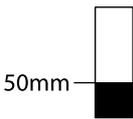
Using the Control Panel Menu

Item	Parameter	Explanation		
Advanced Settings				
Remove Skew	On*	Select whether to enable (On) or disable (Off) paper skew reduction.		
	Off			
Drying Time Per Page	Off*	Specify how long the printer pauses to allow the ink to dry after printing each page. You can select Off or values between 0.1 and 60 minutes. Depending on the ink density or paper type, the ink may take a while to dry. If the ink blurs on the paper, set a longer time for drying the ink. The longer the drying time, the more time required for printing.		
	0.1 to 60 minutes			
Paper Size Check	On*	Select whether or not (On/Off) the printer automatically detects the paper width when the paper is loaded. We generally recommend to operate with this setting set to On . Try setting Off if a paper setting error is displayed when the paper is correctly loaded. Note, however, that the printer may print outside the paper when Off is selected. If it prints beyond the edges of the paper, the inside of the printer becomes dirty with ink. Changed settings are reflected when the paper is reloaded.		
	Off			
Paper Skew Check	On*	If On is selected, an error will be displayed in the control panel and printing will stop if the paper is skewed; select Off to disable this feature. On is recommended in most circumstances as skewed paper may cause the printer to jam.		
	Off			
Print Nozzle Pattern	Off*	Select how frequently the printer prints a nozzle test pattern. Print Nozzle Pattern is not performed when Off is selected. To print a test pattern at the top of every 1 to 10 pages, select an option between 1 and 10. When printing is complete, you can visually inspect the pattern to determine whether there may be faint or missing colors in the preceding or following printout.		
	1 to 10 pages			
Periodical Cleaning				
Light Medium* Heavy	Off, 1 to 240 hours	Set the strength and time to perform periodic head cleaning. Periodical Cleaning is not performed when Off is selected. If a value between 1 and 240 hours is selected, auto head cleaning will be performed after the specified number of hours. If printing is in progress when the specified time has elapsed, Periodical Cleaning will only be performed after printing is complete. The following reset the timer: <ul style="list-style-type: none"> <input type="checkbox"/> Choosing a setting time for this item. <input type="checkbox"/> When head cleaning was performed using All Nozzles at a strength that is the same as or higher than the setting selected for this setting. Note that even when Off is selected for Periodical Cleaning, the printer will automatically clean the print head at a fixed interval after printing to keep the nozzle from clogging.		
		Cleaning Cycle	Off*	Choose the frequency with which the printer performs head cleaning: never (Off) or once every 1 to 10 pages. Cleaning Cycle is not performed when Off is selected. Select 1 to 10 to perform head cleaning automatically before the specified page is printed.
			1 to 10 pages	

Using the Control Panel Menu

Item	Parameter	Explanation
Charge Setting		
Extend Charge Timing		
Select Target Ink Tank	On	<p>When you have reserved a chip unit and are continuing to use it, if a discrepancy occurs between the estimated ink level indication on screen and when to refill the ink (the time at which the ink is 50 mm from the bottom of the ink tank), do the following settings to adjust the discrepancy.</p> <p>Turn this setting On if the indicator has gone down 2 or more levels (refer to the following illustration) when it is time to refill the ink.</p> <p>Indicator </p> <p>Ink tank </p> <p>Turn this setting Off if the indicator is full or has gone down 1 level (refer to the following illustration) when it is time to refill the ink.</p> <p>Indicator </p> <p>Ink tank </p> <p>Continuing to use the printer while On is set may require a Forced Charge.</p> <p>You cannot adjust this setting if the indicator has only 1 level remaining when it is time to refill the ink. Do a Forced Charge, as shown in the next section.</p>
	Off	

Using the Control Panel Menu

Item	Parameter	Explanation
Forced Charge		
Select Target Ink Tank		<p>Do this if there is a discrepancy with the indicator when only 1 level remains (refer to the following illustration) when it is time to refill the ink while continuing to use a reserved chip.</p> <p>Indicator</p>  <p>Ink tank</p>  <p>Set a new chip unit on the slider of the target ink tank and mount it on the printer in advance, and then do this setting. Selecting the target ink tank in this setting and pressing the OK button cancels the charge, and the printer is freshly charged from the chip unit that was mounted in advance. A cancelled charge cannot be recharged or returned to its original state.</p> <p>This setting cannot be done in a state in which there are more than 2 levels on the indicator.</p>
Restore Settings	Yes	Select Yes to restore printer settings to their default values.
	No	
Printer Status		
Firmware Version	xxxxxxx,x.xx,xxx x	You can see the firmware version.
Option Status	XXXXXXXXXX	Displays the name of the optional device connected to this printer.
Carriage passes	XXXXXXXXXX	Displays the current number of carriage passes.
Network Setup		
IP Address Setting	Auto*	Select whether IP addresses are obtained automatically using DHCP (Auto) or manually (Panel). Set the IP address , Subnet Mask , and Default Gateway on the Panel . Contact your system administrator for detailed information.
	Panel	
Print Status Sheet		Press the OK button to print a list of the network settings. Use this information for a complete overview of network settings.
Restore Settings	Yes	Select Yes to restore network settings to their default values.
	No	
Power Settings		

Using the Control Panel Menu

Item	Parameter	Explanation
Sleep Mode	5 to 240 minutes (15*)	The printer will enter sleep mode if no errors have occurred, no print jobs have been received, and no actions are performed on the control panel for an extended period of time. This setting selects the amount of time until the printer enters sleep mode.  "Turning Off the Power Using Power Off Timer" on page 45
Power Off Timer	Off	The printer turns off automatically when there are no errors, no print jobs being received, and no control panel or other operations are performed for eight hours. The delay before the printer turns off can be selected from values between 1 and 24 hours in increments of 1 hour. Choose Off to prevent the printer turning off automatically.
	1 to 24 hours (8*)	
Restore Settings	Yes	Select Yes to restore all Power Settings to default values.
	No	
Preferences		
Language	Japanese	Select the language used on the control panel's screen.
	English	
	French	
	Italian	
	German	
	Portuguese	
	Spanish	
	Dutch	
	Russian	
	Korean	
	Chinese	
	Turkish	
	Indonesian	
Thai		
Unit: Length	m*	Select the unit of length which is displayed on the control panel's screen or printed on the patterns.
	ft/in	
Alert Lamp Setting	On*	Enable (On) or disable (Off) the alert lamp that lights when an error occurs.
	Off	
Administrator Menu		

Using the Control Panel Menu

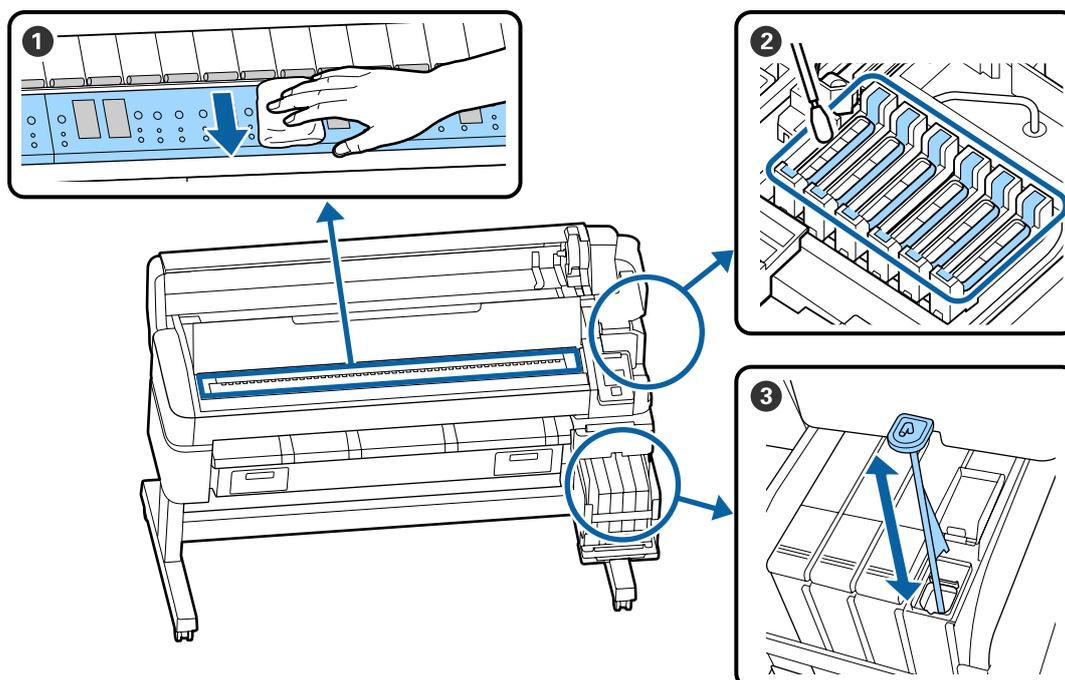
Item	Parameter	Explanation
Date And Time		Set the printer's built-in clock.
Time Zone		<p>Enter the difference between the current time zone and GMT.</p> <p>The selected time zone is used in e-mail notifications sent by Remote Manager when an error occurs and so on.</p> <p>Remote Manager is a standard utility built-into the printer's network interface that allows you to check the printer's status and make network settings. Enter the IP address specified for the printer in the web browser you are using on your computer to start the software.</p> <p>Starting Remote Manager  "Using Remote Manager" on page 21</p>
Reset All Settings	Yes	Select Yes to restore defaults for all settings except the Date And Time, Language, and Unit: Length options in the Setup menu.
	No	

Maintenance

When to Perform Various Maintenance Operations

Regular maintenance

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



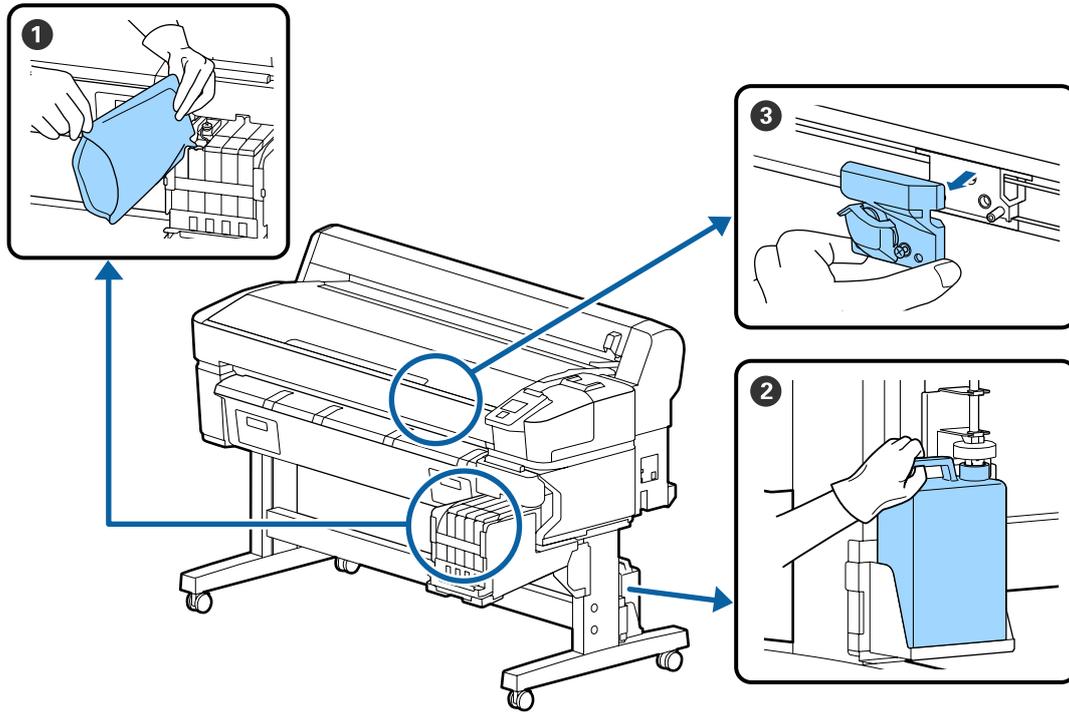
When to perform	Component to be cleaned
Once a month	① Cleaning the platen
Once a week	② Cleaning caps You can check the procedure in a video on YouTube. Epson Video Manuals
	③ Stirring High Density Ink When using high density ink, move the stirring stick up and down within one second and repeat about 15 times.

! *Important:*

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

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

Refilling and Replacing Consumables



When to perform	Component to be replaced
If the remaining ink level is 50 mm or less	① Ink refill ☞ "Refilling ink" on page 73
When a replacement message is displayed on the control panel	② Waste Ink Bottle ☞ "Disposing of Waste Ink" on page 79
The paper is not cut neatly/Cut edges are frayed	③ Cutter

Performing maintenance when print quality declines

When horizontal lines appear or the colors are wrong



Perform the following sequence until the problems in the print results have improved.

Maintenance

1. Perform head cleaning

You can choose between the following three levels for head cleaning; **Execute (Light)**, **Execute (Medium)**, or **Execute (Heavy)**.

At first, use **Execute (Light)**. Perform **Execute (Medium)** if there are faint or missing segments when you print a check pattern; if nozzles are still clogged, perform **Execute (Heavy)**.

 ["Clearing clogged nozzles" on page 81](#)



If print results do not improve even after performing head cleaning three times

2. Perform cap cleaning

Clean using the Cap cleaning kit supplied. See the following before cleaning.

 ["What You'll Need" on page 65](#)

 ["Precautions Regarding Maintenance" on page 65](#)

You can check the cleaning procedure in a video on YouTube.

 [Epson Video Manuals](#)



If print results do not improve even after cleaning the caps

3. Replace the wipers/wiper cleaner

You need the consumable wiper kit specifically for this printer when replacing. See the following before replacing.

 ["What You'll Need" on page 65](#)

 ["Precautions Regarding Maintenance" on page 65](#)

You can check the replacement procedure in a video on YouTube.

 [Epson Video Manuals](#)

If the print quality still does not improve, contact your dealer or Epson Support.

If ink drops occur



Perform the following sequence until the problems in the print results have improved.

Maintenance

1. Perform head cleaning

You can choose between the following three levels for head cleaning; **Execute (Light)**, **Execute (Medium)**, or **Execute (Heavy)**.

At first, use **Execute (Light)**. Perform **Execute (Medium)** if there are faint or missing segments when you print a check pattern; if nozzles are still clogged, perform **Execute (Heavy)**.

 ["Clearing clogged nozzles" on page 81](#)



If print results do not improve even after performing head cleaning three times

2. Clean the print head

You need the consumable Head Cleaning Set specifically for this printer when cleaning. See the following before cleaning.

 ["What You'll Need" on page 65](#)

 ["Precautions Regarding Maintenance" on page 65](#)

You can check the cleaning procedure in a video on YouTube.

