

# **Epson® SureColor® F7070**

## **User's Guide**

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## ***Important Safety Instructions***

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

### ***When choosing a location for this product***

- ☐ Place this product on a flat, stable surface that is larger than this product. This product will not operate properly if it is tilted or at an angle.
- ☐ Avoid places subject to rapid changes in temperature and humidity. Also keep it away from direct sunlight, strong light, or heat sources.
- ☐ Avoid places subject to shocks and vibrations.
- ☐ Keep this product away from dusty areas.
- ☐ Place this product near a wall outlet where the plug can be easily unplugged.

### ***When setting up this product***

- ☐ This product's power cord is for use with this product only. Use with other equipment may result in fire or electric shock.
- ☐ Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as copiers or air control systems that regularly switch on and off.
- ☐ Avoid electrical outlets controlled by wall switches or automatic timers.
- ☐ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- ☐ Use only the type of power source indicated on the product's label.
- ☐ Use only the power cord that comes with this product. Use of another cord may result in fire or electric shock.
- ☐ Do not use a damaged or frayed power cord.

- ❑ If you use an extension cord with this product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.

## ***When using this product***

- ❑ Do not block or cover the openings in this product's case
- ❑ Do not insert objects through the slots. Take care not to spill liquid on this product.
- ❑ Do not attempt to service this product yourself.
- ❑ Unplug this product and refer servicing to qualified service personnel under the following conditions: The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the cabinet damaged; the product does not operate normally or exhibits a distinct change in performance.
- ❑ Do not move the print head by hand; otherwise you may damage this product.
- ❑ Always turn the product off using the ⏻ power button on the control panel. When this button is pressed, the ⏻ power light flashes briefly then goes off. Do not unplug the power cord or turn off the product until the ⏻ power light stops flashing.
- ❑ This device has two power systems. There is a risk of electric shock unless the two power cables are unplugged during maintenance.

## ***When handling the ink packs***

- ❑ Keep ink packs out of the reach of children and do not drink the ink.
- ❑ Wear protective eyewear and gloves when refilling ink tanks or replacing the waste ink bottle.



Should ink 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 swallowed, induce vomiting and consult a physician immediately.

The lithium batteries in this product contain Perchlorate Material - special handling may apply. See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

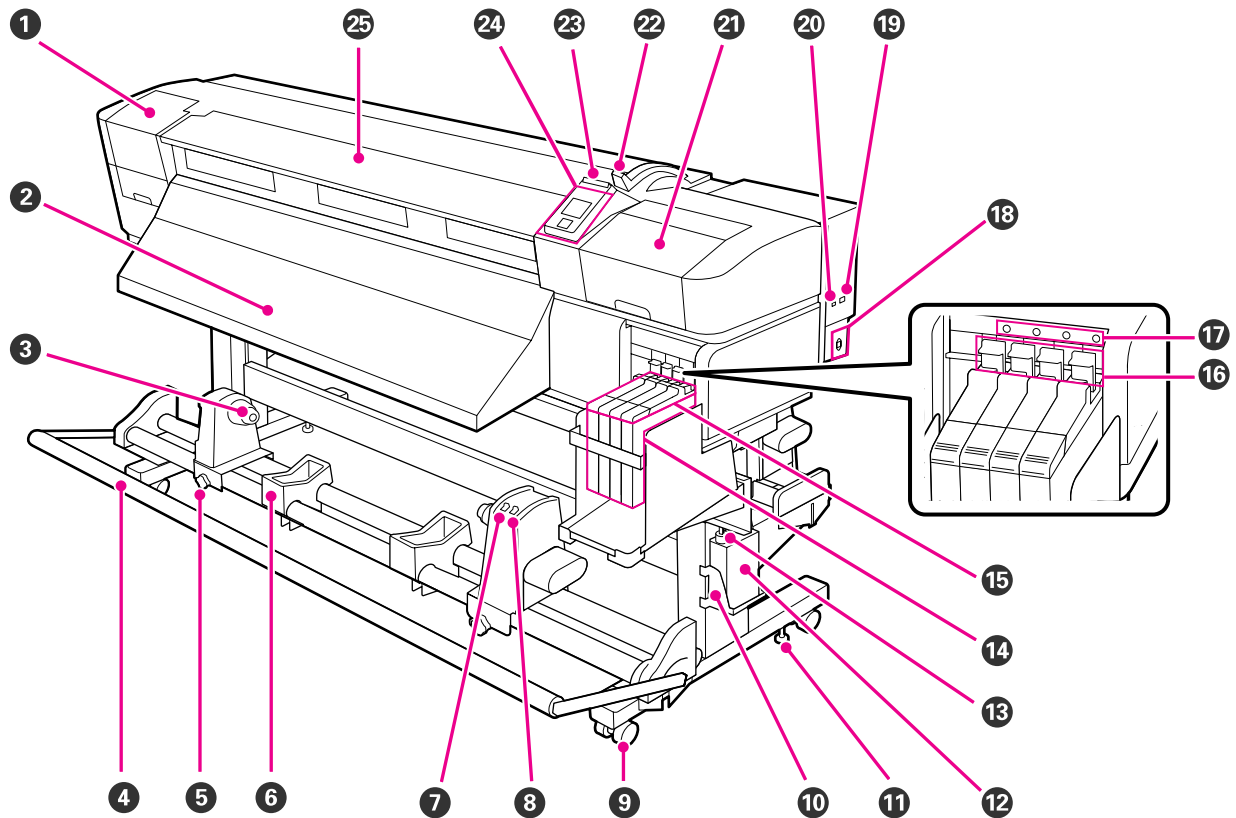
## ***Warnings, Cautions, Important and Notes***

 <b>Warning:</b>	Warnings must be followed to avoid serious bodily injury.
 <b>Caution:</b>	Cautions must be followed to avoid bodily injury.
<b>Important:</b>	Important must be followed to avoid damage to this product.
<b>Note:</b>	Notes contain useful or additional information on the operation of this product.



## Printer Parts

### Front



**1 Maintenance cover (left)**

Open this cover to clean the area around the print head. It is normally closed when the printer is in use.

See "Cleaning Around the Print Head" on page 87.

**2 Media output (eject) guide**

Media is output along this guide.

**3 Roll core holder**

Place a used roll core for media take-up on these holders. There are two holders: one on the left and one on the right.

See "Media Loading and Take-Up" on page 52.

**4 Tension bar**

The tension bar maintains tension to prevent the media from sagging as it is taken up.

**5 Roll core holder locking screw**

The locking screws keep the roll core holders in place once they have been attached to the roll core. There are two locking screws: one on the left and one on the right.

**6 Roll support**

Rest media temporarily on these supports when removing the take-up roll. There are two supports: one on the left and one on the right.

## **7 Auto switch**

Use this switch to select the auto take-up direction. Choose **Off** to disable auto take-up.

## **8 Manual switch**

Use this switch to select the manual take-up direction. The selected option takes effect when the Auto switch is in the **Off** position.

## **9 Casters**

There are two casters on each leg. Once installation is complete, the front casters should be kept locked while the printer is in use.

## **10 Waste ink bottle (tank) holder**

Place the waste ink bottle in this holder.

## **11 Adjuster**

The adjusters keep the printer in place. After installing the printer, keep it securely in place during use.

## **12 Waste ink bottle (tank)**

Waste ink collects in this bottle.

Replace with a new waste ink bottle when the level approaches the line.

## **13 Waste ink tube**

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

## **14 Ink tank**

Holds ink used for printing.

## **15 Slider (chip holder)**

See "Slider (chip holder)" on page 11.

## **16 Lock lever**

Raise the levers to unlock the slider for removal when replacing the chip unit. Always lower the lock lever after inserting the slider.

## **17 Chip unit check lamp**

This lamp turns on when a message related to the chip unit is displayed.

On : An error occurred. Check the message on the control panel's screen.

Off : No error.

## **18 AC inlet**

Connects the power cable.

## **19 LAN port**

See "LAN port" on page 12.

## **20 USB port**

Connects the USB cable.

## **21 Maintenance cover (right)**

Open this cover to perform maintenance around the print head. Normally closed when using the printer.

See "Maintenance Around the Print Head" on page 84.

## **22 Media loading lever**

After loading media, lower the media loading lever to keep the media in place. Raise the lever to release the media prior to removal.

### 23 Alert lamp

This lamp lights or flashes when an error occurs.

On/flashing : An error has occurred; the type of error is indicated by how the lamp lights or flashes. Check the message on the control panel's screen.

Off : No error.

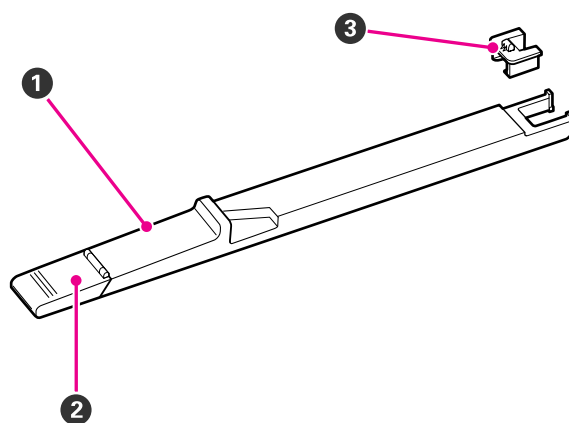
### 24 Control panel

See "Control Panel" on page 15.

### 25 Front cover

Open when loading media, cleaning the inside of the printer, or removing jammed media. Normally closed when using the printer.

## Slider (chip holder)



#### 1 Slider

Attach the chip unit included with the ink pack before refilling the ink.

See "Chip Unit Replacement and Ink Refills" on page 98.

#### 2 Ink inlet cover

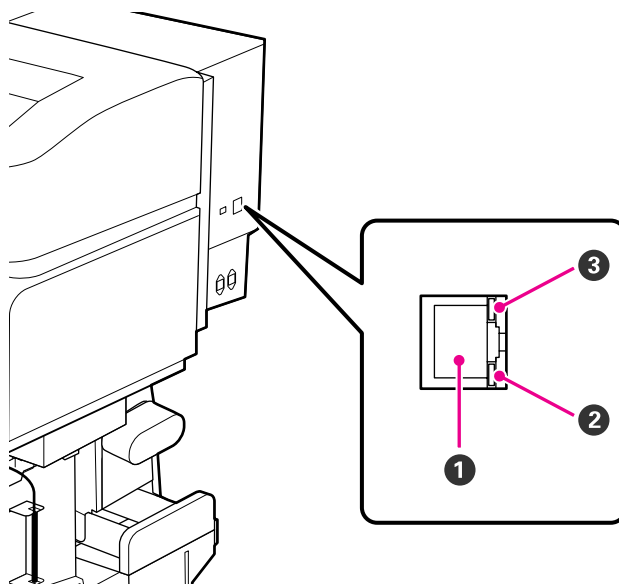
Open this cover to refill the ink tank with ink.

#### 3 Chip unit

A unit that includes an IC chip.

This is included with the ink pack.

## LAN port



### 1 RJ-45 connector

Connects the LAN cable. Use a shielded twisted pair cable (category 5 or higher).

### 2 Data lamp (orange)

Indicates the network connection status and whether the printer is receiving data.

On: Connected

Flashing: Receiving data

### 3 Status lamp (green/red)

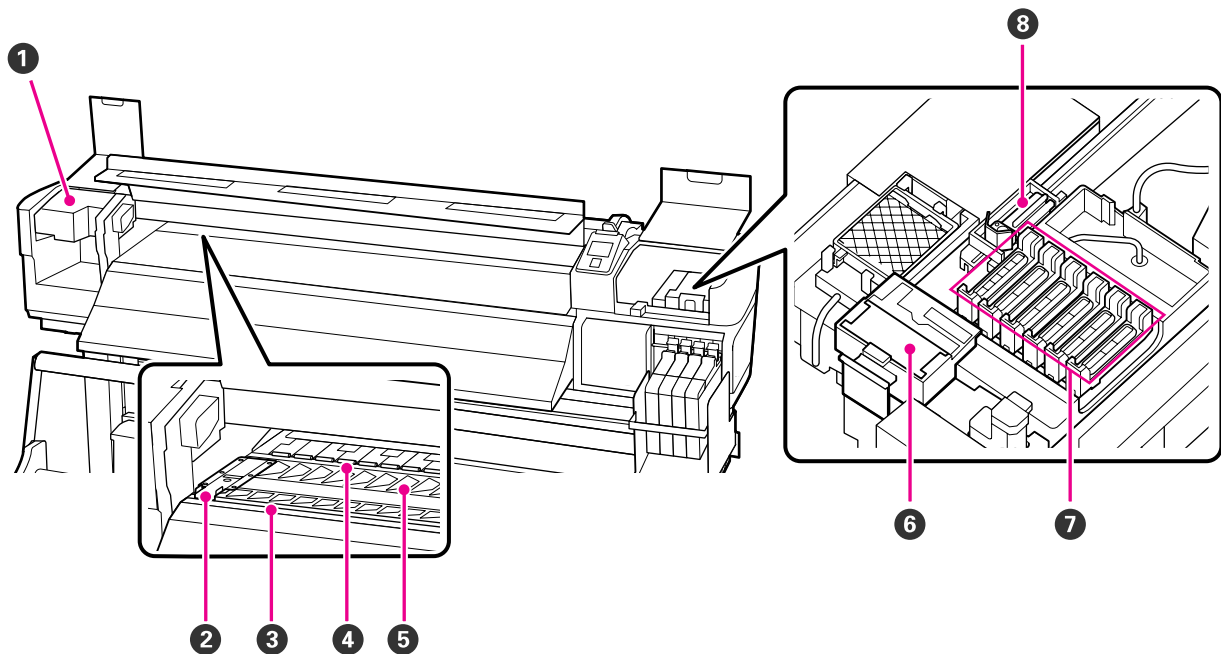
The color indicates network connection speed.

Red: 100Base-TX

Green: 1000Base-T

## Interior

Dirt on any of the following parts may reduce print quality. Regularly clean or exchange these parts as described in the chapters listed in the reference sections below.



### 1 Print head

The print head prints by moving left and right while emitting ink. Cleaning may be required.

See "Cleaning Around the Print Head" on page 87.

### 2 Media holding plate

The media holding plates prevent the media from riding up and keep fuzz on the cut edge of the media from touching the print head. Position the plates at either side of the media before printing.

See "Loading Media" on page 28.

### 3 Cutter groove

Pass the blade of a cutter (not included) down this groove to cut media.

### 4 Pressure rollers

These rollers press down on the media during printing.

See "Cleaning the Platen, Pressure Rollers, and Media Holding Plates" on page 79.

### 5 Platen

The platen suctions the media for printing.

See "Cleaning the Platen, Pressure Rollers, and Media Holding Plates" on page 79.

### 6 Wiper cleaner

The wiper cleaner removes ink from the wiper. Replacement may be required.

See "Replacing the Wiper and Wiper Cleaner" on page 95.

## 7 Caps

Except during printing, these caps cover the print head nozzles to prevent them from drying out. Cleaning may be required.

See "Part Cleaning" on page 86.

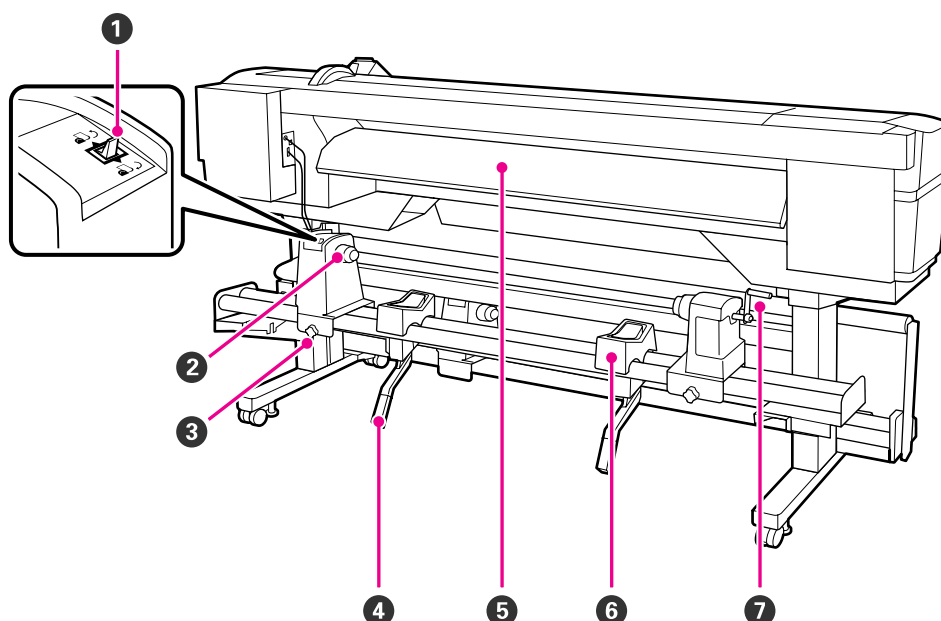
## 8 Wiper

The wiper removes ink from the print head nozzles. Cleaning or replacement may be required.

See "Part Cleaning" on page 86

See "Replacing the Wiper and Wiper Cleaner" on page 95.

## Back



### 1 Drive switch

The drive switch is used to feed the media during loading and to rewind the media for replacement.

### 2 Roll holder

Place media on these holders. There are two holders: one on the left and one on the right.

### 3 Roll holder fixing screw

These screws fix the roll holders in place once the media has been installed. There are two screws: one on the left and one on the right.

### 4 Roll holder lever

If the media to be mounted on the roll holders seems heavy, use these levers to raise the media effortlessly to the level of the roll holders. There are two levers: one on the left and one on the right.

### 5 Loading guide

Media is loaded along this guide.

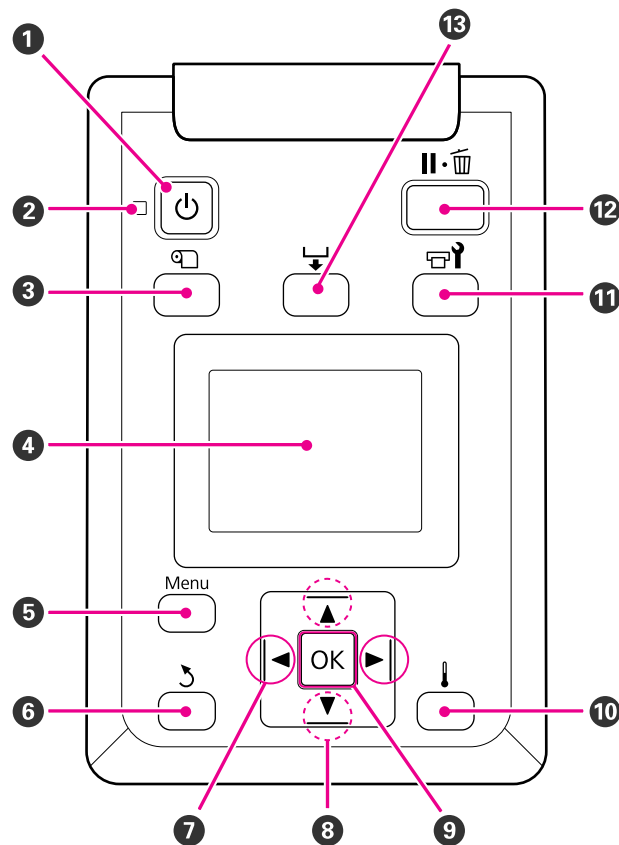
### 6 Roll support

Rest media on these supports before placing it on the roll holders. There are two supports: one on the left and one on the right.

## 7 Handle

After placing media on the right roll holder, rotate the handle to press the holder and apply pressure to the roll core.

## Control Panel



### 1 button (power button)

Turns the power on and off.

### 2 light (power light)

The printer's operational status is indicated by a lit or flashing light.

On : The power is on.

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

Off : The power is off.

### 3 button (media setup button)

Press this button to display the Media Setup menu, which contains such items as **Media Remaining**, **Select Media**, **Customize Settings**, and **Print Media List**. This button is disabled during printing.

See “The Media Setup Menu” on page 111.

### 4 **Display**

Displays the printer's status, menus, error messages, and so on. See “Understanding the Display” on page 17.

### 5 **Menu button**

Press this button to display menus. See “Using the Control Panel Menu” on page 108.

### 6 button (back button)

Press this button to exit to the previous menu when options are displayed. See “Menu Operations” on page 108.

### 7 buttons (left and right arrow buttons)

Use to position the cursor when performing such tasks as entering a **Setting Name** or **IP Address** in the setup menu.

### 8 buttons (media feed buttons)

When media is loaded, you can press the ▼ button to feed the media and the ▲ button to rewind. Keep the ▼ button pressed to feed the media. Keep the ▲ button pressed to rewind the media.

Note that when the ▲ button is used to rewind, the media will stop when its edge reaches the starting print position. Rewind can be resumed by releasing the button and then pressing it again.

When the menus are displayed, these buttons can be used to select menu items and options. See “Menu Operations” on page 108.

### 9 **OK button**

Pressing this button when a menu item is highlighted displays options for the selected item.

Pressing this button when an option is highlighted selects the highlighted item or performs the selected operation.

When a warning alarm is sounding, press this button to stop the sound.

### 10 button

Pressing this button when menus are displayed closes the menus and returns the printer to ready status.


### 11 button (maintenance button)

Pressing this button displays the Maintenance menu, which contains such items as **Nozzle Check**, **Cleaning**, **Head Washing**, **Head Maintenance**, and **Waste Ink Counter**. This button is disabled during printing.

See “The Maintenance Menu” on page 117.



## 12 button (pause/cancel button)

The printer enters pause status if this is pressed while printing. To release the pause status, press the  button again, or select **Pause Cancel** on the screen and then press the OK button. To cancel print jobs being processed, select **Job Cancel** on the screen and then press the OK button.

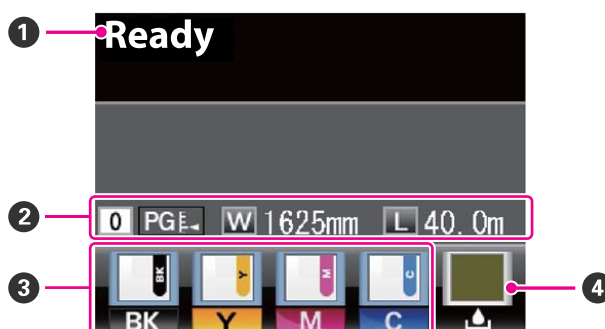
Pressing this button when menus are displayed closes the menus and returns the printer to ready status.

## 13 button (media feed button)

When the printer is in the ready state, you can feed the media to the cut position by pressing this button and then OK. See "Cutting Media" on page 50.

When printing is in progress, you can use this button to adjust media feed. See "Feed Adjustment" on page 73.

# Understanding the Display



## 1 Messages


Displays the printer's status, operation, and error messages. See "When a Message is Displayed" on page 120.


## 2 Media info


From left to right, this display shows the selected media, platen gap, media width, and media remaining.

If a media setting bank number created with this printer is selected as the print media, the number (from 1 to 30) will be displayed. When **RIP Settings** is selected, 0 will be displayed.

The selected platen gap is shown as follows.

 : 1.5

 : 2.0

 : 2.5

The media remaining is not displayed if **Off** is selected for **Remaining Setup** in the **Media Remaining** menu. See "The Media Setup Menu" on page 111.

## 4 Chip unit status

The display changes as shown below when an error is detected in the installed chip unit.

Normal



Warning or error



### 1 Status indicators

The chip unit status is indicated as follows.



: No error. Ready to print.




: An error occurred. Check the message on the screen, and clear the error



: The chip unit could not be recognized or it is not compatible with the printer. Or, the slider is not locked. Check the on-screen message.



: The chip unit requires replacement. Replace the chip unit with one from a new ink pack. As it gets closer to time to replace the chip unit,  will begin to flash.

### 2 Ink color codes

BK : Black

Y : Yellow

M : Magenta

C : Cyan

## 5 Waste ink bottle status

Displays the approximate amount of space available in the waste ink bottle. The display changes as shown below when the waste ink bottle is nearly full or an error occurs .

Normal



Warning or error

1

## 1 Status indicators

The status of the waste ink bottle is shown as follows.



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



: The waste ink bottle is almost full. Ready a new waste ink bottle.



: The waste ink bottle is full. Replace with a new waste ink bottle.

---

## Features

This wide-format color ink jet printer supports roll media up to 1626 mm (64 inches) in width. The main features of this printer are described below.

### Realizing High Productivity

#### Media Feeding Unit Accommodates High-Capacity Rolls

The standard media feeding unit can handle high-capacity rolls with external diameters of up to 250 mm (9.8 inches) and weights of up to 40 kg (88.2 lb), ensuring that media require less frequent replacement.

With the optional heavy roll media system, the printer can handle even larger 80 kg (176.4 lb) rolls with external diameters of 300 mm (11.8 inches).

#### Auto Take-up Reel Unit Comes Standard

The auto take-up reel unit automatically takes up printed media cleanly, with no wrinkles. You'll find it comes in handy for large textile printing, high-volume print jobs, and continuous overnight printing.

#### High-Capacity Ink Tanks Included

The printer includes high-capacity ink tanks for high productivity. We also offer 1000 ml high-capacity ink packs for refill. This eliminates the need for frequent ink replacement.

## ***Superior Ease of Use***

### **Easy Media Installation and Take up**

The roll and roll core holders require no spindles, eliminating the need to attach spindles before installing media. Just bring the media to the printer and install it directly. Never having to juggle long spindles makes installing media a snap even where space is limited.

In addition to roll supports that give you a place to rest media during installation, the printer offers lift levers that allow heavy media to be effortlessly raised to the level of the roll holders.

### **Ease of Maintenance**

Print quality can only be ensured through daily maintenance, and the printer is constructed with this in mind.

### **E-Mail Error/Warning Notification**

The EpsonNet Config with Web Browser system built into the printer's network interface offers e-mail notification. Once configured for e-mail notification, the printer will send errors and warnings to selected e-mail addresses, ensuring peace of mind when the printer is left unmanned during overnight operation and in other similar situations.

### **Lamp and alarm Error Alerts**

When an error occurs, an alarm will sound and the alert lamp will light. The large alert lamp is highly visible, even at a distance.

An alarm sounds simultaneously to prevent time wasted while stoppages due to errors go unnoticed.

### **High-Speed USB/Gigabit Ethernet**

The printer comes equipped with high-speed USB and 100 Base-TX/1000 Base-T network interfaces.

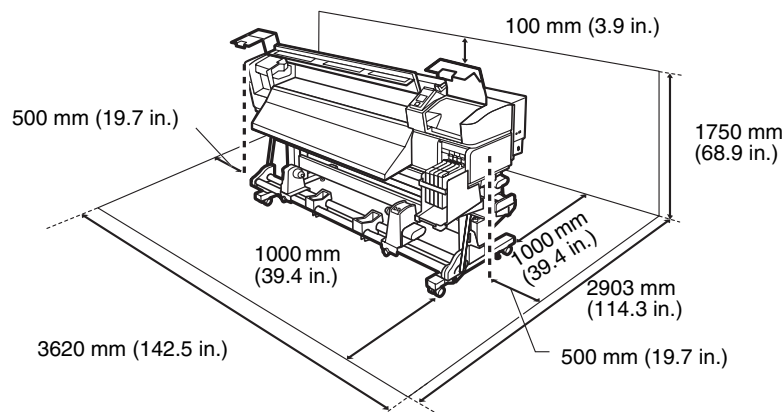
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## Notes on Usage and Storage

### Installation Space

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

For the external dimensions of the printer, see “Specifications Table” on page 133.



### Notes When Using the Printer

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

- ❑ When using the printer, observe the operating temperature and humidity range described in the “Specifications Table” on page 133.

