

EPSON

SC-F1000 Series

User's Guide

CMP0438-01 EN

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Note for North American and Latin American Users

IMPORTANT: Before using this product, make sure you read the safety instructions in the online *Notices*.

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Notes on Manuals

Meaning of Symbols

This manual uses the following symbols to indicate dangerous operations or handling procedures to prevent harm to users or other people or damage to property. Make sure you understand these warnings before reading the content of this manual.

 Warning:	Warnings must be followed to avoid serious bodily injury.
 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 content.

Screenshots

- The screenshots used in this manual may differ slightly from the actual screens.
- Unless otherwise stated, the Windows screenshots used in this manual are from Windows 10.

Illustrations

The illustrations may differ slightly from the model you are using. Please be aware of this when using the manual.

Manual Organization

The manuals for the product are organized as shown below.

You can view the PDF manuals using Adobe Reader or Preview (Mac).

Setup Guide (booklet)	This manual provides information on how to setup the printer after unpacking it from the box. Make sure you read this manual to perform operations safely.
Safety Instructions (booklet)	This section provides information that must be followed to prevent harm to users or other people or damage to property. Make sure you read this section to perform operations safely and correctly. For some regions, this content is included in the Setup Guide.
Online Manual	
User's Guide (PDF)	This manual explains how to use the printer.
Epson Video Manuals	These videos show you how to load media and perform maintenance.
Epson Support (PDF)	Provides information about Epson Support for each region.
DTF Film Printing Guide (PDF)	This manual explains the printing procedures using commercially available DTF (Direct to Film) printing films and powders.

Viewing Video Manuals

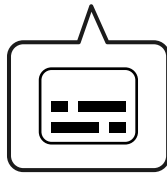
The video manuals have been uploaded to YouTube.

Notes on Manuals

Click **Epson Video Manuals** from the top page of Online Manual, or click the following blue text to view the manuals.

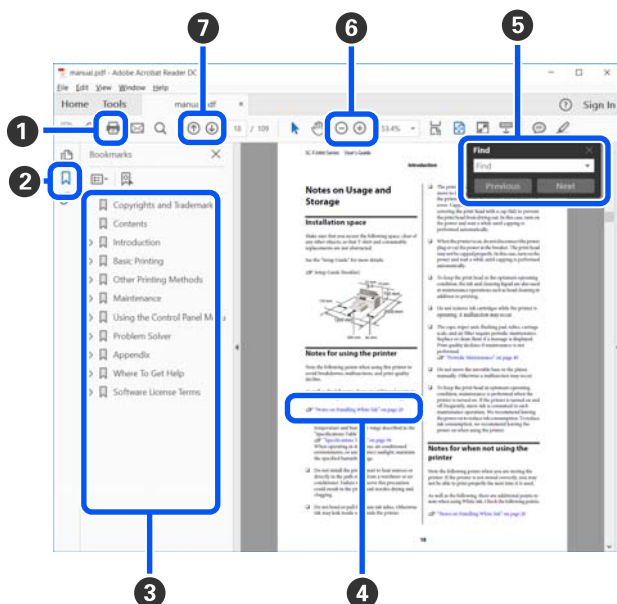
Epson Video Manuals

If the subtitles are not displayed when you play the video, click the subtitles icon shown in the image below.



Viewing PDF Manuals

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



- 1 Click to print the PDF manual.
- 2 Each time it is clicked the bookmarks are hidden or shown.
- 3 Click the title to open the relevant page.
Click [+] to open the titles lower in the hierarchy.
- 4 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.

- 5 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.

- 6 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, use it to specify the range of the place you want to enlarge.

For Mac

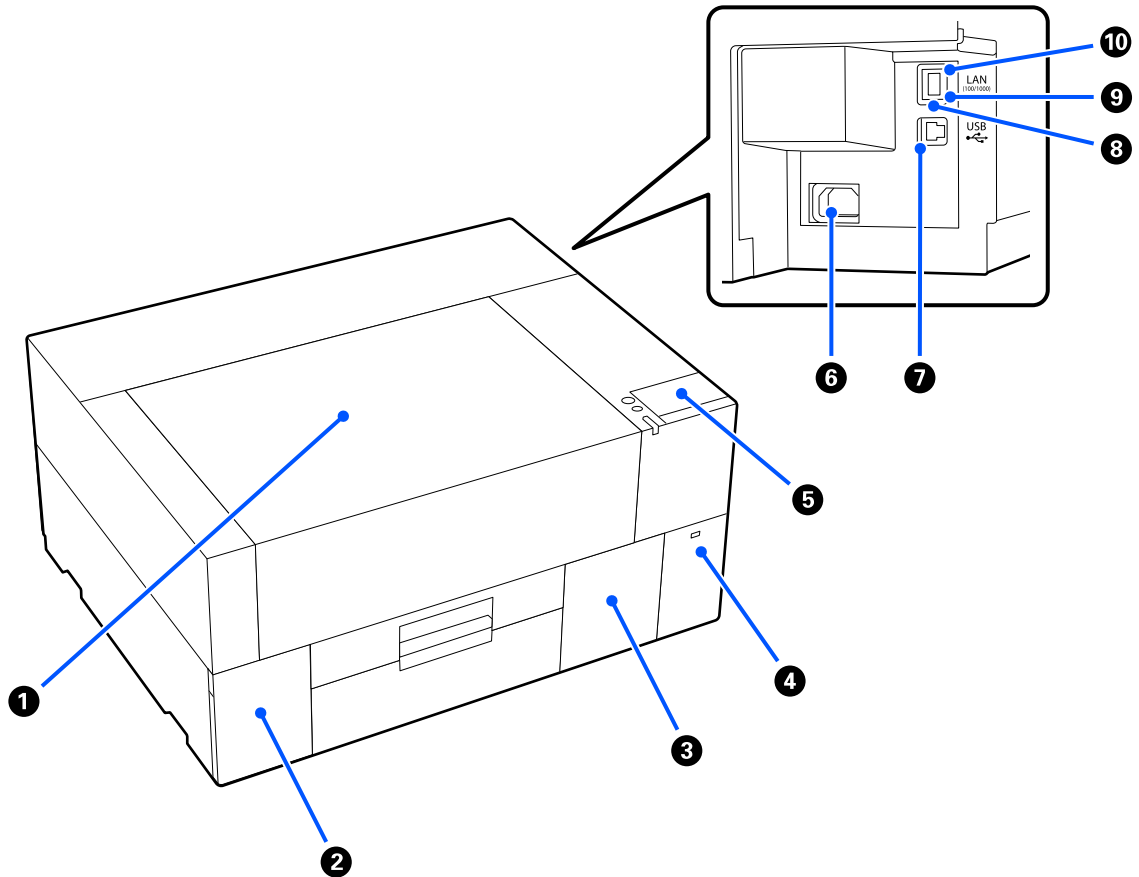
Click **View** menu - **Zoom** - **Marquee Zoom** in this order to change the pointer to a magnifying glass. Use the pointer as a magnifying glass to specify the range of the place you want to enlarge.

- 7 Opens the previous page or next page.

Introduction

Printer Parts

Front section / Right section



1 Printer cover

Open when loading media, replacing consumables, or cleaning. Normally closed when using the printer.

2 Ink cover

Open when shaking or replacing the ink supply unit or the cleaning ink supply unit.

3 Maintenance box cover

Open when replacing the maintenance box. Normally closed when using the printer.

Introduction

4 USB Memory Port

Connects a USB memory stick (external storage device).

When a USB memory stick is connected to the printer, the last job sent from Garment Creator 2 is automatically saved temporarily to the USB memory stick as reprint data (file name: Epson_repeat_print.prn). If there is a misprint or missing printouts, you can follow the steps below to repeat printing simply by operating the printer without having to send the job again.

 [“When reprinting \(repeat printing\) the same job” on page 66](#)

This printer also allows you to select and print jobs stored on a USB memory stick from a computer.

 [“Printing from a USB Memory” on page 69](#)

5 Control panel

 [“Control panel” on page 13](#)

6 Power connector

Connect the power cable supplied with the printer here.

7 USB Port

Connect the USB cable here.

8 LAN Port

Connect the LAN cable here. Use a shielded twisted pair LAN cable (category 5e or higher).

9 Data Light

Indicates the network connection status and data reception by lighting or flashing.

On : Connected.

Flashing : Connected. Receiving data.

10 Status Light

Indicates the network transmission speed by the color of the light.

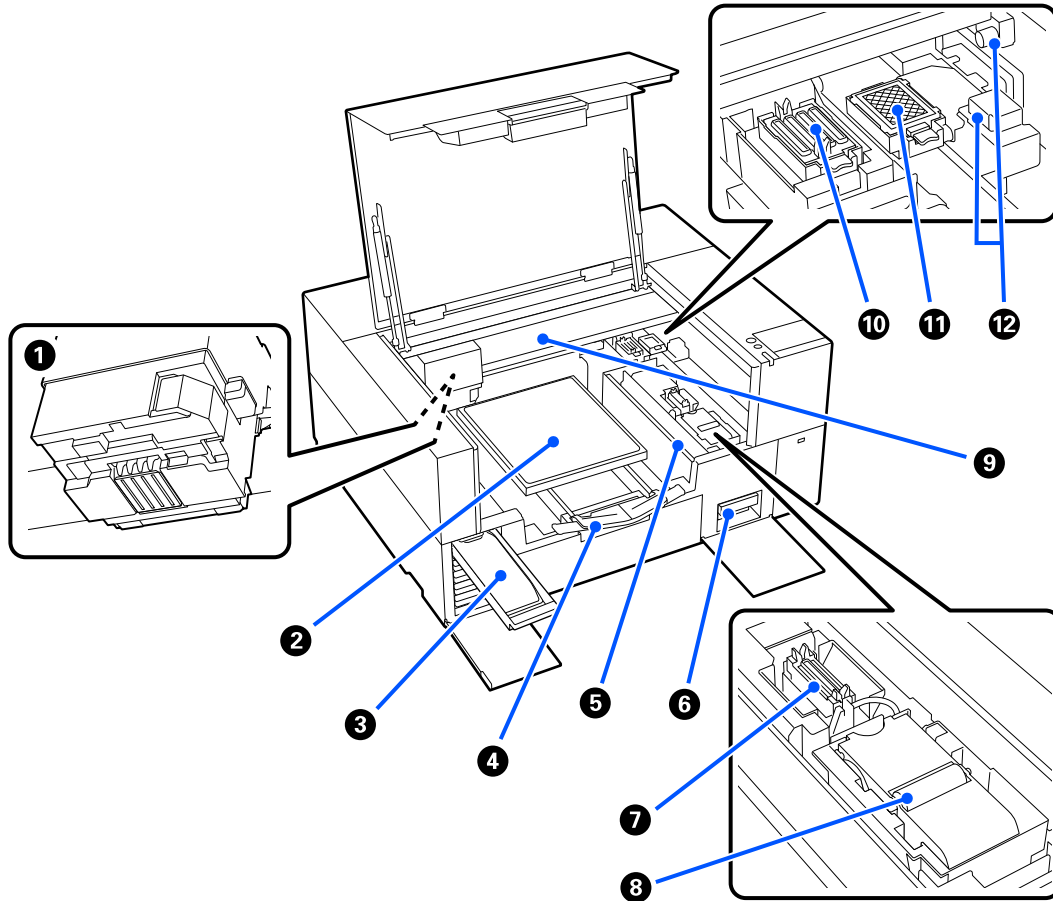
Red : 100Base-TX

Green : 1000Base-T

Introduction

Interior

Dirt on any of the following parts may reduce print quality. Regularly clean and replace these parts as described in the reference pages shown for the following items.



1 Print Head

The print head prints by moving left and right while emitting ink. When nozzles remain clogged, even after doing **Head Cleaning**, clean them manually.

[“Cleaning around the print head” on page 79](#)

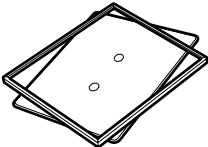
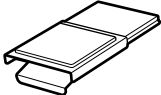
2 Platen

A plate for loading media (such as T-shirts). As well as the platen supplied with the printer, there are a variety of optional platens available to suit the size and purpose of the print job.

[“Options and Consumable Products” on page 133](#)

You can use the platens in the following table with this printer.

Introduction

Platen Type	Image
<p>Standard platen (S/XS size)</p> <p>A square platen without a hanger.</p> <ul style="list-style-type: none"> <input type="checkbox"/> For S size, you may need to attach a dedicated grip pad to the surface of the platen depending on how it will be used. <input type="checkbox"/> When not attaching a grip pad, attach the frame supplied when loading media. 	
<p>Sleeve platen</p> <p>This platen is suitable for printing on T-shirt sleeves and so on. Attach the frame supplied when loading media.</p>	

3 Ink tray

Insert the ink supply unit/cleaning ink supply unit indicated on the label into the printer.

Insert all of the ink trays into the printer.

4 Adjustable platen hanger

Pull this out and use it when loading media over the platen. Be sure to store it after loading the media.

5 Loading guard

If you open the printer cover at any time except for during maintenance, this guard automatically closes to prevent ink from staining the media. Also, when loading media, you can check the position of the media on the platen by using the squares on the cover as a guide. When repeatedly printing on media that is the same size, or when repeatedly printing images at the same size, mark the alignment positions of the media with a pen or masking tape to make it easier to load the media next time.

 **Important:**

Do not place objects on this guard. Objects may get caught in the guard when it is opened or closed, which could damage the printer.

6 Maintenance box

A box for collecting waste ink. The maintenance box is a consumable item. Replace it if a message is displayed.

 [“Replacing Maintenance Box” on page 87](#)

7 Suction Cap

Sucks out the ink during **Head Cleaning** to unclog the nozzles. Clean them if a message is displayed.

 [“Cleaning the Suction Cap” on page 80](#)

Introduction

8 Wiper Unit

Used to wipe off the ink that is stuck to the print head nozzles. The wiper unit is a consumable item. Replace it if a message is displayed.

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

9 Gantry

Moves the print head from the back of the printer to the front.



Important:

Do not apply any weight to the top plate of the gantry. Printing cannot be performed correctly if the top plate is bent or damaged.

10 Capping station

Caps that close the print head nozzles to prevent them from drying while not printing. Caps are consumables. Replace them if a message is displayed.

 [“Replacing the Head Maintenance Set” on page 85](#)

11 Flushing Pad

The ink is ejected to here during flushing. The flushing pad is a consumable item. Replace it if a message is displayed.

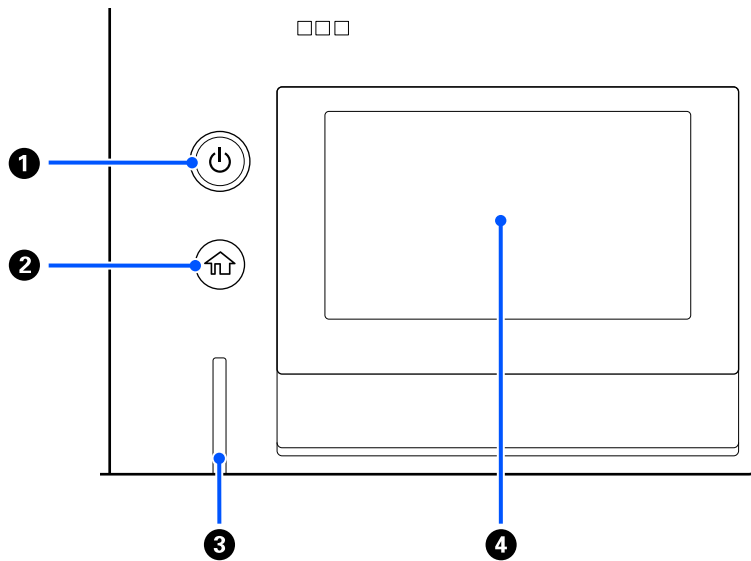
 [“Replacing the Head Maintenance Set” on page 85](#)

12 Sensor covers (two places each, left and right)

They protect the sensors that detect the position of the platen so they do not get dirty. Clean them if a message is displayed.

 [“Cleaning the Sensor Cover” on page 80](#)

Introduction

Control panel
**1**  **Button (power button)**


Turns the power on and off.

The ring around the button is a light that indicates the printer's operational status by turning on or flashing.

On : The power is on.

Flashing : The printer is operating such as receiving data or shutting down.

Off : The power is off.

2  **(Home)**

Press this button while a menu is displayed to return to the Home screen.

3 **Alert Lamp**

Lights or flashes when an error occurs.

Lights or flashes : An error has occurred. The type of error is indicated by how the lamp lights or flashes.

Check the contents of the error on the control panel's screen.

Off : No error.

4 **Screen**

This is a touch panel that displays the printer's status, menus, and error messages. You can select the menu items and options displayed on this screen by gently touching (tapping) them, and scroll the screen by moving your finger while it remains touching the screen.

 [“Understanding and Operating the Display” on page 14](#)

Understanding and Operating the Display

Notes on using the control panel

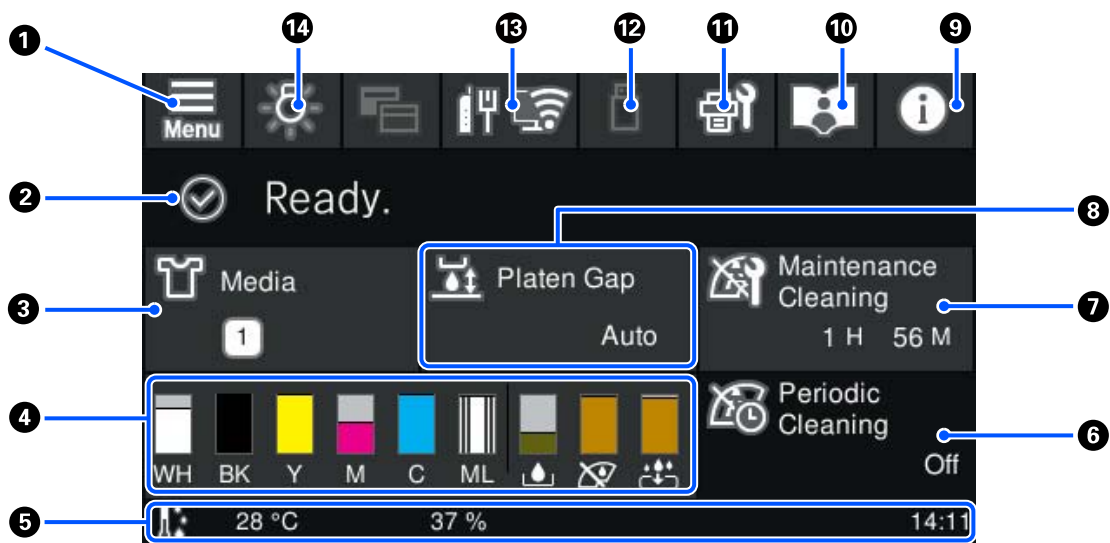
- ❑ Touch the panel with your finger. The panel only reacts when you touch it with your finger.
- ❑ It may not react when operated with something other than a finger, when operated with wet fingers or gloved hands, or when operated when there is a protective sheet or sticker on the panel.
- ❑ Do not operate with pointy objects such as ballpoint pens or mechanical pencils. Doing so may damage the panel.
- ❑ If the panel gets dirty, wipe it clean with a soft cloth. If it is very dirty, soak a soft cloth in a diluted solution of neutral detergent, wring it out thoroughly, wipe off the dirt, and then wipe it with a soft, dry cloth. Do not use volatile chemicals such as thinner, benzene, or alcohol. Doing so may damage the panel surface.
- ❑ Do not use in an environment subject to rapid changes in temperature or humidity. Condensation may form inside the panel, causing the performance to deteriorate.
- ❑ Some pixels on the screen may not be lit or may be lit constantly. Also, due to the characteristics of LCD displays, the brightness may be uneven, but this is not a malfunction.

Screen View

The section describes the three states of the display; the home screen, receiving print jobs, and printing.

Home screen

You can do settings and check the status of the printer.




1 (Menu)

Introduction

Displays the settings menu.

 [“Control Panel Menu” on page 96](#)

2 Status display area

Displays notifications, such as the status of the printer and when to replace consumables. Only the most recent notifications are shown in this area. When multiple errors or warnings have occurred, you can check all the notifications by pressing  (Printer Status) from **9**.

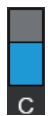
3 Media info

Displays the name and number of the currently selected media settings. Pressing this area displays the **Media Settings** menu for doing settings, in which you can change to a different media setting number or change the settings of the media setting number that is currently selected.

 [“Media Settings menu” on page 108](#)

4 Status of consumables

The status of the ink supply unit/cleaning ink supply unit, maintenance box, and Head Maintenance Set are displayed as follows. Pressing this area shows the details screen, in which you can check the part numbers for consumables, etc.



Status of Ink Supply Unit/Cleaning Ink Supply Unit

Displays the approximate level of ink/cleaning liquid remaining. The bar goes lower as the remaining ink runs low. The letters under the bar are abbreviations of the colors. The relation of the abbreviations and the ink colors is shown below.

WH : White

CL : Cleaning Ink Supply Unit

BK : Black

Y : Yellow

M : Magenta

C : Cyan

ML : Maintenance Liquid

The icons appear according to the status of the ink supply unit. The meanings of the icons is as follows.




: Ink is low. You need to prepare a new ink supply unit.



: It is time to shake the ink supply unit. Shake the ink supply unit.

 [“Shaking the Ink Supply Units Periodically” on page 88](#)


Introduction

 : The cleaning ink supply unit is installed.



Maintenance box status


Displays the approximate amount of free space remaining in the maintenance box. The bar goes lower as the amount of remaining space decreases.

You need to prepare a new maintenance box when the  icon appears.



Wiper unit status


Displays the status of the remaining wiper unit. The bar goes lower according to the status of the remaining wiper unit.

You need to prepare a new wiper unit when the  icon appears.




Head Maintenance Set status

Displays the approximate time until you need to replace the flushing pad. The bar gets lower as the replacement time approaches.

You need to prepare a new Head Maintenance Set when the  icon appears.

5 Footer

The left side shows the temperature and humidity around the printer, and the right side shows the current time and a guide to buttons that can be operated.

The  icon is displayed when the temperature around the printer exceeds approximately 30°C. If you continue to use the printer while this is displayed, the frequency of maintenance cleanings* increases from that when the printer is used below 30°C. Reduce the room temperature or temporarily stop printing to reduce the temperature around the print head.

* This is head cleaning that the printer automatically does, after a period of time has passed, to keep the print head in good condition.

6 Periodic Cleaning

When periodic cleaning is scheduled to be performed, the time until it will be performed or the number of pages printed is displayed. Also, pressing this area displays the screen where periodic cleaning can be performed before the scheduled time.

(The default setting is **Off**.)

7 Notice on when to do maintenance cleaning

Displays the time remaining until maintenance cleaning. There may be large variations in the time when it is executed depending on the temperature around the print head.

Pressing this area displays the following items on the screen.

- Time remaining until maintenance cleaning is executed
- Menu to execute preventive cleaning
When it is almost time to perform maintenance cleaning, performing cleaning before the scheduled time can help to prevent work from being interrupted.



Introduction

8 Platen Gap

Displays the settings for the **Platen Gap** for the currently selected media settings.

Pressing this area displays the setting screen for the **Platen Gap**.

9 (Printer Status)

When there are notifications, such as about running low on consumables,  appears at the top right of the icon, like . Pressing **Message List**, in the screen that appears when this button is pressed, displays a list of notifications for matters that need to be handled. You can check detailed information and the handling procedure for an item by pressing it in the list. Items are deleted from the list as those items are handled.

10 Online Manuals

A QR code is displayed that allows you to access the Online Manuals directly.

Depending on your country or region, a QR code may be displayed that allows you to access the Epson Video Manuals directly.

11 (Maintenance)

The Maintenance menu is displayed on this screen and you can perform operations such as print head maintenance and replacing consumables.

12 (Printing jobs in USB memory)


You can select and then print/delete print jobs in a USB memory. This is only enabled when a USB memory is connected.

 [“Printing from a USB Memory” on page 69](#)

13 (network connection status and network settings)


The network connection status is indicated by an icon as shown below. Pressing this area switches the network connection status.


 [“Changing the Network Connection Methods” on page 33](#)

 : Not connected to a wired LAN, or the wired LAN or wireless LAN not set.

 : Wired LAN is connected

 : Wireless LAN (Wi-Fi) is disabled.

 : Searching for SSID, IP address not set, or signal strength is 0 or poor.

 : Wireless LAN (Wi-Fi) is connected
The number of lines shows the status of the signal. More lines indicate a better signal status.

 : Wi-Fi Direct (simple AP) connection disabled

 : Wi-Fi Direct (simple AP) connection enabled

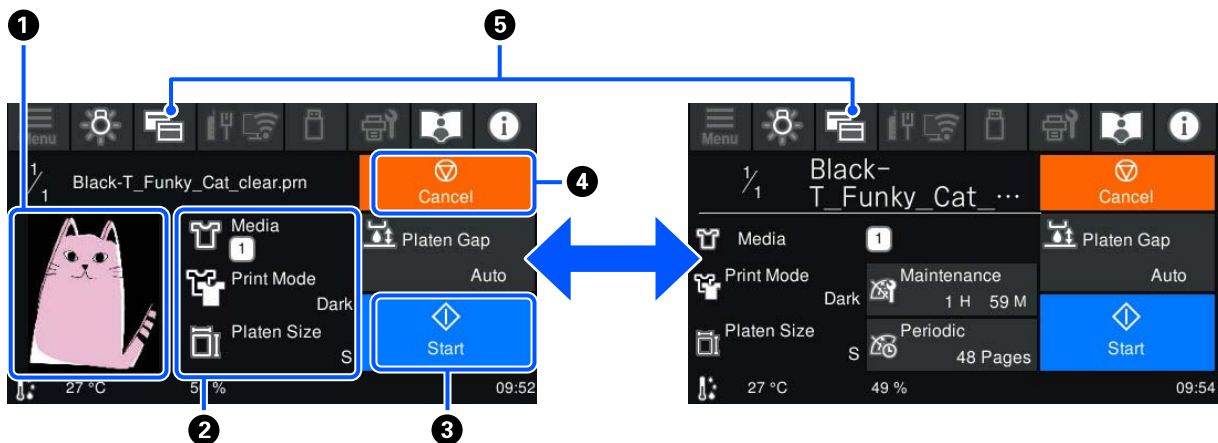
Introduction

14 (Inside Light)

Switches the internal lamp on or off. Press this button to turn off the inside light, when it is on. Pressing it while the inside light is off, turns it on. It may not light, even if you turn it on, depending on the state of printer operations.

When receiving print jobs

When a print job is sent to the printer, the home screen changes to the preview screen (the screen below on the left). This section explains only the differences from other screens.



1 Image preview area

You can check a preview image of the print job. The number of prints is shown on the left side of the preview image.

2 Print settings confirmation area

Displays the media settings selected on the printer and the print job.

3 (Start)

Pressing this area starts printing.

4 (Cancel)

Pressing this area displays the Cancel Job confirmation screen. You can cancel the current print process by selecting **Yes** and then pressing **OK**.

5 (Switch display)

Each time this button is pressed, the display switches between the information screen (the display on the right) and the preview screen (the display on the left).

This button is only enabled when a print job has been received.

Introduction

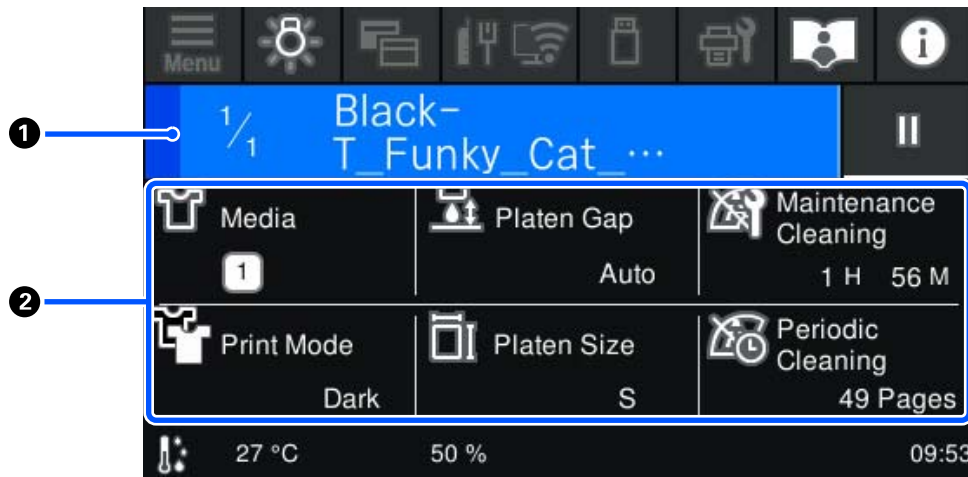
Note:

You can also use **General Settings - Basic Settings - Screen Customization - Print Standby Screen** to fix the screen when receiving a print job to either the preview screen or the information display screen. See the following for more details.

[“General Settings menu” on page 101](#)

While printing

When you start printing, the screen changes to the following screen. This section explains only the differences from other screens.



1 Status display area

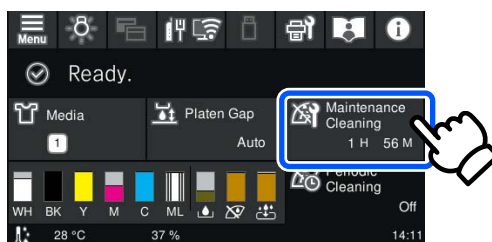
- ❑ The color gradually changes from the left edge to the right edge of the area to show the progress of printing.
- ❑ The **||** (pause) icon is displayed on the right edge of the area. This operates in the same way as the **⏸** area displayed on the screen when a print job is received.

2 Setting/status confirmation area

Displays the settings of the printer and the print job that is currently printing. The settings cannot be changed while printing.

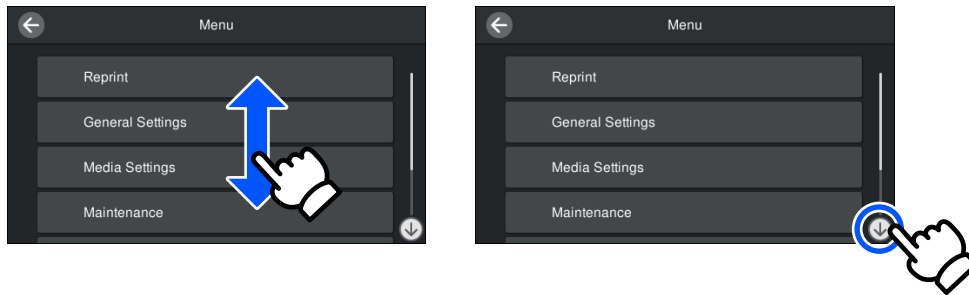
Operating procedure

The operation areas are gray tiles in the home screen, print job receiving and printing screen. Pressing them changes the screens and settings. The area with a black background is the display area. It does not respond if you press it.

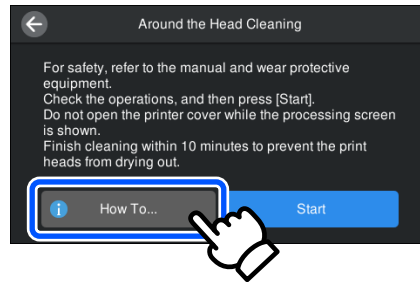


Introduction

Operation areas do operations when pressed. As shown below, when a scroll bar is displayed, you can scroll the screen by moving (sliding) your finger up and down on the screen. You can also scroll by pressing on the up and down icons on the scroll bar.



When there is a **How To...** button, such as in a message screen, you can press this button to look at a guide for the operating procedure.



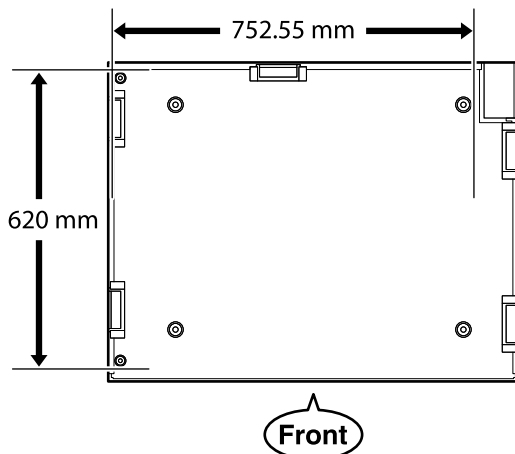
Notes on Usage and Storage

Appropriate stand and location for installation

Appropriate stand for installation

Install on a stand that meets the following conditions.

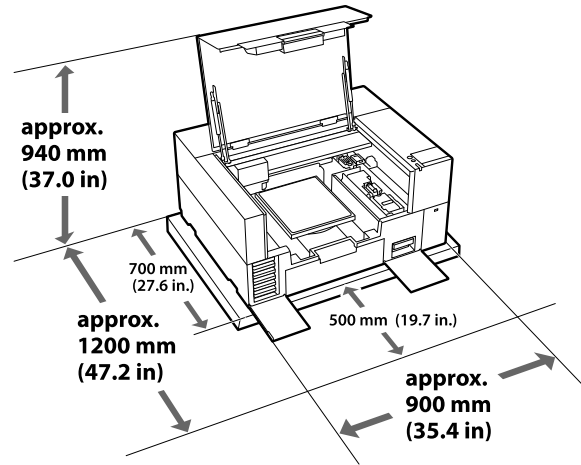
- ❑ A height of 600 to 800 mm and a depth of 700 mm or more.
- ❑ The ability to withstand a load of 85 kg or more without wobbling.
- ❑ A flat surface with no unevenness or distortion.
- ❑ The surface must be wider than the distance between the rubber feet shown in the illustration.



Appropriate location for installation

This printer should be installed in a location that meets the following conditions.

- ❑ A flat and stable location that is not subject to vibrations and with enough space, as shown in the illustration.



- ❑ A location with an available, dedicated power outlet.
- ❑ See the specifications table for the temperature, humidity, and other environmental conditions that are suitable for use.
 - 👉 [“Specifications Table” on page 145](#)

Notes for using the printer

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

As well as the following, there are additional points to note when using White ink. Check the following.

- 👉 [“Notes on Handling White Ink” on page 24](#)
- ❑ When using the printer, observe the operating temperature and humidity range described in the "Specifications Table".
 - 👉 [“Specifications Table” on page 145](#)
 - When operating in dry areas, air conditioned environments, or under direct sunlight, maintain the specified humidity range.
- ❑ Do not install the printer next to heat sources or directly in the path of air from a ventilator, air conditioner, or treatment machine. Failure to observe this precaution could result in the print head nozzles drying and clogging.

Introduction

- ❑ The print head may not be capped (the print head may not return to the right edge) 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.
- ❑ To keep the print head in the optimum operating condition, the ink and cleaning liquid are also used in maintenance operations such as head cleaning in addition to printing. You can set some automatic maintenance operations to off from the printer's control panel. See the following for more details.
[☞ "It takes a long time for the printer to be ready for use after it has been turned on / When saving the amount of ink being used" on page 129](#)
- ❑ Do not remove ink supply units while the printer is operating. A malfunction may occur.
- ❑ Maintenance, such as cleaning and replacing consumables, must be performed according to usage frequency or at recommended intervals. Print quality declines if maintenance is not performed.
[☞ "Maintenance" on page 72](#)
- ❑ Do not move the gantry or platen manually. Otherwise a malfunction may occur.
- ❑ To keep the print head in optimum operating condition, maintenance is performed when the printer is turned on. If the printer is turned on and off frequently, more ink is consumed in each maintenance operation. We recommend leaving the power on to reduce ink consumption. To reduce ink consumption, we recommend that you always leave the printer power on.

Notes for when not using the printer

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

As well as the following, there are additional points to note when using White ink. Check the following.

[☞ "Notes on Handling White Ink" on page 24](#)

- ❑ If the printer will not be used (and will be switched off) for an extended period, use the cleaning ink supply unit (sold separately) to do the long-term storage process. If the printer is left in this condition, it may be impossible to clear clogging in the print head. See the following for more details.
[☞ "Pre-Storage Maintenance for Long-Term Non-Use" on page 94](#)
- ❑ If you do not print for a long time and do not do the long-term storage process, turn the printer on at least once every seven days. If you do not print for a long time, the print head nozzles may become clogged. Maintenance cleaning is performed automatically after the printer is turned on and started. Maintenance cleaning prevents clogged print head and maintains print quality. Do not turn the printer off until maintenance cleaning is complete.
- ❑ If you do not use the printer for a long time, make sure you check for clogged nozzles before printing. If clogged nozzles are detected in the print head, perform print head cleaning.
[☞ "Checking for clogged nozzles" on page 89](#)
- ❑ Do not remove the maintenance box even when the printer is turned off. Otherwise, waste ink may dry and solidify inside the printer.
- ❑ Store the printer after confirming that the print head has been capped (the print head is positioned at the right edge). If it is left uncapped for a long time, the print quality may decline, and it may be impossible to clear clogged nozzles. If the print head is not capped, turn the printer on, check that capping has been performed, and then turn it off.
- ❑ Close all covers when storing the printer to prevent dust and other foreign matters getting in. If the printer will be not be used for an extended period, protect it with an anti-static cloth or other cover. 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.

Notes on Handling Ink Supply Units/Cleaning Ink Supply Units

Note the following points when handling Ink Supply Units/Cleaning Ink Supply Units to maintain good print quality.

As well as the following, there are additional points to note when using White ink. Check the following.




 [“Notes on Handling White Ink” on page 24](#)

- ❑ When installing ink supply units for the first time, a lot of ink is consumed to fill all parts of print head nozzles to get the printer ready for printing. Prepare replacement ink supply units well in advance.
- ❑ Store Ink Supply Units/Cleaning Ink Supply Units at room temperature in a location that is not exposed to direct sunlight.
- ❑ To ensure print quality, we recommend using all the ink in the ink supply units before the earlier of the following dates:
 - ❑ The expiry date shown on the packaging
 - ❑ One year from the day they are inserted into the ink trays
- ❑ Ink Supply Unit/Cleaning Ink Supply Unit 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.
- ❑ Do not touch the Ink Supply Units/Cleaning Ink Supply Units IC chips. Doing so may prevent normal operation and printing.
- ❑ Printing is not possible unless ink supply units are installed in all of the ink trays in the printer.
- ❑ Do not leave the printer without ink supply units installed. The ink in the printer may dry, preventing it from printing as expected. Leave ink supply units inserted in all ink trays, even when the printer is not in use.
- ❑ Even if the Ink Supply Units/Cleaning Ink Supply Units are removed from the printer, they can be re-installed and used because their IC chips manage their information, such as the amounts remaining in them.
- ❑ Before you store ink supply units that you remove during use, use a wide cleaning stick from the supplied Maintenance Kit to adsorb the ink stuck on their ink supply ports. Dried ink on the supply port may cause ink leaks when the ink supply unit is reinserted and used. See the following for more information on cleaning methods.
 - ❑ [“Performing Pre-storage Maintenance” on page 94](#)
Make sure that the supply port is free of dust when storing ink supply units. The port does not need to be capped since there is a valve inside.
- ❑ Removed ink supply units may have ink around the ink supply port, so be careful not to get any ink on the surrounding area.
- ❑ To maintain the quality of the print head, the printer is designed to stop printing before ink is completely expended, leaving ink in the used ink supply units.
- ❑ Although the Ink Supply Units/Cleaning Ink Supply Units may contain recycled materials, it does not affect the printer's function or performance.
- ❑ Do not dismantle or modify Ink Supply Units/Cleaning Ink Supply Units. You may not be able to print properly.
- ❑ Do not drop or knock the Ink Supply Units/Cleaning Ink Supply Units against hard objects; otherwise ink may leak from them.
- ❑ Ink supply units (except for WH) that have been loaded in the printer must be removed and thoroughly shaken once every month. WH must be removed and thoroughly shaken every day before starting printing work. You do not need to shake the Cleaning Ink Supply Unit and ML.
 - Shaking method
 - ❑ [“Shaking the Ink Supply Units Periodically” on page 88](#)

Introduction

Notes on Handling White Ink


A characteristic of White ink is that it sediments easily (ink particles sink to the bottom of the liquid). If the ink is used while in this state, print quality may decline or the printer may malfunction. Note the following points to use the printer under optimum conditions.

- ❑ Ink supply units that have been loaded must be removed and thoroughly shaken before starting work and once every 24 hours (when a message is displayed).
 [“Shaking the Ink Supply Units Periodically” on page 88](#)
- ❑ Print quality may decline due to the ink's components sedimenting in the ink tubes. See the following if there is not enough white or the white is uneven in the print results.
 [“Not enough or uneven whiteness” on page 125](#)
- ❑ When storing ink supply units, place them down flat (keep them level). If ink supply units are stored standing upright, you may not be able to clear the sedimentation even by shaking them.
- ❑ Keep a spare ink supply unit on hand when printing using Dark Color T-Shirt (Standard) mode or Dark Color T-Shirt (White) mode in Garment Creator 2. These modes print using White ink over the entire printing area, so White ink may run out faster than the other colors.
- ❑ If the printer will not be used for more than two weeks, use the cleaning ink supply unit (sold separately) to do pre-storage maintenance. If the printer is left in this condition without performing maintenance, it may be impossible to clear clogging in the print head.
 [“Pre-Storage Maintenance for Long-Term Non-Use” on page 94](#)

Note:

While in White ink mode, White ink is still consumed during maintenance even when printing with color ink only.

