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SD-10

User's Guide

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Meaning of Symbols

⚠️ *Caution:*	Cautions must be followed to avoid bodily injury.

❗ *Important:*	Important must be followed to avoid damage to this product.

Note:	Notes contain useful or additional information on the operation of this product.

☞	Indicates related reference content.

Descriptions Used in this Manual

❏   Illustrations of the spectrophotometer used in this manual are examples only. Although there may be slight differences depending on the model, the method of operation is basically the same unless stated.

❏   Screenshots of the LCD screen are subject to change without notice. The contents may vary depending on the situation.

Viewing PDF Manuals

This section uses the Adobe Acrobat Reader DC as an example to explain the basic operations for viewing the PDF in Adobe Reader.
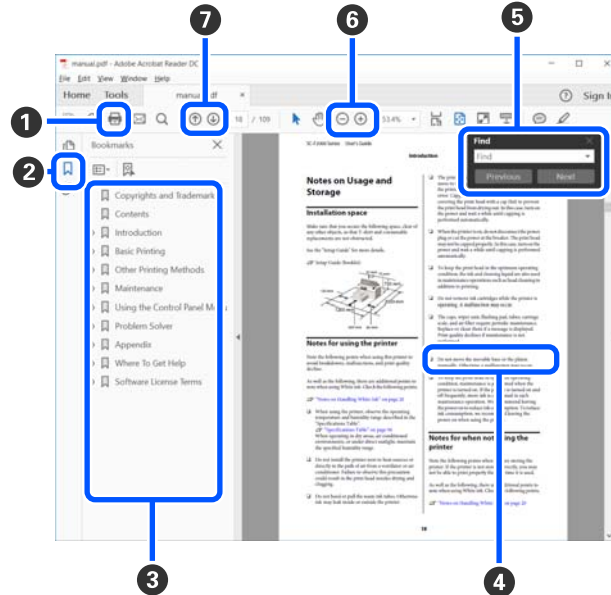
❶ Click to print the PDF manual.

❷ Each time it is clicked the bookmarks are hidden or shown.

❸ Click the title to open the relevant page.

Click [+] to open the titles lower in the hierarchy.

❹ If the reference is in blue text, click the blue text to open the relevant page.

To return to the original page, do the following.

For Windows

While pressing the [Alt] key, press the [←] key.

For Mac

While pressing the [command] key, press the [←] key.

❺ You can input and search for keywords, such as the names of items you want to confirm.

For Windows

Right click on a page in the PDF manual and select **Find** in the menu that is displayed to open the search toolbar.

For Mac

Select **Find** in the **Edit** menu to open the search toolbar.

About this Manual

❻ To enlarge the text in the display that is too small to see well, click ⊕ . Click ⊖ to reduce the size. To specify a part of an illustration or screenshot to enlarge, do the following.

For Windows

Right click on the page in the PDF manual and select **Marquee Zoom** in the menu that is displayed. The pointer changes to a magnifying glass, and you can use it to specify the range of the place you want to enlarge.

For Mac

Click **View** menu - **Zoom** - **Marquee Zoom** in this order to change the pointer to a magnifying glass. Use the pointer as a magnifying glass to specify the range of the place you want to enlarge.

❼ Opens the previous page or next page.

Important Instructions

Safety Instructions

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

❏ Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.

❏ Take care not to spill liquid on the product, and not to handle the product with wet hands.

❏ Use only the type of power source indicated on the product's label.

❏ The USB cable should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the cord and do not allow the cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.

❏ Use only the USB cable supplied with your product. Using any other USB cable could cause fire, electrical shock, or injury.

❏ The USB cable is designed for use with the product with which it was included. Do not attempt to use it with other electronic devices unless specified.

❏ Never disassemble, modify, or attempt to repair the AC adapter, power cord, product, and options by yourself except as specifically explained in the product's guides. Doing so may result in injury, electric shock, or fire.

❏ Never disassemble, modify, or attempt to repair the product, or product option by yourself except as specifically explained in the product's guides.

❏ Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.

❏ Unplug the product and the USB cable, and refer servicing to qualified service personnel under the following conditions: liquid has entered the product; the product has been dropped or the case has been damaged; the product does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)

❏ If you are not going to use the product for a long period, be sure to unplug the USB cable from the computer.

❏ Keep this product at least 22 cm (8.7 inches) away from cardiac pacemakers. Radio waves from this product may adversely affect the operation of cardiac pacemakers.

❏ If you use the product in places where the use of electronic devices is limited, such as in airplanes or hospitals, follow all instructions in those places.

❏ If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

Important Instructions

Safety Instructions for the Battery

❏ If the battery is not fully charged within the specified time, stop charging. Otherwise, the battery could become hot, emit smoke, rupture, or catch fire.

❏ Do not place the product in a microwave oven or a high-pressure container. Otherwise, the battery could become hot, emit smoke, rupture, or catch fire.

❏ If liquid leaks from the product, or the product emits a bad odor, move the product away from flammable objects immediately. If it is not moved, electrolytes leaking from the battery become hot, emit smoke, rupture, or catch fire.

❏ If battery acid gets in your eyes, immediately rinse your eyes thoroughly with fresh water without rubbing them, and then see a doctor immediately. Otherwise, permanent eye damage could result.

❏ If battery acid gets on your skin, immediately rinse the affected area thoroughly with water, and then see a doctor immediately.

❏ Do not drop or throw the product or subject it to strong shocks. Otherwise, the battery could leak or the protection circuit in the battery could be damaged. As a result, the battery could become hot, emit smoke, rupture, or catch fire.

❏ Do not use or charge the product in a location subject to high temperatures (over 40˚C [104˚F]) such as near a fire or in direct sunlight. Also, do not leave the product in a location where the temperature rises above 60˚C (140˚F). Otherwise, the plastic separator could melt and the individual cells could short-circuit. As a result, the battery could become hot, emit smoke, rupture, or catch fire.

❏ Do not use the product if it is leaking or damaged in any way. Otherwise, the battery could become hot, emit smoke, rupture, or catch fire.

❏ Do not leave the product in a vehicle. Otherwise, the battery could overheat.

❏ Do not charge the product near an open flame or in very hot locations. If the protection circuit in the battery is activated, you will not be able to charge the battery. If the protection circuit is damaged, the battery could become hot, emit smoke, rupture, or catch fire.

❏ Dispose of the battery (D181A) in accordance with local laws.

Product Advisories and Warnings

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

Advisories and Warnings for Setting Up/Using the Product

❏ Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.

Advisories and Warnings for Using the product with a Wireless Connection

❏ Radio waves from this product may negatively affect the operation of medical electronic equipment, causing them to malfunction. When using this product inside medical facilities or near medical equipment, follow directions from the authorized personnel representing the medical facilities, and follow all posted warnings and directions on the medical equipment.

❏ Radio waves from this product may negatively affect the operation of automatically controlled devices such as automatic doors or fire alarms, and could lead to accidents due to malfunction. When using this product near automatically controlled devices, follow all posted warnings and directions on these devices.

❏ Follow the instructions given by airline crews to use this product in flight. Turn off the product during takeoff and landing according to the in-flight announcement.

Advisories and Warnings for Using the LCD Screen

❏ The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These are normal and do not indicate that it is damaged in any way.

❏ The exterior cover of the LCD screen could break if it receives a heavy impact. Contact your dealer if the screen's surface chips or cracks, and do not touch or attempt to remove the broken pieces.

Disposing of European Spectrophotometer Models

There is a battery in the spectrophotometer.

The crossed out wheeled bin label that can be found on your product indicates that this product and incorporated batteries should not be disposed of via the normal household waste stream. To prevent possible harm to the environment or human health please separate this product and its batteries from other waste streams to ensure that it can be recycled in an environmentally sound manner. For more details on available collection facilities please contact your local government office or the retailer where you purchased this product. Use of the chemical symbols Pb, Cd or Hg indicates if these metals are used in the battery.

This information only applies to customers in the European Union, according to Directive 2006/66/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 6 September 2006 on batteries and accumulators and waste batteries and accumulators and repealing Directive 91/157/EEC and legislation transposing and implementing it into the various national legal systems, and to customers in countries in Europe, Middle East and Africa (EMEA) where they have implemented equivalent regulations.

For other countries, please contact your local government to investigate the possibility of recycling your product.

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Basic Information Regarding the Spectrophotometer

Part Names
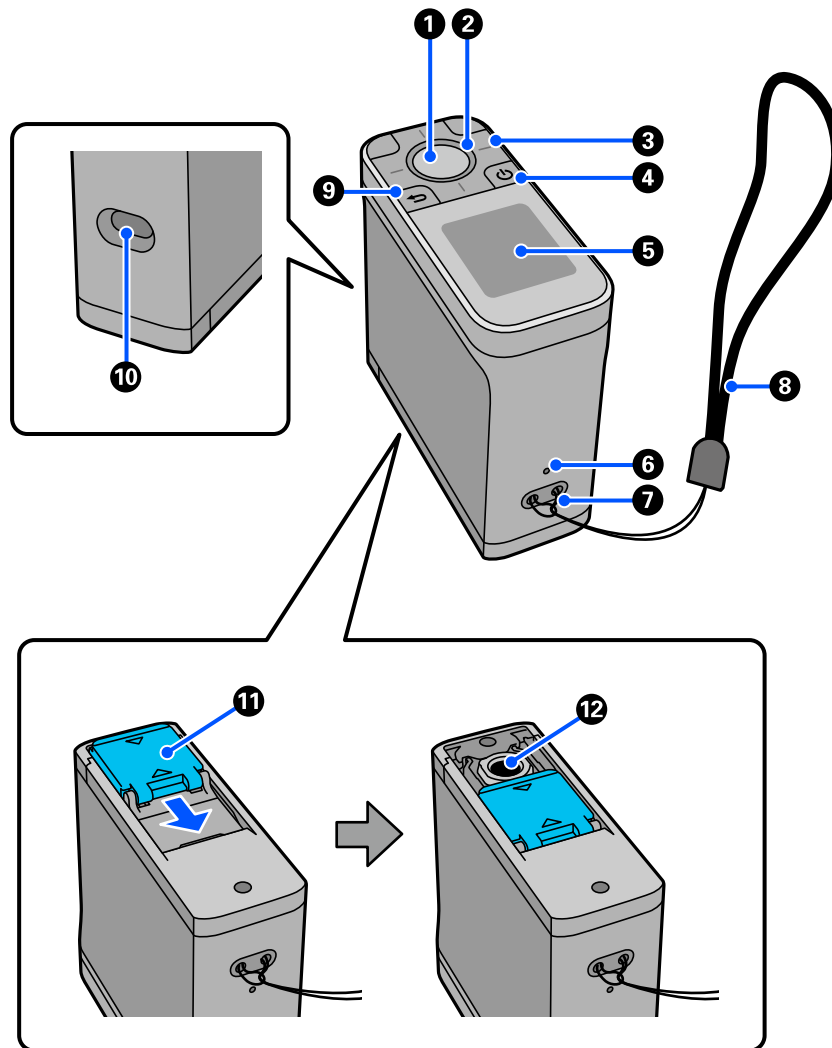
❶	Enter button	Press this button to measure color. When a menu is selected, this also confirms the selected item.
❷	Light	The status of the light (on, off. and the color) indicates the status of the spectrophotometer. ⬇ "Understanding the Status of Color Measurement from the Light and Buzzer" on page 13
❸	Navigation button	Press these buttons to switch the screen display or select an item. The functions of the navigation buttons depend on the rotation of the screen.
❹	Power button	Turns the power on and off.