Note, however, that the desired results may not be achieved if the temperature and humidity are within the limits for the printer but not within those for the media. Be sure the operating conditions suit the media. For more information, see the documentation supplied with the media.

Also, when operating in dry areas, air conditioned environment, or under direct sunlight, maintain the appropriate humidity.

- ❑ Avoid using the printer in locations with heat sources or locations that are exposed to direct drafts from ventilators or air conditioners. The print head nozzles could dry out and clog.
- ❑ Do not bend or tug the waste ink tube. Ink could spill inside or around the printer.

- ❑ We recommend performing maintenance on the following components as required. Failure to perform appropriate maintenance will shorten print head life.

See “Maintenance Around the Print Head” on page 84.

Component to be cleaned	Frequency
Print head	When colors in the printout are faint or missing even after head has been cleaned.  When the printout is smudged or not clear.
Wiper	
Caps	
Wiper rail	

Component requiring replacement	Frequency
Wiper cleaner	If the printout is faint or smudged, or segments are missing even after cleaning
Wiper	

- ❑ The print head may not be capped (the print head may not return to the right side) if the printer is turned off when the media is jammed or an error has occurred. 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 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 until capping is performed automatically.
- ❑ The print head is automatically cleaned at a fixed interval after printing to keep the nozzle from clogging.

Be sure that the waste ink bottle is installed whenever the printer is on.

- ❑ As well as being expended during printing, ink is used during head cleaning and other maintenance required to keep the print head in working order.

## ***Notes When Not Using the Printer***

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

- ❑ If you do not print for a long time, the print head nozzles may become clogged. Turn the printer on at least once a week to prevent the print head clogging.

Head cleaning will be performed automatically after the printer is turned on. Head cleaning helps maintain print quality. Do not turn the printer off until cleaning is complete.

Leaving the printer for too long without turning it on may result in a malfunction. Repair work for such malfunction will be charged.

- ❑ If you will not be using the printer for more than 2 weeks, maintenance must be performed by a service engineer before and after this period. This maintenance work will be charged.

Note that even if proper maintenance has been done before a long period of non-use, repair may be necessary when doing maintenance for reusing the printer, depending on the period and conditions of storage. In such a case, the repair work will also be charged.

Contact your dealer or Epson Support.

- ❑ The pressure rollers may crease media left in the printer. The media may also become wavy or curled, causing jams or resulting in the media coming into contact with the print head. Remove the media before storing the printer.
- ❑ Store the printer after confirming that the print head has been capped (the print head is positioned at the far right). If the print head is left uncapped for a long time, the print quality may decline.

**Note:**

*If the print head is not capped, turn the printer on, and then turn it off.*

- ❑ Close all covers before placing the printer in storage. If you are not using the printer for a long time, put an anti-static cloth or cover on the printer to prevent dust build-up. 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.
- ❑ If you have not used the printer for a long time, check the print head for clogging before you start printing. Perform head cleaning if the print head is clogged.

See “Checking for Clogged Nozzles” on page 81.

- ❑ When storing the printer, be sure that it is level: do not store it on an angle, on end, or upside down.

## ***Notes on Handling Ink Packs and Ink Tanks***

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

- ☐ Do not remove the ink tanks

Ink tanks are calibrated when installed. Removing them can harm quality and functionality.

- ☐ Store ink packs at room temperature out of direct sunlight.
- ☐ To ensure print quality, use all the ink in the ink pack before one of the following (whichever comes first):
  - ☐ The date printed on the ink pack
  - ☐ 25 days from the day the ink tank was refilled from the ink pack
- ☐ If the ink pack has been stored in a cold location for a long period of time, keep at room temperature for at least 4 hours before using.
- ☐ Be sure not to leave any ink in the ink pack when you refill an ink tank.
- ☐ Refill the ink tank as soon as possible after opening the ink pack.
- ☐ Do not place any objects on top of the ink tank.

## ***Handling Media***

Note the following when handling or storing media. Media that is in poor condition will not produce good quality prints.

Be sure to read the documentation provided with each type of media.

## ***Notes on Handling***

- ☐ Do not fold the media or damage the printable surface.
- ☐ Do not touch the printable surface. Moisture and oils from your hands can affect print quality.
- ☐ When handling media, hold it by both edges. We recommend wearing cotton gloves.
- ☐ Keep the media dry.
- ☐ Packaging materials can be used to store media and should not be thrown away.



- ❑ Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- ❑ When not in use, media should be removed from the printer, rewound, and inserted in its original packaging for storage. Leaving media in the printer for extended periods may cause it to deteriorate.

## ***Handling Media After Printing***

To maintain long lasting, high quality print results, note the following points.

- ❑ Do not rub or scratch the printed surface. If it is rubbed or scratched, the ink may peel off.
- ❑ Do not touch the printed surface, as this may remove the ink.
- ❑ Make sure printouts are completely dry before folding or stacking, as otherwise discoloration or other marks may appear where the prints touch. These marks will disappear if the prints are immediately separated and dried but will become permanent if the surfaces are not separated.
- ❑ Avoid direct sunlight.
- ❑ To prevent discoloration, display and store prints as instructed in the documentation supplied with the media.

---

## ***Using the Supplied Software***

### ***Contents of the Software CD***

The following applications are available on the supplied software CD. Install as required.

For information about these applications, see the on-line help for the application in question.

**Note:**

- ❑ *The supplied disk does not contain printer drivers. A software RIP is required for printing.*
- ❑ *The latest software utilities can be downloaded from the Epson website.*

Software Name	Summary
EPSON LFP Remote Panel 2	EPSON LFP Remote Panel 2 is used to update firmware from a computer and copy the media settings bank created in the printer's setup menu to a computer.  See "Starting EPSON LFP Remote Panel 2" on page 26 and "Exiting EPSON LFP Remote Panel 2" on page 26.
Epson Drivers and utilities	Install the Epson communications driver (EPSON SC-F7000 Series Comm Driver).  The Epson communications driver is required if the EPSON LFP Remote Panel 2 is to be used to copy media settings. It is not a printer driver. In addition, the software RIP may not display printer status if the Epson communications driver is not installed when the printer is connected to a computer via USB. See the software RIP documentation for more information on the status display.
EPSONNet Config	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. The manual is also installed along with the software.

## Starting EPSON LFP Remote Panel 2

Launch EPSON LFP Remote Panel 2 after confirming that the printer displays **Ready**.

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

- ❑ Double-click the **EPSON LFP Remote Panel 2** icon on the desktop. The **EPSON LFP Remote Panel 2** icon is created when the application is installed.
- ❑ Click **Start > All Programs (or Programs) > EPSON LFP Remote Panel 2 > EPSON LFP Remote Panel 2**.

2. Click the desired item in the EPSON LFP Remote Panel 2 main window.

See EPSON LFP Remote Panel 2 help for more information.

## Exiting EPSON LFP Remote Panel 2

Click **Exit** in the EPSON LFP Remote Panel 2 main window.

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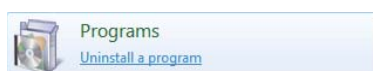
## Uninstalling Software

**Important:**

- ☐ Log in as an administrator.
- ☐ Enter the administrator password when prompted and then proceed with the remainder of the operation.
- ☐ Exit any other applications that may be running.

This section describes how to uninstall EPSON LFP Remote Panel 2 and the Epson communications driver.

1. Turn off the printer, and unplug the interface cable.
2. Go to the **Control Panel** and click **Uninstall a program** from the **Programs** category.



3. Select the software you want to remove and then click **Uninstall/Change** (or **Change/Remove**).

To uninstall the EPSON communications driver, select **EPSON SC-F7000 Series Comm Driver Printer Uninstall**.

To uninstall EPSON LFP Remote Panel 2, select **EPSON LFP Remote Panel 2**.

4. Select the target printer icon, and then click **OK**.
5. Follow the on-screen instructions to continue.

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

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

## Chapter 2

# Basic Operations

## Loading and Exchanging Media

### Loading Media

The procedure for loading media varies depending on whether you are using the installed media feeding unit or the optional heavy roll media system.

Follow the steps below when using the supplied media feeding unit.

When the Heavy Roll Media Feeding Unit is installed, see “Using the Optional Heavy Roll Media Feeding Unit” on page 38.

**Caution:**

- ☐ *Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.*
- ☐ *Secure the media in place by the following procedure. Injury may occur if the media falls.*
- ☐ *Do not rub your hands along the edges of the media. The edges are sharp and can cause injury.*

**Important:**

*Load media immediately before printing. The pressure rollers may crease media left in the printer. The media may also become wavy or curled, causing jams or resulting in the media coming into contact with the print head.*

**Note:**


*For information on the media that can be used in the printer, see “Supported Media” on page 130.*

## When the Standard Media Feeding Unit Is Installed

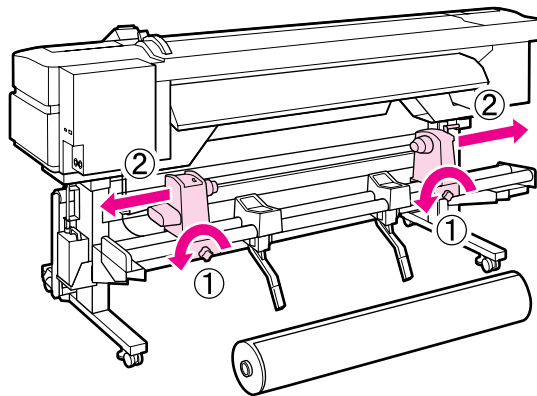
This section describes how to load media when the standard media feeding unit is installed.

**Caution:**

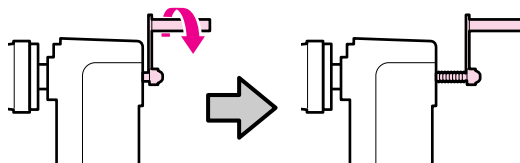
*Because the media is heavy, it should not be carried by one person. When loading or removing the media, use at least two persons.*

1. Turn on the printer by pressing the  button.
2. Loosen the roll holder fixing screws and adjust the roll holders so that the gap between the two is wider than the media.

Center the roll supports between the roll holders.

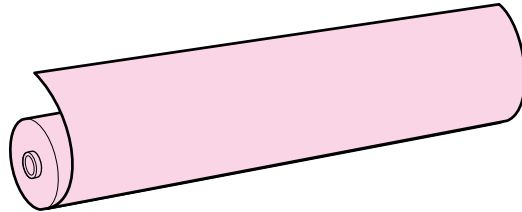
**Important:**

If the right holder handle shaft is not visible, rotate the handle forward until it stops. The media can not be properly loaded if the handle shaft is not visible.

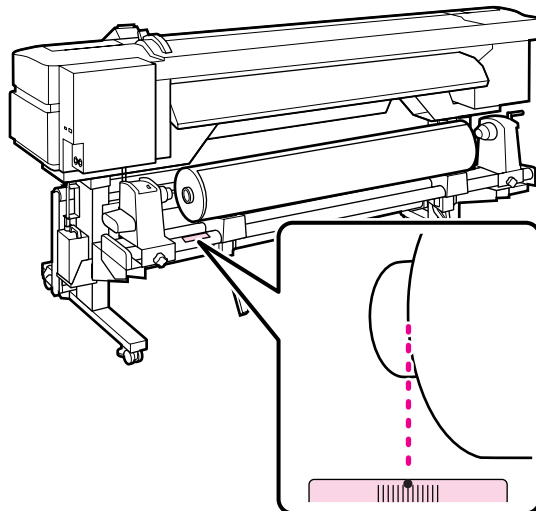
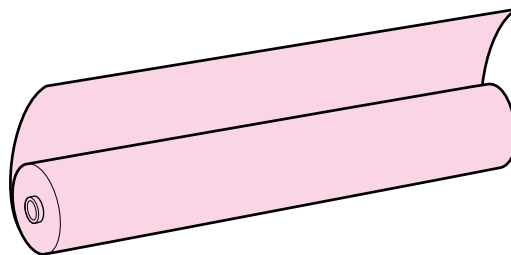


3. Place media on the roll support oriented according to how it is rolled (see below) and position it as indicated by the mark on the label.

#### Printable side out



#### Printable side in



If the label does not have a loading position, mark it on the label as instructed in the *Setup Guide*.

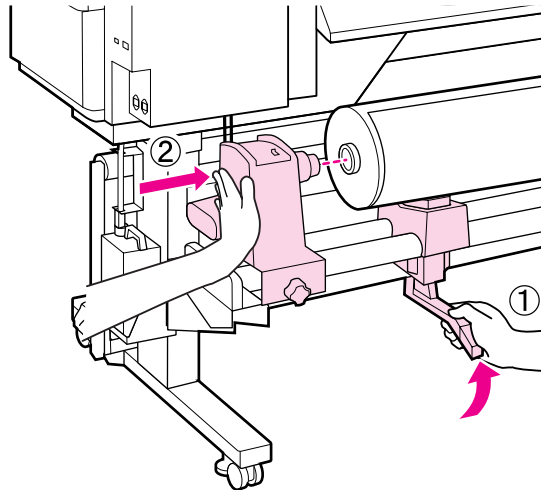
**Note:**

Be sure the option selected for **Roll Type** in the **Customize Settings** menu matches how the media is rolled. **Roll Type** defaults to **Printable Side Out**. Be sure to select **Printable Side In** after loading media rolled printable side in.

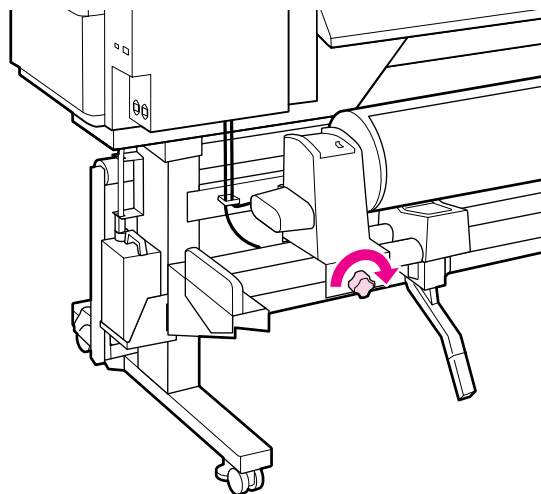
For more information see “Roll Type” on page 70.

4. Raise the roll holder lever on the left side of the printer to lift the media into position, then firmly insert the roll holder.

If the roll of media has an outer diameter which is less than 140 mm (5.5 inches), lift it up by your hands, and place it on the roll holder. The roll core will not reach the holder when raised using the roll holder lever.

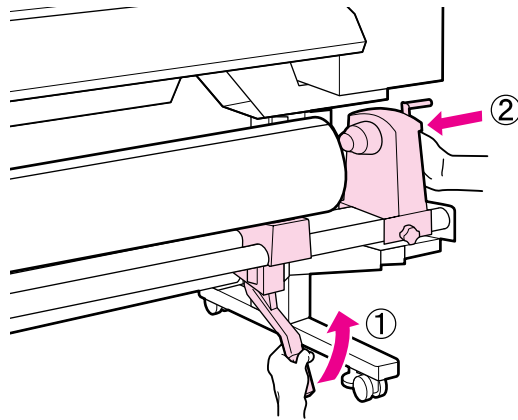


5. Tighten the roll holder screw to fix the roll holder in place.

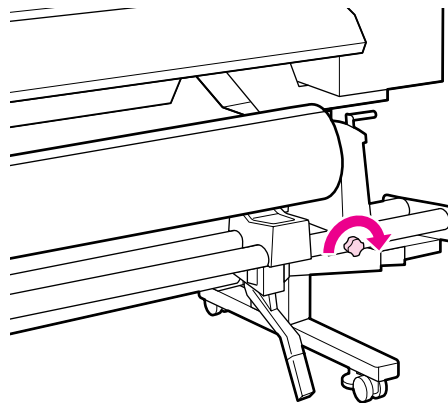


6. Raise the roll holder lever on the right side of the printer to lift the media into position, then firmly insert the roll holder.

If the roll of media has an outer diameter which is less than 140 mm (5.5 inches), lift it up by your hands, and place it on the roll holder as described in step 4.

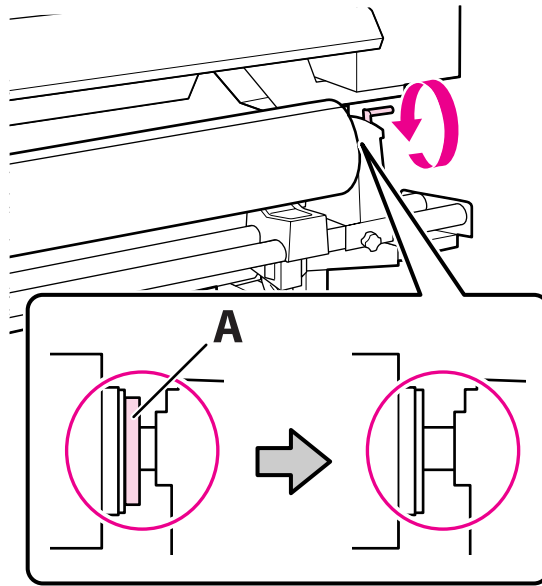


7. Tighten the roll holder screw to fix the roll holder in place.





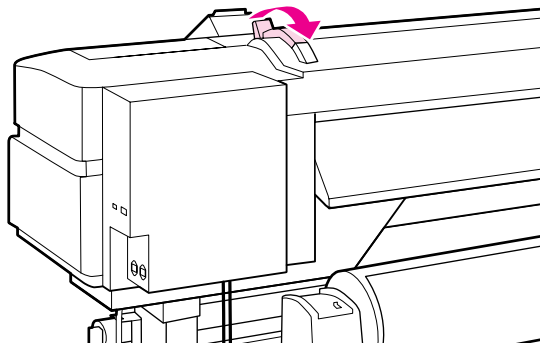
8. Rotate the handle until part A in the illustration below is fully inserted.



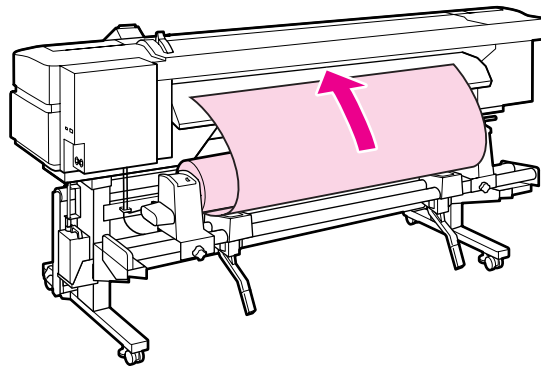
**Important:**

Once part A is hidden, do not turn the handle any further. Failure to observe this precaution could damage the roll holder.

9. Raise the media loading lever.




10. Pull out the edge of the media and insert it into the printer.

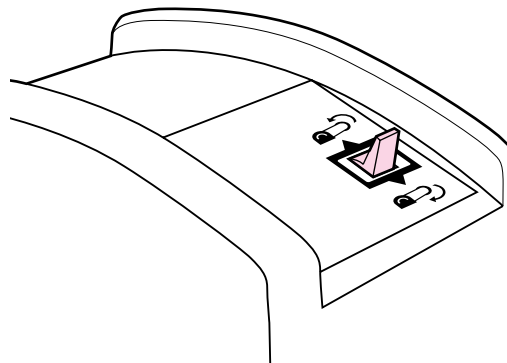


**Note:**

Media that is heavy and difficult to unroll can be fed by pressing the drive switch on the left roll holder.

Printable side out 

Printable side in 

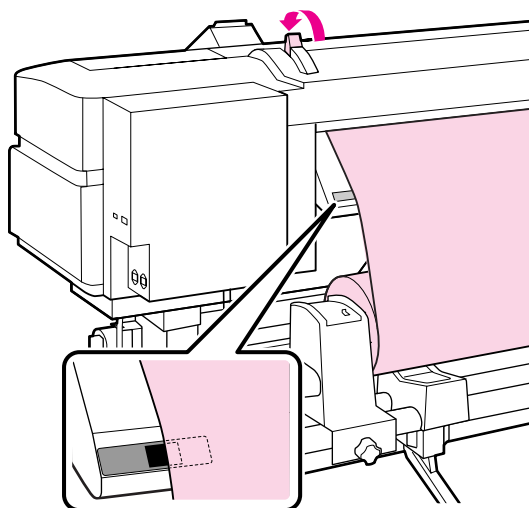


11. Insert the media past the pressure rollers and lower the media loading lever to hold it in place.

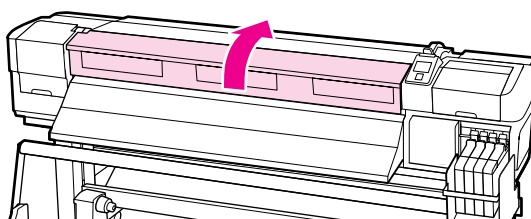
Confirm that the left edge of the media passes over the center of the square in the label on the loading guide.

**Important:**

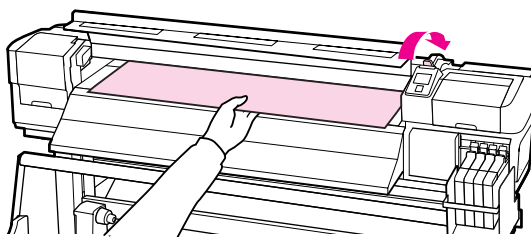
Perform steps 11 to 3 in reverse order and repeat the loading process if the left edge of the media is not within the guides. Do not attempt to reposition the roll holders while they are inserted in the media.



12. Go to the front of the printer and open the front cover.

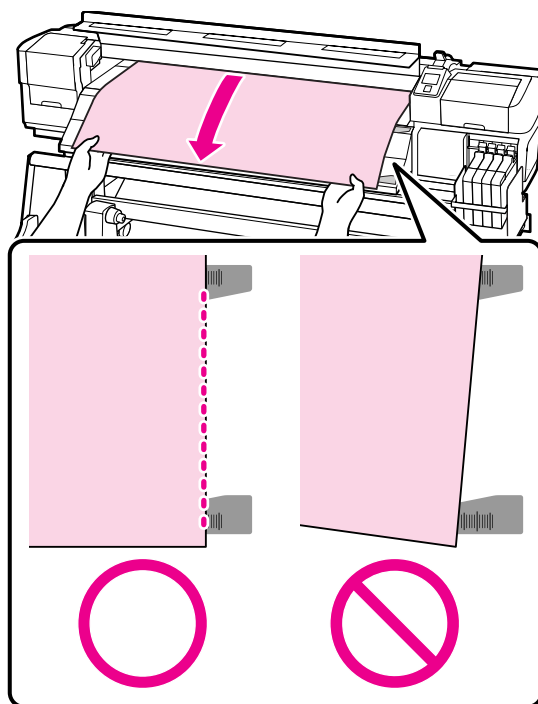


13. Hold the center of the media and raise the media loading lever.



14. Pull the media straight forward until the edge is past the label on the bottom side of the eject guide.

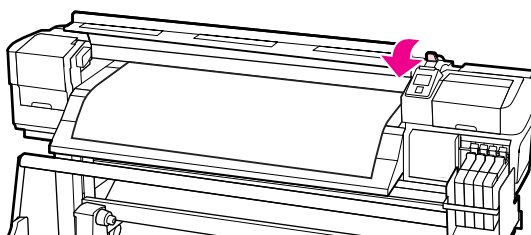
Keep the right edge of the media parallel to the scale markings on the two labels on the eject guide.



15. Lower the media loading lever to hold the media in place.

To print immediately, proceed to step 16.

For information on loading the media into the auto take-up reel unit, see “Using the Auto Take-up Reel Unit” on page 52.



**Note:**

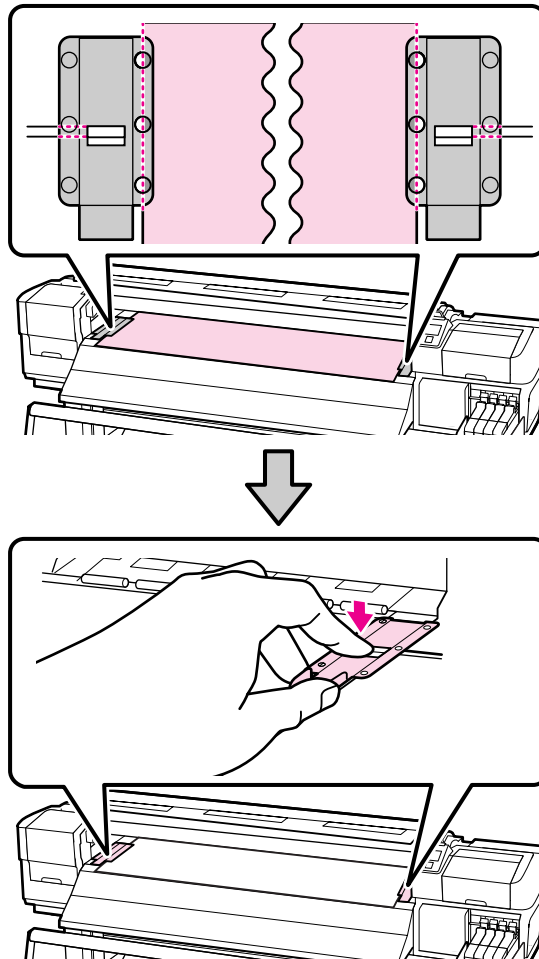
*If you would prefer to print from the very start of the roll, press the ▲ button in the control panel to rewind the media slightly.*

*Be sure, however, to stop rewinding before the leading edge of the media is over the cutter groove (on the pressure roller side).*

*If the leading edge of the media is curled, stop rewinding before the media reaches the inner side of the front cover.*

16. Attach the media holding plates at either side of the media.

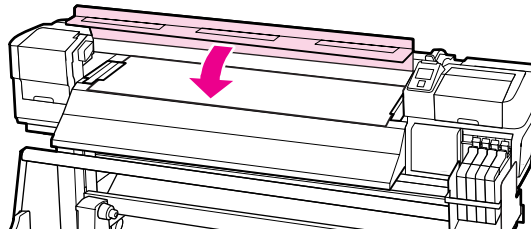
First, position the plates so that the edges of the media are in the centers of the round holes. Next, adjust the position so that the white line is visible in the square window and push the plates down to lock them in place and keep them from lifting.



**Important:**

- ❑ Do not use the media holding plates with media that is more than 0.4 mm (0.02 inch) thick. The media holding plates could touch and damage the print head.
- ❑ Move the media holding plates to the left and right edges of the platen when they are not in use.
- ❑ Do not use the media holding plates if the sides of the printed media are smudged or torn.
- ❑ Leave left and right margins of over 10 mm (0.39 inch) when using the media holding plates. Narrower margins could result in printing over the plates.

17. Close the front cover.



### ***Using the Optional Heavy Roll Media Feeding Unit***

This section describes how to load media when the optional heavy roll media feeding unit is installed.

We recommend using a lifter for media over 40 kg (88.2 lb).

The explanation that follows assumes that a lifter is used.

The following types of lifters can be used.

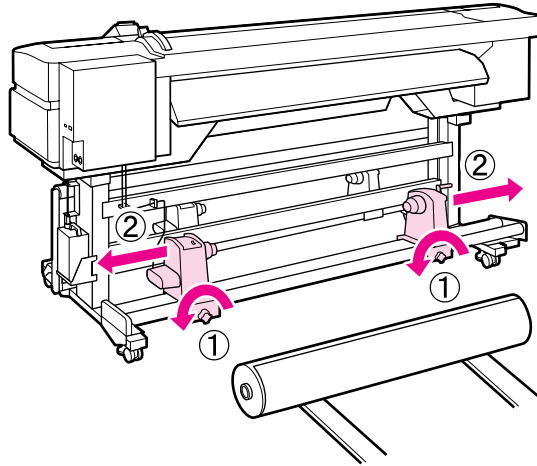
- ☐ Fork or platform thickness: 28 mm (1.10 inches) or less
- ☐ Fork or platform can be lowered to approx. 190 mm (7.5 inches) from the floor.