You can turn off some of the automatic maintenance operations performed by the printer, which keep the print head in optimum condition, from the printer's control panel. See the following for more details.

 *“It takes a long time for the printer to be ready for use after it has been turned on / When saving the amount of ink being used” on page 129*

Notes on Handling T-shirts (Media)



Note the following points when handling and storing printed T-shirts.

- ❑ Avoid locations that are subject to direct sunlight, excessive heat, or humidity. If T-shirts are stored in a hot place after printing, the printed surface may soften and stick.
- ❑ Do not use a tumble drier.
- ❑ Do not dry clean.
- ❑ Turn the T-shirt inside out before washing, and then let it dry while inside out.
- ❑ Do not use bleach. It may cause discoloration.
- ❑ Do not iron directly on the printed surface.
- ❑ Do not expose to direct sunlight for extended periods of time.
- ❑ Do not use organic solvents such as alcohol.
- ❑ Do not rub the printed surface against vinyl chloride based artificial leather. The colors may transfer to the leather.
- ❑ Colors may transfer if you rub the surface printed with color ink only against a surface printed with White ink only. If this happens, use a soft cloth or brush with a little household detergent to wipe away the transferred color.

Introduction

- ❑ If you have applied pre-treatment liquid and fixed the ink, we recommend washing the T-shirt in water before wearing it to remove the remaining traces of pre-treatment liquid.
- ❑ If traces of the pre-treatment liquid are visible, try washing in water; however, the effects depend on the material of the T-shirt.
- ❑ If pre-treatment liquid is applied to a white or light-colored T-shirt, the application side may turn yellow. Print soon after applying the pre-treatment liquid and wash in water. Avoid direct sunlight if you store the T-shirt without printing.

Notes on Handling Pre-treatment Liquid

- ❑ We recommend that the pre-treatment liquid be stored at room temperature out of direct sunlight and used before the expiry date printed on the packaging.
- ❑ Stir the polyester pre-treatment liquid before opening. If you use it without stirring, the effect of pre-treatment may not be sufficient. You do not need to stir after opening.
 [“Agitating the polyester pre-treatment liquid” on page 44](#)
- ❑ If white coagulation occurs during storage of the cotton pre-treatment liquid, filter it to remove the coagulation before use. If you use the pre-treatment liquid as it is, the print results will be uneven.
 [“Filtering the cotton pre-treatment liquid \(only when coagulation occurs\)” on page 46](#)

Introduction

Introducing the Supplied Software

Supplied software


The following table shows the software that is supplied. You can download and install all software from epson.sn (<https://epson.sn>). Connect your computer to the Internet and install the software.

For information about the software, see the manuals for each piece of software.

Note:

Printer drivers are not provided. You need Garment Creator 2 or a software RIP to print using this printer.

The Epson Web site provides plug-ins for the printer.

Software Name	Summary
Garment Creator 2	<ul style="list-style-type: none"> <input type="checkbox"/> You can load images created with commercially available drawing software, make the following settings, and then create jobs. <ul style="list-style-type: none"> <input type="checkbox"/> Set the position and size of the image according to the platen size used for printing. <input type="checkbox"/> Set the Print Quality and so on <input type="checkbox"/> You can send created jobs to the printer or save them to your computer. <p>See the Garment Creator 2 manual for more details.</p>
Garment Creator Easy Print System (Windows only)	<p>This software allows you to create a hot folder for printing. By simply copying an image file to the hot folder, you can automatically create a print job and send it to the printer. This is useful when frequently printing using the same print and layout settings. Install this software on the computer on which Garment Creator 2 is installed.</p>
Epson Edge Dashboard	<ul style="list-style-type: none"> <input type="checkbox"/> You can easily acquire the following variety of information provided by Epson on the internet. <ul style="list-style-type: none"> <input type="checkbox"/> Update information for the printer firmware (you can update the firmware easily from Epson Edge Dashboard) <input type="checkbox"/> Update information for software and manuals installed from https://epson.sn (when update information is available, startEPSON Software Updater to perform the update). <input type="checkbox"/> Information from Epson <input type="checkbox"/> With Epson Edge Dashboard installed, you can monitor the status of the printer connected to a computer over a network or USB connection. <p> "Using Epson Edge Dashboard" on page 28</p>
EPSON Software Updater	<p>The software checks if new software or update information is available on the Internet and installs it if it is available. You can also update Garment Creator 2, Epson Edge Dashboard, or manuals for the printer.</p> <p>If you are using Windows, you can also update the printer's firmware from this software.</p>
Epson communications drivers (Windows only)	<p>The Epson communications drivers must be installed in the following cases.</p> <ul style="list-style-type: none"> <input type="checkbox"/> If you are using Epson Edge Dashboard and Garment Creator 2 <input type="checkbox"/> If your computer and printer are connected by USB and you are using commercially available RIP software

Introduction

Software Name	Summary
Install Navi	This is the installer. During installation, you can easily use a wizard to set the address settings for connecting to a network.
EpsonNet Config SE (Windows only)	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.

Note:


When using this printer with a Mac, EPSON Software Updater only receives updates for software (such as Garment Creator 2), not firmware updates.

Check Epson Edge Dashboard for firmware updates and update as necessary.

See the Epson Edge Dashboard manual for more details.

Built-in Software in the Printer

The following software comes preinstalled in the printer. Start and use it from a Web browser via the network.

Software Name	Function
Web Config	<p>This software is for network administrators.</p> <p>The network security settings can be configured from Web Config. This software also has an email notification function for notifying of printer errors and other problems.</p> <p> "Using Web Config" on page 30</p>

Using Garment Creator 2

Note:

This software is updated as necessary to improve usability and enhance functions. For detailed information, see the manual for the software.

Starting Procedure

The application can be launched using the following methods.

Windows

- Click **Start - All Programs (or Programs) - Epson Software - Garment Creator 2**, in this order.
- Double click the **Garment Creator 2** icon on the desktop.



Mac

Select **Move - Applications - Epson Software**, in this order, and then double click the **Garment Creator 2** icon.



Closing Procedure

Click the **×** icon in the upper right of the main screen.

Using Epson Edge Dashboard

Note:

This software is updated as necessary to improve usability and enhance functions. For detailed information, see the manual for the software.

Starting Procedure

Epson Edge Dashboard is a Web application.

- 1** The application can be launched using the following methods.

Windows

Click the **Epson Edge Dashboard** icon on the desktop toolbar, and select **Show Epson Edge Dashboard**.



Mac

Click the **Epson Edge Dashboard** icon displayed on the menu bar of the desktop, and select **Show Epson Edge Dashboard**.



- 2** Epson Edge Dashboard starts.

Registering the Printer

Epson Edge Dashboard can monitor and manage registered printers as well as copy media settings to them.

On Windows, printers are registered automatically. This allows you to monitor and manage them immediately after starting the Epson Edge Dashboard. If your printer is not automatically registered, check that you are using it under the following conditions, and then register it manually.

- A communication driver provided with the printer has been installed on a computer
- The computer and printer are connected
- The printer is on standby

Printers are not automatically registered to your Mac. When you start Epson Edge Dashboard for the first time, register your printer manually on the Printer Registration screen displayed.

Introduction

Manual registration procedure

1 Check the printers displayed on the printer list.

Windows

Make sure that the printer you want to register is on the printer list. Click **Add Search** as needed to search for printers you can register. Any printers that are found are added to the printer list.

Mac

- ❑ If your computer and printers are connected via USB
Click **Add Search** to place the printers on the list.
- ❑ If your computer and printers are connected via a network
Click **Search Option**, enter the IP address of the printer on the network, and click **+**.
Next, click **Add Search** to place the printer you want on the list.

2 Place a ✓ beside the **Printer Name** of the printer you want to register.

3 Click **Apply**.

The changes made to the printer list are applied.

Closing Procedure

Close the Web browser.

Using EPSON Software Updater

Note:

EPSON Software Updater is not available in all regions.

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

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

Except for Windows 8.1


Click the Start button - **All Programs (or Programs) - Epson Software - EPSON Software Updater**.

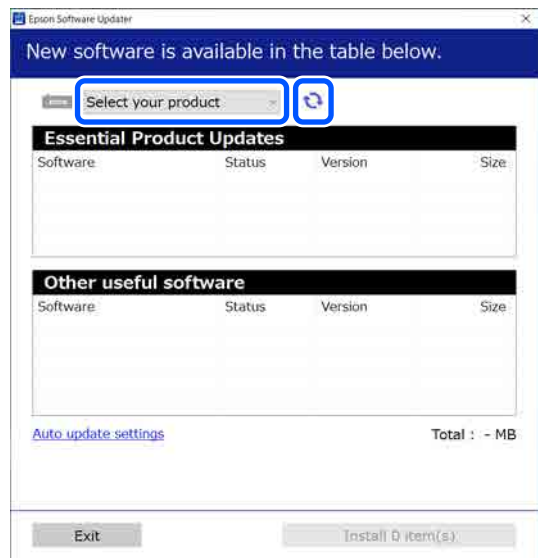
Mac

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

Note:

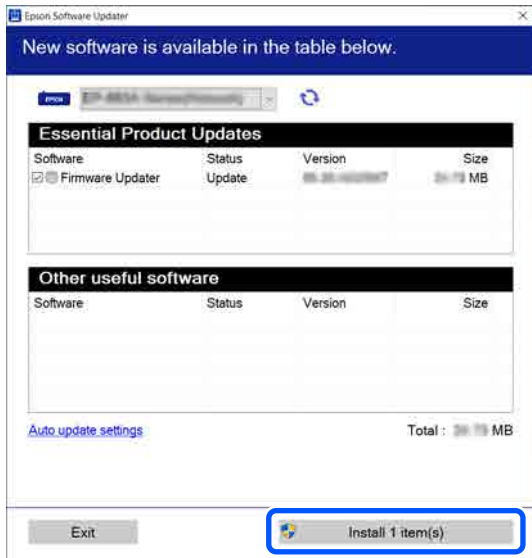
*In Windows, you can also start by clicking the printer icon on the desktop toolbar and selecting **Software Update**.*

3 Select your printer, and then click  to check for the latest software.



Introduction

- 4 Select the software and manuals you want to update, and then click the Install button to start the installation.

**Windows only**

When Firmware Updater is displayed, the latest firmware is available. Select Firmware Updater and click the Install button to automatically start Firmware Updater and update the printer firmware.

Follow the on-screen instructions.

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.

<https://www.epson.com>

Receiving update notifications

- 1 Start EPSON Software Updater.
- 2 Click **Auto update settings**.

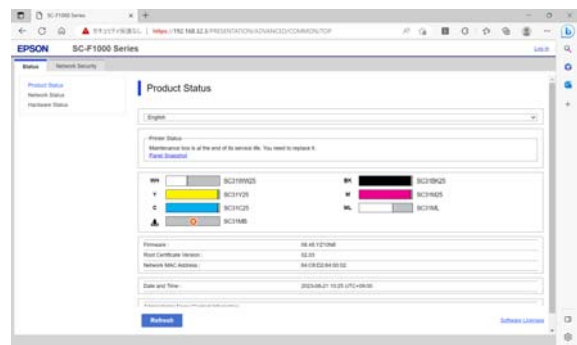
- 3 Select an interval for checking for updates on the printer's **Interval to Check** box, and then click **OK**.

Using Web Config

This section describes how to start the software and provides a summary of its functions.

Function Summary

This section introduces the main functions of Web Config.

**For standard users**

The following information can be viewed by anyone simply by entering the printer's IP address.

- The status of the printer, such as the amount of ink remaining
- The content of network settings (settings cannot be changed)


For administrators

The following functions are also available when logged on as an administrator.

- Check or update the printer's firmware version.
- Configure the printer's network settings and advanced security settings, such as SSL/TLS communication, IPsec/IP filtering, and IEEE802.1X, which cannot be configured with the printer alone.

Starting Procedure

Start the software from a web browser on a computer or smart device that is connected to the same network as the printer.

- 1 Press , and then press in the order of **General Settings - Network Settings - Advanced - TCP/IP** to check the IP address of the printer.

Note:

The IP address can also be checked by printing a network connection check report. A report can be printed by touching the following in order from the Home screen.

 - **General Settings - Network Settings - Network Status - Print Status Sheet**

- 2 Start a Web browser on a computer or smart device connected to the printer via the network.

- 3 Enter the IP address of the printer in the address bar of the Web browser and press the **Enter** or **Return** key.

Format:

IPv4: http://IP address of printer/

IPv6: http://[IP address of printer]/

Example:

IPv4: http://192.168.100.201/

IPv6: http://[2001:db8::1000:1]/

To log on as an administrator, proceed to the next step.

- 4 Click **Log in** at the top-right of the screen, enter your **User Name** and **Current password**, and then click **OK**.

When logging in for the first time, leave the **User Name** blank, enter the initial password for the **Administrator Password**, and then click **OK**.

 ["Checking the Initial Password" on page 32](#)

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.
- If you are reinstalling the Epson communications drivers after removing them, restart the computer.

Windows

This section explains how to uninstall the Epson communications drivers using them as an example. We recommend that you turn off the printer and disconnect the cables connected to the computer before you start work.

Windows 11

- 1 Click the Start button - **Settings**.
The **Settings** screen is displayed.
- 2 Click **Apps** from the menu on the left side of the screen.
- 3 Click **Apps & features** (or **Installed apps**).
- 4 Click the **SC-F1000 Series Comm Driver** menu button from the list, and then select **Uninstall** from the menu.

Follow the on-screen instructions to continue.

When the confirmation message appears, click **Yes**.

Introduction

Except for Windows 11

- 1 Display the Control Panel, and then click **Uninstall a program**.
- 2 Select the **SC-F1000 Series Comm Driver** from the list, and then click **Uninstall**.
Follow the on-screen instructions to continue.
When the confirmation message appears, click **Yes**.

Mac

The following describes how to remove Epson Edge Dashboard.

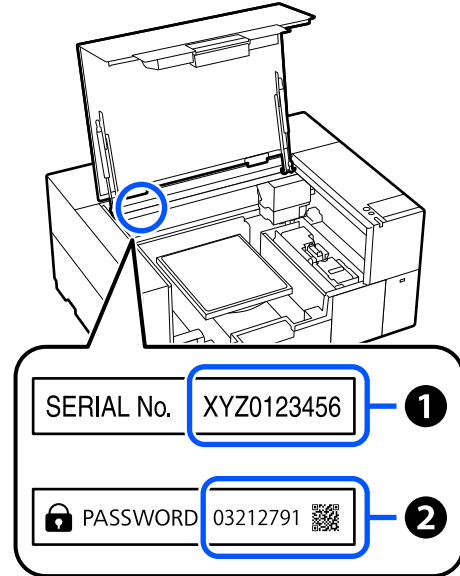
- 1 Close **Epson Edge Dashboard**.
- 2 Double-click **Applications - Epson Software - Epson Edge Dashboard - Epson Edge Dashboard Uninstaller**.
Follow the on-screen instructions to continue.

Notes on the Administrator Password

The initial password for each printer is different when the printer is shipped from the factory. We recommend that you do not continue to use the initial password when you start using the printer; change it to a password of your choice.

Checking the Initial Password

The initial administrator password is on the label attached to the left edge inside the printer cover.



- ❑ If there is only one label: The value for SERIAL No. on the label in ① is the initial password. (In the example in the illustration, the initial password is "XYZ0123456".)
- ❑ If there are two labels: The value for PASSWORD on the label in ② is the initial password. (In the example in the illustration, the initial password is "03212791".)

Changing the Password

- 1 Start Web Config and log in as the administrator.
[🔗 "Starting Procedure" on page 31](#)
- 2 Click the **Product Security** tab - **Change Administrator Password**.
- 3 Enter your **Current Password** and the **New Password**, and then click **OK**.
Set the **User Name** if necessary.

! Important:

If you forget the password, contact your dealer or Epson Support.

Changing the Network Connection Methods

Changing the Network Connection Methods

The printer can connect to a wired LAN or a wireless LAN. Furthermore, it also supports Wi-Fi Direct (Simple AP) which allows a computer or other device to directly connect wirelessly with the printer even when there is no wired LAN or wireless LAN environment.

The printer cannot connect to a wired LAN and wireless LAN at the same time. A Wi-Fi Direct connection is possible regardless of whether or not the printer is connected to a network.


This section describes the procedures to use to switch the connection method.

Switching to Wired LAN

- 1 Press  on the Home screen.

Note:

The shape and color of the icon differ depending on the connection status.

 [“Understanding and Operating the Display” on page 14](#)

- 2 Press **Description**.
- 3 Press **Wired LAN Connection Method**.

- 4 The process to disable the wireless LAN connection with the access point starts. Wait until **The Wi-Fi connection is disabled**. is displayed.

- 5 Connect your router and the printer with a LAN cable.

See the following for the location of the printer's LAN port.

 [“Front section / Right section” on page 8](#)

Switching to Wireless LAN

The SSID (network name) and password of the access point to which the printer is to be connected are required. Confirm them in advance. The printer can be connected to a wireless LAN while the LAN cable is still connected.

Note:

If your access point supports WPS (Wi-Fi Protected Setup), the printer can be connected using **Push Button Setup (WPS)** or **PIN Code Setup (WPS)** without using an SSID and password.

- 1 Press  on the Home screen.

Note:

The shape and color of the icon differ depending on the connection status.

 [“Understanding and Operating the Display” on page 14](#)

- 2 Press **Router**.

- 3 Press **Change to Wi-Fi connection**.

Details of the wired LAN connection status are displayed.

- 4 Check the displayed message, and then press **Yes**.

- 5 Press **Wi-Fi Setup Wizard**.

- 6 Select the desired SSID.

If the desired SSID is not displayed, press **Search Again** to update the list. If it is still not displayed, press **Enter Manually** and directly enter the SSID.

Changing the Network Connection Methods

- 7** Press **Enter Password** and enter the password.

Note:

- Differentiate between uppercase and lowercase when entering the password.
- If the SSID was entered directly, set **Password** to **Available** before entering the password.

- 8** When input is finished, press **OK**.

- 9** Check the settings and then press **Start Setup**.

- 10** Press **OK** to finish the procedure.

If the connection fails, select **Connection Check**. You can check the action to take on the screen.

 [“Checking the Network Connection Status” on page 35](#)

- 11** Close the Network Connection Settings screen.

Directly Connecting Wirelessly (Wi-Fi Direct)

A direct connection with the printer can be established temporarily when, for example, the printer is not connected to a network or you do not have permission to log on to the network.

Wi-Fi Direct is disabled by default. The following describes the procedure from enabling Wi-Fi Direct to connecting.


Note:

The printer can connect with up to eight computers at the same time. If you want to connect another device when there are already eight devices connected, disconnect the connection to the printer from a device that is already connected.

- 1** Press  on the Home screen.

Note:

The shape and color of the icon differ depending on the connection status.

 [“Understanding and Operating the Display” on page 14](#)

- 2** Press **Wi-Fi Direct**.

When Wi-Fi Direct is already enabled, the network (SSID), password, number of connected devices, and so on are displayed. Go to step 5.

Note:

If a part of the displayed network (SSID) or device name, and so on cannot be seen because it is cut off at the right edge of the screen, press the corresponding item to display the entire setting value.

- 3** Press **Start Setup**.

- 4** Press **Connect to Computer**.

- 5** Press **Start Setup**.

Wi-Fi Direct is enabled, and the network (SSID) and password are displayed.

- 6** Open the Wi-Fi setting screen on the device you want to connect with the printer, select the SSID displayed on the screen of the printer, and enter the password just as it is displayed on the screen.

- 7** When a connection is established, press **Complete** to finish the procedure.

- 8** Press **Close** on the screen of the printer to close the network connection settings screen.

When Garment Creator 2 is installed on the connected device, you can print using Garment Creator 2.


Changing the Network Connection Methods

Note:

When you turn off the power of the printer, the connections with connected devices are all disconnected. To reconnect after turning the printer back on, perform the procedure again from step 1.

Checking the Network Connection Status

You can display the connection status between the printer and the wireless LAN router (access point) on the printer's screen.

1 Press  on the Home screen.

Note:

The shape and color of the icon differ depending on the connection status.

 [“Understanding and Operating the Display” on page 14](#)


2 Press **Connection Check**.


The connection check starts.


If an error has occurred, check the next section and take the appropriate action.


Error Code and Solutions


Check the error code (E-XX) displayed on the printer's screen and take the appropriate action.


 [“E-1” on page 35](#)


 [“E-2, E-3, E-7” on page 35](#)


 [“E-5” on page 36](#)


 [“E-6” on page 36](#)


 [“E-8” on page 36](#)

 [“E-9” on page 36](#)

 [“E-10” on page 37](#)

 [“E-11” on page 37](#)

 [“E-12” on page 37](#)

 [“E-13” on page 37](#)

E-1

Solutions:

- Make sure the Ethernet cable is securely connected to your printer and to your hub or other network device.
- Make sure your hub or other network device is turned on.
- If you want to connect the printer by Wi-Fi, make Wi-Fi settings for the printer again because it is disabled.

E-2, E-3, E-7

Solutions:

- Make sure your wireless router is turned on.
- Confirm that your computer or device is connected correctly to the wireless router.
- Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- Place the printer closer to your wireless router and remove any obstacles between them.
- If you have entered the SSID manually, check if it is correct. You can check the SSID in **Wired LAN/Wi-Fi Status** on the printer's screen.
- If an wireless router has multiple SSIDs, select the SSID that is displayed. When the SSID is using a noncompliant frequency, the printer does not display them.
- If you are using push button setup to establish a network connection, make sure your wireless router supports WPS. You cannot use push button setup if your wireless router does not support WPS.
- Make sure your SSID uses only ASCII characters (alphanumeric characters and symbols). The printer cannot display an SSID that contains non-ASCII characters.

Changing the Network Connection Methods

- ❑ Makes sure you know your SSID and password before connecting to the wireless router. If you are using a wireless router with its default settings, the SSID and password are located on a label on the wireless router. If you do not know your SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.
- ❑ If you are connecting to an SSID generated from a tethering device, check for the SSID and password in the documentation provided with the device.
- ❑ If your Wi-Fi connection suddenly disconnects, check for the conditions below. If any of these conditions are applicable, reset your network settings by downloading and running the software from the following website.
[https://epson.sn- Setup](https://epson.sn-Setup)
 - ❑ Another device was added to the network using push button setup.
 - ❑ The Wi-Fi network was set up using any method other than push button setup.

E-5

Solutions:

Make sure the wireless router's security type is set to one of the following. If it is not, change the security type on the wireless router, and then reset the printer's network settings.

- ❑ WEP-64 bit (40 bit)
- ❑ WEP-128 bit (104 bit)
- ❑ WPA PSK (TKIP/AES)*
- ❑ WPA2 PSK (TKIP/AES)*
- ❑ WPA3-SAE (AES)
- ❑ WPA2/WPA3-Enterprise

*: WPA PSK is also known as WPA Personal. WPA2 PSK is also known as WPA2 Personal.

E-6

Solutions:

- ❑ Check if MAC address filtering is disabled. If it is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address in **Wired LAN/Wi-Fi Status** on the printer's screen.
- ❑ If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.
- ❑ If the number of connectable devices on the wireless router is less than the number of network devices that you want to connect, make settings on the wireless router to increase the number of connectable devices. See the documentation provided with the wireless router to make settings.

E-8

Solutions:

- ❑ Enable DHCP on the wireless router if the printer's Obtain IP Address setting is set to Auto.
- ❑ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel or by using Web Config.

E-9

Solutions:

Check the following points.

- ❑ Devices are turned on.
- ❑ You can access the Internet and other computers or network devices on the same network from the devices you want to connect to the printer.

Changing the Network Connection Methods

If still does not connect your printer and network devices after confirming the above, turn off the wireless router. Wait for about 10 seconds, and then turn it on. Then reset your network settings by downloading and running the installer from the following website.

<https://epson.sn- Setup>

E-10

Solutions:

Check the following points.

- Other devices on the network are turned on.
- Network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address to Manual.

Reset the network address if they are incorrect. You can check the IP address, subnet mask, and default gateway in **Wired LAN/Wi-Fi Status** on the printer's screen.

If DHCP is enabled, change the printer's Obtain IP Address setting to Auto. If you want to set the IP address manually, check the IP address in **Wired LAN/Wi-Fi Status** on the printer's screen, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If still does not connect your printer and network devices, turn off the wireless router. Wait for about 10 seconds, and then turn it on.

E-11

Solutions:

Check the following points.

- The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.
- The device that is set as the default gateway is turned on.

Set the correct default gateway address. You can check the printer's default gateway address in **Wired LAN/Wi-Fi Status** on the printer's screen.

E-12

Solutions:

Check the following points.

- Other devices on the network are turned on.
- The network addresses (IP address, subnet mask, and default gateway) are correct if you are entering them manually.
- The network addresses for other devices (subnet mask and default gateway) are the same.
- The IP address does not conflict with other devices.

If still does not connect your printer and network devices after confirming the above, try the following.

- Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- Make network settings again using the installer. You can run it from the following website.
<https://epson.sn- Setup>
- You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

E-13

Solutions:

Check the following points.

- Network devices such as a wireless router, hub, and router are turned on.

Changing the Network Connection Methods

- ❑ The TCP/IP Setup for network devices has not been set up manually. (If the printer's TCP/IP Setup is set automatically while the TCP/IP Setup for other network devices is performed manually, the printer's network may differ from the network for other devices.)

If it still does not work after checking the above, try the following.

- ❑ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❑ Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.
[https://epson.sn- Setup](https://epson.sn-Setup)
- ❑ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Basic Printing

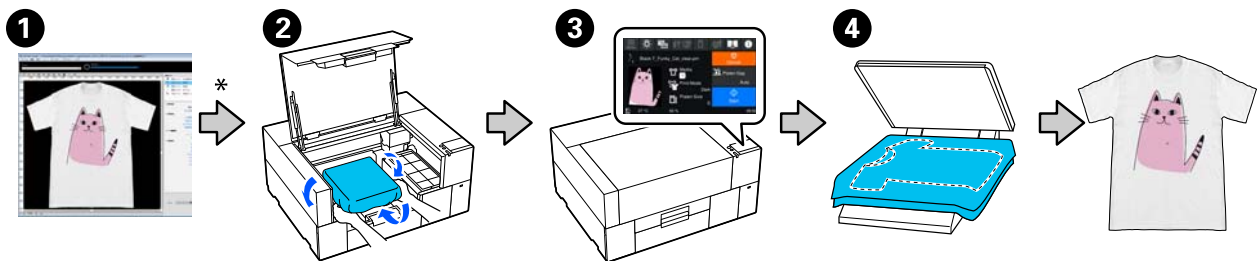
Overview

Note:

The printer also supports DTF (Direct to Film) printing using commercially available DTF film and powder.


See the DTF Film Printing Guide (online manual) provided separately when printing on DTF film.

The following illustration shows the process from creating a job to printing using color ink only on a standard-thickness cotton T-shirt. Depending on the operating conditions, you may need to perform some additional operations before loading the media. See "*" in the following table for more details.



Work Item		Summary
1	Creating/Sending Jobs	Send the job created by laying out images in Garment Creator 2, to this printer. See the Garment Creator 2 manual for more details.
*	Applying the pre-treatment liquid	In the following situations, apply a pre-treatment liquid to the printing surface before loading the media. <ul style="list-style-type: none"> <input type="checkbox"/> When printing White ink on cotton media <input type="checkbox"/> When printing on polyester media (in any ink color) Applying a pre-treatment liquid will fix the ink to the T-shirt and improve the color development. ☞ "Pre-treatment" on page 43
2	Loading the T-shirt (media)	Attach the platen to the printer, and then load the T-shirt (media). ☞ "Load the T-shirt (media)" on page 56 When using the platen for the first time, attach the grip pad supplied beforehand. ☞ "Attaching/Removing a Grip Pad" on page 53
3	Printing	Check that the job has been received and the printer's screen has switched to the preview display before you start printing. ☞ "Starting and Canceling Printing" on page 66

Basic Printing

Work Item	Summary
<p>4 Fixing the Ink</p>	<p>Remove the T-shirt from the printer, and then fix the ink in a heat press or oven.</p> <p>The optimum conditions vary depending on the media fabric or the device for fixing ink.</p> <p> "Fixing the Ink" on page 68</p>

Preparation

To print on a T-shirt using this printer, you need the following devices and parts.

Prepare genuine ink supply units, pre-treatment liquid, and a platen for use with this printer.

 [“Options and Consumable Products” on page 133](#)

Under Normal Usage

Platen (provided with the printer or option)

The printer comes with a small platen. There are also two other types of platens provided at different sizes for different uses.

 [“Options and Consumable Products” on page 133](#)

Grip Pad Tool (provided with printer)

This is used to remove slack and creases when loading a T-shirt on a grip pad covered platen.

T-shirts (commercially available)

You can use the following types of fabric.

- Fabric with a cotton blend ratio of 100% to 50%
We recommend using a cotton blend ratio of 100%, thick fabric with a high weave density.
- Fabric with a polyester blend ratio of 100% to 50%
We recommend using a polyester blend ratio of 100%.

We recommend making a test print in advance to check the print quality since the type of fabric being used may affect the print quality.

Sticky tape or a sticky roller (commercially available)

This is used to remove lint from the print surface of the T-shirt before printing.

Hard roller (optional item or commercially available)

This is used to press the fibers flat on the print surface of the T-shirt before printing.

When using commercially available products, make sure you prepare a separate hard roller and pre-treatment liquid roller.

Device for Fixing Ink

You need one of the following devices to fix the ink after printing. Use as required.

Heat press (commercially available)

As well as fixing the ink, this is also used for the following purposes.

- Removing creases from T-shirts before printing
- Pressing down standing fibers on T-shirts before printing to prevent nozzles from clogging
- Fixing the pre-treatment liquid

The heat press needs to be larger than your platen and to be able to sustain 170°C (338°F) or more for 90 seconds. We recommend a heat press with a foam sheet or mat to allow the steam to escape. If these are not supplied, you need to acquire them beforehand.

Oven (commercially available)

This can only perform ink fixing. Use the heat press to fix the pre-treatment liquid.

Prepare the following items when using the heat press.

Heat-resistant release sheet (commercially available)

Place this over the T-shirt to prevent any pre-treatment liquid or ink from touching the press side of the heat press. You can also use it to load T-shirts on the grip pad covered platen using the grip pad tool.

Prepare silicon paper, fluoro-resin sheets, and so on.

Heat-resistant fabric (commercially available)

Use when fixing ink to uneven areas near seams, such as around sleeves. We recommend using the same type of fabric as the T-shirt.

Basic Printing

Items for Use in Pre-treatment

Prepare the following items for pre-treatment when printing using White ink on cotton T-shirts, or when printing on polyester T-shirts.

Pre-treatment liquid (consumable)

The following 2 types are available.

- Cotton pre-treatment liquid: Use this only when printing using White ink on a T-shirt with a cotton blend ratio of 100% to 50%.
- Polyester pre-treatment liquid : Use this regardless of the ink being used when printing on a T-shirt with a polyester blend ratio of 100% to 50%.

You can use either pre-treatment liquid for fabric with a 50% blend ratio of polyester and cotton, but there may be differences in the pre-treatment effects depending on the actual type of fabric. If necessary, make a test print in advance to determine which pre-treatment liquid to use.

Pure water (commercially available)

Used to dilute pre-treatment liquid and to clean sensor covers.

Pre-treatment liquid roller (option or commercially available)

This is used to apply pre-treatment liquid to the T-shirts. Using a roller makes it easier to apply the liquid better to uneven areas such as pockets, and wastes less liquid from splashing and so on compared to sprays. However, if the liquid is not applied evenly, the coloring may not be sufficient or it may uneven.

The optional pre-treatment roller set consists of the roller and handle (roller grip), and a tray.

We recommend the following items when using commercially available products.

Roller: Short bristled, polyester fiber with excellent absorption and release of liquid (such as a paint roller).

Roller handle: Made of rust-resistant aluminum

You also need a separate tray to allow the pre-treatment liquid to soak into the roller.

Sprayer (commercially available)

This is used to apply pre-treatment liquid to the T-shirts.

This allows you to apply quickly and easily compared to a roller. However, when spraying a mist on to T-shirts, the pre-treatment liquid is often wasted as it sprays beyond the edges of the T-shirt, you also need to secure a space to use the spray.

Prepare a sprayer that allows you to spray a fine mist (we recommend an electric sprayer).

Characteristics such as the range and uniformity of the spray depend on the type of pre-treatment liquid and sprayer, as well as the dilution ratio of the pre-treatment liquid. When using a sprayer, we recommend checking in advance if the liquid can be applied properly according to the pre-treatment liquid and pre-treatment conditions.

The following are used to filter out any coagulation that may occur when you store the cotton pre-treatment liquid.

Funnel (optional)

Funnel Filter (consumable)

Bottle (commercially available)

Before Printing

To maintain good print quality, perform the following inspection before starting printing operations each day.

Check the amount of ink remaining:

Check the amount of ink remaining on the screen, and replace the ink supply unit with a new one when the remaining ink is below the limit. When ink is running low, we recommend replacing the ink supply unit as soon as possible.

If an ink supply unit runs out while printing, you can continue printing after replacing it. However, if the ink supply unit is replaced during a print job, the tone of the print results may differ depending on the drying conditions.

 [“Replacing Ink Supply Units” on page 84](#)

Basic Printing

Checking for clogged nozzles

Before you start printing, we recommend confirming that the nozzles are not clogged. If the nozzles are clogged, do a **Head Cleaning**.

By clearing any clogged nozzles in advance, you can reduce the risk of printing with clogged nozzles or having to stop printing to handle clogged nozzles.

 [“Checking for clogged nozzles” on page 89](#)

 [“Head Cleaning” on page 91](#)

Shaking White Ink

Shake the ink supply unit when the message about shaking is displayed on the screen.

White ink may sediment (components settling to the bottom of the liquid) easier than other ink due to the ink characteristics. Sedimentation may cause print quality to decline and nozzles to become clogged.

 [“Shaking the Ink Supply Units Periodically” on page 88](#)

Pre-treatment

Apply pre-treatment liquid to the T-shirt when printing using White ink on cotton T-shirts, or when printing on polyester T-shirts. Applying pre-treatment liquid improves the color development for the ink.

When only printing with color ink on a cotton T-shirt, we recommend that you do not perform pre-processing as printed fabric can become too delicate for washing and rubbing.

Prepare a roller or sprayer to apply the liquid to the T-shirts.

 [“Preparation” on page 41](#)

Perform pre-processing in the following order.

Agitating pre-treatment liquid (polyester pre-treatment liquid only)



Opening the pre-treatment liquid



Filtering the cotton pre-treatment liquid (only when coagulation occurs)



Diluting the pre-treatment liquid



Applying the pre-treatment liquid



Fixing the pre-treatment liquid

Cautions when operating

Note the following cautions when performing pre-treatment operations. Read the safety data sheet before operating. You can download the safety data sheet from the Epson Web site.

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



Caution:

- ❑ Always wear protective eyewear, gloves, and a mask when working. Should any pre-treatment liquid contact your skin or enter your eyes or mouth, immediately take the following actions:
 - ❑ If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.
 - ❑ If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
 - ❑ If any enters your mouth, consult a physician immediately.
 - ❑ If fluid is swallowed, do not force the person to vomit and consult a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.
- ❑ Store out of the reach of children.
- ❑ After work, wash your hands and gargle thoroughly.



Important:

- ❑ Make sure you are in a well ventilated location when applying pre-treatment liquid.
- ❑ Only prepare as much liquid as necessary for the current job. If you prepare more than required and leave it, it may harden.
- ❑ Do not store in high or freezing temperatures.
- ❑ Avoid direct sunlight. Store at normal room temperature.
- ❑ If pre-treatment liquid gets stuck to the print head, it could cause the printer to malfunction and print quality to decline. Make sure that liquid does not stick to the inside of the printer by accident during maintenance operations and so on.

Disposal method

Disposal of used consumables

 "Disposal" on page 95

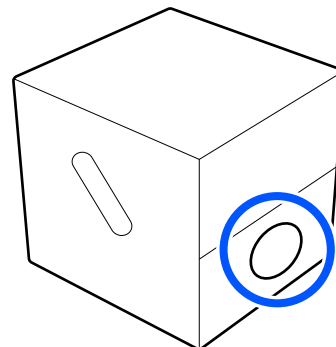
Agitating the polyester pre-treatment liquid

Follow the steps below to stir the polyester pre-treatment liquid before opening. If you use it without stirring, the effect of pre-treatment may not be sufficient.

You do not need to stir after opening.

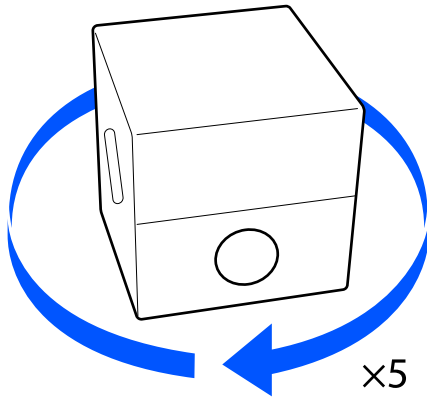
1

Place it on a flat surface with the section where the tap comes out at the side.

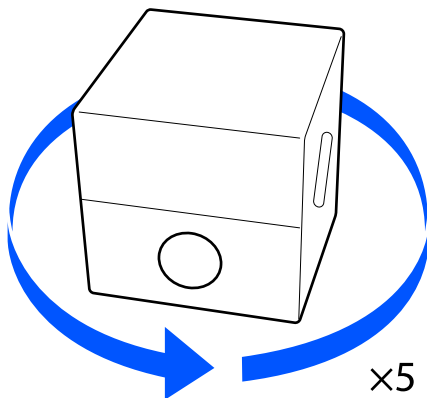


Basic Printing

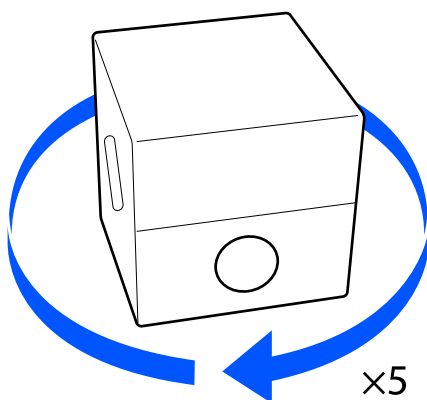
- 2** Turn it to the right five times.
Rotate at a speed of about one turn every two seconds.



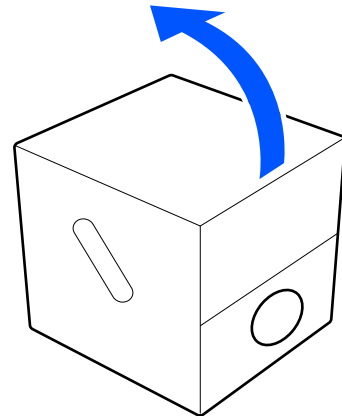
- 3** Turn it to the left five times.
Rotate at a speed of about one turn every two seconds.



- 4** Turn it to the right five times.
Rotate at a speed of about one turn every two seconds.

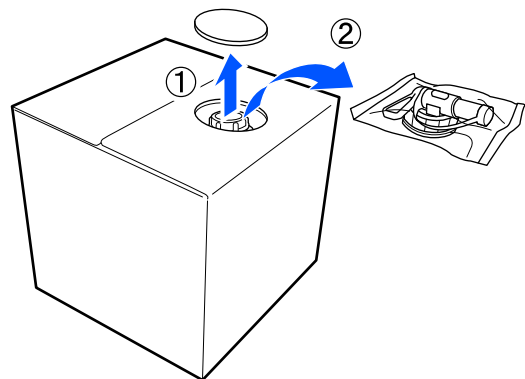


- 5** Turn the box so that the section where the tap comes out is at the top.

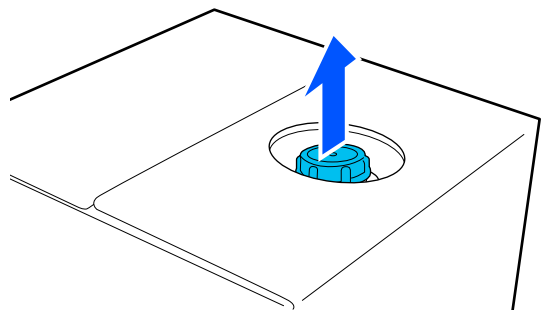


Opening the pre-treatment liquid

- 1** Cut the cardboard along the perforations, and then remove the tap from inside.



- 2** Pull the cap section out of the hole in the cardboard.