Basic Information Regarding the Spectrophotometer

❺	Screen	Displays color measurement results, menu items, error messages, and instructions.
❻	Reset button	Turns off the spectrophotometer and resets it. Press this button if the device stops operating normally.
❼	Strap hole	Attach the strap here to prevent the device from falling.
❽	Strap	A strap to prevent the device from falling.
❾	Back button	Displays the menu screen or returns you to the previous screen.
❿	USB port	Connect the supplied USB cable to this port to supply power or charge the device, send color measurement results to a computer application, or update the firmware.
⓫	Sensor cover	Open this before starting color measurement. The inside of the sensor cover is inlaid with a white tile for calibration. Keep this closed when it is not in use to protect the sensor. Make sure you regularly clean the sensor area to remove any dust or other materials. U "Cleaning the Sensor" on page 35
⓬	Sensor	Place this surface at the center of the item to be measured.

Understanding the Status of Color Measurement from the Light and Buzzer

Also check the messages displayed on the screen.

Light Status		Buzzer Sound	Status
Color	**Lighting Status**		
White	On	-	Charging. (While the device is off)
	Flashing	-	Charging has been paused because the temperature of the device is too high or too low.
Orange	On	Two beeps	Calibration failed.
		Multiple beeps	Error has occurred. Check the message on the screen.
Blue	On	-	Ready to perform color measurements.
		One short beep	Color measurements starts. (Comparison (Scan) mode) Color measurement is complete. (Spot mode/Comparison (Spot) mode)
		Two short beeps	Color measurement is complete. (Comparison (Scan) mode)
		Two beeps	The color difference is beyond the acceptable range.
Blue or white	Brightening/ dimming	-	The device is in sleep (power saving) mode. Blue: Not charging. White: Charging.

Measurement Mode

You can select the following modes.

You can select these modes from the settings menu on the menu screen.

Measurement Mode	Explanation	Explanation
Spot	Press the enter button to measure the color value of the target item. This also displays the color difference from the last color measurement allowing you to compare successive color measurements. ☞ "Spot Mode" on page 20	You can operate the spectrophotometer on its own or from the Epson Spectrometer smartphone app. There is a difference between the functions you can perform when the spectrophotometer is used on its own and when it is linked to Epson Spectrometer.
Comparison (Spot)	Allows you to compare the colors for two groups in sequence. You can register the group of colors (reference data) you want to compare to the device in advance, and then select them before starting color measurement. You can determine whether the color difference between corresponding colors between groups and the average value of the color difference for the corresponding colors are within an acceptable range. ☞ "Comparison (Spot) Mode" on page 23	
Comparison (Scan)	You only need to perform a single color measurement operation to measure and compare the colors for two groups of items. You can register the group of colors (reference data) you want to compare to the device in advance, and then select them before starting color measurement. You can determine whether the color difference between corresponding colors between groups and the average value of the color difference for the corresponding colors are within an acceptable range. You need a color patch that is compatible with this device to perform color measurement. ☞ "Comparison (Scan) Mode" on page 27	

Note:
By connecting the device to a computer by USB or Bluetooth, you can send color measurement results to your computer application.

However, the app must be compatible with this device. Also, the available Measurement Mode during color measurement depends on the app. For details, see the documentation for the app.

Basic Information Regarding the Spectrophotometer

Measurement Mode and the Initial Screen

This section explains the initial screen displayed when measuring color using only this device. The following are the typical screens displayed. The displayed content may differ depending on the situation.

Spot Mode

The color measurement screen is displayed. The device is ready to perform color measurement.

U "Spot Mode" on page 20

Comparison (Spot) Mode/Comparison (Scan) Mode

The data group selection screen is displayed. Use the navigation button to select the data group to be used as the comparison source (reference), and then press the enter button to confirm. When the menu screen appears, press the enter button to open the color measurement screen.

Comparison (Spot) mode   Comparison (Scan) mode
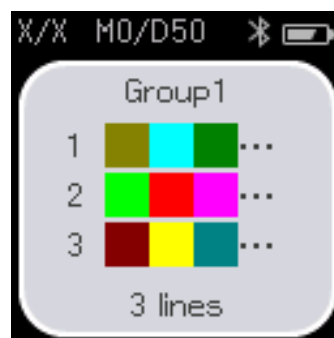
U "Comparison (Spot) Mode" on page 23

U "Comparison (Scan) Mode" on page 27

Menu Screen

You can display the menu screen by pressing the back button once or several times.

Basic Information Regarding the Spectrophotometer

You can press the enter button to display this screen from the data group selection screen after turning on the device in Comparison (Spot) mode or Comparison (Scan) mode.

Use the navigation button to select the following icon, and then press the enter button to confirm.

	Displays the color measurement screen. You can perform color measurements.
	Displays the history screen. Allows you to check color measurement data and comparison results. You can register color measurement data or comparison results to your favorites, or delete them one-by-one or as a batch if they are not registered as favorites. Color measurement results acquired by connecting the device to a computer or Epson Spectrometer may not be stored in the device. ☞ "Editing History Data" on page 16
	Displays the data group to be used as the comparison source (reference) that is registered to the device. This allows you to check detailed data for individual data groups.
	Displays the settings menu. You can display information for this device and set various items. ☞ "Details of the Menu" on page 18

Editing History Data

On the history screen, you can delete color measurement data or comparison results for this device, or register the data you want to keep to your favorites.

After registering the data that you want to keep to your favorites, you can delete data that has not been registered by selecting **Edit** - **Delete by Date** or **Delete All** in Spot mode, or **Edit** - **Delete the Data** or **Delete All** in Comparison (Spot) mode or Comparison (Scan) mode on the history screen.

Basic Information Regarding the Spectrophotometer

Spot mode

Select **Edit** on the history screen, select **Delete by Date** if you want to delete an individual data group, select the data group you want to delete, and delete it. Select **Delete All** to delete all data groups.
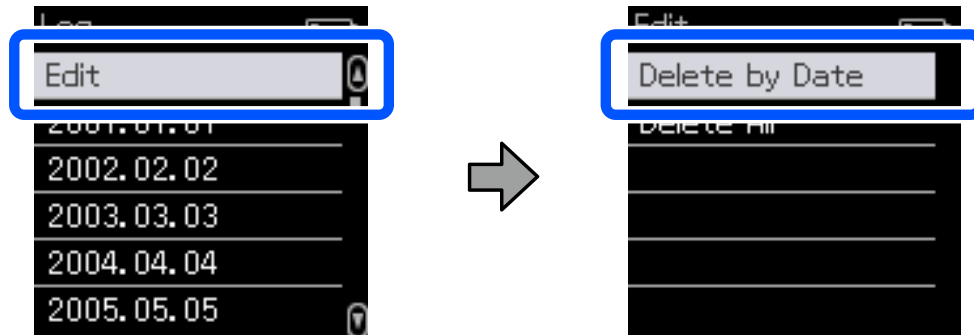
To identify the color measurement data you want to keep, select a data group from the history screen, select the data from the list of color measurement data in that group, and then select ☆ on the detailed data screen. You can also select 🗑 to delete it.
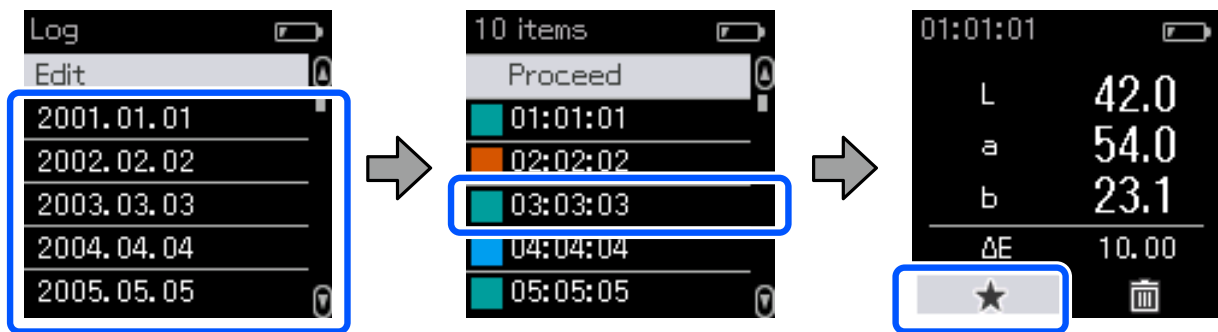
Return to the color measurement data list screen, make sure that ☆ is displayed for the data you want to keep, select **Proceed**, and then press the enter button.
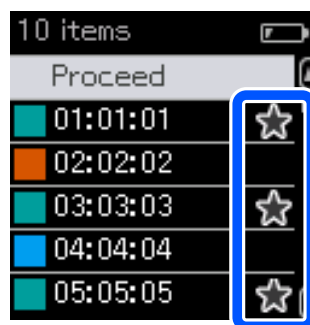
You can delete data that has not been registered to your favorites by returning to the history screen and selecting **Edit** - **Delete by Date** or **Delete All**.

Comparison (Spot) Mode/Comparison (Scan) Mode

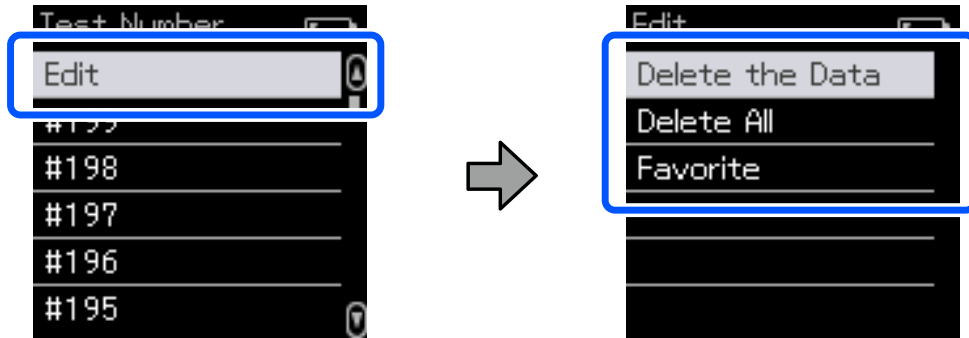On the history screen, select **Edit**, and then select **Delete the Data**, **Delete All**, or **Favorite**.