***Caution:***

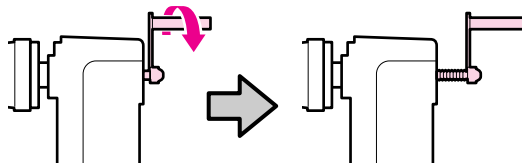
*Because the media is heavy, it should not be carried by one person. When loading or removing the media, use at least two persons. Using a lifter is recommended when handling a media that is 40 kg (88.2 lb) or heavier.*

1. Turn on the printer by pressing the ⏻ button.
2. Loosen the roll holder fixing screws and adjust the roll holders so that the gap between the two is wider than the media.



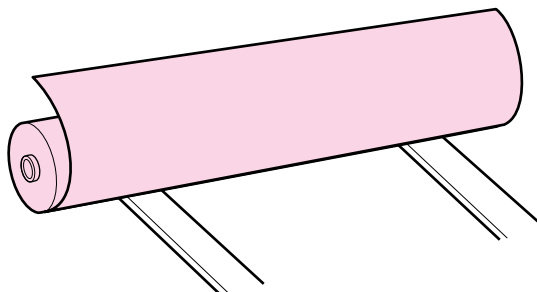
**Important:**

If the right holder handle shaft is not visible, rotate the handle forward until it stops. The media cannot be properly loaded if the handle shaft is not visible.

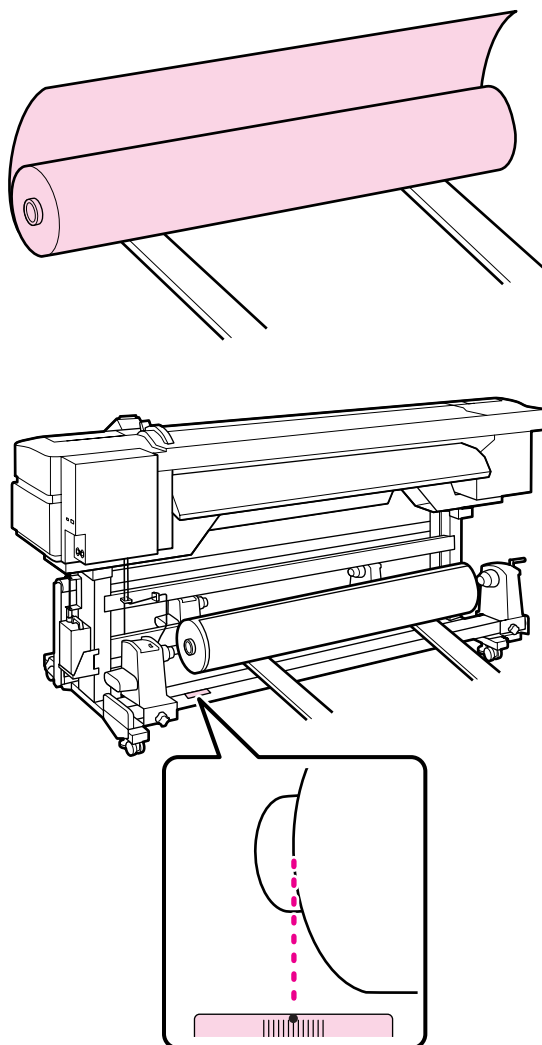


3. Place the media on a lifter oriented according to how it is rolled (see below) and move the lift to position the media as indicated by the mark on the label.

**Printable side out**



## Printable side in



If the label does not have the loading position, mark it on the label as instructed in the *Setup Guide* supplied with the optional heavy roll media system.

**Note:**

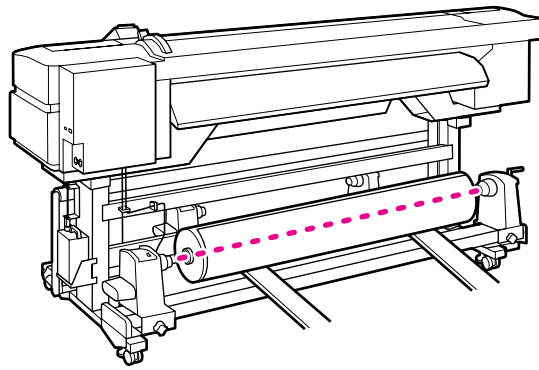
Be sure the option selected for **Roll Type** in the **Customize Settings** menu matches how the media is rolled. **Roll Type** defaults to **Printable Side Out**. Be sure to select **Printable Side In** after loading media rolled printable side in.

For more information see “Roll Type” on page 70.

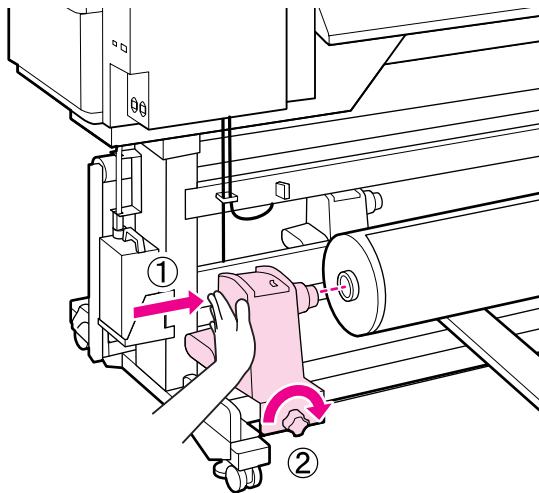
4. Align the media and the roll holders.



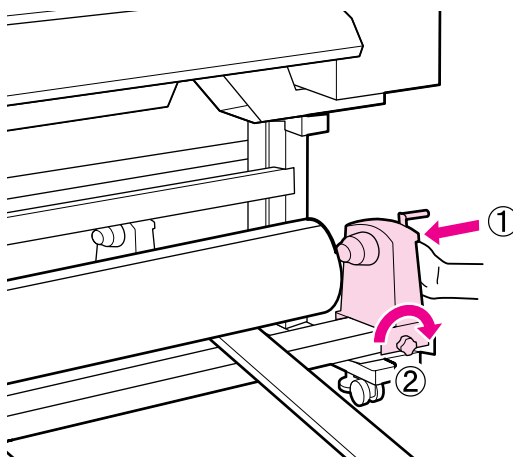
Raise or lower the lifter until the media roll core is level with the roll holders.



5. Fully insert the left roll holder. Next, tighten the roll holder screw to fix the roll holder in place.

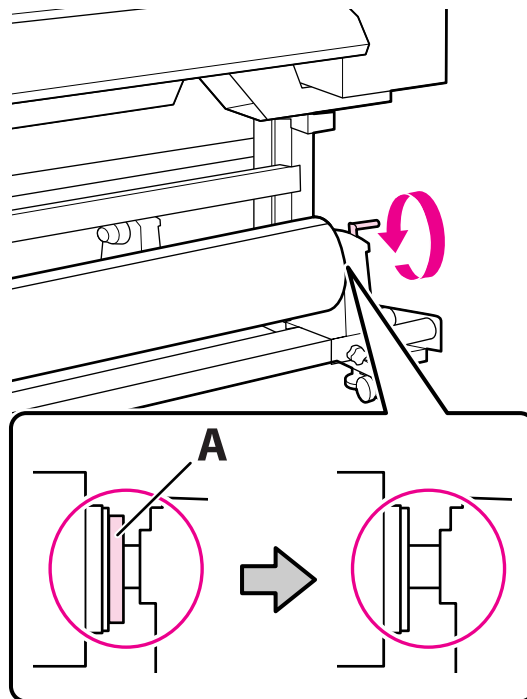


6. Fully insert the right roll holder. Next, tighten the roll holder screw to fix the roll holder in place.



7. Remove the lifter.

8. Rotate the handle until part A in the illustration below is fully inserted.

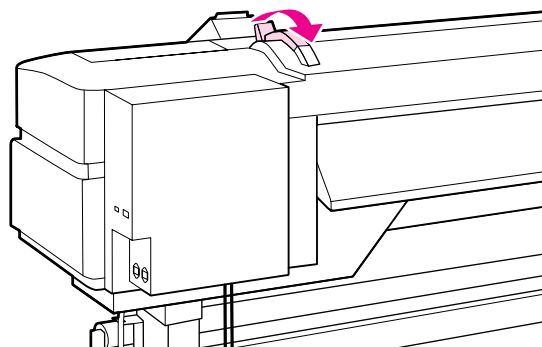


**Important:**

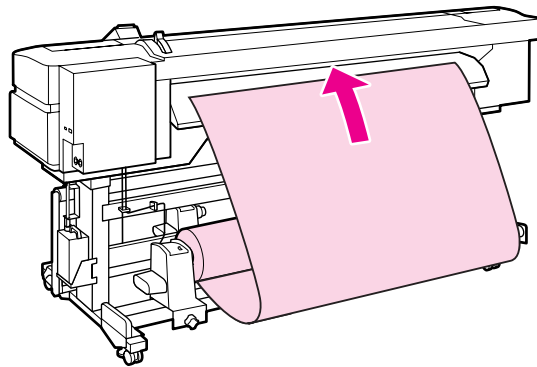
Once part A is hidden, do not turn the handle any further. Failure to observe this precaution could damage the roll holder.

If part A is not hidden even after turning the handle until it can no longer be turned, return to step 6 and fully press the right unit into the roll core.

9. Raise the media loading lever.




10. Pull out the edge of the media and insert it into the printer.

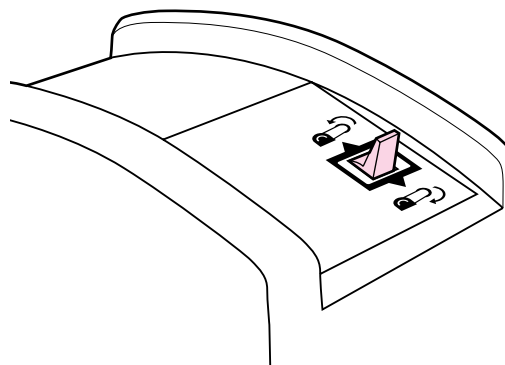


**Note:**

Media that is heavy and difficult to unroll can be fed by pressing the drive switch on the left roll holder.

Printable side out 

Printable side in 

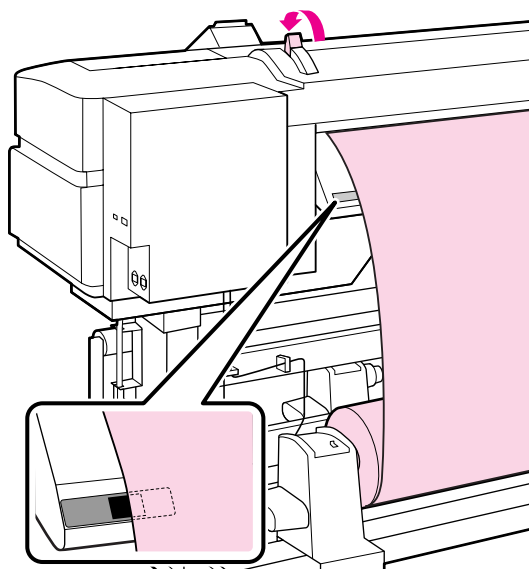


11. Insert the media past the pressure rollers and lower the media loading lever to hold it in place.

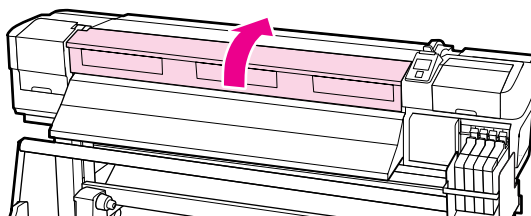
Confirm that the left edge of the media passes over the center of the square in the label on the loading guide.

**Important:**

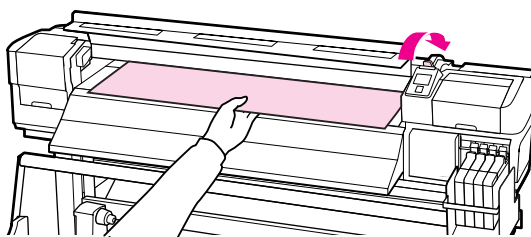
Perform steps 11 to 3 in reverse order and repeat the loading process if the left edge of the media is not within the guides. Do not attempt to reposition the roll holders while they are inserted in the media.



12. Go to the front of the printer and open the front cover.

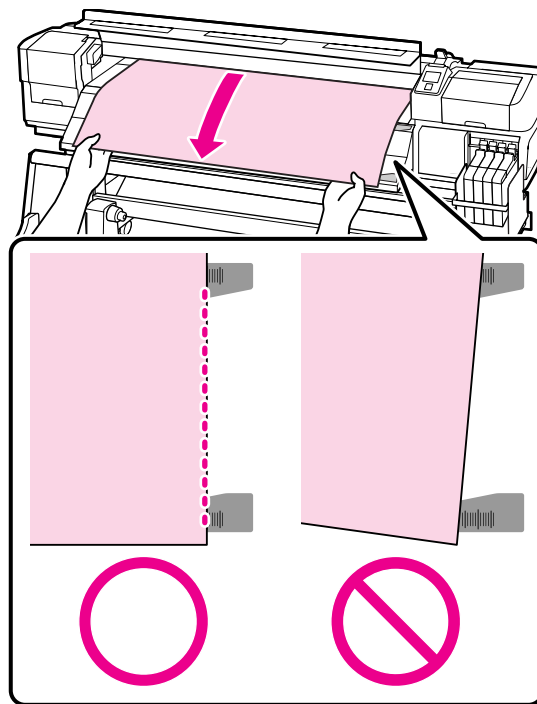


13. Hold the center of the media and raise the media loading lever.



14. Pull the media straight forward until the edge has past the label on the left side of the eject guide.

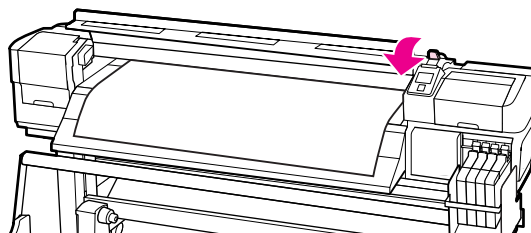
Keep the right edge of the media parallel with the scale markings on the two labels on the eject guide.



15. Lower the media loading lever to hold the media in place.

To print immediately, proceed to step 16.

For information on loading the media into the auto take-up reel unit, see “Using the Auto Take-up Reel Unit” on page 52.



**Note:**

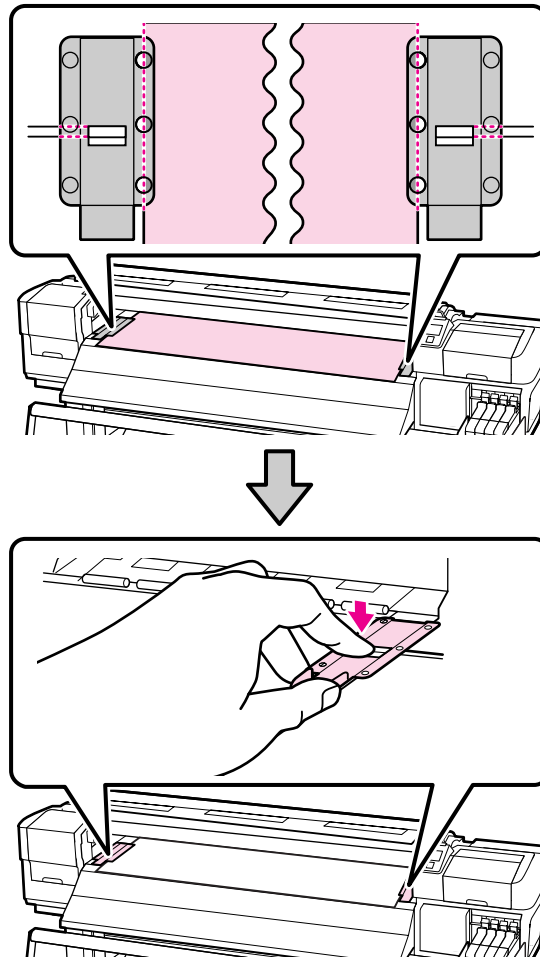
*If you would prefer to print from the very start of the roll, press the ▲ button in the control panel to rewind the media slightly.*

*Be sure, however, to stop rewinding before the leading edge of the media is over the cutter groove (on the pressure roller side).*

*If the leading edge of the media is curled, stop rewinding before the media reaches the inner side of the front cover.*

16. Attach the media holding plates at either side of the media.

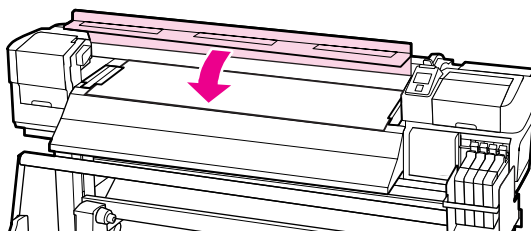
First, position the plates so that the edges of the media are in the centers of the round holes. Next, adjust the position until the white line is visible in the square window and push the plates down to lock them in place.



**Important:**

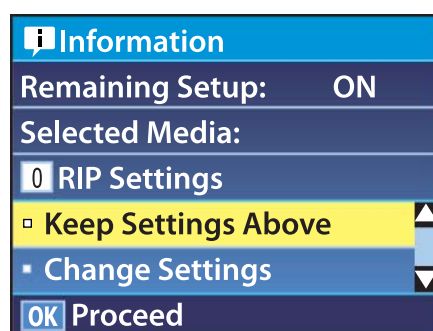
- ❑ Do not use the media holding plates with media that is more than 0.4 mm (0.02 inch) thick. The media holding plates could touch and damage the print head.
- ❑ Move the media holding plates to the left and right edges of the platen when they are not in use.
- ❑ Do not use the media holding plates if the sides of the printed media are smudged or torn.
- ❑ Leave left and right margins of over 10 mm (0.39 inch) when using the media holding plates. Narrower margins could result in printer printing over the plates.

17. Close the front cover.



## Viewing and Changing Media Settings

The control panel displays the following information once the media is loaded.



This display can be used to view or change the following two options:

### ☐ Remaining Setup

**On:** The printer displays the amount of media remaining.

**Off:** The printer does not display the amount of media remaining.

When **Remaining Setup** is **On**, the printer will calculate the approximate amount of media remaining based on the length of the roll and the amount used for printing and display this information in the control panel. The display gives a rough idea of the amount of media available before printing, making it easier to know when media requires replacement.

In addition, a warning will be displayed when the amount of media remaining reaches a specified level.

### ☐ Selected Media

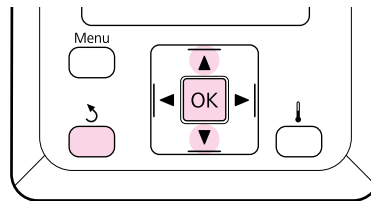
Displays the parameters on which media settings are based as shown below.

☐ **RIP Settings:** Media settings are based on those in the RIP.

**1 XXXXXXXXXXXXXXXXXXXX:** Media settings are based on those stored in the printer in media settings bank No. 1.

Media settings banks can store a variety of settings for different media based on the options selected in the Media Suction, Head Alignment, and other menus. Up to 30 combinations of settings can be stored by assigning them to banks No. 1 to 30. Using the printer's media settings is recommended.

See "Saving Settings" on page 67.



1. Select an option.

To print with current settings:

Use the ▼/▲ buttons to select **Keep Settings Above** and press the OK button.

Proceed to step 6.

To change settings:

Use the ▼/▲ buttons to select **Change Settings** and press the OK button.

2. Select the items you want to change and press the OK button.
3. Select the desired option and press the OK button.
4. Press the ↻ button to display the dialog shown in step 2 and then press the ↻ button again.
5. After confirming that the settings are correct, use the ▼/▲ buttons to select **Keep Settings Above** and press the OK button.
6. If **On** is selected for **Remaining Setup**, you will be prompted to enter the length of the current media. Use the ▼/▲ buttons to choose a length between 5.0 and 999.5 m (15 and 3000 feet) and press the OK button. You can set in 0.5 m increments. If the display is in feet, lengths are given in increments of 1 foot.

The printer will display **Ready** after a brief pause, showing that it is ready to print. Transmit the data to be printed from the computer.



## Exchanging Media

To replace the media after printing, print the amount of media remaining, cut the media, and remove the roll.

### Printing the Amount of Media Remaining

The printer displays the amount of media remaining and any media low warnings in the control panel. This makes it possible to determine whether the media requires replacement before printing.

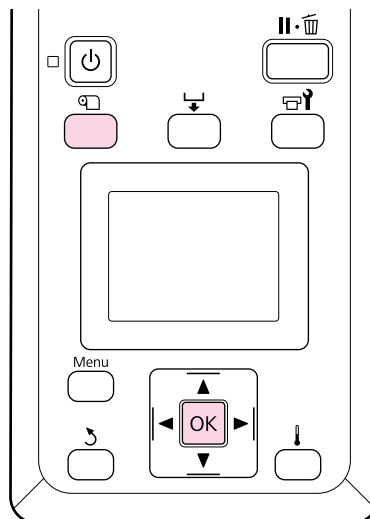
The amount of media remaining can only be displayed if the correct length is entered when the media is loaded.


You can print the amount of media remaining on the leading edge of the roll before it is removed from the printer and then enter this number the next time the media is loaded for accurate information on the amount remaining.

**Note:**

*The printer does not calculate or display the amount of media remaining when **Off** is selected for **Remaining Setup** in the setup menu. See “Viewing and Changing Media Settings” on page 47.*

The following section describes how to print the amount of media remaining.



1. Confirm that the printer is ready to print.
2. Press the  button, select **Media Remaining** in the menu, and press the OK button.
3. Select **Print Remaining Length** and press the OK button.

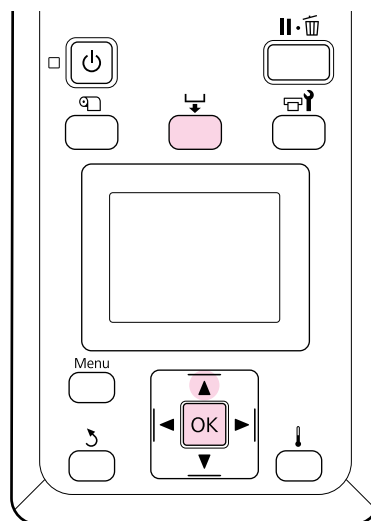
4. Press the OK button to print the amount of media remaining.


## Cutting Media

Use a cutter (not included) to cut the media when printing is complete. This section describes how to use a cutter to cut the media.

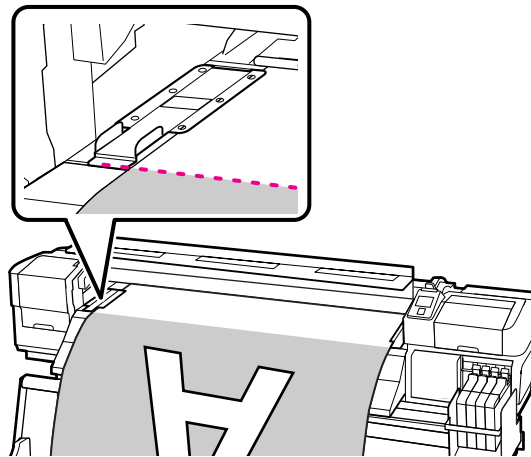
**Caution:**

*When cutting media, be careful not to cut your fingers or hands with the cutter or other blades.*

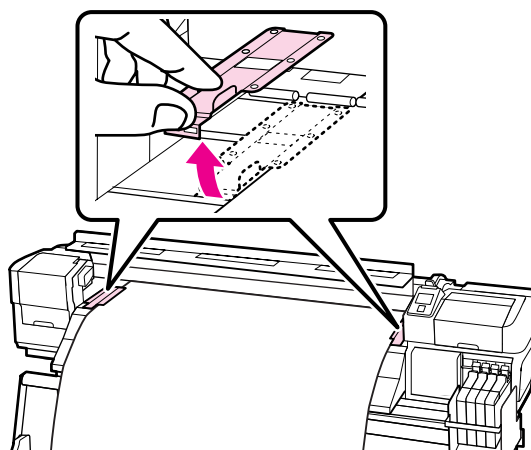


1. Confirm that the printer is ready to print.
2. Press the  button and the OK button. The printer will feed the trailing edge of the printed media to a position over the cutter groove.

If you have printed the amount of media remaining, press the ▲ button to rewind the media so that this information will remain on the roll after the media is cut.

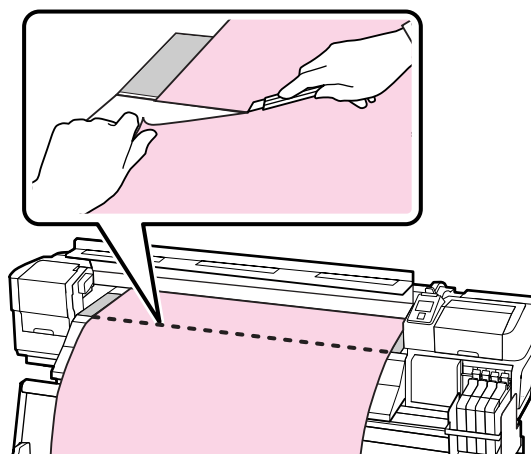


3. Remove the media holding plates.



4. Cut the media with the cutter.

Pass the blade of the cutter down the cutting groove.



**Important:**

*To continue printing after cutting, do not rewind the media past the cutter groove (on the pressure roller side).*

*If the leading edge of the media is curled, stop rewinding before the media reaches the inner side of the front cover.*

**Note:**

*If you are using the auto take-up reel unit, set the Auto switch on the auto take-up reel unit to Off before using the Manual switch to position the media over the cutting groove.*

## Removing Media

You can now remove the media from the roll holders. To remove the media, reverse the steps you followed to load it. See the section beginning with “Loading Media” on page 28.

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## Using the Auto Take-up Reel Unit

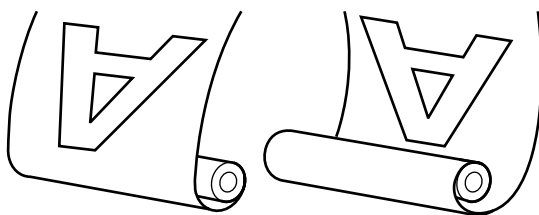
### Media Loading and Take-Up

The auto take-up reel unit automatically takes up media as it is printed, improving the efficiency of unmanned operation.

The auto take-up reel unit for this printer can take up media in either of the following directions.

Counterclockwise

Clockwise



Counterclockwise take-up places the printed surface on the outside of the roll.

Clockwise take-up places the printed surface on the inside of the roll.

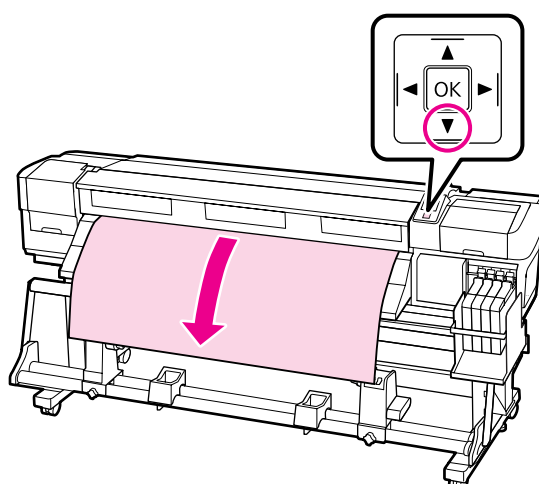
The explanation that follows uses the supplied auto take-up reel unit for illustrative purposes, but the same procedure can be followed when using the optional auto take-up reel unit for heavy media.

