

Epson® SureColor® P400 Series

Basics

Copyright Notice

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. The information contained herein is designed only for use with this Epson product. Epson is not responsible for any use of this information as applied to other equipment.

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Responsible Use of Copyrighted Materials

Epson encourages each user to be responsible and respectful of the copyright laws when using any Epson product. While some countries' laws permit limited copying or reuse of copyrighted material in certain circumstances, those circumstances may not be as broad as some people assume. Contact your legal advisor for any questions regarding copyright law.

Trademarks

EPSON, UltraChrome, and SureColor are registered trademarks and EPSON Exceed Your Vision is a registered logomark of Seiko Epson Corporation.

UltraSmooth is a registered trademark, AccuPhoto is a trademark, and Epson Connection is a service mark of Epson America, Inc.

Mac and OS X are trademarks of Apple Inc., registered in the U.S. and other countries.

Wi-Fi Direct® is a registered trademark and Wi-Fi CERTIFIED™ is a trademark of Wi-Fi Alliance®.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

This information is subject to change without notice.

Contents

Introduction	4
Loading Paper	5
Loading Paper in the Sheet Feeder	5
Loading Fine Art Paper	7
Loading Roll Paper	10
Loading Thick Media	13
Printing From Start to Finish	15
Printing in Windows	15
Printing With OS X	19
Selecting the Correct Paper Type	24
Maintaining Your Printer	26
Checking and Cleaning the Print Head	26
Checking and Aligning the Print Head	28
Checking the Ink Cartridge Status	29
Replacing Ink Cartridges	31
Cleaning the Rollers	35
Solving Problems	36
Checking for Software Updates	36
Checking the Printer Lights	37
Problems and Solutions	40
Where to Get Help	46
Notices	47

Introduction

Your Epson® SureColor® P400 Series printer gives you beautiful archival prints on a wide variety of glossy and matte papers in many sizes.

Your outstanding printouts result from these advanced features:

- Epson® UltraChrome® HG2 ink cartridges, including red and orange inks for improved skin tones and increased vibrancy.
- Improved gloss optimizer provides a smooth, uniform glossy coat on glossy papers for an unprecedented look and feel.
- Enhanced media handling including thick, fine art paper, 1.3 mm boards, and rolls for virtually any kind of print up to 13 × 129 inches, with or without borders.
- AccuPhoto™ HG technology for maximizing color gamut while providing smoother color transitions.
- Resolutions up to 5760 × 1440 optimized dpi (dots per inch) with droplets as small as 1.5 picoliters for the finest details.
- Direct printing onto ink jet-printable CDs and DVDs for a professional look.
- Hi-Speed USB 2.0, 100Mbps Ethernet, and Wi-Fi CERTIFIED™ 802.11n for fast, wireless connectivity to multiple computers.
- Downloadable Premium ICC Profiles for precise color management.

Please follow these guidelines as you read your documentation:

Warning:

Warnings must be followed carefully to avoid bodily injury.

Caution:

Cautions must be observed to avoid damage to your equipment.

Note:

Notes contain important information about your P400 Series.

Tip:

Tips contain hints for better printing.

Loading Paper

You can print on a variety of paper types in the sheet feeder, or use the single sheet guide for certain specialty papers (see page 7). For multiple photos, panoramics, and banners, load roll paper using the roll paper holders (see page 10). For thick media, use the front manual feed slot (see page 13).

Epson offers a wide array of high quality papers, making it easy to maximize the impact of your photos, presentations, and creative projects.

You can purchase genuine Epson ink and paper at [epson.com/ink3](https://www.epson.com/ink3) (U.S. sales) or [epson.ca](https://www.epson.ca) (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Loading Paper in the Sheet Feeder

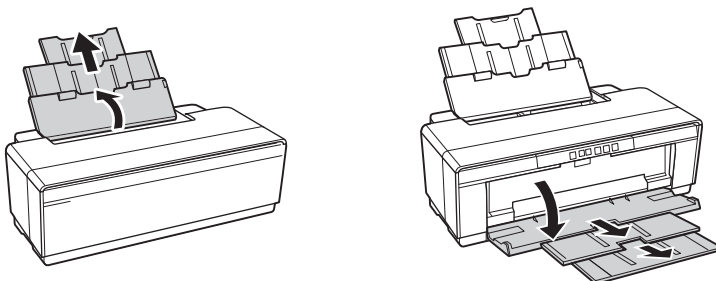
You can load the following paper types and quantities in the sheet feeder. Load other paper types in the rear manual feed slot using the single sheet feeder (see page 7) or roll paper holders (see page 10).

Paper type	Maximum sheets by size
Plain paper	Approximately 120
Epson Presentation Paper Matte	100 (Letter) 50 (B or Super B)
Epson Bright White Paper	80
Epson Photo Paper Glossy	30
Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy	30 (4 × 6 inch, 8 × 10 inch, Letter, 11 × 14 inch) 20 (5 × 7 inch) 10 (B, A3, Super B)
Epson Ultra Premium Photo Paper Luster Epson Ultra Premium Presentation Paper Matte	30 (Letter) 10 (A3 or Super B)
Epson Metallic Photo Paper Glossy Epson Metallic Photo Paper Luster	30 (Letter) 10 (Super B)

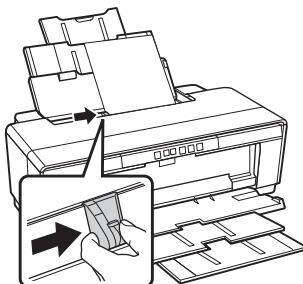
Paper type	Maximum sheets by size
Epson Premium Photo Paper Semi-gloss	30 (4 × 6 inch or Letter) 10 (B)
Epson Premium Presentation Paper Matte	30 (8 × 10 inch or Letter) 10 (11 × 14 inch, A3, or Super B)
Epson Premium Presentation Paper Matte Double-sided Epson Photo Quality Self-adhesive Sheets	1 sheet

Tip: When printing a large amount of matte paper, it is recommended to use an Ink Jet Cleaning Sheet (S041150) every 25-50 sheets to keep the paper path clean (see page 35).

1. Open the paper support and pull up the extensions, then open the output tray and pull out the extensions.



2. Insert paper, glossy or printable side up, short edge first, against the right side and beneath the tab. Then press the button on the edge guide and slide it against the paper (but not too tightly).



Always load paper short edge first, even for landscape printing.
Load letterhead or pre-printed paper top edge first.

Note:

The edge guide may move slightly during paper feeding and printing. Do not adjust it while printing is in progress.