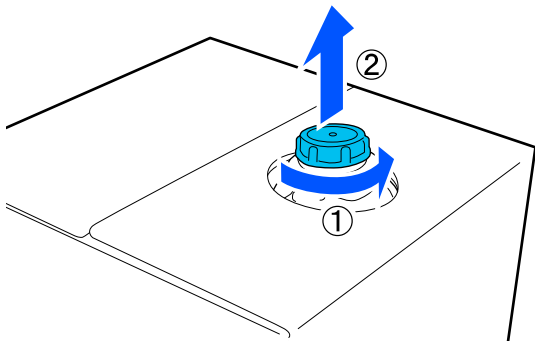


Basic Printing

! Important:

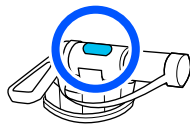
Make sure you pull the cap section out of the hole in the cardboard. If the cap is opened without being pulled out, the pre-treatment liquid may spill out.

3 Remove the cap.



4 Remove the tap from the bag and check that the hole is visible.

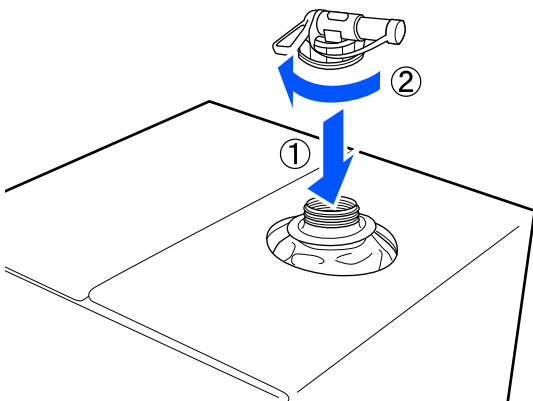
If you cannot see the hole, turn the tap's handle section until the hole is visible.



Note:

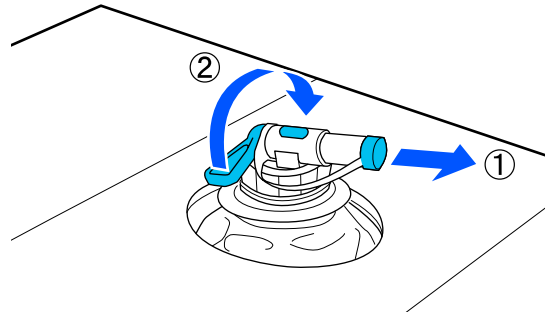
If you cannot see the hole or if the tap is damaged, contact the store where you purchased the product.

5 Attach the tap.



Pouring

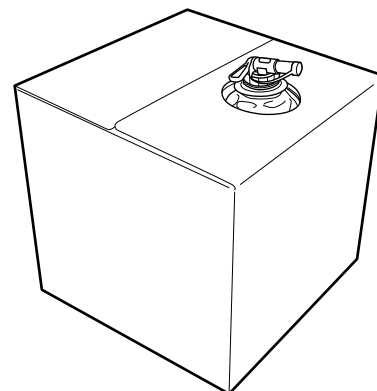
1 Remove the cap from the tap, and then turn the lever until the hole is facing down.



2 Tip the cardboard or the container and pour the pre-treatment liquid into the target container.

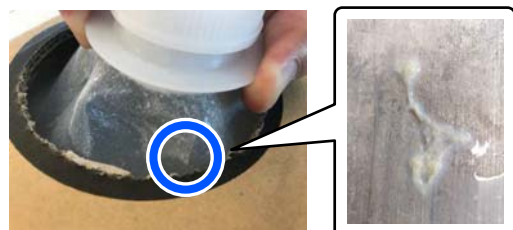
3 When you have finished pouring liquid, reverse the steps in step 1 to put the cap for the tap back on the tap.

4 Make sure you keep the mouth of the tap facing up as shown in the illustration.



Filtering the cotton pre-treatment liquid (only when coagulation occurs)

During storage, the cotton pre-treatment liquid may develop a white coagulation as shown in the image.



Basic Printing


This is a result of coagulation of the fixing component in the pre-treatment liquid. If you use the pre-treatment liquid with coagulation as it is, the print results will be uneven. Therefore, you need to filter it to remove the coagulation before use.

You need a dedicated funnel and filter as well as a commercially available bottle for filtration. Prepare the necessary items, and then follow the steps in the next section.

Funnel and filter

 [“Options and Consumable Products” on page 133](#)

Notes on filtering

- Replace the filter with a new one after filtering every one liter of pre-treatment liquid.
- Do not reuse a filter once it has been used even if the amount you have filtered is less than one liter. If you reuse the filter, any dry pre-treatment liquid attached to the filter may become mixed in and cause unevenness to occur.
- Use the filtered pre-treatment liquid within four days.
- Make sure you perform filtration within the operating temperature range of the pre-treatment liquid.
Operating temperature
 [“Specifications Table” on page 145](#)

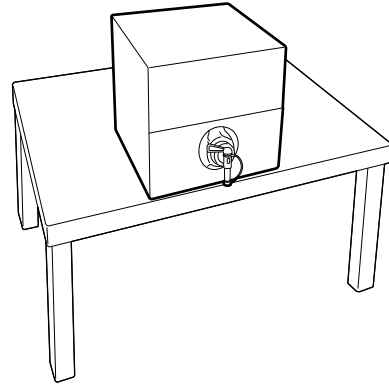
Preparation

- Cotton pre-treatment liquid
- Funnel (optional)
- Funnel Filter (consumable)
- Bottles with a capacity of at least one liter (commercially available)

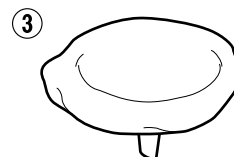
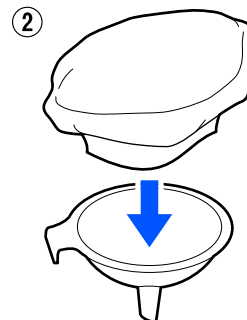
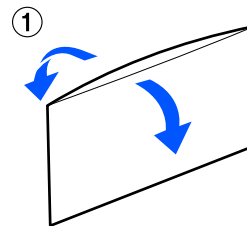
We recommend that you use a bottle with a scale or other markings that make it clear when you have reached one liter.

Filtering

- 1** Place the pre-treatment liquid on the top edge of a table with the spout pointing down.

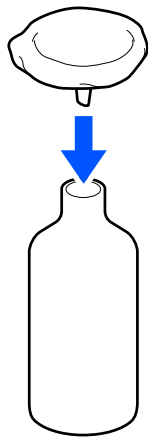


- 2** Open out a new filter, and then place it over the funnel as shown in the illustration.

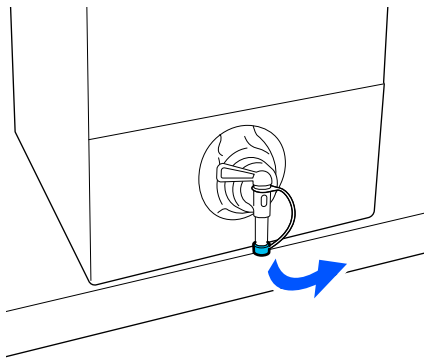


Basic Printing

- 3** Insert the funnel into the mouth of the bottle.

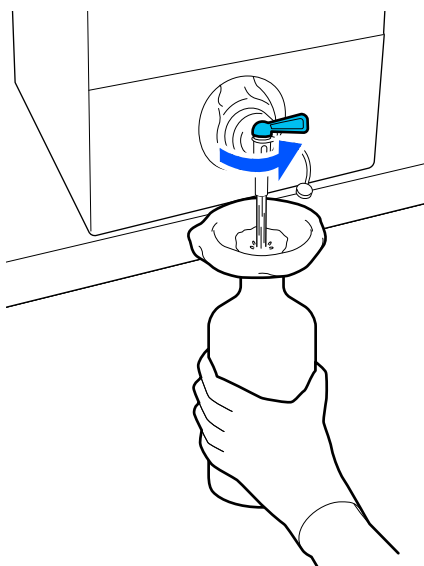


- 4** Remove the cap from the spout of the pre-treatment liquid.



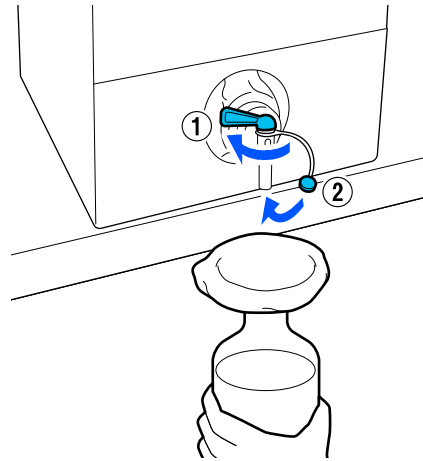
- 5** Open the lever to pour one liter of the pre-treatment liquid into the bottle through the filter.

Be careful not to overfill the filter with the pre-treatment liquid, otherwise it will overflow.



If there is only a small amount of pre-treatment liquid remaining, tilt the cardboard container to pour it in.

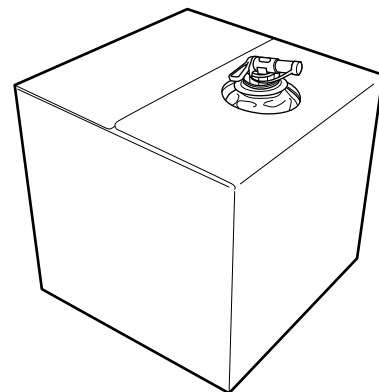
- 6** After pouring one liter, close the lever to stop the liquid from flowing, and then replace the spout cap.



If you want to filter more pre-treatment liquid, replace the filter with a new one, and then repeat the procedure from step 2.

- 7** You can now transfer the pre-treatment liquid in the bottle to the intended container for use.

- 8** Store the cardboard pre-treatment liquid container with the spout facing up as shown in the illustration.



Cleaning and disposal

Rinse the used funnel and bottle with water, and then wipe it dry with a soft, dry cloth.

When rinsing with tap water, make sure you rinse with pure water at the end. If they are not rinsed with pure water, components of the tap water can cause coagulation.

Basic Printing

Always dispose of used filters, do not re-use them.

Disposal of used consumables

 [“Disposal” on page 95](#)

Diluting the pre-treatment liquid

Apply the diluted or undiluted pre-treatment liquid to the T-shirt. Whether or not the liquid is diluted and the dilution ratio depend on the pre-treatment liquid, the ink used, and the device for fixing ink; so be sure to follow the information in the next section. When diluting, be sure to use distilled or purified water.

Cotton pre-treatment liquid

Be sure to dilute the cotton pre-treatment liquid before use. As the dilution ratio differs according to the type of device for fixing ink, use the following information to determine the dilution ratio.

When fixing ink with a heat press

Dilute by a factor of two. (Pre-treatment liquid: Pure water = 1:1)

When fixing ink with an oven

Dilute by a factor of three. (Pre-treatment liquid: Pure water = 1:2)

Adjusting for the appropriate dilution ratio

The following issues may occur if the dilution ratio is not appropriate.

- If the pre-treatment liquid is not diluted or the dilution ratio is too low (pre-treatment liquid is too strong)
 - Traces of pre-treatment liquid are noticeable in the prints.
 - The printed surface cracks after washing. (Washing fastness deteriorates)
- If the dilution ratio is too high (pre-treatment liquid is too weak)
 - Ink does not stay on the fabric, causing uneven coloring.

- Standing fibers cannot be adequately flattened resulting in uneven print results.

If this issue occurs, adjust the dilution ratio within the following range while checking the ink fixing results.

- When fixing ink with a heat press
 - Printing area is A4 or smaller: Dilute by a factor of two to three
 - Printing area is larger than A4: Dilute by a factor of two to four
- When fixing ink with an oven
 - Dilute by a factor of three to four

Polyester pre-treatment liquid

Polyester pre-treatment liquid can be used diluted or undiluted according to the type of ink used as shown below. When diluting the liquid, follow the guide below irrespective of the type of device for fixing ink being used.

When using White ink

Use the liquid as it is without diluting.

When using Color ink only

Dilute by a factor of seven. (Pre-treatment liquid: Pure water = 1:6)

Applying the pre-treatment liquid

Amount of pre-treatment liquid to apply

Apply the pre-treatment liquid to the T-shirt with a roller or sprayer.

Apply approximately 15 g (0.5 ounces) of pre-treatment liquid to printing areas of A4 size.

Basic Printing

Note:

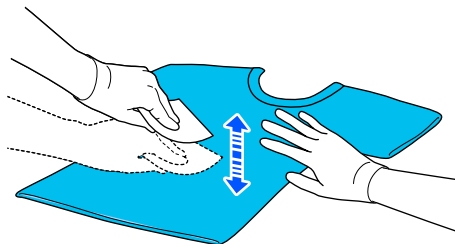
Depending on the properties of the material, traces of the pre-treatment liquid may be visible after performing ink fixing when you apply pre-treatment liquid by using a roller. If this does happen, you may be able to improve the results by using a sprayer instead of a roller.

Applying with a roller

To prevent T-shirt fibers on the roller from sticking to other T-shirts, use a different roller for each color on the T-shirt.

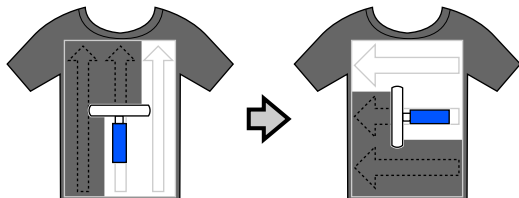
 [“Options and Consumable Products” on page 133](#)

- 1** Fill the tray with pre-treatment liquid and dip the roller in it.
- 2** Spread out the T-shirt on a flat surface.
- 3** Use sticky tape (a roller) and so on to remove lint from the area to which you will apply the pre-treatment liquid.



- 4** Squeeze the pre-treatment liquid out of the roller by pressing it against the edge of the tray, and apply the liquid evenly.

We recommend applying to an area larger than the target print area.



- 5** Fix the pre-treatment liquid with the heat press.

 [“Fixing the pre-treatment liquid” on page 51](#)

Applying with a sprayer

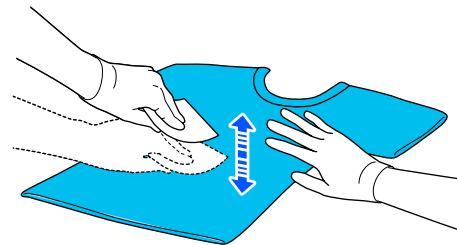
 **Important:**

Depending on the type of sprayer, it may create a mist when applying the pre-treatment liquid. Wear a mask, protective eye-wear, and gloves as required, and make sure the area is well ventilated while working with the pre-treatment liquid.

Mist could also enter the printer which could cause a breakdown or malfunction to occur. If necessary, install the sprayer at a location away from the printer.

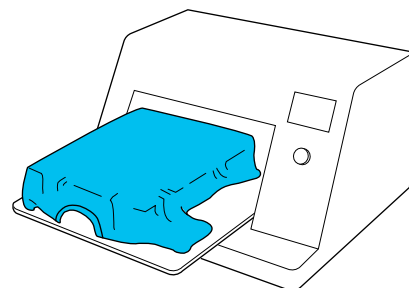
For details on using the sprayer, see the manual supplied with the sprayer.

- 1** Pour the pre-treatment liquid into the sprayer.
- 2** Spread out the T-shirt on a flat surface.
- 3** Use sticky tape (a roller) and so on to remove lint from the area to which you will apply the pre-treatment liquid.



- 4** Load the T-shirt into the sprayer, and then spray the pre-treatment liquid evenly over the printing surface.

We recommend applying to an area larger than the target print area.



Basic Printing

Note:
 You can apply the liquid evenly if you run the roller over the area after spraying.

- 5** Fix the pre-treatment liquid with the heat press.
[“Fixing the pre-treatment liquid” on page 51](#)

Fixing the pre-treatment liquid

Use the heat press to remove creases from the T-shirt and to fix the pre-treatment liquid. Because the oven does not press the fibers down, the printed surface does not become even which causes creases and unevenness in color. When fixing the pre-treatment liquid by using a heat press, place a heat-resistant release sheet, such as silicone paper, between the T-shirt and the surface of the press to prevent the pre-treatment liquid from sticking to the surface of the press.

As the optimum conditions vary depending on the amount of pre-treatment liquid, the following values are only a guide.

Fixing conditions for cotton pre-treatment liquid

Temperature	Time	Pressure*1
170°C (338°F)	45 seconds*2	4.2 N/cm ²

- *1 The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixing result in advance to find the right pressure.
- *2 If the application area for the pre-treatment liquid is larger than A4, it may not dry even after 45 seconds. Try extending the time up to 90 seconds while checking if the pre-treatment liquid is dry.

Fixing conditions for polyester pre-treatment liquid

Temperature	Time	Pressure*1
130°C (266°F)	60 seconds*2	3.0 N/cm ²

- *1 The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixing result in advance to find the right pressure.
- *2 If the application area for the pre-treatment liquid is larger than A4, it may not dry even after 60 seconds. Try extending the time up to 90 seconds while checking if the pre-treatment liquid is dry.



Important:

- Make sure you dry the pre-treatment liquid thoroughly. Insufficient drying time may cause the print quality to decline.
- Do not wet the T-shirt or leave it in a humid location for a long time after fixing the pre-treatment liquid. Color development deteriorates in the wet areas causing unevenness.
 If the T-shirt is left for an extended period of time, press for 5 to 10 seconds to dry it just before printing.

Note:

If traces of the pre-treatment liquid are visible, try washing in water; however, the effects depend on the material of the T-shirt.

Basic Printing

Creating and Sending Jobs

You cannot print directly from commercially available software.

Send jobs to the printer through the specialized application (Garment Creator 2) for printing.

Workflow for Creating and Sending Jobs

The following shows the basic work procedure for using Garment Creator 2, which is provided to create and print jobs.

See the Garment Creator 2 manual for more details on preparing and creating jobs.

1 Prepare

Selecting a printer	Select a printer (printer for printing jobs) to which to send the jobs you created. Normally, you only do this the first time.
---------------------	--



Ink Density	To get the best print results, we recommend that you adjust the Ink Density for the first T-shirt you print before you start doing the actual print job. See the Garment Creator 2 manual for details on the adjustment procedures.
-------------	---

2 Create jobs

Selecting the base color (T-shirt type)	To make the best use of the base color of the T-shirt on which you are printing, and to print using an efficient amount of ink, select an appropriate type of T-shirt.
---	--




Image arrangement	Do settings while checking in the preview area the position, size, and direction of the image you are printing.
-------------------	---



Sending jobs to the printer	Specify the number of prints, and then send the job to the printer that you selected.
-----------------------------	---

3 Print (operate with printer)

Start printing	Load a T-shirt on the platen, and then print.  "Load the T-shirt (media)" on page 56
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Sending and printing jobs

Follow the steps below to send jobs created in Garment Creator 2 to the printer.

- 1 Specify the number of prints at the bottom of the Garment Creator 2 settings area, and then click the **Print** button.



- 2 When the printer has finished receiving a job, the preview display opens on the printer's screen.

See the following, and load a T-shirt (media) and start printing.

[🔗 “Load the T-shirt \(media\)” on page 56](#)

Notes on Receiving Jobs

Only the following operations are possible while is receiving jobs. If buttons do not respond when operating the control panel, the printer may be receiving a job; wait for a while and then try again.

- Canceling a job
- Loading media
- Turning off the power

Note:

- After canceling a job, it takes a while before the printer is ready to print again.
- It takes a while to turn off the printer after performing the power off operation. Also, jobs that have been received are deleted.

Preparing the Platen

The following explains preparations for four points.

Grip pad covered platen (first time only when printing on cotton T-shirts)

When printing on cotton T-shirts, we recommend attaching a grip pad to the small platen supplied with the printer.

Using a grip pad covered platen prevents the T-shirt (media) from moving around easily during printing which reduces print misalignments.

When printing on polyester T-shirts, do not attach a grip pad. Otherwise, the fabric of the platen may be soiled with ink while printing.

The next section explains how to attach the grip pad to the platen.

The printer comes with a grip pad that you can attach to a platen. When purchasing additional small platens, purchase and attach consumable grip pads if necessary.

Do not attach grip pads to the XS size or sleeve platens.

When using platens without attaching a grip pad, make sure you load the platen using the platen frame supplied.

Replacing platens

There are three platens available according to the size of the T-shirt and the area you want to print. When changing the size or area of the T-shirt being printed on, make sure you replace the platen with the appropriate platen in advance.

[🔗 “Replacing platens” on page 55](#)

Attaching/Removing a Grip Pad

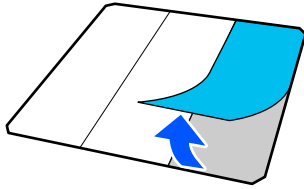
Grip pads are consumable items. If it gets dirty, purchase a new pad and replace it.

[🔗 “Options and Consumable Products” on page 133](#)

Basic Printing

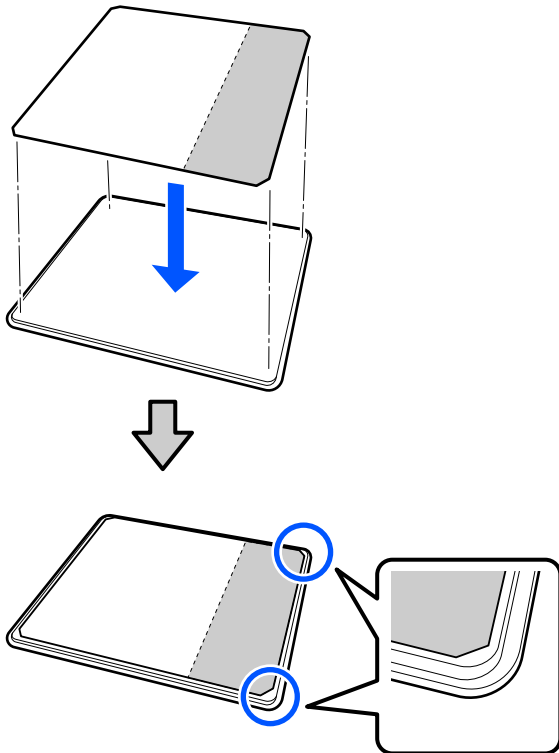
Attaching the Pad

- 1** Only peel off one section on the back of the grip pad as shown in the illustration.

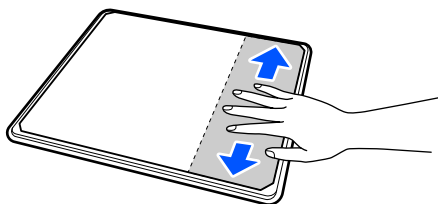


- 2** Place the platen on a flat surface, align the corners of the grip pad so they are slightly inside the corners of the platen, and then fasten the adhesive side of the grip pad to the platen.

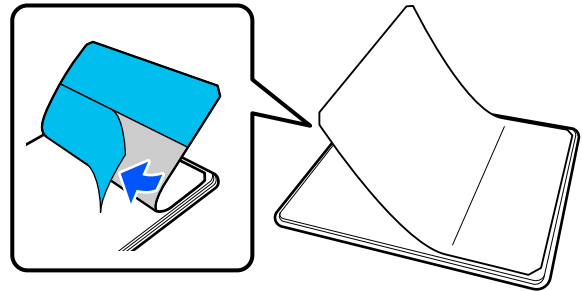
Do not allow the corners of the grip pad from which the back has not been removed to protrude from the edges of the other side of the platen.



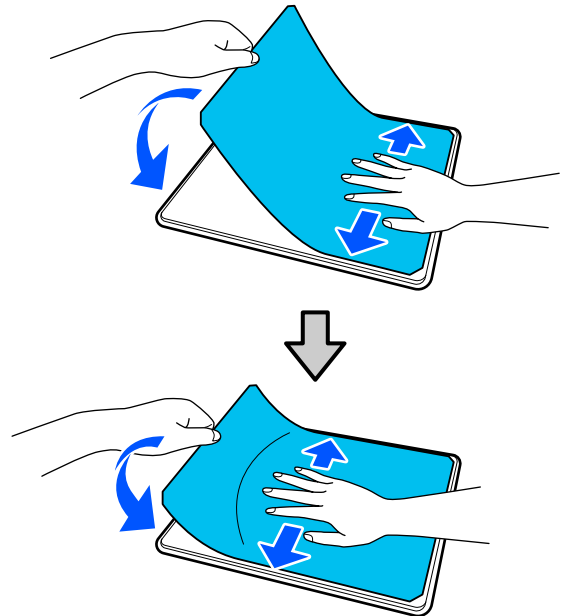
- 3** Gently press on the section from which the back has been peeled off the grip pad to stick the grip pad onto the platen.



- 4** Peel off all of the other sections on the back of the grip pad as shown in the illustration.



- 5** Stick it from the end that is already stuck, as shown in the illustration.



Removing the Sheet

! Important:

- Do not apply hot air such as a drier to soften the glue. Failure to observe this precaution could result in deformed parts.
- Do not use organic solvents such as alcohol. Failure to observe this precaution could result in discoloration, warping, or damage to parts.

Note:

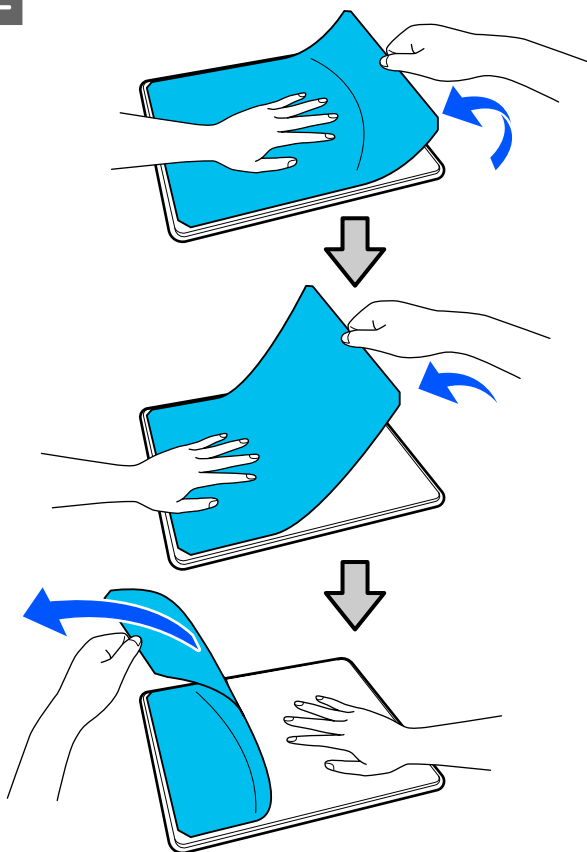
Pads that have been stuck to the platen for a long time may be hard to peel off. In this case, use a commercially available spatula for peeling off labels.

Basic Printing

- 1 Place the platen on a flat surface with the surface visible, and then press on the front side.



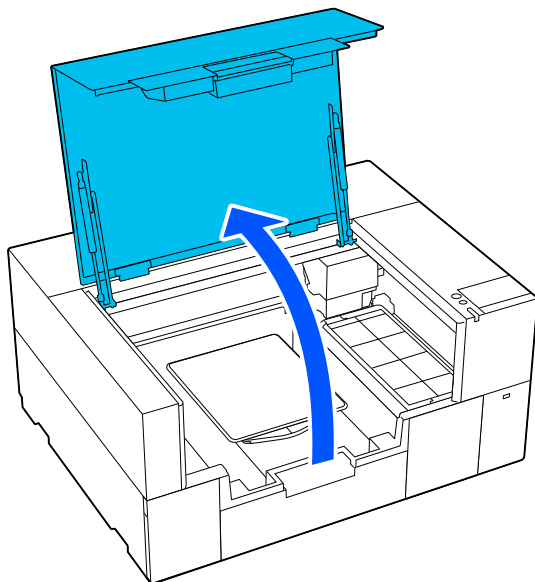
- 2 Peel off the grip pad from back to front.



If any glue remains on the platen, soak a soft cloth in a diluted neutral detergent, wring it out thoroughly, and then wipe off the glue.

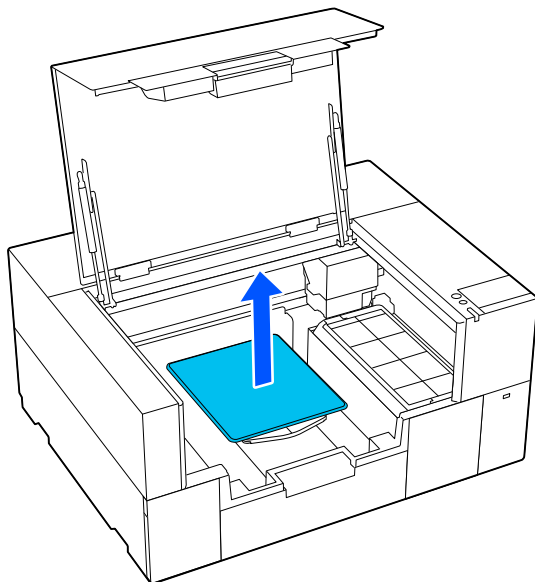
Replacing platens

- 1 Make sure the printer is on, and then open the printer cover.



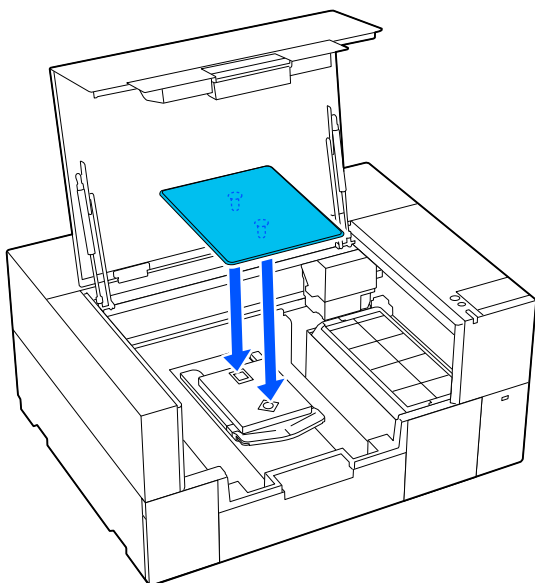
Store the adjustable platen hanger if it is extended.

- 2 Remove the platen by gripping it with both hands and lifting it straight up.



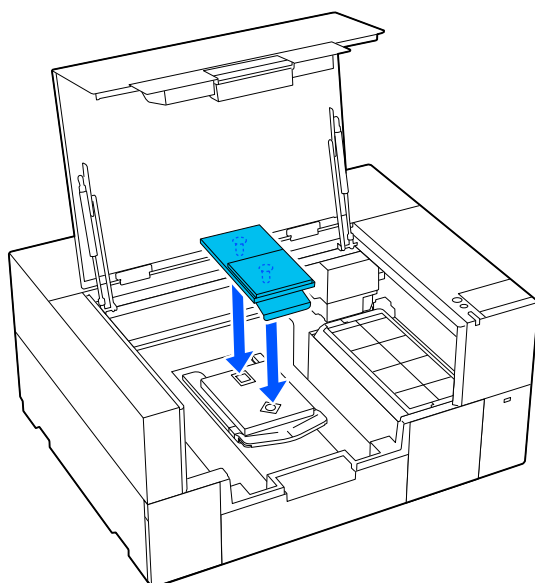
- 3** Make sure the protruding shaft of the replacement platen fit into the holes.

S/XS size platen



Sleeve platen

Hold the front and back of the transparent section, and insert it as shown in the illustration.



Load the T-shirt (media)

Notes on loading media

Check the following points before loading the T-shirt on the platen.

Straighten the surface of the T-shirt

- If you notice any creases on the T-shirt, use the heat press to iron them out.
- If there is any lint or fiber on the printed surface, remove it with adhesive tape (roller).

Use the appropriate platen for the media

- When printing on cotton material, we recommend using a platen covered with a grip pad. As this helps to grip the media tightly to the platen, misalignment while loading the media is less likely to occur.
- When printing on polyester material, use a platen that is not covered with a grip pad. If you use a platen that is covered with a grip pad, the surface of the platen (grip pad) may be stained with ink while printing.

See the following for information on how to load media on each type of platen.

S/XS size platen covered with a grip pad

 [“Loading on a Grip Pad Covered Platen” on page 56](#)

S/XS size platen not covered with a grip pad

 [“Loading on a Platen without a Grip Pad” on page 61](#)

Sleeve platen

 [“Loading on Sleeve Platens” on page 64](#)

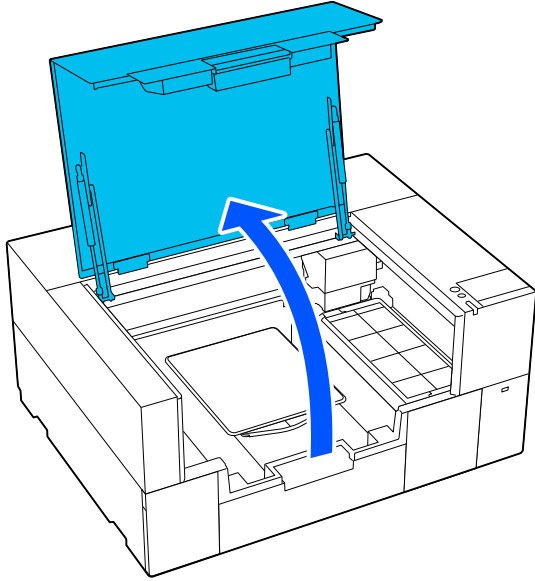
Loading on a Grip Pad Covered Platen

You can check the procedure in a video on YouTube.

[Epson Video Manuals](#)

Basic Printing

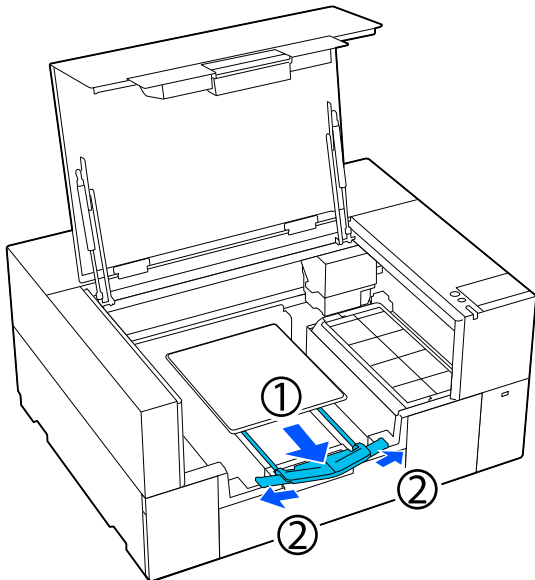
- 1 Make sure the printer is on, and then open the printer cover.



- 2 Check that the platen is installed.
If the platen has a frame attached, remove it.
See the following if the platen is not installed.

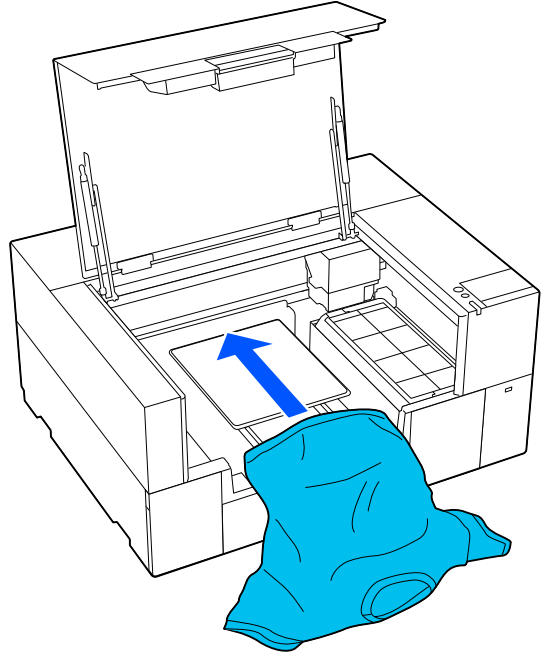
 [“Replacing platens” on page 55](#)

- 3 Pull out the adjustable platen hanger.

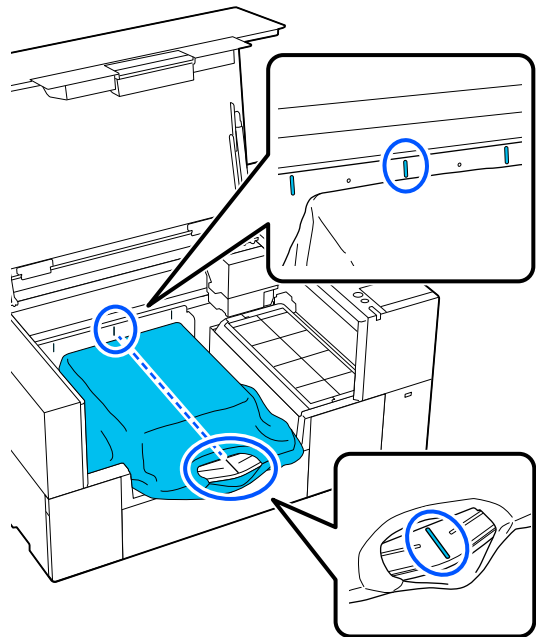


Pull out the hanger until the tips extend beyond the printer, and then spread the wings on either side.

- 4 Slide the hem of the T-shirt over the platen from the front.



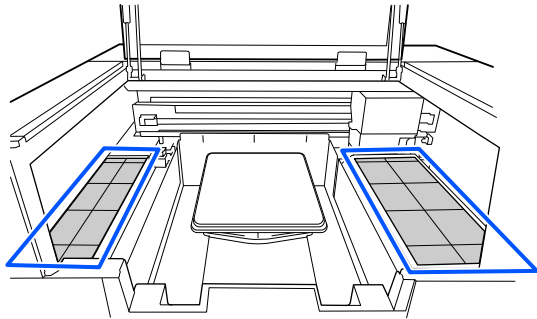
The line inside the frame in the illustration indicates the center of the platen.



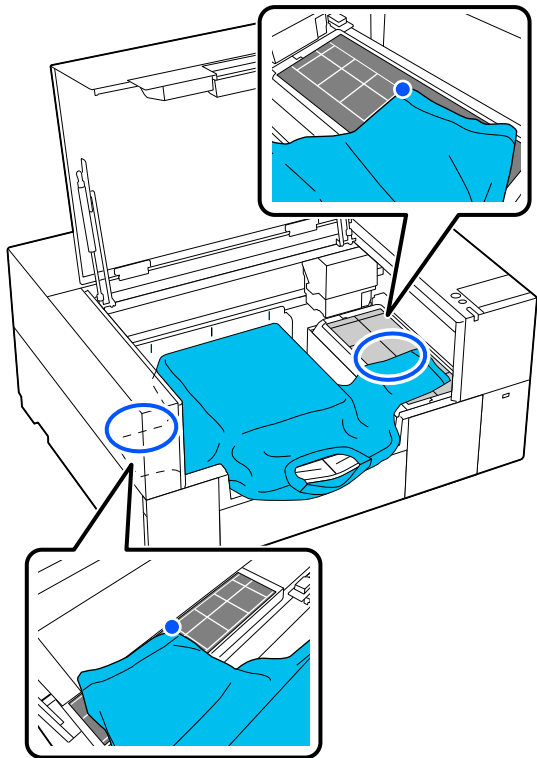
Basic Printing

- 5** Adjust the media according to the print position.

You can use the grid on the loading guard and the inside left of the printer as a guide for the media loading position.



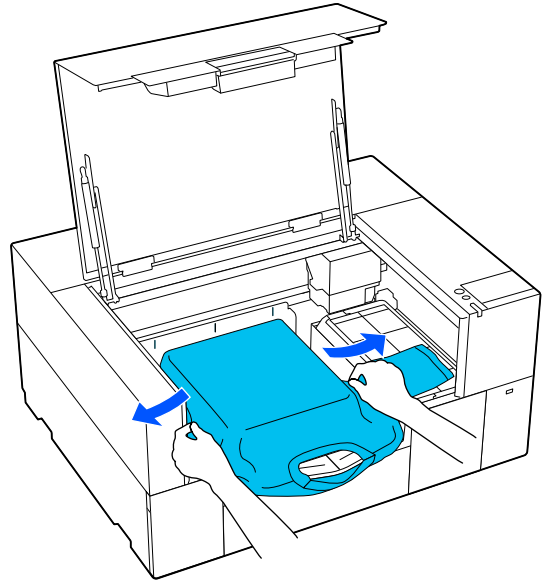
Since the grid is symmetrical, you can easily perform horizontal alignment by simply aligning the sleeves or sides of the T-shirt with the same squares on the left and right.



Note:

When repeatedly printing on the same media, mark the aligned squares with a sticker and so on to easily load the media in the same position the next time.

- 6** Pull the parts of the shirt that extend beyond the platen to flatten the print surface.