**Caution:**

- ❑ Be sure that your hands or hair do not get caught in the auto take-up reel unit while it is in operation. Failure to observe this precaution could result in injury.
- ❑ Perform the following procedure to correctly secure the roll core for the auto take-up reel unit into place. Injury may occur if the take-up roll falls.

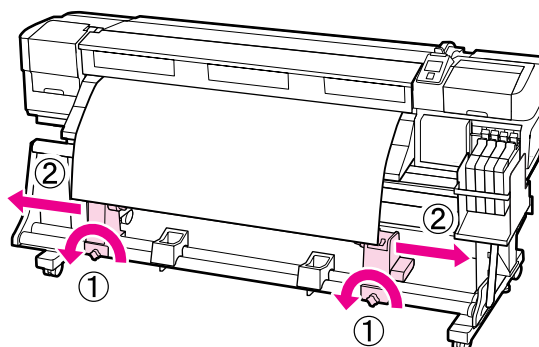
## Attaching the Roll Core

1. After confirming that the media is loaded correctly, press the ▼ button to feed the media as far as the auto take-up reel unit roll core holder.

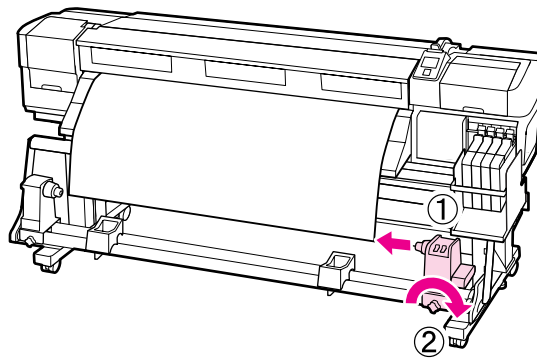


2. Loosen the roll core holder fixing screws and adjust the roll core holders so that the gap between the two is wider than the media.

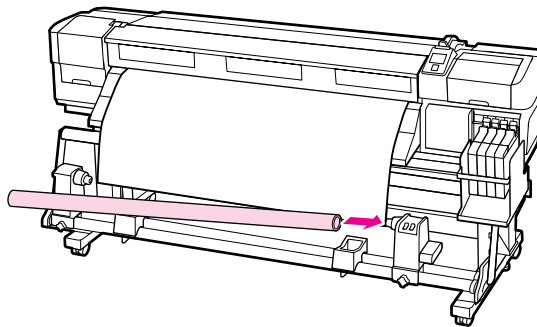
Center the roll supports between the roll holders.



3. Align the right roll core holder with the right edge of the media and tighten the fixing screw.

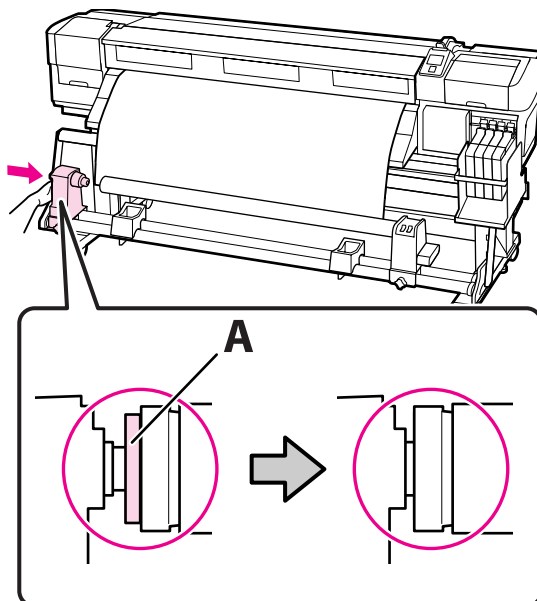


4. Insert the roll core onto the right holder.



5. Insert the left holder into the roll core.

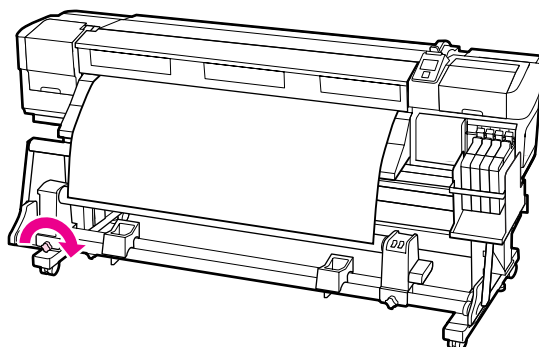
Slide the holder in until part A in the illustration below is fully inserted.



**Important:**

Stop when part A is no longer visible. The take-up reel unit may not function as expected if the holder is inserted too far.

6. Tighten the roll core holder fixing screw to fix the roll core holder in place.



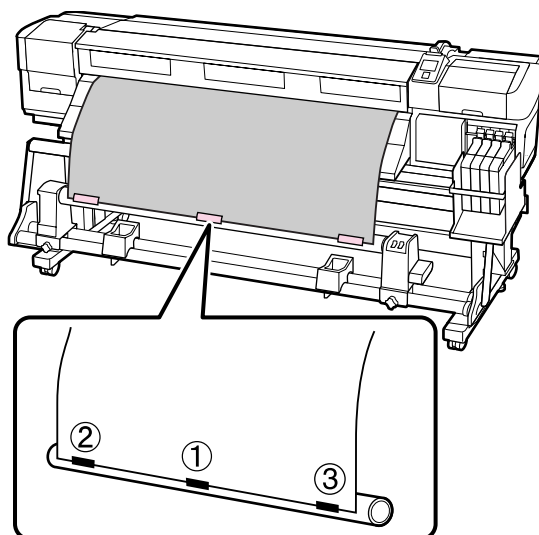
For information on counterclockwise take up, see the following section.

For information on clockwise take up, see “Clockwise Take-Up” on page 59.


## Counterclockwise Take Up

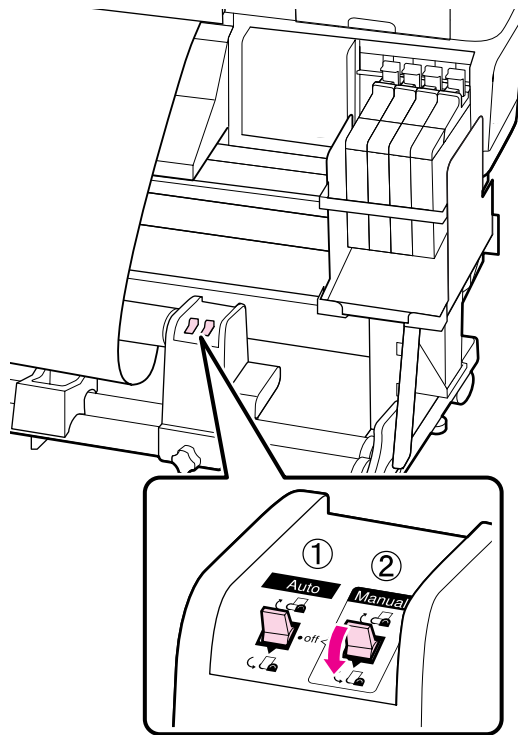
1. Attach the media to the take-up roll core.

Tape the media to the take-up roll core in the center and then at the left and right edges. Pull the media straight down when taping the left and right edges.




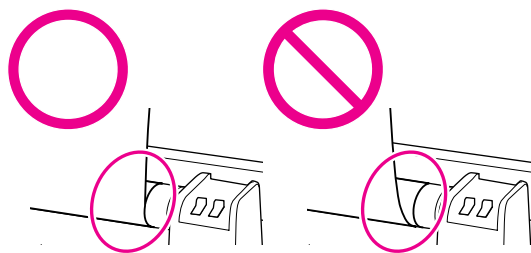
2. Press the ▼ button in the control panel to feed enough media for a single wrap around the roll core.

3. Flip the Auto switch to **Off** and press the Manual switch to  to wrap the media once around the roll core.




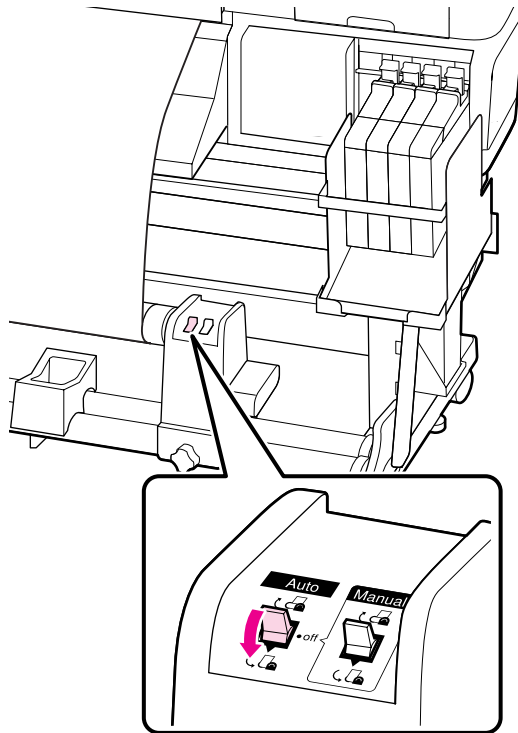
**Important:**

Confirm that edges of media taken up on the roll core are not misaligned. If the edges are misaligned, the media that follows cannot be taken up correctly. When the edges are misaligned, press the Manual switch to the  side, rewind the media, remove the tape, and then repeat from step 1.

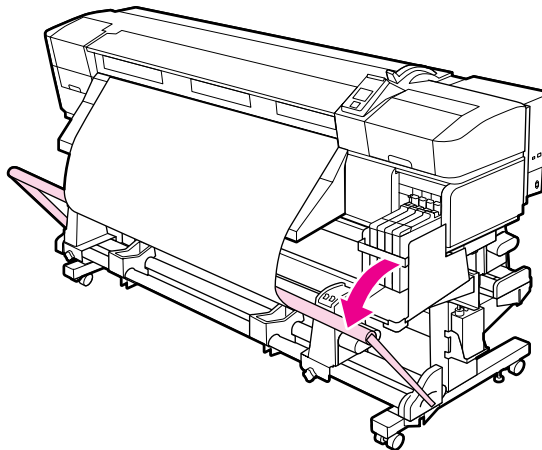




4. Flip the Auto switch to .

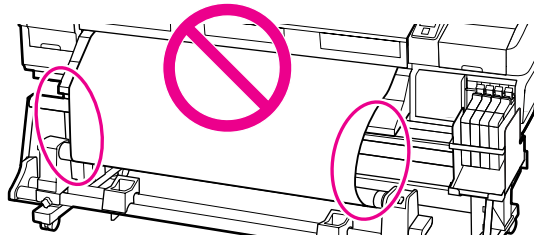


5. Lower the tension bar.



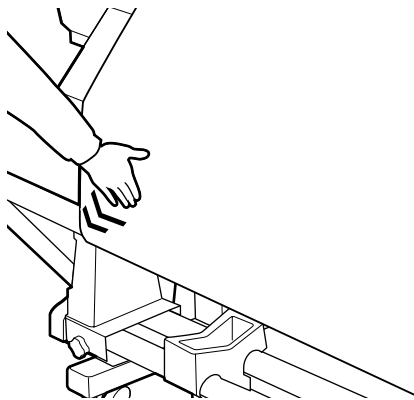
6. Confirm that the media is attached without deformation.

As shown in the identified sections in the illustration below, if the tensions of the left and right edges of the media are different, the media cannot be taken up correctly. If there is slack on one side, repeat from step 1.



**Note:**

*As shown in the illustration below, you can confirm differences in tension by lightly tapping on both edges of the media.*



7. Press the ▼ button to feed the media until the take-up roll core begins to turn.

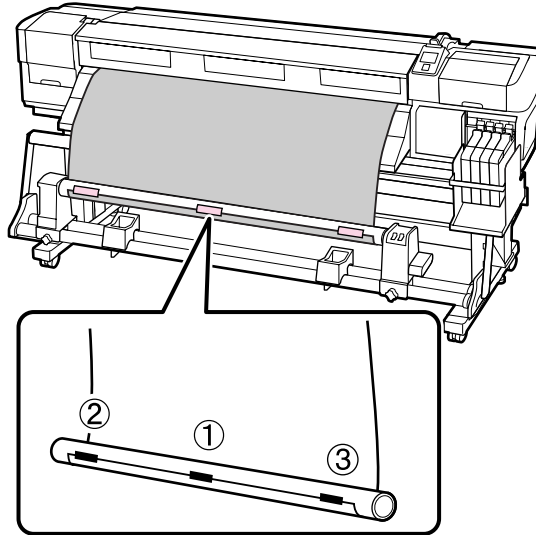
**Important:**

The auto take-up reel unit will not work if the tension bar is raised.


## ***Clockwise Take-Up***

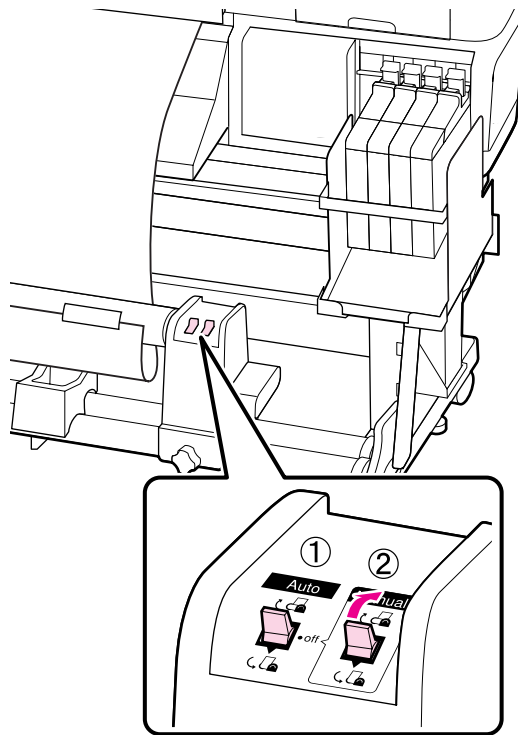
1. Attach the media to the take-up roll core.

Tape the media to the take-up roll core in the center and then at the left and right edges. Pull the media straight down when taping the left and right edges.




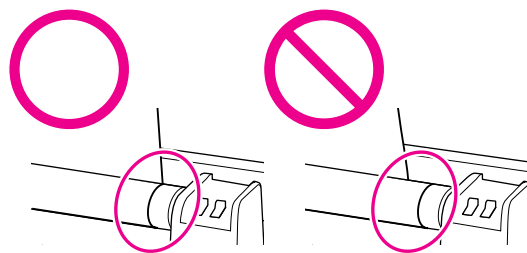
2. Press the ▼ button in the control panel to feed enough media for a single wrap around the roll core.


3. Flip the Auto switch to **Off** and press the Manual switch to  to wrap the media once around the roll core.

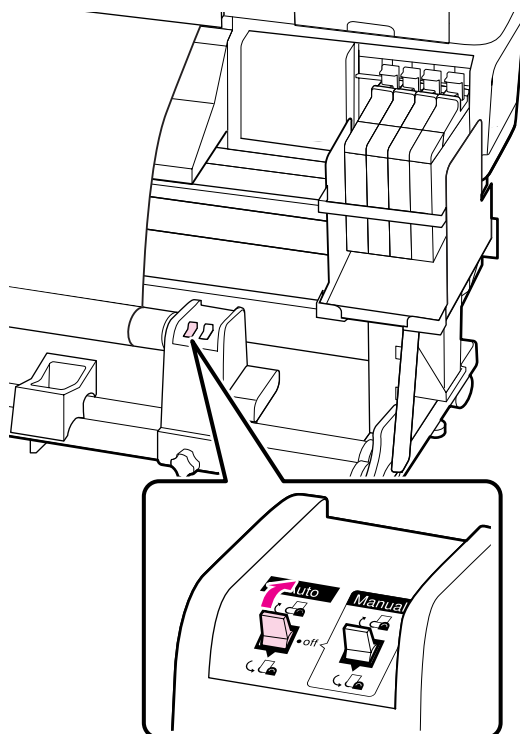


**Important:**

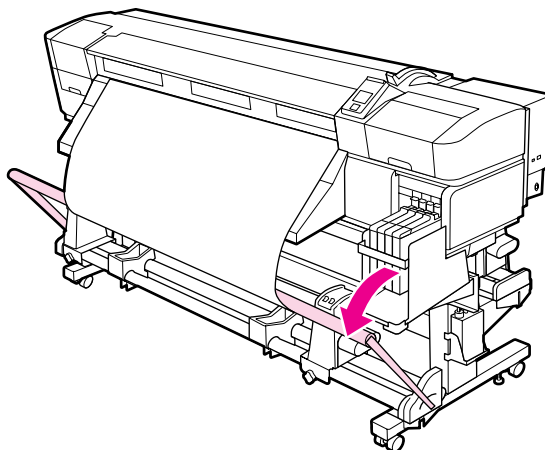
Confirm that edges of media taken up on the roll core are not misaligned. If the edges are misaligned, the media that follows cannot be taken up correctly. When the edges are misaligned, press the Manual switch to the  side, rewind the media, remove the tape, and then repeat from step 1.



4. Flip the Auto switch to .

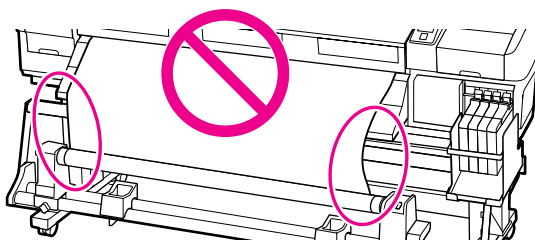


5. Lower the tension bar.



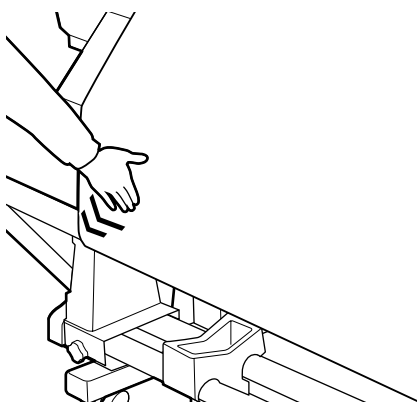
6. Confirm that the media is attached without deformation.

As shown in the identified sections in the illustration below, if the tensions of the left and right edges of the media are different, the media cannot be taken up correctly. If there is slack on one side, repeat from step 1.



**Note:**

As shown in the illustration below, you can confirm differences in tension by lightly tapping on both edges of the media.



7. Press the ▼ button to feed the media until the take-up roll core begins to turn.

**Important:**

The auto take-up reel unit will not work if the tension bar is raised.

## Removing the Take-up Roll

The procedure for removing media varies depending on whether you are using the installed auto take-up reel unit or the optional auto take-up reel unit for heavy media.

Follow the steps below when using the supplied auto take-up reel unit.

When the Heavy Roll Auto Take-up Reel Unit is installed See “Using the Optional Heavy Roll Media Feeding Unit” on page 38.

## When the Standard Auto Take-up Reel Unit Is Installed

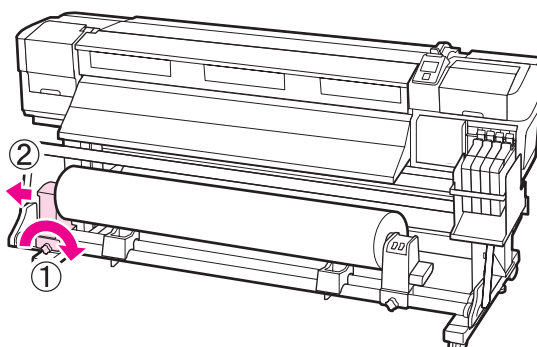
This section describes how to remove media from the take-up reel.



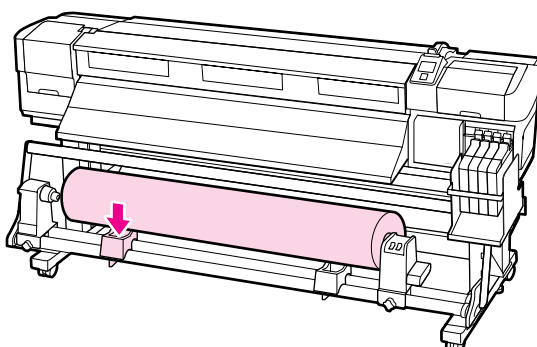
### **Caution:**

- ❑ *Because the media is heavy, it should not be carried by one person. When loading or removing the media, use at least two persons.*
- ❑ *Perform the following procedure to properly remove the take-up roll. Injury may occur if the take-up roll falls.*

1. Cut the media and roll the cut end onto the take-up reel. See “Cutting Media” on page 50.
2. To prevent the media from sliding off the roll, support the roll at its left end.
3. Loosen the left roll core holder fixing screw and remove the roll core holder from the roll.

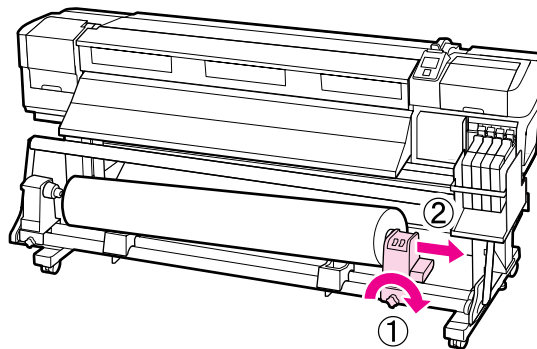


4. Lower the roll onto the roll support.

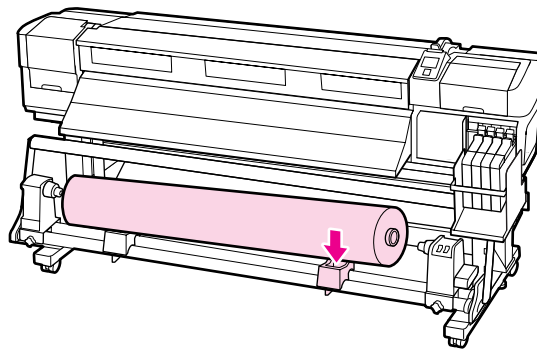


5. To prevent the media from sliding off the roll, support the roll at its right end.

6. Loosen the right roll core holder fixing screw and remove the roll core holder from the roll.



7. Lower the roll onto the roll support.



### ***Using the Optional Heavy Roll Auto Take-up Reel Unit***

This section explains how to remove media from the take-up reel using a lifter.

The following types of lifters can be used.

- ☐ Fork or platform thickness: 28 mm (1.1 inches) or less
- ☐ Fork or platform can be lowered to approx. 190 mm (7.5 inches) from the floor.



**Caution:**

*Because the media is heavy, it should not be carried by one person. When loading or removing the media, use at least two persons.*

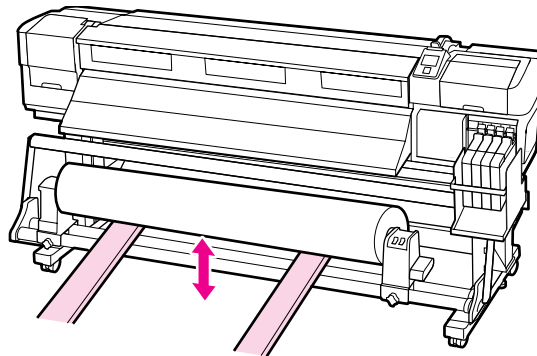
*Using a lifter is recommended when handling a media that is 40 kg (88 lb) or heavier.*

*Follow the instructions in the manual when loading media or roll cores or removing media from the take-up roll.*

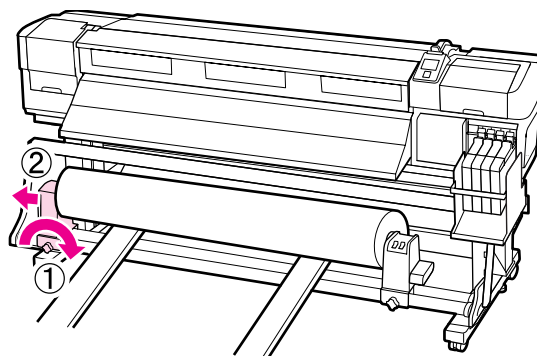
*Dropping media, roll cores, or take-up rolls could result in injury.*



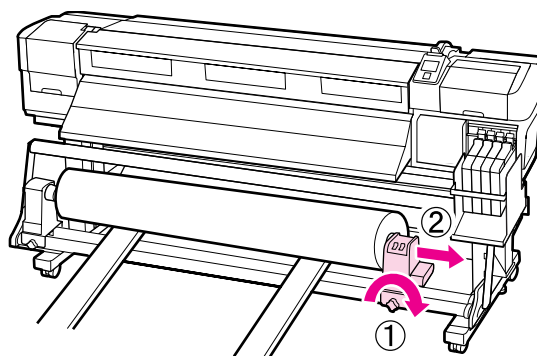
1. Cut the media and roll the cut end onto the take-up reel. See “Cutting Media” on page 50.
2. Insert the lifter between the media and the auto take-up reel unit and adjust the height to support the take-up roll.



3. Loosen the left roll core holder fixing screw and remove the roll core holder from the roll.



4. Loosen the right roll core holder fixing screw and remove the roll core holder from the roll.



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## ***Before Printing***

To maintain print quality, perform the following inspection before starting work each day.

- ☐ Print a check pattern to check for clogged nozzles.
- ☐ Perform head cleaning if parts of the pattern are faint or missing.

See “Checking for Clogged Nozzles” on page 81.

See “Head Cleaning” on page 82.

---

## ***Saving Optimal Settings for the Current Media (Print Media Settings)***

A variety of media settings can be optimized for the current media and stored in the printer.

Once frequently used settings have been stored in a media setting bank, they can be recalled to instantly optimize multiple parameters.

The printer offers a total of 30 media setting banks.

This section describes how to create media setting banks and the settings that can be stored.

## ***Parameters Stored in Media Setting Banks***

Media setting banks store the following:

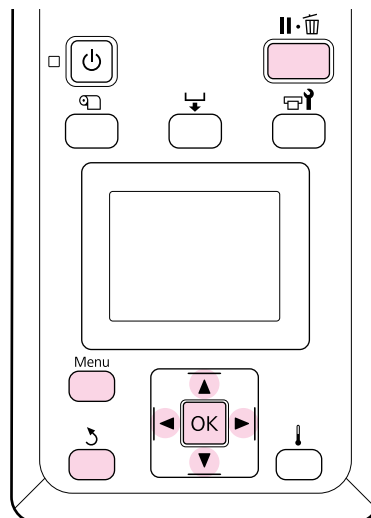
- ☐ Setting Name
- ☐ Feed Adjustment
- ☐ Platen Gap
- ☐ Head Alignment
- ☐ Drying
- ☐ Media Suction
- ☐ Head Movement

- ☐ Multi-Strike Printing
- ☐ Roll Type
- ☐ Tension Measurement
- ☐ Media Tension
- ☐ Feed Speed

For more information on these items, see “The Media Setup Menu” on page 111.

## ***Saving Settings***

Follow the steps below to save media settings.



## ***Choosing a Media Setting Bank***

1. After confirming that the printer is ready to print, press the **Menu** button.  
The settings menu will be displayed.
2. Select **Media Setup** and press the OK button.
3. Use the ▼/▲ buttons to select **Customize Settings** and press the OK button.
4. Use the ▼/▲ buttons to select a media setting bank number between 1 and 30 and then press the OK button.

Note that any settings already saved to the printer will be overwritten.