 [Epson Video Manuals](#)

If the print quality still does not improve, contact your dealer or Epson Support.

Maintenance

What You'll Need

Ready the following items before beginning cleaning and replacement.

When the supplied parts have been completely used, purchase new consumables. Prepare genuine parts when replacing ink packs or performing maintenance.

 ["Appendix" on page 100](#)

If your gloves have worn out, prepare commercially available nitrile gloves.

Protective eyeglasses (available in the market)

Protects your eyes from ink and ink cleaner.

Mask (available in the market)

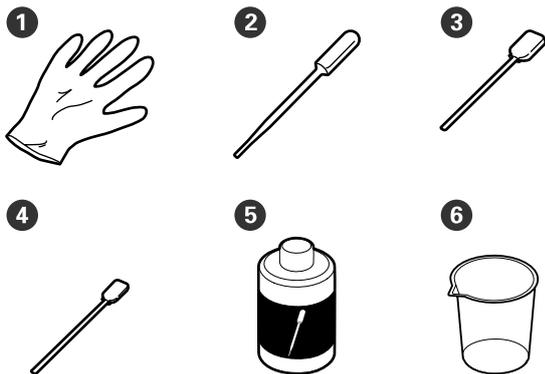
Protects your nose and mouth from ink and ink cleaner.

Cap cleaning kit (supplied with the printer)

Use for cleaning the caps.

The following items are in the kit.

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

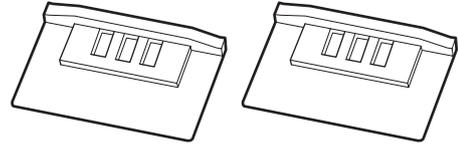


- ① Gloves (x2)
- ② Dropper (x2)
- ③ Cleaning sticks - Wide (x50)
- ④ Cleaning sticks - Narrow (x25)
- ⑤ Cap cleaning liquid (x1)

- ⑥ Cup (x1)

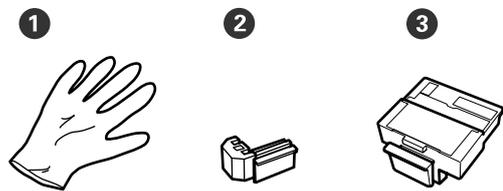
Head Maintenance Kit (Consumable item)

Use this to clean the print head.



Wiper Kit (Consumable item)

This set contains replacement wipers and wiper cleaners.



- ① Gloves (x2)
- ② Wipers (x2)
- ③ Wiper cleaners (x2)

Metal or plastic (PP/PE) tray (available in the market)



Use when putting cleaning utensils, removed consumables, or cap cleaning liquid moved in the cup supplied with the printer.

Soft cloth (available in the market)

Use for cleaning the platen. Use material that is not likely to generate lint or static electricity.

Precautions Regarding Maintenance

Note the following points when cleaning and replacing parts.

Maintenance



Caution:

- ❑ *During maintenance, wear protective clothing, including protective eyewear, gloves, and a mask.
If ink, waste ink, or cap cleaning liquid comes into contact with your skin or enters your eyes or mouth, immediately take the following actions.*
 - ❑ *If fluid adheres to your skin, wash it off using large volumes of soapy water. If you notice any reaction developing in the affected area, consult with a qualified physician immediately.*
 - ❑ *If ink gets into your eyes, wash them out immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. Consult with a qualified physician if any other problems should develop.*
 - ❑ *If fluid enters your mouth, consult with a physician as soon as possible.*
 - ❑ *If swallowed, do not induce vomiting. Consult with a physician as soon as possible. If vomiting is induced, vomited material may enter the windpipe, which is dangerous.*
 - ❑ *Store ink packs, waste ink, and cap cleaning liquid in a location out of reach of children.*
-
- ❑ Remove the paper from the printer before proceeding.
 - ❑ Never touch the belts, circuit boards, or any parts that do not require cleaning. Failure to observe this precaution could result in malfunction or reduced print quality.
 - ❑ Do not use anything other than the supplied or consumable cleaning stick. Other types of stick that produce lint will damage the print head.
 - ❑ Always use fresh cleaning sticks. Re-using sticks can make stains even harder to remove.
 - ❑ Do not touch the tips of the cleaning sticks. Oil from your hands could damage the print head.

- ❑ Do not use anything other than the cap cleaning liquid specified to clean the caps. Using anything else could result in malfunction or reduced print quality.
- ❑ Touch a metallic object before starting work to discharge any static electricity.

Performing Regular Maintenance

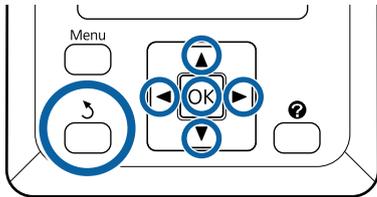
Cleaning Caps

Clean the caps once a week. Perform cleaning more frequently depending on the environment and paper being used.

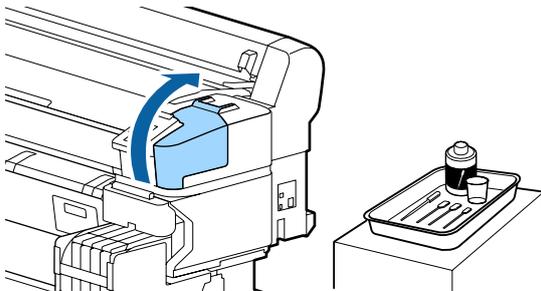
Read the following before starting this procedure.

 "Precautions Regarding Maintenance" on page 65

Buttons that are used in the following settings

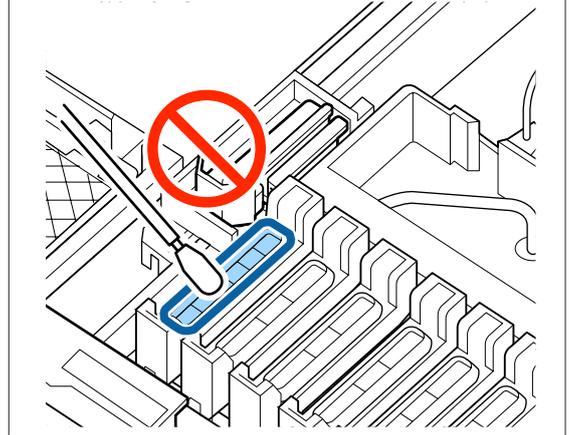


- 1 Make sure the printer is on. Use the ◀/▶ buttons to select the  tab, and then press the OK button. The Maintenance menu is displayed.
- 2 Use the ▲/▼ buttons to select **Head Cap Cleaning**, and then press the OK button.
- 3 Press the OK button. The print head moves to the cleaning position.
- 4 Follow the instructions on the control panel to open the maintenance cover.

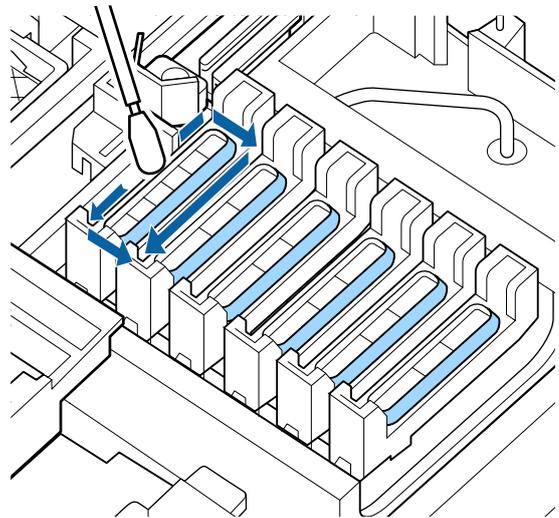


- 5 Hold the new, dry cleaning stick (narrow) in a perpendicular orientation, and wipe the outer areas of all the caps.

 **Important:**
Do not touch the insides of the suction cap (cap on left edge). The part maybe deformed, and it may no longer be possible to perform capping correctly.

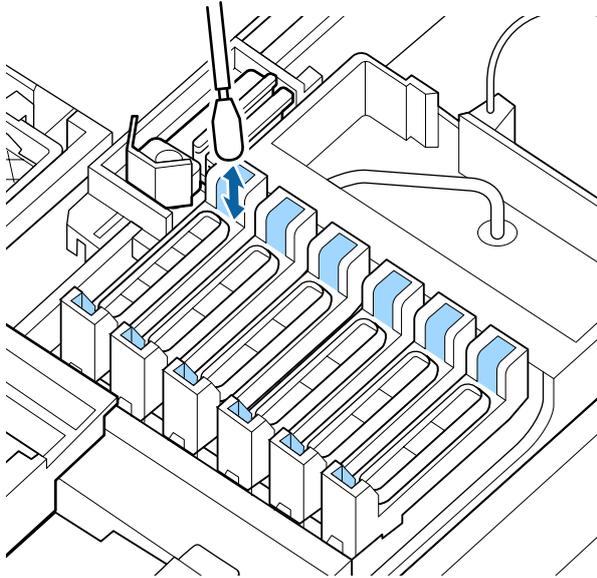


There are a total of 6 caps. Clean the area around the all of the caps.

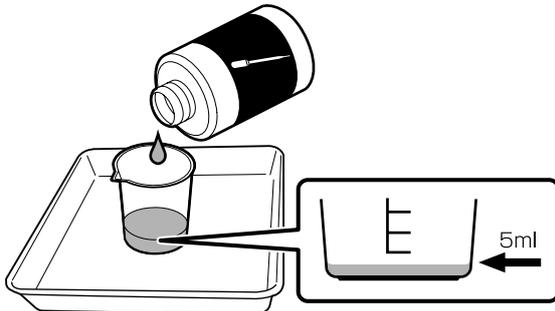


Maintenance

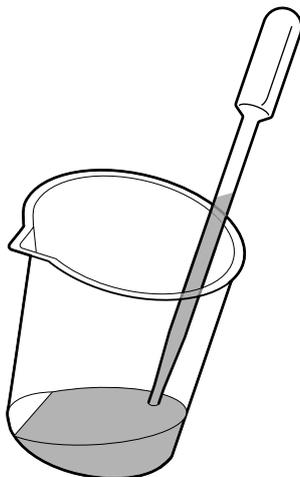
- 6** Wipe off ink that has adhered to the guide section.



- 7** Put the cup supplied with the cap cleaning kit on the tray, and pour approximately 5 ml of cap cleaning liquid into the cup.



- 8** Draw some cap cleaning liquid with the dropper.

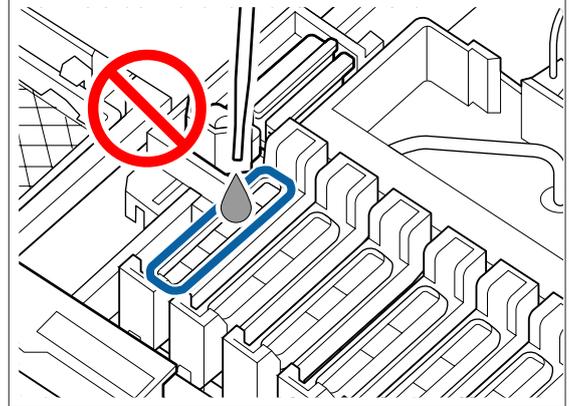


- 9** Drip some cap cleaning liquid (2 to 3 drops) from the dropper until the inside of the anti-drying caps (all the caps except the left edge) are full.

! **Important:**

Do not drip cap cleaning liquid into the insides of the suction cap. Doing so may cause the printer to malfunction.

Do not try to wipe up drips even if you have dripped some liquid by mistake. If you touch the inside of the suction cap, it may no longer be possible to perform capping correctly.

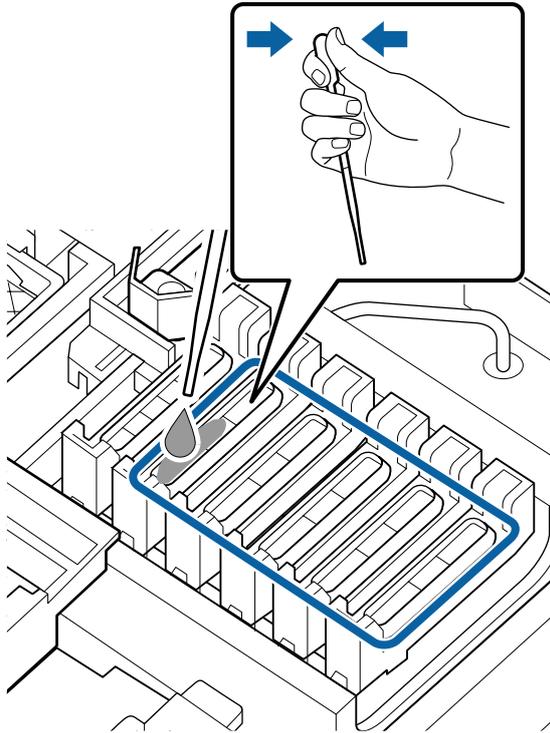


Add more if 2 to 3 drops is not enough.

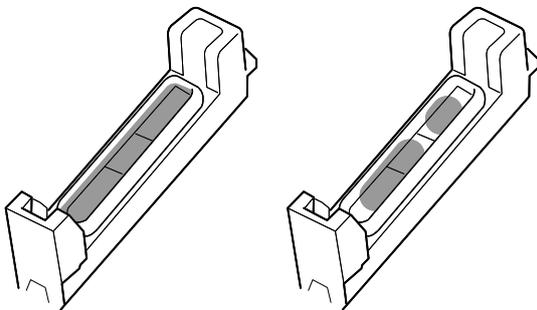
Do not allow it to overflow from the insides of the anti-drying caps.

Maintenance

There are a total of 5 anti-drying caps. Drip cap cleaning liquid into all the anti-drying caps.

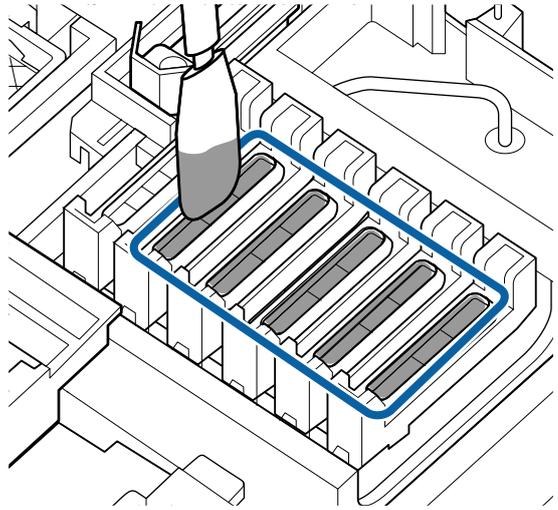


OK



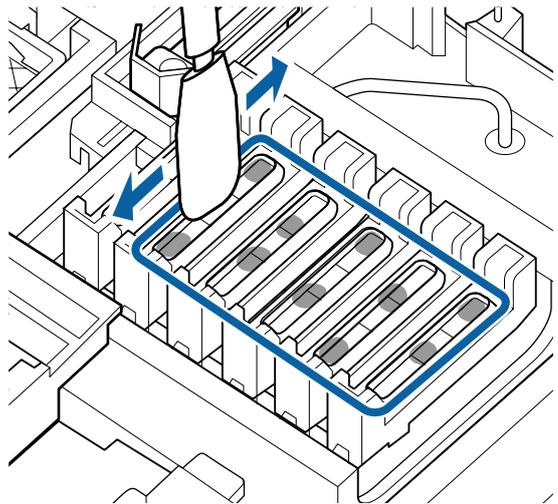
10

Use a new, dry cleaning stick (wide) to soak up the cap cleaning liquid from all the anti-drying caps.