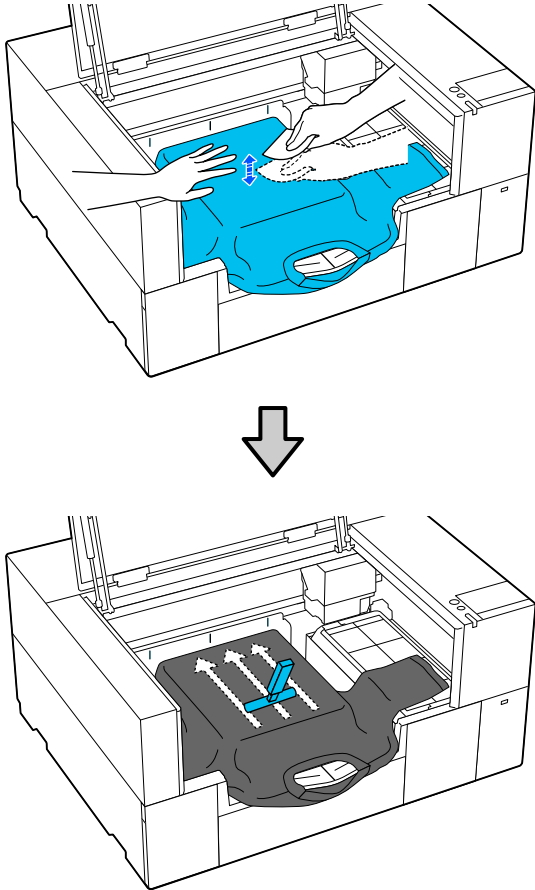
! Important:

Do not pull too hard on the T-shirt. If the T-shirt is stretched too much, the print quality may decline due to deformed images and so on, and the white under-base print may extend outside the image.

Basic Printing

- 7** Remove any lint from the printing surface, and press the fibers flat.

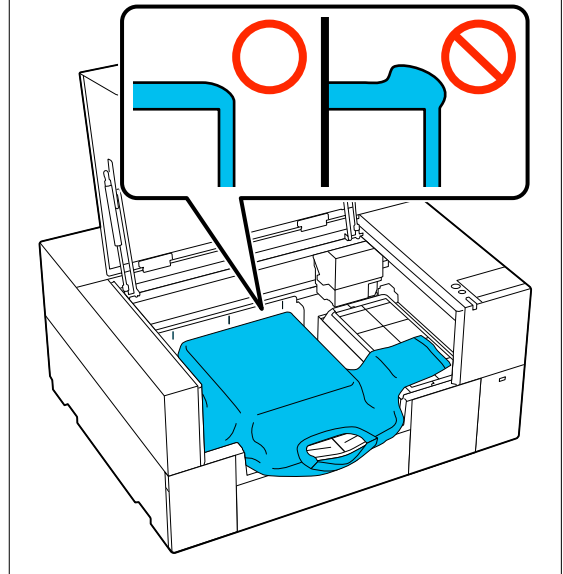
There may be lint on the T-shirt if you have not applied pre-treatment liquid. Remove the lint using the sticky tape or roller and press the fibers flat using the hard roller. Lint and fibers may stick to the print head and stain other areas.



- 8** Remove any slack or creases from the printing surface and make it flat.

Important:

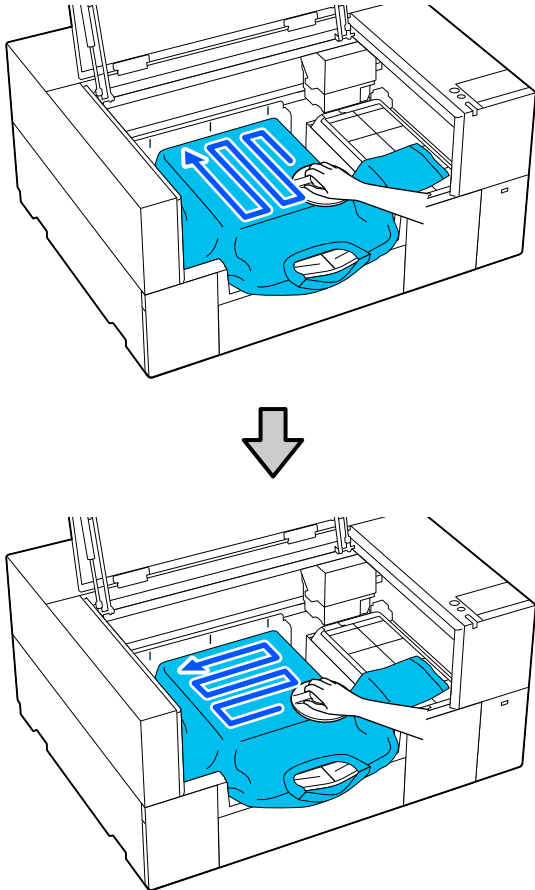
The printer detects the highest part of the print surface. If there is any slack or creasing as shown in the illustration below, the distance between the print head and the print surface may increase and print quality may decline. Flatten the T-shirt so that there is no slack or creasing.



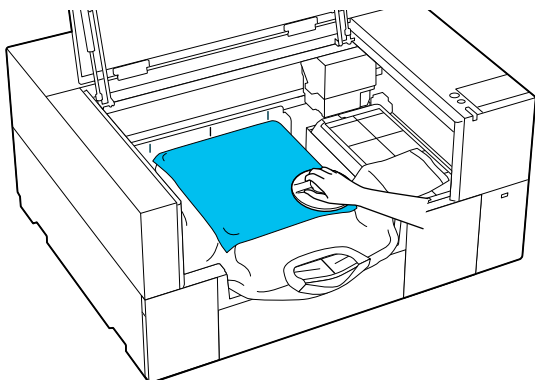
Use the grip pad tool supplied to flatten the printing surface. The T-shirt sticks to the grip on the platen keeping it flat and preventing it from moving during printing.

Basic Printing

Press the T-shirt lightly with the grip pad tool and move it vertically and horizontally from the edges as shown in the following illustration. Repeat this step 2 or 3 times to remove any slack or creases and make the printing surface flat.



When loading a T-shirt coated with pre-treatment liquid, or when the grip pad tool gets caught due to the characteristics of the fabric, use the grip pad tool with a release sheet such as silicon paper on the T-shirt as shown in the figure.

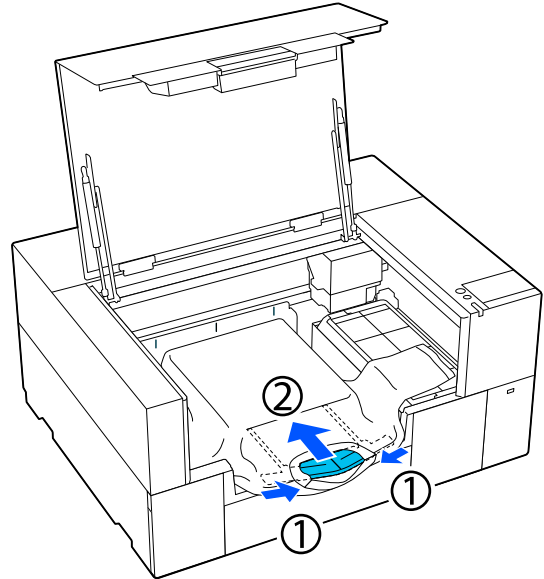


Note:

When the grip pad tool becomes dirty, make sure you wipe it with a damp cloth.

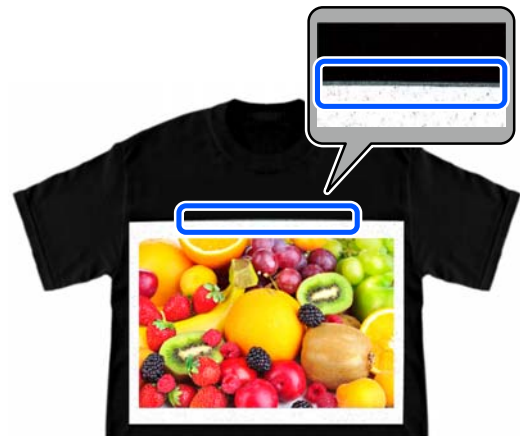
9

Store the adjustable platen hanger.



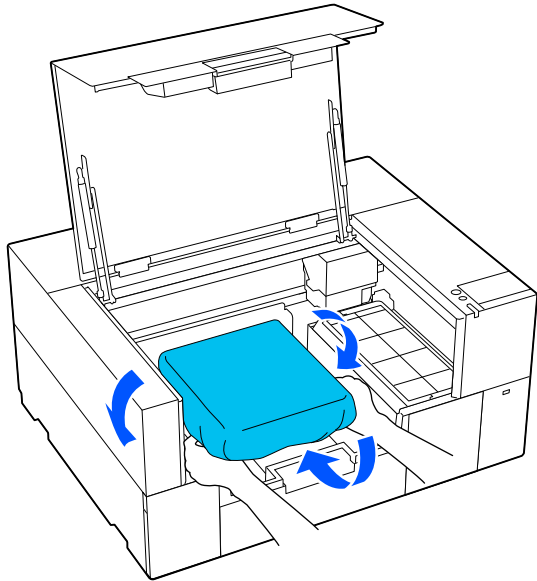
! Important:

Be careful that the fabric does not get wrapped around the hanger and stretched out. Printing with the fabric stretched too much may cause printing defects, as shown in the illustration.



Basic Printing

- 10** Tuck in the parts that extend beyond the platen.



If the media extends beyond the platen, the printer cover will not close.

- 11** Close the printer cover.

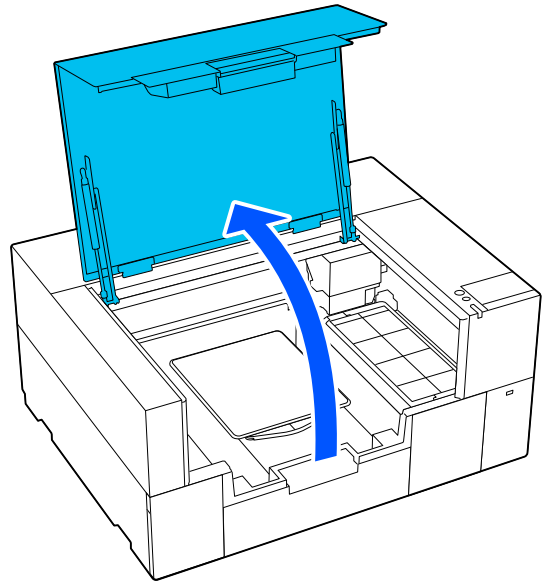
Loading on a Platen without a Grip Pad

When loading a T-shirt (media) on a platen without a grip pad, use the frame supplied with the platen.

You can check the procedure in a video on YouTube.

[Epson Video Manuals](#)

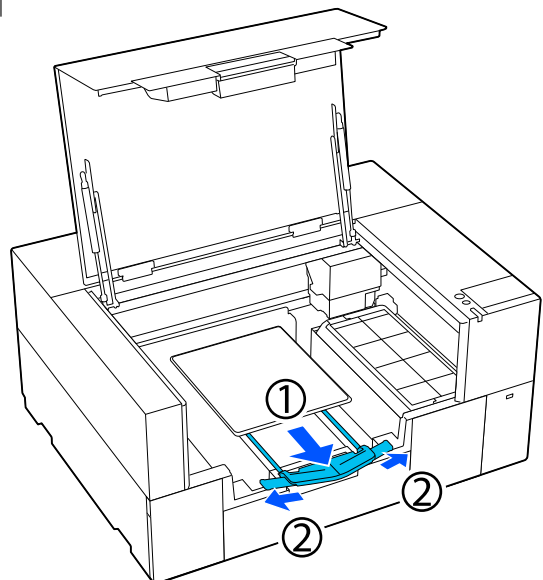
- 1** Make sure the printer is on, and then open the printer cover.



- 2** Check that the platen is installed.
If the platen has a frame attached, remove it. See the following if the platen is not installed.

 [“Replacing platens” on page 55](#)

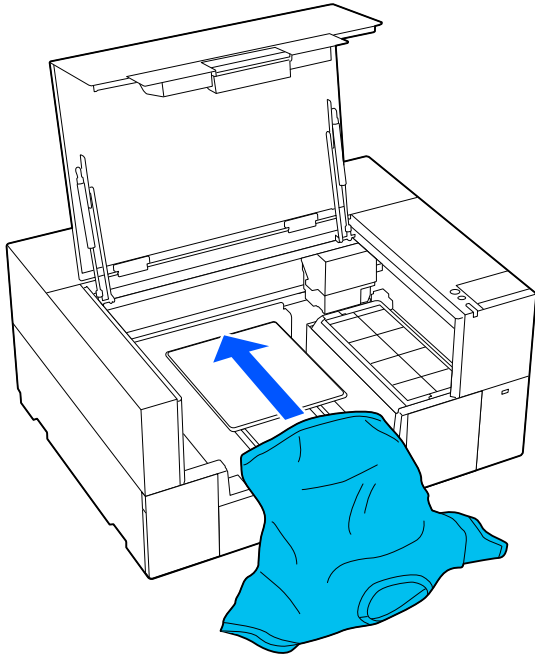
- 3** Pull out the adjustable platen hanger.



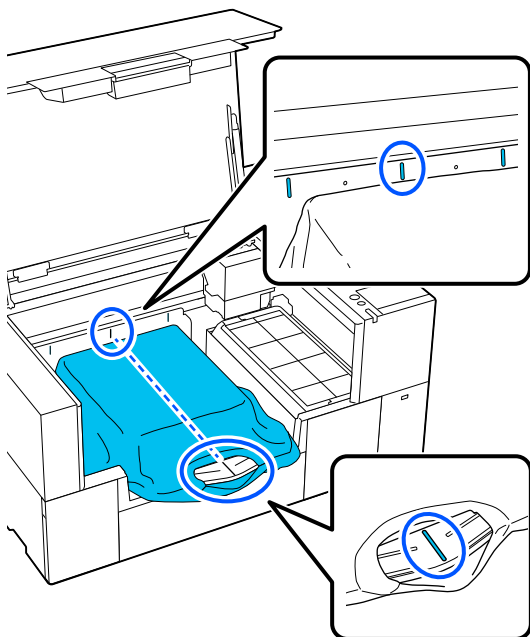
Pull out the hanger until the tips extend beyond the printer, and then spread the wings on either side.

Basic Printing

- 4** Slide the hem of the T-shirt over the platen from the front.

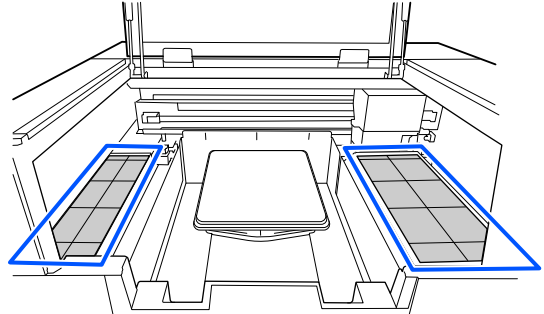


The line inside the frame in the illustration indicates the center of the platen.

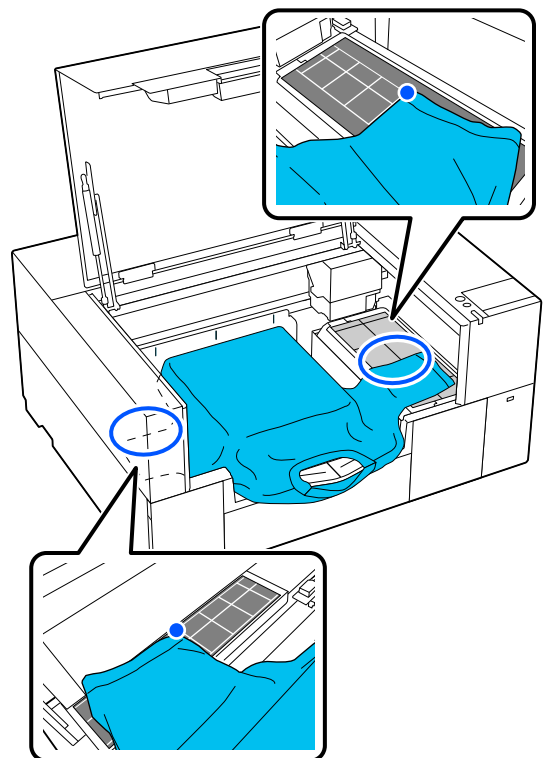


- 5** Adjust the media according to the print position.

You can use the grid on the loading guard and the inside left of the printer as a guide for the media loading position.



Since the grid is symmetrical, you can easily perform horizontal alignment by simply aligning the sleeves or sides of the T-shirt with the same squares on the left and right.

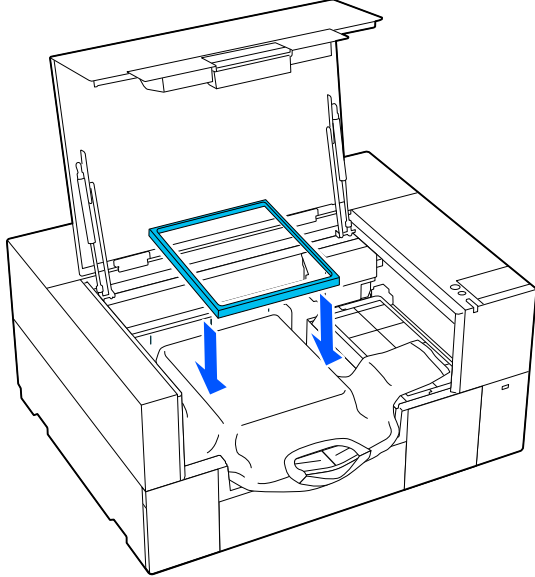


Note:

When repeatedly printing on the same media, mark the aligned squares with a sticker and so on to easily load the media in the same position the next time.

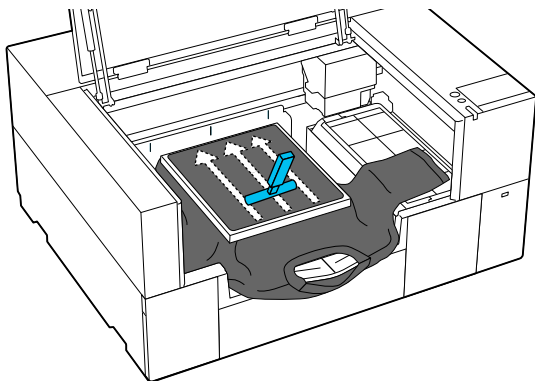
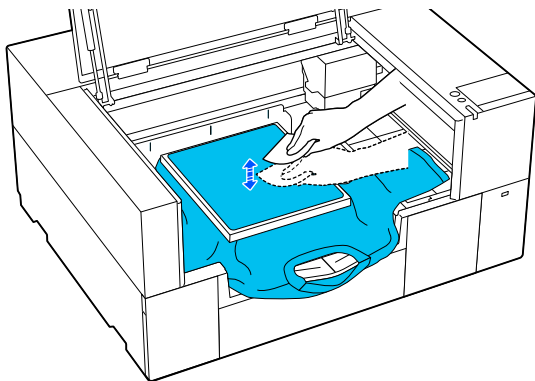
Basic Printing

6 Attach the platen frame again.

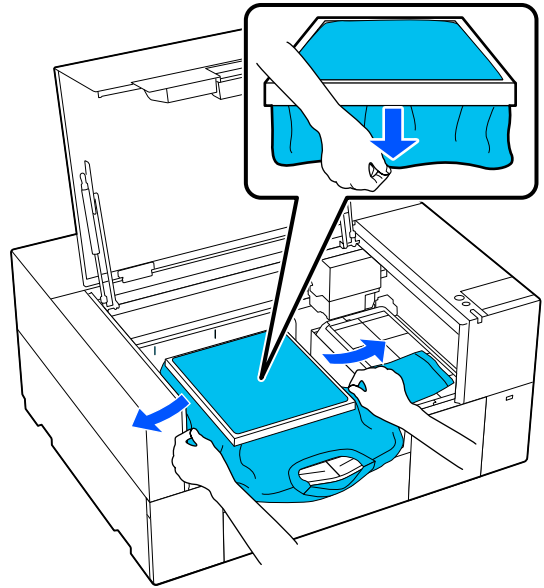


7 Remove any lint from the printing surface, and press the fibers flat.

There may be lint on the T-shirt if you have not applied pre-treatment liquid. Remove the lint using the sticky tape or roller and press the fibers flat using the hard roller. Lint and fibers may stick to the print head and stain other areas.

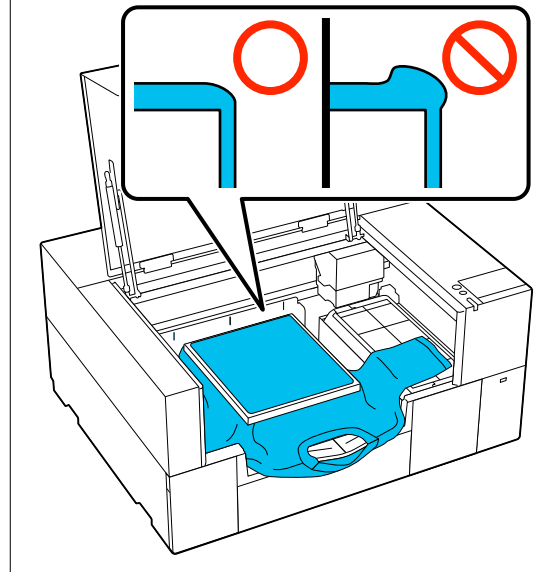


8 Pull the T-shirt outside of the frame to remove any creases and slack.



! Important:

The printer detects the highest part of the print surface. If there is any slack or creasing near the inside of the frame as shown in the illustration below, the distance between the print head and the print surface may increase and print quality may decline. Pull the T-shirt so that there is no slack or creasing. However, if the T-shirts is stretched too much, the print quality may decline due to deformation of the image, and the white under-base print may extend outside the image.

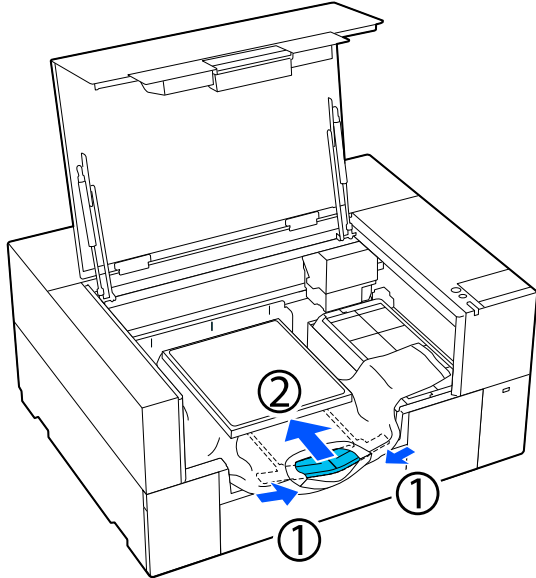


Basic Printing

Note:

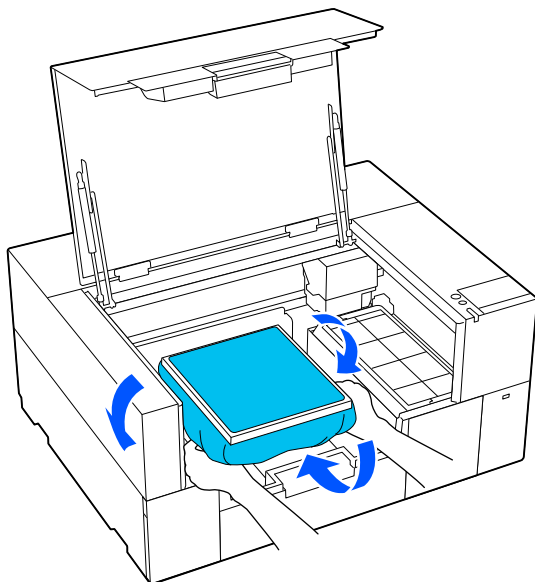
Using the platen frame to place the print surface under a suitable amount of tension can reduce swelling of the print surface while printing.

- 9 Store the adjustable platen hanger.



- 10 Press down the frame of the platen so that it does not become loose.

- 11 Tuck in the parts that extend beyond the platen frame.

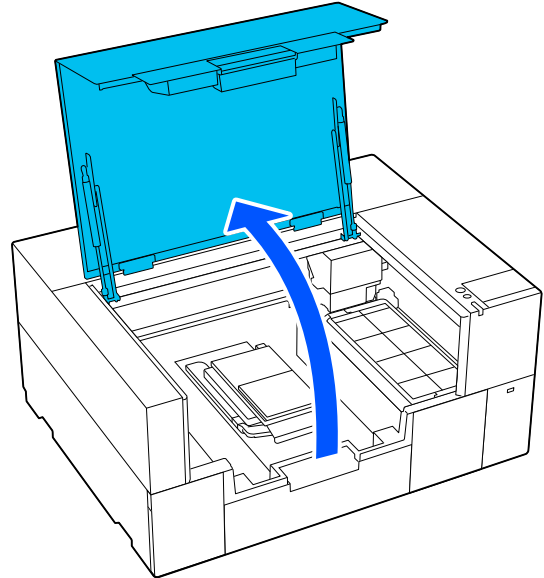


If the media extends beyond the platen, the printer cover will not close.

- 12 Close the printer cover.

Loading on Sleeve Platens

- 1 Make sure the printer is on, and then open the printer cover.



- 2 Check that the platen is installed. If the platen has a frame attached, remove it. See the following if the platen is not installed.

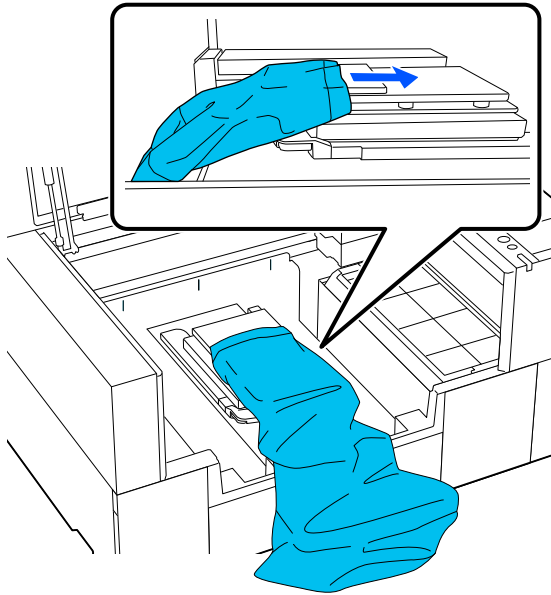
 [“Replacing platens” on page 55](#)

- 3 Pass the platen through the T-shirt sleeve.

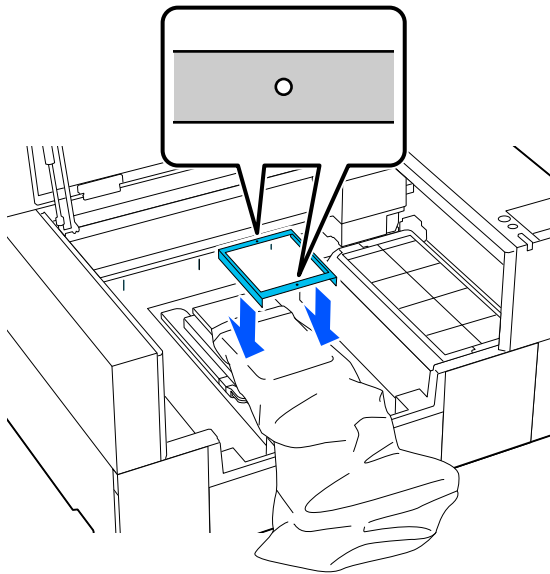
Important:

Load the T-shirt so that the side seams and sleeve seams are not on the top. If there are raised sections, such as seams, an error may occur, or the print quality may decline.

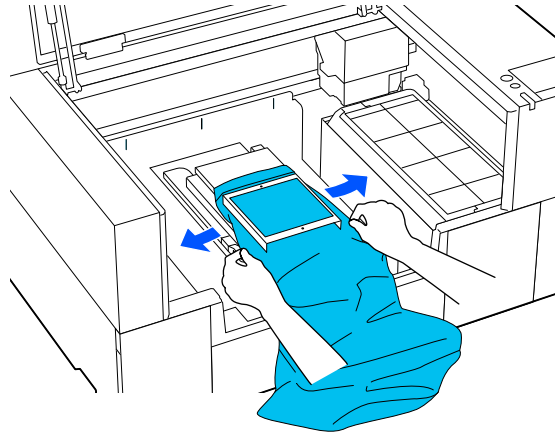
Basic Printing



- 4** Flatten the printing surface and attach the platen frame.
Load it so that the small holes in the frame are at the front and back.



- 5** Pull the T-shirt outside of the frame to remove any creases and slack.

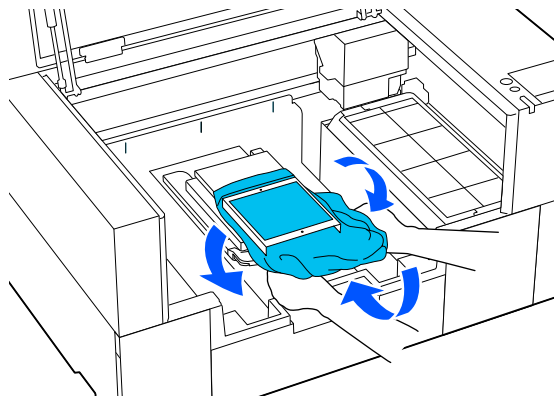


! Important:

Do not pull too hard on the T-shirt. If the T-shirt is stretched too much, the print quality may decline due to deformed images and so on, and the white under-base print may extend outside the image.

- 6** Press down the frame of the platen so that it does not become loose.

- 7** Tuck in the parts that extend beyond the platen frame.

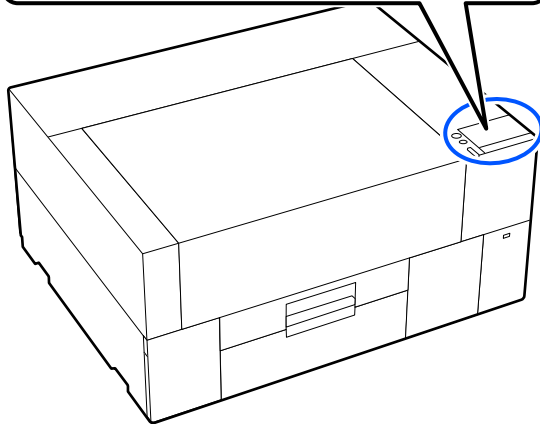
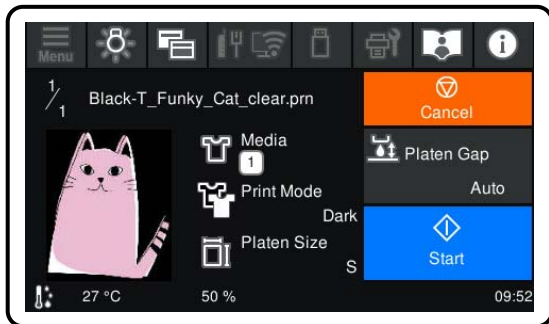



If the media extends beyond the platen, the printer cover will not close.

Starting and Canceling Printing

Starting

- 1 When a job has been received, a preview is displayed on the screen.



- 2 Check the following two points, and then press the  area on the screen.


- The media is loaded correctly

- There are no unnecessary objects inside the printer

! Important:

Do not leave any objects in area A (loading guard) or area B shown in the illustration. Objects placed here may get caught in the cover or fall into the printer and cause damage.

Note:

When you perform **Print Head Nozzle Check** or **Head Cleaning** before you start printing or in between repeated printings, press  (Maintenance), and then select the menu.

When executing **Print Head Nozzle Check**, be sure to load the media in the center of the platen.

 [“Loading media” on page 90](#)

When reprinting (repeat printing) the same job

Precautions for repeat printing

Reprint data is not overwritten until a new job is sent to the printer.

Reprint data is not deleted until the following occurs.

- The USB memory stick is removed
- The power is turned off

Reprint data is not saved in the following cases.

- The USB memory stick is corrupt


Basic Printing

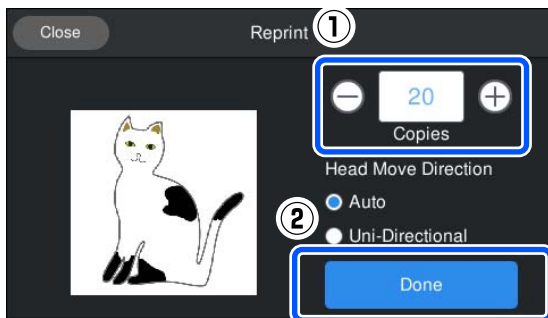
- ❑ There is not enough free space on the USB memory stick or the maximum number of readable files (999) has been exceeded
- ❑ The USB memory stick was removed from the printer while data was being written/read
- ❑ Printing was canceled before printing was complete

If saving reprint data fails, an error message is displayed when you select the Reprint menu.


[“What to Do When a Message Is Displayed” on page 114](#)

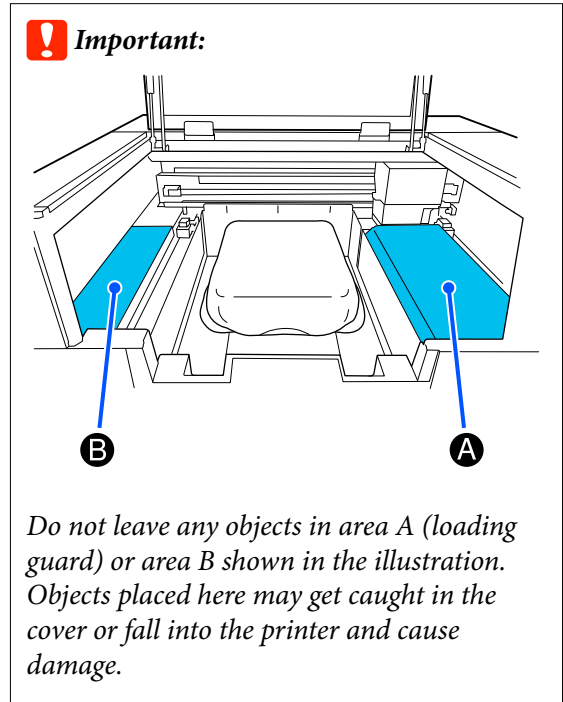
Repeat printing

- 1** Press in the order of  (menu) - **Reprint**.
- 2** Input the number of prints, and then press **Done**.
You can also change the settings for the **Head Move Direction** here.
 - ❑ **Auto:** Printing is done according to the settings of the print job.
 - ❑ **Uni-Directional:** While moving left and right, the print head prints only in the first direction.



- 3** When the preview display opens on the printer's screen, load a T-shirt on the platen.
[“Load the T-shirt \(media\)” on page 56](#)


- 4** Make sure there are no unnecessary objects inside the printer, and then press the  area on the screen.



Canceling

Use this when you want to cancel printing, or to cancel a job that is being received by the printer.

You can use the same procedure to cancel repeat printing or printing from a USB memory.

- 1** Press  (pause) on the right edge of the status display area on the screen.
- 2** Select **Cancel**.
Printing or receiving stops, and the job is deleted.

Note:

*You can stop a job by clicking **Cancel** on the screen that is displayed while the job is being sent from Garment Creator 2, the software for the printer. If a job being sent from the computer to the printer has finished sending, cancel it at the printer.*

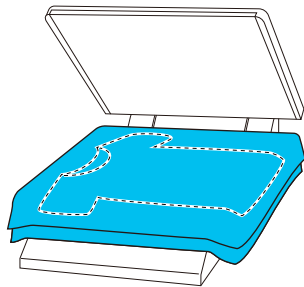
Basic Printing

Fixing the Ink

After printing, the T-shirt is processed in a heat press or oven to fix the ink.

Precautions when Fixing the Ink

- ❑ If you use a heat press with a T-shirt (media) that has printing near the seams such as the sleeves, fixing may not be performed correctly as ink is not heated sufficiently due to the difference of levels in the seams.
We recommend placing a heat-resistant fabric above and below the T-shirt and applying pressure as shown below to reduce the difference in levels.



- ❑ When ink is fixed to polyester T-shirts by using a heat press, the heat press can be soiled with ink due to the properties of the fabric. If necessary, clean the heat press or load a release sheet and then press.
- ❑ If the ink is not fixed sufficiently, colors may come out in the wash or when rubbing against something.
- ❑ If the T-shirts (media) have plastic buttons or zippers, we recommend that you first confirm whether or not they will be damaged before using the heat-press.

Fix conditions

The conditions required for fixing differ depending on the type of fabric and the device for fixing ink.

Use the following values as a guide. The optimum conditions vary depending on the type of fabric or the device for fixing ink, and the amount of ink.

For cotton T-shirts

Heat press

Temperature	Time	Pressure*1
170°C (338°F)	45 seconds*2	4.2 N/cm ²

- *1 The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixing result in advance to find the right pressure.
- *2 Images larger than A4 that have White ink may take longer than 45 seconds to dry. Try extending the time up to 90 seconds while checking if the ink is dry.

Oven

Because the optimum conditions vary depending on the oven, test and check the ink fixing result in advance to determine the temperature and duration.

Type of Oven	Temperature	Time
Batch type	160°C (320°F)	3.5 to 5 minutes*2
Conveyor type	160°C (320°F)*1	3.5 to 4.5 minutes*2

- *1 Temperature of the fixing surface of the T-shirt. Not the internal temperature. If the surface of the T-shirt exceeds 180°C (356°F), the T-shirt and the print surface may change color.
- *2 Images that have White ink require the maximum fixing time (batch type: 5 mins., conveyor type: 4.5 mins.).

For polyester T-shirts

Due to the characteristics of polyester T-shirts, the fabric may be discolored due to the heat applied during fixing. Also, if fixing is performed at too high a temperature, for too long, or under too much pressure, the printed color may be too thin or traces of the heat press may remain on the fabric. Be sure to test the ink fixing result in advance to determine the right conditions.

Basic Printing

Heat press

- When using White ink

Temperature	Time	Pressure*1
130°C (266°F)	90 seconds	3.0 N/cm ²

- When using Color ink only

Temperature	Time	Pressure*1
130°C (266°F)	30 seconds*2	3.0 N/cm ²

- *1 The optimum conditions vary depending on the type of heat press such as the manual adjustment type. Be sure to test the ink fixing result in advance to find the right pressure.
- *2 Images larger than A4 and images with large amounts of ink may not be sufficiently dried after 30 seconds depending on the type of fabric being used, such as blended fabric. If the ink does not dry enough, try extending the time while checking if the ink is dry.

Oven

Type of Oven	Temperature	Time
Batch type/ Conveyor type	140°C (284°F)*1	5 to 10 minutes*2

- *1 Temperature of the fixing surface of the T-shirt. Not the internal temperature.
- *2 Images that contain White ink require the maximum time (10 minutes) to fix.

Printing from a USB Memory

This printer also allows you to print jobs saved from Garment Creator 2 to the USB memory stick by selecting them on the control panel.

You can save jobs using one of the following methods.

- Save jobs exported to a computer to a USB memory stick
- Export jobs directly to a USB memory stick connected to the printer

See the Garment Creator 2 manual for more details.

Note:

When a USB memory stick is connected to the printer, the last print data sent from Garment Creator 2 is automatically saved temporarily to the USB memory stick as reprint data. (File name: *Epson_repeat_print.prn*)

If there is a misprint or you run out of media, you can repeat printing simply by operating the printer without having to send the job again. See the following for more details.

 *“When reprinting (repeat printing) the same job” on page 66*

USB memory requirements

The following requirements need to be met to use a USB memory.

- FAT device compatible with Windows
- Format: FAT, FAT32, or exFAT
- No security functions such as encryption or passwords
- Memory capacity: Up to 2TB
- Partitions: 1

Requirements for supported data

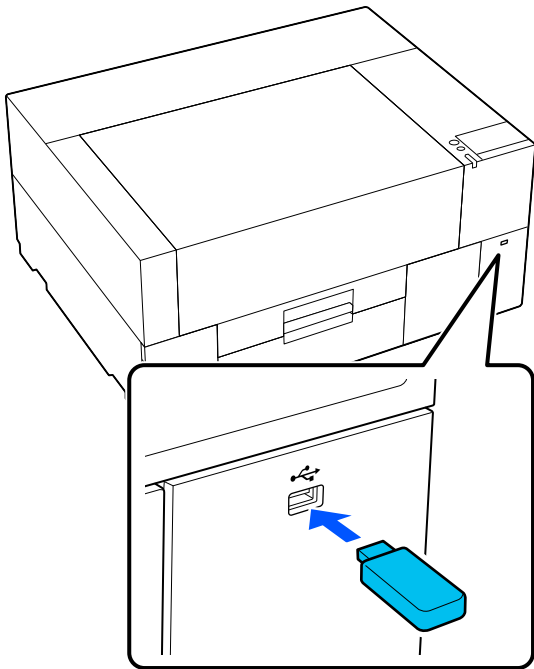
- File format: prn files (.prn)


Basic Printing

- ❑ Data name: Up to 255 single-byte characters
- ❑ Data size: Up to 4 GB
- ❑ Number of data items: Up to 999


Printing Procedures

- 1 Insert the USB memory containing the saved jobs to the USB memory port.

