

Paper name	Size	Part number
Photo Quality Ink Jet Paper	Letter (8.5 x 11 inches)	S041062
	A4 (8.3 x 11.7 inches)	S041061
	Legal (8.5 x 14 inches)	S041067
Photo Quality Ink Jet Cards	A6 (4.1 x 5.8 inches)	S041054
Photo Paper	4 x 6 inches	S041134
	4 x 6 inches, non-perforated, borderless	S041458
	Letter (8.5 x 11 inches) (20/50/100 sheets)	S041141/ S041272/ S041272
	Panoramic (8.3 x 23 inches)	S041145
ColorLife™ Photo Paper	Letter (8.5 x 11 inches)	S041500
Ink Jet Transparencies	Letter (8.5 x 11 inches)	S041064
	A4 (8.3 x 11.7 inches)	S041063
Matte Paper - Heavyweight	Letter (8.5 x 11 inches)	S041257
	8 x 10 inches, borderless	S041467
Premium Glossy Photo Paper	Letter (8.5 x 11 inches)	S041286
	5 x 7 inches, borderless	S041464
	8 x 10 inches, borderless	S041465
Premium Semigloss Photo Paper	Letter (8.5 x 11 inches)	S041331
Premium Luster Photo Paper	Letter (8.5 x 11 inches)	S041405
Photo Quality Glossy Film	Letter (8.5 x 11 inches)	S041072
	A6 (4.1 x 5.8 inches)	S041107
Photo Quality Self Adhesive Sheets	A4 (8.3 x 11.7 inches)	S041106
Iron-On Cool Peel Transfer Paper	Letter (8.5 x 11 inches)	S041153/ S041155
Glossy Photo Greeting Card Kit	Letter (8.5 x 11 inches)	S041267
Photo Stickers Kit (CD-ROM/paper) Photo Stickers (refill)	A6 (4.1 x 5.8 inches)	S041144-KIT
	A6 (4.1 x 5.8 inches)	S041144

## User Replaceable Part

Paper support: part number 107896

## Accessories

### Ink Cartridges

Cartridge	Part numbers
Black	T026201
Color	T027201

### EPSON Media

Paper name	Size	Part number
Premium Bright White Paper	Letter (8.5 x 11 inches)	S041586
360 dpi Ink Jet Paper	Letter (8.5 x 11 inches)	S041060
	A4 (8.3 x 11.7 inches)	S041059

## Printer Specifications

### Printing

Printing method On-demand ink jet

Nozzle configuration

Black 48 nozzles  
Color 240 nozzles (48 each: cyan, magenta, yellow, light cyan, light magenta)

Resolution Maximum 2880 dpi × 720 dpi

Print direction Bidirectional with logic seeking

# EPSON Stylus Photo 820

Control code	EPSON/P Raster EPSON Remote
Input buffer	32KB
Interfaces	USB port and 1294IEEE parallel port

## Mechanical

Paper feed method	Friction
Paper path	Sheet feeder, top entry
Paper capacity	100 sheets of 17 lb (65 g/m <sup>2</sup> ) paper
Dimensions	
Storage	Width: 18.9 inches (479.6 mm) Depth: 10.2 inches (259.6 mm) Height: 7.1 inches (181.2 mm)
Printing	Width: 18.9 inches (479.6 mm) Depth: 20.3 inches (509 mm) Height: 10.7 inches (271.8 mm)
Weight	7.5 lb (3.42 kg) without the ink cartridges

## Electrical

Specification	120 V Model	220–240 V Model
Input voltage range*	90 to 132 V	198 to 264 V
Rated frequency range	50 to 60 Hz	
Input frequency range	49.5 to 60.5 Hz	
Rated current	0.4 A	0.2 A
Power consumption	Approx. 17 W (ISO10561 Letter Pattern) Approx. 4 W in standby mode	Approx. 17 W (ISO10561 Letter Pattern) Approx. 4.5 W in standby mode

\* Check the label on the back of the printer for your printer's voltage.