11

Use another new, dry cleaning stick (wide) to wipe up the remaining cap cleaning liquid.



Maintenance

! Important:

Continue wiping until they look like the images below. Ink or cap cleaning liquid that is left on the inside of the anti-drying caps may cause the nozzles to clog.



12 After cleaning, close the maintenance cover, and then press the OK button twice.

When the print head returns to the normal position, the printer is ready to print.

To print after this operation, perform **Nozzle Check**.

[“Printing a Check Pattern” on page 82](#)

! Important:

- Do not reuse dirty cap cleaning liquid that has been used for cleaning.
- Dirty cap cleaning liquid and used cleaning sticks are industrial waste. Dispose of them in the same way as for waste inks.
 [“Handling Used Consumables” on page 90](#)
- Store cap cleaning liquid at room temperature out of direct sunlight.
- After using the cap cleaning liquid, be sure you close the cap.

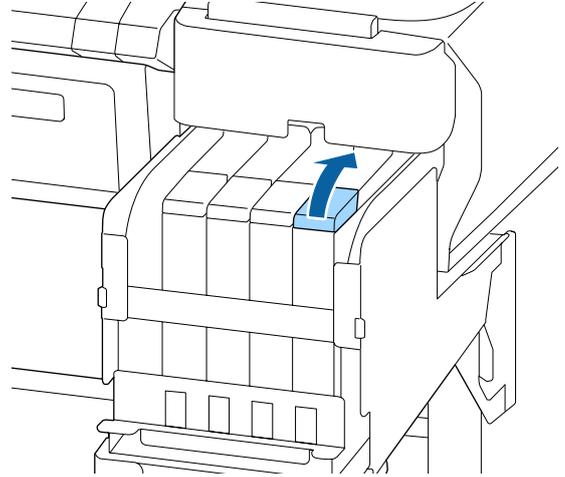
Stirring High Density Black ink

A characteristic of High Density Black ink is that sedimentation occurs easily. Stir the ink in the ink tank once a week. There may be color differences in the printouts if printing is performed when sedimentation has occurred.

Read the following before starting this procedure.

[“Precautions Regarding Maintenance” on page 65](#)

1 Open the ink inlet cover for the slider on which an HDK ink label is stuck.

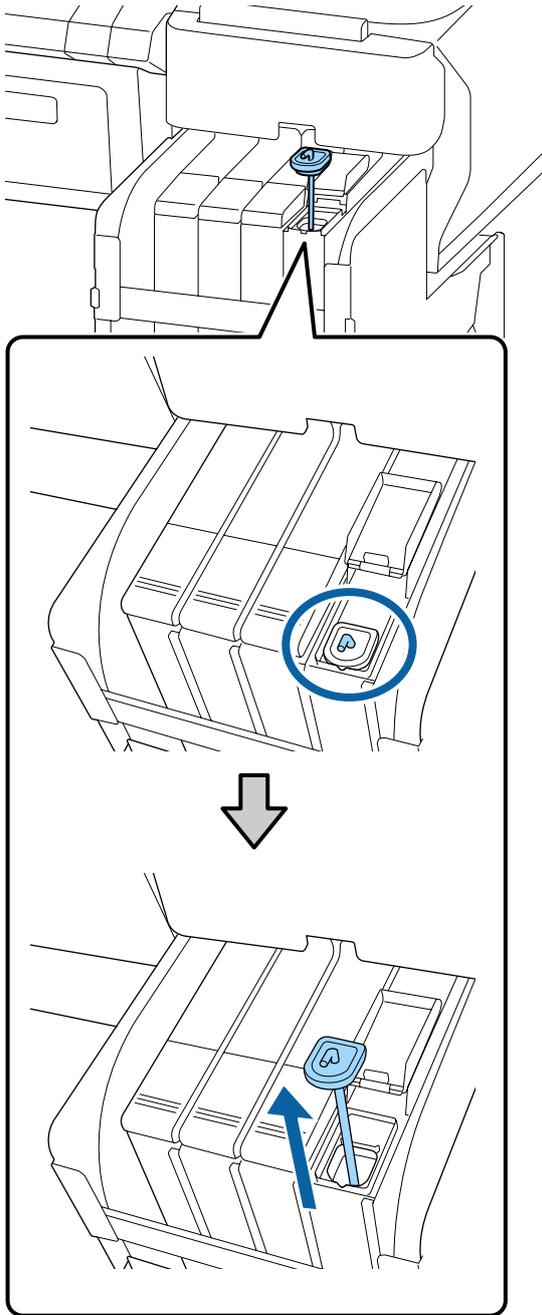


2 Remove the ink inlet cap from the ink tank.
Hold the part shown in the circled area in the illustration to remove the ink inlet cap. If the ink inlet cap is removed with any other part, ink adheres.

! Important:

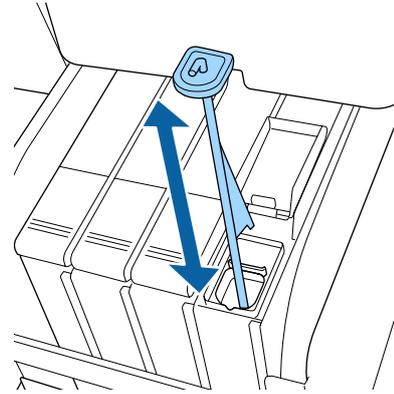
Remove the ink inlet cap slowly. If you remove the cap too quickly, ink may splatter.

Maintenance



3 In one-second intervals, move the stirring stick up and down. Repeat about 15 times.

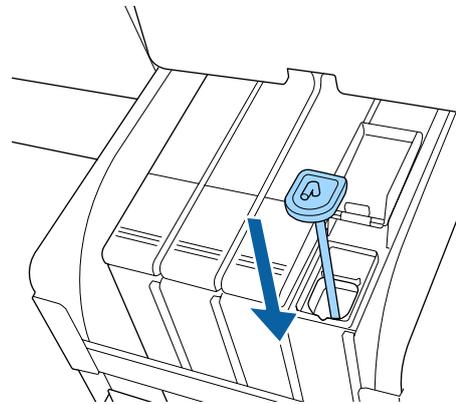
When moving the stirring stick up and down, raise the stirring stick until the hook on the stirring stick is completely visible, and then lower it until the ink inlet cap touches the ink tank.



! **Important:**

Move the stirring stick slowly. If you move it too quickly, ink may splatter.

4 Put the ink inlet cap back on the ink tank.

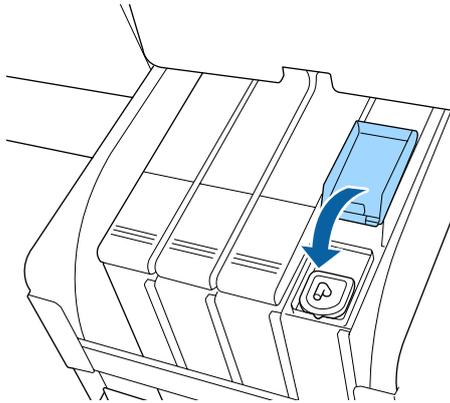


! **Important:**

Press the ink inlet cap down firmly so that it does not detach. If the slider comes into contact with the ink inlet cap when pulling it out, the cap could be damaged.

Maintenance

- 5** Close the ink inlet cover.



Cleaning the platen

The platen becomes dirty when paper particles or ink stick to it. We recommend cleaning the platen once a month because the paper will become dirty if there is ink stuck to the platen.

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

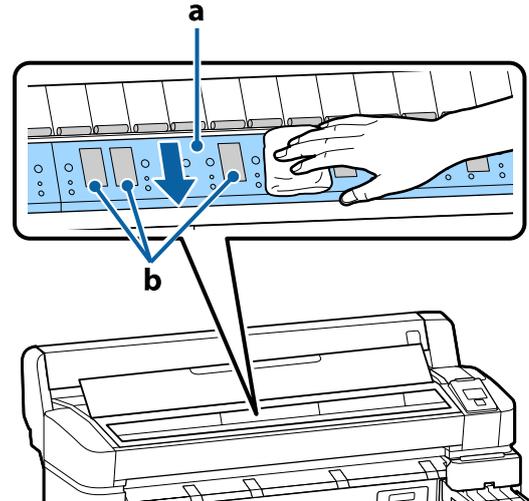
Read the following before starting this procedure.

[“Precautions Regarding Maintenance” on page 65](#)

- 1** Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.
- 2** Wait for one minute after unplugging the power plug.

- 3** Open the printer cover and use a soft, clean cloth to carefully clean away any dust or dirt inside the printer.

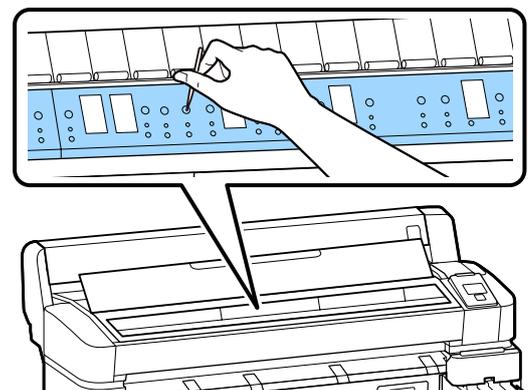
Thoroughly clean area (a), shown in blue in the illustration below. To avoid spreading the dirt, wipe from the inside to the outside. If there is a serious dirt problem, clean it using a soft, clean cloth dampened with a mild detergent. Then, wipe the inside of the printer with a dry, soft cloth.



! Important:

- Be sure not to touch the roller or the ink absorbing areas (b, shown in gray) during cleaning; otherwise, prints may be soiled.
- Be careful not to touch the ink tubes inside the printer, otherwise, the printer may be damaged.

- 4** If any paper particles (that looks like white powder) accumulates on the platen, use something like a cocktail stick to push it in.



Maintenance

- 5** When you have finished cleaning, close the printer cover.

The printable surface is still dirty even after cleaning the platen

Follow the steps below to clean the roller by feeding and ejecting roll paper.

- 1** Turn on the printer, and load it with widest available roll paper.
[“Loading and Removing the Roll Paper” on page 24](#)
- 2** Press the  button followed by the  button.
Paper is fed while the  button is pressed. If the paper is not soiled, cleaning is complete.

Cut the paper after cleaning is done.

[“Manual cut method” on page 26](#)

Refilling ink

Time Period for Ink Refills

If the **Check Ink Levels** message is displayed on the control panel screen, immediately do the following two points.

- Prepare an ink pack of the appropriate color.
- Check the remaining ink level, and if it is 50 mm or less from the bottom of the ink tank, replace the chip unit and refill the ink.

You will be unable to print if **Refill Ink Tank** appears for even one color. If the **Check Ink Levels** message is displayed in the middle of a print job, you can replace the chip unit and refill the ink as printing continues.

Supported Ink Packs [“Appendix” on page 100](#)

Important:

This printer is equipped with a remaining ink warning system. Information about the available amount of ink in one pack is recorded in the chip unit supplied with a new ink pack. By installing a new chip unit on the printer, this information is written to the printer.

The warning system for remaining ink estimates the remaining ink based on the information written to the printer for one pack of ink and the ink usage conditions, and then displays a message. To maintain the accuracy of this system, you must replace the chip unit and refill the ink as soon as possible once the remaining ink is 50 mm or less from the bottom of the ink tank.

Charging and reserving chip units

Writing the information about available amount of ink in one ink pack when a chip unit is installed on the printer is called “charging”. After charging, the chip unit that was installed on the printer can be replaced with the chip unit supplied with the next new ink pack. Replacing a new chip unit after charging is called “reserving”. By reserving, the information about the available amount of ink in one ink pack is automatically charged to the printer from the reserved chip unit simultaneously when the charge is gone. Reserving can be done at any time if the indicator's level for the estimated amount of ink is between 1 and 6.

When reservation is performed, a warning is not displayed when the estimated amount of ink becomes low. Refill the ink with one pack of ink if the remaining ink is 50 mm or less from the bottom of the ink tank. See steps 2 to 6 on the following page for the procedure to replace the chip units. You can confirm whether or not a chip is reserved by the status icons of the chip units.

[“Understanding the Display” on page 11](#)

Procedure for Ink Refills

The refill method differs depending on the type of ink. Use the refill method that matches the type of ink.

Before performing operations, check the “Safety data sheet” and the following notes.

"Safety data sheets" are available from our Web site.

Maintenance

You can download it at your local Epson Web site.

Caution:

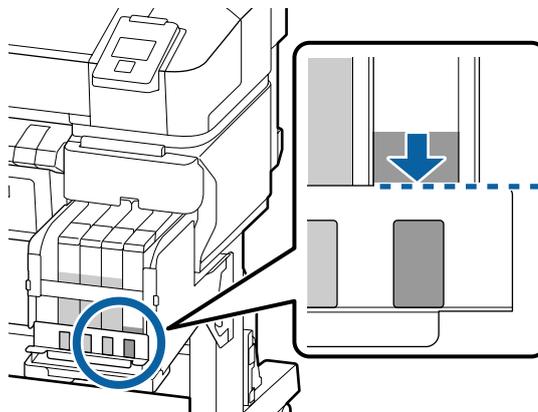
- ❑ Store ink packs and waste ink in a location out of reach of children.
- ❑ Wear protective eyewear, gloves, and a mask when performing maintenance. Should ink or waste ink contact your skin or enter your eyes or mouth, take the following actions:
 - ❑ If fluid adheres to your skin, wash it off using large volumes of soapy water. If you notice any reaction developing in the affected area, consult with a qualified physician immediately.
 - ❑ If ink gets into your eyes, wash them out immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. Consult with a qualified physician if any other problems should develop.
 - ❑ If fluid enters your mouth, consult with a physician as soon as possible.
 - ❑ If swallowed, do not induce vomiting. Consult with a physician as soon as possible. If vomiting is induced, vomited material may enter the windpipe, which is dangerous.
- ❑ Be aware of the following points when refilling ink.
 - ❑ Carefully cut open the nozzle on the ink pack. If too much force is applied, the ink may splatter out.
 - ❑ Do not grip the ink pack too strongly after opening. This may cause the ink to be squeezed out of the pack.
 - ❑ When pouring the ink into the ink tank, slowly tilt the ink pack to pour.