## Setting Name

Name the media setting bank. Using distinctive names makes it easier to select banks for use.

1. Select **Setting Name** and press the OK button.
2. Use the ▼/▲ buttons to display letters and symbols. When the desired character is displayed, press the ► button to select the next entry position.

Mistakes can be erased by pressing the ◀ button to delete the previous character and move the cursor back one spot.

3. After entering the name, press the OK button.

## Feed Adjustment (manual)

**Feed Adjustment** is used to correct banding (horizontal banding, lines, or strips of uneven color).

You need to visually inspect print results and enter a correction by hand.

For more information on feed adjustment, see “Feed Adjustment” on page 73.

## Platen Gap

Adjust the platen gap (the gap between the print head and the media) if print results are smudged.

1. Use the ▼/▲ buttons to select **Platen Gap** and press the OK button.
2. Use the ▼/▲ buttons to select the desired setting and press the OK button.
3. Press the ↵ button to return to the customize settings menu.

**Important:**

Select **2.5** only if print results are still smudged when **2.0** is selected. Choosing a larger gap than required may result in ink stains inside the printer, reduced print quality, or shorter product life.

## Head Alignment (manual)

Select **Head Alignment** to correct print head misalignment when print results seem grainy or out of focus.

You need to check the pattern and enter the optimum adjustment value for alignment.

For more information on manual head alignment, see “Correcting Print Misalignment (Head Alignment)” on page 71.

## ***Drying***

Allows you to set the drying time per pass.

1. Use the ▼/▲ buttons to select **Drying** and press the OK button.
2. Select **Drying Time Per Pass** and press the OK button.
3. Use the ▼/▲ buttons to change the time in increments of 0.1 second.
4. Select the desired option and press the OK button.
5. Press the ↵ button twice to return to the customize settings menu.

## ***Media Suction***

While printing, the printer uses suction to provide the pressure needed to maintain the correct distance between the media and the print head; the amount of pressure required varies with the type of media. Less suction is used for thin media that would not print or feed correctly at high levels of suction.

1. Use the ▼/▲ buttons to select **Media Suction** and press the OK button.
2. Use the ▼/ ▲ buttons to choose a value.
3. Select the desired option and press the OK button.
4. Press the ↵ button to return to the customize settings menu.

## ***Head Movement***

Choose the range in which the print head moves during printing.

1. Use the ▼/▲ buttons to select **Head Movement** and press the OK button.
2. Use the ▼/▲ buttons to select the desired setting and press the OK button.

For faster printing, select **Data Width**.

For even, high-quality printing, select **Printer Full Width**.

## ***Multi-Strike Printing***

Choose the number of times each line is printed.

1. Use the ▼/▲ buttons to select **Multi-Strike Printing** and press the OK button.
2. Use the ▼/▲ buttons to choose a value.
3. Select the desired option and press the OK button.
4. Press the ↵ button to return to the customize settings menu.

## ***Roll Type***

Choose **Printable Side Out** or **Printable Side In** according to how the media is rolled.

1. Use the ▼/▲ buttons to select **Roll Type** and press the OK button.
2. Use the ▼/▲ buttons to select the desired setting and press the OK button.
3. Select the desired option and press the OK button.

## ***Tension Measurement***

**Periodically** is recommended in most circumstances. Choose **Off** if slack develops in the media or other printing problems occur.

1. Use the ▼/▲ buttons to select **Tension Measurement** and press the OK button.
2. Use the ▼/▲ buttons to select the desired setting and press the OK button.
3. Select the desired option and press the OK button.


## ***Media Tension***

Increase tension if creases appear in the media during printing. The higher the value, the greater the tension.

If you have previously performed Feed Adjustment, you will need to perform it again after adjusting Media Tension.


See “Feed Adjustment (manual)” on page 68.

1. Use the ▼/▲ buttons to select **Media Tension** and press the OK button.
2. Use the ▼/▲ buttons to choose a value.

3. Select the desired option and press the OK button.
4. Press the  button to return to the customize settings menu.

## **Feed Speed**

Choose a slower feed speed if media is creased or torn or sticks together during printing. The lower the value, the slower the speed.

1. Use the ▼/▲ buttons to select **Feed Speed** and press the OK button.
2. Use the ▼/▲ buttons to choose a value.
3. Select the desired option and press the OK button.
4. Press the  button to return to the customize settings menu.

## **Exiting the Menus**

Press  to exit the menus.

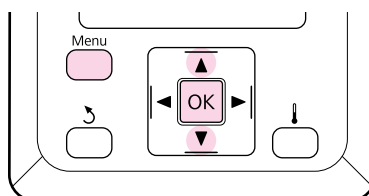
---

## **Correcting Print Misalignment (Head Alignment)**

Given that there is a slight gap between the print head and the media, the landing sites for the different colors of ink may be affected by humidity, temperature, inertial forces imparted by the print head, or the direction of the print head as it moves from right to left or left to right. As a result, print results may appear grainy or out of focus. When this happens, perform **Head Alignment** to correct the print misalignment.

The thickness of the media determines the distance between the media and the print head. **Head Alignment** values can be stored separately for each type of media. Stored values can be recalled instantly the next time the media is used.

You need to check the pattern and enter the optimum adjustment value for alignment.



1. After confirming that the printer is ready to print, press the **Menu** button.

The settings menu will be displayed.

2. Select **Media Setup** and press the OK button.
3. Use the ▼/▲ buttons to select **Customize Settings** and press the OK button.
4. Use the ▼/▲ buttons to select a media setting bank number between 1 and 30 and then press the OK button.

Note that any settings already saved in the printer will be overwritten.

5. Use the ▼/▲ buttons to select **Head Alignment** and press the OK button.
6. Use the ▼/▲ buttons to select **Manual(Uni-D)** or **Manual(Bi-D)** and press the OK button.
7. An alignment pattern will be printed.

When printing is complete, the media will automatically be fed to a position where the pattern is clearly visible.

Cut the media if necessary. See “Cutting Media” on page 50.

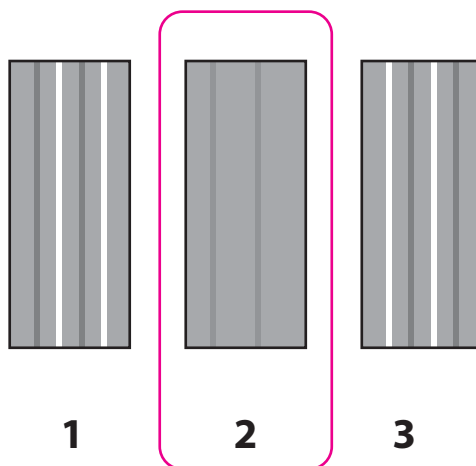
**Note:**

*To rewind the media, press the ▲ button. Stop rewinding before the media is past the cutter groove (on the pressure roller side).*

*If the leading edge of the media is curled, stop rewinding before the media reaches the inner side of the front cover.*

8. Check the pattern and select the pattern number that has the least gaps.

In the following example, this would be pattern number 2.





9. When **Check 1** is displayed in the control panel, use the ▼/▲ buttons to select the number recorded in step 8 and press the OK button.
10. Select the numbers for all colors and press the OK button.
11. The media setup menu will be displayed when you enter the pattern number for the last color.

---

## **Feed Adjustment**

**Feed Adjustment** is used to correct banding (horizontal banding, lines, or strips of uneven color).

Two methods are available:

- ☐ Visually inspect print results and enter a correction by hand.
- ☐ Enter a correction during printing and inspect the results.

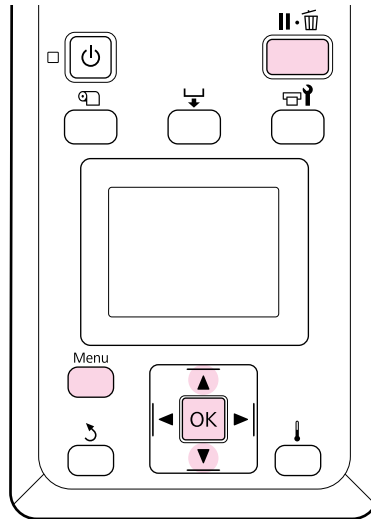
**Note:**

**Feed Adjustment** varies with the media used. Load the media for which feed adjustment is required under the same conditions as the actual print job. For example, if you are using the auto take-up reel unit for printing, the auto take-up reel unit should also be used for feed adjustment.

Furthermore, when installing the heavy roll media system, the media must be loaded and feed adjustment performed again, even if once you adjust with the standard roll media system.

## Using a Test Pattern

**Primary** and **Secondary** adjustments are required. Normally the **Secondary** adjustment is performed after the **Primary** adjustment. **Primary** adjustment alone may be sufficient if you only wish to accurately print the length of a design.



1. After confirming that the printer is ready to print, press the **Menu** button.

The settings menu will be displayed.

2. Select **Media Setup** and press the OK button.
3. Use the ▼/▲ buttons to select **Customize Settings** and press the OK button.
4. Use the ▼/▲ buttons to select a media setting bank number between 1 and 30 and then press the OK button.

Note that any settings already saved in the printer will be overwritten.

5. Use the ▼/▲ buttons to select **Feed Adjustment** and press the OK button.
6. Select **Manual** and press the OK button.
7. Use the ▼/▲ buttons to select a test pattern and press the OK button twice.

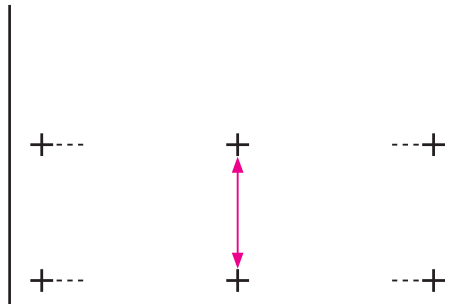
The longer the pattern, the more accurate the adjustment.

8. The printer will print a test pattern.

When printing is complete, the media will automatically be fed to a position where the pattern is clearly visible.

9. Using a ruler that shows millimeters, measure the distance between the “+” symbols.

Record either the distance between the two center symbols or the average of the distances between the left, center, and right symbols.



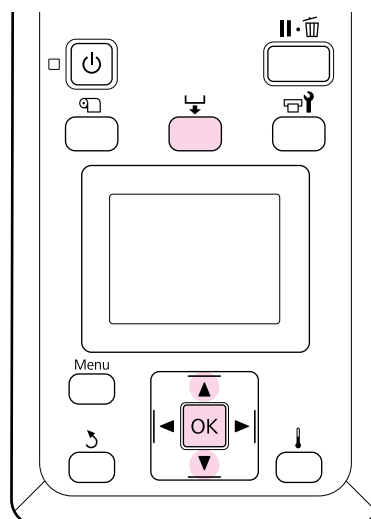
10. Pattern length is displayed in the control panel. Using the ▼/▲ buttons, enter the value recorded in step 10 and press the OK button.

**Note:**

*To rewind the media, press the ▲ button. Stop rewinding before the media is past the cutter groove (on the pressure roller side).*

*If the leading edge of the media is curled, stop rewinding before the media reaches the inner side of the front cover.*

## Performing Feed Adjustment During Printing



Feed adjustment during printing is recommended for minor banding issues.

1. Press the ▼ button during printing.

2. An adjustment value will be displayed. Use the ▼/▲ buttons to select a value.

If the feed amount is too small, black bands (dark stripes) will appear; adjust the feed amount upwards.

If, in contrast, the feed amount is too large, white bands (pale stripes) will appear; adjust the feed amount downwards.

3. If you are not satisfied with the results, use the ▼/▲ buttons to enter an adjustment value.
4. Press the OK button when settings are complete.

Once the feed amount has been adjusted, printing will continue at the new value.

**Note:**

*The new value is erased when:*

- ☐ *The media loading lever is raised*
- ☐ *The printer is turned off*
- ☐ *Changes are made to **Feed Adjustment** in the **Media Setup** menu.*

---

## **Printable area**

The gray area in the illustration on the following page shows the printable area. The arrow indicates the feed direction.

The positions of items 1 to 2 are as follows:

**1** (right edge of media)

Varies with the option selected for **Media Size Check**.

**On** selected for **Media Size Check**: The right edge of the media.

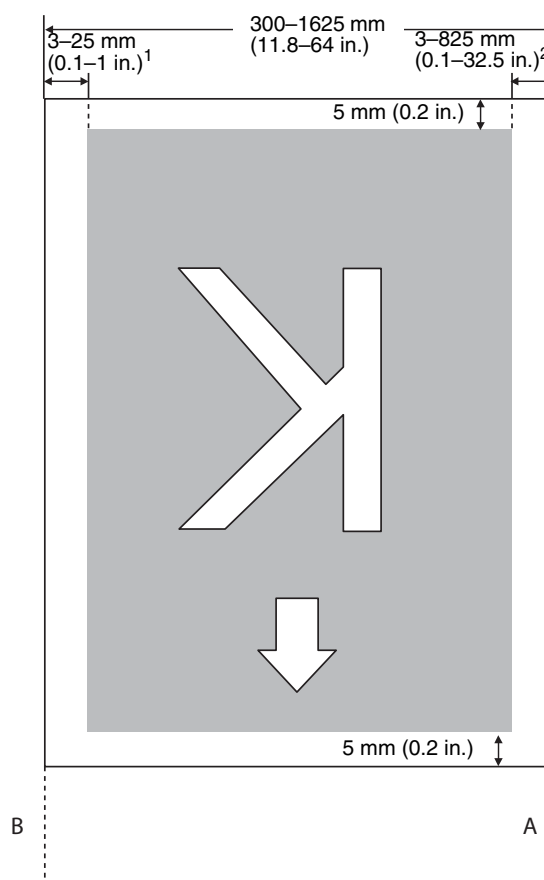
**Off** selected for **Media Size Check**: The default right edge position (as far as the platen past the center of the label on the loading guide).

**2** (left edge of media)

Varies with the option selected for **Media Size Check**.

**On** selected for **Media Size Check**: The left edge of the media.

**Off** selected for **Media Size Check**: 1625 mm (64 inches) from the default right edge.



\*1 The value selected for **Side Margin(Left)** in the setup menu. The default value is 5 mm (0.2 inch). Choose a **Side Margin(Left)** over 10 mm (0.4 inch) when using media holding plates.

\*2 The total of the values selected for **Print Start Position** and **Side Margin(Right)** in the setup menu. The default value is 5 mm (0.2 inch). Choose a **Print Start Position** or **Side Margin(Right)** over 10 mm (0.4 inch) when using media holding plates.

**Note:**

*The margins may not conform to the values selected in the document (or application). If the value selected for Side Margin or Print Start Position is changed, documents that fill the printable area will not be printed to the full width of the media.*

## Chapter 3

# Maintenance

## Daily Maintenance

To maintain print quality, perform the following inspection and cleaning before starting work each day.

### ***Cleaning the Platen, Pressure Rollers, and Media Holding Plates***

**Caution:**

*Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.*

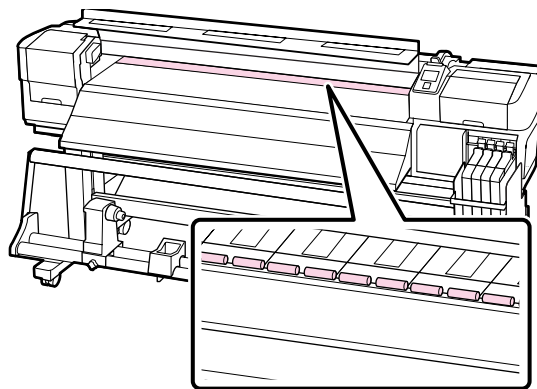
Ink and particles of paper and lint from the media accumulate on the platen, pressure rollers, and media holding plates. Ink on these surfaces may be transferred to the media. Clean them thoroughly.

**Important:**

*Continued use with lint, dust, or ink adhering to these surfaces could damage the print head or clog the nozzles.*

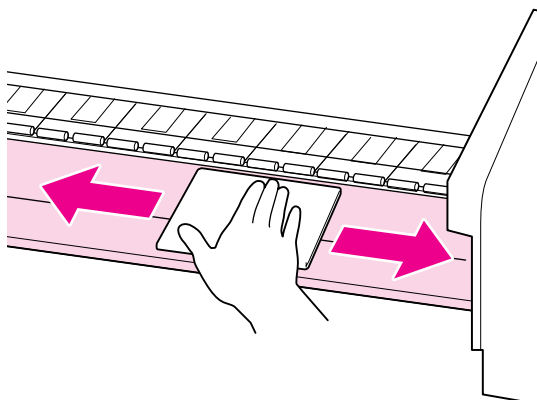
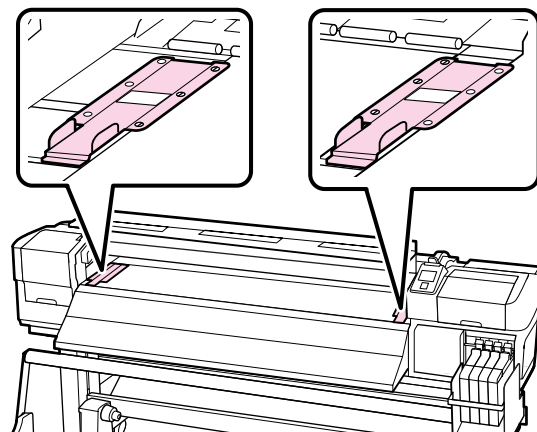
1. Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the outlet.
2. Wait one minute.
3. Open the front cover.
4. Raise the media loading lever.
5. Clean the pressure rollers.

Remove particles of paper and dust from the pressure rollers using a soft-bristled brush.



6. Clean the media holding plates and platen.

Dampen a soft cloth in water, wring it out thoroughly, and use it to remove lint and dust from the media holding plates on both the left and right sides and from the platen.





## 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 two ways to check for clogs.

#### ☐ Print Nozzle Pattern

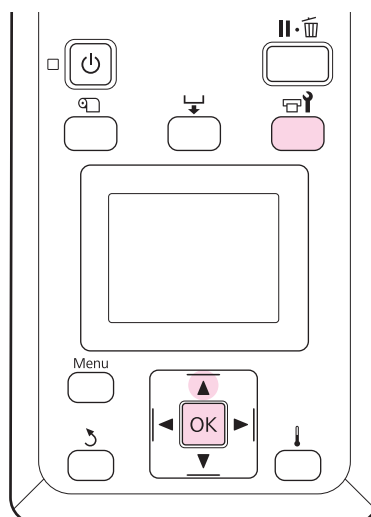
At specified intervals, the printer prints a test pattern at the start of normal printing. When printing is complete, you can visually inspect the pattern to determine whether there may be faint or missing colors in the preceding or following printout.

See “The Printer Setup Menu” on page 115.

#### ☐ On-Demand Nozzle Pattern

Nozzle patterns can be printed as required and inspected visually to determine whether the nozzles are clogged.

This section explains how to print and inspect a check pattern.



1. After confirming that the printer is ready, press the  button.

The Maintenance menu will be displayed.

2. Select **Nozzle Check** and press the OK button.
3. A nozzle pattern will be printed.

When printing is complete, the media will automatically be fed to a position where the pattern is clearly visible.

Cut the media if necessary. See “Cutting Media” on page 50.

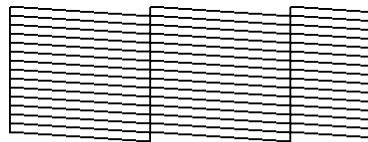
**Note:**

*To rewind the media, press ▲. Stop rewinding before the media is past the cutter groove (on the pressure roller side).*

*If the leading edge of the media is curled, stop rewinding before the media reaches the inner side of the front cover.*

4. Inspect the nozzle pattern.

Example of clean nozzles:



The pattern contains no gaps.

Example of clogged nozzles:



Perform head cleaning if any segments are missing from the pattern. See “Head Cleaning” on page 82.

5. The menus close when printing is complete.

## Head Cleaning

Should the nozzle pattern contain faint or missing segments, you may be able to unclog the nozzles by cleaning the print head as described below.

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

You can also clean the head while printing is paused. Note, however, that hues in the printout may change when printing is resumed.

## Head Cleaning Level

Choose from three levels of head cleaning.

Select **Execute (Light)** first. If the pattern still contains faint or missing segments after head cleaning has been performed once, try again using **Execute (Medium)** or **Execute (Heavy)**.

**Note:**

*If colors are faint or missing even after head cleaning, perform regular part cleaning. See “Part Cleaning” on page 86.*

## Auto Maintenance Options

The printer features handy auto maintenance options for performing regular head cleaning at an interval selected as described below.

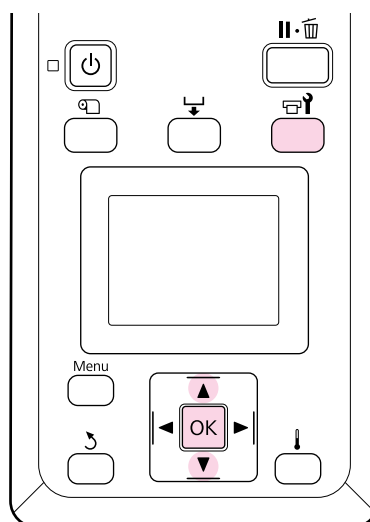
### ☐ Periodical Cleaning


Head cleaning is performed automatically at selected intervals of 1 to 240 hours. See “The Printer Setup Menu” on page 115.

### ☐ Cleaning Cycle

Head cleaning is performed automatically at selected intervals of 1 to 10 pages. See “The Printer Setup Menu” on page 115.

This section explains how to clean the head if you find that the nozzles are clogged on printing a test pattern.



1. Pressing the  button when the printer is ready to print displays the Maintenance menu.

Pressing the  button when printing is paused takes you to step 3.

2. Use the ▼/▲ buttons to select **Cleaning** and press the OK button.
3. Choose the nozzles to be cleaned.

### **All Nozzles**

Choose this option if all patterns in the printed nozzle check results contain faint or missing segments. If you select **All Nozzles**, proceed to step 5.

### **Selected Nozzles**

Choose this option if only some of the numbered patterns (nozzle arrays) in the printed nozzle check results contained faint or missing segments. You can select multiple nozzle arrays.

4. Choose the nozzle arrays to be cleaned.
  - ☐ Use the ▼/▲ buttons to choose the nozzle arrays with faint or missing segments in the nozzle check pattern and press the OK button.
  - ☐ After selecting the arrays you wish to clean, select **Proceed** and press the OK button.
5. Select a cleaning level and press the OK button.

The menu will close when cleaning is complete. Print a nozzle pattern and inspect the results to determine whether the problem has been resolved. See “Checking for Clogged Nozzles” on page 81.

If you paused the printer in step 1, printing will resume when head cleaning is complete; check the printout to confirm whether the problem has been resolved.

---

## ***Maintenance Around the Print Head***

The printer requires cleaning and part replacement around the print head to maintain print quality; the maintenance schedule depends on the frequency with which the printer is used.

Failure to perform appropriate maintenance will shorten product life.

## ***Cleaning: Preparation and Notes***

### ***What You'll Need***

Ready the following items before beginning part cleaning.

- ☐ Protective eyewear (not included)

Protects your eyes from ink.

- ☐ A maintenance kit (supplied with printer)

Contains gloves, cleaning sticks, a wiper, and a wiper cleaner.

Order new maintenance kits once the contents of the supplied maintenance kit are exhausted. See "Options and Consumable Products" on page 129.

- ☐ A clean room wipe (not included)

A lint-free (non-woven) cleaning cloth. Use to clean around the print head.

- ☐ A metal or plastic tray made from polypropylene (PP) or polyethylene (PE) (not included)

Used cleaning sticks, wipers, and wiper cleaners taken from the printer can be placed here.

### ***Notes on Cleaning***

- ☐ Remove the media from the printer before proceeding.

- ☐ Complete the task within 10 minutes to prevent the print head drying out.

An alarm will sound after 10 minutes.

- ☐ Never touch the belts, circuit boards, or any parts that do not require cleaning.

Failure to observe this precaution could result in malfunction or reduced print quality.

- ☐ Do not use anything other than a consumable cleaning stick from Epson. Other types of sticks that produce lint will damage the print head.

- ☐ Always use fresh cleaning sticks. Re-using sticks can make stains even harder to remove.

- ☐ Do not touch the ends of the sticks. Oil from your hands could damage the print head.

- ❑ Touch a metallic object before starting work to discharge any static electricity.

## Part Cleaning

To preserve print quality and ensure good results, clean around the print head as suggested below.

- ❑ When colors in the printout are faint or missing even after the head has been cleaned.
- ❑ When the printout is smudged.

Clean the parts in the following order:

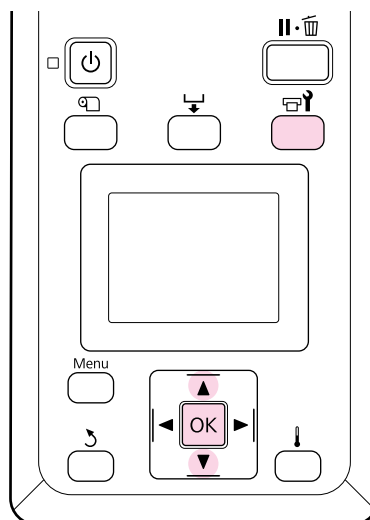
- (1) Print head
- (2) Wiper
- (3) Caps
- (4) Wiper rail

## Moving the Print Head

This section describes how to position the print head for part cleaning.

### **Important:**

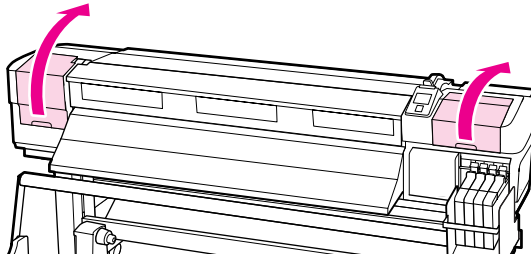
*Be sure to follow the steps below when positioning the print head. Moving the print head manually could cause malfunction.*



1. Confirm that the printer is on and press .

The Maintenance menu will be displayed.

2. Use the ▼/▲ buttons to select **Head Maintenance** and press the OK button.
3. Press the OK button to move the print head to the part cleaning position.
4. Open the maintenance covers at each end.



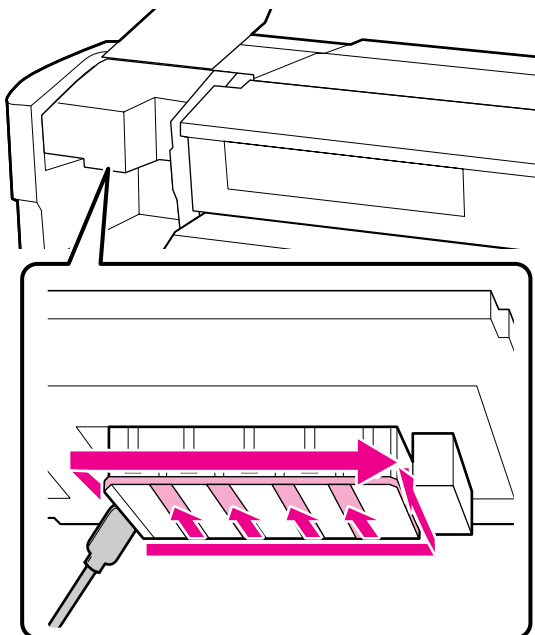
## Cleaning Around the Print Head

Inspect the area around the print head and remove any ink stains as described below.