## Environmental

Temperature	
Operation	50 to 95 °F (10 to 35 °C)
Storage*	–4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C)
Transit*	–4 to 140 °F (–20 to 60 °C) 120 hours at 140 °F (60 °C)
Humidity (without condensation)	
Operation	20 to 80% RH
Storage*	5 to 85% RH

\*Stored in shipping container

## Safety Approvals

Safety standards	UL 1950, CSA C22.2 No. 950
EMI	FCC part 15 subpart B class B CSA C108.8 Class B

## Ink Cartridges

Specification	Black ink cartridge (T026201)	Color ink cartridge (T027201)
Color(s)	Black	Cyan, Magenta, Yellow, Light Cyan, Light Magenta
Print capacity*	370 pages, comparable with 5% ECMA (ISO10561) At 360 dpi	220 pages, 5% each color in calculation
Cartridge life	2 years from production date (if unopened) (within 6 months after opening package, at 77 °F [25 °C])	
Storage temperature	–4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C)	
Transit temperature	–22 to 140 °F (–30 to 60 °C) 1 month at 104 °F (40 °C) 120 hours at 140 °F (60 °C)	
Freezing temperature**	–0.4 °F (–18 °C)	
Dimensions	0.79 × 2.6 × 1.52 inches (W × D × H) 20.1 × 66.85 × 38.5 mm (W × D × H)	1.9 × 2.6 × 1.52 inches (W × D × H) 49.1 × 66.85 × 38.5 mm (W × D × H)

\* The figure given is based on continuous printing after ink replacement. The actual print capacity may vary.

\*\* Ink thaws and is usable after approximately 3 hours at 77 °F (25 °C).



To ensure good results, use genuine EPSON cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranties.

Don't use an ink cartridge if the date on the package has expired.

**Paper**

Paper	Size	Type	Thickness	Weight
Single sheets	Letter (8.5 × 11 inches) Legal (8.5 × 14 inches) Half letter (statement, 5.5 × 8.5 inches) Executive (7.5 × 10 inches) A4 (210 × 297 mm) A5 (148 × 210 mm) A6 (105 × 148 mm)	Plain bond paper and special ink jet papers distributed by EPSON	0.003 to 0.004 inch (0.08 to 0.11 mm) for plain bond paper	17 to 24 lb (64 to 90 g/m <sup>2</sup> ) for plain bond paper
Transparencies, glossy film	Letter (8.5 × 11 inches) A4 (210 × 297 mm; transparencies only) A6 (105 × 148 mm; glossy film only)	Transparencies and glossy film distributed by EPSON	—	—
Premium Glossy Photo Paper, Premium Semigloss Photo Paper	Letter (8.5 × 11 inches) 5 × 7 inches, borderless (glossy paper only) 8 × 10 inches, borderless (glossy paper only)	Premium Glossy Photo Paper and Premium Semigloss Photo Paper distributed by EPSON	—	—
Matte Paper - Heavyweight, Premium Luster Photo Paper, ColorLife Photo Paper	Letter (8.5 × 11 inches) 8 × 10 inches, borderless (Matte paper only)	Matte Paper - Heavyweight, Premium Luster Photo Paper, and ColorLife Photo Paper distributed by EPSON	—	—
Self-adhesive sheets	A4 (210 × 297 mm)	Self adhesive sheets distributed by EPSON	—	—
Envelopes	No. 10, 4.1 × 9.5 inches (104 × 241 mm) DL, 4.3 × 8.7 inches (110 × 220 mm) C6, 4.4 × 6.4 inches (114 × 162 mm)	Plain bond paper or air mail paper	0.006 to 0.02 inch (0.16 to 0.52 mm)	12 to 20 lb (45 to 75 g/m <sup>2</sup> )
Ink jet cards	A6 (105 × 148 mm)	Ink jet cards distributed by EPSON	—	—
Photo Paper	Letter (8.5 × 11 inches) 4 × 6 inches (102 × 152 mm) Panoramic (210 × 594 mm)	Photo paper distributed by EPSON	—	—
Photo Stickers	A6 (105 × 148 mm), 16 frames/sheet	Photo stickers distributed by EPSON	—	—
Iron-On Cool Peel Transfer Paper	Letter (8.5 × 11 inches)	Transfer paper distributed by EPSON	0.007 inch (0.18 mm)	33 lb (124 g/m <sup>2</sup> )



Always load paper into the sheet feeder short edge first, except for envelopes. Load envelopes flap edge first with the flap side down

Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, EPSON cannot attest to the quality of any non-EPSON brand or type of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.