Important:

- ❑ Epson recommends the use of genuine Epson ink packs. Epson cannot guarantee the quality or reliability of nongenuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.
- ❑ Genuine Epson ink, other than those specified here, could cause damage that is not covered by Epson's warranties. [☞ "Options and Consumable Products" on page 100](#)
- ❑ Do not place items on the ink tank or subject the ink tank to strong impacts. The ink tank could be detached. Contact your dealer or Epson Support.
- ❑ Do not use if the High Density Black and Black inks are mixed. When changing the type of Black ink being used, the ink tank should only be changed by a service engineer. Changing the type of Black ink is provided for a fee. Contact your dealer or Epson Support.

1

When **Check Ink Levels** is displayed on the control panel screen, check the ink level in the ink tank.



Make sure the ink level is below the top edge of the metal plate.

Proceed to step 7 if the status of the chip unit on the control panel is reserved. Proceed to step 2 if it is not reserved.

Maintenance

When the amount of ink remaining is above the top edge of the metal plate

You cannot empty the entire new ink pack into the ink tank. Continue use until the ink level reaches the top edge of the metal plate.

When the amount of ink remaining is below the top of the hole

When the amount of ink remaining drops below the top of the hole, the amount remaining may be less than the minimum value and printing may stop. Refill the ink right away.

! Important:

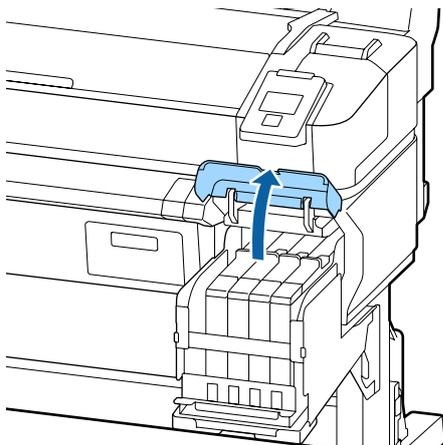
*When the remaining ink is above the top edge of the metal plate and a message appears stating **Refill Ink Tank**, it is time to replace the ink tank. Replace the ink tanks. Replacements and repairs will be provided for a fee.*

During replacements and repairs, the ink in the ink tank is discarded. This is necessary because fine dirt, dust and other foreign bodies mixed the ink in the ink tank cause the ink tank to malfunction.

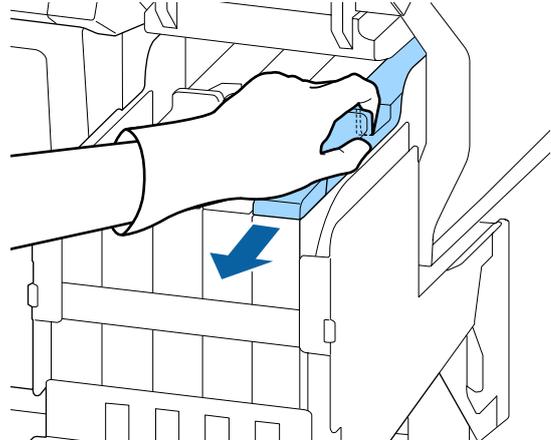
The ink tank replacement interval depends on the usage environment and conditions.

Contact your dealer or Epson Support.

2 Open the side cover.



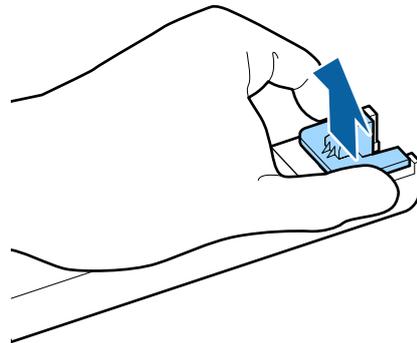
3 Hook a finger into the indentation on top of slider and pull it straight out.



! Important:

Do not tilt the slider. Dropping the chip unit may damage it.

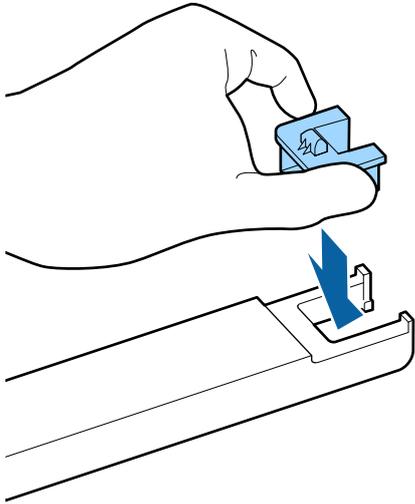
4 Remove the chip unit from the slider.



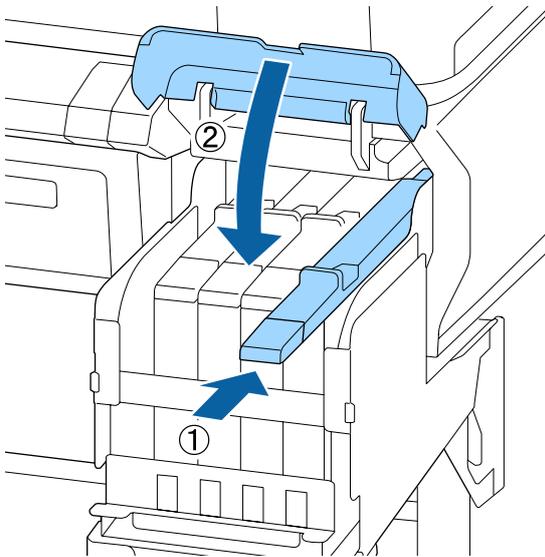
Maintenance

- 5** Install the chip unit that comes with the new ink pack.

During installation, check to ensure that the labels on the slider and the chip unit are the same color.



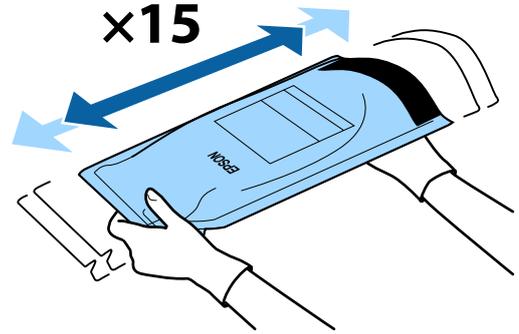
- 6** Hold the slider level horizontally and insert it. Close the side cover.



! **Important:**

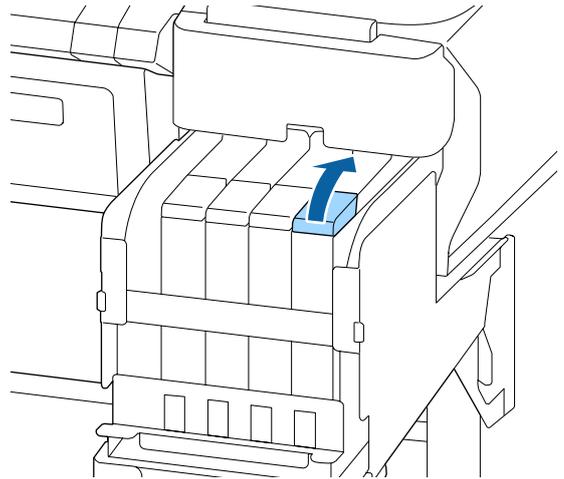
Do not push the slider in with excessive force. This can cause damage.

- 7** Shake the new ink pack for 5 seconds 15 times horizontally in approximately 5 cm movements as shown in the illustration.



- 8** Check that no warnings or errors are displayed on the control panel screen before opening the inlet cover of the slider.

If an error or a warning is displayed, follow the messages to resolve the error or warning, and then proceed with the following operation.



- 9** Remove the ink inlet cap from the ink tank.

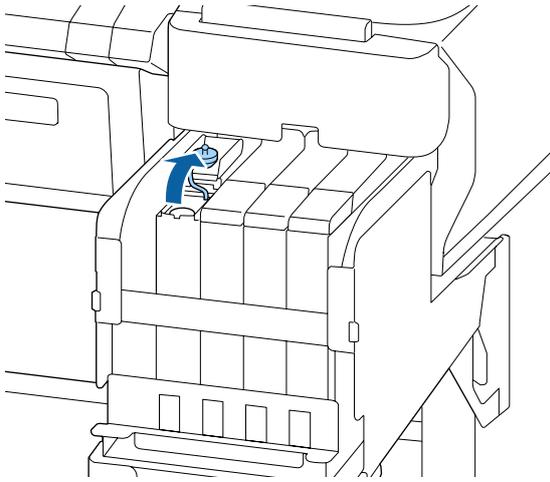
The method for removing the ink inlet cap differs depending on the type of ink being refilled.

! **Important:**

Remove the ink inlet cap slowly. If you remove the cap too quickly, ink may splatter.

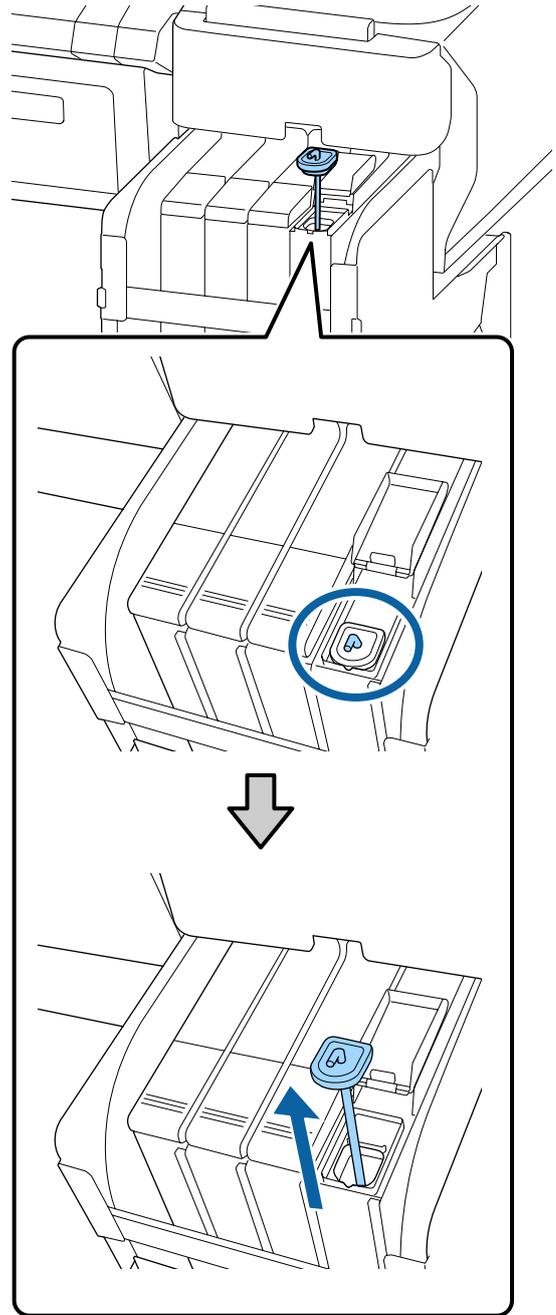
Maintenance

Except for High Density Black ink



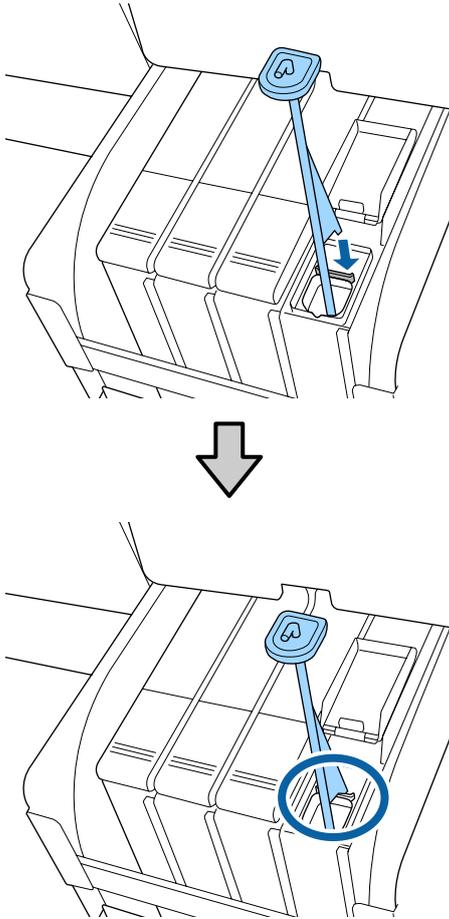
For High Density Black ink

- (1) Hold the part shown in the circled area in the illustration to remove the ink inlet cap. If the ink inlet cap is removed with any other part, ink adheres.

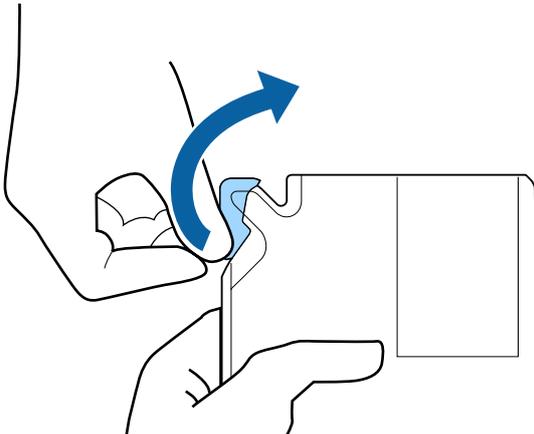


- (2) Hook the stirring stick over the projection on the ink tank.