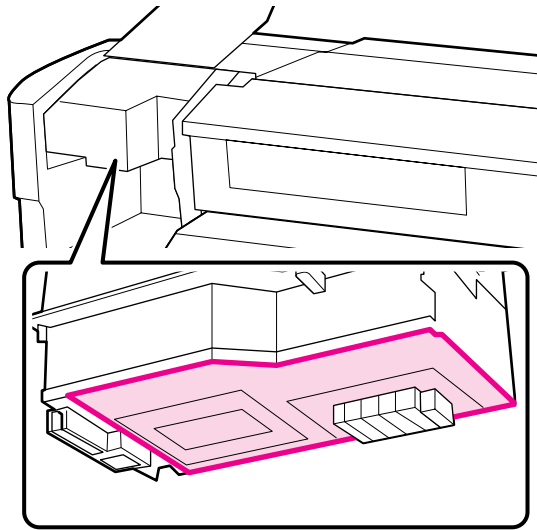
1. Use a cleaning stick to wipe the areas of the print head shown in the illustration.

**Important:**

Be sure to use a narrow cleaning stick to clean between the nozzles (the four colored areas shown in the illustration). **Do not touch the nozzle surface. Touching the nozzle surface with the cleaning stick could damage the print head.**

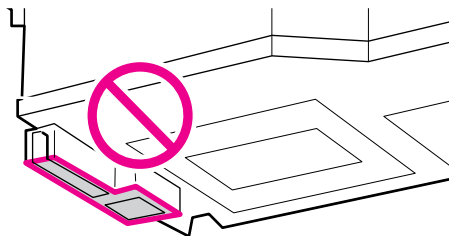


2. Ink spatters on the base of the print head can be removed using a clean room wipe (not included).



**Important:**

- ❑ Be sure not to touch the nozzle surface during cleaning. Failure to observe this precaution could damage the print head.
- ❑ The parts shown below are sensors. Be careful not to touch this area with your hands or clean room wipes. Failure to observe this precaution could affect print quality.



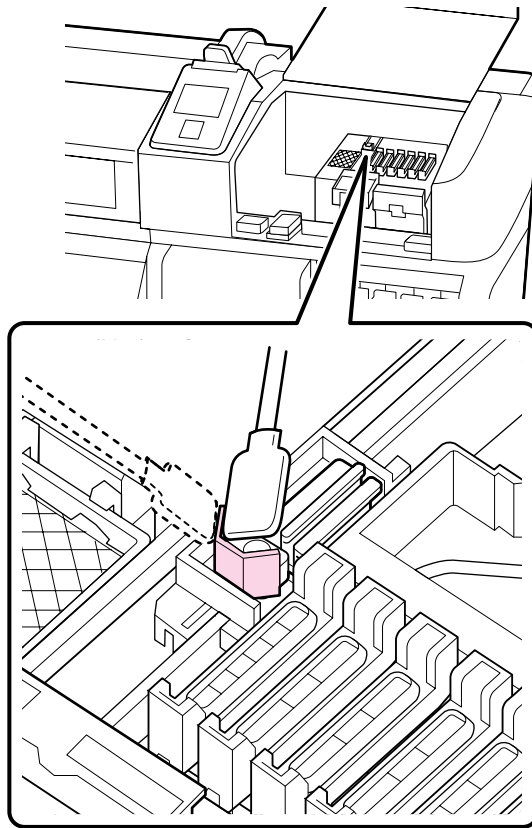
## ***Cleaning the Wiper and Caps***

1. Clean the front and back of the wiper with a cleaning stick.

If the attachment points do not require cleaning, clean the wiper as shown below and proceed to step 7.

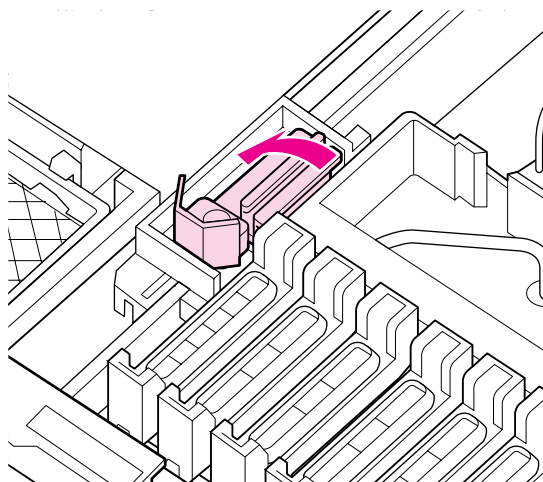


If there is ink on the attachment points, remove the wiper for cleaning. Proceed to step 2.

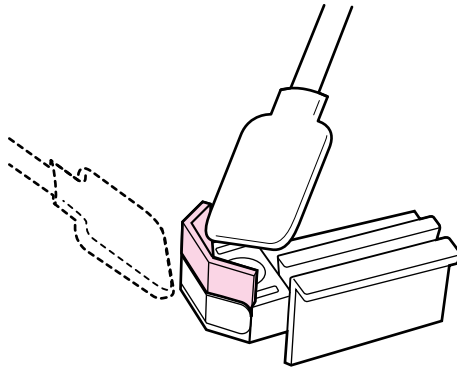


2. Remove the wiper.

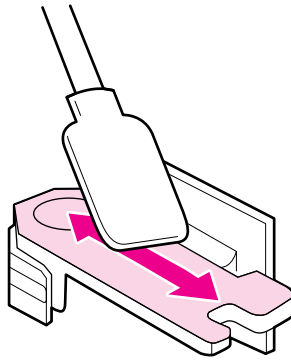
Holding the wiper by the attachment point, tilt it to the left and lift it out.



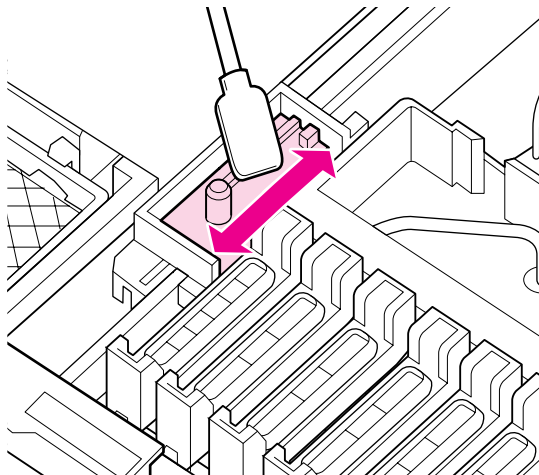
3. Clean the front and back of the wiper with a cleaning stick.



4. Clean the bottom of the wiper with a cleaning stick.

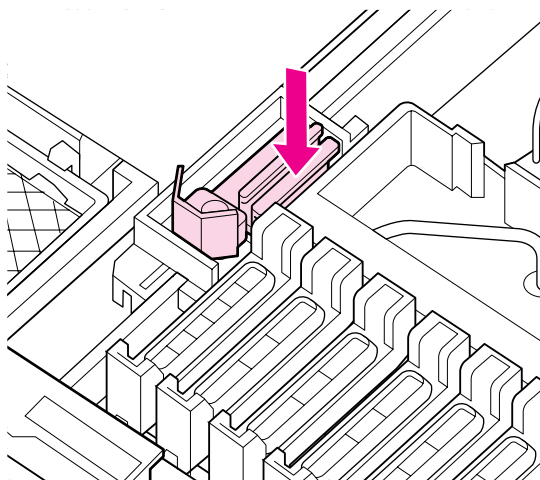


5. Clean the attachment points with a cleaning stick.



6. Return the wiper when cleaning is complete.

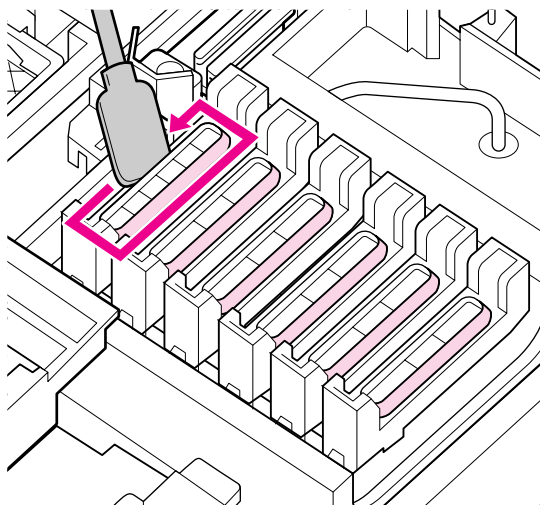
Place the wiper on the attachment point and press it down until it clicks into place.



7. Clean the area around the outside of the caps with a cleaning stick.

**Important:**

*Do not touch the insides of the caps. Failure to observe this precaution could deform the affected parts.*



## **Cleaning the Wiper Rail**

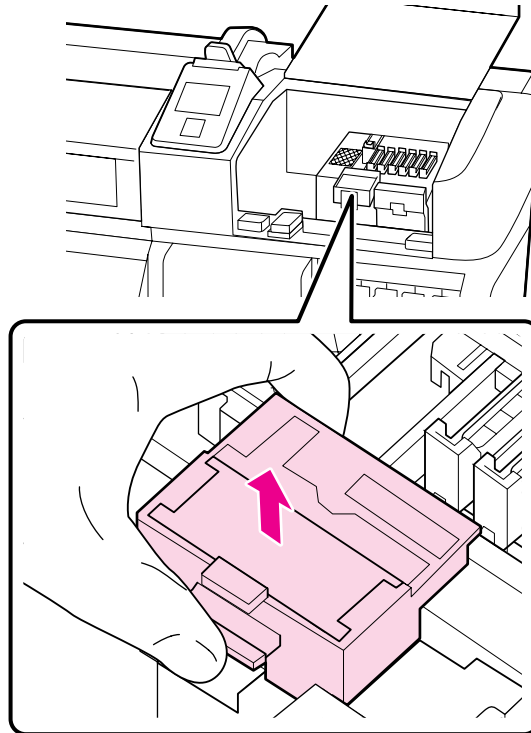
**Important:**

*Neglecting to clean the wiper rail can impair the performance of the wiper, causing product malfunction.*

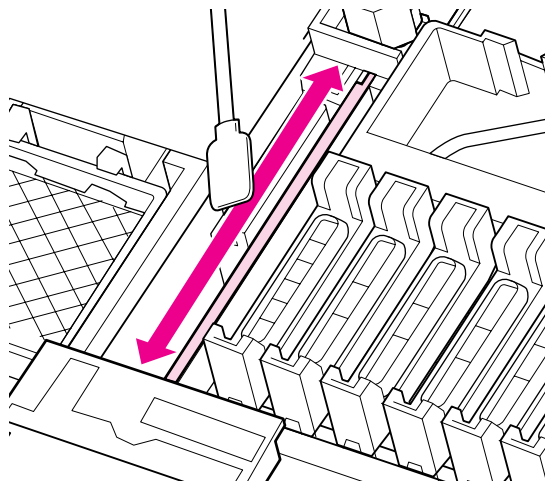
1. When **Press OK after cleaning** is displayed on the control panel, press the OK button to move the wiper to the back.

2. Remove the wiper cleaner.

Grasp the cleaner as shown and lift it from the printer.



3. Clean the area shown in the illustration.



4. Replace the wiper cleaner you removed in step 2 to its original position.

5. Close the left and right maintenance covers and press the OK button.

## Disposing of Waste Ink

### When to Dispose of Waste Ink

Be sure to replace the waste ink bottle when the following message is displayed in the control panel.

- ☐ Prepare empty waste ink bottle.
- ☐ Replace waste ink bottle and press OK.



#### **Caution:**

- ☐ Store waste ink in a location out of reach of children.

- ☐ Wear protective eyewear and gloves when replacing waste ink bottle.

*Should waste ink 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 with a physician.*

*If fluid is swallowed, induce vomiting immediately and consult with a physician as soon as possible.*

#### **Important:**

- ☐ Never remove the waste ink bottle while the head is being cleaned or a head cleaning operation is in progress. Failure to observe this precaution could cause ink to leak.
- ☐ The waste ink from the printer is industrial waste. Proper waste ink disposal in compliance with the industrial waste disposal laws and ordinances of your local government is required. Consign disposal of waste inks to an industrial waste disposer. At this point, please provide the Material Safety Data Sheet (MSDS) to the industrial waste disposer. You can download it from your local Epson website.

The printer tracks waste ink and displays a message when the counter reaches the warning level. Reset the waste ink counter after replacing the waste ink bottle.

#### **Note:**

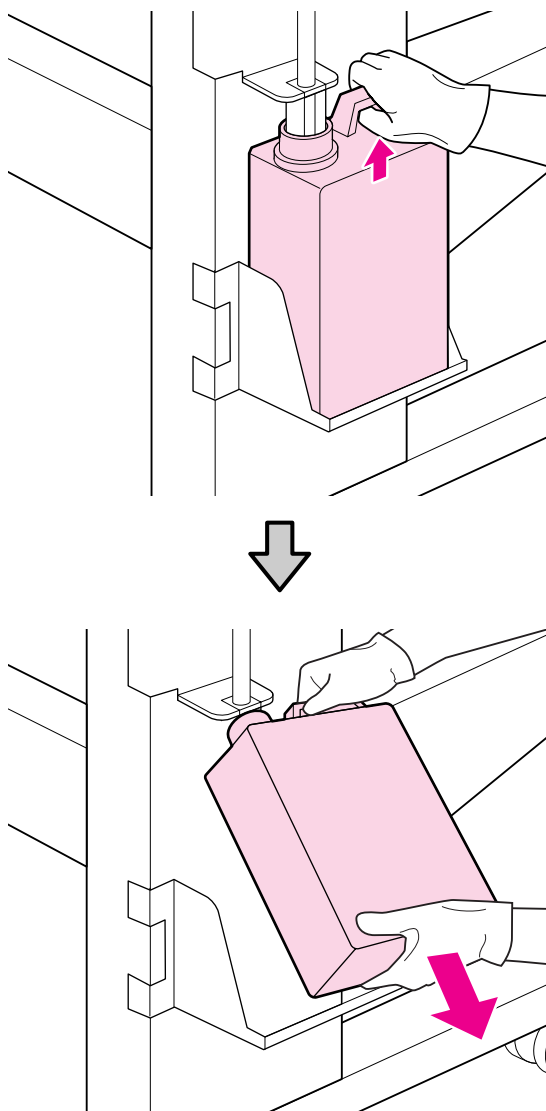
*If you replace the waste ink bottle before being prompted by a message in the control panel, reset the waste ink counter using the **Waste Ink Counter** option in the Maintenance menu. See "The Maintenance Menu" on page 117.*

**Important:**

*Only reset the counter when replacing the waste ink bottle. Resetting the counter before the waste ink bottle is replaced will result in the printer being unable to accurately track the waste ink level.*

## **Replacing the Waste Ink Bottle**

1. Remove the waste ink bottle from the waste ink bottle holder.



2. Insert the waste ink tube into the mouth of the new waste ink bottle and place the waste ink bottle in the holder.

Tightly seal the lid on the used waste ink bottle.

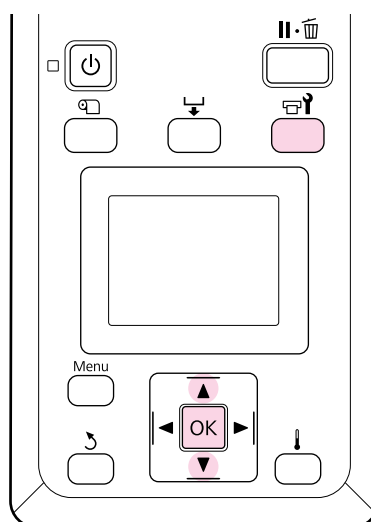
**Important:**

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

3. Press the OK button.
4. Check again to confirm that a fresh waste ink bottle is correctly placed and then press the OK button to reset the waste ink counter.

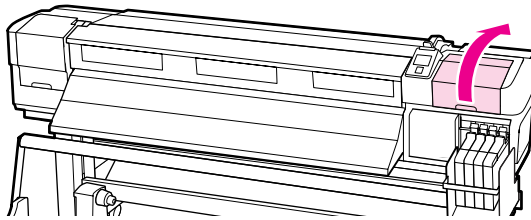
## Replacing the Wiper and Wiper Cleaner

Replace the wiper and wiper cleaner if the printout is faint or smudged or segments are missing even after cleaning.



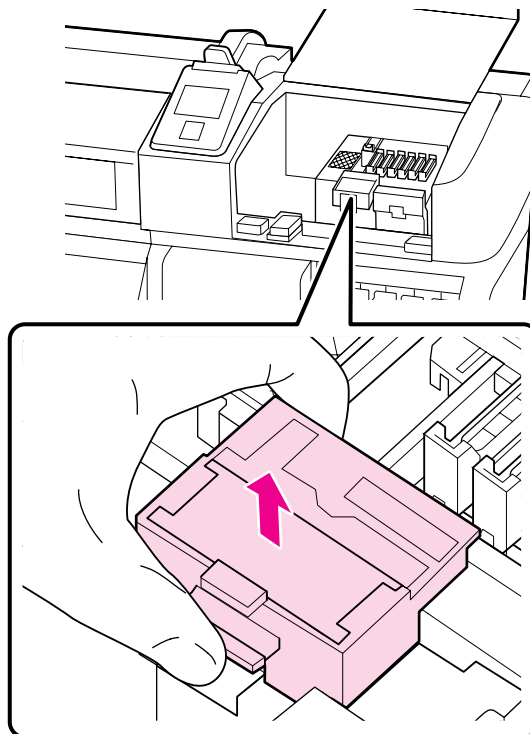
1. Confirm that the printer is on and press . The Maintenance menu will be displayed.
2. Use the ▼/▲ buttons to select **Head Maintenance** and press the OK button.
3. Press the OK button to move the print head to the cleaning position.

4. Open the right maintenance cover.



5. Remove the wiper cleaner.

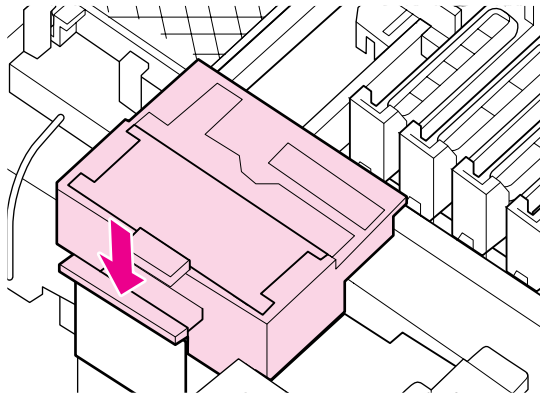
Grasp the cleaner as shown and lift it from the printer.



6. Insert a new wiper cleaner.

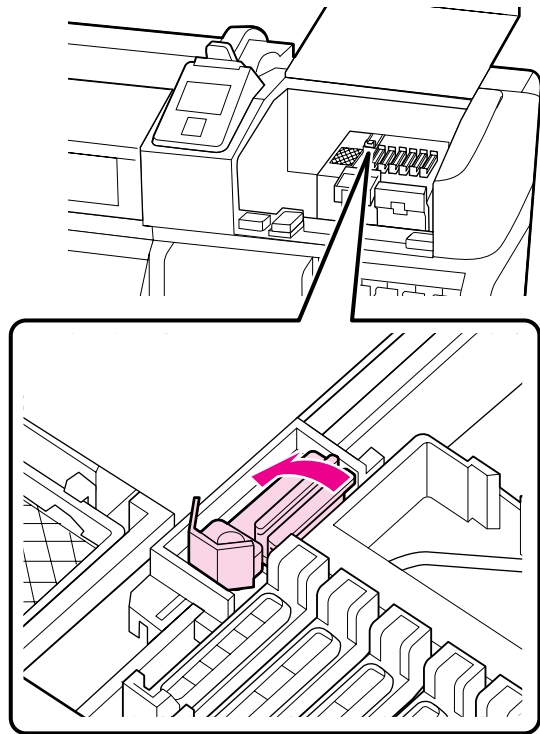


Place the wiper cleaner on the attachment point and press down until you hear a click.



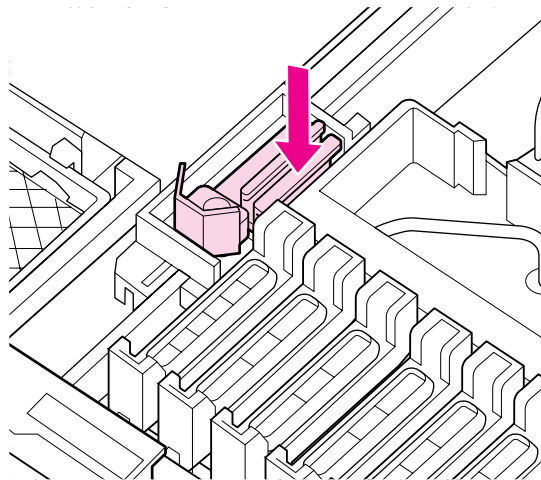
7. Remove the wiper.

Holding the wiper by the attachment point, tilt it left and lift it out.



8. Insert new wiper.

Remove the cap on the wiping part of the wiper, then place the wiper on the attachment point and press down until you hear a click.



9. Press the OK button when the replacement procedure is complete.

10. Close the maintenance cover and press the OK button.

The menus will close when the print head returns to its normal position.

---

## ***Chip Unit Replacement and Ink Refills***

### ***Time Period for Chip Unit Replacements and Ink Refills***

If the message **Chip unit expended** is displayed on the control panel, this means that the chip unit needs to be replaced soon. Obtain an ink pack of the appropriate color as soon as possible.

You will be unable to print if the chip unit for even one color needs to be replaced. If the **Chip unit expended** message is displayed during a print job, you can replace the chip unit and refill the ink while printing continues.

For information on compatible ink packs, see “Options and Consumable Products” on page 129.

**Important:**

*This printer has a remaining ink warning system. Use the following procedure for replacement and ink refills to replace the chip unit and refill the ink correctly.*

*After the service engineer attaches the ink tank, replace the chip unit and refill the ink when remaining ink is about 70 mm (2.8 inches) from the bottom of the ink tank.*

*This system does not directly detect the amount of ink remaining in the ink tank. Instead, the amount of ink remaining is estimated based on the ink usage conditions and displayed as a message. To maintain the accuracy of this system, you must replace the chip unit and refill the ink as soon as possible once the remaining ink is 70 mm (2.8 inches) or less from the bottom of the ink tank.*

## **Procedure for Chip Unit Replacement and Ink Refills**

You can use the same procedure to replace chip units for all colors.

**Caution:**

- ☐ Store ink packs in a location out of reach of children.

- ☐ Wear protective eyewear and gloves when refilling ink.

*Be sure to read the Material Safety Data Sheet (MSDS) before using ink packs. You can download it at your local Epson Web site.*

*Should ink 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 with a physician.*
- ☐ *If swallowed, induce vomiting immediately and consult with a physician as soon as possible.*
- ☐ *Note the following points when refilling ink.*
  - ☐ *Gently cut or tear off the ink pack spout opening.*

*If you cut the ink pack spout too quickly, ink may splatter.*
  - ☐ *Do not squeeze open ink packs. Ink may spill.*
  - ☐ *Gently tilt the ink pack when pouring ink into the ink tank.*

**Important:**

- ❑ *Epson recommends the use of genuine Epson ink packs.*

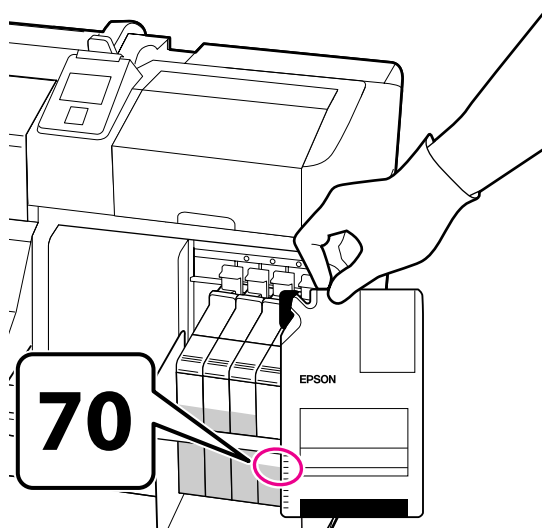
*Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.*

*Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.*

- ❑ *Genuine Epson ink packs, other than those specified in this manual, could cause damage that is not covered by Epson's warranties.*

*See "Options and Consumable Products" on page 129*

1. If the message **Chip unit expended** is displayed on the control panel screen, check the remaining ink in the ink tank using the scale on the ink pack.



**If the remaining ink level is greater than 70 mm (2.8 inches) from the base of the ink tank:**

We recommend continuing to use the printer until the remaining ink level is 70 mm (2.8 inches) from the base of the ink tank so that you can use all the ink in a new ink pack to refill the ink tank.

**If the remaining ink level is 70 mm (2.8 inches) or less:**

Proceed to step 2.

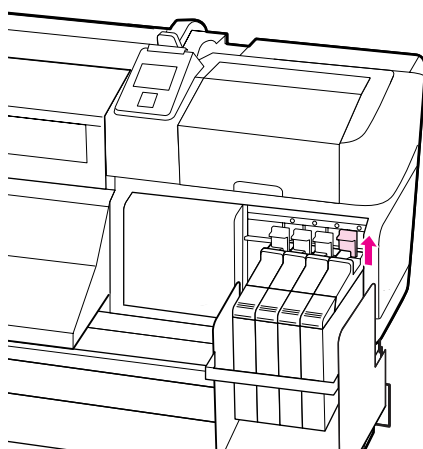
**Important:**

When the remaining ink is 70 mm (2.8 inches) or more from the bottom of the ink tank and a message appears stating, **Refill Ink Tank**, it is time to replace the ink tank. We recommend replacing the ink tank at this time. Replacements and repairs will be provided for a fee.

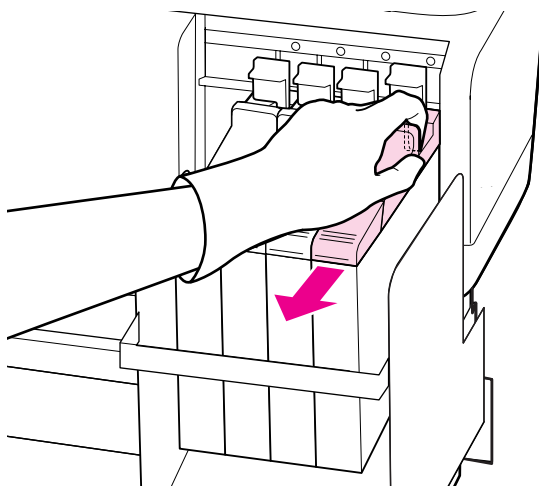
During replacements and repairs, the ink in the ink tank is discarded. This is necessary because fine dirt, dust, and other foreign bodies in the ink cause the ink tank to malfunction.

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

2. Lift the lock lever for the slider of the chip unit you intend to replace.



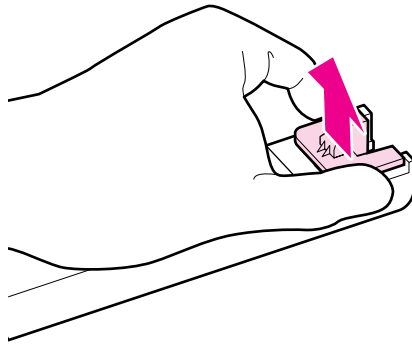
3. Insert a finger into the groove on the top of the slider and pull straight outward.



**Important:**

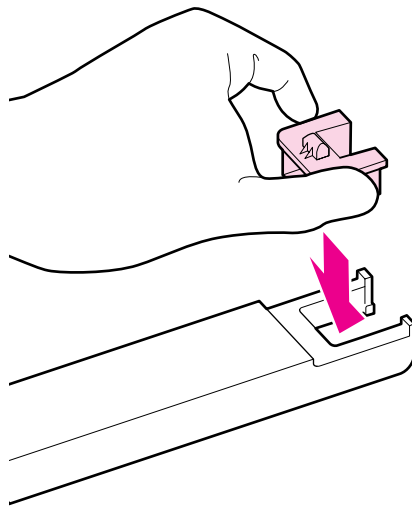
Do not tilt the slider. If the chip unit is dropped it may break.