Poor quality paper may reduce print quality and cause paper jams and other problems. If you encounter problems, switch to a higher grade of paper.

Do not load curled or folded paper.

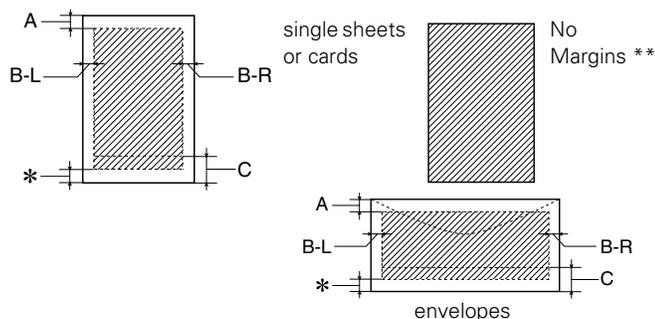
Use papers under these conditions:

- Temperature: 59 to 77 °F (15 to 25 °C)
- Humidity: 40 to 60% RH

Store printouts on Photo Quality Glossy Film and Self Adhesive Sheets under these conditions:

- Temperature: 59 to 86 °F (15 to 30 °C)
- Humidity: 20 to 60% RH

## Printable area



- A: The minimum top margin is 0.12 inch (3.0 mm).  
When loading multiple sheets of EPSON Photo Quality Glossy Film, the minimum top margin is 1.2 inches (30.0 mm).
- B-L: The minimum left margin is 0.12 inch (3.0 mm).
- B-R: The minimum right margin is  
0.28 inch (7.0 mm) for DL envelopes  
1.10 inches (28.0 mm) for No. 10 envelopes  
0.12 inch (3.0 mm) C6 envelopes and all other paper sheets
- C: The minimum bottom margin is 0.55 inch (14.0 mm).
- \* You can extend the minimum bottom margin to 0.12 inch (3.0 mm) by selecting Maximum as the Printable Area setting. However, print quality may decline in the expanded area.
- \*\* When printing with No Margins, print quality may decline in the top and bottom areas of the printout or the area may be smeared.

## Parallel Interface

### Forward channel

Specification	Description
Data format	8-bit parallel, IEEE-1284 compatibility mode
Synchronization	$\overline{\text{STROBE}}$ pulse
Handshake timing	BUSY and $\overline{\text{ACKNLG}}$ signals
Signal level	TTL compatible
Connector	57-30360 Amphenol connector or equivalent

### Reverse channel

Specification	Description
Transmission mode	IEEE-1284 Nibble mode
Adaptable connector	57-30360 Amphenol connector or equivalent
Synchronization	Refer to the IEEE-1284 specification
Handshaking	Refer to the IEEE-1284 specification
Signal level	IEEE-1284 Level 1 device
Data transmission timing	Refer to the IEEE-1284 specification

## USB Interface

Specification	Description
Standard	Based on Universal Serial Bus Specifications Revision 1.0, Universal Serial Bus Device Class Definition for Printing Devices Version 1.0
Bit rate	12 Mbps (full speed device)
Data encoding	NRZI
Adaptable connector	USB Series B
Recommended cable length	6.5 feet (2 meters) maximum

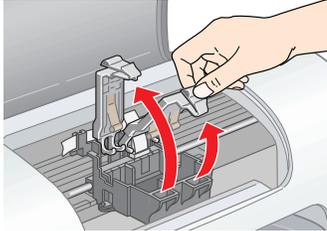
## Control Panel

To diagnose some problems, check the printer's control panel, as described below, or run a printer check (page 5).