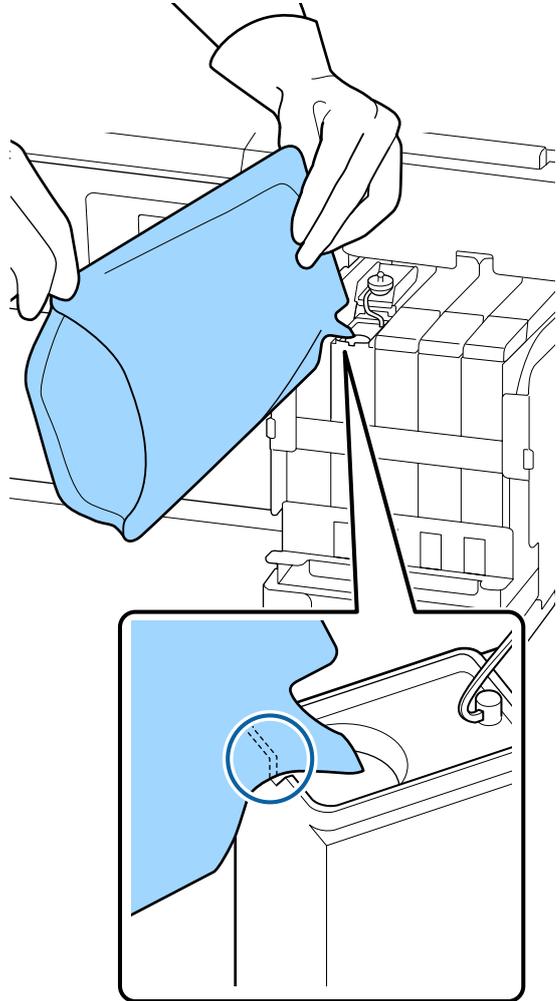
Maintenance



10 Tear off the ink pack spout opening.



11 Fill the ink tank with the ink from the ink pack. Insert the spout of the ink pack into the ink tank ink inlet groove and slowly tilt to pour out the ink.



! Important:

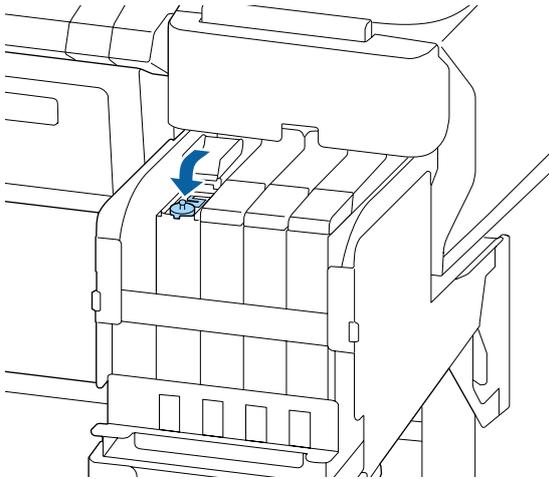
Use all of the ink in the ink pack for a single refill.

Do not use the ink in an ink pack to refill multiple different ink tanks.

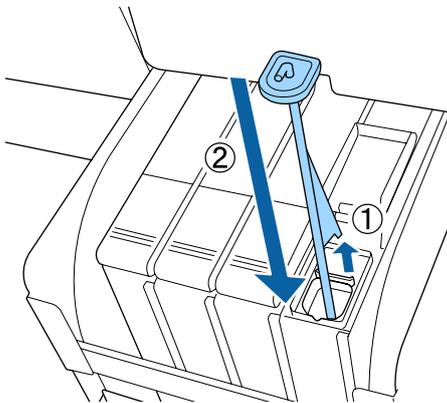
This can cause messages from the remaining ink warning system to not be displayed properly.

12 Put the ink inlet cap back on the ink tank. The method for attaching the ink inlet cap differs depending on the type of ink being refilled.

Except for High Density Black ink



For High Density Black ink

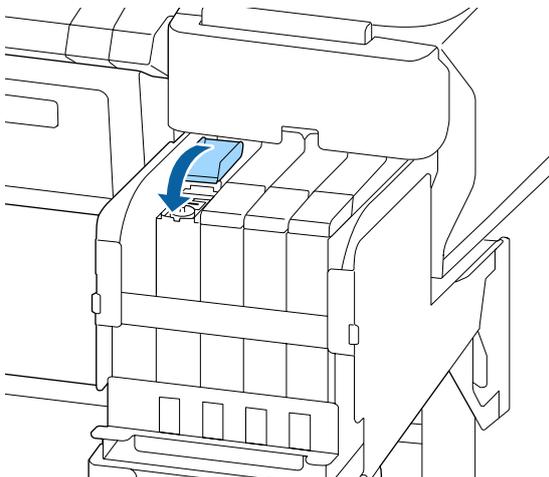


! Important:

Press the ink inlet cap down firmly so that it does not detach. If the slider comes into contact with the ink inlet cap when pulling it out, the cap could be damaged.

13

Close the ink inlet cover.



Disposing of Waste Ink

Preparing and Replacement Timing

Prepare empty waste ink bottle. is displayed

Prepare a new Waste Ink Bottle as soon as possible.

When you want to replace the Waste Ink Bottle right away due to night operations and so on, execute Waste Ink Counter from the Maintenance menu after replacing the bottle. If you do not execute Waste Ink Counter, the waste ink counter will not operate correctly.

Maintenance menu [“Maintenance Menu” on page 53](#)

Waste Ink counter [“Waste Ink Counter” on page 79](#)

! Important:

Never remove the Waste Ink Bottle while printing or while the heads are being cleaned, unless there are on-screen instructions. Waste ink may leak.

Replace waste ink bottle and press .is displayed

Replace the Waste Ink Bottle with a new bottle immediately.

Replacement procedure [“Replacing the Waste Ink Bottle” on page 80](#)

Waste Ink Counter

The printer uses the waste ink counter to track waste ink and displays the following message when the counter reaches the warning level. **Replace waste ink bottle and press .** When you replace the Waste Ink Bottle with a new one, the counter is cleared automatically.

If you need to replace the waste ink bottle before the message is displayed, execute Waste Ink Counter from the Maintenance menu after replacing the bottle.

Maintenance

Maintenance menu  [“Maintenance Menu” on page 53](#)

Important:

If you replace the Waste Ink Bottle before being prompted by a message, always clear the waste ink counter. Otherwise, Waste Ink Bottle replacement time will not be notified correctly from the next message.

Replacing the Waste Ink Bottle

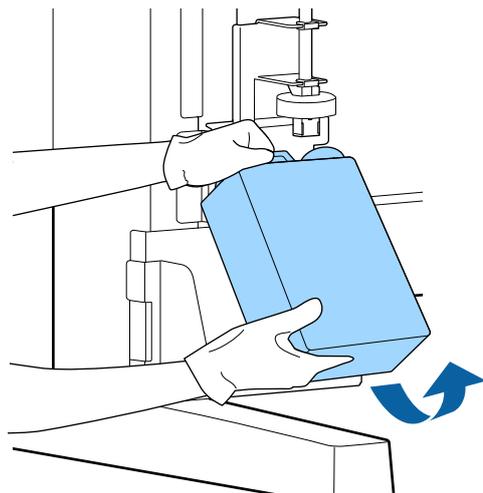
Follow the procedure below to replace the parts.

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

 [“Precautions Regarding Maintenance” on page 65](#)

1

Remove the Waste Ink Bottle from the Waste Ink Bottle holder.



If the back of the stopper is stained, wipe it.

2

Insert the waste ink tube into the mouth of the new Waste Ink Bottle and place the Waste Ink Bottle in the holder.

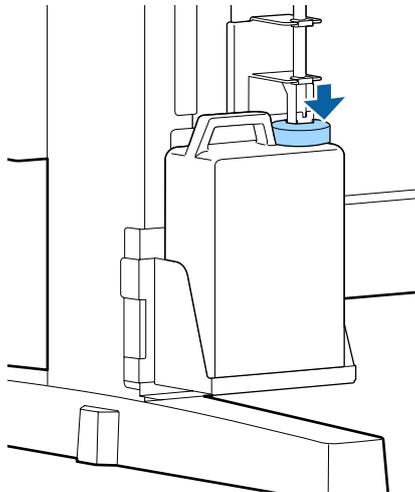
Tightly seal the lid on the used Waste Ink Bottle.

Maintenance

! Important:

- Be sure to confirm that the waste ink tube is inserted in the mouth of the waste ink bottle. Ink will spill onto the surrounding area if the tube is not inserted in the bottle.
- You will need the lid for the Waste Ink Bottle when disposing of waste ink. Keep the lid in a safe place; do not throw it out.

3 Lower the stopper.



! Important:

Check that the stopper is stuck close to the mouth of the bottle. If there is a gap, waste ink may splatter and stain the surrounding area.

4 Press the OK button.

5 Check again to confirm that a new Waste Ink Bottle is correctly installed. Press the OK button to clear the waste ink counter.

[📖 “Handling Used Consumables” on page 90](#)

Clearing clogged nozzles

Check and perform the following in sequence until the clogged nozzles are cleared.

Checking for clogged nozzles

Print a check pattern and then check the following content.

- Are there any clogged nozzles?
- Which nozzle rows are clogged?

↓ If nozzles are clogged

Perform head cleaning (light)

There are three levels of head cleaning available; light, medium, and heavy.

Perform **Execute (Light)** and then print a check pattern. Use the pattern to check if the clogged nozzles have been cleared.

↓ If nozzles are still clogged

Perform head cleaning (medium)

Perform **Execute (Medium)** and then print a check pattern. Use the pattern to check if the clogged nozzles have been cleared.

↓ If nozzles are still clogged

Perform head cleaning (heavy)

Perform **Execute (Heavy)** and then print a check pattern. Use the pattern to check if the clogged nozzles have been cleared.

↓ If nozzles are still clogged

The printer requires internal cleaning.

Perform the following according to the status of print results.

When horizontal lines appear or the colors are wrong

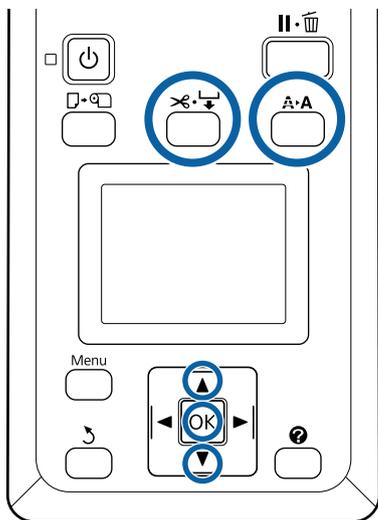
[📖 “When horizontal lines appear or the colors are wrong” on page 62](#)

If ink drops occur

 [“If ink drops occur” on page 63](#)

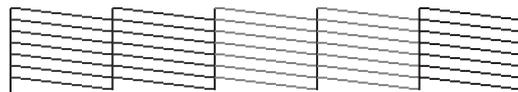
Printing a Check Pattern

Buttons that are used in the following settings



- 1 Confirm that the printer is ready to print. Press the **A·A** button.
The Maintenance menu is displayed.
- 2 Confirm that **Nozzle Check** is highlighted and press the **OK** button.
A confirmation dialog is displayed.
- 3 Press the **OK** button to print a check pattern.
- 4 Inspect the nozzle pattern.
When paper is loaded in the optional auto take-up reel unit, the paper is not cut automatically after printing the check pattern. If the check pattern is hard to see, you can feed the paper using the following procedure and then check.
 - (1) Press the  button.
 - (2) Press the  button to feed the paper until the check pattern is easily visible.
 - (3) After checking the check pattern, press the  button to rewind the paper.
 - (4) Press the  button to return to the menu.

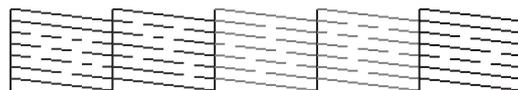
Example of clean nozzles



There are no gaps in the nozzle check pattern.

Select **Exit**, and then press the **OK** button to close the menu.

Example of clogged nozzles



Perform head cleaning if parts of the pattern are missing.

 [“Head Cleaning” on page 82](#)

Important:

Always remove clogs from the nozzles of all colors before resuming use. If clogged nozzles (including clogged nozzles for colors that are not used) remain when printing after resuming use, the clogs can no longer be removed.

Head Cleaning

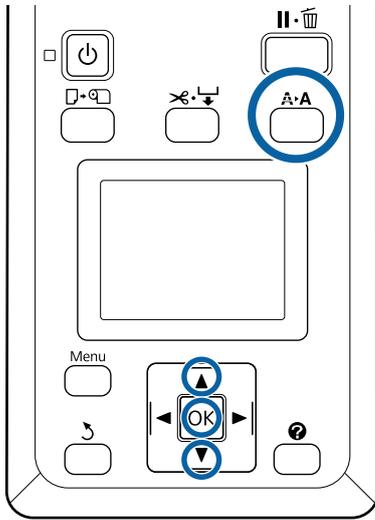
If there are faint or missing areas in the check pattern, you may be able to unclog the nozzles by cleaning the print head.

There is no need to clean the head if the print result does not contain faint areas or other color problems.

Maintenance

Head cleaning procedure

Buttons that are used in the following settings



- 1 Confirm that the printer is ready to print. Press the **A.A** button.

The Maintenance menu is displayed.

- 2 Press the **▼/▲** buttons to highlight **Head Cleaning** and press the **OK** button.

- 3 Select the method for specifying the nozzle rows for cleaning.

All Nozzles

Inspect the printed pattern and select this method if all patterns contain faint or missing areas. If you selected **All Nozzles**, skip ahead to Step 5.

Selected Nozzles

Inspect the printed pattern and select this method if only certain pattern numbers (nozzle rows) contain faint or missing areas. You can select multiple nozzle rows.

- 4 Select nozzle rows for cleaning.
 - Press the **▼/▲** buttons to highlight numbers corresponding to check patterns with faint or missing segments and press the **OK** button to select.
 - Once you have selected all the nozzle rows for head cleaning, highlight **Proceed** and press the **OK** button.

- 5 Select the cleaning level, then press the **OK** button.

At first, use **Execute (Light)**.

- 6 Head cleaning will be performed.

After performing had cleaning, review the printed check pattern to confirm that all heads have been cleaned.

Replacing the Wipers and Wiper Cleaners

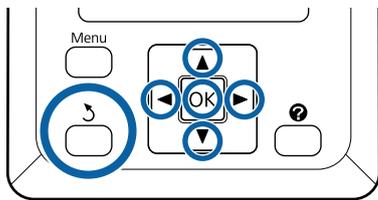
If print results do not improve even after performing head cleaning several times as well as cap cleaning, replace the wiper and wiper cleaner.

Follow the procedure below to replace the parts.