To delete data comparison results one-by-one, select **Delete the Data**, select the comparison results group you want to delete, and then press the enter button.

To register data comparison results to your favorites, select **Favorite**, select the comparison results group you want to register, and then press the enter button.

If you want to delete all of the data comparison results that have not been registered to your favorites in one go, select **Delete All**, and then press the enter button.

Details of the Menu

Item	Setting Explanation		
Device Information	You can check the name of the device, the Independent Communications Authority of South Africa (ICASA) approval number, the serial number, the firmware version, and the battery status.		
Measurement Settings	Measurement Mode	Allows you to select from Spot, Comparison (Spot), or Comparison (Scan) mode.	
	Illuminant[*1]	Allows you to select the type of illuminant for observation.	
	M Factor[*1]	Allows you to select the UV lighting conditions.	
	Observer[*1]	Allows you to select the viewing angle conditions.	
	ΔE Method[*1]	Allows you to select the color difference formula you want to apply.	
	Auto Delete Data	On	Whenever the number of color measurement data entries stored in the device exceeds the maximum limit, the oldest data is automatically deleted.
		Off	When the number of color measurement data entries stored in the device reaches the maximum limit, you can select and delete the historical data.

Basic Information Regarding the Spectrophotometer

Item	Setting Explanation		
General Settings	Bluetooth	On	Enables Bluetooth connections.
		Off	Disables Bluetooth connections.
	Volume	Adjusts the buzzer volume.	
	Date/Time	Allows you to set the date and time.	
	Power Off Timer*2	Turns off the device automatically if it is not used for an extended period. Select how long to wait before turning off the device.	
	Language	Allows you to select the on-screen language.	
	Device Attitude	Allows you to select the screen display direction.	
	Initialize Settings	Resets the device.	

*1: This setting is only available in Spot mode.

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

Spot Mode

Measures the target color and displays its L*a*b* values. It also displays the color difference (ΔE*) from the last color measurement, so you can compare two colors.

1 Turn on the device.

2 Follow the on-screen instructions when the calibration instructions are displayed. When calibration is complete, the color measurement screen is displayed.

3 Open the sensor cover on the base.
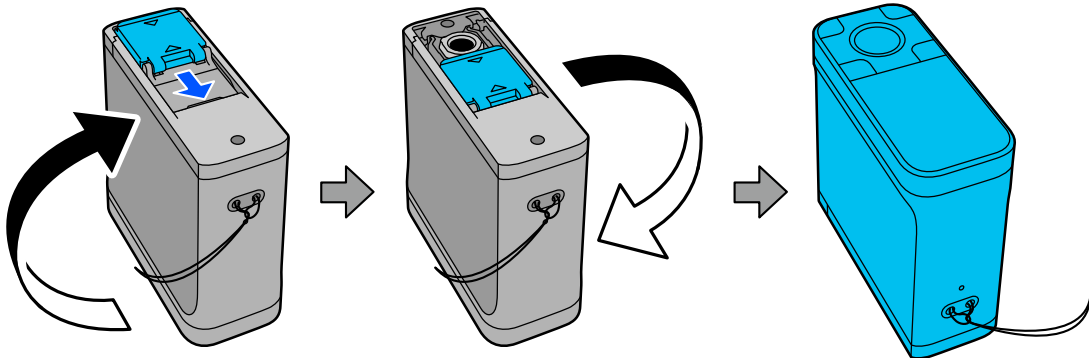
4 Place the sensor on the item you want to measure.
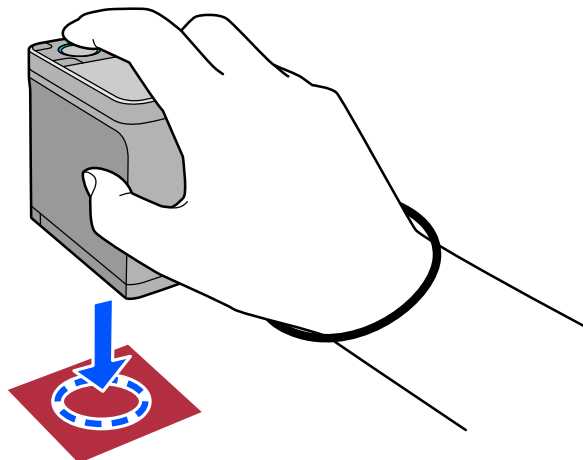
Spot Mode

> *Note:*
> *Use the alignment marks on the sides of the sensor as guides when you want to align the device with the center of the item being measured.*
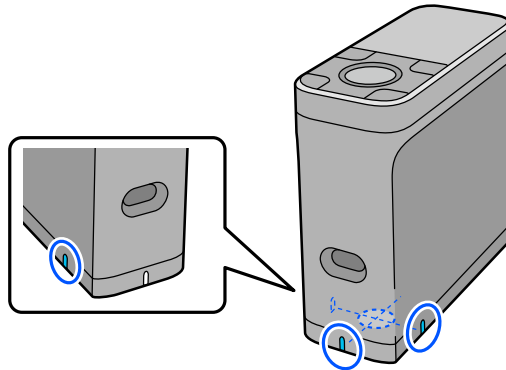
5 Press the enter button.
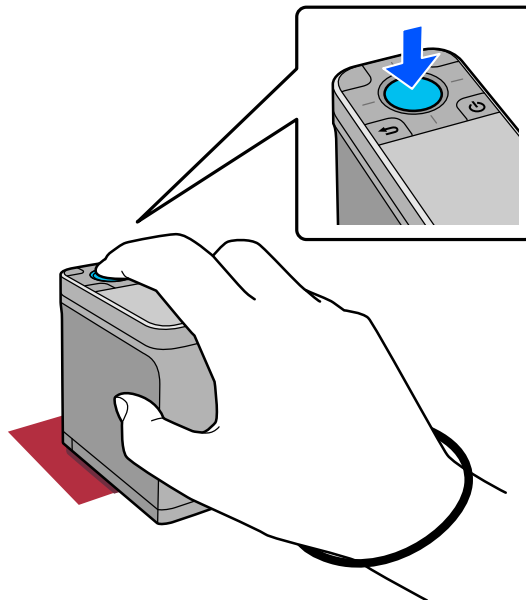
6 The color measurement results are displayed.

❶	Displays the time the color measurement was performed, the connection status, and the battery level.
❷	Displays the color measurement results as L * a * b * values.

Spot Mode

❸	Displays the color difference (ΔE*) between the current color and the last color when you go on to measure the next item.
❹	The color being measured is displayed around the edges of the screen.

7 When color measurement is complete, close the sensor cover and turn off the device.

Note:
In this mode, you can automatically save up to 100 instances of color measurement data to the device. When this reaches 100 items, you need to choose whether to automatically delete the oldest data first, or manually delete unnecessary data from the history data.

*When the following screen is displayed, select **Auto** or **Manual**.*

❏ *When you select **Auto***
*Whenever the number of color measurement data entries exceeds 100, the oldest data is automatically deleted. When you select **Auto**, **Auto Delete Data** is set to **On** in the Settings menu, and automatic data deletion is enabled until you change the setting.*

❏ *When you select **Manual***
*The history screen is displayed. Add the data you want to save to your favorites, select **Edit**, and then select **Delete by Date** or **Delete All** to delete the data by group or to delete all of the data groups.*
To register color measurement data to your favorites, select the data group on the history screen, and then specify and register the individual color measurement data entry. See the following for details.
U *"Editing History Data" on page 16*

You can also set automatic data deletion in ⚙ *- **Measurement Settings** - **Auto Delete Data**.*

Comparison (Spot) Mode

Allows you to compare the colors for two groups in order. You can register the group of colors (reference data) you want to compare to the device in advance, and then select them before starting color measurement. You can determine whether the color difference between corresponding colors between groups and the average value are below or beyond the acceptable range that has been set.

> *Note:*
> *The number of data groups that you can register and the number of colors in each data group are the same as for Comparison (Scan) mode; up to 3 groups and 80 colors in each group.*

1 Register the group for the comparison source color (reference data) and the value for the Passing Value to the device from the Epson Spectrometer smartphone app or an app that is compatible with the device.

For details, see the help or documentation for the app.

2 Prepare a series of color measurement items you want to compare.

3 Turn on the device.

4 Follow the on-screen instructions when the calibration instructions are displayed.

5 On the data group selection screen, use the navigation button to select the data group to be used as the comparison source, and then press the enter button to confirm.

6 Select the color measurement icon on the menu screen to display the color measurement screen.
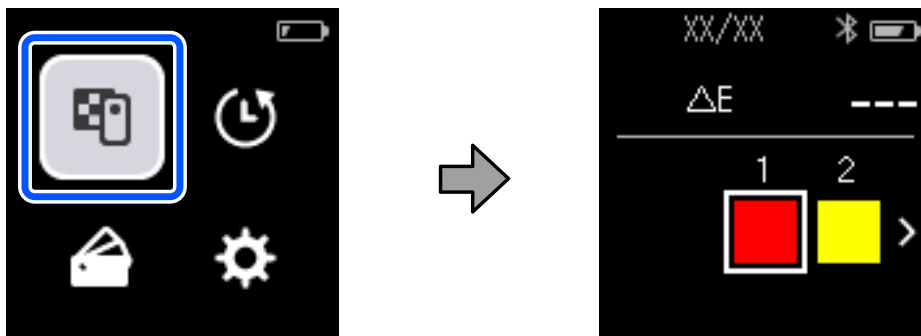
Comparison (Spot) Mode