Lights	Explanation
$\odot$ power light flashes	The printer is receiving a print job, replacing an ink cartridge, charging ink, or cleaning the print head.
$\odot$ power light flashes and $\odot$ error light is on	<p>Your paper ran out, ink ran out, or paper is jammed. You may also see a message on your screen.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> If paper is out, load more paper, then press the <math>\odot</math> maintenance button to resume printing.</li> <li><input type="checkbox"/> If paper is jammed, press the <math>\odot</math> maintenance button to eject the paper. If that doesn't work, turn off the printer, open the cover, and remove all the paper, including any torn pieces. Then turn on the printer, reload paper, and press the <math>\odot</math> maintenance button.</li> <li><input type="checkbox"/> If you see an ink out message on your screen, you need to replace one of your ink cartridges. See page 6 for details.</li> </ul>
$\odot$ error light flashes	One of the ink cartridges is low. Make sure you have a replacement cartridge. To determine which cartridge is low, check the ink level as described on page 6.
$\odot$ power light flashes and $\odot$ error light is on	Paper may be blocking movement of the print head. Turn off the printer, open the cover, and remove any jammed paper or other foreign objects. Then turn the printer on again. If the lights are still on, contact your dealer or EPSON.
$\odot$ power light and $\odot$ error light flash alternately	The printer may have an internal error. Turn off the printer, wait a few seconds, and turn it on again. If the lights are still flashing, contact your dealer or EPSON.
Green $\odot$ power light and red $\odot$ error light are still on after replacing an ink cartridge	One of your ink cartridges is installed incorrectly. Follow the steps on page 7 to remove your ink cartridges and then reinsert them.

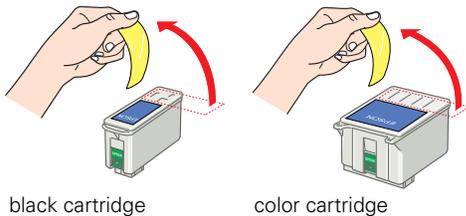
## Installing the First Ink Cartridges

1. Turn on the printer.
2. Open the cover and lift the ink cartridge clamps.



If the ink cartridge holders don't move into loading position as shown, press the  ink cartridge replacement button to move them.

3. Unpack the ink cartridges that came with your printer and remove the yellow tabs.



black cartridge

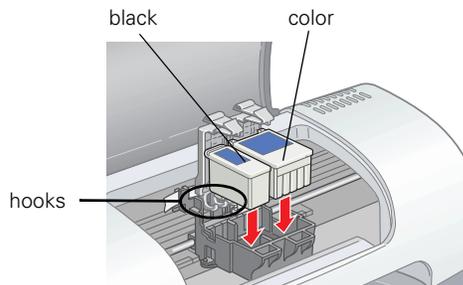
color cartridge



Install both ink cartridges or the printer won't work.

Keep the cartridges out of the reach of children.

4. Tilt each cartridge toward you as you lower it. Make sure the tabs rest on the hooks.



Don't place the cartridge under the hooks; you may damage the clamp when you close it.



5. Lower the clamps so they snap shut.
6. Press the  ink cartridge replacement button and close the printer cover. The green  power light flashes and you hear the printer make noise.

7. Wait until ink charging is finished (the green  power light stops flashing).



Don't turn off the printer or interrupt charging while the green  power light is flashing or you'll use up more ink than necessary when you turn it back on.

## Printing on Special Media

Select the Media Type setting in the printer driver according to the guidelines in the table below.