4. Remove the chip unit from the slider.

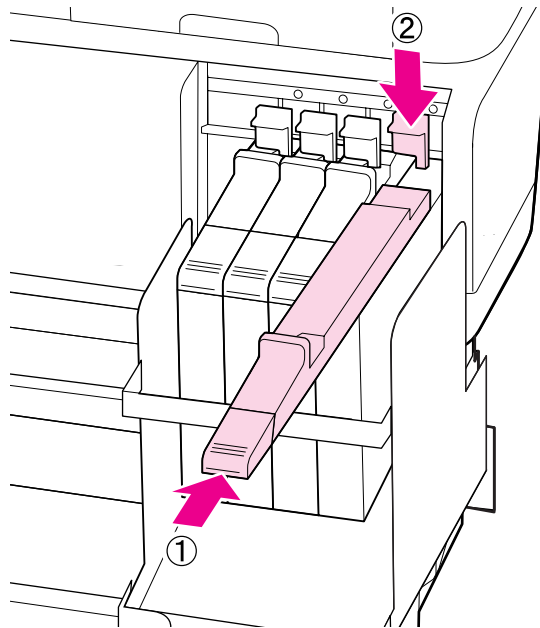


5. Attach the chip unit supplied with the new ink pack to the slider.

Check to confirm that the color of the label on the slider matches the color of the label on the chip unit when installing.



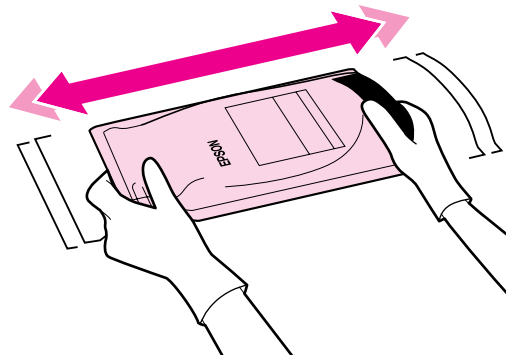
6. Hold the slider level and insert it, then lower the lock lever.



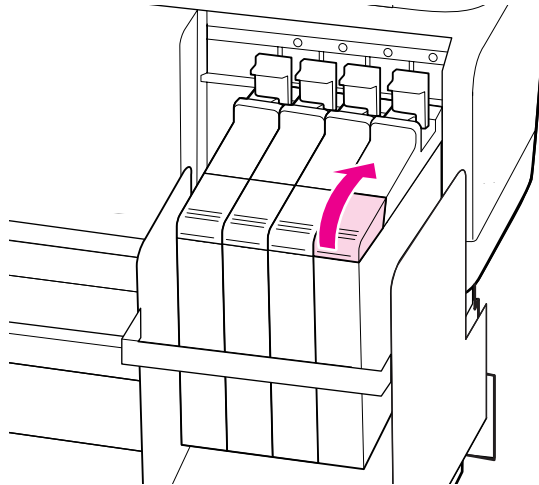
**Important:**

*Do not push the slider in with too much force. Failure to observe this precaution could damage the printer.*

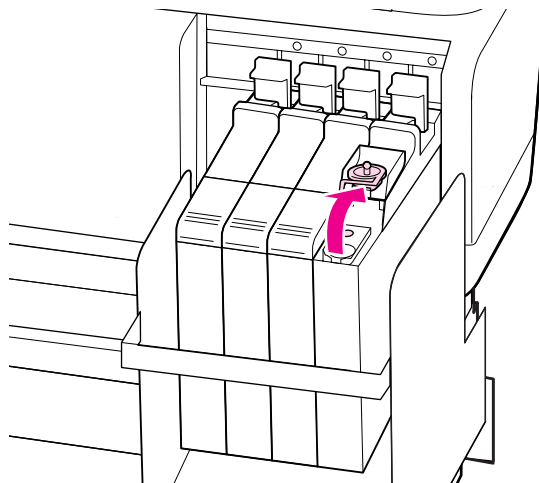
7. Shake the new ink pack horizontally for approximately 5 cm (2 inches) left and right for 5 seconds (approximately 15 times).



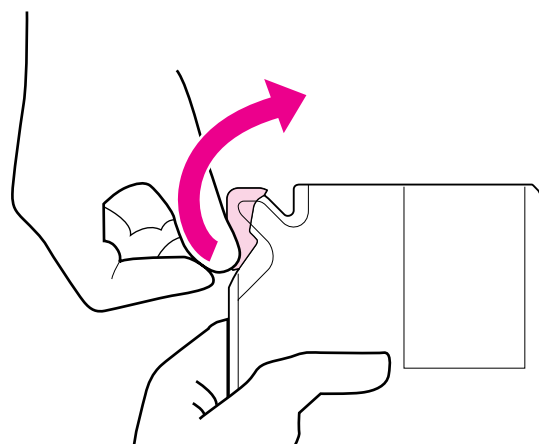
8. Open the slider ink inlet cover.



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



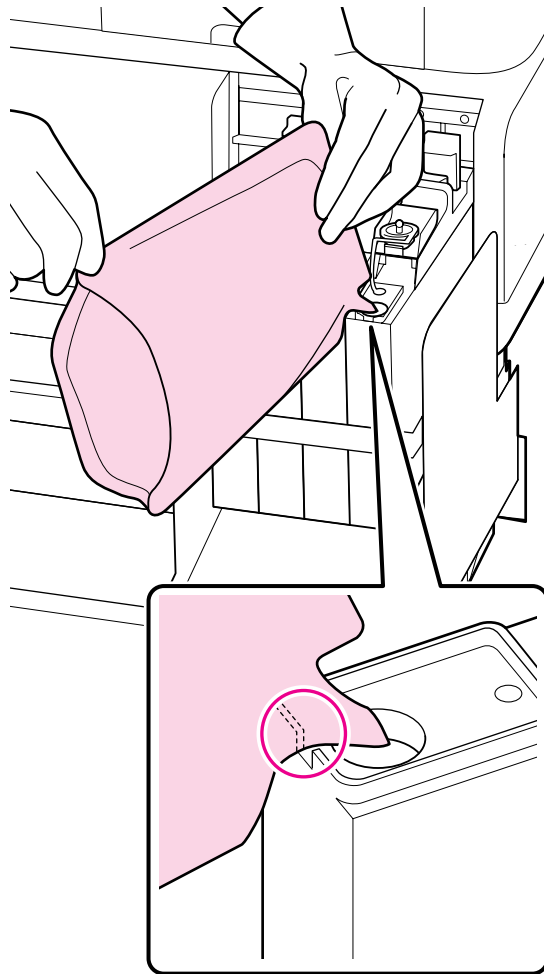
10. Cut or tear off the ink pack spout opening.



11. Fill the ink tank with the ink from the ink pack.



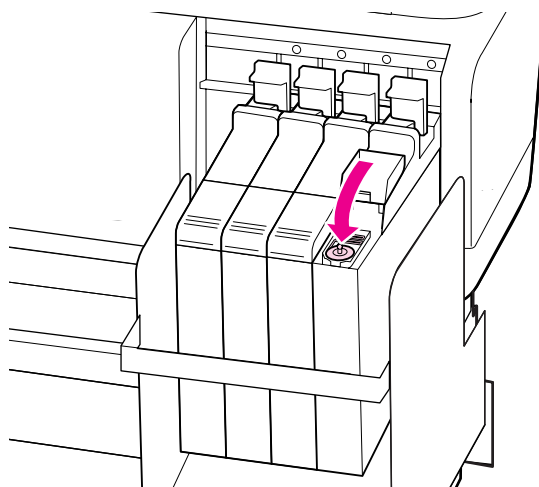
Insert the spout of the ink pack into the ink tank ink inlet groove and slowly tilt to pour out the ink.



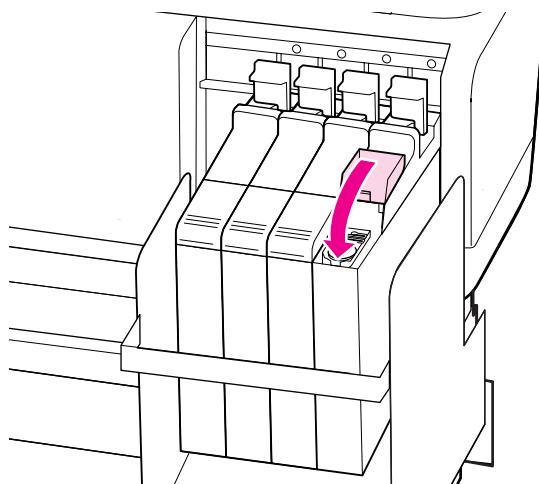
**Important:**

*Get all the ink out of the ink pack so that there is none remaining. Do not use the ink in an ink pack to refill multiple ink tanks. This can prevent the proper display of messages from the remaining ink warning system.*

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



13. Close the slider ink inlet cover.



## ***Disposal of Used Consumables***

Dispose of used ink packs and chip units, as well as printed media following local laws and regulations, for example by consigning waste to industrial waste disposer.

## ***Parts That Are Periodically Replaced***

The following parts require periodic replacement.

The time until the following parts need to be replaced depends on the conditions of use:

- ☐ Print head
- ☐ Carriage encoder
- ☐ Ink holder
- ☐ Damper kit
- ☐ Pump cap
- ☐ Ink supply tank

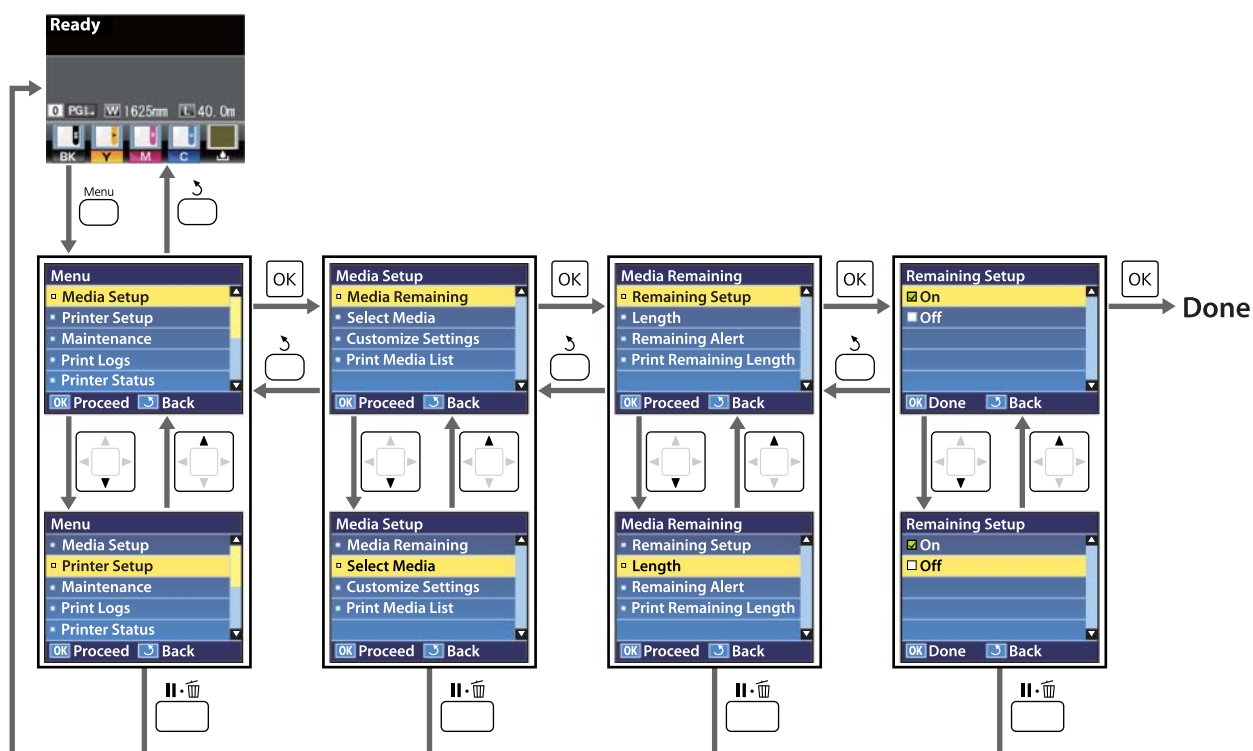
The part life varies with operating conditions. Base the decision to replace the print head on the quality of the print results.

## Chapter 4

# Using the Control Panel Menu

## Menu Operations

The menus are used as shown below.



## 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.

Menu	Item	Parameter
<b>Media Setup</b> See "The Media Setup Menu" on page 111.	Media Remaining	
	Remaining Setup	On, Off
	Length	5.0 to 99.5 m (15 to 300 ft)
	Remaining Alert	1 to 15 m (4 to 50 ft)
	Print Remaining Length	Print
	Select Media	RIP Settings, 1 to 30 (media setting bank number)
	Customize Settings	
	Current Settings	Change settings for currently selected media. The options available depend on whether <b>RIP Settings</b> or a media setting bank is selected. More information on the options available can be found below in the entries for RIP settings and media setting banks 1 to 30.
	RIP Settings	
	Platen Gap	1.5, 2.0, 2.5
	Head Alignment	
	Input thickness.	Manual(Uni-D), Manual(Bi-D)
	Roll Type	Printable Side Out, Printable Side In
	Tension Measurement	Periodically, Every Page, Off
	Media Tension	0 to 40
	1 to 30 (media setting bank number)	
	Setting Name	Up to 22 half-size characters
	Feed Adjustment	Manual
	Platen Gap	1.5, 2.0, 2.5
	Head Alignment	Manual(Uni-D), Manual(Bi-D)
	Drying	
	Drying Time Per Pass	0 to 10 sec
	Media Suction	0 to 10
	Head Movement	Data Width, Printer Full Width
	Multi-Strike Printing	Off, 2 to 8
	Roll Type	Printable Side Out, Printable Side In
	Tension Measurement	Periodically, Every page, Off
	Media Tension	0 to 40
	Feed Speed	1 to 2
	Print Media List	Print

Menu	Item	Parameter
<b>Printer Setup</b> See "The Printer Setup Menu" on page 115.	Side Margin(Right)	3 to 25 mm (0.12 to 1.00 inch)
	Side Margin(Left)	3 to 25 mm (0.12 to 1.00 inch)
	Print Start Position	0 to 800 mm (0.00 to 32.00 inches)
	Media Size Check	On, Off
	Media End Check	On, Off
	Media Skew Check	On, Off
	Print Nozzle Pattern	Off, 1 to 10 pages
	Periodical Cleaning	
	Light	Off, 1 to 240 hours
	Medium	
	Heavy	
	Power	
	Cleaning Cycle	Off, 1 to 10 pages
	Sleep Mode	15 to 240 minutes
	Restore Settings	Yes, No
<b>Maintenance</b> See "The Maintenance Menu" on page 117.	Nozzle Check	Print
	Cleaning	
	All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
	Selected Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
	Head Maintenance	Move Head
	Waste Ink Counter	-
<b>Print Logs</b> See "The Print Logs Menu" on page 117.	Print Job Log Sheet	Print
	Show Total Prints	XXXXXXm <sup>2</sup> (XXXXXX ft <sup>2</sup> )
<b>Printer Status</b> See "The Printer Status Menu" on page 118.	Print Status Sheet	Print
	Firmware Version	XXXXXXX,X_XX,XXXX
<b>Network Setup</b> See "The Network Setup Menu" on page 118.	IP Address Setting	
	Auto	-
	Panel	IP: 000.000.000.000 – 255.255.255.255 SM: 000.000.000.000 – 255.255.255.255 DG: 000.000.000.000 – 255.255.255.255
	Print Status Sheet	Print
	Restore Settings	Yes, No

Menu	Item	Parameter
<b>Preference</b> See "The Preference Menu" on page 119.	Date And Time	MM/DD/YY HH:MM
	Language	Japanese, English, French, Italian, German, Portuguese, Spanish, Dutch, Russian, Korean, Chinese
	Unit: Length	m, ft/in
	Alert Sound Setting	On, Off
	Alert Lamp Setting	On, Off
<b>Reset All Settings</b> See "The Reset All Settings Menu" on page 119.		Yes, No

## Details of the Menu

### The Media Setup Menu

The Media Setup menu can be accessed directly by pressing the  button.

 indicates default settings.

### Media Remaining

Item	Parameter	Explanation
Remaining Setup	On	Choose <b>On</b> to display and record, or <b>Off</b> to not display and not record, the amount of media remaining. <b>Length</b> , <b>Remaining Alert</b> , and <b>Print Remaining Length</b> options are available when <b>On</b> is selected. The display panel shows the amount of media remaining based on the value selected for <b>Length</b> and the amount of media used during printing.
	Off	
Length	5.0 to 999.5 m (15 to 3000 ft)	Enter a value for overall roll length between 5.0 and 999.5 m (15 to 3000 ft). You can set in 0.5 m (1 ft) increments.
Remaining Alert	1 to 15 m (4 to 50 ft)	An alert will be displayed if the amount of media remaining reaches this length. Choose from values between 1 and 15 m (4 and 50 ft). You can set in 0.5 m (1 ft) increments.
Print Remaining Length	Print	Use <b>Print Remaining Length</b> to print the amount of media remaining on the current roll before replacing it with another type of media. You can then enter this number as the media length the next time the roll is used.

## Select Media

Parameter	Explanation
RIP Settings	Choose the media settings used for printing.
1 to 30 (media setting bank number)	<p>If <b>RIP Settings</b> is selected, the media settings selected in the software RIP will be used.</p> <p>Select a number between 1 and 30 to use the settings in the corresponding media setting bank. Use <b>Customize Settings</b> to create media setting banks.</p>

## Customize Settings

Item	Parameter	Explanation
Current Settings		Change settings for currently selected media. The options available depend on whether <b>RIP Settings</b> or a media setting bank is selected. More information on the options available can be found below in the entries for RIP Settings and media setting banks 1 to 30.

### RIP Settings

Item	Parameter	Explanation	
Platen Gap	1.5	Change <b>Platen Gap</b> (the gap between the print head and the media) for the media setting bank selected in the software RIP.  The default setting of 1.5 is recommended in most situations. Choose 2.0 if printout is scratched or smudged. Select 2.5 only if print results are still smudged when 2.0 is selected. Choosing a larger gap than required may result in ink stains inside the printer, reduced print quality, or shorter product life.	
	2.0		
	2.5		
Head Alignment			
	Input thickness.	0.1 to 1.0 mm (4 to 40 mil)	Enter a value for media thickness of from 0.1 to 1.0 mm (4 to 40 mil).
	Manual(Uni-D)	Print	Select <b>Head Alignment</b> to realign the print head when print results seem grainy or out of focus.  You need to check the pattern and enter the optimum adjustment value for alignment. See “Correcting Print Misalignment (Head Alignment)” on page 71.
	Manual(Bi-D)		
Roll Type	Printable Side Out	Printable Side In	Choose <b>Printable Side Out</b> or <b>Printable Side In</b> according to how the media is rolled.
	Printable Side In		



Item	Parameter	Explanation
Tension Measurement	Periodically	<p>Choose <b>Periodically</b> or <b>Every page</b> to have the printer automatically monitor and adjust media tension during printing for optimal results, <b>Off</b> to disable automatic tension adjustment.</p> <p><b>Periodically</b> is recommended in most circumstances.</p> <p>The printer may however be unable to adjust tension appropriately for some media, resulting in excessive slack or other maladjustments that cause printing problems, in which case you should select <b>Off</b>. Note, however, that <b>Off</b> may result in unusually large margin between pages. In addition, printing may not stop and the inside of the printer may become stained. Observe the following precautions:</p> <p>Do not print at the end of a roll.</p> <p>Do not select <b>Off</b> for Media End Check.</p> <p>Select <b>Every page</b> for more precise tensioning, but note that print times will increase.</p>
	Every page	
	Off	
Media Tension	0 to 40	<p>Increase tension if creases appear in media during printing. The higher the value, the greater the tension.</p> <p>The manufacturer default set values will change as follows depending on the <b>Tension Measurement</b> setting.</p> <p><b>Periodically/Every Page:</b> Level 28</p> <p><b>Off:</b> Level 39</p>

#### 1 to 30 (media setting bank number)

Item	Parameter	Explanation
Setting Name		Assign the media setting bank a name up to 22 half-size characters long. Using distinctive names makes it easier to select banks for use.
Feed Adjustment	Manual	Use this option if banding (horizontal banding, lines, or strips of uneven color) persists after head cleaning and head alignment have been performed.  Visually inspect the printed pattern and enter the adjustment value by hand. See “Feed Adjustment” on page 73.
Platen Gap	1.5	Choose the platen gap (the distance between the print head and the media).  The default setting of <b>1.5</b> is recommended in most situations. Choose <b>2.0</b> if printout is scratched or smudged. Select <b>2.5</b> only if print results are still smudged when <b>2.0</b> is selected. Choosing a larger gap than required may result in ink stains inside the printer, reduced print quality, or shorter product life.
	2.0	
	2.5	
Head Alignment	Manual(Uni-D)	Select <b>Head Alignment</b> to align print head when print results seem grainy or out of focus.
	Manual(Bi-D)	You need to check the pattern and enter the optimum adjustment value for alignment. See “Correcting Print Misalignment (Head Alignment)” on page 71.
Drying		

Item	Parameter	Explanation
Drying Time Per Pass	0 to 10 sec	<p>Select the time the print head pauses to allow drying after each pass. Choose from values between 0.0 and 10.0 seconds. The time needed for the ink to dry varies with ink density and the media used. If the ink blurs on the media, set a longer time for drying the ink.</p> <p>Increasing the drying time increases the time needed to print.</p>
Media Suction	0 to 10	<p>Suction is required to maintain the correct distance between the media and the print head; the amount needed varies with the type of media. Excessive suction can increase the gap between the print head and thin or flexible media, potentially reducing print quality or preventing the media feeding normally. In such cases, you will need to lower media suction. The suction power is weakened when the parameter is lowered.</p>
Head Movement	Data Width	Choose the range in which the print head moves during printing.
	Printer Full Width	<p><b>Data Width</b> restricts print head movement to the printed area. Restricting the extent of print head movement increases print speed.</p> <p>If <b>Printer Full Width</b> is selected, the print head will move the full width of the largest media supported by the printer. Select this option for more even print results with less variation.</p>
Multi-Strike Printing	Off	Choose the number of times each line is printed.
	2 to 8	
Roll Type	Printable Side Out	Choose <b>Printable Side Out</b> or <b>Printable Side In</b> according to how the media is rolled.
	Printable Side In	
Tension Measurement	Periodically	<p>Choose <b>Periodically</b> or <b>Every page</b> to have the printer automatically monitor and adjust media tension during printing for optimal results, <b>Off</b> to disable automatic tension adjustment.</p> <p><b>Periodically</b> is recommended in most circumstances.</p> <p>The printer may however be unable to adjust tension appropriately for some media, resulting in excessive slack or other maladjustments that cause printing problems, in which case you should select <b>Off</b>. Note, however, that <b>Off</b> may result in unusually large margin between pages. In addition, printing may not stop and the inside of the printer may become stained. Observe the following precautions:</p> <p>Do not print at the end of a roll</p> <p>Do not select <b>Off</b> for <b>Media End Check</b>.</p> <p>Select <b>Every page</b> for more precise tensioning, but note that print times will increase.</p>
	Every page	
	Off	
Media Tension	0 to 40	<p>Increase tension if creases appear in the media during printing. The higher the value, the greater the tension.</p> <p>The manufacturer default set values will change as follows depending on the <b>Tension Measurement</b> setting.</p> <p><b>Periodically/Every Page:</b> Level 15</p> <p><b>Off:</b> Level 25</p>
Feed Speed	1 to 2	Choose a slower feed speed if thin media is creased or torn or sticks together during printing. The lower the value, the slower the speed.

## Print Media List

Parameter	Explanation
Print	Print the contents of media setting banks 1 to 30.

## The Printer Setup Menu

 indicates default settings.

Item	Parameter	Explanation
Side Margin(Right)	3 to 25 mm (0.12 to 1.00 inch)	Choose the width of the right margin when media is loaded in the printer.  For more information, see “Printable area” on page 76
Side Margin(Left)	3 to 25 mm (0.12 to 1.00 inch)	Choose the width of the left margin when media is loaded in the printer.  For more information, see “Printable area” on page 76
Print Start Position	0 to 800 mm (0.00 to 32.00 inch)	Adjust this parameter if you want to print from the near center of the media or if you want to shift the printed area left from the <b>Side Margin(Right)</b> setting. The area between the right edge of the media and <b>Print Start Position</b> is left blank. If a value is selected for <b>Side Margin(Right)</b> , an additional area corresponding to the width selected for <b>Side Margin(Right)</b> will be left blank.  For more information, see “Printable area” on page 76
Media Size Check	On	Choose whether the printer automatically detects ( <b>On</b> ), or does not automatically detect ( <b>Off</b> ), the edges of the media. Try <b>Off</b> if the printer displays a <b>Media Size Error</b> when the media is correctly loaded. Note, however, that the printer may print beyond the edges of the media when <b>Off</b> is selected. Ink used outside the edges of the media will stain the inside of the printer. We generally recommend to operate with this setting set to <b>On</b> .
	Off	
Media End Check	On	Choose whether the printer automatically detects ( <b>On</b> ) or does not automatically detect ( <b>Off</b> ), the end of the media. Try <b>Off</b> if the printer displays <b>Media Out</b> when the media is correctly loaded. We generally recommend to operate with this setting set to <b>On</b> .
	Off	
Media Skew Check	On	When skewed media is detected, the printer will either stop printing and display an error ( <b>On</b> ) or continue printing ( <b>Off</b> ). <b>On</b> is recommended in most circumstances, as skewed media may cause the printer to jam.
	Off	
Print Nozzle Pattern	Off	Choose the frequency with which the printer prints a nozzle test pattern: never ( <b>Off</b> ) or once every <b>1</b> to <b>10</b> pages. Periodic test patterns will not be printed while <b>Off</b> is selected. To print a test pattern at the top of every 1 to 10 pages, select an option between <b>1</b> and <b>10</b> . When printing is complete, you can visually inspect the pattern to determine whether there may be faint or missing colors in the preceding or following printout.
	1 to 10 pages	
Periodical Cleaning		

Item		Parameter	Explanation
	Light	Off/1 to 240 hours	<p>Choose the frequency—never (<b>Off</b>) or after <b>1</b> to <b>240</b> hours—and strength with which the printer performs head cleaning. Periodic head cleaning will not be performed while <b>Off</b> is selected. If a value between <b>1</b> and <b>240</b> hours is selected, auto head cleaning will be performed after the specified number of hours. If printing is in progress or the printer is in sleep mode when the specified time has elapsed, Periodical Cleaning will only be performed after printing is complete or the printer is reactivated.</p> <p>The following reset the timer:</p> <p>Turning the printer on.</p> <p>Choosing another option for this item.</p> <p>Manually performing head cleaning using All Nozzles.</p> <p>Note that even when <b>Off</b> is selected for Periodical Cleaning, the printer will automatically clean the print head at a fixed interval after printing to keep the nozzle from clogging.</p>
	Medium		
	Heavy		
	Power		
Cleaning Cycle		Off	<p>Choose the frequency with which the printer performs auto head cleaning: never (<b>Off</b>) or once every <b>1</b> to <b>10</b> pages. The cleaning cycle will not be performed while <b>Off</b> is selected. Select <b>1</b> to <b>10</b> to perform head cleaning before the specified number of pages is printed.</p>
		1 to 10 pages	
Sleep Mode		15 to 240 minutes	<p>The printer will enter sleep mode if no errors have occurred, no print jobs have been received, and no actions are performed on the control panel for an extended period of time.</p> <p>This setting selects the amount of time until the printer enters sleep mode.</p>
Restore Settings		Yes	<p>Select <b>Yes</b> to restore all items in the <b>Printer Setup</b> menu to their default settings.</p>
		No	

## The Maintenance Menu

The Maintenance menu can be accessed directly by pressing the  button.