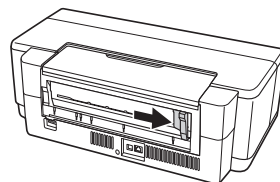


Loading Fine Art Paper

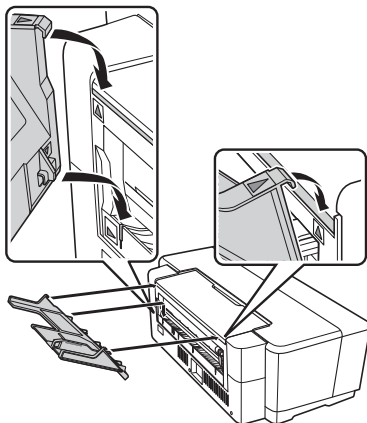
You can print professional quality photos on these paper types using the single sheet guide and the rear manual feed slot:

- | | |
|--|----------------------------|
| ■ Epson Velvet Fine Art Paper | ■ Epson Hot Press Bright |
| ■ Epson® UltraSmooth® Fine Art Paper | ■ Epson Hot Press Natural |
| ■ Epson Watercolor Paper Radiant White | ■ Epson Cold Press Bright |
| ■ Epson Exhibition Watercolor Paper Textured | ■ Epson Cold Press Natural |

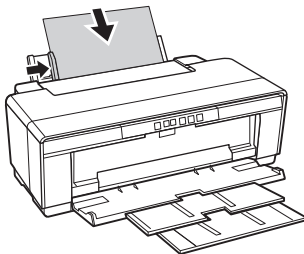
1. Remove any paper from the sheet feeder and close the paper support.
2. Open the output tray and pull out the extensions.
3. Remove the roll paper holders, if they are installed.
4. Slide the roll paper edge guide on the back of the printer all the way to the right.



5. Attach the single sheet guide by aligning the notches on its base with the slots on the back of the printer. Then hook the tabs over the top of the slot (marked with orange triangles).



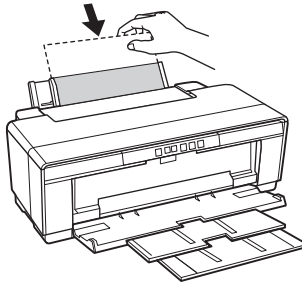
6. Make sure the printer is on so it can load the paper correctly.
7. Insert one sheet of paper, printable side up and against the right side, then align the edge guide so that the edges of the paper are flush and straight along both sides.





Note:

Load paper short edge first, no matter which way your photo faces. Check the paper package for any additional loading instructions.

8. Guide the paper into the printer until it meets resistance. Continue to apply light downwards pressure until the printer pulls the paper in slightly. Once the printer begins feeding the paper, let go of it.



9. Open the printer cover and make sure the paper has fed all the way into the printer and is straight. The paper must feed straight so the printer can properly identify the edge.

If the paper is crooked or the front edge is visible, you may receive a paper jam error when you print. To avoid this, press and hold the  paper button for three seconds to eject the paper. Remove the paper from the printer, press the  paper button again to clear the paper out error, and load the paper again.

10. Close the printer cover and do not open it during printing.

Loading Roll Paper

You can load roll paper or canvas media for printing large images, panoramic images, or multiple photos, with or without borders.

You can load roll paper in these widths:

- 8.3-inches wide
- 13-inches wide

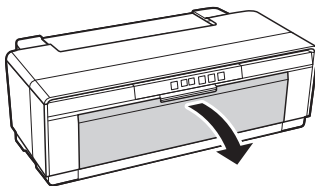
See the online *User's Guide* for a list of roll paper and canvas media types and sizes.

Tip:

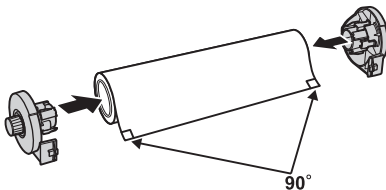
It's a good idea to check the ink status and replace cartridges, if necessary, before loading roll paper (see page 29). This is because you must remove roll paper from the printer before replacing cartridges to avoid drying marks on the paper.

You can watch instructional videos at epson.com/support/p400.

1. Turn on the printer.
2. Remove any paper loaded in the sheet feeder and remove the single sheet guide, if it is installed (see page 7). Also close the paper support.
3. Open the output tray, but do not pull out the extensions.



4. Place the roll paper holders on each end of the paper roll as shown.



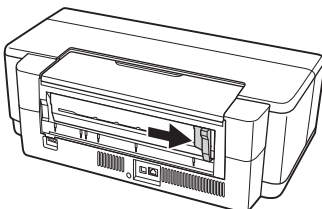
5. Remove any tape and protective paper from the end of the roll and make sure the corners of the paper are cut straight and at 90° angles to avoid paper feeding problems.

Note:

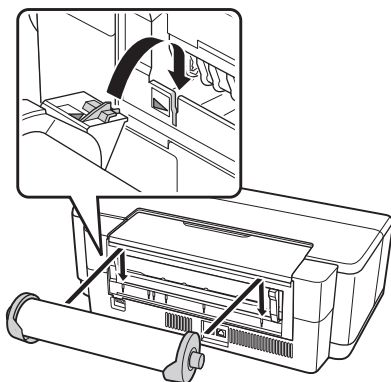
Avoid touching the surface of your paper or canvas media.


With canvas media that you have previously loaded, it's a good idea to cut the edge straight each time you reload it.

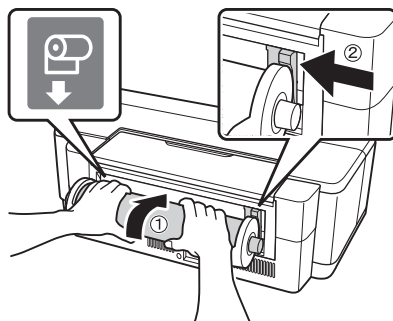
6. Move the roll paper edge guide at the back of the printer all the way to the right.



7. Insert the left roll paper holder (marked with a triangle) into the far left slot on the back of the printer (marked with an orange triangle). Then insert the right roll paper holder in the corresponding slot on the right.



8. Feed the end of the paper into the roll paper feeder, located behind the roll and marked with the  roll paper icon.



- Slide the roll paper edge guide against the right side of the paper, but not too tightly.

Caution:


Do not load roll paper or canvas media into the auto sheet feeder (marked with up orange triangles).


- Guide the paper into the slot until it meets resistance and hold it there until the printer pulls it in slightly. Once the printer begins feeding the paper, let go of it.

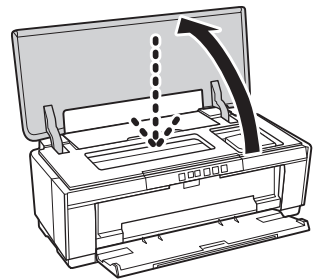
Note:

When loading canvas media, leave 2 to 3 inches of slack in the roll as it feeds and prints for the best results. If you have trouble feeding canvas media, check that the edge is straight and reload it, making sure to keep the roll slack.

- Open the printer cover and look into the printer to make sure the roll paper or canvas media is feeding straight. The paper must feed straight so the printer can properly identify the edge of it.


If it is crooked or the front edge is visible, you may receive a paper jam error when you print. To avoid this, press and hold the  roll paper button for three seconds to back the paper out.

Remove the paper from the printer, press the  paper button to clear the paper out error, then load the roll paper or canvas media again.




- For roll paper, turn the knobs on the roll paper holders backward to remove the excess slack. (Leave 2 to 3 inches of slack for canvas media.)
- Close the printer cover and do not open it during printing.





Removing Roll Paper Prints and Roll Paper

- To remove your roll paper or canvas media prints, press the  roll paper button to feed the paper forward, then cut off your printed photos straight across the paper at the cutting guideline.

Caution:

Do not pull on the paper as you cut it to avoid damaging your printout. Also do not cut the paper too close to the printer to avoid paper feeding problems.

- To continue printing on roll paper or canvas media, press the  roll paper button again to return the paper to printing position.