7 Open the sensor cover on the base.
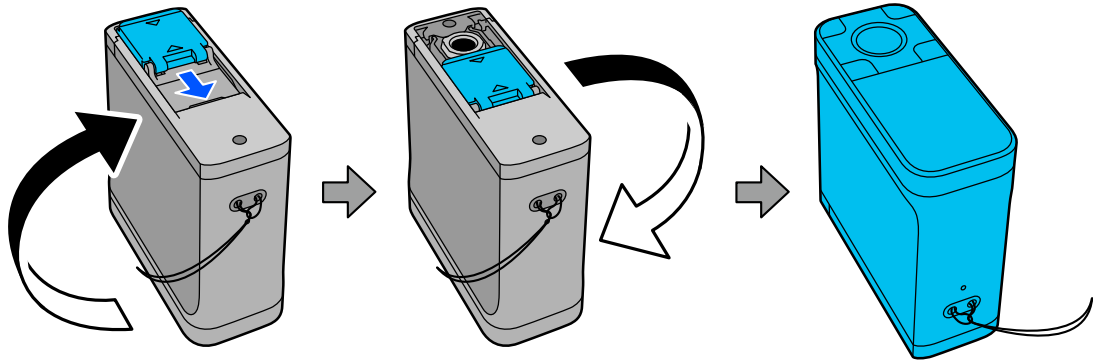
8 Place the sensor on the item you want to measure.
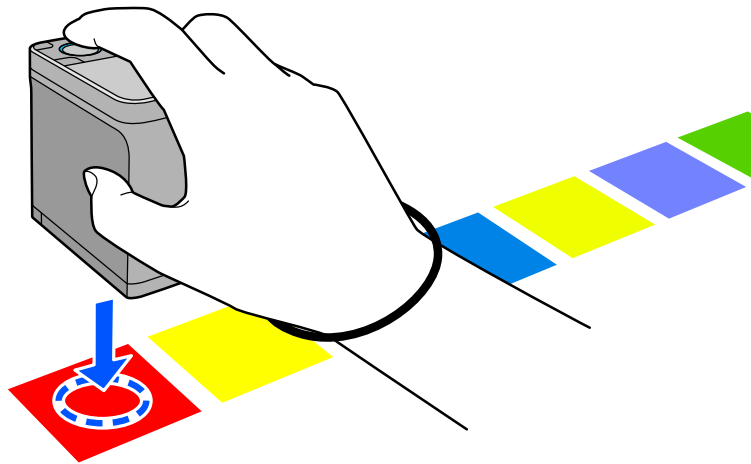
Note:
Use the alignment marks on the sides of the sensor as guides when you want to align the device with the center of the item being measured.
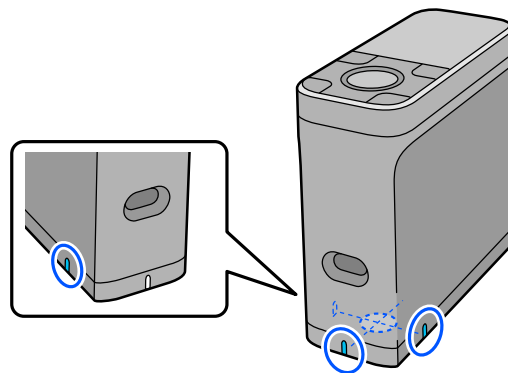
Comparison (Spot) Mode

9 Press the enter button.
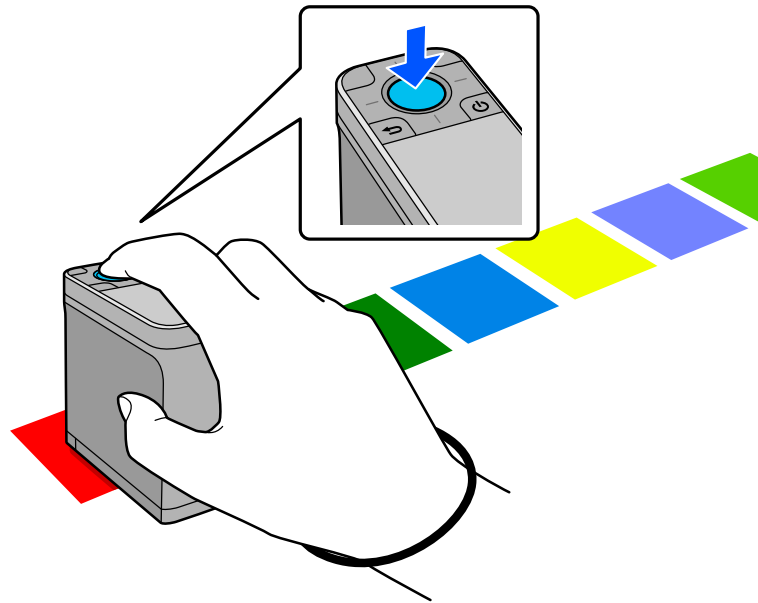
10 The comparison results between the comparison source (reference) color and the measured color are displayed. After that, the next color measurement screen is displayed.
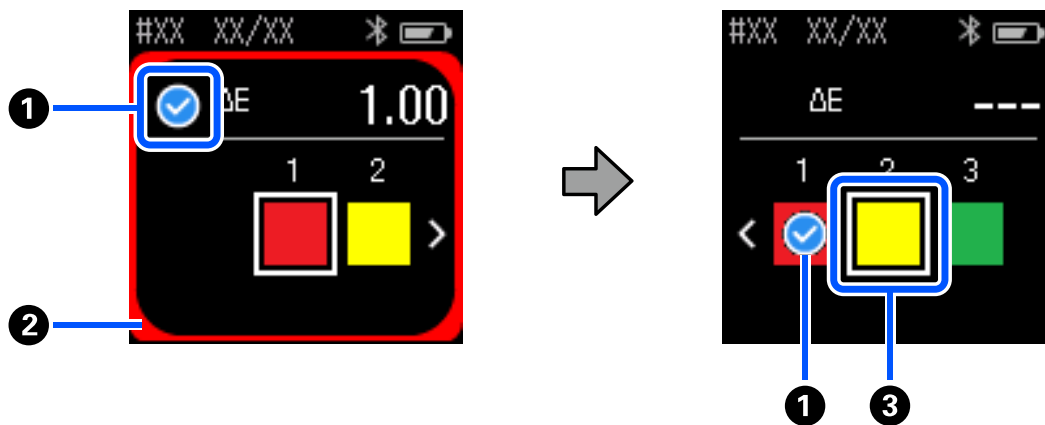
❶	Displays ✓ when the compared color measurement value is less than or equal to the Passing Value. Displays ⚠ when it is greater than the Passing Value.
❷	The color being measured is displayed around the edges.
❸	The color inside the square changes to the color to be measured and compared next.

If the color measurement result is ✓ or ⚠, the source data automatically moves to the next color in the sequence. Place the device on the next item to be measured, and then press the enter button. If you want to measure a color again, use the navigation button to move the focus to the previous reference color, and then measure the color again.

Comparison (Spot) Mode

11 When color measurement is complete, press the enter button to check the results.

If the average color difference for corresponding colors between the groups is greater than the Passing Value, ⚠ is displayed next to the average color difference at the top of the screen. If the color difference is less than the Passing Value, it is not displayed.
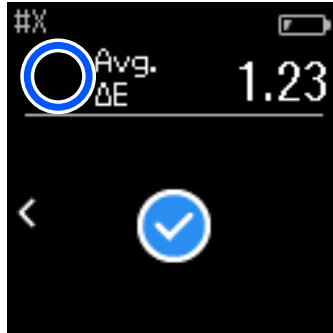
12 Close the sensor cover and turn off the device.

Note:

❏ *You can check the color measurement values of individual colors from the history screen by returning to the menu screen.*

❏ *In this mode, you can automatically save up to 500 instances of color measurement data to the device, including data measured in Comparison (Scan) mode. When this reaches 500 items, you need to choose whether to automatically delete the oldest data first, or manually delete unnecessary data from the history data.*
When the following screen is displayed, select **Auto** *or* **Manual***.*

❏ *When you select* **Auto**
Whenever the number of color measurement data entries exceeds 500 (500 colors), the oldest data is automatically deleted.
When you select **Auto***,* **Auto Delete Data** *is set to* **On** *in the Settings menu, and automatic data deletion is enabled until you change the setting.*

❏ *When you select* **Manual**
The selection screen for the group of colors (reference data) is displayed. Select the group for which you want to delete the historical data, and the color measurement history for that group is displayed. Select **Edit***, and then select* **Delete the Data***,* **Delete All***, or* **Favorite***.*
When you register data you want to keep to your **Favorite***, the data is not deleted even if you select* **Delete All***. See the following for details.*
U *"Editing History Data" on page 16*

You can also set automatic data deletion in ⚙ *-* **Measurement Settings** *-* **Auto Delete Data***.*

Comparison (Scan) Mode

You only need to perform a single color measurement operation to compare the colors for two groups of items. You can register the group of colors you want to compare to the device in advance, and then select them before starting color measurement. You can determine whether the color difference between corresponding colors between groups and the average value are below or beyond the acceptable range that has been set.

> *Note:*
> ❏ *The number of data groups that you can register and the number of colors in each data group are the same as for Comparison (Spot) mode; up to 3 groups and 80 colors in each group.*
>
> ❏ *If you use colored media or media with poor ink penetration to print the color measurement patch pattern, color measurement scanning will not be performed correctly.*
>
> ❏ *You can also see how to perform a color measurement scan in the online video manual. You can access the video from the following URL.*
> ➜ *https://www.epson-biz.com/?prd=sd-10&inf=playlist*

Preparing for a Color Measurement Scan

1 Register the group for the comparison source color (reference data) and the value for the Passing Value to the device from the Epson Spectrometer smartphone app or an app that is compatible with the device.

For details, see the help or documentation for the app.

2 Prepare a color measurement patch pattern you want to compare.

To use this mode without linking to an app on a computer, you need to create a patch pattern that meets the following conditions.

Color patch size

Color measurement direction length	Approximately 30 ± 2 mm (1.18 ± 0.08 inches)
Width	15 mm (0.59 inches) or more (recommended: 30 mm [1.18 inches])

Border in front of patch (except for the patch at the top)

Width		5 mm (0.20 inches)
Color	Patch L value < 70	White
	Patch L value ≥ 70	Black

Other conditions

❏ Make sure there is a white margin of one patch (30 mm [1.18 inches]) at the end of the patch row.

❏ The number of patches should not exceed 10 per row, and each row should not exceed 400 mm (15.7 inches) including the final border.

❏ If a patch spans multiple rows, lay it out from the bottom left.

Comparison (Scan) Mode

Note:
Example when there is a total of 28 patches
Number of patches in rows 1 and 2 = 10, number of patches in row 3 = 8
The color measurement order is row 1, row 2, and then row 3
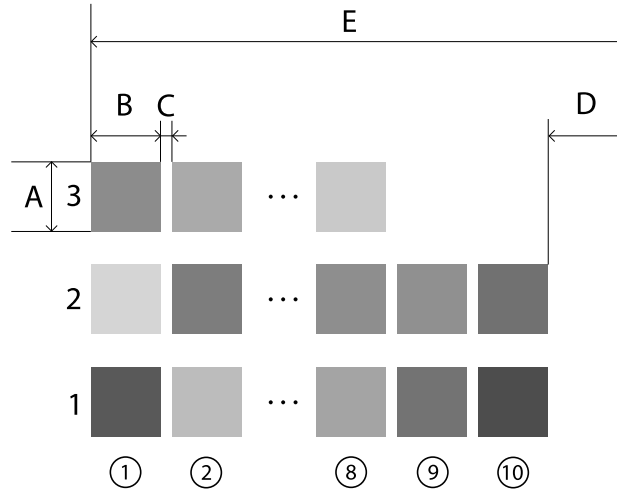
A: 15 mm (0.59 inches) or more (recommended: 30 mm [1.18 inches])
B: 30 ± 2 mm (1.18 ± 0.08 inches)
C: 5 mm (0.20 inches)
D: 30 mm (1.18 inches)
E: 400 mm (15.7 inches) or less

Color Measurement Scan

1 Turn on the device.

2 Follow the on-screen instructions when the calibration instructions are displayed.

3 On the data group selection screen, use the navigation button to select the data group to be used as the comparison source, and then press the enter button to confirm.