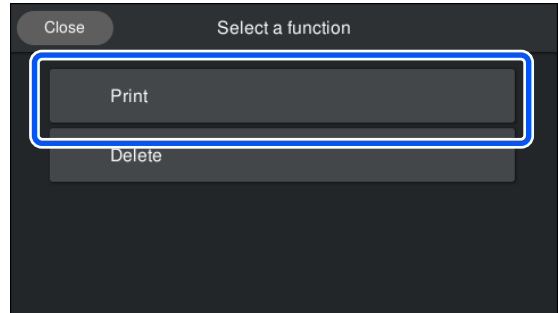


- 2 On the control panel screen, press  (USB printing).

 **Important:**

- ❑ Do not connect or disconnect the USB memory stick when the  light is flashing.
- ❑ Connect the USB memory stick directly to the printer. We cannot guarantee connections that use an extension cable, a USB hub, or a card reader.

- 3 When the following screen appears, press **Print**.

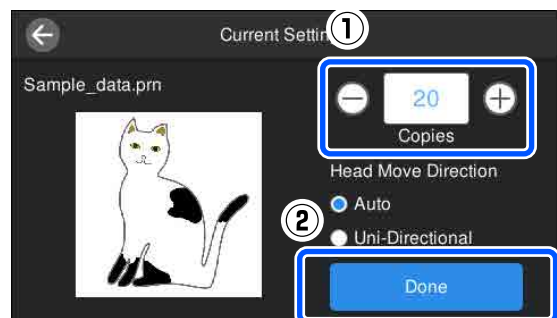


- 4 Select the data to print.
A preview of the print data appears.

- 5 Input the number of prints, and then press **Done**.

You can also change the settings for the **Head Move Direction** here.


- ❑ **Auto:** Printing is done according to the settings of the print job.
- ❑ **Uni-Directional:** While moving left and right, the print head prints only in the first direction.

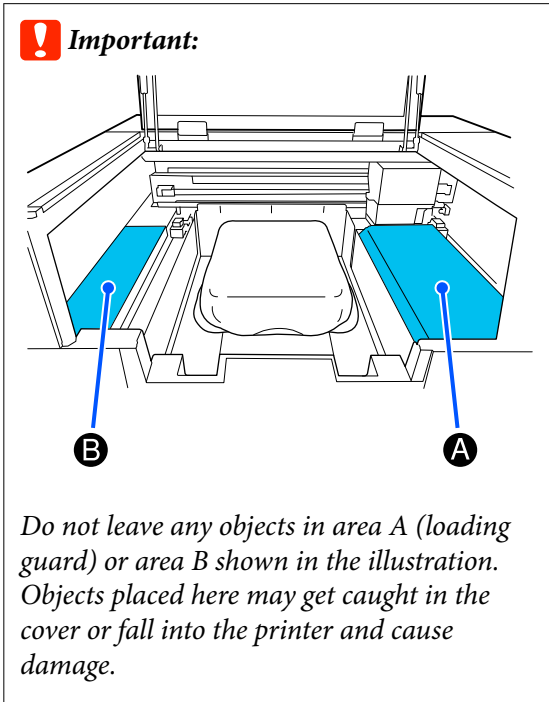



- 6 When the preview display opens on the printer's screen, load a T-shirt on the platen.

 [“Load the T-shirt \(media\)” on page 56](#)


Basic Printing

- 7** Make sure there are no unnecessary objects inside the printer, and then press the  area on the screen.




Note:
 When you perform **Print Head Nozzle Check** or **Head Cleaning** before you start printing or in between repeated printings, press  (Maintenance), and then select the menu.

When executing **Print Head Nozzle Check**, be sure to load the media in the center of the platen.



 ["Loading media" on page 90](#)

After printing the specified number of garments, a list of print jobs appears on screen.


To change the specified number of garments while printing

Press the  area on the the screen to stop printing, and then redo the settings from step 5.

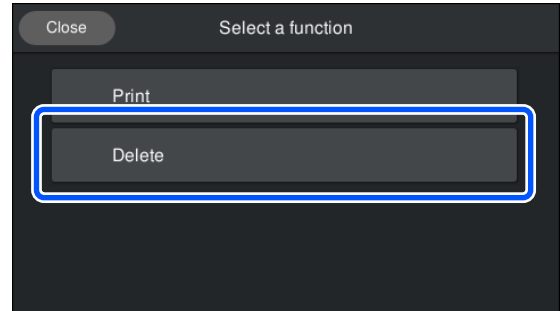
To print a different job before the specified number of garments are finished printing

Press the  area on the the screen to stop printing, then on the preview screen press  to return to the list of print jobs screen, and then redo the settings from step 3.

Deleting

- 1** On the control panel screen, press  (USB printing).

- 2** When the following screen appears, press **Delete**.



- 3** Select the data to delete.
 A preview of the print data appears.
 To delete the data, select **Yes**.

Maintenance

When to Perform Various Maintenance Operations

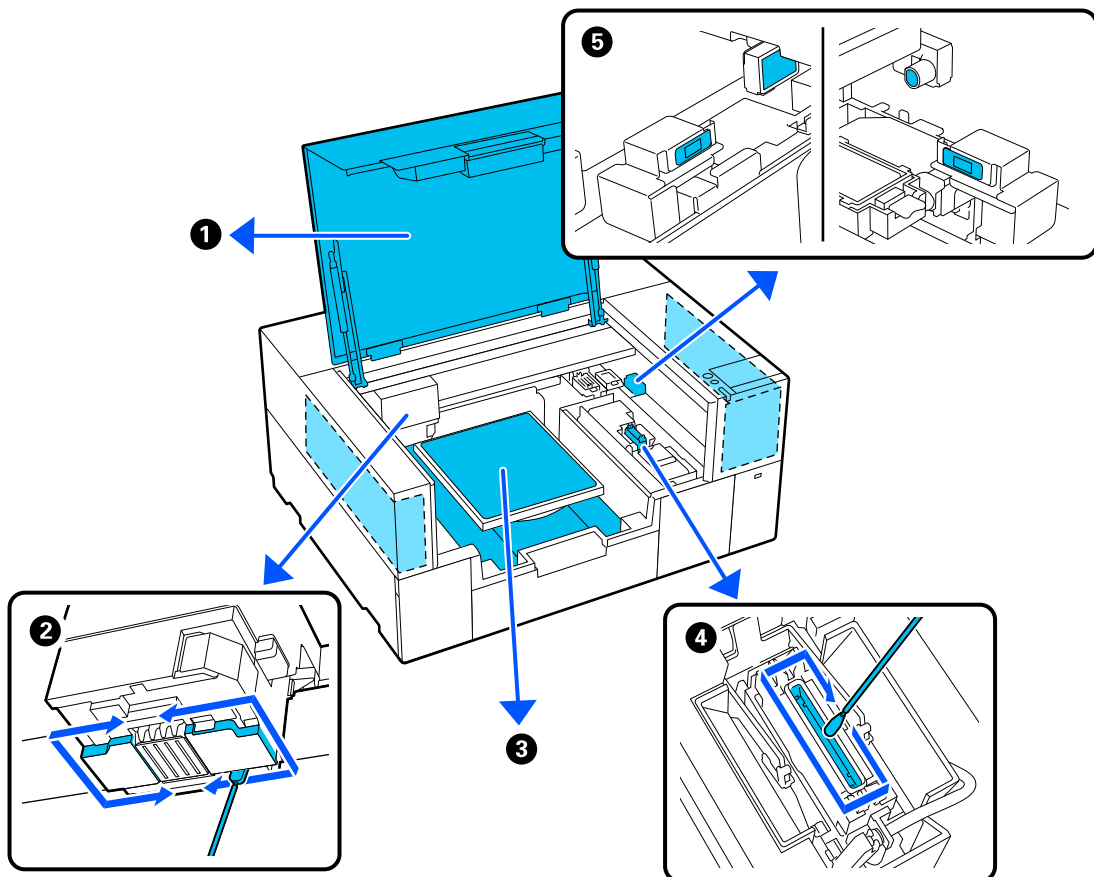
To maintain the print quality of the printer, you need to perform cleaning and replace consumables.

If maintenance is not performed, print quality may decline, the printer's service life may be reduced, or you may be liable for the cost of any repairs. Always perform maintenance when a message is displayed on the screen.

Cleaning Locations and Cleaning Timing





! *Important:*

Do not clean any parts other than those shown in the illustration below, or touch any parts other than those indicated. Doing so may damage the printer or prevent it from printing correctly.



When to perform	Component to be cleaned
When the inside of the printer is dirty	<p>① Inside the printer cover or exterior case</p> <p> "Cleaning inside the printer" on page 82</p>

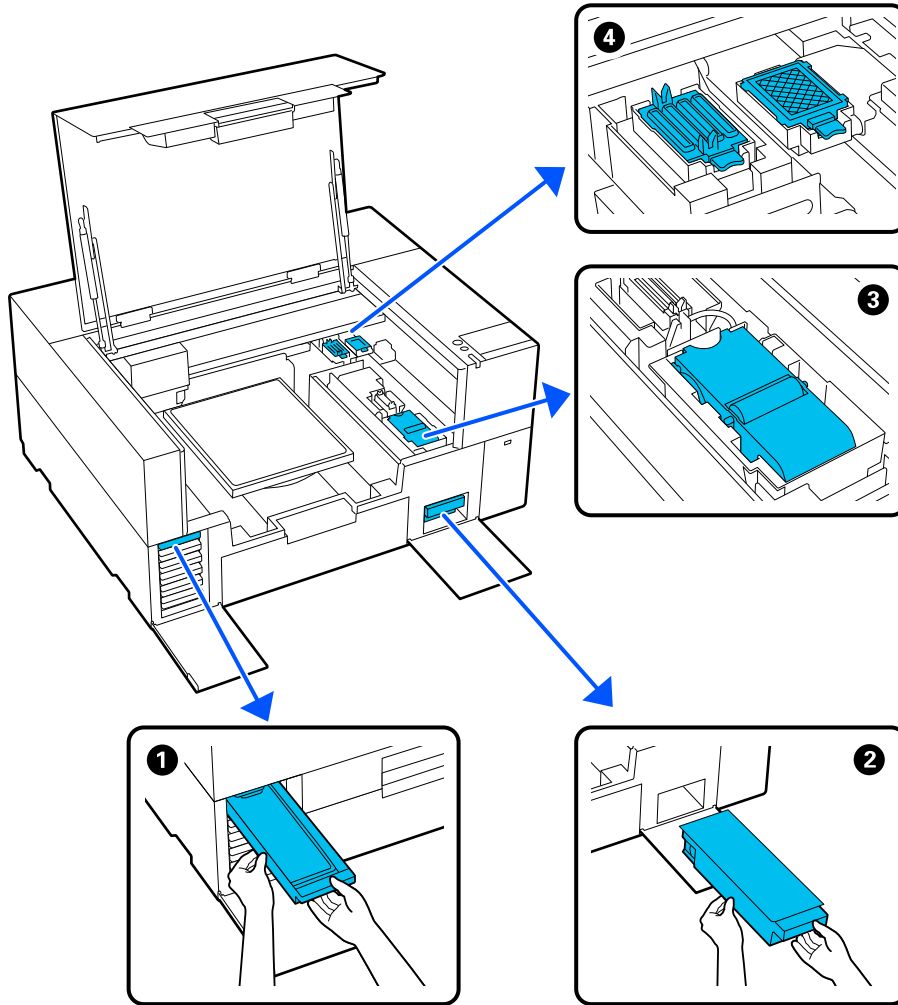
Maintenance

When to perform	Component to be cleaned
<ul style="list-style-type: none"> ❑ The printing surface and other areas are soiled even after cleaning the suction cap ❑ When printing is not performed normally even after head cleaning 	<p>② Clean around the print head</p> <p> "Cleaning around the print head" on page 79</p> <p>You can check the procedure in a video on YouTube.</p> <p>Epson Video Manuals</p>
<p>If a platen without a grip pad is soiled</p>	<p>③ Clean the platen without a grip pad</p> <p> "Cleaning the Platen Without a Grip Pad" on page 82</p>
<ul style="list-style-type: none"> ❑ When the message It is time to clean the suction cap. is displayed on the control panel screen * ❑ When there are ink stains on the printing surface of the T-shirt 	<p>④ Suction cap</p> <p> "Cleaning the Suction Cap" on page 80</p> <p>You can check the procedure in a video on YouTube.</p> <p>Epson Video Manuals</p>
<p>When It is time to clean the sensor cover. appears on the control panel screen</p>	<p>⑤ Clean the sensor cover</p> <p> "Cleaning the Sensor Cover" on page 80</p>

* If this message is displayed frequently, contact your dealer or Epson support.

Maintenance



Locations of Consumables and Replacement Timing



When to perform	Component to be replaced
When the message You need to replace ink supply unit. is displayed on the control panel screen	① Ink supply unit ↗ "Replacing Ink Supply Units" on page 84
When a prepare and replacement message is displayed on the control panel screen	② Maintenance Box ↗ "Replacing Maintenance Box" on page 87 ③ Wiper Unit ↗ "Replacing the Wiper Unit" on page 87 ④ Head Maintenance Set (flushing pad and capping station) ↗ "Replacing the Head Maintenance Set" on page 85

Maintenance

Other maintenance

When to perform	Operation
<ul style="list-style-type: none"> ❑ Before starting printing operations for the day (WH only) ❑ Ink shaking is needed. Shake the ink supply unit which  /  is displayed. is displayed on the control panel screen 	Shaking the Ink Supply Unit 🔗 "Shaking the Ink Supply Units Periodically" on page 88
<ul style="list-style-type: none"> ❑ When checking if nozzles are clogged ❑ When checking which colors are clogged ❑ Horizontal stripes or tint unevenness (banding) are appeared. 	Checking for clogged nozzles 🔗 "Checking for clogged nozzles" on page 89
<ul style="list-style-type: none"> ❑ When printouts are blurred or parts are missing ❑ When a clog is found after checking for clogged nozzles 	Cleaning the print head 🔗 "Head Cleaning" on page 91
When White ink is not used for a specified period of time or when White ink is used again	Changing the printer mode 🔗 "Changing the Printer Mode" on page 92
When the printer will not be used for an extended period (and switched off)	Pre-Storage Maint. 🔗 "Pre-Storage Maintenance for Long-Term Non-Use" on page 94

Maintenance

Preparation

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 supply units or performing maintenance.

 [“Options and Consumable Products” on page 133](#)

Protective eye-wear (commercially available)

Protects your eyes against ink and ink cleaner.

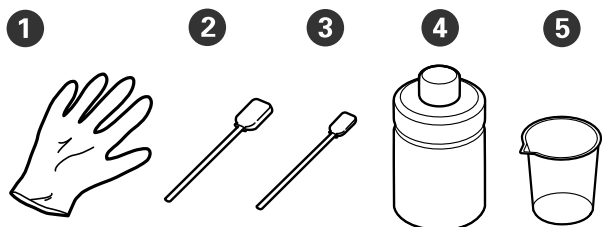
Tweezers (supplied with the printer)

Use this to remove lump or film of waste liquid.

Maintenance kit (supplied with the printer)

Use this to clean around the suction cap and print head, and the sensor cover.

The set contains gloves, cleaning sticks, ink cleaner, and a cup.



① Gloves (x4)

② Cleaning stick (wide) (x25)

③ Cleaning stick (narrow) (x25)

④ Ink cleaner (x1)

⑤ Cup (x1)

Clean-room wipers (supplied with the printer)

Use this to clean inside the printer.

Metal or plastic tray (commercially available)

Use this to hold used cleaning sticks, removed parts, or to prevent ink from soiling the printer when cleaning around the print head.

Soft cloth

Use this to clean platens without a grip pad.

Cautions when operating

Caution:

- Always wear protective eyewear, gloves, and a mask when working. Should any waste ink or ink cleaner come into contact with your skin or enter your eyes or mouth, immediately take the following actions.
 - If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or inflamed.
 - If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
 - If any enters your mouth, consult a physician immediately.
 - If fluid is swallowed, do not force the person to vomit and consult a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.
- Store ink supply units, maintenance boxes, ink cleaner, and cleaning ink supply units out of the reach of children.
- Remove the T-shirt from the printer before starting periodic cleaning.
- Do not touch any parts or circuit boards other than the parts that need to be cleaned. It may cause a malfunction or decline of the print quality.
- Always use new cleaning sticks. Reusing sticks may soil the parts you are trying to clean.

Maintenance

- ❑ Do not touch the tip of the cleaning stick with your hand. Oils on your hand may compromise the cleaning ability.
- ❑ Mixing ink with water or organic solvents causes it to harden, which causes malfunctions.
 - ❑ Use only pure water to clean the specified areas. Do not use tap water.
 - ❑ Do not use organic solvents, such as alcohol, for cleaning. Organic solvents could result in discoloration, warping, or damage to parts.
- ❑ Touch a metal object before starting operations to disperse any static electricity.

Maintenance

Cleaning

Using ink cleaner

The ink cleaner is used to clean the following parts.

Parts you can clean

- ❑ When cleaning around the suction cap and print head
Dampen a cleaning stick with ink cleaner to use it.
- ❑ When cleaning the Sensor Cover
If there are ink stains that cannot be removed by wiping with water, use a cleaning stick soaked in ink cleaner.
- ❑ When cleaning the platen without a grip pad
If there are ink stains that cannot be removed by wiping with a soft dry cloth or diluted neutral detergent, dampen the soft cloth with ink cleaner and try again.
- ❑ When cleaning inside the printer
If there are ink stains that cannot be removed by wiping with water or diluted neutral detergent, use a clean-room wiper soaked in ink cleaner.

! Important:

- ❑ Do not use it to clean any areas not specified in "Parts you can clean". Failure to observe this precaution could result in damaged parts.
- ❑ Depending on the usage and storage environment, the ink cleaner may change color after opening.
- ❑ If you notice that the ink cleaner has changed color or emits a bad odor, stop using the cleaner and open a new maintenance kit.
- ❑ Make sure you close the lid securely after use, and avoid storing in locations subject to high temperatures, high humidity, and direct sunlight.
- ❑ Do not use ink cleaner that has already been used to clean something else. Using dirty ink cleaner will cause stains.
- ❑ Used ink cleaner is classified as industrial waste. Dispose of it in the same way as waste ink.

Disposal of used consumables

👉 "Disposal" on page 95

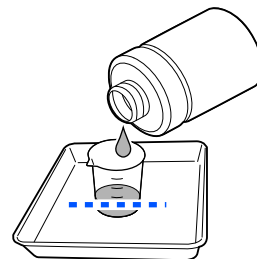
1

Remove the lid from the ink cleaner.

2

Place the cup supplied with the maintenance kit on the tray, and then pour an appropriate amount of ink cleaner into the cup.

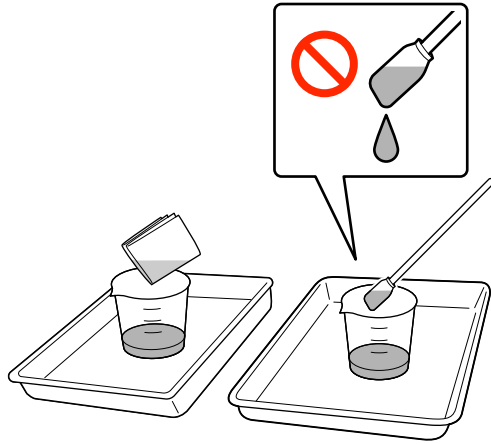
When using ink cleaner to clean the sensor cover, pour about 5 ml (about halfway to the bottom line).



Maintenance

- 3 Dampen the cleaning stick or clean-room wiper with ink cleaner.

When doing this, make sure that ink cleaner does not drip from the cleaning stick or clean-room wiper.



Cleaning around the print head

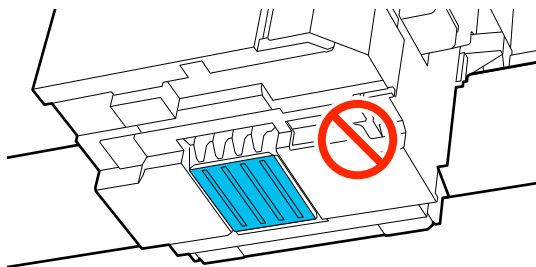
If the printing surface and other areas are dirty even after performing **Head Cleaning** several times, fibers, such as lint, may have accumulated around the print head. Follow the steps below to clean them.

Precautions When Cleaning

Important:

Failure to observe the following points may cause a malfunction to occur.

- ❑ Do not move the print head manually.
- ❑ Do not touch the nozzle surfaces (the part in the illustration) with the cleaning stick.



- ❑ Before starting this procedure, be sure to read the following:
 - 🔗 [“Cautions when operating” on page 76](#)

- ❑ If it is difficult to remove dirt around the print head, rinse the dirty cleaning stick with ink cleaner and then clean it again. If the cleaning stick is dirty at this time, replace it with a new one.

Note:


The buzzer sounds 10 minutes after the print head is moved (default setting).

Check the message on the screen, press **OK**, and then continue working. After 10 more minutes have passed, the buzzer sounds again.

Cleaning

You can check the procedure in a video on YouTube.

[Epson Video Manuals](#)

- 1 Press  (Maintenance) - **Cleaning the Maintenance Parts - Around the Head.**
- 2 Check the message, and then click **Next**.
- 3 Open the printer cover.
- 4 Remove the platen by gripping it with both hands and lifting it straight up.
- 5 Close the printer cover.
- 6 Check the message, and then press **Start**.
The print head moves to the maintenance position.
- 7 Press **How To...** to view the procedure.
Follow the on-screen instructions to perform the procedure.
- 8 After cleaning is finished, close the printer cover, and then press **Done** on the control panel screen.

The print head returns to its normal position, and the Settings menu closes.

After you finish cleaning, we recommend checking for clogged nozzles.

Maintenance

 [“Checking for clogged nozzles” on page 89](#)

Disposal of used consumables

 [“Disposal” on page 95](#)

Cleaning the Suction Cap

When it is time to clean the suction cap, **It is time to clean the suction cap**, appears on the control panel screen. If you continue to use the printer without cleaning, the nozzles may clog and print quality may decline. Even if the message is not displayed, clean the suction cap if printing surface is soiled with ink.

Precautions When Cleaning

Important:

- Do not move the print head manually. A malfunction may occur.
- Do not rub the cap section hard. Scratches may cause air leaks, and Head Cleaning cannot be performed correctly.
- Do not use any tweezers such as metal tweezers other than the supplied pair.
- Carefully wipe off any dirt from the edges of the suction cap until you can see the color of the cap.
If dirt is left, it creates a gap between the cap and the print head that causes a decrease in suction strength and the print head nozzles could become clogged.

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

 [“Cautions when operating” on page 76](#)


- Any dirt left around the edges of the suction cap can cause a decrease in suction power. If it is difficult to remove dirt, rinse the dirty cleaning stick with ink cleaner and then clean it again. If the cleaning stick is dirty at this time, replace it with a new one.

Cleaning

You can check the procedure in a video on YouTube.

Epson Video Manuals

- 1** Check the messages that appear on the printer's screen, and then press **Cleaning**.

When the message is not displayed, press  (Maintenance) - **Cleaning the Maintenance Parts - Suction Cap**.

- 2** Check the message, and then press **Start**.

- 3** Press **How To...** to view the procedure.

Follow the on-screen instructions to perform the procedure.

- 4** After cleaning is finished, close the printer cover, and then press **Done** on the control panel screen.

Disposal of used consumables

 [“Disposal” on page 95](#)

Cleaning the Sensor Cover

When it is time to clean the Sensor Cover, **It is time to clean the sensor cover**, appears on the control panel screen. If you continue to use it as is, the position of the platen cannot be detected so printing becomes impossible. See the following to do cleaning.

Note:


The buzzer sounds 10 minutes after the print head is moved (default setting).

*Check the message on the screen, press **OK**, and then continue working. After 10 more minutes have passed, the buzzer sounds again.*

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

 [“Cautions when operating” on page 76](#)

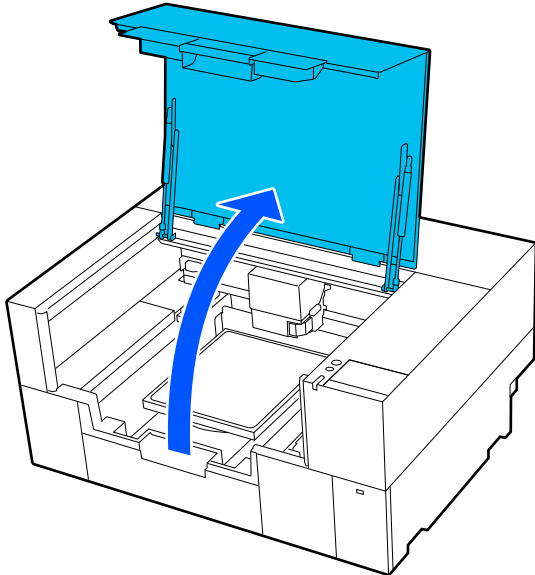
- 1** Check the messages that appear on the printer's screen, and then press **Cleaning**.

When the message is not displayed, press  (Maintenance) - **Cleaning the Maintenance Parts - Sensor Cover**.

Maintenance

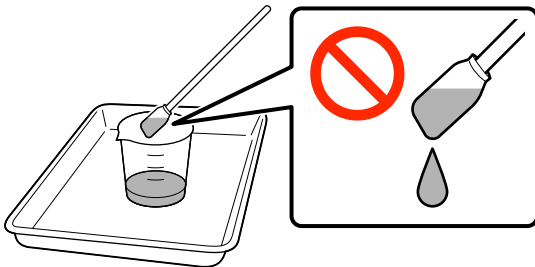
2 Check the message, and then press **Start**.
The print head moves to the maintenance position.

3 Open the printer cover.



4 Fill the cup supplied with the Maintenance Kit with pure water and soak a new wide cleaning stick in the water.

Next, gently squeeze the cleaning stick to prevent water from dripping.

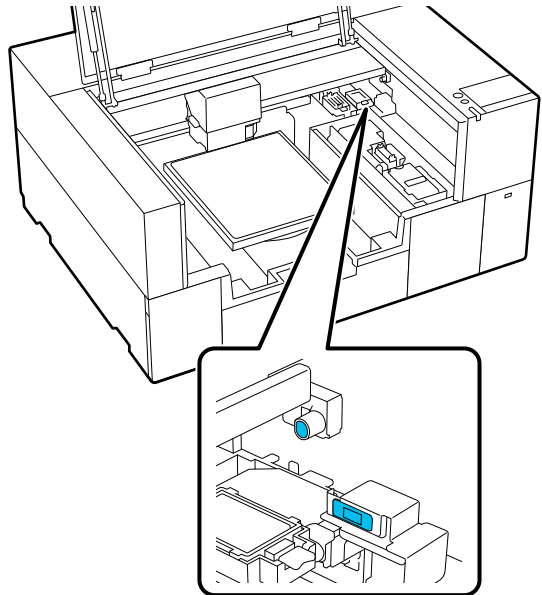


! **Important:**

*Always use a cleaning stick.
Do not press or rub the sensor cover too hard,
or it may be damaged.*

5 Lightly dampen the two sensor covers on the right side (the blue areas shown in the illustration) with a cleaning stick soaked in pure water.

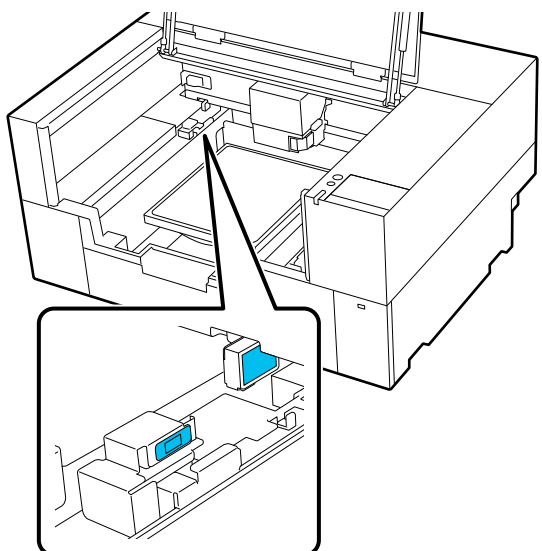
Be careful not to let water drip into the printer.



6 Use a new cleaning stick to wipe away any dirt.
Wipe with the cleaning stick until there is no more dirt.

7 Clean the two sensor covers on the left side (the blue areas shown in the illustration) using the same procedure.

Perform steps 5 and 6.



Maintenance

- 8 After cleaning the sensor covers on both sides, close the printer cover, and then press **Done** on the control panel screen.

The print head returns to its normal position.

Disposal of used consumables

 [“Disposal” on page 95](#)


When The sensor cover cannot be recognized.is displayed

If this message appears immediately after you finish cleaning, then cleaning was insufficient. Do the cleaning again.

If the ink stains cannot be removed completely, use the ink cleaner provided with the maintenance kit instead of pure water.

 [“Using ink cleaner” on page 78](#)

If this message appears repeatedly, check that the stand on which the printer is installed is level. The printer cannot operate correctly if it is installed on a stand with an uneven or distorted surface.

 [“Appropriate stand and location for installation” on page 21](#)

Cleaning the Platen Without a Grip Pad

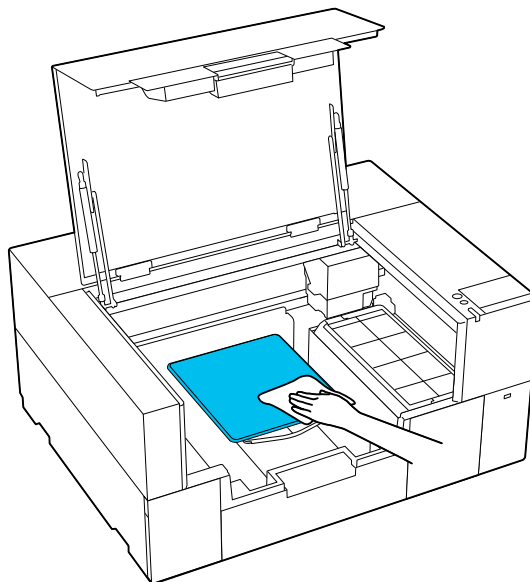
If the platen without a grip pad is dirty, follow the steps below to wipe off the dirt.

When printing on polyester T-shirts, the platen can easily be soiled with ink due to the properties of the fabric. If the platen is soiled with ink, wipe it off quickly before it has a chance to dry.

- 1 Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.
- 2 Open the printer cover.

- 3 Use a soft, clean cloth to carefully remove any dust or dirt.

If there is a serious dirt problem, clean it using a soft, clean cloth dampened with water and a small amount of detergent or ink cleaner and wrung tight. Then wipe off moisture with a dry, soft cloth.



- 4 Close the printer cover.

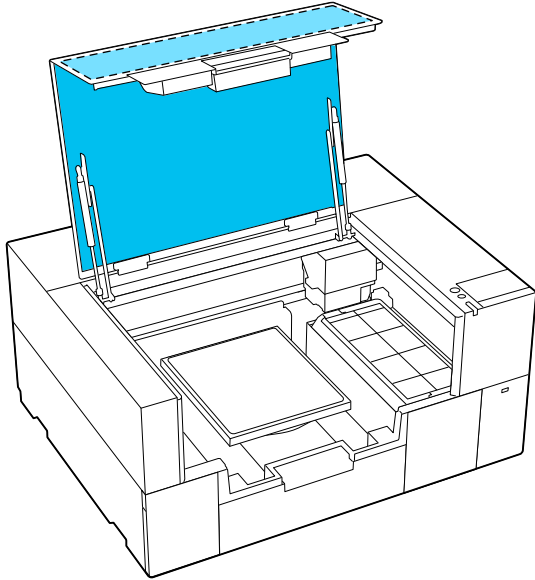
Cleaning inside the printer

If ink stains or other dirt inside the printer cover or the exterior case makes it hard to see inside the printer, follow the steps below to clean inside the printer.

- 1 Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.
- 2 Open the printer cover.

Maintenance

- 3 Wipe away any dirt from the inside of the printer cover with a clean-room wiper that has been soaked in water and thoroughly wrung out.

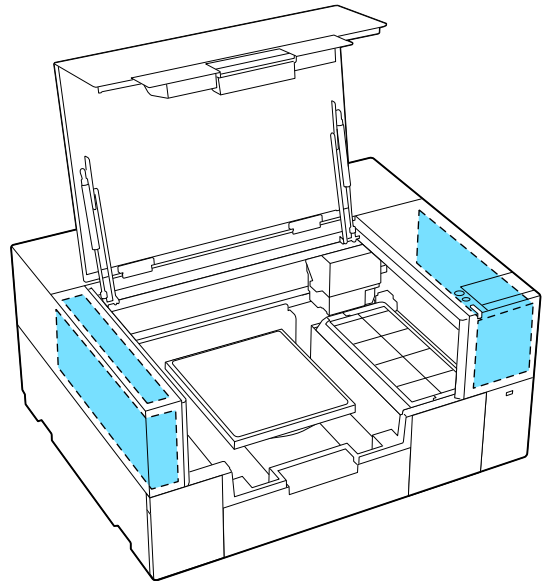
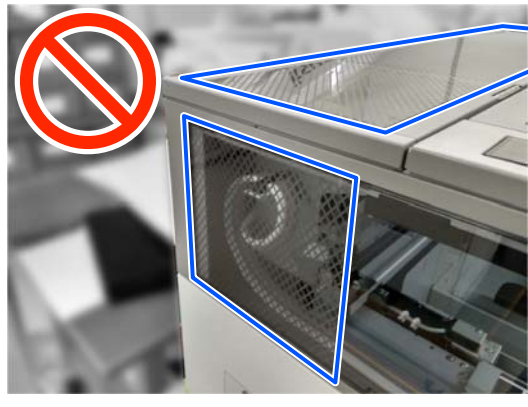


For stains that cannot be removed by wiping with water alone, use a clean-room wiper that has been soaked in diluted neutral detergent and thoroughly wrung out.

- 4 Wipe away any dirt inside the transparent parts of the exterior case (the blue areas shown in the illustration).

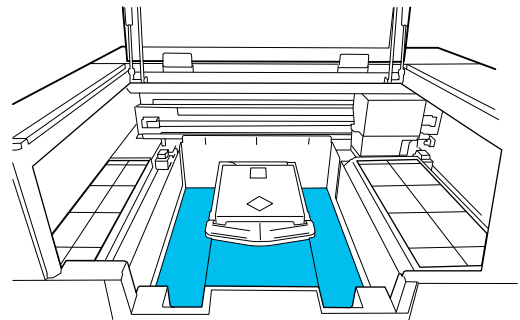
! Important:

Do not clean the cross-hatched areas shown in the illustration. If you place your hands inside at the back of the printer, an injury could occur.



- 5 Remove the platen by gripping it with both hands and lifting it straight up.

- 6 Wipe away any dust and ink stains around the platen attachment area (the blue area shown in the illustration) with a clean-room wiper that has been soaked in water and thoroughly wrung out.



Note:

If you use the printer while the blue area shown in the illustration is dirty, dust or ink stains may stick to the media. We recommend cleaning frequently.

- 7 After cleaning, re-attach the platen and close the printer cover.

Disposal of used consumables
 ☞ "Disposal" on page 95

Replacing Consumables

Replacing Ink Supply Units

Precautions When Replacing

Important:

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

- ❑ If one of the installed ink supply units is expended, printing cannot be performed.

Important:

When using WH ink, immediately replace the ink supply unit with a new one if **You need to replace ink supply unit.** appears.

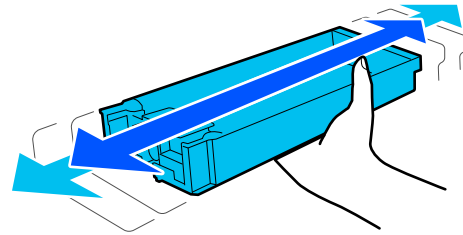
If the printer is left with the ink remaining alert displayed, a print head or other part may be damaged.

If ink is expended while printing, you can continue printing after replacing the ink supply unit. If you continue to use an ink supply unit that is running low, you may need to replace the ink supply unit while printing. If you replace it while printing, colors may look different depending on how the ink dries. If you want to avoid issues such as this, we recommend replacing the supply unit before printing. You can still use the removed ink supply unit in the future until the ink supply unit is expended.

The following procedure explains how to replace ink supply units and cleaning ink supply unit.

- ❑ Insert all of the ink supply units into the ink trays. Printing is not possible or a malfunction may occur if even one of the ink trays does not contain an ink supply unit.

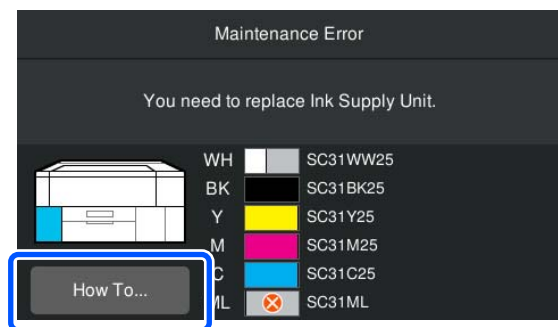
- ❑ When shaking the ink supply units, set them in the ink trays and shake them horizontally the following number of times, as shown in the illustration below.
 - ❑ White ink (WH): Approx. 50 times in 17 seconds
 - ❑ Other inks: 20 times in 7 seconds



Replacement procedure

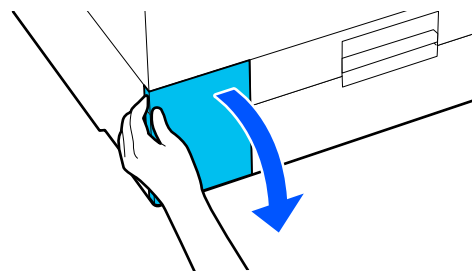
When a message prompting you to replace an ink supply unit is displayed

Press **How To...** You can check the procedure on the control panel while replacing the ink supply unit.



When you need to replace an ink supply unit because the amount of ink remaining is too low for the print job

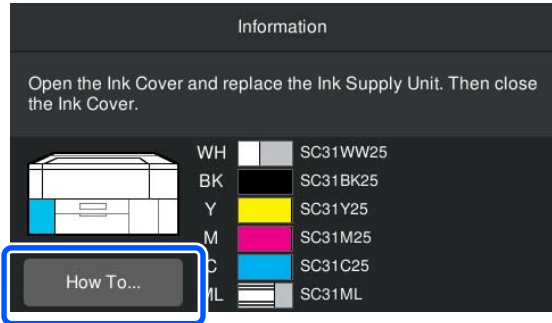
- 1 Open the ink cover.



Maintenance

2 Press **How To...** on the control panel screen to view the procedure.

Follow the on-screen instructions to perform the procedure.



Disposal of used consumables

[“Disposal” on page 95](#)

Replacing the Head Maintenance Set

Preparing and Replacement Timing

When The Head Maintenance Set is nearing the end of its service life, is displayed, or when is displayed in the Head Maintenance Set status display

Prepare a new Head Maintenance Set set as soon as possible.

When you want to replace it immediately, press (Maintenance) - **Replace Maintenance Parts - Head Maintenance Set** on the control panel screen, and then perform the replacement work. If you do not perform the replacement work from the settings menu, the replacement counter will not operate correctly.

Important:

Replacement Counter

The printer tracks amounts consumed using the replacement counter and displays a message when the counter reaches the warning level.

*If you replace the head maintenance set according to the message **Head Maintenance Set is at the end of its service life.**, the counter is cleared automatically.*

If you replace it before this message is displayed, be sure to do the replacement work from the settings menu.

When Head Maintenance Set is at the end of its service life, is displayed

See the next section, and replace all the parts included in the specialized Head Maintenance Set for the printer all at once. Printing cannot be performed if the parts are not replaced.

[“Options and Consumable Products” on page 133](#)

The Head Maintenance Set contains one of each of the following parts.

- Capping station

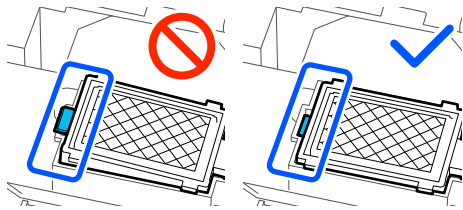
Maintenance


- ❑ Flushing pad

Precautions When Replacing Parts

Important:

- ❑ If you raise the flushing pad with too much force when removing it, waste ink may spray out. Take care when performing these operations.
- ❑ After replacing the pad with a new flushing pad, check that it is installed correctly. If the hooks are raised when printing, the print head could be damaged.



- ❑ Before starting this procedure, be sure to read the following:
 [“Cautions when operating” on page 76](#)


Note:

When the replacement procedure starts, the print head moves to the maintenance position.

The buzzer sounds 10 minutes after the print head is moved (default setting).