3. If you are finished printing on roll paper or canvas media, press and hold the  roll paper button for 3 seconds to feed the paper backward and out of the printer. If it does not feed all the way out, press the  roll paper button again.
4. Turn the knobs on the roll paper holders backward to roll up the paper, then remove the paper and holders from the printer.
5. Press the  paper button to stop the  paper light from flashing.

Store the unused roll paper or canvas media in its original package away from high temperatures, humidity, and direct sunlight.

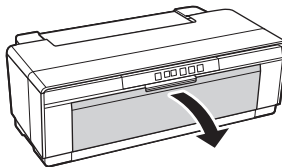
Loading Thick Media

Use the front manual feed slot to load 13- × 19-inch media that is 1.0 to 1.3 mm thick.

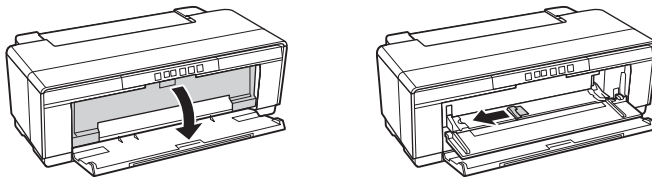
Note:

Make sure there is enough space behind the printer for the media to feed through the printer.

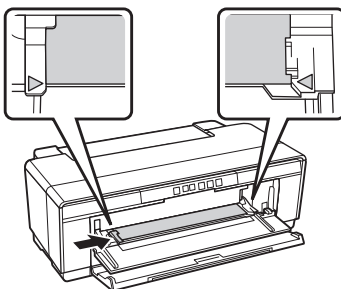
1. Turn on the printer.
2. Remove any roll paper, canvas media, or paper loaded in the sheet feeder or single sheet guide. Then close the paper support.
3. If necessary, remove the single sheet guide (see page 7) or roll paper holders (see page 12).
4. Open the output tray.




5. Open the front manual feed slot cover and slide the edge guide left.



6. Insert one sheet of thick media into the front manual feed slot, short edge first with the printable side face-up, until the trailing edge is aligned with the arrows.
7. Slide the edge guide to the side of the media, but not too tightly.



Note:

If the printer doesn't load the media and the  paper light flashes when printing starts, gently pull out the media and turn off the printer. Then turn on the printer and try again.

Caution:

Don't turn off the printer when thick media is loaded or you may damage the printer. To remove the media from the printer without printing, gently pull out the media.

8. When you're finished printing on thick media, close the front manual feed slot cover.

Printing From Start to Finish

This section describes basic printing from your Windows® or Mac computer. For detailed instructions, see the online *User's Guide*.

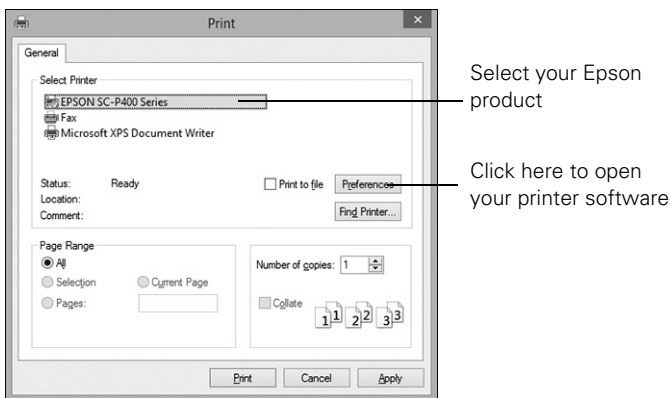
You can also print label designs directly onto ink jet-printable CDs or DVDs. See the online *User's Guide* for details.

Tip:

It's a good idea to check for updates to your Epson SureColor P400 Series software. See "Checking for Software Updates" on page 36 for instructions.

Printing in Windows

1. Open a photo or document in a printing program, and select the print option.

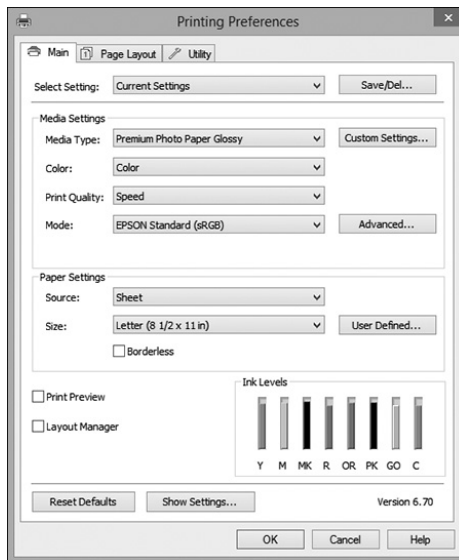


2. Select your product, then click the **Preferences** or **Properties** button.

Note:

If you see a **Setup**, **Printer**, or **Options** button, click it. Then click **Preferences** or **Properties** on the next screen.

- On the Main tab, select the **Media Type** setting that matches the paper you loaded (see page 24).



- For the **Color** setting, select **Color** or **Grayscale** for any type of photographic printing.
- For the **Print Quality** setting, select **Speed** or **Quality**, or select **Quality Options** to display a window like this:



Use the Speed/Quality slider to set from the following quality levels:

- **LEVEL 1** for fast printing with draft quality.
- **LEVEL 2** for everyday text and image printing.

- **LEVEL 3** for photos and graphics with good print quality and speed.
- **LEVEL 4** for photos and graphics with high print quality and slower speed.
- **LEVEL 5** for the best print quality and slowest print speed (best to use for canvas media).

Then select from the following additional options, and click **OK**:

- **High Speed** for fast, bidirectional printing at lower quality.
- **Edge Smoothing** to improve the quality of low-resolution images.
- **Finest Detail** for sharper edges on vector-based data including text, graphics, and line art. (This setting does not affect photographs.)
- **Gloss Optimizer** to add a glossy finish to your print.

6. Select one of the following as the **Mode** setting:

- **Epson Standard (sRGB)** increases the contrast in images.
- **Adobe RGB** matches images colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB.
- **Epson Vivid** processes colors to create standard hues.
- **Photo Enhance** lets you choose from various Scene Correction settings to automatically analyze your photos and, if necessary, adjusts the brightness, contrast, and saturation.
- **ICM** automatically adjusts colors based on the printer's ICC profile and the selected Media Type setting, using the Image Color Matching system.
- **Off (No Color Adjustment)** disables color management in the printer driver.

Note:

For color management instructions, see epson.com/scp400profiles (U.S.) or epson.ca/scp400profiles (Canada). For more information about print settings, click **Help** or see your online *User's Guide*.

7. Choose the paper **Source** in which you loaded your paper:

- **Sheet:** for sheets of paper loaded in the sheet feeder.
- **Roll Paper:** for photos or panoramics up to 27 inches (68.6 cm) long. If desired, click **Print page frame** to print a cutting guideline around each photo.

- **Roll Paper (Banner):** for photos or banners over 27 inches (68.6 cm) long. If desired, click **Save Roll Paper** to feed small amounts of roll paper between each banner.
- **Rear - Fine Art:** for a sheet of compatible paper loaded in the rear manual feed tray (see page 7).
- **Front - Poster Board:** for thick media loaded in the front manual feed tray (see page 13).
- **CD/DVD:** for a disc loaded in the CD/DVD tray (see the online *User's Guide* for printing instructions).