Comparison (Scan) Mode

4 Use the enter button to display the menu screen, and then select the color measurement icon to display the color measurement screen.
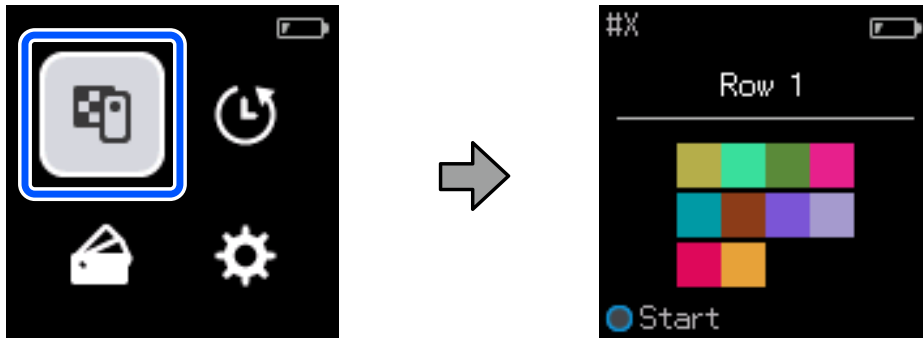
5 Open the sensor cover on the base.
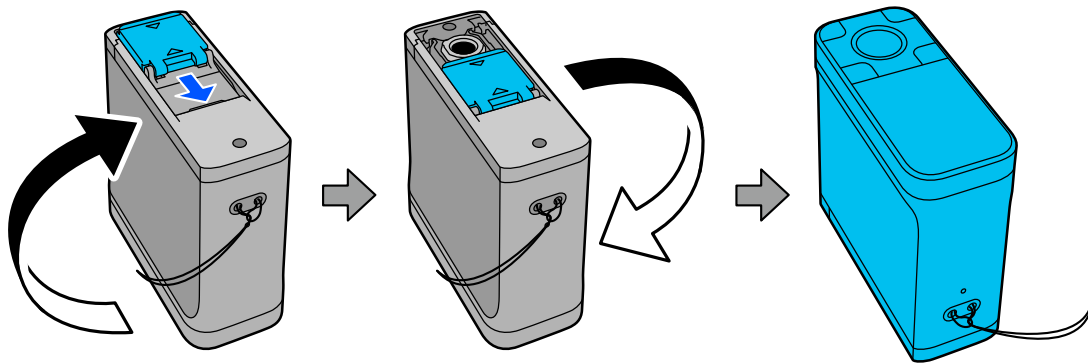
6 Place the color measurement patch pattern on a flat surface and place a ruler on it to stop it from moving.
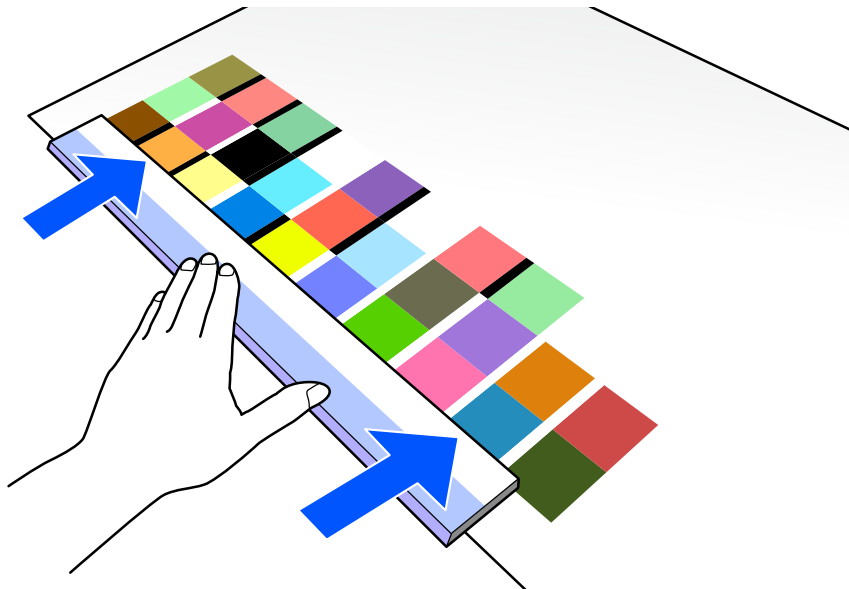
Comparison (Scan) Mode

7 Place the sensor on the patch at the top of the first row.
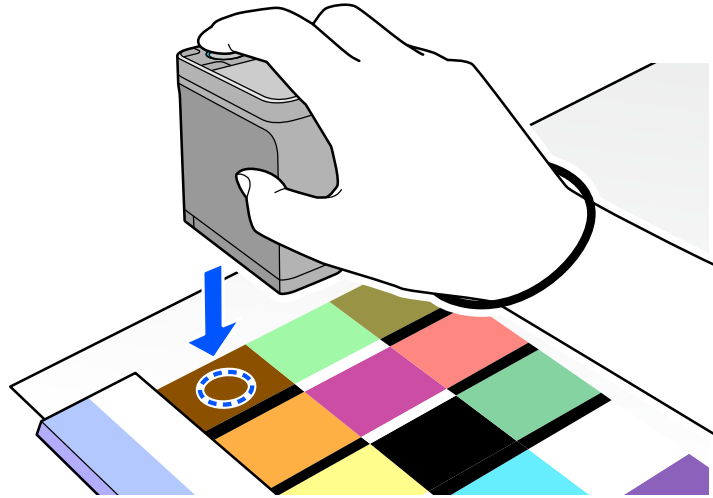
> *Note:*
> *Use the alignment marks on the sides of the sensor as guides when you want to align the device with the center of the item being measured.*
>
>
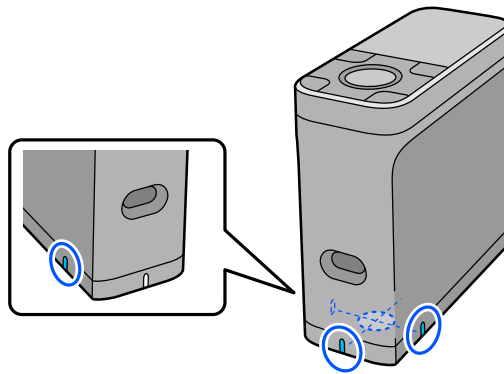
8 Press and release the enter button.
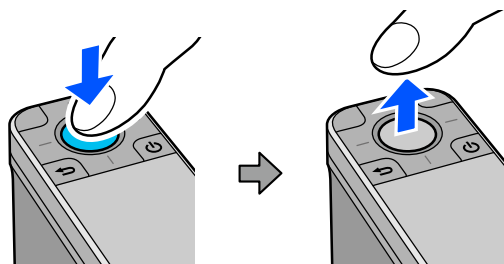
Comparison (Scan) Mode

9 Slide the device along the ruler to the border at the other end. Move the device at a speed of approximately 5 cm (2 inches) per second. If there are 10 patches in one row, try to take approximately 8 seconds to measure one row of colors.

When the device reaches the border at the other end, color measurement for the first row ends automatically.

Note:
You can also press the enter button to finish measuring a row without waiting for it to end automatically.
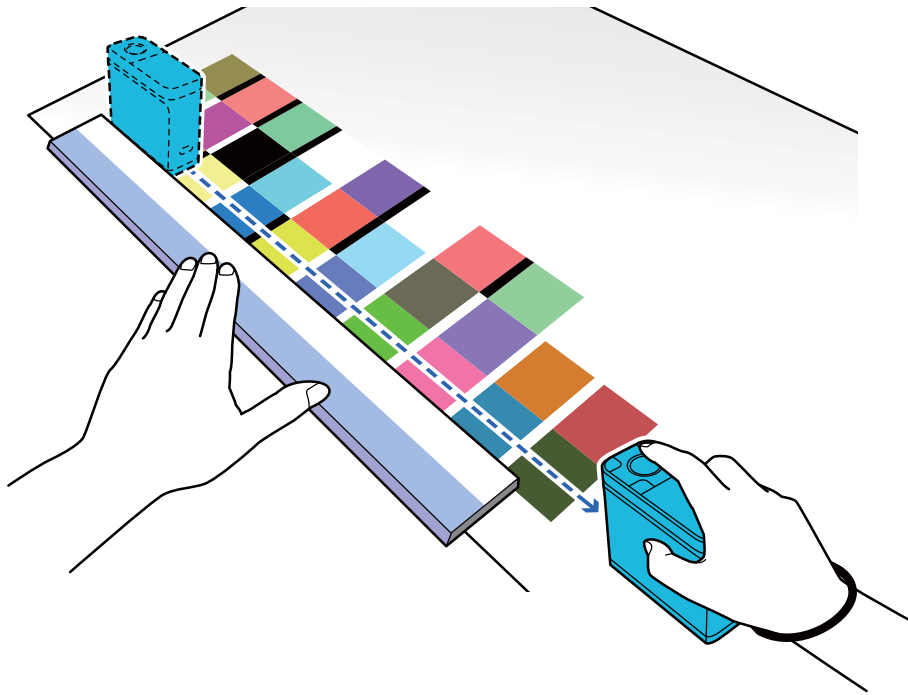
Note:
When measuring paper with a non-slip surface such as glossy paper

Depending on the type of paper on which the color measurement patch pattern is printed, color measurement may fail due to vibrations caused by friction when sliding the device. In this situation, prepare two sheets of A3 size plain paper.