Check the message on the screen, press **OK**, and then continue working. After 10 more minutes have passed, the buzzer sounds again.

Replacement procedure

- 1** On the **Head Maintenance Set is at the end of its service life.** screen, press **OK**.
 When the message is not displayed, press  (Maintenance) - **Replace Maintenance Parts - Head Maintenance Set**.
- 2** Check the message, and then press **Start**.
 The print head moves to the maintenance position.
- 3** Press **How To...** to view the procedure.
 Follow the on-screen instructions to perform the procedure.

Disposal of used consumables

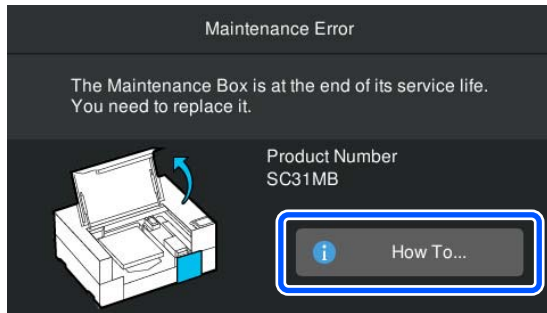
 [“Disposal” on page 95](#)

Maintenance

Replacing Maintenance Box

Replace the maintenance box with a new one if a message indicating that there is not enough free space is displayed.

Press **How To...** on the screen to view the maintenance box replacement procedure.



Supported Maintenance Box

[“Options and Consumable Products” on page 133](#)

Important:


- ❑ Do not touch the IC chip on the maintenance box.
Doing so may prevent normal operation and printing.
- ❑ Do not tilt the maintenance box until you have placed the used maintenance box in the bag and sealed it firmly closed.
Failure to observe this precaution could cause ink to leak.

Disposal of used consumables


[“Disposal” on page 95](#)

Replacing the Wiper Unit

Preparing and Replacement Timing

When The wiper unit is nearing the end of its service life. is displayed, or when  is displayed in the Wiper Unit status display

Prepare a new wiper unit as soon as possible.

When you want to replace it immediately, press  (Maintenance) - **Replace Maintenance Parts - Wiper Unit** on the control panel screen, and then perform the replacement work. If you do not perform the replacement work from the settings menu, the replacement counter will not operate correctly.

Important:

Replacement Counter

The printer tracks amounts consumed using the replacement counter and displays a message when the counter reaches the warning level.

*If you replace the wiper unit according to the message **Wiper unit is at the end of its service life.**, the counter is cleared automatically.*

If you replace it before this message is displayed, be sure to do the replacement work from the settings menu.

When Wiper unit is at the end of its service life. is displayed

See the next section, and replace it with the specialized wiper unit for the printer. Printing cannot be performed if the parts are not replaced.


[“Options and Consumable Products” on page 133](#)

Replacement procedure

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

[“Cautions when operating” on page 76](#)

Maintenance

- 1 On the **Wiper unit is at the end of its service life.** screen, press **OK**.
When the message is not displayed, press  (Maintenance) - **Replace Maintenance Parts - Wiper Unit**.
- 2 Check the message, and then press **Start**.
- 3 Press **How To...** to view the procedure.
Follow the on-screen instructions to perform the procedure.

Disposal of used consumables

 [“Disposal” on page 95](#)

Other Maintenance

Shaking the Ink Supply Units Periodically

If a message is displayed informing you that it is time to shake the ink, remove the ink supply unit immediately and shake it.

Important:

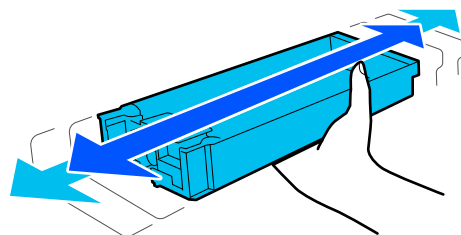
Due to characteristics of the ink used in this printer's ink supply units, it is prone to gradual sedimentation (components settling to the bottom of the liquid). If ink settles, tint unevenness and nozzle clogs occur. Shake ink supply units periodically after installing them.

After installing an ink supply unit in the printer, a message prompting you to shake the unit is displayed at the following intervals.

- White ink (WH): Once every 24 hours
- Other inks: Once every month

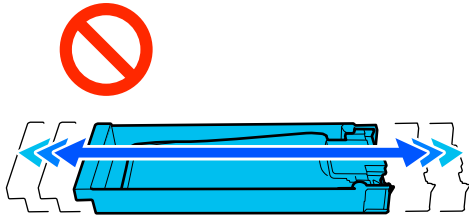
Precautions When Shaking

- Place your hand on the bottom of the ink tray while removing it. If you use only one hand, the weight of the tray may cause it to fall, and be damaged, as you remove it.
- When shaking the ink supply units, set them in the ink trays and shake them horizontally the following number of times, as shown in the illustration below.
 - White ink (WH): Approx. 10 times in 3 seconds
 - Other inks: 5 times in 2 seconds



Maintenance

- Do not forcefully shake or swing ink supply units or ink tray containing ink supply units. Ink could leak.



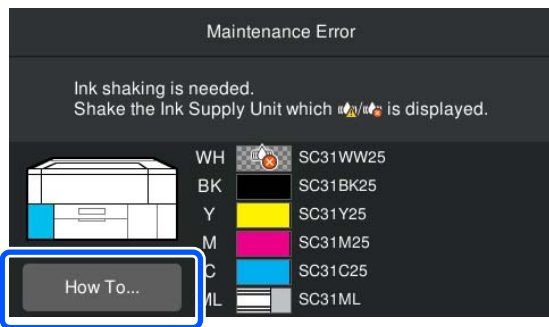
- Removed ink supply units may have ink around the ink supply port, so be careful not to get any ink on the surrounding area when removing the ink supply units.

Shaking

If a message is displayed informing you that it is time to shake the ink, you can check the procedure on the control panel while shaking the ink supply unit.

When a message is displayed at full screen size

Press **How To...** to view the procedure.



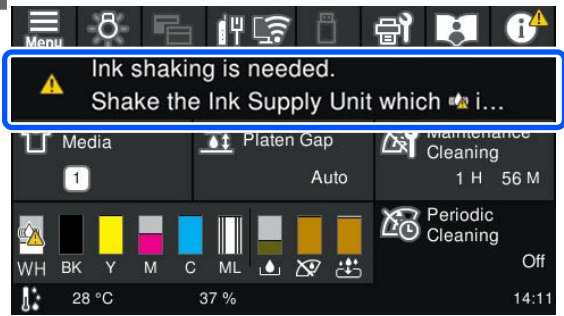
Note:

If **Close** is displayed in the top left corner of the screen, you can close the screen and stir later. If **Close** is not displayed as shown in the illustration, you cannot perform any operations, including printing, until the ink supply unit is stirred.

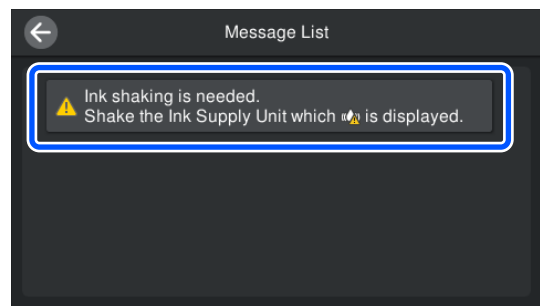
When a message is displayed in the status display area

The following steps will guide you through the procedure.

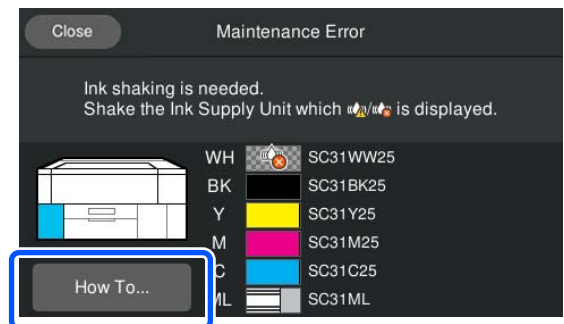
- Press the status display area on the screen.



- In the **Message List**, press the message informing you that it is time to shake the ink.



- Press **How To...** to view the procedure. Follow the on-screen instructions to perform the procedure.



Checking for clogged nozzles

We recommend that you check the nozzles for clogs each time you print to ensure quality results.

Ways to Check for Clogs

There are the following two ways to check for clogged nozzles.

Maintenance

Perform auto cleaning

The printer automatically checks for clogged nozzles, and then executes cleaning at the optimum strength. If the nozzles are not clogged, cleaning is not done. See the following for more details.

 [“Head Cleaning” on page 91](#)

On-Demand Nozzle Pattern

When you want to check that there is no clogging or stripes and unevenness in print results before printing, print a nozzle check pattern. Inspect the printed check pattern visually to determine whether the nozzles are clogged.

See the following for how to print a check pattern.

Supported Media

You need the following media to print a check pattern. The type of media you use varies depending on the **Printer Mode** you are using.

Size

S size platen	A4 or letter size
XS size platen	180 × 200 mm (7.1 × 7.9 in.)
Sleeve platen	100 × 100 mm (3.9 × 3.9 in.)

Media type

White ink mode: Transparent media, such as OHP film, or colored paper

Color ink mode: Plain paper

Attach the media to the platen before printing. See the following section for information on loading media.

Loading media

When **Platen Gap** is set to **Manual** in **Media Settings**, change the setting to **Auto** before loading the media.

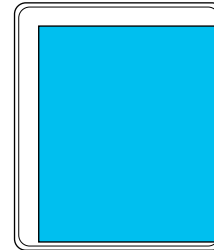
 [“Media Settings menu” on page 108](#)

1 Open the printer cover.

2 Place the media in the positions shown in the illustrations.

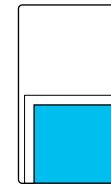
S/XS size platen

Load media on the front right-side of the platen.



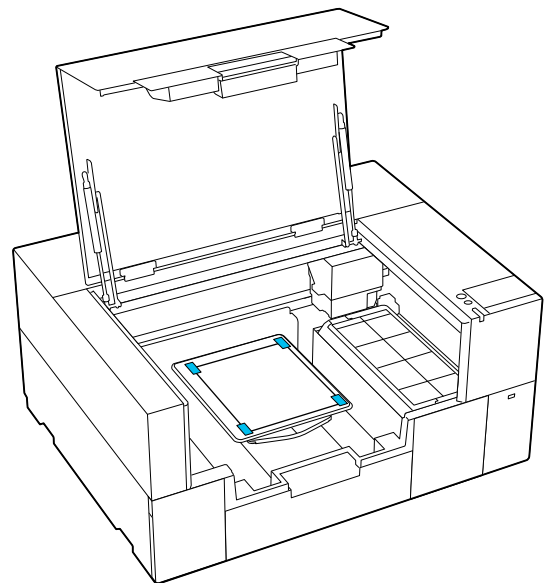
Sleeve platen

Load media on the front right-side of the raised section.



Make sure you place the media in the positions shown in the illustrations. If it is placed in a different position, the platen may be soiled with ink.


3 Secure the media with cellophane tape and so on to keep it in place.



4 Close the printer cover.

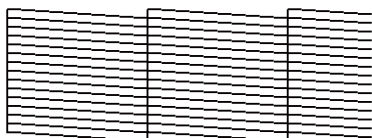
Maintenance

How to Print a Nozzle Check Pattern

- 1 Press  (Maintenance) - **Print Head Nozzle Check**.
- 2 Check the which check pattern is set.
The current check pattern type and platen type are displayed on the screen.
 - ❑ **Pattern Type:**
Normally, **All** is selected to print check patterns for all colors. When you want to check for clogging in **White Only** or **Color Only**, change the setting in **Print Settings**.
 - ❑ **Print Position:**
Only available when using a small platen, and normally **Center** is selected.
Change **Print Position** to print the check pattern up to three times on A4 or letter size paper.
 - ❑ **Platen Type:**
Normally, **Small Platen** is selected. When you want to print check patterns using **Extra Small Platen** or **Sleeve Platen**, change the settings.
- 3 Check that media is loaded on the platen, and then press **Start**.

The nozzle check pattern is printed.

- 4 Check the nozzle check pattern.
Example of clean nozzles



There are no gaps in the check pattern.

Example of clogged nozzles




Perform head cleaning if there are gaps in the nozzle check pattern.

 [“Head Cleaning” on page 91](#)

Head Cleaning

For print head cleaning, there are **Auto Cleaning** and three levels of print head cleaning available: **Cleaning (Light)**, **Cleaning (Medium)**, and **Cleaning (Heavy)**.

Perform **Auto Cleaning** first. If the clogs are not cleared by doing it, then do in the order of **Cleaning (Light)**, **Cleaning (Medium)** and **Cleaning (Heavy)** until the clogs are cleared.

- 1 Confirm that the power is turned on, and then press  (Maintenance) - **Head Cleaning**.

- 2 Select a cleaning method.

When Auto Cleaning is selected

Go to step 4.

When a Cleaning Level is selected

When cleaning all the rows, select **All Nozzles**, and then go to step 4.

When checking a nozzle check pattern to specify which rows to clean, go to the next step.

- 3 Confirm the nozzle check pattern, select the nozzle rows for cleaning, and then press **OK**.

The text printed on the bottom of the nozzle check pattern indicate the combination of ink color and nozzle row.

Confirm which rows are missing in the nozzle check pattern, and then select the rows to clean in the print head for the Colors and White.

For the situation shown in the following illustration, select **C**.



- 4 Check the message, and then press **Start**.

Cleaning starts. When cleaning is finished, we recommend that you select **Yes** in the confirmation screen, and then print a nozzle check pattern to confirm that the clogs have been eliminated.

If clogging is cleared

Continue with normal operations.


Maintenance

If clogging is not cleared

Go back to step 1 and execute Cleaning (Light). After executing Cleaning (Light), execute the next higher level of cleaning.

When nozzles remain clogged even after cleaning the print head several times

The area around the print head may be dirty. Perform the following.

 [“Cleaning around the print head” on page 79](#)

Changing the Printer Mode

Change the **Printer Mode** in the following situations.

- When White ink is not used for a specified period of time
- When White ink is used again

Important:

*When changing **Printer Mode**, all of the White ink in the ink tube is drained and replaced with cleaning liquid. If White ink will not be used for less than two weeks, we recommend continuing to use the printer in **White ink mode**.*

Preparation

Prepare the following according to the color mode being changed to. When the ink is running low for anything except for White and the cleaning ink supply unit, or the maintenance box is running out of free space, prepare new ones.


Color ink mode -> White ink mode

One WH ink supply unit

White ink mode -> Color ink mode

One cleaning ink supply unit

Changing method

1 Check that the power is on, and then press  (menu) - **General Settings** - **Printer Settings** - **Printer Mode**.

2 Select the mode to which you want to switch.

3 Check the on-screen messages, and then press **Start**.

Follow the on-screen instructions to perform the procedure.

Press **How To...** on the screen to view the work procedure.


When it is complete, the processing screen on the control panel changes to the settings screen.

Maintenance

When you have switched from **White ink mode** to **Color ink mode**, see the following section to clean the ink supply port for the removed White ink supply unit before storing it.

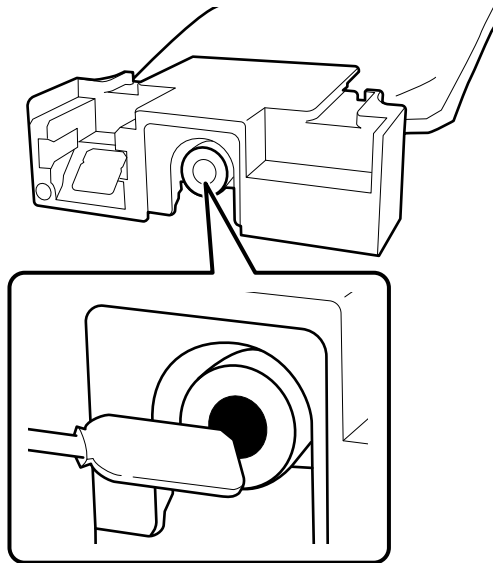
Note:

When switching to White ink mode after using Color ink mode for a long time, the density of the White ink may be low. If the density is too low, see the following.

 *“Not enough or uneven whiteness” on page 125*

Cleaning the ink supply port and storing

Lightly touch the corner of a wide Cleaning Stick from the supplied Maintenance Kit to the hole of the ink supply port to absorb the ink. You do not need to wipe off the ink. Do not forcefully press or move the Cleaning Stick.



Observe the following precautions when storing the partially used Ink Supply Units that were removed.

 *“Notes on Handling Ink Supply Units/Cleaning Ink Supply Units” on page 23*

Precautions when using the printer for a long time in Color ink mode

When you use the printer in **Color ink mode** for more than two months, the following message is displayed prompting you to perform cleaning to prevent nozzles that are not being used from clogging.

To continue printing in Color ink mode, you need to perform regular cleaning to prevent the nozzles from clogging.

When this message is displayed, performing cleaning as soon as possible.

Maintenance

Pre-Storage Maintenance for Long-Term Non-Use

Always perform pre-storage maintenance if the printer will not be used (and will be switched off) for an extended period.

! Important:

If you do not perform pre-storage maintenance, a print head nozzle could become permanently clogged.

If you do not print for a long time and do not perform pre-storage maintenance, turn the printer on at least once every seven days.

Pre-storage Maintenance Timing

The pre-storage maintenance process varies depending on the length of time the printer is not used, as shown below.

Two weeks or more but less than one month (only when used in White ink mode)

Change to **Color ink mode**.

 [“Changing the Printer Mode” on page 92](#)

One month or more

See the following to do **Keeping Preparation**.

When performing **Keeping Preparation**, prepare five cleaning ink supply units and a new maintenance box.


 [“Options and Consumable Products” on page 133](#)

Performing Pre-storage Maintenance

! Important:

If the amount of remaining ink or cleaning liquid is insufficient, the function may not operate. If there is an insufficient amount of ink remaining, have new Ink Supply Units/Cleaning Ink Supply Units on hand as a precaution.

1

Confirm that the power is turned on, and then press  (Maintenance) - **Keeping Preparation**.

Note:

*You can also perform **Keeping Preparation** by selecting **Not turning on the printer for more than 2 weeks** on the screen when turning off the printer.*

2

Check the on-screen messages, and then press **Start**.

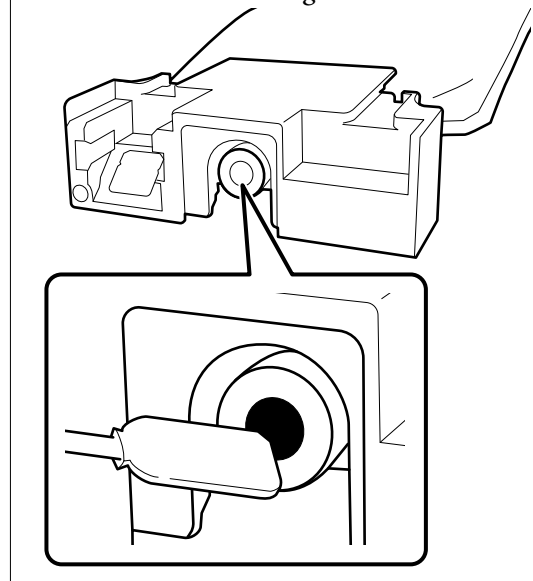
Follow the on-screen instructions to perform the procedure.

Press **How To...** on the screen to view the work procedure.

! Important:

Before storing them, clean off any ink stuck on the ink supply ports of the ink supply units that you removed. Clean using the wide cleaning stick from the Maintenance Kit supplied.

- Use a new Cleaning Stick for each color to avoid mixing the colors.
- Lightly touch the corner of the cleaning stick to the hole of the ink supply port to absorb the ink. You do not need to wipe off the ink. Do not forcefully press or move the Cleaning Stick.



3

When the replacement complete message is displayed, turn off the power.

Observe the following precautions when storing the printer and the partially used Ink Supply Units that were removed.

 [“Notes for when not using the printer” on page 22](#)

 [“Notes on Handling Ink Supply Units/Cleaning Ink Supply Units” on page 23](#)

Restarting use of the printer

Preparation

Prepare the following ink supply units according to the selected **Printer Mode**.

- White ink mode:** White, Cyan, Magenta, Yellow, Black
- Color ink mode:** Cyan, Magenta, Yellow, Black

Important:

When restarting use of the printer, charge the printer with ink. When charging with ink supply units that were removed, have new ink supply units on hand as a precaution.

Turn on the printer, and then follow the instructions on the control panel to install the ink supply units.

Press **How To...** on the screen to view the work procedure.

Note:

When White ink mode is selected, after restarting use of the printer, the density of the White ink may be low. If the density is too low, see the following.

 [“Not enough or uneven whiteness” on page 125](#)

Disposal of Used Consumables

Disposal

The following used parts with adhered ink or pre-treatment liquid are classified as industrial waste.

- Ink charging unit
- Cleaning stick
- Clean-room wiper
- Soft cloth
- Ink cleaner
- Maintenance box
- Wiper unit
- Capping station
- Flushing pad
- Media after printing
- Empty Ink Supply Units, Cleaning Ink Supply Units, and used pre-treatment liquid units
- Funnel filter

Dispose of tube cleaning liquid according to your local laws and statutes such as entrusting it to an industrial waste disposal company. In such cases, submit the “Safety data sheet” to the industrial waste disposal company.

You can download it at your local Epson Web site.

Control Panel Menu

Menu List


The following items and parameters can be set and executed in the Menu. See the reference pages for more details on each item.

Reprint

By selecting this you can reprint (repeat print) print jobs that are stored in the USB memory stick that is connected to the printer. See the following for more details.

 [“When reprinting \(repeat printing\) the same job” on page 66](#)

General Settings

For more information on these items, see  [“General Settings menu” on page 101](#)

Setting Item	Setting
Basic Settings	
LCD Brightness	1 to 9
Sounds	
Button Press	0 to 3
Completion Notice	0 to 3
Ready Notice	0 to 3
Warning Notice	
Volume	0 to 3
Repeat	Off, Until Stopped
Error Tone	
Volume	0 to 3
Repeat	Off, Until Stopped
Sound Type	Pattern1, Pattern2
Sleep Timer	
Off	
On	1 to 240 minutes
Circuit Breaker Interlock Startup	On, Off
Date/Time Settings	
Date/Time	

Control Panel Menu

Setting Item		Setting
	Daylight Saving Time	Off (Winter), On (Summer)
	Time Difference	-12:45 to +13:45
	Language	Dutch, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, Simplified Chinese, Spanish, Traditional Chinese, Turkish
Screen Customization		
	Background Color	Gray, Black, White
	Print Standby Screen	Automatic, Thumbnail View, Info View
	Keyboard	QWERTY, AZERTY, QWERTZ
Unit Settings		
	Length Unit	m, ft/in
	Temperature	°C, °F
Printer Settings		
	Printer Mode	White ink mode, Color ink mode
	Head Movement Range	Data Width, Printer Width
	Inside Light	Auto, Manual
	Restore Default Settings	Network Settings, Clear All Data and Settings
Maintenance Setting		
Cleaning Setting		
	Threshold of Clogged Nozzles	<input type="checkbox"/> When Color ink mode is selected: 1 to 1600 <input type="checkbox"/> When White ink mode is selected: 1 to 2400
	Max Retry Cleaning Count	0 to 2
	Actions Beyond Threshold of Missing Nozzles	Stop Printing, Show Alert, Auto Cleaning
Periodic Cleaning		
	Scheduled	1 to 9999
	Print Page	1 to 9999
	Off	
	Power On Cleaning	On, Off
Network Settings		


Control Panel Menu

Setting Item	Setting
Wi-Fi Setup	
Router	
Wi-Fi Setup Wizard	<p>When not connected to Wi-Fi: Press Start Setup to display the setting items shown on the left.</p> <p>When connected to Wi-Fi: The connection status and setup information is displayed.</p>
Push Button Setup(WPS)	
Others	
PIN Code Setup(WPS)	
Wi-Fi Auto Connect	
Disable Wi-Fi	
Wi-Fi Direct	
Connect to Computer	<p>When not connected by Wi-Fi Direct: Press Start Setup to display the setting items shown on the left.</p> <p>When connected by Wi-Fi Direct: The connection status and setup information is displayed.</p>
Change	
Change Network Name	
Change Password	
Change Frequency Range	
Disable Wi-Fi Direct	
Restore Default Settings	
Wired LAN Setup	
Network Status	Wired LAN/Wi-Fi Status, Wi-Fi Direct Status, Print Status Sheet
Connection Check	
Advanced	
Device Name	
TCP/IP	
Proxy Server	
IPv6 Address	Enable, Disable
Link Speed & Duplex	Auto, 100BASE-TX Auto, 10BASE-T Half Duplex, 10BASE-T Full Duplex, 100BASE-TX Half Duplex, 100BASE-TX Full Duplex
Redirect HTTP to HTTPS	Enable, Disable
Disable IPsec/IP Filtering	
Disable IEEE802.1X	

Media Settings

This menu can be accessed directly by pressing the media info area on the screen.


Control Panel Menu

For more information on these items, see  [“Media Settings menu” on page 108](#)

Setting Item	Setting
Current Settings	
Media	01 to 30
Platen Gap	Auto, Manual
Print Adjustments	
Print Head Alignment	
Standard	
Dark Media*	-8 to +8
Light Media	
Micro Adjust	-10 to +10
Media Feed Adjustment	-1.00 to 1.00%
Media Management	
01 XXXXXXXXXXXX to 30 XXXXXXXXXXXX	
Change Name	
Platen Gap	
Auto	
Manual	
Value	

*Displayed only when **White ink mode** is selected.

Maintenance

For more information on these items, see  [“Maintenance menu” on page 110](#)

Setting Item	Setting
Print Head Nozzle Check	
Pattern Type*	All, White Only, Color Only
Print Position	Back, Center, Front
Platen Type	Small Platen, Extra Small Platen, Sleeve Platen
Head Cleaning	

Control Panel Menu

Setting Item	Setting
Auto Cleaning	
Cleaning (Light)	
All Nozzles	
Select Nozzles	Color, White
Cleaning (Medium)	
All Nozzles	
Select Nozzles	Color, White
Cleaning (Heavy)	
All Nozzles	
Select Nozzles	Color, White
Replace Maintenance Parts	Maintenance Box, Wiper Unit, Head Maintenance Set
Cleaning the Maintenance Parts	Around the Head, Suction Cap, Sensor Cover
Nozzle Shift	
Keeping Preparation	

*Displayed only when **White ink mode** is selected.

Supply Status

Details on menu  [“Supply Status menu” on page 113](#)

Replacement Part Information

Select this to display the degree of wear on parts that are replaced periodically. When the service life of replacement parts approaches, **Maintenance Request** is displayed.

 [“When a Maintenance Request/Printer Error Occurs” on page 117](#)

Printer Status

Details on menu  [“Printer Status menu” on page 113](#)

Control Panel Menu

Details of the Menu

General Settings menu


* indicates default settings.

Setting Item	Setting	Explanation
Basic Settings		
LCD Brightness	1 to 9 (9*)	Adjust the brightness of the control panel's screen.
Sounds		
Button Press	0 to 3 (1*)	Set the volume of the sounds when menus and other items are pressed on the control panel screen.
Completion Notice	0 to 3 (3*)	<p>Sets the volume of sounds produced in the following situations.</p> <ul style="list-style-type: none"> <input type="checkbox"/> When the job has finished printing and the media is ready to be removed <input type="checkbox"/> When a print job is saved to a USB memory
Ready Notice	0 to 3 (3*)	Set the volume of the sound when the printer becomes ready for printing.
Warning Notice		<p>Set the repetition and volume of the sounds for notifications, such as when to replace consumables and when to clean parts.</p> <p>When you select Until Stopped, tapping the screen or opening a cover will stop the sound.</p>
Volume	0 to 3 (2*)	
Repeat	Off*	
	Until Stopped	
Error Tone		<p>Set the repetitions and the volume of the sounds when an error occurs that stops printing.</p> <p>When you select Until Stopped, tapping the screen or opening a cover will stop the sound.</p>
Volume	0 to 3 (3*)	
Repeat	Off	
	Until Stopped*	
Sound Type	Pattern1*	Set the type of sounds. Sounds that are easy to hear in the printer's operating environment can be set.
	Pattern2	



Control Panel Menu

Setting Item	Setting	Explanation
Sleep Timer	Off	The printer enters sleep mode when no errors are detected and no print jobs have been received for a specific time. When the printer enters sleep mode, the control panel's screen and other parts turn off to reduce power consumption. Touch the control panel screen, to reactivate the screen display. When a print job is received or a hardware operation is done to recover from sleep mode, some time is needed for the printer to restart.
	On	
Circuit Breaker Interlock Startup	On*	Select whether to turn the printer on (On) or off (Off) when the breaker switch is operated.
	Off	
Date/Time Settings		
Date/Time		Set the printer's built-in clock. The time that is set here is displayed on the home screen. It is also used for job logs and the printer's status as shown in Epson Edge Dashboard.
Daylight Saving Time	Off* (Winter*)	You can set whether to apply daylight saving time to the clock.
	On (Summer)	
Time Difference	-12:45 to +13:45	Set the time difference in the coordinated universal time (UTC) in 15 minute increments. Set this as necessary, such as when managing the printer in a network environment that has time differences.
Language	Dutch	Select the language used in the control panel display.
	English*	
	French	
	German	
	Italian	
	Japanese	
	Korean	
	Portuguese	
	Russian	
	Simplified Chinese	
	Spanish	
	Traditional Chinese	
Turkish		

Control Panel Menu

Setting Item	Setting	Explanation
Screen Customization		
Background Color	Gray	Select the color scheme used in the control panel screen. You can set a color scheme that is easy to see in the printer's operating environment.
	Black*	
	White	
Print Standby Screen	Automatic*	<p>You can select the screen that is displayed after a print job is received. No matter what setting you select, if you press  (switch display), you can switch between the preview screen (thumbnail view) and the information screen.</p> <p>When Thumbnail View is selected, the preview screen appears when a print job is received, but after printing starts, the display does not change to the information screen.</p> <p>When Info View is selected, the information screen is displayed as soon as a print job is received.</p>
	Thumbnail View	
	Info View	
Keyboard	QWERTY*	Select the key layout for the text input screen that appears, such as when inputting names to register for media settings.
	AZERTY	
	QWERTZ	
Unit Settings		
Length Unit	m*	Set the units of length used in the control panel screen and when printing test patterns.
	ft/in	
Temperature	°C*	Set the temperature units used on the control panel screen.
	°F	
Printer Settings		


Control Panel Menu

Setting Item	Setting	Explanation
Printer Mode	White ink mode	You can switch the ink mode used when printing.
	Color ink mode	You can reduce consumption of WH ink by changing to Color ink mode for a specified period of time during which WH ink is not used for any printing. For details on execution conditions and procedure, see: ☞ "Changing the Printer Mode" on page 92
Head Movement Range	Data Width*	You can set the range in which the print head moves during printing. With Data Width , the print head moves in the range of the width of the data. Narrowing the range of print head movement increases print speed.
	Printer Width	With Printer Width , the print head moves in the range of the width of the largest media supported by the printer. Set this option if you need print quality that is more uniform and consistent.
Inside Light	Auto*	Select whether the inside light turns on and off automatically. With Auto , the light automatically turns on for operations that need light, such as while printing, and turns off when that operation is complete.
	Manual	With Manual , the light turns on and off only when you press  on the control panel. When you press  during an operation that does not allow the light to turn on, the light turns on as soon as possible.
Restore Default Settings	Network Settings	Selecting Network Settings returns just the values set in General Settings - Network Settings to their default setting values.
	Clear All Data and Settings	Selecting Clear All Data and Settings returns all the values set in the printer's menus to their default settings.
Maintenance Setting		




Control Panel Menu

Setting Item	Setting	Explanation
Cleaning Setting		
Threshold of Clogged Nozzles		<p>The printer automatically checks whether the print head nozzles are clogged before printing and when cleaning is executed. The result of the check is that the printer detects, as a clogged nozzle, that the amount of ink being output has fallen below the amount to maintain normal print quality.</p> <p>These setting items are for settings related to the maintenance that is performed when clogged nozzles are detected. These settings are applicable for the following.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Automatic checking for clogged nozzles before printing <input type="checkbox"/> Auto Cleaning <input type="checkbox"/> Periodic Cleaning <p>Threshold of Clogged Nozzles sets if maintenance is performed when the number of clogged nozzles reaches a specific number. The values that you can set vary as shown below depending on the selected Printer Mode.</p> <ul style="list-style-type: none"> <input type="checkbox"/> When Color ink mode is selected: 1 to 1600 (the default setting is 50) <input type="checkbox"/> When White ink mode is selected: 1 to 2400 (the default setting is 50) <p>Max Retry Cleaning Count sets the number of times maintenance is repeated if nozzles are still clogged after doing maintenance one time.</p>
Max Retry Cleaning Count	0 to 2 (0*)	
Actions Beyond Threshold of Missing Nozzles	Stop Printing	<p>Before printing, set the operation to perform when the number of clogged nozzles exceeds the number set in Cleaning Setting - Threshold of Clogged Nozzles.</p> <p>Stop Printing displays the Auto Nozzle Maintenance found that the allowable number of clogged nozzles has been exceeded. The print quality may decline. message on the control panel screen, and then stops printing and stands by.</p> <p>Show Alert displays the above message on the control panel screen, but continues printing without stopping.</p> <p>Auto Cleaning performs maintenance before printing starts.</p>
	Show Alert*	
	Auto Cleaning	
Periodic Cleaning		
Scheduled	1 to 9999 (60*)	<p>You can set either time (minutes) or number of pages printed for the timing at which to perform cleaning so as to keep the print head nozzles in optimum condition.</p> <p>Periodic cleaning is not done if you select Off.</p>
Print Page	1 to 9999 (50*)	
Off*		
Power On Cleaning	On*	<p>Set whether the printer automatically performs cleaning when the power is turned on so as to keep the print head nozzles in optimum condition.</p>
	Off	
Network Settings		


Control Panel Menu

Setting Item	Setting	Explanation
Wi-Fi Setup		
	Router	<p>When not connected or disabled</p> <p>Select this setting and press Start Setup on the next screen to display the Wi-Fi Setup Wizard or other menus that allow you to perform connection operations.</p> <p>When connected</p> <p>Press to display the connection status and setup information. Press Change to display the Wi-Fi Setup Wizard or other menus that allow you to change access points.</p> <p> "Switching to Wireless LAN" on page 33</p>
	Wi-Fi Setup Wizard	Displays a list of SSIDs for any detected access points. Select the SSID you want to connect to from the list.
	Push Button Setup(WPS)	If your Wi-Fi router supports WPS (Wi-Fi Protected Setup), you can use this menu to perform connection operations. You do not need an SSID or password. After selecting this menu, hold down the push button on the Wi-Fi router until it starts flashing, and then press Start Setup on the printer's screen to connect.
Others		
	PIN Code Setup(WPS)	If your Wi-Fi router supports WPS (Wi-Fi Protected Setup), you can use this menu to perform connection operations. Press to display the PIN code and Start Setup . Enter the displayed PIN code on your computer within two minutes and press Start Setup to connect.
	Wi-Fi Auto Connect	Use this menu to download and install software from epson.sn , and follow the on-screen instructions to connect to the printer.
	Disable Wi-Fi	<p>When this is performed, the Wi-Fi connection is reset and disconnected. If you encounter Wi-Fi connection problems, you may be able to clear the issue by performing this operation and reconnecting.</p> <p>In addition, if you use this setting when Wi-Fi is not in use, the printer stops emitting signals, which reduces power consumption.</p>

Control Panel Menu

Setting Item	Setting	Explanation
Wi-Fi Direct		When not connected or disabled
Connect to Computer		<p>Select this setting and press Start Setup on the next screen to display Connect to Computer. Press Connect to Computer to enable Wi-Fi Direct and display the SSID and password for the printer.</p> <p>When connected</p> <p>When this is pressed, the SSID, password, and number of devices connected to the printer are displayed. Press Change to display Change Password or other menus.</p> <p> "Directly Connecting Wirelessly (Wi-Fi Direct)" on page 34</p>
Change		
Change Network Name		Change the Wi-Fi Direct connection (SSID) to the printer to any value. If the connection name (SSID) is changed, then all the connected devices will be disconnected. If you change the connection name, then reconnect to connected devices using the new connection name (SSID).
Change Password		You can change the password for Wi-Fi Direct. Changing the password will disconnect all of the computers that are currently connected.
Change Frequency Range	2.4GHz*	Only change this setting when you need to switch the frequency band due to the device you are using.
	5GHz	
Disable Wi-Fi Direct		All the computers currently connected by Wi-Fi Direct are disconnected when this is performed. If you only want to disconnect a specific device, disconnect the device itself.
Restore Default Settings		Returns all Wi-Fi Direct settings to the default settings. This also deletes the registered connection information stored on the printer, which is used by Wi-Fi Direct functions of computers.
Wired LAN Setup		Press to change a Wi-Fi connection to a wired LAN connection. Press Start Setup to disable the Wi-Fi connection.  "Switching to Wired LAN" on page 33
Network Status	Wired LAN/Wi-Fi Status	You can check all the information for the various network settings that are set in Advanced.
	Wi-Fi Direct Status	Selecting Print Status Sheet prints a list of the settings.
	Print Status Sheet	
Connection Check		Checks the network connection status and displays the results of the diagnosis on the screen. If there is a problem with the connection, use the results of the diagnosis to resolve it.  "Error Code and Solutions" on page 35

Control Panel Menu



Setting Item	Setting	Explanation
Advanced		
Device Name		Sets the name of the printer to be used on the network.
TCP/IP	Auto*	Automatically sets the printer's IP address using the DHCP function of a router or other device.
	Manual	Select this when assigning a static IP address to the printer, and enter the necessary information, such as the IP address and subnet mask, to make the settings.
Proxy Server	Use	If you are using a proxy server to connect from an intranet to the Internet, and you want to use functions that allow the printer to access the Internet directly, such as firmware updates, set Use , and set the server name and port number.
	Do Not Use*	
IPv6 Address	Enable*	Select whether to enable or disable the IPv6 function.
	Disable	
Link Speed & Duplex	Auto*	Set Auto when using 1000BASE-T Full Duplex.
	100BASE-TX Auto	
	10BASE-T Half Duplex	
	10BASE-T Full Duplex	
	100BASE-TX Half Duplex	
	100BASE-TX Full Duplex	
Redirect HTTP to HTTPS	Enable*	Select whether to enable or disable the automatic redirection of HTTP to HTTPS.
	Disable	
Disable IPsec/IP Filtering		This can only disable the settings.
Disable IEEE802.1X		You can enable settings in Web Config in the built-in software. See the following for how to start Web Config.  "Using Web Config" on page 30

Media Settings menu

* indicates default settings.

Setting Item	Setting	Explanation
Current Settings		

Control Panel Menu

Setting Item	Setting	Explanation
Media	01 to 30	Displays a list of the values set for the currently selected media settings. You can change the set values by pressing on a setting item.
Platen Gap	Auto	
	Manual	
Print Adjustments		
Print Head Alignment		<p>There is a small gap between the print head and the media. The following factors may cause misalignment in the print position, resulting in graininess or an out-of-focus appearance (ruled lines misaligned, jagged edges to fine text).</p> <ul style="list-style-type: none"> <input type="checkbox"/> Temperature or humidity <input type="checkbox"/> Differences in media thickness, surface shape, and so on <input type="checkbox"/> Platen height <p>This adjustment adjusts small misalignments in the positions that ink is output during bi-direction printing. In the following situations, print results are not improved even if you do these adjustments.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Print Direction is set to Uni-Direction (Low Speed) in Garment Creator 2, the specialized software for the printer. <input type="checkbox"/> When doing repeat printing or printing from a USB memory, Print Settings - Head Move Direction is set to Uni-Directional. <p>See the following for more details.</p> <p> "Execute Print Head Alignment" on page 123</p>
Standard		
Dark Media (Displayed only when White ink mode is selected.)	-8 to +8	
Light Media		
Micro Adjust	-10 to +10	<p>See the following for more details.</p> <p> "Execute Print Head Alignment" on page 123</p>
Media Feed Adjustment	-1.00 to 1.00%	
Media Management		

Control Panel Menu

Setting Item	Setting	Explanation
01 XXXXXXXXXXXX to 30 XXXXXXXXXXXX (shows the registered name)		
Change Name		Assign a name of up to 20 characters to the media settings to be saved. (You can use either 1-byte or 2-byte characters) Assigning descriptive names makes them easier to identify when making a selection later.
Platen Gap		The printer uses sensors to automatically detect the surface of the media that is loaded on the platen so it can print with an appropriate Head Height (platen gap). Normally, keep this set to Auto when using the printer. In the following situations, we recommend setting Manual . <ul style="list-style-type: none"> <input type="checkbox"/> When the media is not loaded uniformly <input type="checkbox"/> When there are wrinkles or fuzz due to the texture or material of the media
Auto*		The surface of the media that is loaded on the platen is detected automatically, aligned to the set head height (platen gap), and then printing is done.
Manual	3.5 to 28.5	Prints with a fixed gap between the print head and the media. When Head Height is set to Auto , the reference height that is detected may vary, because of wrinkles or fuzz caused by the texture or material of the media that is loaded as well as its loading condition. Variations in the reference height causes small differences to occur in the head height (platen gap), so inconsistencies may occur in the print results. To eliminate these inconsistencies, select Manual , such as when you want to fix the head height and print. When Manual is selected, enter a value as the distance (mm or inch) between the print head and media. You can display the recommended values on the screen by loading the media on the platen and pressing Detecting recommended value .