8. Select the paper **Size** setting for the paper you loaded.

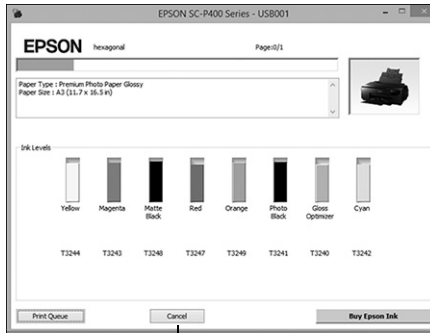
If you loaded roll paper, create a custom paper size. Select **User Defined** in the Size menu, then click the **User Defined** button. Type a name for your custom size. For the Paper Width, enter **8.27** for A4- or **12.95** for Super B-size rolls. For the Paper Height, enter the desired length (up to 129 inches). Click **Save**, click **OK**, then select your custom paper size in the Size menu.

Note:

For roll paper, make sure the maximum width of your photo is 8.3 or 13 inches to fit in the width of your roll paper (set the margins to **0** in your application software).

9. If you're printing borderless photos, select **Borderless**, if available. To adjust the borderless expansion setting click **Expansion**.
10. To reduce or enlarge your printout or print double-sided, click the **Page Layout** tab and select settings as necessary. (Click **Help** or see your online *User's Guide* for details.)
11. Click **OK** to save your settings.
12. Click **OK** or **Print** to start printing.

This window appears and shows the progress of your print job.



Cancel
printing

Note:

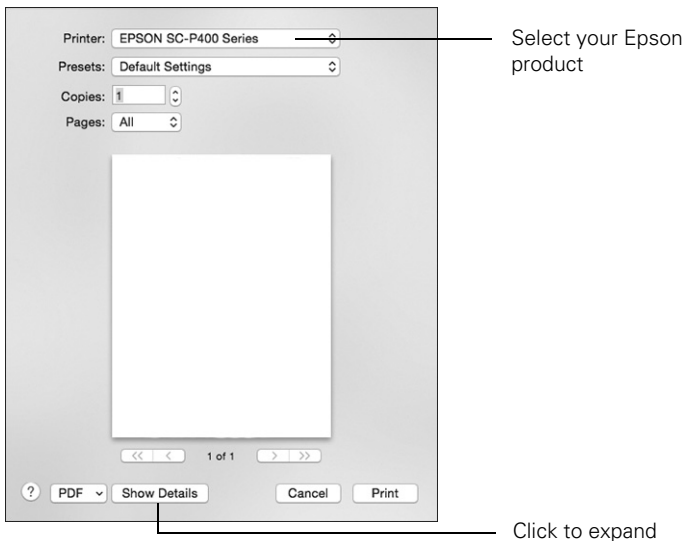
If you're printing on roll paper, see page 12 for instructions on removing your printed photos and paper.

Printing With OS X

Follow the steps below to print from OS X 10.7.x to 10.10.x.

1. Open a photo or document in a printing program, then select the print command in your application
2. Select your product as the **Printer** setting.

3. Click the arrow to expand the Print window, if necessary.



4. Select the **Paper Size** setting for the paper size and source you are using:
 - To print a borderless photo, select a paper size with a **Borderless** option.
 - To print on roll paper, create a custom paper size. Select **Manage Custom Sizes** as the **Paper Size** option. Click the + (plus sign), double-click **Untitled** and give your paper size a name. For the Width, enter **8.27** for A4- or **12.95** for Super B-size rolls. For the Height, enter the desired length up to 129 inches. Set the margins to **0** and click **OK**. Then select your custom paper size in the size menu.

Note:
For roll paper, make sure the maximum width of your photo is set to 8.3 or 13 inches to fit in the width of your roll paper (set the margins to **0** in your application software).
5. Choose portrait or landscape as the **Orientation** setting for your document or photo. Depending on your application, you may set this under Page Setup, or in a different window.

6. Select **Printer Settings** from the pop-up menu.

Printer: EPSON SC-P400 Series

Presets: Default Settings

Copies: 1

Pages: ☒ All
☐ From: 1 to: 1

Paper Size: US Letter 8.50 by 11.00 inches

Orientation: Scale: 100 %

Printer Settings

Basic Advanced Color Settings

Media Type: Premium Photo Paper Glossy

Print Mode: AccuPhoto HG

Color Mode: EPSON Standard (sRGB)

Output Resolution: Best Photo

☒ High Speed
☐ Mirror Image
☒ Gloss Optimizer

Note:

In certain programs, you may need to select **Advanced** before you can select **Printer Settings** (or **Layout** in Photoshop). For more information about print settings, click the ? button.

7. Select the **Media Type** setting that matches the paper you loaded (see page 24).
8. For the **Print Mode** setting, select **AccuPhoto HG** for any type of photographic printing. To print black-and-white photos using **Black/Grayscale** mode, see your online *User's Guide* for instructions.

9. Select one of the following as the **Color Mode** setting:

- **Epson Standard (sRGB)** increases the contrast in images.
- **Epson Vivid** processes colors to create standard hues.
- **Adobe RGB** matches images colors to the Adobe RGB color standard.
Use this setting if your source file was captured in Adobe RGB.

Note:

For color management instructions, see epson.com/scp400profiles or epson.ca/scp400profiles (Canada). For more information about print settings, click **Help** or see your online *User's Guide*.

10. Select a **Output Resolution** setting (available settings depend on selected media type):

- **Economy:** for the fastest printing with reduced quality on plain paper
- **Draft:** for fast printing with draft quality
- **Normal:** for everyday text and image printing
- **Photo:** for photos and graphics with good print quality and good speed
- **Best Photo:** for photos and graphics with high print quality and slower speed (good to use for canvas media)
- **Photo RPM:** for the best print quality and slowest print speed (best to use for canvas media)

Then select from the following additional options:

- **High Speed** for fast, bidirectional printing at lower quality.
- **Mirror Image** to flip the image you're printing.
- **Gloss Optimizer** to maximize the finish on glossy or textured gloss papers (highly recommended).

11. Click **Print**.

12. To monitor your print job, click the printer icon in the Dock.



Note:

If you're printing on roll paper, see page 12 for instructions on removing your printed photos and paper, if necessary.

Selecting the Correct Paper Type

Select the correct **Media Type** setting in your printer software (see page 16 for Windows or page 21 for OS X). This adjusts ink coverage for your media.

Your printer comes with Matte Black and Photo Black ink cartridges. Although both must be installed for the printer to work, the printer can use only one type of ink at a time. The printer will select the correct black ink automatically, depending on the type of media you choose.