Place these sheets of paper so that they are parallel to each other on either side of the line to be measured, with a gap between them of approximately 2 cm (0.8 inches). Make sure that the patch pattern to be measured is in the center of the gap between the paper.
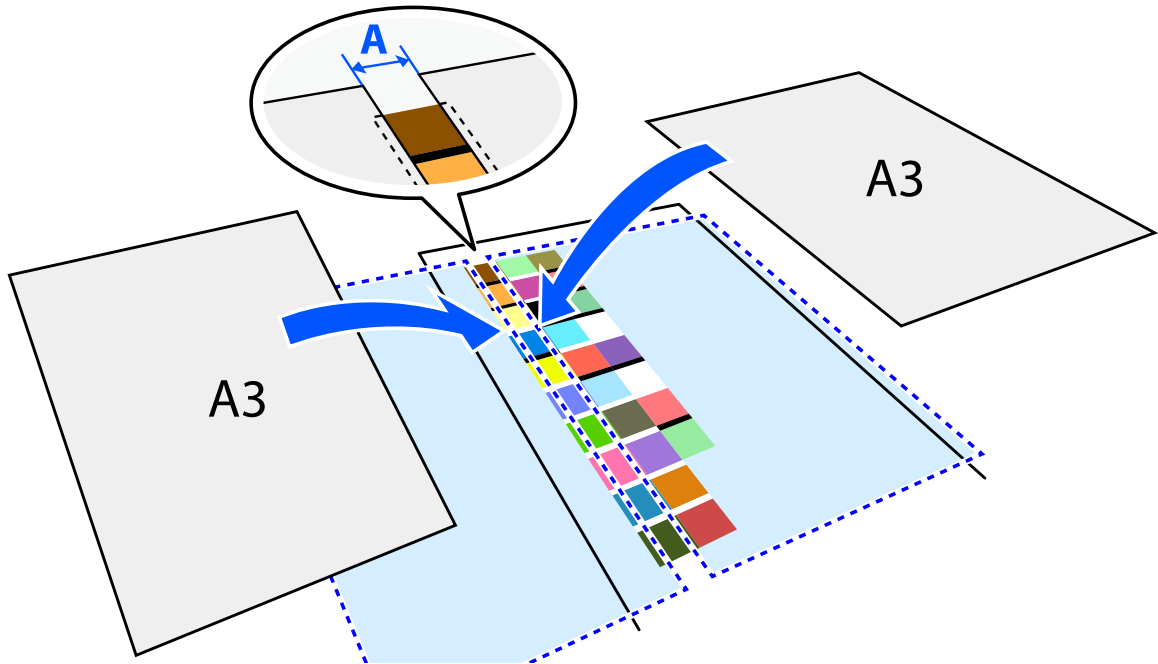
A: 2 cm (0.8 inches)

Using the ruler as a guide, measure the color by moving the center of the sensor so that it does not deviate from the center of the patch pattern.
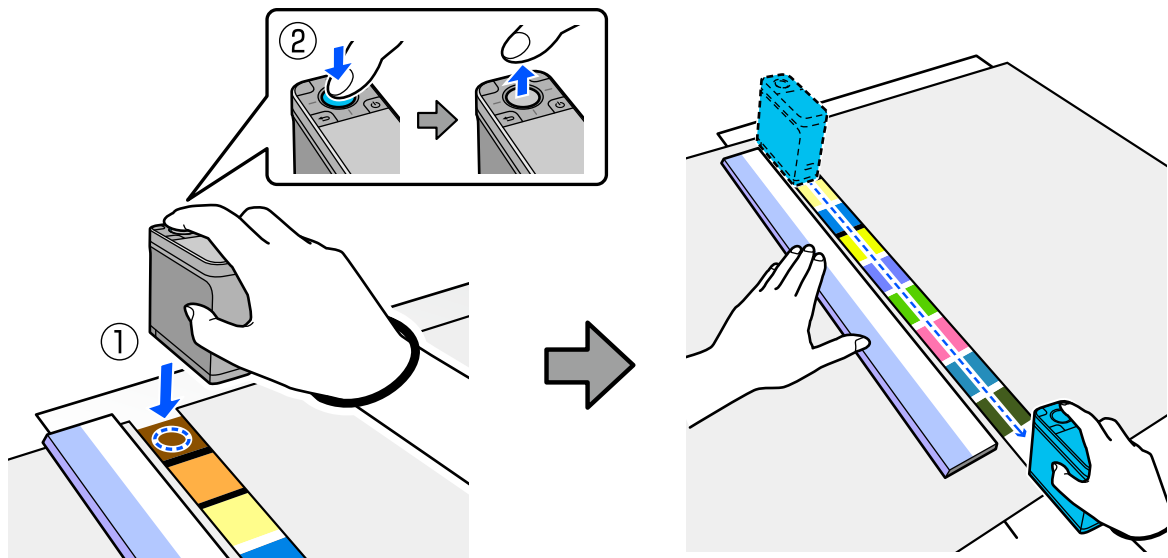
Comparison (Scan) Mode

10 When you have finished measuring one row, the comparison results for each color in that row are displayed.
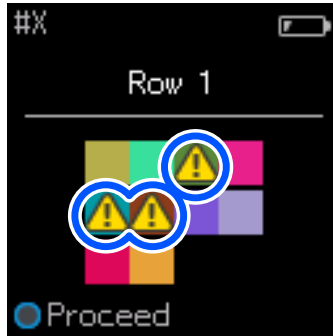
If any of the color measurement values for the colors in the rows compared exceeds the Passing Value, ⚠ is displayed.
Press the enter button to move the comparison source data to the next row.

11 Move the device to the start of the next row and repeat from step 6 to measure all of the rows.

12 When color measurement for the final row is complete, press the enter button to check the results.

If the average color difference for corresponding colors between the groups is greater than the Passing Value, ⚠ is displayed next to the average color difference at the top of the screen. If the color difference is less than the Passing Value, it is not displayed.
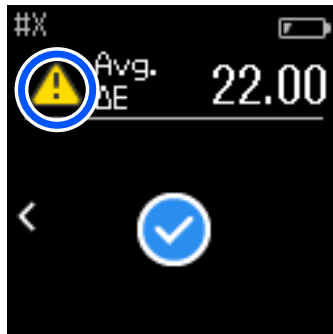
13 Close the sensor cover and turn off the device.

Note:

❏   *You can check the color measurement values of individual colors from the history screen by returning to the menu screen.*

❏   *In this mode, you can automatically save up to 500 instances of color measurement data to the device, including data measured in Comparison (Spot) mode. When this reaches 500 items, you need to choose whether to automatically delete the oldest data first, or manually delete unnecessary data from the history data.*
When the following screen is displayed, select **Auto** *or* **Manual**.

```
┌──────────────────────┐
│                  ▄▄▄  │
│ Memory is full.      │
│ When "Auto" is       │
│ selected, oldest     │
│ data is deleted.     │
│                      │
│  ┌────────┐          │
│  │ Auto   │ Manual   │
│  └────────┘          │
└──────────────────────┘
```

   ❏   *When you select* **Auto**
   Whenever the number of color measurement data entries exceeds 500 (500 colors), the oldest data is automatically deleted.
   When you select **Auto**, **Auto Delete Data** *is set to* **On** *in the Settings menu, and automatic data deletion is enabled until you change the setting.*

   ❏   *When you select* **Manual**
   The selection screen for the group of colors (reference data) is displayed. Select the group for which you want to delete the historical data, and the color measurement history for that group is displayed. Select **Edit**, *and then select* **Delete the Data**, **Delete All**, *or* **Favorite**.
   When you register data you want to keep to your **Favorite**, *the data is not deleted even if you select* **Delete All**. *See the following for details.*
   ☞ *"Editing History Data" on page 16*

   You can also set automatic data deletion in ⚙ *-* **Measurement Settings** *-* **Auto Delete Data**.

❏   *When you print a color chart for printer color matching or creating an ICC profile from an app that supports this device, a color chart with no border between patches is printed.*
The color measurement procedure for a color chart with no border between patches is the same as steps 6 to 9 above. For details about printing a color chart from your app and performing color measurement, see the documentation for the app.

Maintenance

> ⚠️ *Important:*
>
> *Do not perform any maintenance or disassembly other than as described below. Otherwise, the device may not operate correctly.*

Cleaning the Exterior

If the exterior of the device gets dirty, wipe it with a dry cloth or a cloth that has been soaked in water and thoroughly wrung out.

> ⚠️ *Important:*
>
> ❑ *Do not use volatile chemicals such as alcohol or thinner, or neutral detergents. These substances may affect the performance of the device.*
>
> ❑ *Do not allow water to enter the device. Otherwise, the device may not operate correctly.*
>
> ❑ *Do not spray lubricants or any other substance onto the device. Otherwise, the device or circuitry may be damaged, which could prevent it from operating properly.*

1. Confirm that the device is off.

   Disconnect the USB cable if it is connected.

2. Wipe off any dirt on the exterior with a dry cloth or a cloth that has been soaked in water and thoroughly wrung out.

Cleaning the Sensor

Repeated color measurements may cause dust or other materials to enter the sensor area, which could cause a decline in color measurement accuracy and operations. Check the sensor area periodically. If you see dust or other materials, or if a maintenance message is displayed, follow the steps below.

> ⚠️ *Important:*
>
> *Do not use volatile chemicals such as alcohol, thinner, or neutral detergents or liquid such as water. These substances may affect the performance of the device.*

> *Note:*
> *After performing color measurement, make sure you close the sensor cover on the base of the device to prevent dust or other materials from entering the sensor.*

1. Confirm that the device is off.

   Disconnect the USB cable if it is connected.

Maintenance

2 Open the sensor cover.
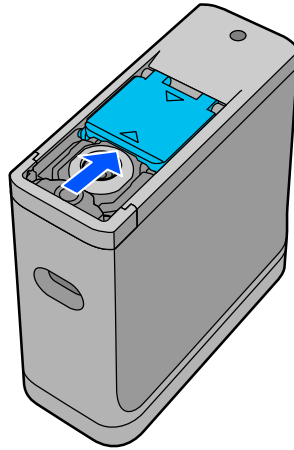
3 Blow away any dust inside and around the sensor using a commercially available air blower for cameras, as shown in the following illustration.
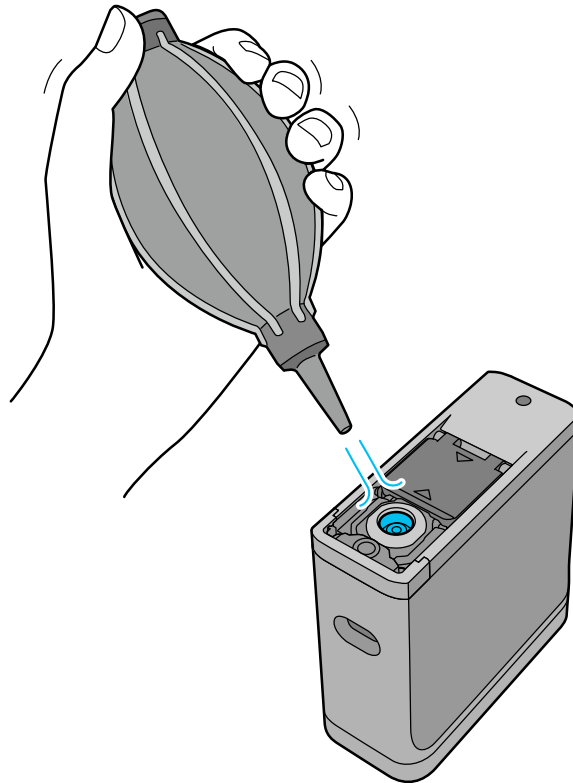
Cleaning the White Calibration Tile

When the device is used in a variety of environments, dust or other materials may stick to the white calibration tile on the inside of the sensor cover, which could cause a decline in color measurement accuracy and operations. When a message prompting you to clean the calibration tile is displayed, follow the steps below to clean the calibration tile on the inside of the sensor cover.

Maintenance

> **❗ Important:**
>
> ❏ *Never touch the white calibration tile on the inside of the sensor cover. Doing so could affect the color measurement accuracy.*
>
> ❏ *Do not use volatile chemicals such as alcohol, thinner, or neutral detergents or liquid such as water. These substances may affect the performance of the device.*
>
> ❏ *Never disassemble the device in any way other than the following procedure.*

> *Note:*
> *After performing color measurement, make sure you close the sensor cover on the base of the device to prevent dust and so on from entering the sensor.*

1 Confirm that the device is off.

Disconnect the USB cable if it is connected.