Maintenance menu

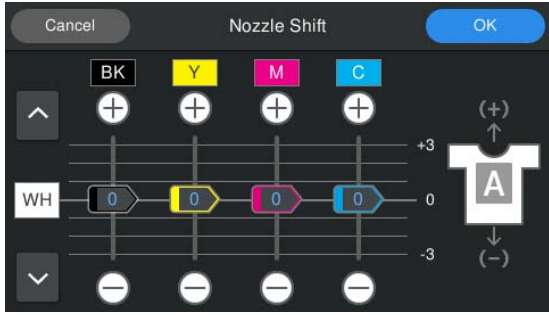





* indicates default settings.

Setting Item	Setting	Explanation
Print Head Nozzle Check		

Control Panel Menu

Setting Item	Setting	Explanation
Print Settings		
Pattern Type (Displayed only when White ink mode is selected.)	All*	A check pattern is printed to check for clogged nozzles in the print head. Inspect the printed pattern visually and perform Head Cleaning if there are faint or missing parts. 🔗 "Checking for clogged nozzles" on page 89
	White Only	
	Color Only	
Print Position	Back	This setting is only available when Small Platen is selected as the Platen Type . Changing the Print Position allows you to print the check pattern up to three times on A4 or letter size paper.
	Center*	
	Front	
Platen Type	Small Platen*	Items that can be set in Print Position change depending on the platen type selected here. Select the setting value according to the platen currently installed on the printer.
	Extra Small Platen	
	Sleeve Platen	
Head Cleaning		
Auto Cleaning		The printer automatically checks for clogged nozzles and then performs head cleaning with the appropriate strength. If the clogs are not cleared after doing this, then do in the order of Cleaning (Light) , Cleaning (Medium) and Cleaning (Heavy) until the clogs are cleared.
Cleaning (Light)		You can set one of three types of print head cleaning levels. Perform Cleaning (Light) first. If the clogs are not cleared after doing this, then do Cleaning (Medium) , and then Cleaning (Heavy) . Find the number of the patterns with faint or missing areas on the printed check pattern sheet, and then you can specify and clean all nozzle rows or clean specific nozzle rows for white or color. 🔗 "Head Cleaning" on page 91
All Nozzles		
Select Nozzles	Color	
	White	
Cleaning (Medium)		
All Nozzles		
Select Nozzles	Color	
	White	
Cleaning (Heavy)		
All Nozzles		
Select Nozzles	Color	
	White	
Replace Maintenance Parts	Maintenance Box	Use this menu when replacing maintenance parts before the message indicating it is time to replace maintenance parts is displayed on the control panel screen.
	Wiper Unit	
	Head Maintenance Set	

Control Panel Menu

Setting Item	Setting	Explanation
Cleaning the Maintenance Parts	Around the Head	<p>Be sure to use this menu to clean around the print head. Also, use this menu when cleaning the Suction Cap and Sensor Cover before the message indicating it is time to clean them is displayed on the control panel screen.</p> <p>You cannot clean correctly unless the print head is moved to the maintenance position.</p>
	Suction Cap	
	Sensor Cover	
Nozzle Shift		<p>Corrects vertical print position misalignments for specific ink colors. Changing this setting affects all subsequent print results. Only make adjustments when you observe the following printing problems.</p> <ul style="list-style-type: none"> <input type="checkbox"/> When white layer print misalignment is visible <input type="checkbox"/> When the fabric color of the T-shirt (media) is visible  <p>The adjustment procedure differs, as shown below, for White and other ink colors.</p> <p>White (WH):</p> <p>Press  /  on the left side of the screen to make adjustments. For WH adjustment, all four color sliders move in the opposite direction of the button pressed. (Example: When you press  once in WH, all four color sliders are reduced by 1). Press OK in the top-right corner of the screen to reflect the adjustment results.</p> <p>Except for White:</p> <p>Press  /  above and below each color slider to make adjustments. The adjustment range is from 3 to -3. Press OK in the top-right corner of the screen to reflect the adjustment results.</p> <p>After making adjustments, print the same image again and check if the adjustments improved the issue.</p> <p>Also, check the following when making adjustments.</p> <p>🔗 "White layer print misalignment is visible throughout the image" on page 126</p> <p>🔗 "The fabric color of the T-shirt is visible (when not using White ink)" on page 128</p> <p>Note that these adjustment results are not reflected when printing by selecting Level1 as the Quality in Garment Creator 2. After making adjustments, set the Quality to Level2 or higher.</p>

Control Panel Menu

Setting Item	Setting	Explanation
Keeping Preparation		<p>Always perform this maintenance if the printer will not be used (and will be switched off) for one month or more.</p> <p>See the following for more details.</p> <p>🔗 "Pre-Storage Maintenance for Long-Term Non-Use" on page 94</p>

Supply Status menu

Setting Item	Setting	Explanation
Ink supply unit		Displays the remaining ink levels and ink part numbers
Maintenance Box		Displays the amount of free space remaining in the maintenance box and the model number
Wiper Unit		Displays the consumption level of the wiper unit and the model number
Head Maintenance Set		Displays the consumption level of the flushing pad and the model number for the consumable items




Printer Status menu

Setting Item	Setting	Explanation
Firmware Version		<p>Displays the selected information.</p> <p>Printer Name is the name set in Epson Edge Dashboard.</p>
Printer Name		
Fatal Error Log		
Operation Report	Total Print Numbers	
	Total Carriage Pass	









Problem Solver

What to Do When a Message Is Displayed

If the printer displays one of the messages shown below, refer to the solution listed and take the necessary steps.

Message	What to do
It is time to clean the sensor cover.	The surface of the Sensor Cover is dirty. See the following to do cleaning.  "Cleaning the Sensor Cover" on page 80
The sensor cover cannot be recognized.	If you continue to use the printer while the Sensor Cover is dirty, the sensor cannot correctly detect the position of the platen, so printing may not be done at an appropriate head height. We recommend cleaning it immediately if this message is displayed.
The media outside of the platen area is too high and may strike the print head. Open the printer cover and place the media again. Press "OK" after checking.	Check the following points, and then press OK . <ul style="list-style-type: none"> <input type="checkbox"/> Remove any objects that have fallen inside the printer. <input type="checkbox"/> If there are wrinkles in the surface of the media that is loaded on the platen, reload the media so it is flat. Also, adjust the media so that the media margins outside the print area do not exceed the height of the surface of the platen. <input type="checkbox"/> When Platen Gap is set to Manual, check that the setting is suitable for the thickness of the loaded media. <p>If there are no issues with any of the items, check that the stand on which the printer is installed is level. The printer cannot operate correctly if it is installed on a stand with an uneven or distorted surface.</p>  "Appropriate stand and location for installation" on page 21
Cannot move the gantry. Open the printer cover, then check for and remove any obstructions around the gantry. See your documentation for details. Press "OK" after checking.	Check the following points, and then press OK . <ul style="list-style-type: none"> <input type="checkbox"/> Check inside the printer (especially around the movable range of the gantry) and remove any objects that have fallen in. <input type="checkbox"/> Make sure that media outside the printable area is arranged so that it does not interfere with the movable range of the gantry. <p>When you turn on the printer for the first time after purchase or when transporting it, turn off the power and remove the fixing parts and labels before turning the printer on again.</p>  "Setting up the printer after moving or transporting" on page 141 <p>If the same message continues to be displayed after taking these measures, the gantry may be malfunctioning. Contact your dealer or Epson Support for assistance.</p>

Problem Solver

Message	What to do
<p>Cannot move the loading guard. Open the printer cover, then check for and remove any obstructions around the loading guard. See your documentation for details. Press "OK" after checking.</p>	<p>If there are any objects on top of the loading guard, or if any objects get caught in the loading guard, remove them and press OK.</p> <p>When you turn on the printer for the first time after purchase or when transporting it, turn off the power and remove the fixing parts and labels before turning the printer on again.</p> <p> "Setting up the printer after moving or transporting" on page 141</p> <p>If the same message continues to be displayed after taking these measures, the loading guard may be malfunctioning.</p> <p>If the loading guard malfunctions or pens or thin objects fall into the printer and the loading guard cannot be opened or closed, contact your dealer or Epson Support for assistance.</p>
<p>Printing canceled because the print head might strike the media. Open the printer cover, remove the media, and then press "OK". See your documentation for details.</p>	<p>The media may absorb ink and expand, causing the media surface's height to change before and after printing. If this error occurs after printing using white ink, set the Platen Gap to Manual and print again. Open the printer cover, remove the media, and then press OK on the screen to cancel the print job.</p> <p> "Media Settings menu" on page 108</p> <p>If the problem continues to occur after changing the settings, check that the stand on which the printer is installed is level. The printer cannot operate correctly if it is installed on a stand with an uneven or distorted surface.</p> <p> "Appropriate stand and location for installation" on page 21</p>
<p>The media surface is too high. Check the following and place the media again.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Make sure there are no wrinkles or dust on the media surface <input type="checkbox"/> Make sure the media thickness is 25 mm or less <p>Press "Complete" after checking.</p>	<p>If you have re-loaded the media so that it is flat, or if the media thickness is 25 mm (0.98 in.) or less, check that the stand on which the printer is installed is level.</p> <p>The printer cannot operate correctly if it is installed on a stand with an uneven or distorted surface.</p> <p> "Appropriate stand and location for installation" on page 21</p>
<p>The print head may strike the media. Either change the settings for the "Platen Gap" or reload the media, and then press [OK].</p>	<p>The value entered in Value from Platen Gap - Manual may not be appropriate for the thickness of the media. When Platen Gap is set to Manual, the platen height does not automatically change to match the thickness of the media. When using media of different thicknesses, change the Value according to the media loaded.</p> <p> "Media Settings menu" on page 108</p> <p>If the problem continues to occur after changing the settings, check that the stand on which the printer is installed is level. The printer cannot operate correctly if it is installed on a stand with an uneven or distorted surface.</p> <p> "Appropriate stand and location for installation" on page 21</p>
<p>Failed to inspect the condition of nozzles. Cannot run "Auto Cleaning". Select cleaning strength manually and run.</p>	<p>Printer has exceeded the temperature at which its operations are guaranteed. Adjust the temperature of the room, and then start again.</p> <p> "Specifications Table" on page 145</p>
<p>No reprint data found. A memory device or USB memory stick is required to reprint. See your documentation for details.</p>	<p>You cannot perform Reprint unless a USB memory stick is connected to the printer.</p> <p> "When reprinting (repeat printing) the same job" on page 66</p>

Problem Solver

Message	What to do
<p>Cannot use the inserted Memory Device. For details, see your documentation.</p>	<p>Check the following points.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The USB memory stick is corrupt. If it is corrupt, use another USB memory stick. <input type="checkbox"/> There is not enough free space on the USB memory stick or the maximum number of readable files (999) has been exceeded Delete any unnecessary files and so on. <input type="checkbox"/> The USB memory stick was removed from the printer while data was being written/read Before removing the USB, make sure that the USB memory stick light is not flashing or lit.
<p>The combination of the IP address and the subnet mask is invalid. For details, see your documentation.</p>	<p>Input the correct value in the IP address or the default gateway. If you do not know the correct values, check with your network administrator.</p>
<p>Recovery Mode</p>	<p>Firmware update failed, and the printer started in recovery mode. Follow the steps below to update the firmware again.</p> <ol style="list-style-type: none"> 1. Connect the printer directly to the computer using a USB cable. (Updates cannot be performed over a wired LAN connection while the printer is in recovery mode.) 2. Download the latest firmware from the Epson website, and then start the update.

Problem Solver

When a Maintenance Request/Printer Error Occurs

Message	What to do
Maintenance Request: Replace Parts Soon XXXXXXXXXXXXXXXXXXXX	A part used in the printer is nearing the end of its service life. Contact your dealer or Epson Support and tell them the maintenance request code. You cannot clear the maintenance request until the part is replaced. A printer error occurs if you continue to use the printer.
Maintenance Request: End of Parts Service Life XXXXXXXXXXXXXXXXXXXX	
Printer error. Turn the power off and on again. If the problem persists, contact Epson Support. XXXXXX	Printer error is displayed in the following cases. <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 When a printer error occurs, the printer automatically stops printing. Turn off the printer, disconnect the power cable both from the outlet and from the printer, and then reconnect. Turn the printer on and off several times. If the same printer error is displayed on the LCD panel, contact your dealer or Epson Support for assistance. Tell them the printer error code is "XXXXXX".

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 and 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 is not communicating with the computer.

■ **Is the cable connected 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 or bent. If you have a spare cable, try connecting with the spare cable.

■ **Do the cable's specifications satisfy the requirements of the computer?**

Check the model and specifications of the interface cable to see if the cable is appropriate for the type of the computer and specifications of the printer.

 ["System Requirements" on page 143](#)

■ **If you are using a USB hub, is it being used correctly?**

Up to five USB hubs can be daisy chained according to the USB specifications. 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 occurs, connect the USB cable directly to your computer's USB port.

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

Check if the USB hub is recognized correctly on the computer. If the computer correctly recognizes the USB hub, disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port. Contact the USB hub manufacturer to find out more about USB hub operations.

You cannot print in 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 in the network settings. Ask your system administrator, or refer to the documentation for your network system. If you cannot print via USB, see the appropriate section in this User's Guide.

The printer has an error.

■ **Check the message displayed on the control panel.**

 ["Control panel" on page 13](#)

 ["What to Do When a Message Is Displayed" on page 114](#)

The printer operates, but does not print

The print head moves, but does not print.

■ **Is the platen gap set correctly?**

The printer cannot print properly if the print surface is too far from the print head. When **Platen Gap** is set to **Manual**, check that the **Value** is appropriate.

 ["Media Settings menu" on page 108](#)

Problem Solver

■ Check the printer operations.

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.

 ["Checking for clogged nozzles" on page 89](#)

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

The nozzle check pattern is not printed correctly.

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

Nozzles may be dried and clogged if the printer is not used for a long time.

Steps to take when the printer has not been used for a long time

 ["Notes for when not using the printer" on page 22](#)

■ Are you in color ink mode?

Cleaning ink supply units are installed in color ink mode, so it is difficult to see the rows (CL) printed with the cleaning liquid.

There is no problem if the rows you cannot see are printed with the Cleaning liquid.

■ Are you printing on paper in White ink mode?

It is hard to see White ink when it is printed on paper. Use an OHP sheet and so on to confirm the nozzle check pattern for White ink.

 ["Loading media" on page 90](#)

If none of the above items are applicable, the nozzles may be clogged. Do these measures in the following order.

1. Execute Head Cleaning

See the following, execute **Head Cleaning**, and then check whether the clogged nozzles were cleared.

 ["Head Cleaning" on page 91](#)

2. Cleaning the suction cap

If the suction cap is dirty, nozzles will not be unclogged even if you perform **Head Cleaning**. See the following to perform suction cap cleaning.

 ["Cleaning the Suction Cap" on page 80](#)

Additionally, when the message **It is time to clean the suction cap.** is displayed on the printer's screen, perform cleaning as soon as possible.

3. Cleaning around the print head

If fiber gets stuck around the print head, it may come into contact with the nozzle surface when the print head moves, preventing ink from being output. See the following, and clean around the print head. After finishing cleaning, execute **Head Cleaning** again, and then check whether the clogged nozzles were cleared.

 ["Cleaning around the print head" on page 79](#)

4. If the problem is not cleared after executing measures 1 to 3

Contact your dealer or Epson Support.

Print results are not what you expected

Print quality is poor, uneven, too light, or too dark, or there are lines in the prints.

■ Are the print head nozzles clogged?

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

 ["Checking for clogged nozzles" on page 89](#)

Also, if there is fuzz on the print surface, it could contact the print head and cause nozzles to clog. We recommend flattening any fuzz on the media by using a heat press immediately before printing.

Problem Solver

■ Have you adjusted the height of the platen?

When **Platen Gap** is set to **Manual**, if the print surface is too far from the print head, the printout may be as follows.

- Lines in the print result
- Edges of the image are blurry
- Text and straight lines are doubled
- Image is grainy

Check that the **Value** is suitable for the platen type you are using and the thickness of the loaded media.

 ["Media Settings menu" on page 108](#)

■ Did you perform Print Head Alignment?

The print head normally prints bi-directionally. Lines may appear misaligned due to the misalignment of the print head in bi-directional printing. Try Print Head Alignment when vertical lines are misaligned.

 ["Execute Print Head Alignment" on page 123](#)

■ Perform Media Feed Adjustment.

You may be able to reduce stripes and unevenness by adjusting the amount (width) the platen is fed each time the print head moves.

If the lines are dark, adjust to the + side, and if the lines are faint, adjust to the - side.

 ["Media Settings menu" on page 108](#)

■ Are you using the recommended genuine Epson ink supply units?

This printer is developed for use with Epson ink supply units. If you use non-Epson products, printouts may be faint, or the colors may change because the remaining ink levels are not correctly detected. Be sure to use the correct ink supply units.

■ Are you using old ink supply units?

The print quality declines if you use old ink supply units. Replace them with new ink supply units. We recommend using ink supply units before the expiry date printed on the package (within a year once they are installed in the printer).

■ Have you shaken the ink supply units?

The ink supply units for this printer contain pigment ink. Shake the units thoroughly before installing them in the printer. To maintain optimum print quality, we recommend removing and shaking the installed White ink supply unit at the start of every working day and every 24 hours (when a message is displayed), and the other colors once a month.

 ["Shaking the Ink Supply Units Periodically" on page 88](#)

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

Since monitors and printers produce colors differently, printed colors and colors on the screen do not always look the same.

■ Did you open the printer cover while printing?

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

■ Is Ink is low. displayed on the control panel?

The print quality may decline when the ink is low. We recommend replacing the ink supply units with new ones. If there is a difference in color after replacing an ink supply unit, try performing head cleaning a few times.

■ Are you printing vivid colors?

Vivid colors may appear as lines depending on the amount of ink fired and the unevenness of the T-shirt surface. Try setting **Quality** for **Color Print Quality** or **White Print Quality** in Garment Creator 2, the software for the printer.

Problem Solver

■ **Does the T-shirt you are printing on absorb ink easily?**

As it is difficult to force the ink to remain on the surface of the T-shirt, slight misalignment may appear as lines due to the unevenness of the T-shirt surface when Bi-Direction (High Speed) printing is set for the print head. If this occurs, do Print Head Alignment.

 ["Execute Print Head Alignment" on page 123](#)

If the problem is not resolved by performing Print Head Alignment, try setting **Uni-Direction (Low Speed)** for **Print Direction** in Garment Creator 2, the software for the printer. To do repeat printing or to print a job from a USB memory stick that has already been set to **Bi-Direction (High Speed)**, set **Head Move Direction** to **Uni-Directional** on the preview screen.

 ["When reprinting \(repeat printing\) the same job" on page 66](#)

 ["Printing from a USB Memory" on page 69](#)

If lines are still visible, set either **Color Print Quality** or **White Print Quality** to **Quality**.



■ **Have you made the pre-treatment liquid too weak?**

If the cotton pre-treatment liquid has been diluted too much, the solidity of the White ink is weakened and the edges of the image may be blurred. Try reducing the density of the White ink in the software, or make the pre-treatment liquid stronger.

If the polyester pre-treatment liquid has been diluted too much, the ink color development deteriorates. Adjust the dilution ratio of the pre-treatment liquid.

■ **Adjust the density of the White ink.**

When printing on dark colored T-shirts, vertical unevenness may occur depending on the base color. If this occurs, try reducing the density of the White ink used for the under-base. You can adjust the White ink density in the printer's Garment Creator 2 software.

■ **Have you made the cotton pre-treatment liquid too weak?**

If the concentration of the cotton pre-treatment liquid is too weak, standing fibers on the printed surface will not be flattened sufficiently. If you continue to print as it is, the standing fibers may shift during printing or fixing, causing unevenness in the prints. Adjust the dilution ratio of the pre-treatment liquid.

 ["Diluting the pre-treatment liquid" on page 49](#)

■ **Did you remove lint from the surface of the fabric before applying the pre-treatment liquid?**

If pre-treatment is applied when lint remains, it can cause unevenness. Use sticky tape (a roller) to remove lint, and then apply the pre-treatment liquid.

 ["Applying the pre-treatment liquid" on page 49](#)

■ **Was the pre-treatment liquid applied correctly?**

Applying too much or too little pre-treatment liquid, or applying it unevenly can cause uneven print results. Apply the correct amount of pre-treatment liquid uniformly.

 ["Applying the pre-treatment liquid" on page 49](#)

■ **Increase the temperature when fixing the pre-treatment liquid.**

When printing on polyester T-shirts, unevenness may occur in the prints depending on the fabric, even if the pre-treatment liquid is applied correctly. In this situation, try increasing the temperature when fixing the pre-treatment liquid. This may improve unevenness.

 ["Fixing the pre-treatment liquid" on page 51](#)

Unevenness such as white spots occurs

Uneven print result

Normal print result

Problem Solver

Unevenness such as white spots occurs in areas not printed



■ Is there any coagulation in the cotton pre-treatment liquid?

In cotton pre-treatment liquid, fixing components in the pre-treatment liquid itself may coagulate during storage. If you use the pre-treatment liquid with coagulated components as it is, the coagulated components will stick to the fabric and cause unevenness. Before using pre-treatment liquid in which coagulation has occurred, filter the liquid to remove the coagulation.

["Filtering the cotton pre-treatment liquid \(only when coagulation occurs\)" on page 46](#)

Vertical ruled lines are misaligned, small print is blurry, or a grainy appearance

The print head normally prints when moving both to the left and the right. While this is happening, a misalignment (gap) in the print head may cause lines to misalign, small print to blur, or create a grainy appearance. In these cases, do these measures in the following order.

1. Register media settings

We recommend categorizing media setting numbers and registering and managing them so you can categorize the print settings for individual media manufacturers (types) and projects (print jobs).

You do not need to register them if categorizing is unnecessary.

["Register media settings" on page 122](#)



2. Execute Print Head Alignment

Execute **Standard** or **Micro Adjust** according to the type of platen and media you are using.

["Execute Print Head Alignment" on page 123](#)



3. Change the Platen Gap setting

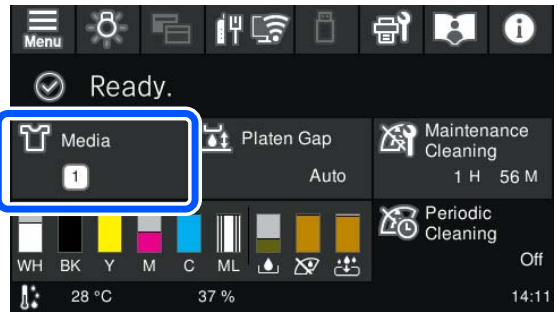
Try changing the setting to **Manual**.

["Media Settings menu" on page 108](#)

Register media settings

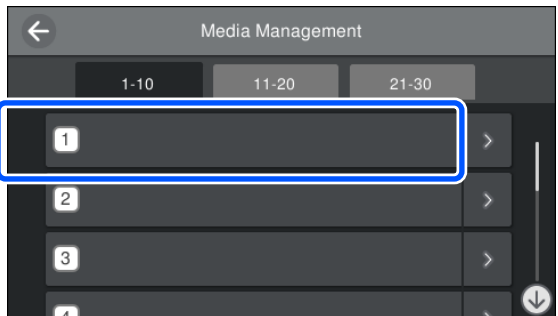
Use the following procedure to name and register media settings.

- 1 Make sure the printer is on, and then press the media info area on the home screen.



- 2 Press **Media Management**.

- 3 Select the media settings to register.




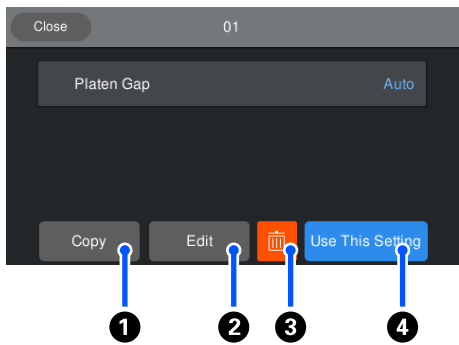
- 4 Press **Change Name**.

- 5 Input a suitable name, and then press **OK**.
Next, when you execute **Print Adjustments**, press (home) to return to the home screen.

Problem Solver

Note:

Press the  on the right edge of the media setting to open the following screen.



This displays a list of the settings for the selected media settings. Pressing the buttons ① to ④ lets you do the following.

- ① (Copy): Allows you to copy the content of the selected settings to a different media setting number. Pressing this button opens a screen where you can select the media setting number to which to copy the settings.
- ② (Edit): Opens a screen in which you can change the content of settings.
- ③: Initializes all the content of the settings.
- ④ (Use This Setting): The selected media settings are used for subsequent print jobs.

Precautions when executing Print Adjustments

Adjustments are made according to the media loaded in the printer.

Correctly load the media, for which adjustment needs to be done, on the platen that is actually used for printing.

The results of the adjustment are reflected only in the currently selected media settings.

Before you start making adjustments, select the correct Media Settings to which to save them. The number of the currently selected media settings is displayed on the printer's screen.

 [“Screen View” on page 14](#)

Make sure nozzles are not clogged before adjusting.

If nozzles are clogged, adjustments are not performed correctly.

Print a check pattern and visually inspect it, and then perform **Head Cleaning** if necessary.

 [“Checking for clogged nozzles” on page 89](#)

Redo the adjustments if you have changed the setting for Platen Gap to Manual.

Execute Print Head Alignment

Adjustment types and execution sequence

There are two types of **Print Head Alignment**, **Standard** and **Micro Adjust**.

With **Standard**, visually inspect the printed adjustment pattern and input the adjustment values.

With **Micro Adjust**, input the adjustment values, and then do an actual printout to confirm whether the results of the adjustment are suitable.

Do **Standard** adjustment first, and if the image quality is not improved after the adjustment, then do **Micro Adjust**. However, in the following cases, select **Micro Adjust** first.

- When using the sleeve platen
- When the print surface of the media is not flat, such as when there is a pocket

Adjustment procedure

Read the following before starting adjustments.

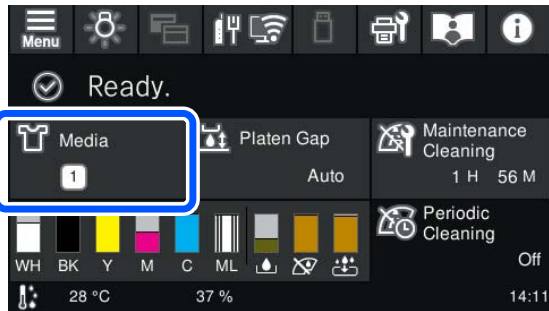
 [“Precautions when executing Print Adjustments” on page 123](#)

- 1 Load the media, for which adjustments are being done, on the platen that is actually being used.

 [“Load the T-shirt \(media\)” on page 56](#)

Problem Solver

- Confirm the media settings that are currently selected in the media info area on the printer's screen.



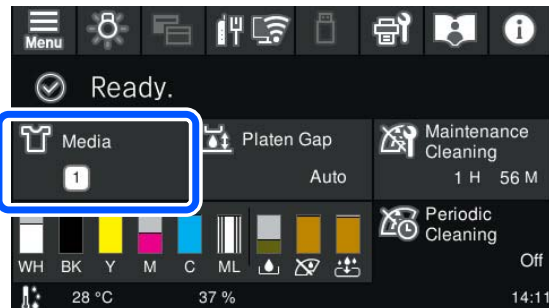
To save the adjustment results for the currently selected media settings, go to step 5.

To save the adjustment results to a different media setting, go to the next step.

- Press the media info area, and then press in the order of **Current Settings - Media**.

- Select the media settings to which to save the adjustment results, and then press (home).

- Press the media info area.



- Press in the order of **Print Adjustments - Print Head Alignment**, and then select either **Standard** or **Micro Adjust**.

If you select **Standard**: Go to step 7.

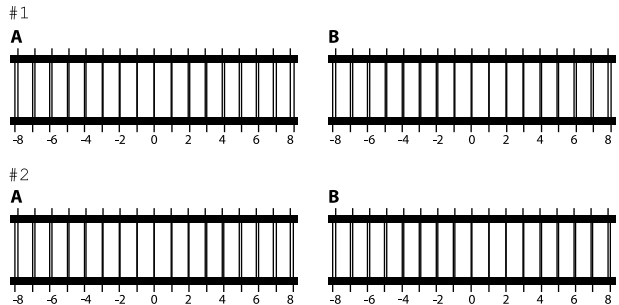
If you select **Micro Adjust**: Go to step 9.

- Select the items to adjust according to the color of the media being used, and then press **Start**.

Printing the adjustment pattern starts. When printing the pattern is complete, the adjustment value entry screen is displayed. Continue to the next procedure.

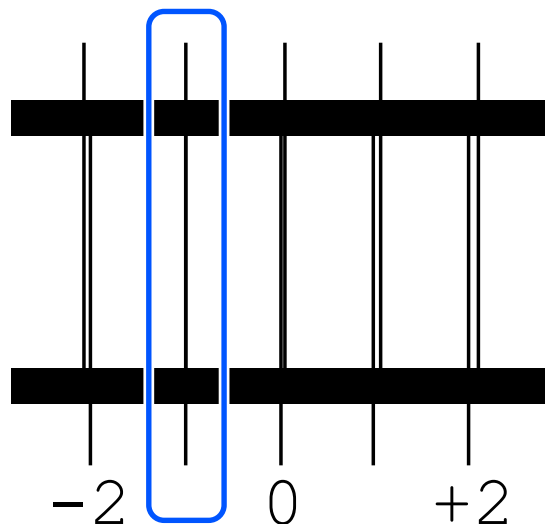
- Check the printed adjustment pattern.

When **Light Media** is selected, two blocks (#1 to #2) of black patterns are printed. When **Dark Media** is selected, two blocks (#1 to #2) of black and white patterns are printed.



Check the two patterns A to B in each block, and select from -8 to +8, where the line appears thinnest (lines overlap) in the pattern.

Select "-1" in the following illustration.



Check the patterns in all the blocks, and then go to the next step.

- Input the adjustment values.

When executing Standard:

Enter the adjustment values that you selected in step 8 for all of the blocks #1A to #2B. Inputting all of the adjustment values and pressing **OK** opens a screen for confirming the adjustment values.

Check the adjustment results and press **OK** to reflect the adjustment results to the media settings.

Problem Solver

When executing Micro Adjust:

You can input setting values from +10 to -10. We recommend first setting both adjustment values to +1 and -1 and printing, and then doing further adjustments based on the value that improved image quality.

When image quality is not improved after adjustments

- When executing **Standard**:
Next, execute **Micro Adjust**.
- When executing **Micro Adjust**:
When using **Auto** for the **Platen Gap**, try setting it to **Manual**.
[🔗 "Media Settings menu" on page 108](#)

Alternatively, try the following measures.

■ Try uni-directional printing.

If the problem is not resolved by performing the above measures, try setting **Uni-Direction (Low Speed)** for **Print Direction** in Garment Creator 2, the software for the printer. To do repeat printing or to print a job from a USB memory stick that has already been set to **Bi-Direction (High Speed)**, set **Head Move Direction** to **Uni-Directional** on the preview screen.

[🔗 "When reprinting \(repeat printing\) the same job" on page 66](#)

[🔗 "Printing from a USB Memory" on page 69](#)

The printed surface is soiled

■ Is the suction cap clean?

The printed surface may be soiled from dripping ink if lumps of ink or lint are stuck around the suction cap. Clean the suction cap.

[🔗 "Cleaning the Suction Cap" on page 80](#)

■ Is there any lint or standing fibers on the print surface?

Lint or standing fibers on the print surface may stick to the print head and stain other areas of the T-shirt. Remove any lint with the sticky tape or roller and press the fibers flat with a hard roller when you load a T-shirt on the platen.

[🔗 "Load the T-shirt \(media\)" on page 56](#)

■ Clean around the print head.

If the printing surface and so on is dirty even after performing cap cleaning, fibers, such as lint, may have accumulated around the print head nozzles. Clean around the print head.

[🔗 "Cleaning around the print head" on page 79](#)

Not enough or uneven whiteness

■ Are the print head nozzles clogged?

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

[🔗 "Checking for clogged nozzles" on page 89](#)

■ Have you shaken White ink supply units?

Because the ink particles in White ink can sediment easily, it needs to be shaken at the start of every working day and every 24 hours (when a message is displayed). Remove and thoroughly shake the ink supply unit(s).

[🔗 "Shaking the Ink Supply Units Periodically" on page 88](#)

■ Have you applied the pre-treatment liquid evenly?

If the pre-treatment liquid is not applied evenly, the printed result will be uneven. Refer to the instructions and apply the pre-treatment liquid evenly.

[🔗 "Applying the pre-treatment liquid" on page 49](#)

■ Have you dried the T-shirt completely after pre-treatment?

If the T-shirt is in the following condition, whiteness may decline.

- Insufficient heat press process
- Moisture has accumulated because the T-shirt was left for an extended period of time

Dry the T-shirt completely after the pre-treatment referring to the fixing conditions. If the T-shirt is left for an extended period, dry it for several seconds in the heat press before printing.

[🔗 "Fixing the pre-treatment liquid" on page 51](#)

Problem Solver


■ **Have you optimized the temperature and pressure of the heat press?**

The temperature of the heat press decreases when you press a T-shirt that has had pre-treatment liquid applied. When pressing several T-shirts one after another, check that the temperature of the heat press is not lower than required. Also, the whiteness becomes uneven if the pressure is insufficient since the T-shirt does not dry completely and the fibers are not pressed flat. Make sure you optimize the pressure of the heat press.

[🔗 "Fixing the pre-treatment liquid" on page 51](#)

If there is not enough white even after doing the above measures and there are no applicable items, do these measures in the following order.

1. Execute Cleaning (Heavy)

1 Confirm that the power is turned on, and then press  (Maintenance) - **Head Cleaning - Cleaning (Heavy) - Select Nozzles - White.**

2 Select all the WH rows, and then press **OK.**

If there is not enough white even after executing **Cleaning (Heavy)** one or two times, try the following measures.

2. Change the Printer Mode

See the following, and then switch **Printer Mode** to **Color ink mode**, and then return it to **White ink mode.**

[🔗 "Changing the Printer Mode" on page 92](#)

3. If there is not enough white after doing 1 and 2

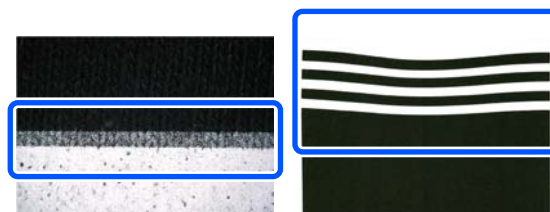
Contact your dealer or Epson Support.

The under-base white is showing outside the image

■ **Adjust the print area of the under-base white in the software.**

The printed under-base white may show outside the image depending on the material of the T-shirt and the amount of ink fired. If this occurs, adjust the print area of the under-base white from the printer's Garment Creator 2 software or the RIP software.

Visible white layer print misalignment at the print start position / Edges of images are distorted



■ **Do not pull too hard on the T-shirt when loading it on the platen.**

If the T-shirt is pulled too hard to eliminate creases or slack in the printing surface, the fabric becomes fixed to the platen in a stretched state. When printing in this condition, the fabric which has absorbed the ink and stretched will shrink, causing the white layer to protrude and the edges of the image to become distorted.

Check the following points when loading the media on a grip pad covered platen.

- Do not press too hard when flattening the surface of the T-shirt with the grip pad tool.
- When storing the adjustable platen hanger, do not roll over the excess fabric from around the collar of the T-shirt and push it into the hanger.
- Do not pull too hard when folding in the fabric that extends beyond the platen.

White layer print misalignment is visible throughout the image

■ **Correct the vertical print position using Nozzle Shift.**

The adjustment procedure differs depending on the visibility of the misalignment. See the following for more details.

The following figure shows the misalignment of the white layer when a black T-shirt is loaded on an adjustable platen hanger, and three-color letters are printed after printing the White layer.

When there is visible misalignment in the same direction for all colors

Normal print result

Problem Solver



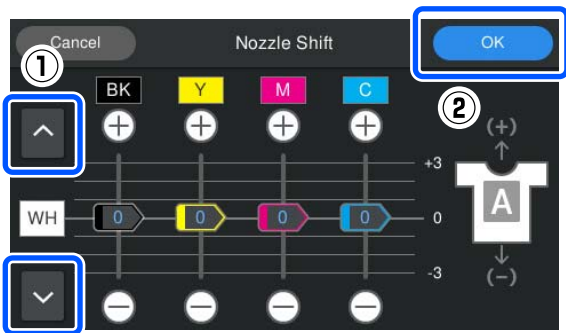
Visible below



Visible above

Adjustment method

Use the / buttons on the left side of the screen to correct White print position misalignments.



1 Confirm that the power is turned on, and then press (Maintenance) - **Nozzle Shift**.

2 Press / according to the direction of misalignment of the white layer.

When the white layer is visible below:

Press (the values displayed for the BK, Y, M, and C sliders are reduced by 1)

When the white layer is visible above:

Press (the values displayed for the BK, Y, M, and C sliders are increased by 1)

Note:

If it is difficult to determine which ink color is misaligned, you can make it easier to check by printing rectangles in colors that are similar to White, Black, Yellow, Magenta, and Cyan in the horizontal direction.

3 Press **OK** to finish the adjustments.

4 Print the same image again and check if the adjustments improved the issue.

If you need to make further adjustments, return to step 1.

When there is visible misalignment only for a specific color

Normal print result



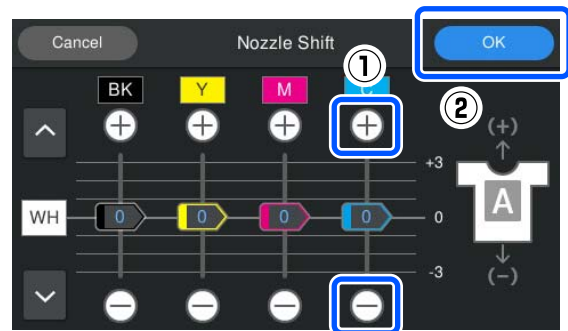
Visible below cyan



Visible above cyan

Adjustment method

Use / to correct print misalignments for ink colors with visible white layer misalignment.



1 Confirm that the power is turned on, and then press (Maintenance) - **Nozzle Shift**.

Problem Solver

- 2 Press **+**/**-** for C (Cyan) as shown below according to the direction of misalignment of the white layer.

When the white layer is visible below:

Press **-** (the value displayed for the slider is reduced by 1)

When the white layer is visible above:

Press **+** (the value displayed for the slider is increased by 1)

Note:

If it is difficult to determine which ink color is misaligned, you can make it easier to check by printing rectangles in colors that are similar to White, Black, Yellow, Magenta, and Cyan in the horizontal direction.

- 3 Press **OK** to finish the adjustments.

- 4 Print the same image again and check if the adjustments improved the issue.

If you need to make further adjustments, return to step 1.

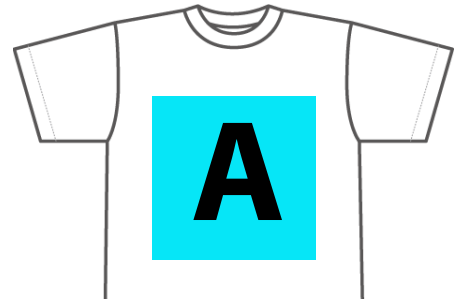
The fabric color of the T-shirt is visible (when not using White ink)

■ **Correct the vertical print position using Nozzle Shift.**

Follow the steps below to adjust the print position of the colors near the area where the fabric color is visible.

The following is an example of a white T-shirt loaded on an adjustable platen hanger and printed in Cyan and Black.

Normal print result



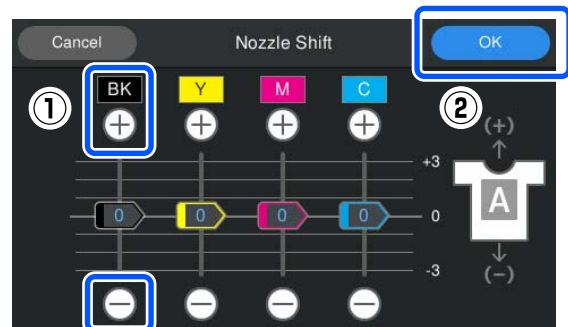
Visible below



Visible above

Adjustment method

Press **+**/**-** for the ink color that is near the area where the fabric color of the T-shirt is visible to correct the print misalignment. In the example above, the BK (Black) must be adjusted.