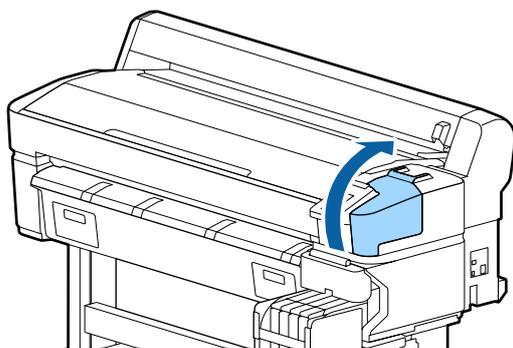
Before starting this procedure, be sure to read the following:

 [“Precautions Regarding Maintenance” on page 65](#)

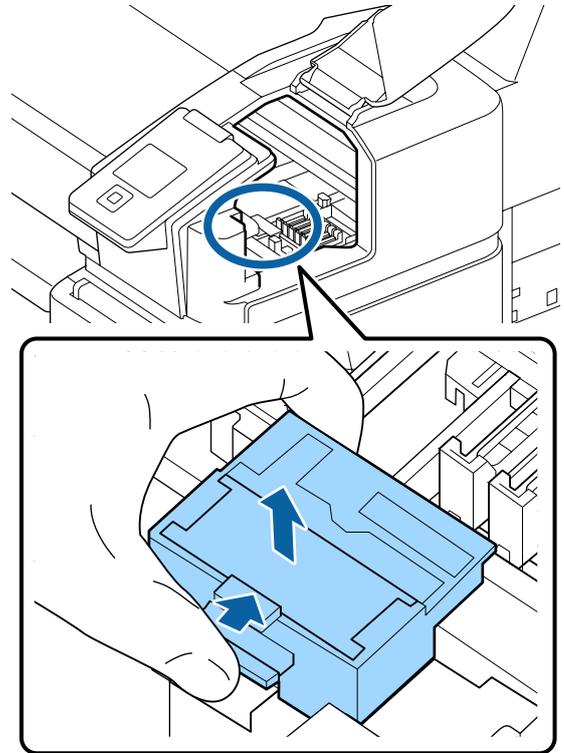
Buttons that are used in the following settings



- 1 Make sure the printer is on.
Use the ◀/▶ buttons to select the  tab, and then press the OK button.
The Maintenance menu is displayed.
- 2 Use the ▲/▼ buttons to select **Head Cap Cleaning**, and then press the OK button.
- 3 Press the OK button.
The print head moves to the cleaning position.
- 4 Follow the instructions on the control panel to open the maintenance cover.

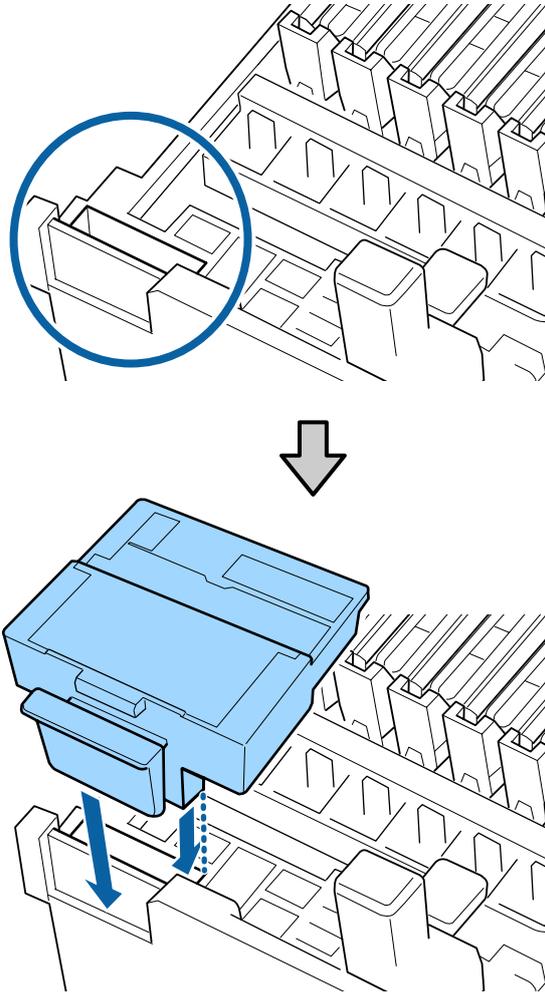


- 5 Remove the wiper cleaner.
Grasp the cleaner as shown and lift it from the printer.

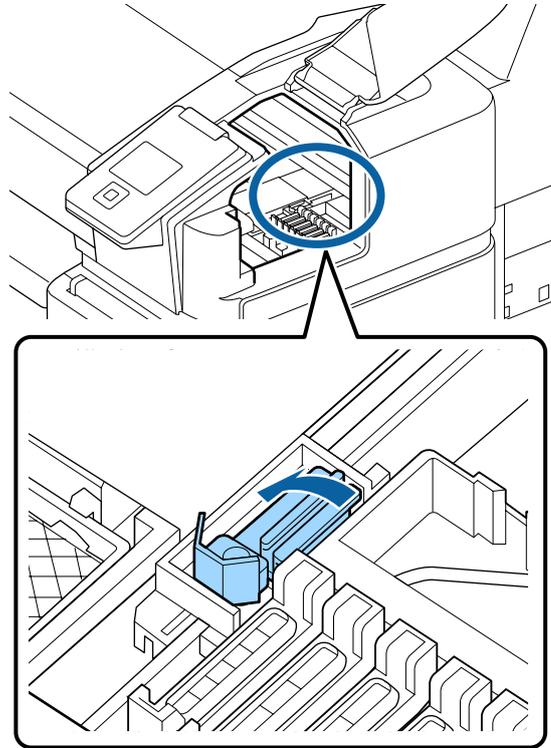


Maintenance

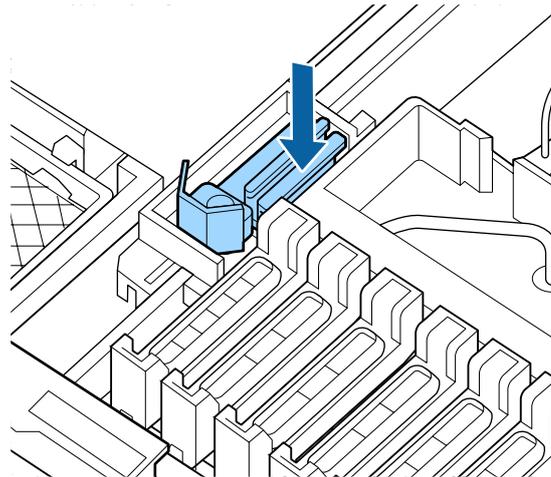
- 6** Insert a new wiper cleaner.
Place on the attachment point and press down until you hear a click.



- 7** Remove the wiper.
Holding the wiper by the attachment point, tilt it left and lift it out.



- 8** Insert new wiper.
Remove the cap on the wiping part of the wiper.
Place on the attachment point and press down until you hear a click.



- 9** After replacing, close the maintenance cover, and then press the OK button twice.

Disposal of used wipers and wiper cleaners

[“Handling Used Consumables” on page 90](#)

Maintenance

Print Head Maintenance

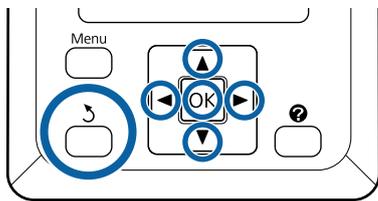
If ink continues to drip onto the print results even after performing head cleaning several times, use the Head Maintenance Kit to clean the print head.

Prepare the following items before beginning.

Read the following before starting this procedure.

 "Precautions Regarding Maintenance" on page 65

Buttons that are used in the following settings



1 Confirm that the printer is ready to print. Use the ◀/▶ buttons to select , and then press the OK button.

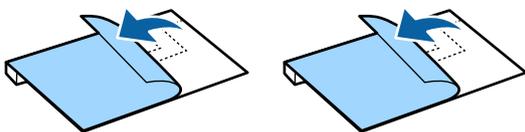
The Maintenance menu is displayed.

2 Use the ▼/▲ buttons to select **Head Maintenance** and press the OK button.

3 When the message **Prepare head maintenance kit.Continue?** is displayed, select **Yes**, and then press the OK button.

The print head moves.

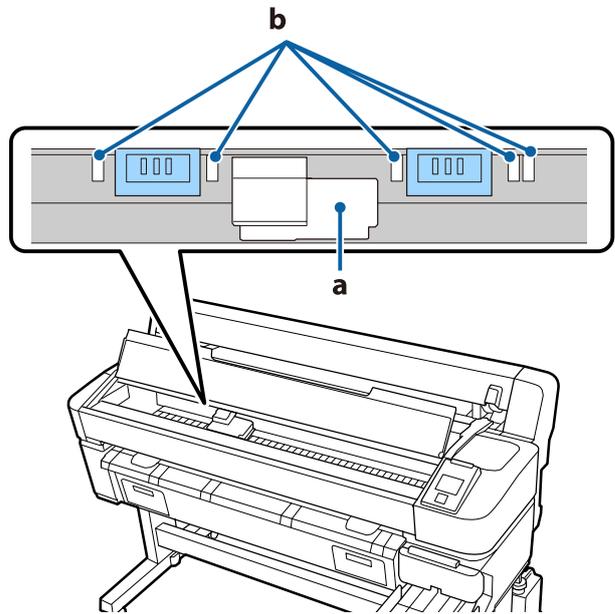
4 Remove the backing from the two cleaning pads.



5 Open the printer cover and place the two cleaning pads on the platens on either side of the print head (a).

Placement position

Place in the position shown in the illustration.

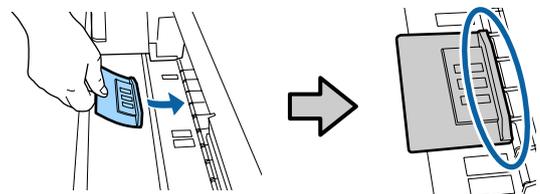


 **Important:**

Place the cleaning pads so that they do not cover the ink absorbing areas (b) on the platens. Otherwise the ink absorbing areas (b) could stick to the adhesive surface of the cleaning pads and come off when the cleaning pads are removed.

Placement method

Place the cleaning pads by applying the edge of the pads to the roller.

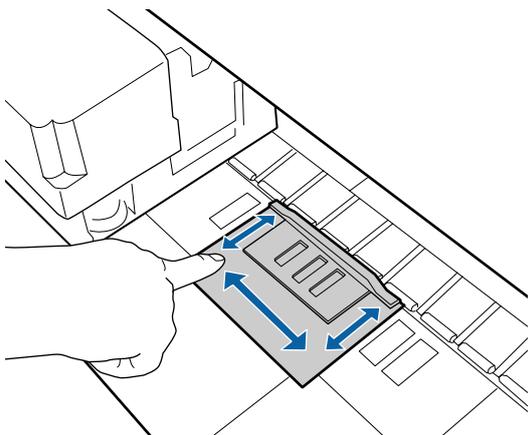


Maintenance

! Important:

- Place the cleaning pads so that there are no gaps between the pads and the roller. Cleaning will not be performed correctly if the pads are not placed properly.
- Do not move the print head by hand. This can cause damage.

- 6** Rub your finger over the areas indicated in the illustration to secure the pad in place.



! Important:

Secure the adhesive parts of the pads so that there are no parts that have not been stuck down. Do not press the cleaning pad too hard at this point. This could deform the platen.

- 7** Close the printer cover, and then press the OK button.

Print head maintenance starts.

! Important:

Do not open the printer cover while cleaning. Cleaning stops if the cover is opened.

- 8** Follow the instructions on the control panel screen to open the printer cover and remove the two cleaning pads.

! Important:

- Remove them carefully so that no dirt gets on the surrounding area.
- Check the platen and clean it if it is dusty or dirty.
[👉 "Cleaning the platen" on page 72](#)

Do not reuse the cleaning pads.

[👉 "Handling Used Consumables" on page 90](#)

- 9** Close the printer cover, and then press the OK button.

Head cleaning starts. When the procedure is complete, head cleaning is finished.

Replacing the Cutter

Replace the cutter when it is not cutting paper cleanly.

Supported cutter

[👉 "Options and Consumable Products" on page 100](#)

Use a cross-head screwdriver to replace the cutter. Make sure you have a cross-head screwdriver with you before replacing the cutter.

! Important:

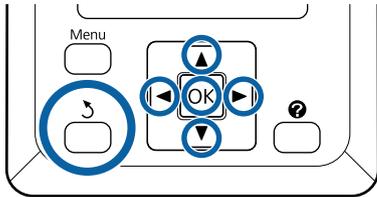
- Take care not to damage the cutter blade. Dropping it or knocking it against hard objects may chip the blade.
- The sheets between the new cutters are to protect the blades. Do not remove the sheet while replacing the cutter.

Read the following before starting this procedure.

[👉 "Precautions Regarding Maintenance" on page 65](#)

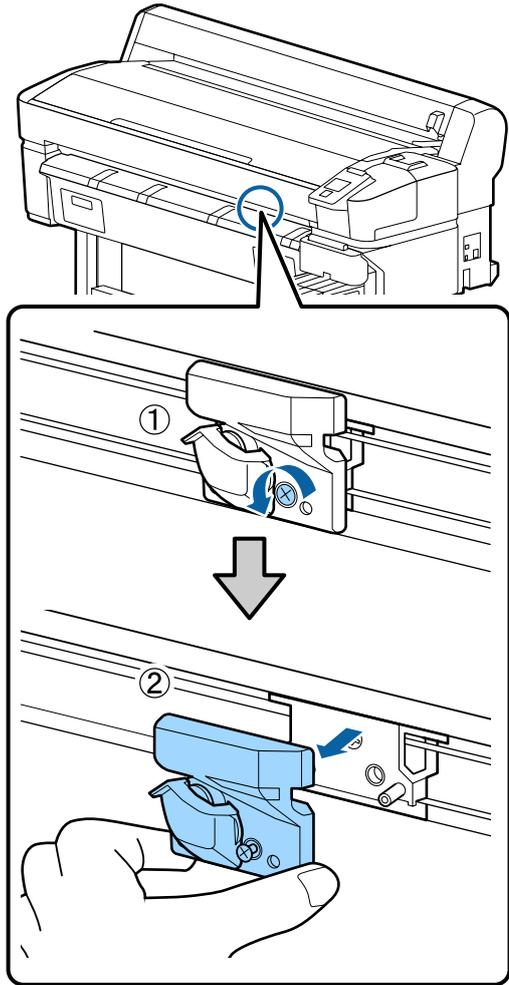
Maintenance

Buttons that are used in the following settings



- 1 Confirm that the printer is ready to print. Use the ◀/▶ buttons to select , and then press the OK button.
The Maintenance menu is displayed.
- 2 Use the ▼/▲ buttons to select **Cutter Maintenance**, and then press the OK button.
- 3 Use the ▼/▲ buttons to highlight **Replace Cutter** and press the OK button.
- 4 The cutter will move to the replacement position.
- 5 Remove the old cutter from the printer.
Loosen the screw holding the cutter in place using a cross-head screwdriver and pull the cutter straight out.