2 Open the sensor cover.
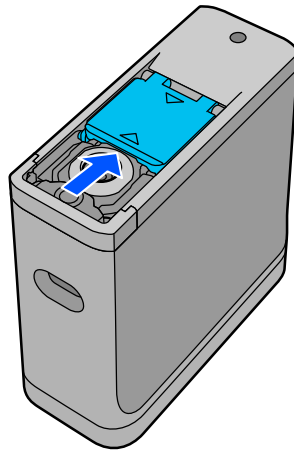
3 Loosen the screw, and then remove the plastic part.

Use a precision screwdriver that matches the size of the cross-hole in the screw head.
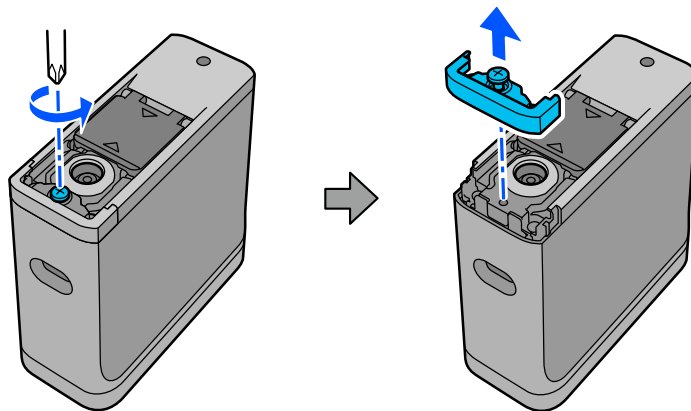
Maintenance

4   Move the sensor cover out, raise it, and then fold it down on the other side.
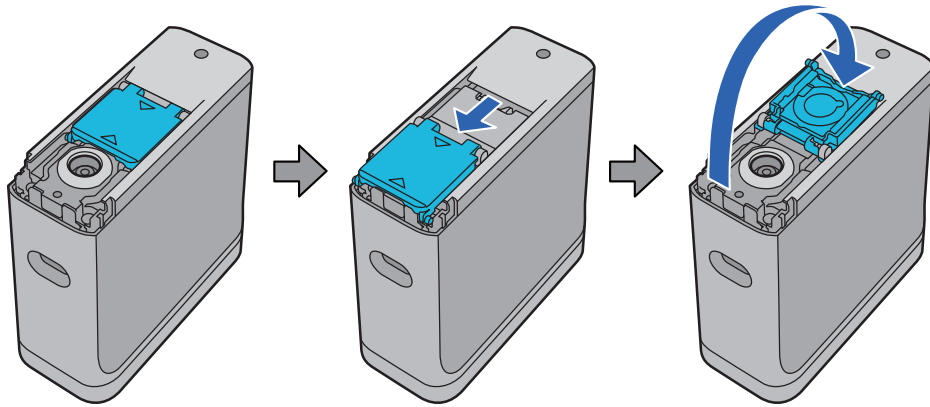
5   Use a commercially available air blower for cameras to blow off any dust that is stuck to the white tile for calibration inside the sensor cover.
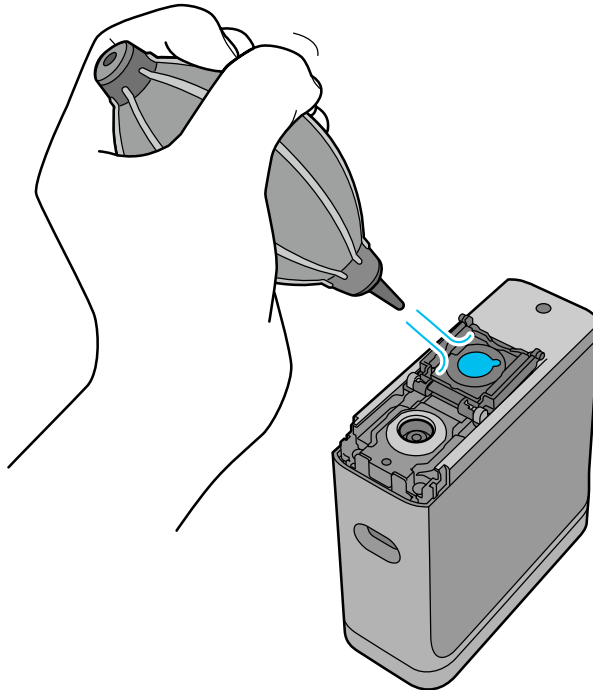
6   In reverse order, close the sensor cover and then screw in the plastic part you removed.

Carrying the Spectrophotometer

When carrying the spectrophotometer or transporting it to move it or repair it, follow the steps below to pack it up.

Maintenance

> ⚠️ *Caution:*
>
> ❑ *The device may be damaged if it is subjected to strong impacts.*
>
> ❑ *Do not leave the device in locations where it will be exposed to high temperatures beyond the recommended storage temperature range, such as in direct sunlight, near a heater, or in a vehicle. Doing so could could cause the device to be deformed or affect the measurement accuracy.*
>
> ❑ *We recommend handling this product as carry on luggage when taking it on board an aircraft. Contact the airline in advance to check that you can take it as carry on luggage. Depending on how cargo is handled at the airport, the device may be damaged if it is subjected to strong impacts.*

1 Confirm that the device is off.

2 Confirm that the sensor cover on the base is closed.

3 Disconnect the USB cable if it is connected.

4 Place the device in the carrying case supplied and carry it. When transporting the product to move it or repair it, make sure it is packed in the carrying case and placed in the original packaging or a sturdy box.

Updating the Firmware

Updating the firmware can solve problems that have occurred, and improve or add functions.
Make sure you are using the latest version of the firmware.

To update the firmware, connect this device to a computer by USB. Download the latest firmware to your computer and perform a firmware update.

Go to your local Epson home page to download the latest version of the firmware.
➡ https://www.epson.com

> ❗ *Important:*
>
> *Do not turn off the device while the firmware is updating. Otherwise, the firmware may not be updated correctly.*

Problem Solver

When a Message is Displayed

When a warning message is displayed on the screen, follow the on-screen instructions.
If any of the following error messages are displayed, check the instructions and take the necessary action.

Message Contents	What To Do
Cannot operate because internal temp. is too high.	The inside of the device is hot. The power may turn off automatically. Leave it in a room temperature environment with the power off for a while and wait for the temperature to drop. If the same message is displayed repeatedly when you turn on the device again, contact your dealer or Epson support. U "Contacting Epson Support" on page 51 If an error code is displayed at the top-left corner of the screen, provide that code number when you contact Epson.
Cannot operate because internal temp. is too low.	The inside of the device is cold. The power may turn off automatically. Leave it in a room temperature environment with the power off for a while and wait for the temperature to rise. If the same message is displayed repeatedly when you turn on the device again, contact your dealer or Epson support. U "Contacting Epson Support" on page 51 If an error code is displayed at the top-left corner of the screen, provide that code number when you contact Epson.
Cannot charge battery. Internal temp. is too high.	The inside of the device is hot. Leave it in a room temperature environment with the power off for a while and wait for the temperature to drop.
Cannot charge battery. Internal temp. is too low.	The inside of the device is cold. Leave it in a room temperature environment with the power off for a while and wait for the temperature to rise.
The battery cannot operate because the internal temperature is too high.	The battery is hot. Leave it with the power off for a while and wait for the temperature to drop. The device works when a USB cable is connected and power is being supplied.
The battery cannot operate because the internal temperature is too low.	The battery is cold. Leave it with the power off for a while and wait for the temperature to rise. The device works when a USB cable is connected and power is being supplied.
Device cannot operate as hardware error has occurred.	The internal components may be malfunctioning. If the same message is displayed repeatedly even after you turn the device off and back on or after you press the reset button, contact your dealer or Epson support. U "Contacting Epson Support" on page 51 If an error code is displayed at the top-left corner of the screen, provide that code number when you contact Epson.

Problem Solver

Message Contents	What To Do
See your documentation to perform maintenance.	Dust or other materials may stick to the white calibration tile on the inside of the sensor cover. Clean the tile. U "Cleaning the White Calibration Tile" on page 36 If the same message is displayed after cleaning, contact your dealer or Epson's repair center.
Measurement failed. Measure again.	Measure again. See the following if you are performing color measurement in Comparison (Scan) mode. U "Color Measurement Fails in Comparison (Scan) Mode" on page 42

Problems with the Spectrophotometer

The Device Does not Turn on

❏ Press the power button a little longer.

❏ If the device does not turn on when running on battery power, the battery may be too low. Try connecting a USB cable to power the device, or charge the battery and then turn it on.

❏ The spectrophotometer cannot be used on battery power in environments that are too cold or too hot. Use the device within the recommended operating temperature range.

❏ Press the reset button to reset the device.

The Device Does not Turn off

❏ Press the power button a little longer.

❏ Press the reset button to reset the device.

The Device Turns off During Use

❏ When no operations are performed for an extended period, the device turns off to save power. Turn the device back on.

❏ Check the remaining battery power. When the power is running low, connect a USB cable to supply power or charge the battery.

❏ Use the device within the recommended operating temperature range. The spectrophotometer may turn off in environments that are too cold or too hot.

Cannot Charge the Battery

❏ The battery cannot be charged using a USB hub. Connect the device directly without using a USB hub.

❏ Use the device within the recommended operating temperature range.

Problem Solver

Cannot Connect the Spectrophotometer to a Smart Device

❏ Bluetooth is set to **OFF** in General Settings. Select ⚙ - **General Settings** from the menu screen, and then set **Bluetooth** to **ON**.

❏ The device you are using is not selected in Epson Spectrometer. Select the device in Epson Spectrometer.

❏ If the device is connected to your computer by USB, disconnect the USB connection.

Problems with Color Measurement

Color Measurement Fails in Comparison (Scan) Mode

❏ The device is not being moved at an appropriate speed. Move it at a speed of about 5 cm (2 inches) per second.

❏ Depending on the type of paper on which the color patch pattern is printed, scan color measurement may fail if the device vibrates due to friction with the paper. See the following if the color measurement device does not slide smoothly or if you hear it vibrating.

❏ The color patch pattern being measured does not meet the specifications for measuring color in Comparison (Scan) mode for this device. Check that it meets the following pattern conditions.

   ❏ The size of the patch should be at least 28 mm (1.10 inches) in length in the direction of color measurement, and 15 mm (0.59 inches) in width (30 mm [1.18 inches]is recommended).

   ❏ If the patch to be measured is a light color with an L-value of 70 or more, place a 5 mm (0.20 inches) black border in front of it.

   ❏ If the patch to be measured is a dark color with an L-value of less than 70, place a 5 mm (0.20 inches) white border in front of it.