Media usable with Photo Black ink

For this paper/media	Select this setting
Plain paper Epson Bright White Paper	Plain Paper/Bright White Paper
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semi-gloss
Epson Ultra Premium Photo Paper Luster	Ultra Premium Photo Paper Luster
Epson Metallic Photo Paper Glossy	Metallic Photo Paper Glossy
Epson Metallic Photo Paper Luster	Metallic Photo Paper Luster
Epson Exhibition Canvas Satin	Exhibition Canvas Satin
Epson Exhibition Canvas Natural Satin	Exhibition Canvas Natural Satin
Epson Exhibition Canvas Gloss	Exhibition Canvas Gloss
Epson Exhibition Canvas Natural Gloss	Exhibition Canvas Natural Gloss
Ink jet-printable CD, DVD, or Blu-ray disc	CD/DVD
	CD/DVD Premium Surface

Media usable with Matte Black ink

For this paper/media	Select this setting
Plain paper Epson Bright White Paper	Plain Paper/Bright White Paper
Epson Presentation Paper Matte Epson Photo Quality Self-adhesive Sheets	Presentation Paper Matte

For this paper/media	Select this setting
Epson Premium Presentation Paper Matte	Premium Presentation Paper Matte
Epson Premium Presentation Paper Matte Double-sided	Double-Sided Matte Paper
Epson Ultra Premium Presentation Paper Matte	Ultra Premium Presentation Matte
Epson Velvet Fine Art Paper	Velvet Fine Art Paper
Epson Watercolor Paper Radiant White	Watercolor Paper - Radiant White
Epson Exhibition Watercolor Paper Textured	Exhibition Watercolor Paper Textured
Epson UltraSmooth Fine Art Paper 325 gsm Epson Matte Scrapbook Photo Paper	UltraSmooth Fine Art Paper
Epson Exhibition Canvas Matte	Exhibition Canvas Matte
Epson Exhibition Canvas Natural Matte	Exhibition Canvas Natural Matte
Epson Hot Press Bright	Hot Press Bright
Epson Hot Press Natural	Hot Press Natural
Epson Cold Press Bright	Cold Press Bright
Epson Cold Press Natural	Cold Press Natural
Ink jet-printable CD, DVD, or Blu-ray disc	CD/DVD
	CD/DVD Premium Surface

Maintaining Your Printer


Follow the steps in these sections to keep the Epson SureColor P400 Series working at its best:

- “Checking and Cleaning the Print Head” below
- “Checking and Aligning the Print Head” on page 28
- “Checking the Ink Cartridge Status” on page 29
- “Replacing Ink Cartridges” on page 31
- “Cleaning the Rollers” on page 35

Checking and Cleaning the Print Head

You can check the print head nozzles using the Nozzle Check utility in your printer software. It prints a check pattern that indicates whether the printer has any clogged nozzles. If the nozzles are clogged, you can clean them with the Head Cleaning utility.

1. Load a few sheets of plain paper in the sheet feeder (see page 5).
2. Do one of the following:

Windows: Right-click the  icon in the bottom right corner of your screen (the taskbar) and select **Nozzle Check**. (If the icon is not visible, click the up arrow icon in the taskbar).

OS X: In the Apple menu or the Dock, select **System Preferences**. Select **Printers & Scanners**, **Print & Fax**, or **Print & Scan**, select your product, and select **Options & Supplies**. Select the **Utility** tab, then select **Open Printer Utility**. Select **Nozzle Check**.



3. Follow the on-screen instructions, then click **Print** to print the nozzle check pattern. Compare the nozzle check pattern to the sample pattern on the computer.

If the nozzle check pattern indicates that the nozzles are clogged, clean the print head.

Cleaning the Print Head

If print quality has declined and the nozzle check indicates clogged nozzles, you can clean the print head using the Head Cleaning utility in your driver software. Print head cleaning uses ink, so clean it only if necessary.


Note:

You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first (see page 31).

Caution:

OS X: Do not use the **Clean Print Heads** button on the **Utility** tab of the driver to perform head cleaning on the P400. Use the **Head Cleaning** utility in the Epson Printer Utility 4, as described below.

1. Load a few sheets of plain paper in the sheet feeder (see page 5).
2. If you have just completed a nozzle check, click **Clean** in the Nozzle Check dialog. Otherwise, do one of the following:

Windows: Right-click the  icon in the bottom right corner of your screen (the taskbar) and select **Head Cleaning**.

OS X: In the Apple menu or the Dock, select **System Preferences**. Select **Printers & Scanners**, **Print & Fax**, or **Print & Scan**, select your product, and select **Options & Supplies**. Select the **Utility** tab, then select **Open Printer Utility**. Select **Head Cleaning**.

3. Follow the on-screen instructions, then select **Start**.

Cleaning lasts around 2 minutes. When it's finished, you see a message on the screen.

Caution:

Never turn off the product during head cleaning or you may damage it.



4. Perform another nozzle check to confirm that the print head is clean, or exit the utility.

Note:

If you don't see any improvement after cleaning the print head four times, turn off your printer and wait at least six hours to let any dried ink soften. Then try printing again.

If you do not use your P400 Series often, it is a good idea to print a few pages at least once a month to maintain good print quality.

Checking and Aligning the Print Head


If your printouts become grainy or blurry, or you see dark or light bands across them, you may need to align the print head.

It's best to run the automatic alignment utility first to let the printer check and align the print head, if necessary. If you still notice alignment problems, you can align the print head manually.

Note:

Banding may also occur if your print head nozzles need cleaning (see page 26).

1. Load a few sheets of Epson Presentation Paper Matte (or the photo paper you have on hand) in the sheet feeder (see page 5). It's best to use matte or photo paper for the most accurate alignment.
2. Do one of the following:

Windows: Right-click the  icon in the bottom right corner of your screen (the taskbar) and select **Print Head Alignment**.

OS X: In the Apple menu or the Dock, select **System Preferences**. Select **Printers & Scanners**, **Print & Fax**, or **Print & Scan**, select your product, and select **Options & Supplies**. Select the **Utility** tab, then select **Open Printer Utility**. Select **Print Head Alignment**.



3. Follow the on-screen instructions, then select **Print** to print the print head alignment sheet.

4. Follow the on-screen instructions, then exit the utility.

Checking the Ink Cartridge Status

Your P400 Series will let you know when an ink cartridge is low or expended in the following ways:


- The Δ ink light flashes when ink is low in one or more cartridges.
- The Δ ink light stays on when an ink cartridge is expended. You cannot print when an ink cartridge is expended even if the other cartridges are not expended. Replace any expended cartridges before printing.
- Your computer screen displays a message when you try to print. This window can optionally display ink offers and other updates retrieved from an Epson website.

Note:

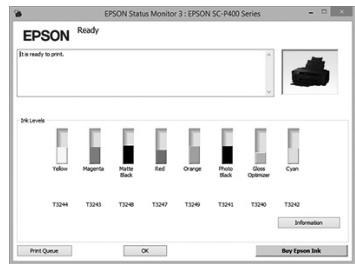
On a Windows computer that is connected to the Internet, you may see a screen asking if you want to receive Epson offers the first time you try to print when ink is low. Click **Accept** or **Decline**. To disable checking for ink offers or updates from Epson, see the instructions in your online *User's Guide*.

To check the ink cartridge status at anytime, do one of the following:

Windows:

Double-click the  icon in the bottom right corner of your screen (the taskbar).

You see the screen to the right.



OS X:

1. In the Apple menu or the Dock, select **System Preferences**. Select **Printers & Scanners**, **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
2. Select **EPSON Status Monitor**.

You see the screen to the right.