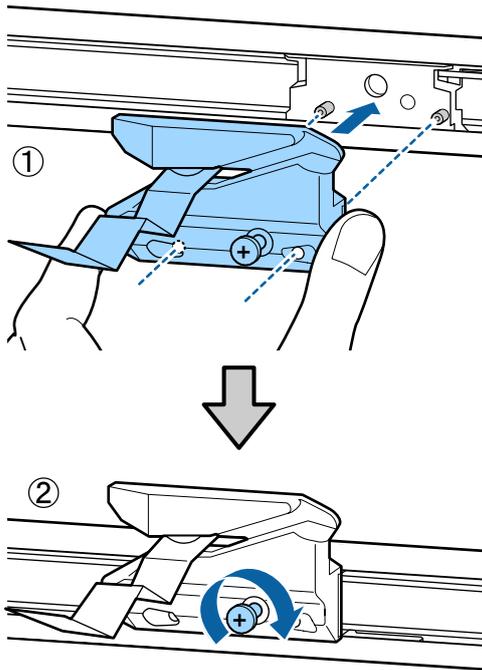
 **Caution:**
Do not store the cutter within the reach of children. The cutter's blade could cause an injury. Pay careful attention when replacing the cutter.



- 6 Install the new cutter.
Insert the cutter so that the pin on the printer matches up with the hole on the cutter. Use a cross-head screwdriver to tighten down the screw to hold the cutter in place.

 **Important:**
Tighten the screws firmly. If the cutter is not securely fastened, the cutting position may shift or be at the wrong angle.

Maintenance

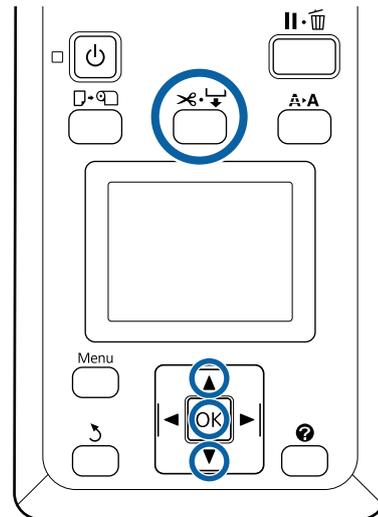


- 7** After replacing the cutter, press the OK button. The cutter will return to its original position. The protective sheet is automatically removed from the cutter section. **Ready** is displayed in the control panel when the process is complete.

Adjusting the Amount of Paper Feed While Printing

You can perform fine adjustments for the amount of paper fed while printing. Adjusting while printing allows you to quickly check the adjustment results.

Buttons that are used in the following settings



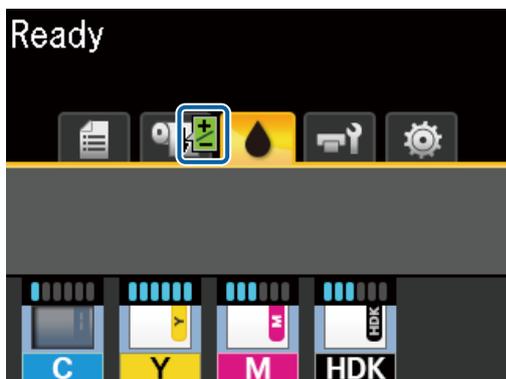
- 1** Press the button with the paper roll icon and a plus/minus symbol during printing.
- 2** An adjustment value is displayed on screen. Use the ▲/▼ buttons to select an adjustment value.
 - If the feed amount is too small, black bands (dark stripes) appear; increase (+) the feed amount.
 - If the feed amount is too large, white bands (pale stripes) appear; decrease (-) the feed amount.
- 3** If you are not satisfied with the results, use the ▼/▲ buttons to enter an adjustment value.
- 4** Press the OK button when settings are complete.

Maintenance

Note:

If the setting is changed, the icon is displayed on the control panel screen as shown below. To clear this icon, carry out the following operations.

- Perform **Paper Feed Adjust** again
- Execute **Restore Settings**



Handling Used Consumables

The following used parts with adhered ink are classified as industrial waste.

- Cleaning stick
- Wiper
- Wiper cleaner
- Cap cleaning liquid
- Ink packs
- Waste ink
- Waste Ink Bottle
- Head Maintenance Kit
- Paper after printing

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

You can download it at your local Epson Web site.

Problem Solver

When a Message is Displayed

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

Messages	What to do
Prepare empty waste ink bottle.	The Waste Ink Bottle is getting full. Ready a new Waste Ink Bottle.  "Options and Consumable Products" on page 100
Chip unit error Chip unit not recognized. Reattach or replace.	<ul style="list-style-type: none"> <input type="checkbox"/> Remove and reinsert the chip unit. If the same error still occurs, replace with a new chip unit.  "Refilling ink" on page 73 <input type="checkbox"/> Condensation may have formed on the chip unit. Keep at room temperature for at least 4 hours.  "Notes on handling ink packs and ink tanks" on page 17
Chip unit error Chip unit not recognized. Refill after matching ink pack with label?	Use only the chip units from specified Epson ink packs. You cannot use unspecified Epson ink packs.  "Options and Consumable Products" on page 100
Check Ink Levels	Chip unit is nearing end of service life. Obtain an ink pack of the appropriate color as soon as possible. Check the remaining ink in the ink tank via the scale on the ink pack. When remaining ink is 70 mm or less from the bottom of the ink tank, replace the chip unit and refill the ink. If the remaining ink level is greater than 70 mm from the base of the ink tank, continue use until the remaining ink reaches 70 mm.  "Options and Consumable Products" on page 100  "Notes on handling ink packs and ink tanks" on page 17  "Refilling ink" on page 73
F/W Install Error Firmware update failed. Restart the printer.	Turn the printer off, wait for a few minutes, and then turn on the printer again. Use EPSON LFP Remote Panel 2 to update the firmware again. If this message appears in the control panel again, contact your dealer or Epson Support.
Command Error Check print settings on RIP.	Press the  button and select Job Cancel to stop printing. Check that the installed software RIP is compatible with the printer.
Take-up Error Check Auto Take-up Reel Unit and restart printer.	Turn the printer off, wait for a few minutes, and then turn on the printer again. If this message appears in the control panel again, contact your dealer or Epson Support.

Problem Solver

Messages	What to do
<p>Reel Unit Error Turn off the Auto switch to cancel the error.</p>	<p>Paper has not been wound correctly on the auto take-up reel unit. Flip the Auto switch on the auto take-up reel unit to Off, and then perform the following operations.</p> <p>When the leading edge of the paper has come off the take-up roll core</p> <ol style="list-style-type: none"> 1. Use adhesive tape to stick the leading edge of the paper to the take-up roll core. The procedure varies depending on the take-up direction. ☞ "Attaching the Paper" on page 38 2. Flip the Auto switch on the auto take-up reel unit to Backward/Forward depending on the take-up direction, and then press the OK button. <p>When an error is displayed during take-up and printing</p> <ol style="list-style-type: none"> 1. Press the ▼ button on the control panel to feed the paper, and then use scissors or a commercially available cutter to cut the paper after the final print out. 2. Remove the paper from the take-up reel unit. ☞ "Removing Paper from the Auto Take-up Reel Unit" on page 41 3. Place a new paper core and use adhesive tape to securely stick the leading edge of the paper to the core. ☞ "Attaching the Roll Core" on page 36 ☞ "Attaching the Paper" on page 38 4. Flip the Auto switch on the auto take-up reel unit to Backward/Forward depending on the take-up direction, and then press the OK button.
<p>Reel Unit Error Connect Auto Take-up Reel Unit cable and restart printer.</p>	<p>After reconnecting the cable of the auto take-up reel unit to the printer, turn the printer off and then on again. ☞ The Setup Guide supplied with the optional auto take-up reel unit.</p>
<p>Reel Unit Disconnected Auto Take-up Reel Unit is disconnected. Do you continue?</p>	<p>The auto take-up reel unit is not connected. After reconnecting the cable of the auto take-up reel unit to the printer, select No to turn the printer off. Turn on the printer again after a short pause. ☞ The Setup Guide supplied with the optional auto take-up reel unit.</p> <p>To continue printing without using the auto take-up reel unit, select Yes.</p>
<p>Paper Cut Error Remove uncut paper.</p>	<p>After pressing the OK button, pull out the paper and cut along the line of the failed cut using scissors or a third-party cutter. Pull the edge of the paper straight out of the printer, and then press OK.</p>
<p>Paper Size Error Loaded paper is not supported size.</p>	<p>The loaded paper width is not supported. Press the OK button and remove the paper. Paper for use in the printer must be at least 254 mm wide. Use paper that is at least 254 mm wide. Should this message be displayed with paper of a width that can be used in the printer, you may be able to print if you select Off for Paper Size Check in the Setup menu. ☞ "Setup menu" on page 54</p>

Problem Solver

When a Maintenance Call/Service Call Occurs

Error messages	What to do
Maintenance Request Replace Part Now/Replace Part Soon XXXXXXXX	<p>A part used in the printer is nearing the end of its service life.</p> <p>Contact your dealer or Epson Support and tell them the maintenance request code.</p> <p>You cannot clear the maintenance request until the part is replaced. A service call occurs if you continue to use the printer.</p>
Call For Service XXXX Error XXXX Power off and then on. If this doesn't work, note the code and call for service.	<p>A call for service occurs when:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The power cable is not connected securely <input type="checkbox"/> An error that cannot be cleared occurs <p>When a call for service has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable from the outlet and from the AC inlet on the printer, and then reconnect. Turn on the printer again multiple times.</p> <p>If the same call for service is displayed on the LCD panel, contact your dealer or EpsonSupport for assistance. Tell them the call for service code is "XXXX".</p>

Troubleshooting

You cannot print (because the printer does not work)

The printer does not turn on.

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

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

■ **Is there a problem with the power outlet?**

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

The printer turns off automatically.

■ **Is Power Off Timer enabled?**

To prevent the printer turning off automatically, select **Off**.

 ["Setup menu" on page 54](#)

The printer is not communicating with the computer.

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

Confirm that the interface cable is securely connected to both the printer port and the computer. Also, make sure the cable is not broken nor bent. If you have a spare cable, try connecting with the spare cable.

■ **Does the interface cable specification match the specifications for the computer?**

Make sure the interface cable specifications match the specifications for the printer and the computer.

 ["System Requirements" on page 105](#)

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

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

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

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

You cannot print under the network environment.

■ **Are the network settings correct?**

Ask your network administrator for the network settings.

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

If you are able to print via USB, there is a problem with network settings. Ask your system administrator, or refer to the manual for your network system. If you cannot print via USB, see the appropriate section in this User's Guide.

The printer has an error.

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

 ["Control panel" on page 10](#)

 ["When a Message is Displayed" on page 91](#)

The printer sounds like it is printing, but nothing prints

The print head moves, but nothing prints.

■ Confirm the printer operation.

Print a nozzle check pattern. Because a nozzle check pattern can be printed without connecting to a computer, you can check the operations and print status for the printer.  ["Printing a Check Pattern" on page 82](#)

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

■ Is the message **Motor Self Adjustment** displayed on the control panel's screen?

The printer adjusts the internal motor. Wait for a while without turning off the printer.

The nozzle check pattern is not printed correctly.

■ Perform head cleaning.

The nozzles may be clogged. Print a nozzle check pattern again after performing head cleaning.

 ["Head Cleaning" on page 82](#)

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

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

The prints are not what you expected

Print quality is poor, uneven, too light, or too dark.

■ Are the print head nozzles clogged?

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

 ["Printing a Check Pattern" on page 82](#)

■ Was Head Alignment performed?

With bidirectional printing, the print head prints while moving left and right. If the print head is misaligned, ruled lines may be misaligned accordingly. If vertical ruled lines are misaligned with bidirectional printing, perform Head Alignment.

 ["Adjusting Gaps in the Print Position \(Head Alignment\)" on page 32](#)

■ Are you using a genuine Epson ink pack?

This printer is developed for use with Epson ink packs. Using any other type of ink pack may result in reduced print quality.

We recommend using only the genuine ink packs specified in this manual.

■ Are you using an old ink pack?

The print quality declines when an old ink pack is used. Use a new ink pack. Use all the ink in the ink pack before the date printed on ink pack.

■ Are the paper Type settings correct?

Printing when the software RIP settings or the printer's **Select Paper Type** setting does not match the loaded paper affects the print quality. Be sure to match the paper type setting with the paper that is loaded in the printer.

■ Have you compared the printing result with the image on the display monitor?

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

Problem Solver

■ **Did you open the printer cover while printing?**

If the printer cover is opened while printing, the print head stops suddenly causing unevenness in the color. Do not open the printer cover while printing.

The print is not positioned properly on the paper.

■ **Have you specified the print area?**

Check the print area in the settings of the application and the printer.

■ **Is the paper skewed?**

If **Off** is selected for **Paper Skew Check** in the Setup menu, printing will continue even if the paper is skewed, resulting in data being printed outside the paper area. Select **On** in **Paper Skew Check** from the Setup menu.

[☞ "Setup menu" on page 54](#)

■ **Does the print data fit within the paper width?**

Although under normal circumstances printing stops if the print image is wider than the paper, the printer may print beyond the edges of the paper when **Off** is set for **Paper Size Check** in the Setup menu. If it prints beyond the edges of the paper, the inside of the printer becomes dirty with ink.

Changed settings are reflected when the paper is reloaded.

[☞ "Setup menu" on page 54](#)

Vertical ruled lines are misaligned.

■ **Is the print head misaligned? (in bidirectional printing)**

With bidirectional printing, the print head prints while moving left and right. If the print head is misaligned, ruled lines may be misaligned accordingly. If vertical ruled lines are misaligned with bidirectional printing, perform Head Alignment.

[☞ "Adjusting Gaps in the Print Position \(Head Alignment\)" on page 32](#)

The printed surface is scuffed or soiled.

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

Check that the paper specifications are compatible with this printer. If you are using a software RIP, contact the manufacturer for information on the settings and paper that can be used.

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

Do not use old paper or paper with creases in it. Always use new paper.

■ **Is the print head striking the printed surface?**

If the printable side of the paper is rubbed while printing, increase the gap using **Platen Gap** from the Paper menu.

[☞ "Paper menu" on page 51](#)

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

Widen the setting for the **Top** margin in **Roll Paper Margin** from the Setup menu.

[☞ "Setup menu" on page 54](#)

■ **Widen the bottom margin**

Depending on the content of the print data, the bottom edge of the printable surface may be rubbed. In this situation it is best to create your data with a bottom margin of 150 mm.

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

The rollers may need cleaning. Clean the rollers by feeding and ejecting paper.

[☞ "The printable surface is still dirty even after cleaning the platen" on page 73](#)

Problem Solver

The reverse side of the printed paper is soiled.

■ **Select On for Paper Size Check in the menus.**

Although under normal circumstances printing stops if the print image is wider than the paper, the printer may print beyond the edges of the paper when **Off** is set for **Paper Size Check** in the Setup menu. If it prints beyond the edges of the paper, the inside of the printer becomes dirty with ink.

Changed settings are reflected when the paper is reloaded.

☞ "Setup menu" on page 54

■ **Is ink dry on the printed surface?**

Depending on the printing density and paper type, the ink may take a while to dry. Do not stack the paper until the printed surface is dry.