- 1 Confirm that the power is turned on, and then press **Maintenance** - **Nozzle Shift**.

- 2 Press **+**/**-** for BK (Black) as shown below according to the position where the fabric color is visible.

When the fabric color is visible below:

Press **-** (the value displayed for the slider is reduced by 1)

When the fabric color is visible above:

Press **+** (the value displayed for the slider is increased by 1)

Problem Solver

Note:

If it is difficult to determine which ink color is misaligned, you can make it easier to check by printing rectangles in colors that are similar to Black, Yellow, Magenta, and Cyan in the horizontal direction.

3

Press **OK** to finish the adjustments.

4

Print the same image again and check if the adjustments improved the issue.

If you need to make further adjustments, return to step 1.

Others

It takes a long time for the printer to be ready for use after it has been turned on / When saving the amount of ink being used

■ Change the settings to match the conditions of use.

To keep the print head nozzles in optimum condition, the printer performs automatic maintenance (such as ink circulation and cleaning) according to the conditions of use. Changing the following settings may reduce the amount of ink used and the startup time due to automatic maintenance.

- Set **Power On Cleaning** to **Off**
The print head is not cleaned automatically when the printer is turned on. Before you start printing, we recommend that you visually inspect the nozzles to check that they are not clogged.
[☞ "General Settings menu" on page 101](#)
- Set **Printer Mode** to **Color ink mode**
When the printer is used in **White ink mode**, maintenance is automatically performed at startup to circulate the ink in the ink tube and clear sedimentation. Changing the **Printer Mode** to **Color ink mode** may reduce the amount of ink used for maintenance.

! Important:

When changing **Printer Mode**, all of the **White ink** in the ink tube is drained and replaced with cleaning liquid. If **White ink** will not be used for less than two weeks, we recommend continuing to use the printer in **White ink mode**.

[☞ "Changing the Printer Mode" on page 92](#)

Image quality is not stable even when printing under the same conditions / The media surface is too high. is displayed even when printing on the same media

■ Has the surface of the media been loaded so that it is flat?

If you are using a material with an uneven media surface or if the media surface is slack or creased, the printer's sensor may react to these issues.

If the problem continues after reloading the media so that it is flat, try setting **Platen Gap** to **Manual**.

[☞ "Media Settings menu" on page 108](#)

When reducing the time required before starting printing

■ Set **Platen Gap** to **Manual**.

Normally, the printer automatically detects the thickness of the media loaded on the platen and adjusts it to the appropriate platen height before printing starts.

When **Platen Gap** is set to **Manual**, the platen height is fixed according to the **Value** setting, and printing starts without making adjustments.

When **Manual** is set, note the following points.

- Load the media correctly so that the surface is flat
- When using media of different thicknesses, change the **Value** according to each media

[☞ "Media Settings menu" on page 108](#)

Problem Solver

The media surface is too high. is displayed repeatedly

■ **Does the printer support the media thickness?**

The following shows the maximum usable media thickness for each platen type.

XS/S platen (without grip pad): 25 mm or less (0.98 in. or less)

S platen (with grip pad): 24 mm or less (0.94 in. or less)

Sleeve platen: 10 mm or less (0.39 in. or less)

The Information "Close the printer cover." is displayed repeatedly.


■ **Is the stand or location on which the printer is installed level?**

If the **Information** is displayed even when the printer cover is closed, check that the stand on which the printer is installed is level. The printer cannot operate correctly if it is installed on a stand with an uneven or distorted surface.

 ["Appropriate stand and location for installation" on page 21](#)

The control panel display keeps turning off.

■ **Is the printer in sleep mode?**

Normal operation can be restored by pressing any of the buttons in the control panel to reactivate the display and then performing a hardware operation such as opening the printer cover or sending a job to the printer. You can change the time until going into sleep mode from  (menu) - **General Settings - Basic Settings - Sleep Timer**.

 ["Menu List" on page 96](#)

The number of prints on the control panel stays 1/1 without changing

■ **Are you sending jobs using any of the following methods?**

When jobs are sent using the following methods, the number of copies displayed on the control panel does not indicate the number of copies to be printed, even when multiple copies have been specified.

- Using a hot folder created in Garment Creator Easy Print System
- Resending a job from the print history in Garment Creator 2
- A job (print data) exported to a computer was opened in Garment Creator 2 and then sent
- Printing from a USB memory stick

Printing does not stop or printed text is corrupted

■ **Have you started Garment Creator 2 and other software RIP over a USB connection?**

Only start Garment Creator 2 or the software RIP. Do not run them both at the same time.

Areas not printed are stained with ink

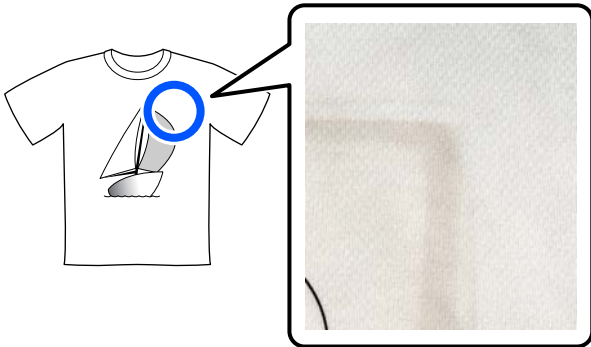
■ **Is the platen clean?**

The platen's frame and the top plate may be stained. Check the platen and clean it if necessary.

 ["Cleaning the Platen Without a Grip Pad" on page 82](#)

Problem Solver

Fabric of printed T-shirts becomes discolored and uneven over time

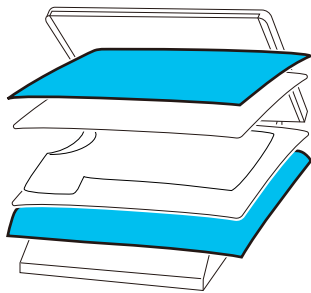


■ **Clean the press surface of the heat press.**

For some types of dark colored T-shirts, the dye component of the fabric may stick to the press surface during pressing. If you press a white or light-colored t-shirt when this has happened, the dye component attached to the press surface transfers to the T-shirt and then reacts with perspiration or sunlight causing it to discolor.

If you want to press different colored T-shirts, use one of the following methods.

- ❑ Place release sheets on top of and under the T-shirts. Use new sheets or use them according to the color of the T-shirt. If you have placed cloth on top of and under the T-shirt, place the sheets in the positions shown in the illustration.



- ❑ If you have placed cloth on top of and under the T-shirt, replace it with new cloth or use a different cloth according to the color of the T-shirt.
- ❑ Clean the press surface. For details on cleaning the press, see the manual supplied with the heat press.

The printer status and log are printed over the edges of the paper

■ **Are you printing with an M size platen?**

Depending on the paper size the print area may extend beyond the edges of the paper if it is loaded on an optional platen. Load paper on an M size platen and then print.

["Load the T-shirt \(media\)" on page 56](#)

Printing is slow or stops half way

■ **Is the head move direction set to uni-directional?**

Print Direction may be set to **Uni-Direction (Low Speed)** in Garment Creator 2, the software for the printer. Try setting the **Print Direction** to **Bi-Direction (High Speed)** in Garment Creator 2.

When doing repeat printing or to print a job from a USB memory stick that has already been set to **Bi-Direction (High Speed)**, **Head Move Direction** may be set to **Uni-Directional** on the preview screen. Try changing the setting to **Auto**.

["When reprinting \(repeat printing\) the same job" on page 66](#)

["Printing from a USB Memory" on page 69](#)

■ **Are you using a USB memory stick with a slow reading speed?**

If you use a USB memory stick with a slow reading speed (4.63 MB/sec or less) when printing from a USB memory stick, the print head stops at times during printing and printing continues. Use a USB memory stick with a fast reading speed.

Problem Solver

■ Are you using a platen without a grip pad to print a job that requires a large amount of ink?

Using a lot of ink to print, such as from data that covers the entire print area, may cause the print surface to swell up with ink.

If something like this happens, an error as shown below may occur and printing may be stopped, even if the T-shirt is correctly loaded before printing starts.

Printing has stopped.
The print head may strike the media.

If a T-shirt is loaded using a frame, removing the frame may allow any slack or creases in the printed surface to spread to the outer edges and solve the problem.

Note that the following steps are necessary if you remove the frame.

- You need to reduce the width of the White ink in Garment Creator 2, the software for the printer, or in the RIP software, so that the white under-base print does not extend outside the image.
- Be careful not to touch the T-shirt while printing as it can easily move out of position.

■ Have you dried pre-treatment liquid completely?


Printing while the pre-treatment liquid is not sufficiently dry means the print surface may become damp and swell up, then as you are printing, an error as shown below may occur and printing may be stopped.

Printing has stopped.
The print head may strike the media.

Check that the pre-treatment liquid is dry.

Cannot use the USB memory

■ After inserting the USB memory stick, did you press ?

The USB memory is not read by just inserting the USB memory stick. Be sure to press the  icon at the top of the screen, and then do operations from the USB printing menu.

There is a red light inside the printer

■ This is not a failure.

The light is a light inside the printer.

I have forgotten the network password

- Contact your dealer or Epson Support.

Appendix

Options and Consumable Products

The following options and consumable products are available for use with your printer. (As of January, 2024)

For the latest information, see the Epson Web site.

Ink Supply Unit

Printer model	Product name	Part number
SC-F1000/F1060	Black	T55B1
	Cyan	T55B2
	Magenta	T55B3
	Yellow	T55B4
	White	T55BA
	Maintenance Liquid	T55BB
SC-F1030	Black	T55F1
	Cyan	T55F2
	Magenta	T55F3
	Yellow	T55F4
	White	T55FA
	Maintenance Liquid	T55FB
SC-F1040	Black	T55E1
	Cyan	T55E2
	Magenta	T55E3
	Yellow	T55E4
	White	T55EA
	Maintenance Liquid	T55EB

Appendix

Printer model	Product name	Part number
SC-F1070	Black	T55A1
	Cyan	T55A2
	Magenta	T55A3
	Yellow	T55A4
	White	T55AA
	Maintenance Liquid	T55AB
SC-F1090	Black	T55D1
	Cyan	T55D2
	Magenta	T55D3
	Yellow	T55D4
	White	T55DA
	Maintenance Liquid	T55DB

Epson recommends the use of genuine Epson Ink Supply Unit. 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 ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

Maintenance Parts

For SC-F1000/F1030/F1040/F1060/F1070

Product name	Product number	Explanation
Maintenance Box	C13S400215	The same as the Maintenance Box supplied with the printer.
Head Maintenance Set	C13S210144	Flushing pad and capping station set.
Wiper Unit	C13S210142	The same as the Wiper Unit supplied with the printer.
Maintenance Kit	T7362	The same as the maintenance kit supplied with the printer.
Cleaning ink supply unit	T55G9	Use for Keeping Preparation and to change the Printer Mode.

For SC-F1090




Product name	Product number	Explanation
Maintenance Box	C13S400215	The same as the Maintenance Box supplied with the printer.

Appendix

Product name	Product number	Explanation
Head Maintenance Set	C13S210145	Flushing pad and capping station set.
Wiper Unit	C13S210143	The same as the Wiper Unit supplied with the printer.
Maintenance Kit	T7362	The same as the maintenance kit supplied with the printer.
Cleaning ink supply unit	T55GC	Use for Keeping Preparation and to change the Printer Mode.

Others



For SC-F1000/F1030/F1040/F1060/F1070

Product	Part number	Explanation
Pre-treatment Liquid	T43R1 T7361	20 liters of pre-treatment liquid for cotton material. Dilute before use.  "Pre-treatment" on page 43
Pre-treatment Liquid	T43R3	5 liters of pre-treatment liquid for cotton material. Dilute before use.  "Pre-treatment" on page 43
Polyester Pre-treatment Liquid	T43R2	18 liters. Use undiluted or diluted depending on the ink used for printing.  "Pre-treatment" on page 43
Small Platen	C12C939031	The following shows the printable area for each size. S size: 10" × 12" / 254 × 305 mm XS size: 7" × 8" / 178 × 203 mm
Extra Small Platen	C12C938971	
Sleeve Platen for SC-F1000 series	C12C939051	This the platen designed exclusively for the SC-F1000 Series that allows you to print correctly on T-shirt cuffs. Printable area: 4" × 4"/102 × 102 mm
Platen Grip Pad - S	C13S210120	A grip pad for using the Small Platen as a grip pad covered platen.
Pre-treatment roller set*	C12C891201	Set of roller sections x3, handle, and tray.
Replacement rollers for pre-treatment (3 pieces)*	C12C891211	The same as the roller section supplied with the Pre-treatment roller set.
Hard roller*	C12C891221	Set of roller sections (hard) and handle.
Grip Pad Tool	C12C934151	The same as the grip pad tool supplied with the printer.
Funnel*	C12C936561	A funnel used to filter cotton pre-treatment liquid.
Funnel filter*	C13S210126	A filter used to filter cotton pre-treatment liquid.

* Not available in all regions.

Appendix

For SC-F1090

Product	Part number	Explanation
Pre-treatment Liquid	T43R1 T7361	20 liters. Dilute before use.  "Pre-treatment" on page 43
Polyester Pre-treatment Liquid	T43R2	18 liters. Use undiluted or diluted depending on the ink used for printing.  "Pre-treatment" on page 43
Small Platen	C12C939041	The following shows the printable area for each size. S size: 10" × 12" / 254 × 305 mm XS size: 7" × 8" / 178 × 203 mm
Extra Small Platen	C12C938981	
Sleeve Platen for SC-F1000 series	C12C939061	This the platen designed exclusively for the SC-F1000 Series that allows you to print correctly on T-shirt cuffs. Printable area: 4" × 4"/102 × 102 mm
Platen Grip Pad - S	C13S210123	A grip pad for using the Small Platen as a grip pad covered platen.
Pre-treatment roller set	C12C891201	Set of roller sections x3, handle, and tray.
Replacement rollers for pre-treatment (3 pieces)	C12C891211	The same as the roller section supplied with the Pre-treatment roller set.
Hard roller	C12C891221	Set of roller sections (hard) and handle.
Grip Pad Tool	C12C934161	The same as the grip pad tool supplied with the printer.
Funnel	C12C936571	A funnel used to filter cotton pre-treatment liquid.
Funnel filter	C13S210127	A filter used to filter cotton pre-treatment liquid.

Moving and Transporting the Printer

This section explains how to move or transport the printer.

For the purposes of this section, moving and transporting are defined as follows.


Moving	Changing the installation location on the same floor without having to use any steps.
Transporting	Changing the installation location to another floor or building. This includes situations in which the printer is outsourced to a carrier.

Notes When Moving or Transporting the Printer

 **Warning:**

- ❑ To prevent electric shock, connect the printer to a grounded outlet. Connecting the printer to an outlet that is not grounded could result in fire or electric shock.
- ❑ Use only the type of power source indicated on the printer's label. An electric shock or fire could occur.
- ❑ Do not connect the power cable to a power strip or multi plug. An electric shock or fire could occur. Connect the power cable directly to an outlet for domestic use.

 **Caution:**

- ❑ Do not attempt to carry the printer on your own. The printer should be packed or moved by three people.
- ❑ When moving the printer, do not tilt it more than 10 degrees. Otherwise it could fall and cause an accident.
- ❑ When lifting the printer, adopt a suitable posture.
- ❑ When lifting the printer, hold it in the areas indicated in the manual.
It may cause an injury if you lift the printer by holding other areas since the printer may fall, or your fingers may be caught when placing the printer.
 ["Holding the Printer" on page 137](#)

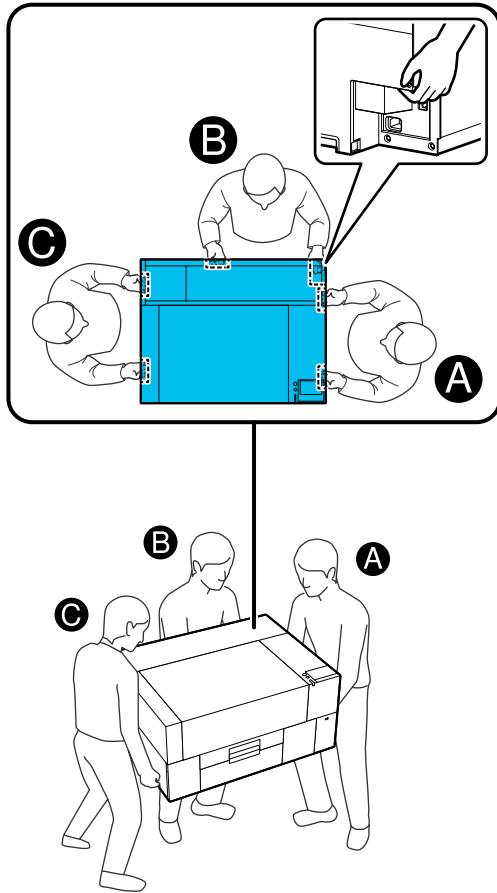
 **Important:**

- ❑ The shape of the power plug varies depending on the country or region. Be sure to use the power cable supplied with the printer.
- ❑ Touch only the necessary areas; otherwise, a malfunction may occur.
- ❑ Do not remove the ink supply units. The print head nozzles may become clogged making it impossible to print, or ink may leak.
- ❑ Do not remove the maintenance box. Otherwise, waste ink may dry and solidify inside the printer.

Holding the Printer

- ❑ When lifting the printer, be sure to place your hands in the hand holds (recesses). Holding it at any other points may cause a malfunction to occur.
- ❑ When holding position B, place your hand in the location indicated by the callout in the illustration.

Appendix



Preparing to Move

- 1 Turn off the power to the printer.
If the printer will not be turned on for more than two weeks after moving it, be sure to follow the on-screen instructions to perform maintenance before long-term storage.
- 2 Make sure the screen display is turned off, and then disconnect all cables, including the power cable.
- 3 Open the printer cover.
- 4 Remove the platen by gripping it with both hands and lifting it straight up.
- 5 Close the printer cover.

After moving, see the following to make sure that the printer is ready for use again.

“Setting up the printer after moving or transporting” on page 141

Preparing to Transport

Preparation

You need the following items for transportation.

Fixing parts and screws removed during unpacking

Allen key (included with the printer)

You need the Allen key for the following procedures.

- Installing fixing parts (preparing to transport)
- Removing fixing parts (when unpacking after transport)

Store these safely so they can be used after transporting.

Labels (supplied with the printer)

Use two labels to secure the loading guard. Four sheets of 20 labels are included at the time of purchase; you can use one sheet for 10 transports.

Important:

- If the fixing parts are not installed, vibrations during transportation may deform the gantry preventing it from printing correctly.
- If the loading guard is not secured with the labels, vibrations during transportation may damage the loading guard preventing it from opening and closing correctly.

If you do not have fixing parts and labels, contact your dealer or Epson Support for assistance.

Gloves (supplied with the Maintenance Kit)

Wear these when removing the wiper unit.

Plastic bag (commercially available)

Use this to store the removed wiper unit until you are ready to resume use.

You must also prepare the following if the printer will not be turned on again for over two weeks.

Appendix

Cleaning Ink Supply Unit

The number of units you need depends on how long the printer is not turned on.

- Two weeks or more but less than one month (only when used in **White ink mode**): 1
- One month or more: 5

Maintenance box

Prepare a spare maintenance box when the amount of free space is running low.

How to prepare for transport

- 1** Press the power button while the printer is on, select the appropriate item according to the transport conditions, and then press **Yes**.

Moving or transporting the printer:

Select this when transporting. If the printer will not be turned on for a while after turning it off, you also need to select the following items according to the current printer mode and the length of time the printer will not be used.

Not turning on the printer for more than 2 weeks:

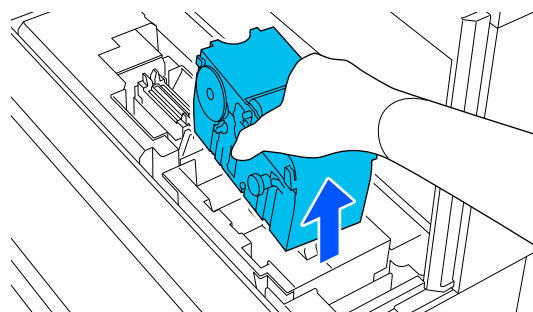
Select this option when White ink mode is selected and the printer will not be turned on for more than two weeks.

Depending on how long the printer will not be used, you may need to change the Printer Mode or perform any necessary pre-storage maintenance.

Not turning on the printer for more than 1 month:

Select this option when Color ink mode is selected and the printer will not be turned on for more than one month. You can now perform the necessary maintenance for long-term storage.

- 2** Check the message, and then press **Start**.
Follow the on-screen instructions to prepare for transport. When preparations are complete, a message is displayed instructing you to turn off the printer. The amount of preparation and the time required depends on the selection made in step 1.
- 3** Make sure the screen display is turned off, and then disconnect all cables, including the power cable.
- 4** Open the printer cover.
- 5** Remove the platen by gripping it with both hands and lifting it straight up.
- 6** Make sure that the wings of the adjustable platen hanger are folded, and the hanger is pushed securely into the base.
- 7** Wear the gloves supplied in the Maintenance Kit and remove the wiper unit.

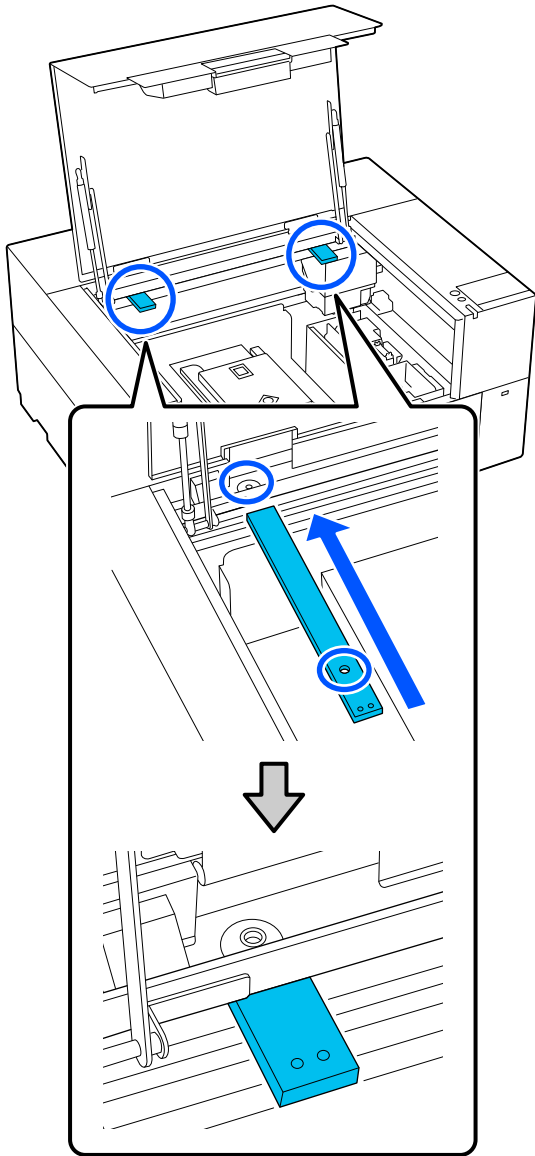
**! Important:**

The wiper unit that was removed can be reinstalled and used again after transporting. Store it in a plastic bag to prevent it from being damaged or lost during transportation.

Appendix

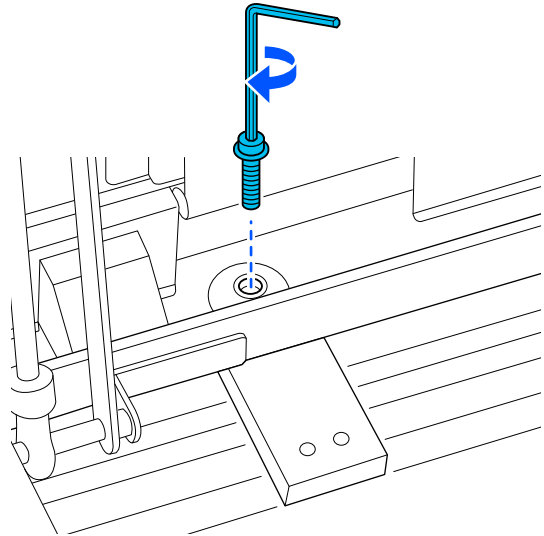
- 8** Insert the fixing parts removed during unpacking into the two locations shown in the illustration.

Align the screw holes on the printer and the fixing part.

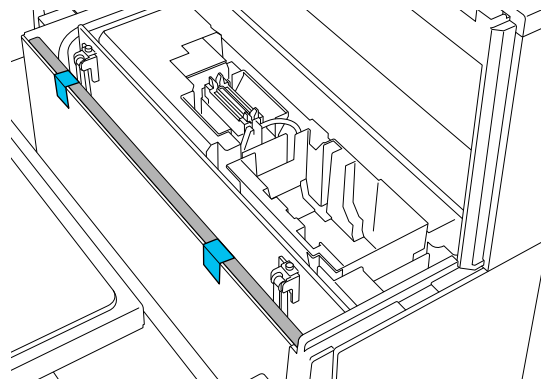


- 9** Insert the screws removed during unpacking into the screw holes and secure them with the Allen key.

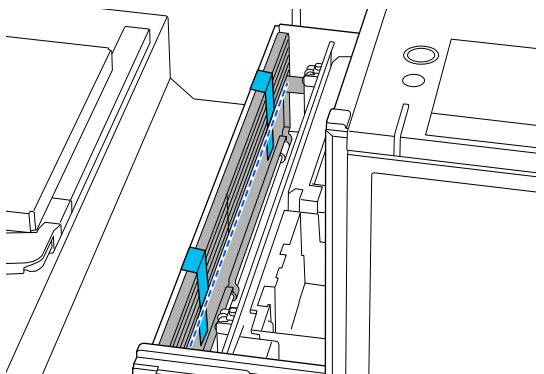
Secure the left and right sides.



- 10** Secure the loading guard by attaching the labels supplied at the two locations shown in the illustration.



Stick the labels so that they extend below the dashed line on the inside surface of the loading guard. If the labels are only stuck above the dashed line, they may peel off due to vibrations during transportation.



- 11** Close the printer cover.

Setting up the printer after moving or transporting

Follow the steps below to make sure the printer is ready for use again.


See the *Setup Guide* (booklet) for details on steps 3 to 4.

If you do not have the *Setup Guide* on hand, select and refer to the model of your printer from <https://epson.sn>.

Note:

If more than two weeks have passed since you made preparations for moving or transporting, drain the cleaning liquid and refill the ink when resuming use. We recommend that you prepare spare ink supply units or maintenance boxes.

- 1** Check that the location is appropriate for installation.

 [“Appropriate stand and location for installation” on page 21](#)

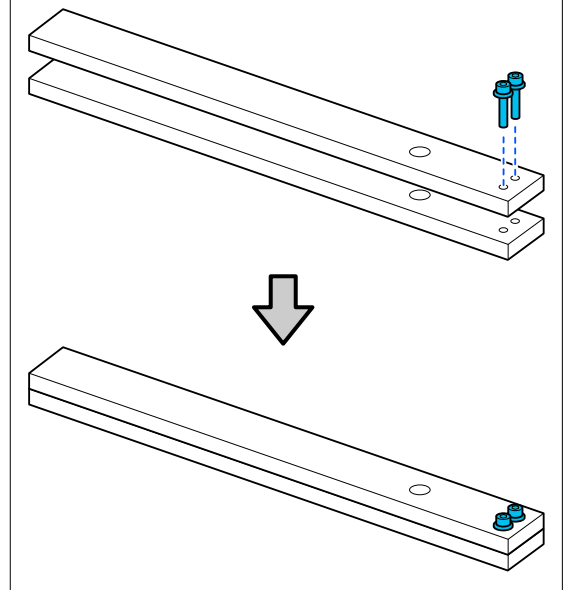
When transporting the printer, go to the next step; when moving the printer, go to step 3.

- 2** Remove the fixing parts and labels you attached during preparation.

Follow the preparation steps in reverse order.

Note:

You can stack the two removed fixing parts together with the screws and store them.



- 3** Install all the items that were removed, including the cables.

When you have transported the printer, make sure you install the wiper unit that was removed during preparation.

- 4** Connect the power plug to an electrical outlet, and then turn on the printer.

- 5** Check that there are no clogged nozzles.

 [“Checking for clogged nozzles” on page 89](#)

Appendix

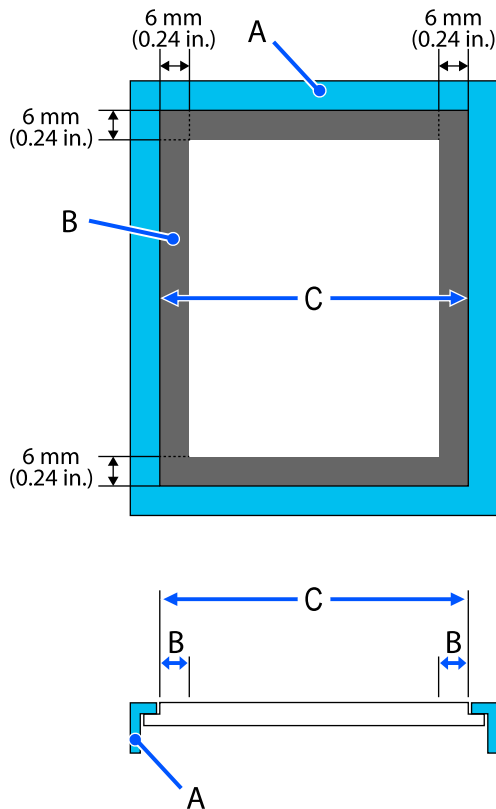
Printable area

Type	Available Area
S size platen	10 × 12 inches (254 × 305 mm)
XS size platen	7 × 8 inches (178 × 203 mm)
Sleeve platen	4 × 4 inches (102 × 102 mm)

You cannot print on certain areas inside each platen frame or certain areas from the top, bottom, left, or right of the edge of the top plate. The areas indicated by A and B in the following illustration cannot be printed.

S platen / XS platen

You cannot print on certain areas from the top, bottom, left, or right of the inside edge of the platen frame or the raised section (top plate) inside the platen.



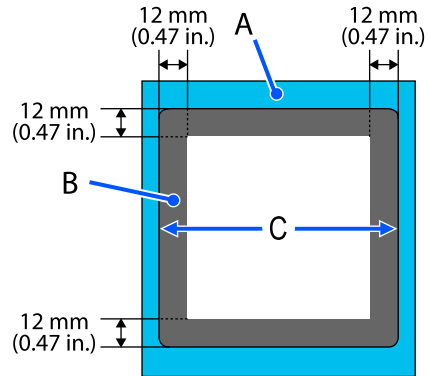
A: Platen frame

B: Areas that Cannot be Printed

C: Top plate

Sleeve platen

You cannot print on certain areas from the raised section inside the platen frame.



A: Platen frame

B: Areas that Cannot be Printed

C: Top plate

System Requirements

Each software can be used in the following environments. (As of January, 2024)

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 Windows 11
CPU	Intel Core2Duo 2.5GHz or more
Free memory	1GB or more
Hard disk (free space during installation)	2 GB or more
Display resolution	1280 × 1024 or better
Browser	Internet Explorer 11 Microsoft Edge

*Does not support Garment Creator 2.

Mac OS X

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

Appendix

Browser	Safari 6 or later
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*mac OS X 10.11 or earlier does not support GarmentCreator 2.

Garment Creator 2

Windows

Operating systems	Windows 8.1 x64 / Windows 10 x64 / Windows 11
CPU	Multi-core processor (Intel Core i7 8th generation or later recommended)
Memory capacity	2 GB or more (16GB or more recommended)
Storage (free space during installation)	HDD 32 GB or more (SSD recommended)
Display resolution	1024 × 768 or higher

Mac

Operating systems	Universal binary (64-Bit Intel and ARM) supported for macOS 10.12 and late
CPU	Multi-core processor (Intel Core i7 8th generation or later recommended)
Memory capacity	2 GB or more (16GB or more recommended)
Storage (free space during installation)	HDD 32 GB or more (SSD recommended)
Display resolution	1024 × 768 or higher

Garment Creator Easy Print System (Windows Only)

Operating systems	Windows 8.1 x64 / Windows 10 x64 / Windows 11
CPU	Multi-core processor (Intel Core i7 8th generation or later recommended)
Memory capacity	2 GB or more (16GB or more recommended)
Storage (free space during installation)	HDD 32 GB or more (SSD recommended)
Display resolution	1024 × 768 or higher

Web Config

The following is a list of supported browsers. Make sure you are using the latest version.

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

Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	
White ink mode	White: 400 nozzles × 2 rows Color: 400 nozzles × 4 colors (Black, Cyan, Magenta, Yellow)
Color ink mode	Color: 400 nozzles × 4 colors (Black, Cyan, Magenta, Yellow)
Resolution (maximum)	2400 × 1200 dpi
Control code	ESC/P raster (undisclosed command)
Platen feed method	Gantry type
Built-in memory	1 GB
Interface	
USB	SuperSpeed USB × 1 (rear: for computer connection) Hi-Speed USB × 1 (front: for USB memory)
Ethernet*1 standards	IEEE802.3i (10BASE-T) IEEE802.3u (100BASE-TX) IEEE802.3ab (1000BASE-T)*2 IEEE 802.3az (Energy-saving model. Requires a connection device that supports IEEE802.3az.)
Wireless LAN	

Printer Specifications	
Standards*3	SC-F1000 or the SC-F1030 sold outside Taiwan: IEEE802.11b/g/n Other than the above: IEEE802.11b/g/n/a/ac
Frequency Range	IEEE802.11b/g: 2.4 GHz IEEE802.11n: 2.4 GHz (HT20 only) IEEE 802.11a/n/ac: 5 GHz
Connection mode	Infrastructure Wi-Fi Direct (simple AP) (Not supported for IEEE 802.11b)
Wireless security	WEP (64bit/128bit) WPA-PSK (TKIP) WPA2-PSK (AES)*4 WPA3-SAE WPA2-Enterprise (AES) (EAP-TLS/PEAPTLS/PEAPMSCHAPv2/EAP-TTLS) WPA3-Enterprise
Network printing protocols/functions*5	EpsonNet Print (Windows) Standard TCP/IP (Windows) WSD Printing (Windows) Bonjour (Mac) IPP Printing (Windows) IPP Printing (Mac)
Security standards/protocols	SSL/TLS (HTTPS Server/Client, IPPS) IEEE802.1X IPsec/IP Filtering SMTPS (STARTTLS, SSL/TLS) SNMPv3
Rated voltage	AC100-240 V
Rated frequency	50/60 Hz
Rated current	1.4 A
Power consumption	
While printing	Approximately 40 W
Ready mode	Approximately 20 W
Sleep mode	Approximately 6 W
Power off	Approximately 0.2 W

Appendix

Printer Specifications	
Temperature	Recommended: 15 to 25°C (59 to 77°F) Operating: 10 to 35°C (50 to 95°F) Storage (before unpacking): -20 to 40°C (-4 to 104°F) (within 120 hours at 60°C/140°F, within one month at 40°C/104°F) Storage (after unpacking): -20 to 40°C (-4 to 104°F) (within one month at 40°C/104°F)
Humidity (without condensation)	Recommended: 40 to 60% Operating: 20 to 80% Storage: 5 to 85%
Operating temperature/humidity Gray area: When in use Diagonal line area: Recommended	
<p>The graph plots humidity (%) on the y-axis (20 to 90) against temperature (°C) on the x-axis (10 to 40). A gray shaded area represents the 'When in use' range, and a diagonal line area represents the 'Recommended' range. The recommended range is a smaller area within the in-use range, bounded by 15°C to 25°C and 40% to 60% humidity.</p>	
Dimension (When supplied platen is installed)	Storage: (W) 899 × (D) 699 × (H) 426 mm ([W] 35.4 × [D] 27.5 × [H] 16.8 in.) Maximum (printer cover open) (W) 899 × (D) 699 × (H) 937 mm ([W] 35.4 × [D] 27.5 × [H] 36.9 in.)
Weight (When supplied platen is installed, not including ink supply units)	Approx. 71 kg (approx. 156.5 pounds)
Supported Media (T-shirts)	

Printer Specifications	
Thickness	XS/S platen (without grip pad): 25 mm or less (0.98 in. or less) S platen (with grip pad): 24 mm or less (0.94 in. or less) Sleeve platen: 10 mm or less (0.39 in. or less)
Weight	1.5 kg or less (3.31 pounds or less)
Material*6	<input type="checkbox"/> Fabric with a cotton blend ratio of 100% to 50% (We recommend using a blend ratio of 100%, thick fabric with a high weave density) <input type="checkbox"/> Fabric with a polyester blend ratio of 100% to 50% (We recommend using a blend ratio of 100%)

- *1 Use a shielded twisted pair cable (category 5e or higher).
- *2 We recommend using a 1000BASE-T connection when printing.
- *3 We recommend using a IEEE802.11n/a connection when printing.
- *4 Complies with WPA2 standards with support for WPA/WPA2 Personal.
- *5 EpsonNet Print supports IPv4 only. The others support both IPv4 and IPv6.
- *6 Apply pre-treatment liquid in advance when printing white ink on cotton T-shirts or when printing on polyester T-shirts.

Note:
 To ensure the colors you want to print, maintain a constant room temperature of 15 to 25 °C (59 to 77 °F).

Important:
 Use this printer at altitudes below 2000 m (6,562 ft.).

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.



Warning:

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

ZICTA Type Approval for Users in Zambia

See the following website to check the information for ZICTA Type Approval.

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

For users in Malaysia

Frequency Band: 2400 - 2483.5 MHz

Specifications for ink supply unit, and cleaning ink supply unit	
Type	Dedicated ink supply unit
Types of ink	Pigment ink
Expiry date	Time limit printed on the package and ink supply unit (when stored at normal temperature)
Print quality guarantee expiry	1 year (after installed in printer)
Temperature	<p>Operating: 10 to 35 °C (50 to 95 °F)</p> <p>In storage (in package) and after installation in printer: -20 to 40 °C (-4 to 104 °F) (within 4 days at -20 °C /-4 °F, a month at 40 °C /104 °F)</p> <p>Transporting (in package): -20 to 60 °C (-4 to 140 °F) (within 4 days at -20 °C /-4 °F, a month at 40 °C /104 °F, 72 hours at 60 °C /140 °F)</p>
Dimensions	(W) 81 × (D) 296 × (H) 27 mm ([W] 3.2 × [D] 11.7 × [H] 1.1 in.)

Specifications for ink supply unit, and cleaning ink supply unit

Capacity	250 ml (8.5 oz)
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Important:

Do not refill the ink.

Pre-treatment liquid specifications

Expiry date	See the date printed on the package (at normal temperature)
Temperature	<p>Cotton pre-treatment liquid</p> <p>Operating: 10 to 35 °C (50 to 95 °F)</p> <p>In storage (in package): -20 to 40 °C (-4 to 104 °F) (within 4 days at -20 °C (-4 °F), a month at 40 °C (104 °F))</p> <p>Transporting (in package): -20 to 60 °C (-4 to 140 °F) (within 4 days at -20 °C (-4 °F), a month at 40 °C (104 °F), 72 hours at 60 °C (140 °F))</p>
	<p>Polyester pre-treatment liquid</p> <p>Operating: 10 to 35 °C (50 to 95 °F)</p> <p>In storage (in package): 0 to 40 °C (32 to 104 °F) (within 4 days at 0 °C (32 °F), a month at 40 °C (104 °F))</p> <p>Transporting (in package): -20 to 60 °C (-4 to 140 °F) (within 4 days at -20 °C (-4 °F), a month at 40 °C (104 °F), 72 hours at 60 °C (140 °F))</p>
Capacity	<p>Cotton pre-treatment liquid</p> <p>20 L (5.29 gallons) / 5 L (1.3 gallons)</p>
	<p>Polyester pre-treatment liquid</p> <p>18 L (4.75 gallons)</p>
Dimensions	<p>20 L (5.29 gallons) / 18 L (4.75 gallons):</p> <p>(W) 300 × (D) 300 × (H) 300 mm ([W] 11.8 × [D] 11.8 × [H] 11.8 in.)</p> <p>5 L (1.3 gallons):</p> <p>(W) 190 × (D) 190 × (H) 190 mm ([W] 7.5 × [D] 7.5 × [H] 7.5 in.)</p>

Appendix

Ink cleaner specifications	
Expiry date	See the date printed on the container (at normal temperature)
Temperature	Operating: 10 to 35 °C (50 to 95 °F) In storage (in package): -20 to 40 °C (-4 to 104 °F) (within 4 days at -20 °C (-4 °F), a month at 40 °C (104 °F)) Transporting (in package): -20 to 60 °C (-4 to 140 °F) (within 4 days at -20 °C (-4 °F), a month at 40 °C (104 °F), 72 hours at 60 °C (140 °F))
Capacity	150 ml (5.072 ounces)