Replacing Ink Cartridges

You can purchase genuine Epson ink and paper at epson.com/ink3 (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Use the following list when you order or purchase new ink cartridges:

Ink color	Part number
Photo Black	T324120
Cyan	T324220
Magenta	T324320
Yellow	T324420
Red	T324720
Orange	T324920
Matte Black	T324820
Gloss Optimizer (pack of 2)	T324020

Note:

We recommend that you use genuine Epson cartridges and do not refill them. The use of other products may affect your print quality and could result in printer damage.

Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a small amount of ink remains in the cartridge after the “replace cartridge” indicator comes on. The printer ships with full cartridges and part of the ink from the first cartridges is used for charging the printer.

For best printing results, use up a cartridge within six months of opening the package.


Caution:

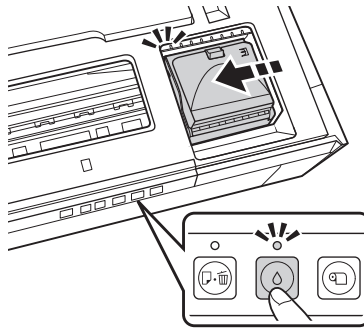
Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

Leave your old cartridges in the P400 Series until you are ready to replace them to prevent the print head nozzles from drying out.

Remove the CD/DVD tray before replacing ink cartridges.

Make sure you have a new ink cartridge before you begin. You must install new cartridges immediately after removing the old ones.

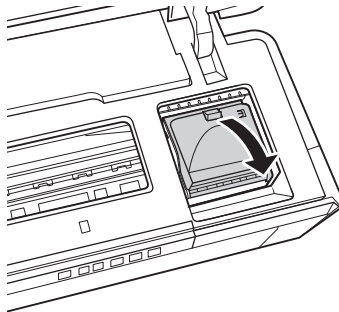
1. Remove the CD/DVD tray or thick media and close the front manual feed slot cover before replacing ink. If you have roll paper or canvas media loaded in the printer, remove it to prevent ink marks on the paper (see page 12).
2. Open the printer cover.
3. Press the  ink button to move the print head to the ink replacement position. If a cartridge is low or expended, the light above the cartridge flashes or stays on.



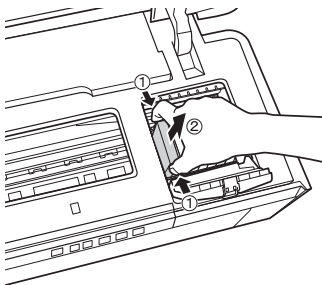
Caution:

To avoid damaging your printer, don't move the print head by hand or touch the flat white cable behind the print head.

4. Open the cartridge cover.



5. Squeeze the tab on the cartridge and lift the cartridge straight up to remove it. Dispose of it carefully. Do not take the used cartridge apart or try to refill it.



Warning:

If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. Keep ink cartridges out of the reach of children.

6. Remove the cartridge from the package, but be careful not to touch the green chip on the cartridge.
7. Remove the yellow tape from the bottom of the cartridge.



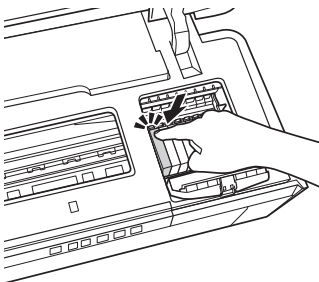
Caution:

Do not shake the cartridges after opening the packages or ink will leak.

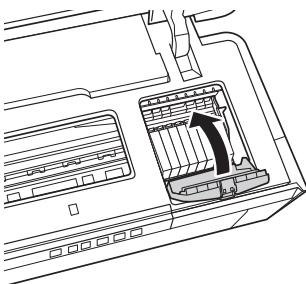
Do not remove any other labels or seals, or ink will leak.



8. Insert the new cartridge into the holder and push it down until it clicks into place.



9. Once you replace all the necessary cartridges, close the cartridge cover and push it down until it clicks into place.



10. Close the printer cover.
11. Press the Δ ink button to begin charging the ink. This takes about 4 minutes. The \odot power light flashes as the ink charges. The P400 Series will shake the ink cartridges as it performs Ink Density Optimization. When the \odot power light stops flashing and the Δ ink light goes out, ink charging is finished.

Caution:

Never turn off the P400 Series while ink is charging or you'll waste ink.

If the Δ ink light is flashing, press the Δ ink button, then press down all the cartridges securely.

If you remove an expended ink cartridge, you cannot reinstall and use the cartridge.

Cleaning the Rollers

If you notice lines or streaks on your printouts, you may need to clean the rollers inside the printer by feeding several sheets of plain paper or an Ink Jet Cleaning Sheet (part number S041150) through it.

Tip:

You can watch instructional videos at epson.com/support/p400 (U.S.) or epson.ca/support/p400 (Canada).


Note:

If paper dust builds up on the rollers, they may lose traction and become unable to feed paper properly.

1. Turn on the printer.
2. Open the paper support and output tray.
3. If you are using a cleaning sheet, remove the protective layer from the sheet.

Note:

There is adhesive tape under the protective layer. Do not touch the adhesive tape or attach it to other objects.


4. Load several sheets of plain paper or the cleaning sheet (adhesive side up) in the sheet feeder (see page 5).
5. Press the  button to feed the cleaning sheet or paper through the printer.
6. If you are using a cleaning sheet, feed it through the printer three times. If you are using plain paper, continue feeding paper through the printer until the paper comes out clean.

Solving Problems

If you have a problem with your Epson product, check the status of the printer lights to diagnose the cause. You can also check the basic troubleshooting suggestions below or in your online *User's Guide*. The *User's Guide* provides detailed help and easy access to Epson's support website, FAQs, and paper and ink purchasing.

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at epson.com/support/p400downloads (U.S.) or epson.ca/support/p400downloads (Canada).

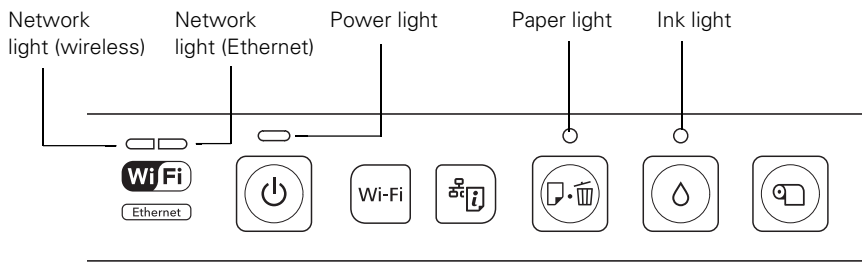
With Windows, your printer software automatically checks for updates. You can also select **Driver Update** on the **Utility** tab in the printer settings window, or right-click the  icon in the bottom right corner of your screen (the taskbar) and select **Software Update**.






You can also update the software by selecting **EPSON Software Updater** in the **EPSON** or **EPSON Software** program group, accessible by the **Start** button, or on the **Start** or **Apps** screens, depending on your version of Windows.




With OS X, you can manually update the software by opening the **Applications** > **Epson Software** folder and selecting **EPSON Software Updater**.


















Checking the Printer Lights







Check the status of the printer lights to solve the most common problems. If an error occurs, follow the instructions in the table below.