For this paper . . .	Select this Media Type setting . . .
Plain paper sheets or envelopes EPSON Premium Bright White Paper	Plain paper
EPSON 360 dpi Ink Jet Paper EPSON Iron-On Cool Peel Transfer Paper	360 dpi Ink Jet Paper
EPSON Photo Quality Ink Jet Paper EPSON Photo Quality Ink Jet Cards EPSON Photo Quality Self Adhesive Sheets	Photo Quality Ink Jet Paper
EPSON Matte Paper - Heavyweight EPSON Double-Sided Matte Paper	Matte Paper - Heavyweight
EPSON Photo Paper EPSON Photo Quality Glossy Paper EPSON Glossy Photo Greeting Cards	Photo Paper
EPSON Premium Glossy Photo Paper EPSON Premium Semigloss Photo Paper EPSON Premium Luster Photo Paper	Premium Glossy Photo Paper
EPSON Photo Stickers® EPSON Photo Quality Glossy Film	Photo Quality Glossy Film
EPSON Ink Jet Transparencies	Ink Jet Transparencies
EPSON ColorLife Photo Paper	ColorLife Photo Paper*

\* If your printer driver does not include this setting, check <http://support.epson.com> for a possible driver update.

## Additional Media Loading Guidelines



Don't use the cleaning sheets that may be included with your special media; they may damage the printer.

- Always load paper short edge first, even when printing landscape-oriented pictures.
- Always handle sheets by the edges, and don't touch the printable surface.
- Be sure to load the printable (whiter) side of the media face up in the sheet feeder.
- You can load paper up to the tab on the right edge guide.
- In addition to the Media Type setting, remember to select the correct Paper Size for your media in the printer software.

- ❑ If the special media has protective sheets between each sheet of media, be sure to remove the protective sheets before printing.
- ❑ Some special media have a cut corner that you need to position in the upper right corner when you load it.
- ❑ You can load the following number of sheets of EPSON special media:

For this paper name...	Load this number of sheets
EPSON 360 dpi Ink Jet Paper	Up to 30 sheets
EPSON Photo Quality Ink Jet Paper	Up to 30 sheets; 10 sheets for legal-size
EPSON Photo Quality Ink Jet Cards EPSON Glossy Photo Greeting Cards	Up to 30 cards with the included support sheet beneath the stack
EPSON Photo Quality Glossy Film	Up to 20 sheets (one sheet at a time for A6-size) with the included support sheet or a sheet of plain paper beneath the stack
EPSON Photo Paper (4 x 6-inch size) Matte Paper - Heavyweight	Up to 20 sheets with the included support sheet beneath the stack
EPSON Ink Jet Transparencies	Up to 10 sheets
EPSON Photo Paper (A4- and letter-size) EPSON ColorLife Photo Paper	One sheet at a time with the included support sheet beneath the sheet
EPSON Photo Quality Self Adhesive Sheets EPSON Iron-On Cool Peel Transfer Paper EPSON Photo Stickers EPSON Photo Paper (Panoramic size) EPSON Premium Glossy Photo Paper EPSON Premium Semigloss Photo Paper EPSON Premium Luster Photo Paper	One sheet at a time

## Replacing an Ink Cartridge

When the red  error light flashes, an ink cartridge is low on ink. This is a good time to make sure you have a new cartridge. When the red  error light stays on, you may need to replace one of the cartridges.

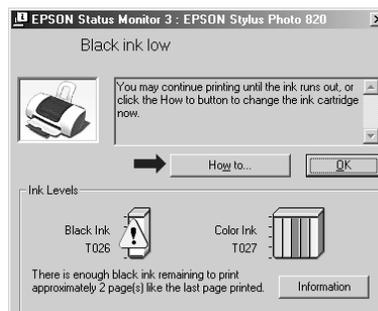


The red  error light also comes on if your paper runs out or is jammed, so make sure to check your paper before replacing a cartridge.

## Checking the Ink Supply

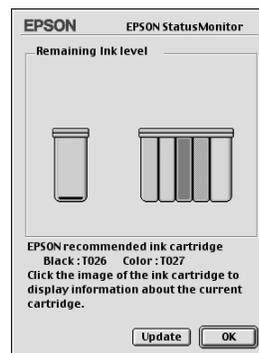
To check your ink supply, do one of the following:

- ❑ **Windows:** Double-click the  printer icon on your taskbar (in the lower right corner of your screen). If one of your cartridges is low, you'll see a window like this one:



You can also double-click the  ink monitor icon. You see a window showing the amount of ink remaining. You can click the **Buy Now** button to launch your web browser and order ink cartridges online.