   ❏ Add a white margin of approximately 30 mm (1.18 inches) in the scanning direction at the end of the row of patches being measured.

   ❏ The total length, including the above margins, must not exceed 400 mm (15.7 inches).

   ❏ The maximum number of patches is 10[*] for each row.

   ❏ Patches are placed in rows of 10* in the order in which they are to be measured, starting from the bottom left.

   *: Up to 18 when connecting to a computer or smart device for scan color measurement.

❏ The number of color patches being measured may be smaller than the comparison source data (reference data). Check the comparison source data and the color patch being measured.

❏ If you use colored media or media with poor ink penetration to print the color measurement patch pattern, color measurement scanning will not be performed correctly in Comparison (Scan) mode. Try again in Comparison (Spot) mode.

Problem Solver

> *Note:*
> *See the following for more information on the size and placement of color patches, as well as the procedure for color measurement scanning.*
>
> U *"Comparison (Scan) Mode" on page 27*

The Color Measurement Results are Incorrect

❏ Dust or other materials may stick to the white calibration tile on the inside of the sensor cover. Clean the tile.
U *"Cleaning the White Calibration Tile" on page 36*

❏ If the problem continues after cleaning, contact your dealer or Epson's repair center.

Color Measurement Results Vary even When the Same Sample is Measured

❏ Measuring material with an uneven surface or with patterns on the surface may cause significantly different results. In this situation, it is not an error or a malfunction.

Specifications

> *Note:*
> *These specifications are subject to change without notice.*

Basic Specifications

Type	Handy stand-alone spectrophotometer	
Spectroscopic engine	Spectroscopic analysis	Spectroscopic device made by EPSON
	Spectral range	400 to 700 nm
Optics	Optical geometric conditions	Circular lighting (45˚c : 0˚)
	Measurement aperture	7.6 mm (0.3 inches)
	Illuminant	LED light (including UV)
Reflectance measurement	Measurement conditions	M0 — Including UV light component, ISO 13655:2017 measurement condition M0
		M1e — Including UV light component, measurement conditions equivalent to ISO 13655:2017 measurement condition M1 (Measurement conditions held with a radiant power at all wavelengths from 400 to 700 nm, and power ratios in the 300 to 400 nm and 400 to 500 nm regions similar to D50)
		M2 — Without UV, ISO 13655:2017 measurement condition M2
	Calibration	Automatically performed using the white tile for calibration inlaid on the inside of the sensor cover
Color value display	CIE L*a*b*	

Specifications

Color measurement accuracy	Inter-instrument agreement	0.4 or less Δ E00 average
		1.0 or less Δ E00 maximum
		❏ Deviation from SD-10 manufacturing standard for 12 BCRA color tiles (D50, 2˚)
		❏ Ambient temperature 23˚C (73.4˚F), humidity 50%
	Short term repeatability	0.1Δ E94 White
		❏ Average of 10 measurements every 3 seconds on white tile (D50, 2˚)
		❏ Ambient temperature 23˚C (73.4˚F), humidity 50%
	Color difference from BCRA tile calibration value	1.0 or less Δ E00 average
		❏ Deviation from the color measurement value for 12 BCRA color tiles (D50, 2 ˚) using a measuring instrument traceable to the national measurement standards
		❏ Ambient temperature 23˚C (73.4˚F), humidity 50%
Interface[*1]	USB 2.0 (Full speed USB) USB Type-C connector	
	Bluetooth Low Energy (Bluetooth Class 2)	

*1 Simultaneous use (simultaneous access) of USB and Bluetooth connections is not supported.

> ⚠ *Important:*
>
> *Use the device at an altitude of 2,000 m (6,562 ft) or less.*

External Dimensions Specifications

External Dimensions	Width: 35 mm (1.4 inches)
	Depth: 80 mm (3.1 inches)
	Height: 77.6 mm (3.1 inches) (sensor cover open), 80 mm (3.1 inches) (sensor cover closed)
Mass	Approx. 190 g (0.42 lb)

Electrical Specifications

Spectrophotometer Electrical Specifications

DC input voltage	5 V
DC input current	0.9 A

Battery Specifications

Type	Li-ion
Rated voltage	3.6 V
Current capacity	1,860 mAh
Charging time (while the device is off)[*1]	USB port (5 V/0.5 A): Approx. 5 hours (when connected to a computer) USB port (5 V/0.8 A): Approx. 3 hours (when connected to a USB AC adapter)

*1: For a new battery

> **Note:**
> *The following USB AC adapter was used to evaluate this device.*
>
> *Apple A1385 (rated input: AC 100-240 V / 50-60 Hz / 0.15 A; rated output: DC 5 V 1 A)*

Environmental Specifications

Temperature	In use	Spot color measurement: 0 to 40˚C (32 to 104˚F) Scan color measurement: 0 to 35 ˚C (32 to 95˚F)
	In storage	Before unpacking: −20 to 60˚C (-4 to 140˚F)[*1] After unpacking: −20 to 40 ˚C (-4 to 104˚F)[*2] Battery charging: 10 to 35˚C (50 to 95˚F)
Humidity	In use	5 to 85% (without condensation)
	In storage	5 to 85% (without condensation)
Pollution Degree	PD 2	
IP Protection Class	IPX0	

*1 Can be stored for one month at 40˚C (104˚F), or for 120 hours at 60˚C (140˚F)

*2 Can be stored for one month at 40˚C (104˚F)

Supported Operating Systems

❏ Windows
   Windows 7 (SP1, 64-bit), Windows 8/8.1 (64-bit), Windows 10 or later (64-bit)
   (Bluetooth LE connection is for Windows 10 (Build 1809) or later)

❏ Mac OS
   OS X 10.9 Mavericks or later, macOS 10.12 Sierra or later
   (Bluetooth LE connection is for macOS 10.13 High Sierra or later)

❏ Android
   Android 5.0 or later

Specifications

❏ iOS
iOS 12.0 or later

Standards and Approvals

For Users in U.S. and Canada

FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

This device complies with part 15 of FCC Rules and Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme à la partie 15 des règles de la FCC et aux normes des CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et

(2) l'appareil doit accepter tout brouillage subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Thisequipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment has very low levels of RF energy that are deemed to comply without testing of specific absorption rate (SAR).

Standards and Approvals

Cet équipement est conforme aux limites d'exposition aux rayonnements énoncées pour un environnement non contrôlé et respecte les règles les radioélectriques (RF) de la FCC lignes directrices d'exposition et d'exposition aux fréquences radioélectriques (RF) CNR-102 de l'IC. Cet équipement émet une énergie RF très faible qui est considérée conforme sans évaluation du débit d'absorption spécifique (DAS).

This equipment has been tested using the following external power source in accordance with 10 CFR Section 430 Appendix Y.
Apple 5 W USB Power Adapter
Type : A1385

For Users in Mexico

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Este equipo contiene el módulo inalámbrico siguiente:
Modelo (Módulo): RN4678

For Users in Paraguay

Importer name and address :

Fastrax S,A,   Av. Perú esq. Río de Janeiro, Barrios Las Mercedes.

Sol Control S.R.L.   Av. Gral. Benardino Caballero 810 esq. Celsa Speratti.

For Users in Belarus

версия установленного программного обеспечения: 1.13

For Users in Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission

For Users in Singapore

Complies with
IMDA Standards
DB101624

Standards and Approvals

For Users in Malaysia

Frequency Band : 2400-2483 MHz

For Users in Europe

Radio Equipment Information :

This product intentionally emit radio wave described as follows.
(a) frequency band in which the radio equipment operates; 2.4 to 2.4835 GHz
(b) maximum radio-frequency power transmitted in the frequency band in which the radio equipment operates;
20dBm (eirp power)

For users in Ukraine

Для користувачів в Україні

Інформація про радіообладнання:
Цей пристрій спеціально випромінює такі радіохвилі:
(а) у діапазоні частот, у якому працює пристрій; від 2,4 до 2,4835 ГГц
(б) з максимальною радіочастотною потужністю, переданою в діапазоні частот, у якому працює пристрій; 20 дБм (потужність ЕІВП)

СПРОЩЕНА ДЕКЛАРАЦІЯ про відповідність

Спрощена декларація про відповідність, зазначена в пункті 29 Технічного регламенту радіообладнання, повинна бути представлена таким чином:

справжнім "СЕЙКО ЕПСОН КОРПОРЕЙШН" заявляє, що Спектрофотометр відповідає Технічному регламенту радіообладнання;

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:

http://epson.ua/conformity

ZICTA Type Approval for Users in Zambia

See the following website to check the information for ZICTA Type Approval.
https://support.epson.net/zicta/

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

Help for Users in North America

Visit https://www.epson.com/support (U.S.) or http://www.epson.ca/support (Canada) and search for your product to download software and utilities, view manuals, get FAQs and troubleshooting advice, or contact Epson.

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred Limited Warranty Plan. Dial (888) 677-5011, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Before you call, make sure you have your printer serial number and proof of purchase.

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

Help for Users in Latin America

If you need additional help with your Epson product, contact Epson.

Epson provides these technical support services:

Internet Support

Visit Epson's support website at http://www.latin.epson.com/support (Caribbean), http://www.epson.com.br/suporte (Brazil), or http://www.latin.epson.com/soporte (other regions) 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

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

❏ Product name

❏ Product serial number (located on a label on the product)

❏ Proof of purchase (such as a store receipt) and date of purchase

❏ Computer configuration

❏ Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300
	0800-288-37766
Bolivia[*]	800-100-116
Brazil	0800-007-5000
Chile	(56 2) 2484-3400

Country	Telephone
Colombia	Bogota: (57 1) 592-2200
	Other cities: 018000-915235
Costa Rica	800-377-6627
Dominican Republic[*]	1-888-760-0068
Ecuador[*]	1-800-000-044
El Salvador[*]	800-6570
Guatemala[*]	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052
	Other cities: 01-800-087-1080
Nicaragua[*]	00-1-800-226-0368
Panama[*]	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210
	Other cities: 0800-10126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

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

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:

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
(Toll Free: 800-120-5564)

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 28 3925 5545

Service Center:　68 Nam Ky Khoi Nghia Street, Nguyen Thai Binh Ward, District 1, Ho Chi Minh 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 lt IIB No. 12
　Jl. Kusuma Bangsa 116 – 118
　Surabaya

　Phone: (62) 31-5355035
　Fax: (62)31-5477837

Yogyakarta　Hotel Natour Garuda
　Jl. Malioboro No. 60
　Yogyakarta

　Phone: (62) 274-565478

Medan　Wisma HSBC 4th floor
　Jl. Diponegoro No. 11
　Medan

　Phone/Fax: (62) 61-4516173

Makassar	MTC Karebosi Lt. Ill Kav. P7-8 JI. 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.

Helpline

Toll-free No:

18004250011, 186030001600, 1800123001600

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

Where To Get Help

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)

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