Light status	Problem and solution
The  power light is on	The printer is on and ready to print
The  power light is flashing	Printer may be starting up or turning off
	Ink Density Optimization may be in progress
	Ink cartridges may be initializing or charging
	Printer may be checking the network connection
	Head cleaning may be in progress
	Printer may be receiving data or printing
	A firmware update may be in progress
The  paper light is on	Paper may be out or multiple sheets may have fed into the sheet feeder. Load paper, if necessary (see page 5), and press the  paper button.
	Roll paper or canvas media may be out. See page 10 to load roll paper.
	The CD/DVD tray may not be inserted. See your online <i>User's Guide</i> for instructions on loading CDs and DVDs.
	If you're printing on thick media, the media is not inserted. Insert the thick media and press the  paper button.

Light status	Problem and solution
The left network light is flashing and the  power light is flashing	Printer is receiving data or printing while connected to a network
The left network light is on	The wireless LAN is connected
The right network light is on	The Ethernet LAN is connected
The right network light is flashing	An error occurred during WPS/AOSS push button setup. Adjust your settings and try again. Move the printer closer to the access point. Make sure the access point is also in setup mode.
	An attempt was made to connect to a wireless network while an Ethernet cable was connected. Remove the Ethernet cable before attempting to connect to a wireless network.
Both network lights are flashing simultaneously	WPS PIN code entry is in progress or the printer is preparing a firmware update
Both network lights are flashing alternately	WPS push-button setup is in progress or the printer is starting up
The  ink light is on	An ink cartridge is expended or not installed correctly, or is not compatible with the printer. Replace or reinstall the cartridge (see page 31).
The  ink light is flashing	Ink in a cartridge is low. You can continue printing, or check which cartridge is low (see page 29) and replace it (see page 31).


Light status	Problem and solution
The  paper light is flashing	The printer cover is open
	<p>Paper may have jammed in the sheet feeder, rear manual feed slot, front manual feed slot, or roll paper slot.</p> <p>Sheet feeder or rear manual feed slot: Press the  paper button to eject any jammed sheets, then open the printer cover and remove any paper jammed inside. Reload paper and press the  paper button again to clear the error.</p> <p>Front manual feed slot: Gently pull out the paper and press the  paper button to clear the error.</p> <p>Roll paper slot: Cut off any printed roll paper or canvas media, then remove (see page 12) and reload (see page 10) the paper.</p>
	A print job using the front manual feed slot was cancelled. Remove the media and press the  paper button.
	The selected source in the printer driver does not match the actual source. Change the printer driver source to the correct source.
	A nozzle check was started using a source other than the sheet feeder. Press the  paper button and load paper into the sheet feeder before trying again.
The  paper and  ink lights are flashing	An unrecoverable error has occurred. Turn the printer off, then turn it on again.
The  paper light is flashing and the  ink light is flashing fast	The front manual feed slot cover is open while printing from paper loaded in the sheet feeder. To print on thick media or a CD/DVD, remove paper loaded or close the front manual feed slot cover to print on paper loaded in the sheet feeder. Press the  paper button to clear the error.
The  power light is off and the  paper and  ink lights are flashing alternately	Parts inside the P400 Series are at the end of their service life or an unknown error has occurred. Contact Epson for help (see page 46).
The  power light is off and the  paper and  ink lights are flashing fast	The print head is obstructed by paper or other foreign material. Turn off the printer, remove any obstructions, and turn it back on. If the error persists, contact Epson (see page 46).

Light status	Problem and solution
<p>The  power and  paper lights are flashing</p>	<p>Paper may have jammed in the sheet feeder, rear manual feed slot, front manual feed slot, or roll paper slot.</p> <p>Sheet feeder or rear manual feed slot: Press the  paper button to eject any jammed sheets, then open the printer cover and remove any paper jammed inside. Reload paper and press the  paper button again to clear the error.</p> <p>Front manual feed slot: Gently pull out the paper and press the  paper button to clear the error.</p> <p>Roll paper slot: Cut off any printed roll paper or canvas media, then remove (see page 12) and reload (see page 10) the paper.</p>
	<p>The CD/DVD tray may be unable to eject. Gently pull out the CD/DVD tray and press the  paper button.</p>
	<p>The printer cover may be open. Close the printer cover to continue. (Leaving the printer cover open stops or prevents printing.)</p>



Problems and Solutions

Check the solutions below if you're having trouble using your printer.

Power Problems

- Make sure the power cable is securely plugged in to the printer and the electrical outlet.
- Make sure the outlet is powered correctly.
- Press and hold the  power button for 2 seconds.



Printing Problems

- Make sure your paper is loaded printable side up, short edge first, and all the way to the right (see page 5 and page 7).
- When using the sheet feeder, don't load paper above the arrow mark on the left edge guide. Load only one sheet of compatible paper when using the single sheet guide (see page 7).
- Make sure the paper size settings in the printer software are correct for the paper you loaded.
- If the  power and  paper lights are flashing and printing has stopped, make sure the printer cover is closed. Leaving the printer cover open stops or prevents printing.
- Try printing a nozzle check pattern.
- OS X: Click the Apple menu or the Dock, select **System Preferences**, then select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**. If the printer name is not displayed, add the printer. If you have installed the printer driver and the printer model is not displayed as one of the printers to be added, restart the computer and then try again.


Paper Feeding Problems

- If paper doesn't feed into the sheet feeder, remove the paper and fan the stack of paper to separate the sheets. Reload paper against the right side and slide the edge guide against it. Do not load too many sheets in the sheet feeder at once (see page 5) and make sure the printer cover is closed.
- If paper loaded using the single sheet guide doesn't feed, make sure you installed the guide correctly and guided the paper all the way into the printer (see page 7).
- If paper dust builds up on the rollers, they may lose traction and become unable to feed paper properly. See page 35 for cleaning instructions.
- Make sure the front manual feed tray is not open if you're printing on roll paper or with the sheet feeder. Extend it only to load the CD/DVD tray or poster board.
- If roll paper doesn't feed, cut the end of it straight across and uncurl the end by rolling it backward, if necessary. Then reload the paper (see page 10).


- If thick media doesn't feed, make sure you're loading it straight into the printer and not at an incline (see page 13).
- If paper is jammed, try the following, depending on how you're printing:

Sheet feeder or rear manual feed slot: Press the  paper button to eject any jammed sheets, then open the printer cover and remove any paper jammed inside. Press the  paper button again to clear the error, then reload paper.

Roll paper slot: Cut off any printed roll paper or canvas media, then remove (see page 12) and reload (see page 10) the paper.

Front manual feed slot: Gently pull out the paper and press the  paper button to clear the error.

CD/DVD Printing Problems

- If the CD/DVD tray won't load or jams in the printer, gently pull out the CD/DVD tray and press the  paper button, if it is flashing. Reload the CD/DVD tray, making sure to insert the tray correctly in the tray guide and align the arrows (see the online *User's Guide* for instructions). Also make sure the printer cover is closed.
- If your image is not positioned correctly on the disc or does not cover the printable area correctly, you may need to adjust the printing position using the Epson Print CD software. See the online *User's Guide* for instructions.
- If ink smears on your disc, make sure you're printing on ink jet-printable CDs or DVDs and that the surface of the disc is dry. Handle printed discs carefully and let them dry for 24 hours before inserting them in a drive. If necessary, you can adjust the print quality using Epson Print CD software. See the online *User's Guide* for instructions.