- ❑ **Macintosh:** Open the File menu and choose **Print**. Click the  ink icon. You see a window like this one:



When a cartridge is more than six months old, you may need to replace it if printouts don't look their best. If the quality doesn't improve after cleaning and aligning the print head, you can replace the cartridge even if the red  error light is off.

## Purchasing Ink Cartridges

Use these EPSON ink cartridges within six months of installing them and before the expiration date on the package:

- Black ink cartridge: T026201
- Color ink cartridge: T027201

Look for ink cartridge packages labelled T026 (black) or T027 (color).



To ensure good results, use genuine EPSON ink cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

When you need new ink cartridges, contact your dealer, or call the EPSON Store™ at (800) 873-7766 or visit [www.epsonstore.com](http://www.epsonstore.com) (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

### Ink Cartridge Precautions



Keep ink cartridges out of the reach of children and do not drink the ink.

If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them thoroughly with water.

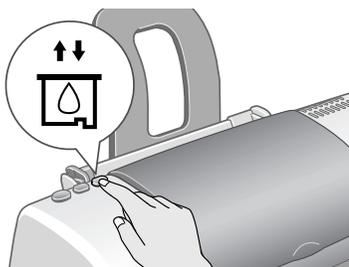
To avoid damaging the printer, never move the print head by hand.

You cannot print if either ink cartridge is empty. Leave the empty cartridge installed in the printer until you have obtained a replacement. Otherwise the ink remaining in the print head nozzles may dry out.

### Removing and Installing an Ink Cartridge

Be sure you have a new ink cartridge before you begin. Once you start the ink cartridge replacement procedure, you must complete all the steps in one session.

1. Make sure the printer is turned on and not printing (the green power light should be on, but not flashing). Then open the printer cover.
2. Press the ink cartridge replacement button. The print head moves to the center and the green power light flashes.

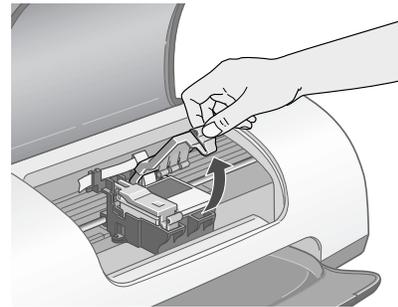


The red error light also begins to flash or remains on.

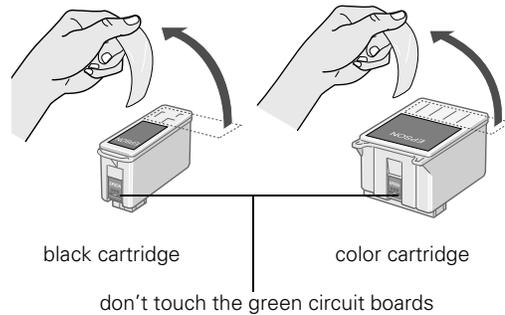
- ❑ If it flashes at the same speed as the green power light, replace the black cartridge.
- ❑ If it flashes twice as fast as the green power light, replace the color cartridge.
- ❑ If it remains on, replace both cartridges.

The color cartridge is on the right and the black is on the left.

3. Pull up the ink cartridge clamp. The cartridge rises up from its holder.



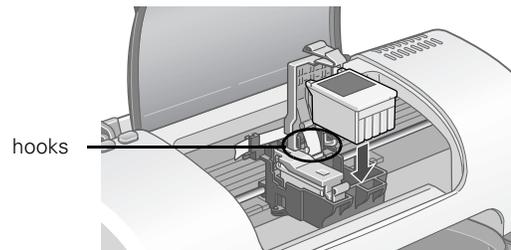
4. Lift the cartridge out of the printer and dispose of it carefully.
5. Unwrap the new ink cartridge. Then remove *only* the yellow tape seal on top.



You must remove the yellow tape from the top of the cartridge or you will permanently damage it.

Don't touch the green circuit board on the back of the cartridge; you may inhibit normal operation and printing.

6. Tilt the new cartridge toward you slightly as you insert it. Lower the cartridge so that the tabs rest on the hooks.



Don't place the cartridge under the hooks; you may damage the clamp when you close it.