Item	Parameter	Explanation
Nozzle Check	Print	A nozzle pattern will be printed. Inspect the pattern visually and perform head cleaning if you detect faint or missing colors. See “Checking for Clogged Nozzles” on page 81.
Cleaning		
	All Nozzles	Execute (Light)/ Execute (Medium)/ Execute (Heavy)
	Selected Nozzles	Execute (Light)/ Execute (Medium)/ Execute (Heavy)
		Note the numbers of patterns that contain faint or missing colors and clean all or selected nozzles. Select <b>All Nozzles</b> to clean all nozzles. Choose <b>Selected Nozzles</b> to clean only the nozzles in selected arrays.  The level of cleaning can be selected from <b>Execute (Light)</b> , <b>Execute (Medium)</b> , and <b>Execute (Heavy)</b> . Select <b>Execute (Light)</b> first. If the problem persists after you have used <b>Execute (Light)</b> , choose <b>Execute (Medium)</b> . If the problem persists after you have used <b>Execute (Medium)</b> , choose <b>Execute (Heavy)</b> . See “Head Cleaning” on page 82.
Head Maintenance	Move Head	Position the print head for maintenance. Perform such maintenance as cleaning the wiper, caps, and the area around print head only after using this option to position the head for cleaning. Moving the print head manually could cause malfunction. See “Maintenance Around the Print Head” on page 84.
Waste Ink Counter	-	Use this item to reset the waste ink counter after placing a new waste ink bottle. Only reset the counter when replacing the waste ink bottle. Resetting the counter before the waste ink bottle is replaced will result in the printer being unable to accurately track the waste ink level.

## The Print Logs Menu

These items are used to track consumables.

Item	Parameter	Explanation
Print Job Log Sheet	Print	You can print the job information saved in the printer (up to 10 jobs). The information includes the media and ink used in each job, making it easier to track the use of consumables.
Show Total Prints	XXXXXX m <sup>2</sup> (XXXXXX ft <sup>2</sup> )	Select <b>Show Total Prints</b> to view the total area of media printed (to a maximum of six figures).


## The Printer Status Menu

These items track printer use and settings.

Item	Parameter	Explanation
Print Status Sheet	Print	Print a status sheet showing current printer settings, and the status of periodical replacement parts. Use this option to view a variety of information about the printer on a single sheet and help schedule the periodic replacement of parts.
Firmware Version	XXXXXXXX,X_XX,XXXX	View the printer Firmware Version.

## The Network Setup Menu

 indicates default settings.

Item	Parameter	Explanation
IP Address Setting		
 Auto	-	Choose whether IP addresses are obtained automatically ( <b>Auto</b> ) or manually ( <b>Panel</b> ) using DHCP. If <b>Panel</b> is selected, enter an IP address, subnet mask, and default gateway address. Contact your system administrator for detailed information.
	IP: XXX.XXX.XXX.XXX	
	SM: XXX.XXX.XXX.XXX	
	DG: XXX.XXX.XXX.XXX	
Print Status Sheet	Print	Use Print Status Sheet to print the current network status. Use this information for a complete overview of network settings.
Restore Settings	Yes	Select <b>Yes</b> to restore all items in the Network Setup menu to their default settings.
	No	

## The Preference Menu

 indicates default settings.

Item	Parameter	Explanation
Date And Time	MM/DD/YY HH:MM	Set the printer's built-in clock. The time provided by the clock is used when printing logs and status sheets.
Language	Japanese	Select the language used in the control panel display.
	English	
	French	
	Italian	
	German	
	Portuguese	
	Spanish	
	Dutch	
	Russian	
	Korean	
	Chinese	
Unit: Length	m	Choose the units of length used in the control panel display and when printing test patterns.
	ft/in	
Alert Sound Setting	On	Enable ( <b>On</b> ) or disable ( <b>Off</b> ) the alarm that sounds when an error occurs. If the alarm is sounding, press the <b>OK</b> button to turn it off.
	Off	
Alert Lamp Setting	On	Enable ( <b>On</b> ) or disable ( <b>Off</b> ) the alert lamp that lights when an error occurs.
	Off	

## The Reset All Settings Menu

Parameter	Explanation
Yes	Select <b>Yes</b> to reset all settings in the Preference menu except <b>Date And Time</b> , <b>Language</b> , <b>Unit: Length</b> , and <b>Unit: Temperature</b> .
No	

## Chapter 5

### Problem Solver

#### When a Message is Displayed

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

Messages	What to do
Prepare empty waste ink bottle.	The waste ink bottle is getting full. Ready a new waste ink bottle. See "Options and Consumable Products" on page 129.
Chip Unit Error Chip unit not recognized. Reattach or replace.	Remove and reinsert the chip unit. If the same error still occurs, replace with a new chip unit. See "Chip Unit Replacement and Ink Refills" on page 98.  Condensation may have formed inside the tank. Keep at room temperature for at least four hours. See "Notes on Handling Ink Packs and Ink Tanks" on page 24.
Chip Unit Error Chip unit cannot be recognized. Refill after matching ink pack with label?	Use only the chip units from specified Epson ink packs. You cannot use unspecified Epson ink packs.  See "Options and Consumable Products" on page 129.
Chip unit expended..	The chip unit is nearing the end of its service life. Obtain an ink pack of the appropriate color as soon as possible.  See "Options and Consumable Products" on page 129 and "Notes on Handling Ink Packs and Ink Tanks" on page 24.
Command Error Check print settings on RIP.	Press <b>II</b> and select <b>Job Cancel</b> . Check that the installed software RIP is compatible with the printer.
Unit Matching Error Check combination of Media Feeding Unit and Auto Take-up Reel Unit. Then restart printer.	The standard media feeding unit is used only with the standard auto take-up reel unit, the heavy roll media feeding unit only with the heavy roll auto take-up reel unit. If you have mismatched the feeding and take-up reel units, turn the printer off and install the correct equipment.  See the <i>Setup Guide</i> and the <i>Heavy Media Roll System Setup Guide</i> .
F/W Install Error Firmware update failed. Restart the printer.	Turn the printer off, wait for a few minutes, and then turn on the printer again.  Use EPSON LFP Remote Panel 2 to update the firmware again.  If this message appears on the LCD panel again, contact your dealer or Epson Support.
Auto Take-up Reel Unit stopped.	Media is not correctly attached to the auto take-up reel unit.  Press the <b>II</b> button and select <b>Job Cancel</b> to cancel printing.  Flip the Auto switch on the auto take-up reel unit to Off, then flip it back and reattach the media to the auto take-up reel unit.  See "Media Loading and Take-Up" on page 52.



Messages	What to do
Media Size Error Load correct size media.	<p>The media currently loaded is not the correct width. Raise the media loading lever and remove the media.</p> <p>The narrowest width supported by the printer is 300 mm (11.8 inches). Be sure the media is at least 300 mm (11.8 inches) wide.</p> <p>If this message is displayed even though the media is the correct width, the printer may print if <b>Off</b> is selected for <b>Media Size Check</b>.</p> <p>See "The Printer Setup Menu" on page 115.</p>

## When a Maintenance Call/Service Call Occurs

Error messages	What to do
Maintenance Request Replace Part Soon/Replace Part Now XXXXXXXX	<p>A part used in the printer is nearing the end of its service life.</p> <p>Contact your dealer or Epson Support and tell them the maintenance request code.</p> <p>You cannot clear the maintenance request until the part is replaced. A service call occurs if you continue to use the printer.</p>
Call For Service XXXX Error XXXX Power off and then on. If this doesn't work, note the code and call for service.	<p>A call for service occurs when:</p> <p>The power cable is not connected securely</p> <p>An error that cannot be cleared occurs</p> <p>When a call for service has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable from the outlet and from the AC inlet on the printer, and then reconnect. Turn on the printer again multiple times.</p> <p>If the same call for service is displayed on the LCD panel, contact Epson Support for assistance. Tell them the call for service code is "XXXX".</p>

## Troubleshooting

### You cannot print (because the printer does not work)

#### The printer does not turn on.

■	<p><b>Is the power cable plugged into the electrical outlet or the printer?</b></p> <p>Make sure the power cable is securely plugged into the printer.</p>
■	<p><b>Is there any problem with the electrical outlet?</b></p> <p>Make sure your outlet works by connecting the power cable for another electric product.</p>

## ***The printer is not communicating with the computer.***

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

Make sure the printer's interface cable is securely plugged into the correct terminal of the computer and the printer. Also, make sure the cable is not broken nor bent. If you have a spare cable, try connecting with the spare cable.

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

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

See "Specifications Table" on page 133.

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

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

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

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

## ***You cannot print under the network environment.***

### ■ **Are the network settings correct?**

Ask your network administrator for the network settings.

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

If you can print via USB, there are some problems on the network environment. Ask your system administrator, or refer to the manual for your network system. If you cannot print via USB, see the appropriate section in this *User's Guide*.

## ***The printer has an error.***

### ■ **Confirm if errors have occurred in the printer by checking the lights and messages on the printer's control panel.**

See "Control Panel" on page 15 and "When a Message is Displayed" on page 120.

## ***The printer sounds like it is printing, but nothing prints***

## ***The print head moves, but nothing prints.***

### ■ **Confirm the printer operation.**

Print a test pattern. Test patterns can be printed without connecting the printer to a computer and hence can be used to check printer function and status. See "Checking for Clogged Nozzles" on page 81.

Refer to the following section for information on what to do if the pattern does not print correctly.

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

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

## ***Test Pattern Does Not Print Correctly***

■ **Perform head cleaning.**

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

See "Head Cleaning" on page 82.

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

If the printer has not been used for a long time, the nozzles may have dried up and have been clogged. Steps to take when the printer has not been used for a long time. See "Notes When Not Using the Printer" on page 22.

## ***The prints are not what you expected***

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

■ **Are the print head nozzles clogged?**

If the nozzles are clogged, specific nozzles do not fire ink and the print quality declines. Try printing a test pattern.

See "Checking for Clogged Nozzles" on page 81.

■ **Was Head Alignment performed?**

Select **Head Alignment** to realign the print head when print results seem grainy or out of focus.

See "Correcting Print Misalignment (Head Alignment)" on page 71.

■ **Have you tried Feed Adjustment?**

Large discrepancies in the feed amount cause banding (horizontal banding, lines, or strips of uneven color). Perform Feed Adjustment according to the media used.

See "Feed Adjustment (manual)" on page 68.

■ **Are you using a genuine Epson ink pack?**

This printer is designed for use with the genuine Epson ink packs specified in this manual. Using any other type of ink pack may result in reduced print quality.

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

■ **Are you using an old ink pack?**

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

■ **Are media settings correct?**

Confirm that the media settings in the software RIP or on the printer match the media actually in use.

■ **Is Data Width selected for Head Movement?**

Selecting **Data Width** for **Head Movement** in the setup menu increases print speed but may slightly reduce print quality. For better quality results, select **Printer Full Width** for **Head Movement**. See "The Printer Setup Menu" on page 115.

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

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

■ **Was a printer cover opened during printing?**

Opening covers during printing causes the print head to stop abruptly, resulting in uneven colors. Do not open the covers while printing is in progress.

### ***The print is not positioned properly on the media.***

■ **Is the media loaded correctly and are the margins correct?**

If the media is not loaded correctly, the results may be off center or part of the data may not be printed. You should also check whether the correct options are selected for **Side Margin** and **Print Start Position** in the setup menu.

See "Loading Media" on page 28 and "The Printer Setup Menu" on page 115.

■ **Is the media skewed?**

If **Off** is selected for **Media Skew Check** in the setup menu, printing will continue when the media is skewed and data will appear outside the print area. Set **Media Skew Check** to **On** in the Menu.

See "The Printer Setup Menu" on page 115.

■ **Is the media wide enough for the print data?**

Although printing normally stops if the print image is wider than the media, data will be printed beyond the edges of the media if **Off** is selected for **Media Size Check** in the setup menu. Choose **On** for **Media Size Check** in the setup menu.

See "The Printer Setup Menu" on page 115.

### ***Vertical ruled lines are misaligned.***

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

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

See "Correcting Print Misalignment (Head Alignment)" on page 71.

### ***The printed surface is scuffed or soiled.***

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

Check media specifications to confirm that it is compatible with the printer. If you are using a software RIP, contact the manufacturer for information on the settings and media that can be used.

■ **Is the media wavy?**

Certain types of media may develop waves under some conditions (humidity and temperature) while installed in the printer. If a wave has developed, press the ▼ button in the control panel to feed the media and avoid the affected area. We recommend that you lower the temperature and humidity to prevent waves developing.

■	<b>Is the media creased or folded?</b> Media that is creased or folded may rise from the platen and contact the print head, resulting in smudges or uneven colors.
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■	<b>Are the wiper, caps, or print head stained?</b> Ink clots or lint around the wiper, caps, or print head may result in stains caused by a build-up of ink. Clean the affected area. See "Maintenance Around the Print Head" on page 84.
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■	<b>Is the print head scuffing the printed surface?</b> Smear caused by the print head scuffing the media can be prevented by adjusting the <b>Platen Gap</b> to suit the media. It may also be prevented by choosing a high value for <b>Media Tension</b> . See "Platen Gap" on page 68 or "Media Tension" on page 70.
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## Media Problems

### Media Is Creased

■	<b>Are the Media Tension and Feed Speed options in the setup menu correct for the current media?</b> If these options are not correctly adjusted for the current media, the media may be creased or torn during printing. See "Media Tension" on page 70 and "Feed Speed" on page 71.
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■	<b>Try selecting Off for Tension Measurement in the setup menus.</b> Automatic tensioning may fail to maintain some types of media at the appropriate tension, resulting in excessive slack or other tensioning problems that interfere with printing. See "Tension Measurement" on page 70.
---	--

### Media Jams

■	<b>Is the media creased or folded?</b> Media with a strong curl or that is folded back on its leading edge or creased may cause jams or other media feed problems. Do not use media affected by these types of problems.
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■	<b>Is the media too thick or too thin?</b> Check the media specifications to determine whether it can be used in the printer. If you are using a software RIP, contact the manufacturer for information on the settings and media that can be used.
---	--

■	<b>Is Media Suction set too high?</b> Reduce Media Suction. See "Media Suction" on page 69.
---	--

### Printing does not stop when the roll ends

■	<b>Is Off selected for Tension Measurement?</b> <b>Periodically</b> is recommended in most circumstances. See "Tension Measurement" on page 70.
---	---

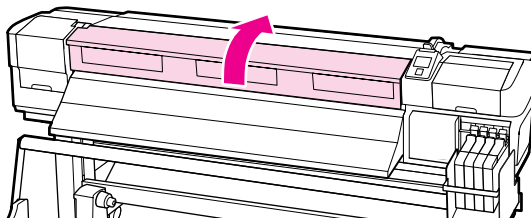
## Removing Jammed Media

Follow the steps below to remove jammed media.

**Caution:**

*Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.*

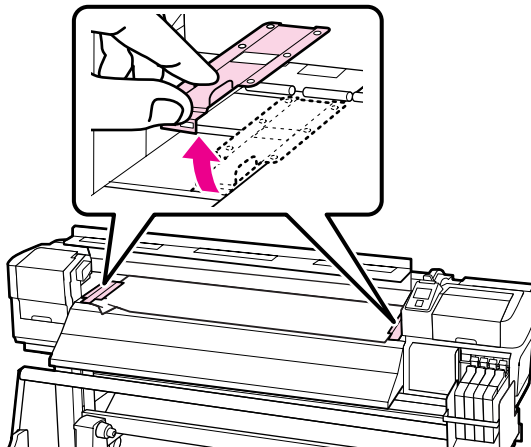
1. Open the front cover.



2. Turn off the printer.

If a message is displayed and the printer will not turn off, unplug the power cable.

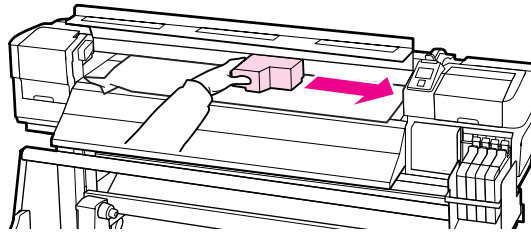
3. Remove the media holding plates, if installed.

**Important:**

*Cease use of the printer if the media holding plates are deformed. Continued use could damage the pressure rollers or print head.*

*Contact Epson Support. See "Contacting Epson Support" on page 136.*

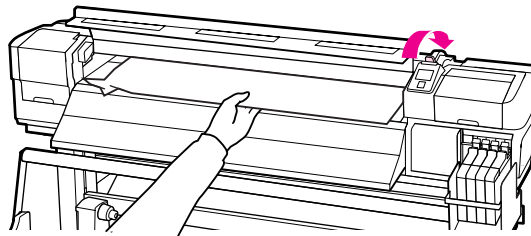
4. If the print head is over the media, move it away from the jam.



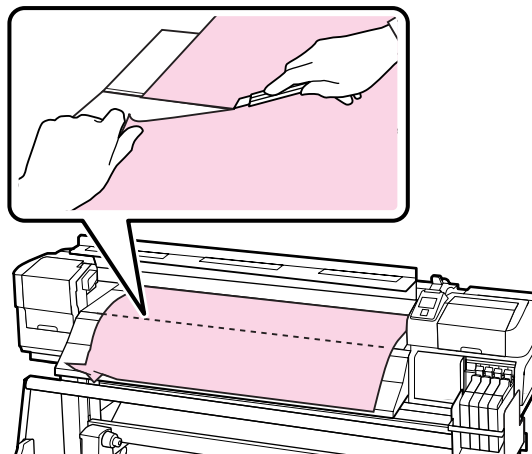
**Important:**

*Move the print head only after removing the media holding plates. Contact with deformed media holding plates could damage the print head.*

5. Raise the media loading lever.



6. Pull the media to the cutter groove and use a cutter to remove torn or creased portions.



7. Manually rewind the cut media.
8. Remove any media that remains inside the printer.
9. Turn on the power to the printer and perform a nozzle check.

Check the printed pattern, and if there are any clogs, perform head cleaning. See “Checking for Clogged Nozzles” on page 81.

**Important:**

*If the printer is left off for an extended period, the print head will be left uncapped and dry out, and will not print properly when printing resumes.*

*Turning the printer on automatically caps the print head.*

Reload the media and resume printing. See “Loading Media” on page 28.

## **Other Problems**

### ***The control panel display keeps turning off.***

**■ Is the printer in sleep mode?**

Press the ⏻ button on the control panel to return to the normal state. The time before the printer enters sleep mode can be selected in the Printer Setup menu. See “The Printer Setup Menu” on page 115.

### ***The red light is on inside the printer.***

**■ This is not a failure.**

The red light normally stays on inside the printer.



## Options and Consumable Products

The following options and consumable products are available for use with your printer (as of September 2012).

For the latest information, see the Epson website.

Product		Part number	Explanation
Ink packs	Black	T741100	Epson recommends the use of genuine Epson ink packs. 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 chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support. See "Chip Unit Replacement and Ink Refills" on page 98.
	Cyan	T741200	
	Magenta	T741300	
	Yellow	T741400	
Maintenance Kit		T724200	Contains the cleaning sticks, gloves, wiper, and wiper cleaner required for printer maintenance. See "Maintenance Around the Print Head" on page 84.
Waste Ink Bottle		T724000	Identical to the waste ink bottle supplied with the printer.
Media Holding Plate		C12C890891	Identical to the media holding plates supplied with the printer.
Heavy Roll Media System		C12C890761	A media feeding unit and auto take-up reel for heavy rolls (up to 80 kg or 176.4 lb).

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## Supported Media

The following media can be used with the printer.

Print quality is greatly affected by the type and quality of media used. Choose a media suited to the task at hand. For information on use, refer to the documentation supplied with the media or contact the manufacturer. We recommend that you print a test run and check the results before purchasing media in large quantities.

**Important:**

*Do not use media that is wrinkled, scuffed, torn, or dirty.*

### Standard Roll Media System

Roll core size	2 or 3 inch
Roll outer diameter	Up to 250 mm (9.8 inches)
Media width	300 to 1626 mm (11.8 to 64 inches)
Media thickness	Up to 1 mm (0.04 inch)
Roll weight	Up to 40 kg (88.2 lb)

### Heavy Roll Media System

Roll core size	2 or 3 inch
Roll outer diameter	Up to 300 mm (11.8 inches)
Media width	300 to 1626 mm (11.8 to 64 inches)
Media thickness	Up to 1 mm (0.04 inch)
Roll weight	Up to 80 kg (176.4 lb)

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## Moving and Transporting the Printer

This section describes how to move and transport the product.

### Moving the Printer

This section assumes that the product is being moved to another location on the same floor without traversing stairs, ramps, or lifts. See below for information on moving the printer between floors or to another building. See “Transport” on page 132.



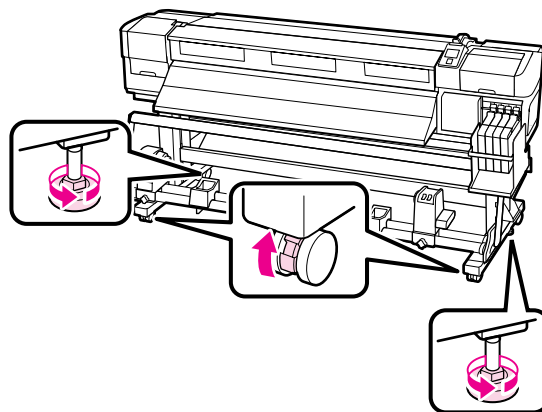
**Caution:**

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

### Getting Ready

1. Confirm that the printer is off.
2. Remove the waste ink bottle. See “Replacing the Waste Ink Bottle” on page 94.
3. Disconnect the power cords and all other cables.
4. Remove media from the media feeding unit and auto take-up reel unit.
5. Unlock the stand.

Release the caster locks on the left and right legs and fully raise the adjusters.



6. Move the printer.

**Important:**

*Use the casters on the dedicated printer stand to move the printer indoors a short distance over a level floor. They can not be used for transport.*

## **Post-Move Setup**

After moving the printer, follow the steps below to ready it for use.

1. Check that the new location is appropriate.

See the *Setup Guide*.

2. Plug in the power cables and turn the printer on.

See the *Setup Guide*.

3. Perform a nozzle check to check for clogged nozzles. See “Checking for Clogged Nozzles” on page 81.

4. Perform Head Alignment and check print quality. See “Head Alignment (manual)” on page 68.

## **Transport**

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

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## **System Requirements**

Consult the documentation for your software RIP.

## Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	360 nozzles × 2 rows × 4 colors (black, cyan, magenta, yellow)
Resolution (maximum)	720 × 1440 dpi
Control code	ESC/P raster (undisclosed command)
Media feed method	Friction feed
Built-in memory	512 MB for Main 128 MB for Network
Interface	Hi-Speed USB-Compatible with the USB 2.0 Specification. 100BASE-TX/1000Base-T* <sup>1</sup>
Rated voltage	AC 100 to 240V
Rated frequency	50 to 60Hz
Rated current	1.0 to 0.5 A
Power consumption	Printing: Approx. 65 W Ready mode: Approx. 20 W Sleep mode: Approx. 9 W Power off: 0.5 W or less
Temperature	Operating: 15 to 35 °C/59 to 95°F (15 to 25°C/59 to 77°F recommended) Storage (before unpacking): -20 to 60°C or -4 to 140°F (no more than 120 hours at 60°C or 140°F, within a month at 40°C or 104°F) Storage (after unpacking): -20 to 40°C or -4 to 104°F (within a month at 40°C or 104°F)
Humidity	Operating: 20 to 80% (40 to 60% recommended) (without condensation) Storage (before and after unpacking): 5 to 85% (without condensation)
Dimension	Storage (minimum) dimensions: 2620 (W) × 915 (D) × 1311 (H) mm or 103.2 (W) × 36.0 (D) × 51.6 (H) inches Maximum dimensions: 2620 (W) × 1259 (D) × 1650 (H) mm or 103.2 (W) × 49.6 (D) × 65.0 (H) inches
Weight <sup>2</sup>	Approx. 225 kg (496.0 lb)

\*1 Use a shielded twisted pair cable (category 5 or better).

\*2 With supplied media system installed; ink not included.

Ink Specifications	
Type	Dedicated ink pack
Dye sublimation ink	Black, Cyan, Magenta, Yellow
Use by date	See the date printed on the ink pack (at normal temperature)
Print quality guarantee expiry	25 days (from the day the ink tank was refilled from the ink pack)
Storage temperature	Uninstalled: -20 to 40°C or -4 to 104°F (within a month at 40°C or 104°F) Installed: -20 to 35°C or -4 to 95°F (within a month at 35°C or 95°F) Transporting: -20 to 60°C or -4 to 140°F (within a month at 40°C or 104°F, within 72 hours at 60°C or 140°F)
Capacity	1000 ml

**Important:**

*The ink will freeze if stored for a long period of time at -20°C/ -4°F or below. If the ink is frozen, store for at least 4 hours at room temperature (25°C/77°C) before using. (With no condensation.)*

## Standards and Approvals

Safety	UL 60950-1	
	CSA C22.2 No.60950-1	
	Low Voltage Directive 2006/95/EC	EN 60950-1
EMC	FCC part 15 subpart B Class A	
	CAN/CSA-CEI/IEC CISPR 22 Class A	
	AS/NZS CISPR 22 Class A	
	EMC Directive 2004/108/EC	EN 55022 Class A
		EN 55024
		EN 61000-3-2
		EN 61000-3-3



**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.*

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## **FCC Compliance Statement**

### ***For United States Users***

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

### **WARNING**

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

### ***For Canadian Users***

This Class A digital apparatus complies with Canadian ICES-003.

*Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.*

### **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.

### **Where To Get Help**

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#### **Contacting Epson Support**

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Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred Limited Warranty Plan. Dial (888) 377-6611, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

Before you call, make sure you have your Unit ID number, which is included with the Epson Preferred Limited Warranty Plan information that came with your printer. You'll also need your printer serial number and proof of purchase.

Visit Epson's U.S. support website ([www.epson.com/support](http://www.epson.com/support)) or Canadian website ([www.epson.ca/support](http://www.epson.ca/support)) and select your product for solutions to common problems. You can download drivers, firmware, and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

**Note:**

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

#### **Purchase Supplies and Accessories**

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



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# Software License Terms

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## Open Source Software Licenses

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### Bonjour

This printer product includes the open source software programs which apply the Apple Public Source License Version 1.2 or its latest version ("Bonjour Programs"). We provide the source code of the Bonjour Programs pursuant to the Apple Public Source License Version 1.2 or its latest version until five (5) years after the discontinuation of same model of this printer product. If you desire to receive the source code of the Bonjour Programs, please see the "Contacting Customer Support" in Appendix or Printing Guide of this User's Guide, and contact the customer support of your region.

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1.6 "Modifications" mean any addition to, deletion from, and/or change to, the substance and/or structure of the Original Code, any previous Modifications, the combination of Original Code and any previous Modifications, and/or any respective portions thereof. When code is released as a series of files, a Modification is: (a) any addition to or deletion from the contents of a file containing Covered Code; and/or (b) any new file or other representation of computer program statements that contains any part of Covered Code.

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