Feeding or ejecting problems

Unable to feed or eject paper.

■ **Is the paper loaded in the correct position?**

See the following for the correct paper loading positions.

☞ "Loading Roll Paper" on page 25

If the paper is loaded correctly, check the condition of the paper that you are using.

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

Do not use old paper or paper with creases in it. Always use new paper.

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

Check that the paper specifications are compatible with this printer. For information about the paper types and appropriate settings, see the documentation supplied with the paper, or contact the dealer of the paper or the manufacturer of the RIP.

■ **Is paper jammed in the printer?**

Open the printer cover of the printer and check that there are no paper jams or foreign objects in the printer. If paper is jammed, see "Paper jams" below and clear the jammed paper.

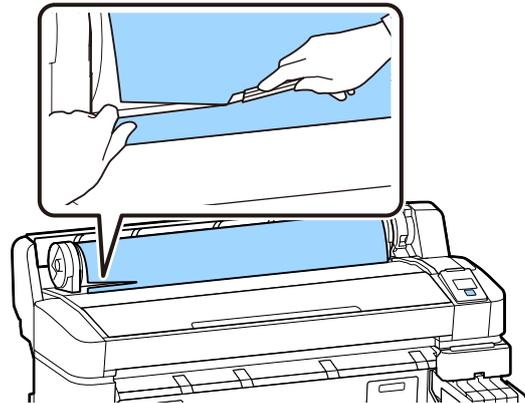
■ **Is the paper suction too strong?**

If you continue to have problems with ejected paper, try lowering the Paper Suction (the amount of suction used to keep the paper on the paper feed path). ☞ "Paper menu" on page 51

Roll paper jam

To remove jammed paper, follow the steps below:

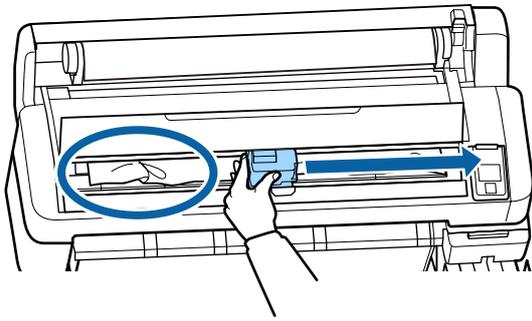
- 1 Turn off the printer.
- 2 Turn the printer on.
After a pause, the message **Follow instructions on screen to clear jammed paper.** is displayed on the screen.
- 3 Cut the top portion of any torn or creased paper above the paper feed slot using a commercially available cutter.



- 4 Press the OK button.

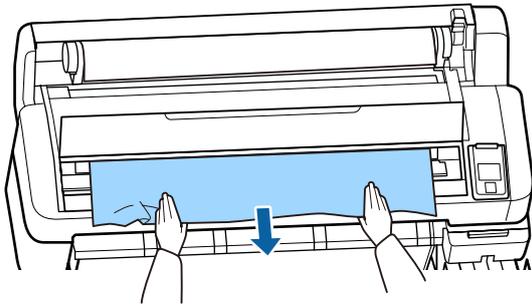
Problem Solver

- 5 Open the printer cover, move the print head in the opposite direction to the jammed paper, and then press the OK button.



- 6 Hold down the ▼ button to eject all cut paper.

- 7 Remove the ejected paper.



- 8 After removing the paper, press the OK button.

- 9 Close the printer cover.

When **Press [OK] and load paper.** is displayed on the screen, reload the paper and resume printing.

[“Loading Roll Paper” on page 25](#)

! Important:

Before you reload the roll paper, cut the edge straight horizontally. Cut any wavy or creased sections.

If there is a problem at the edge, decreased print quality and paper jams may occur.

Others

Discrepancies in the ink refill period and the charge state display

- **There may be discrepancies due to the usage state and the usage environment.**

You may be able to clear the discrepancies by implementing **Charge Setting** on the **Printer Setup** menu. See the following for more information.

[“Setup menu” on page 54](#)

If it does not clear even when you implement the **Charge Setting**, clear the discrepancies by continuing to use the chip unit without doing a reservation.

The control panel display keeps turning off.

- **Is the printer in sleep mode?**

When you press the ⏻ button, the printer returns from sleep mode. The delay before the printer enters sleep mode can be selected in the Setup menu.

[“Setup menu” on page 54](#)

Color ink runs out quickly even when printing black data.

- **Color ink is consumed during the head cleaning process.**

If all nozzles are selected when you perform **Head Cleaning**, inks of all colors will be used.

[“Head Cleaning” on page 82](#)

The paper is not cut cleanly.

- **Replace the cutter.**

If the paper is not cut cleanly, replace the cutter.

[“Replacing the Cutter” on page 87](#)

A light is visible inside the printer.

- **This is not a failure.**

The red light is a light inside the printer.

The administrator password has been forgotten.

- Should you forget the administrator password, contact your dealer or Epson Support.

Head cleaning starts when the printer is turned on.

- When turned on after an extended period of disuse, the printer may automatically perform head cleaning to ensure print quality.
Head cleaning will end after about 10 to 15 minutes.

Appendix

For the latest information, see the Epson Web site. (As of February, 2019)

Options and Consumable Products

Ink Packs



Important:

Using ink from an undesignated ink pack may result in a malfunction.

Epson shall not be held responsible for any damages or problems with the printer that may occur when using undesignated, non-genuine ink packs.

Printer model	Product name		Part number
SC-F6300 SC-F6360	Ink packs	Black	T46D1
		Cyan	T46D2
		Magenta	T46D3
		Yellow	T46D4
		High Density Black	T46D8
SC-F6330	Ink packs	Cyan	T46H2
		Magenta	T46H3
		Yellow	T46H4
		High Density Black	T46H8
SC-F6340	Ink packs	Cyan	T46G2
		Magenta	T46G3
		Yellow	T46G4
		High Density Black	T46G8
SC-F6380	Ink packs	Black	T46F1
		Cyan	T46F2
		Magenta	T46F3
		Yellow	T46F4
		High Density Black	T46F8

Appendix

Epson recommends the use of genuine Epson ink packs. Epson cannot guarantee the quality or reliability of nongenuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

Others

Product name	Product number	Explanation
Auto Take-up Reel Unit (except for SC-F6380)	C12C934671	This allows you to automatically roll up the printed paper while printing.
Roll Adapter (except for SC-F6380)	C12C934701	This is the same as the roll adapter supplied with the printer.
Roll Adapter (for SC-F6380)	C12C934711	
Waste Ink Bottle	T7240	Identical to the Waste Ink Bottle supplied with the printer.
Head Maintenance Kit (except for SC-F6380)	S210042	Use this to clean the print head.
Head Maintenance Kit (for SC-F6380)	S210043	
Cap Cleaning Kit (except for SC-F6380)	S210053	This is the same as the Cap cleaning kit supplied with the printer.
Cap Cleaning Kit (for SC-F6380)	S210054	
Wiper Kit (except for SC-F6380)	S210095	This contains replacement wipers and wiper cleaners.
Wiper Kit (for SC-F6380)	S210096	
Auto Cutter Spare Blade	S902006	This is a replacement cutter.

Supported Paper

The following paper can be used with the printer. Print quality is greatly affected by the type and quality of paper used. Choose a paper type suited to the task at hand. For information on use, see the documentation supplied with the paper or contact the manufacturer. Print a test run and check the results before purchasing paper in large quantities.

Roll Paper

Roll core size	2 or 3 inch
Roll outer diameter	150 mm or less
Width*	254 mm (10 inches) to 1,118 mm (44 inches)
Thickness	0.08 to 0.5 mm

* 432 mm (17 inches) to 1,118 mm (44 inches) when the optional auto take-up reel unit is installed.

Moving and Transporting the Printer

This section describes how to move and transport the product.

Moving the Printer

This section assumes that the product is being moved to another location on the same floor without traversing stairs, ramps, or lifts. See below for information on moving the printer between floors, to another building, or between non-level floors.

 [“Moving the Printer” on page 102](#)



Caution:

Do not tilt the product more than 10 degrees forward or back while moving it. Failure to observe this precaution could result in the printer falling over, causing accidents.

Getting Ready

Make the following preparations in advance before moving the printer.

- Turn off the printer and remove all cables.
- If the printer has a Waste Ink Bottle, remove it before continuing.
- Remove any paper.
- Remove any optional components if they are installed.
- Unlock the stand.

Post-Move Setup

After moving, make the following settings to get ready for printing.

- Check that the location is appropriate for installation, and set up the printer.
 [Setup Guide](#)(booklet)
- Plug in the power cables and turn the printer on.
 [Setup Guide](#)(booklet)

Appendix

- ❑ Perform a nozzle check to check for clogged nozzles.
 [“Printing a Check Pattern” on page 82](#)
- ❑ Perform Head Alignment and check print quality.
 [“Adjusting Gaps in the Print Position \(Head Alignment\)” on page 32](#)

Transport

Before transporting the printer, contact your dealer or Epson Support.

Appendix

Media Settings List for Each Paper Type

The following table shows the media settings applied when you select the paper type.

Item	Paper Type				
	Thinnest	Thin	Thick	Thickest	Adhesive
Platen Gap	2.0	2.0	2.0	2.0	2.0
Paper Suction	Lv0	Lv0	Lv0	Lv0	Lv0
Feeding Tension	Lv5	Lv1	Lv1	Lv1	Lv1
Take-up Tension*	Lv2	Lv2	Lv2	Lv2	Lv2
Prevent Sticking	Off	Off	Off	Off	Off

* Only enabled when the optional auto take-up reel unit is installed.

Appendix

System Requirements

Each software can be used in the following environments. (As of February, 2019)

The supported operating systems may change.

For the latest information, see the Epson Web site.

Epson Edge Dashboard

Important:

Make sure the computer on which the Epson Edge Dashboard is installed meets the following requirements. If these requirements are not met, the software cannot monitor the printer correctly.

- Disable your computer's hibernate function.*
- Disable the sleep function so that the computer does not enter sleep status.*

Windows

Operating systems	Windows 7 SP1/Windows 7 x64 SP1 Windows 8/Windows 8 x64 Windows 8.1/Windows 8.1 x64 Windows 10/Windows 10 x64
CPU	Intel Core2Duo 2.5 GHz or more
Free memory	1 GB or more
Hard disk (free space during installation)	2 GB or more
Display resolution	1280 x 1024 or better
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Internet Explorer 11 Microsoft Edge

Mac OS X

Operating systems	Mac OS X 10.7 Lion or later
CPU	Intel Core2Duo 2.5 GHz or more
Free memory	1 GB or more
Hard disk (free space during installation)	2 GB or more
Display resolution	1280 x 1024 or better

Appendix

Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Safari 6 or later

Epson Edge Print

Operating systems	Windows 7 SP1/Windows 7 x64 SP1 Windows 8/Windows 8 x64 Windows 8.1/Windows 8.1 x64 Windows 10/Windows 10 x64 *64 bit recommended
CPU	Core2Duo 3.0 GHz or more
Free memory	2 GB or more
Hard disk (free space during installation)	50 GB or more
Display resolution	1280 x 1024 or better
Communication interface	High Speed USB Ethernet 100Base-TX/1000Base-T

Remote Manager

The following browsers are supported. Make sure you are using the latest version of the browser.

Internet Explorer 11, Microsoft Edge, Firefox, Chrome, Safari

Appendix

Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	360 nozzles x 2 rows x 4 colors (Black* ¹ , Cyan, Magenta, Yellow)
Resolution (maximum)	720 x 1440 dpi
Control code	ESC/P raster (undisclosed command)
Paper feed method	Friction feed
Built-in memory	512 MB for Main 128 MB for Network
Interface	Hi-Speed USB-Compatible with the USB 2.0 Specification. 100Base-TX/1000Base-T* ²
Rated voltage	AC100-240V
Rated frequency	50-60 Hz
Rated current	1.0 to 0.5 A
Power consumption	
In use	Approximately 65 W
Sleep mode	3.0 W or less
Power off	0.4 W or less
Temperature and humidity (without condensation)	
Recommended	15 to 25°C, 40 to 60%
In use	15 to 35°C, 20 to 80%
In storage (Before unpacking)	-20 to 60°C, 5 to 85% (Within 120 hours at 60 °C, within a month at 40 °C)
In storage (Before charging ink)	-20 to 40°C, 5 to 85% (Within a month at 40 °C)

Printer Specifications	
Temperature and humidity range	
Gray area: Printing	
Cross-hatch lines: Recommended	
Dimension	(W) 1608 x (D) 914 x (H) 1128 mm
Weight* ³	93 kg

*1 High Density Black or Black

*2 Use a shielded twisted pair cable (category 5e or better).

*3 Not including ink or the auto take-up reel unit.

Ink Specifications	
Type	Dedicated ink pack
Sublimation dye ink	High Density Black, Black, Cyan, Magenta, Yellow
Use by date	Date printed on the ink pack (stored at normal temperatures)
Print quality guarantee expiry	25 days (from the day the ink tank was refilled with an ink pack)
Storage temperature	5 to 35°C
Capacity	1100 ml

Note:

To ensure the colors you want to print, maintain a constant room temperature of 15 to 25°C.

Important:

Use this printer at altitudes below 2000 m.

Appendix



Warning:

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

Information of EU declaration of conformity

The full text of the EU declaration of conformity of this equipment is available at the following internet address.

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

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:

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

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

<https://www.epson.com>

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

Contacting Epson 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 Epson support services for assistance. 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

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 <https://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 <https://www.epsonstore.com> (U.S. sales) or <https://www.epson.ca> (Canadian sales).

Help for Users in Europe

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

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web (<https://www.epson.com.tw>)

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

Epson HelpDesk (Phone: +0800212873)

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:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32340699	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan

Where To Get Help

Telephone number	Fax number	Address
03-4393119	03-4396589	5F., No.2, Nandong Rd., Pingzhen City, Taoyuan County 32455, Taiwan (R.O.C.)
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23011502	04-23011503	3F., No.30, Dahe Rd., West Dist., Taichung City 40341, Taiwan (R.O.C.)
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

Help for Users in Australia/New Zealand

Epson Australia/New Zealand 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 advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

Internet URL

Australia

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

New Zealand

<https://www.epson.co.nz>

Access the Epson Australia/New Zealand World Wide Web pages.

The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

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:

Australia	Phone:	1300 361 054
	Fax:	(02) 8899 3789
New Zealand	Phone:	0800 237 766

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:

Where To Get Help

World Wide Web

(<https://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

(<https://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

(<https://www.epson.co.id>)

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

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

Where To Get Help

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:

<https://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

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

(<https://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

(<https://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

Where To Get Help

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

(<https://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)

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- Sales enquiries and product information
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Version 2.0 - August 6, 2003

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