7. Press down firmly on the ink cartridge clamp until it snaps in place.

8. If you need to replace the other ink cartridge, repeat steps 3 through 7 before continuing with step 9.
9. Press the  ink cartridge replacement button and close the printer cover. The printer begins charging the ink delivery system.

The green  power light flashes and the printer makes noise. Charging takes about half a minute. When it's finished, the green  power light stops flashing and stays on, and the red  error light goes out.



Never turn off the printer while the green  power light is flashing, unless the printer hasn't moved or made noise for more than 5 minutes.

## Cleaning the Print Head

If your printouts are unexpectedly light or faint, or dots or lines are missing from the image, you may need to clean the print head. This unclogs the nozzles so they can deliver ink properly. Print head cleaning uses ink, so clean it only if quality declines.

This section explains how to clean the print head using the Head Cleaning utility. This is the recommended method when the printer is connected directly to your computer (not over a network).

You can also clean the print head by holding down the  maintenance button on the printer for three seconds (when the red  error light is off). See the electronic *Reference Guide* on your printer software CD-ROM for detailed instructions.



When you don't turn on your printer for a long time, the print quality can decline. It's a good idea to turn on your printer at least once a month to maintain good print quality.

## Running the Head Cleaning Utility

Follow these steps to run the Head Cleaning utility:

1. Make sure the printer is turned on but not printing, and the red  error light is off. (If the red  error light is flashing or on, you may need to replace the ink cartridge; see page 6 for details.)
2. Do one of the following:
  - Windows:** Right-click the  printer icon on your taskbar (in the lower right corner of your screen). Select Head Cleaning.
  - Macintosh:** Open the File menu and choose Page Setup or Print. Click the  Utility button, then click the  Head Cleaning button.

3. Follow the instructions on the screen to clean the print head. Cleaning takes about 30 seconds, during which the printer makes some noise and the green  power light flashes.



Never turn off the printer while the green  power light is flashing, unless the printer hasn't moved or made noise for more than 5 minutes.

4. When the green  power light stops flashing, run a nozzle check to confirm the print head nozzles are clean.

Make sure paper is loaded in the printer and click **Print nozzle check pattern**. Then click **Print**. The nozzle check pattern prints (see the next section for details).

5. If the nozzle check pattern has no gaps or lines, click **Finish**. If the pattern has white lines, click **Clean** to clean the print head again.

If you don't see any improvement after cleaning three or four times, check the solutions in the *Printer Basics* book. You can also turn the printer off and wait overnight (allowing any dried ink to soften); then try cleaning the print head again.

## Examining the Nozzle Check Pattern

Examine the nozzle check pattern you print. Each black and colored area should be complete, with no gaps or lines, as shown below:



- If your printout looks okay, you're done.
- If you see any white lines or gaps (as shown below), clean the print head again; see the previous section for instructions.



## Aligning the Print Head

If your printouts contain misaligned vertical lines, you may need to align the print head. Your printer must be connected directly to your computer (not over a network) to use the Print Head Alignment utility.

1. Make sure the printer is turned on, but not printing, and plain letter-size paper is loaded.



Load paper that's at least 8.27 inches (210 mm) wide to prevent ink from spraying inside the printer and smudging your printouts.

2. Do one of the following:
  - Windows:** Right-click the  printer icon on the taskbar (in the lower right corner of your screen). Select **Print Head Alignment**.
  - Macintosh:** Open the File menu and choose **Page Setup** or **Print**. Click the  Utility button, then click the  Print Head Alignment button.
3. Follow the instructions on the screen to print a test page. You see the alignment window.
4. On the test page, select the pattern that shows the two vertical lines most precisely printed on top of each other. You may need to use a magnifying glass.  
Select one pattern each for rows 1, 2, and 3. Then enter the number of the best pattern for each row in the corresponding boxes on the screen.
5. Click **Realignment** to print another test page. Make sure the pattern numbered 8 in each row is the best aligned. If not, repeat steps 3 and 4.
6. When you're finished, click **Finish**.

## Testing the Printer

You can run a printer check to determine whether a problem comes from the printer itself or some other source.

1. Make sure both the printer and computer are turned off. Then disconnect the USB or parallel cable from the printer.
2. Make sure letter-size or larger paper is loaded in the printer.
3. Hold down the  maintenance button, then press and release the  power button. Continue holding down the  maintenance button until the  power light starts to flash, then release it.

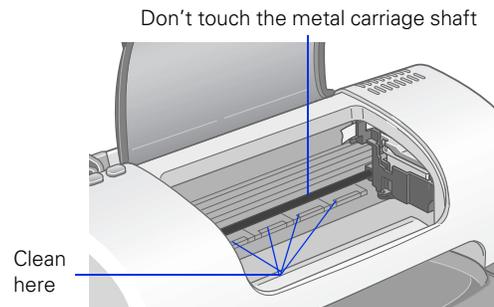
The printer prints one page showing its ROM version number and a nozzle check pattern. (If the pattern has gaps in its dots, you need to clean the print head; see page 8.)

4. Turn off the printer after it prints the check page. Then reconnect the cable and turn on your printer and computer.
  - If the check page prints, the problem probably lies in your software settings, interface cable, or computer. Your software may not be installed correctly.
  - If the check page doesn't print, you may have a problem with your printer. Try the suggestions in the electronic *Reference Guide* on the printer software CD-ROM. If nothing works, contact your dealer or EPSON.

## Cleaning the Printer

To keep your printer working at its best, you should clean it several times a year. Follow these steps:

1. Turn off the printer, unplug the power cord, and disconnect the printer cable.
2. Remove all paper, then use a soft brush to clean any dust or dirt from the sheet feeder.
3. Clean the exterior of the printer with a soft, damp cloth.
4. Clean ink out of the printer's interior with a soft, damp cloth.



Don't touch the gears inside the printer.

Be careful not to wipe the metal carriage shaft.

Never use a hard or abrasive brush, or alcohol or thinner for cleaning; they can damage the printer components and case.

Don't get water on the printer components and don't spray lubricants or oils inside the printer.

Don't use any cleaning sheets included with special paper; they may jam inside the printer.

## Transporting the Printer

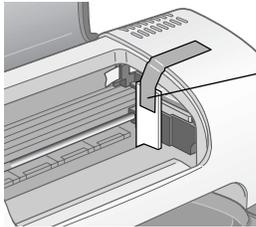
If you move your printer some distance, you need to prepare it for transportation in its original box or one of a similar size.



To avoid damage, always leave the ink cartridges installed when transporting the printer.

1. Turn on the printer, wait until the print head locks in the far right position, then turn off the printer.
2. Unplug the power cord from the electrical outlet. Then disconnect the printer cable from the printer.
3. Remove any paper from the printer and remove the paper support.

4. Open the printer cover. If you still have the packing insert, slide it down into the area beside the ink cartridge holder and tape it to the printer case. If you don't have the insert, just tape the cartridge holder to the printer case. Then close the printer cover.



Tape the ink cartridge holder to the printer case



Be sure to remove the tape and insert after installing the printer in its new location.

5. Push in the output tray extension and close the tray.
6. Repack the printer and its attachments in the original box using the protective materials that came with them. See your *Start Here* sheet.

Keep the printer level as you transport it.

After transporting the printer, remove the tape securing the print head and test your printer. If you notice a decline in print quality, clean the print head (see page 8); if output is misaligned, align the print head (see page 8).

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### Related Documentation

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TM-SP820	EPSON Stylus Photo 820 Service Manual
PL-SP820	EPSON Stylus Photo 820 Parts Price List
CPD-12673	EPSON Stylus Photo 820 <i>Start Here</i>
CPD-12672	EPSON Stylus Photo 820 <i>Printer Basics</i>
CPD-12674	EPSON Stylus Photo 820 CD-ROM with <i>Reference Guide</i>
CPD-12772	ColorLife Photo Paper slipsheet
CPD-12749	Printer driver support on web slipsheet