Print Quality Problems

- For the best print quality, use Epson papers (see the online *User's Guide*) and genuine Epson ink cartridges (see page 31).
- Load the paper printable side up (usually the whiter, brighter, or glossy side).
- Make sure your paper isn't damp or curled.
- Some papers can only be loaded one sheet at a time (see page 5).

- Make sure the type of paper you loaded matches the paper size and paper type settings in your printer software (see page 24).
- Remove sheets from the output tray as they eject. Let your prints dry separately for at least 12 hours before framing or placing in a protective sheet. If you need to stack them, place a sheet of plain paper between each print.
- If you notice light or dark bands across your printouts or they are too faint, you may need to clean the print head. Run a nozzle check and clean the print head if necessary (see page 26).
- If you notice jagged vertical lines, run the print head alignment utility to check and align the print head (see page 28).
- The ink cartridges may be low on ink. Check cartridge status (see page 29) and replace cartridges if necessary (see page 31).


Network Problems

If you have a poor wireless connection, try moving the product to a different location. Avoid placing it next to a microwave oven, 2.4 GHz cordless phone, or large metal object such as a filing cabinet.

Note:

For optimal print speed, your wireless router and/or computer must conform to the 802.11n standard. Earlier standards (802.11a/b/g) are not supported.

Network setup failed

- Try moving the product to a different location.
- Make sure there aren't any access restrictions (such as MAC address filtering) set on the wireless router. If access restrictions are set, register the product's MAC address on the router. To obtain the MAC address, print a Network Status Sheet by pressing  the network information button. Then see your router's manual for instructions.
- If your wireless router has security enabled, make sure you entered the WEP key or WPA passphrase correctly.
- Reinstall your product software.

The product cannot find or connect to the wireless router access point


- Try connecting to the wireless router or access point with your computer or another device to confirm that it is working correctly.

- Make sure that the product is within range of your router or access point.
- If your wireless router or access point doesn't broadcast its network name (SSID), manually enter your wireless network name. If your wireless router or access point has wireless security enabled, you will also need to know what kind of security it is using.

The product does not appear in the Add Printer window (OS X)

Make sure the printer driver was installed correctly and that your computer's TCP/IP settings are configured correctly.


Cannot print over the network

- Make sure you set up your software properly for network printing. See the *Start Here* sheet for instructions.
- Print a Network Status Sheet by pressing the  the network information button and verify that the network settings are correct.
- When using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, you need to set the IP address manually.
- For an Ethernet connection, make sure that the product is turned on, and that your router, access point, switch, or hub link LED for the port the product is connected to is on or flashing. If the link LED is off, try the following:
 - Make sure the Ethernet cable is securely connected to both the product and your router, access point, switch, or hub.
 - Try connecting to another port on your router, access point, switch, or hub.
 - Try connecting the product to another router, access point, switch or hub.
 - Try connecting the product to your router, access point, switch, or hub with another Ethernet cable.
 - Try printing from another computer on the network to see if the problem persists.

The Wi-Fi light is on but you can't print

- Your router might not be assigning IP addresses automatically using DHCP. If it isn't, you will need to set the product's IP address manually. Make sure it is set correctly for your network. Contact your router manufacturer for assistance.
- Make sure your firewall or security software is not set to block port 3629 (TCP/UDP). Contact your firewall manufacturer for assistance.

Printing is slow or the print is cut off

Print a Network Status Sheet by pressing the  the network information button and check the signal strength. If it's poor, try moving the product closer to your wireless router or access point. Avoid placing the product next to a microwave oven, 2.4 GHz cordless phone, or large metal objects such as a filing cabinet.

Where to Get Help

Epson Technical Support

Internet Support

Visit Epson's support website at epson.com/support/p400 (U.S.) or epson.ca/support/p400 (Canada) for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

- Product name (Epson SureColor P400 Series)
- Product serial number (located on the label in back)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

- U.S.: (562) 276-7272, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Saturday
- Canada: (905) 709-2567, 6 AM to 8 PM, Pacific Time, Monday through Friday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.



Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper at epson.com/ink3 (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Notices

Important Safety Instructions

Before using your P400 Series, read and follow these safety instructions:

- Be sure to follow all warnings and instructions marked on this product.
- Use only the type of power source indicated on the product label.
- Use only the power cord that comes with this product. Use of another cord may result in fire or electrical shock.
- Place this product near a wall outlet where the plug can be easily unplugged.
- If you won't be using this product for a long period, unplug the power cord from the electrical outlet.
- Always turn off this product using the  power button, and wait until the  power light stops flashing before unplugging the printer or cutting off power to the electrical outlet.
- Avoid plugging this product into an outlet on the same circuit as a photocopier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed.
- 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.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Leave enough room around this product for sufficient ventilation. Do not block or cover openings in the product case or insert objects through the slots.
- Do not place this product near a radiator or heating vent or in direct sunlight.
- Do not use aerosol products that contain flammable gases inside or around this product. Doing so may cause fire.
- Place this product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Make sure this product is at least 4 inches (10 cm) away from the wall.
- Do not touch the flat white cable inside this product.

- Be careful not to spill liquid on this product.
- Except as specifically explained in your documentation, do not attempt to service this product yourself.
- When connecting the product to another device, make sure the connectors are properly oriented, or the connected products may be damaged.
- Make sure the computer system is kept away from potential sources of electrical interference, such as loudspeakers or base units of cordless telephones.
- Unplug this product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered this product; if this product has been dropped or the case damaged; if this product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- When storing or transporting this product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak from the cartridges.

Ink Cartridge Safety

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Do not put your hand inside this product or touch any cartridges during printing.
- Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the print head and may prevent this product from printing.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as this product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area. Do not store the cartridge upside down.
- Do not shake cartridges outside of their packaging; this can cause leakage.
- Use the ink cartridge before the date printed on the package.
- Use up ink cartridges within six months of installation for best results.
- Do not dismantle the ink cartridges or try to refill them. This could damage the print head.

- Do not touch the green IC chip on the side of the cartridge. The IC chip retains a variety of cartridge-related information, such as the ink cartridge status, so that the cartridge may be removed and reinserted freely. However, each time the cartridge is reinserted, some ink is consumed because the printer automatically performs a reliability check.
- Do not remove or tear the label on the side of the cartridge; this can cause leakage.

Wireless Network Safety

- Do not use this product inside medical facilities or near medical equipment. Radio waves from the product may adversely affect the operation of medical equipment.
- Keep this product at least 9 inches (22 cm) away from cardiac pacemakers. Radio waves from this product may adversely affect their operation.
- Do not use this product near automatically controlled devices such as automatic doors or fire alarms. Radio waves from this product may adversely affect these devices.

Epson America, Inc., Limited Warranty

What Is Covered: Epson America, Inc. (“Epson”) warrants to the original retail purchaser that the Epson printer covered by this limited warranty statement, if purchased and operated only in the United States, Canada, or Puerto Rico, will be free from defects in workmanship and materials for a period of one (1) year from the date of original purchase. For warranty service, you must provide proof of the date of original purchase.

What Epson Will Do To Correct Problems: Should your Epson printer prove defective during the warranty period, please call the Epson Connection at (562) 276-7272 (U.S.) or (905) 709-2567 (Canada) for warranty repair instructions and return authorization. An Epson service technician will provide telephone diagnostic service to determine whether the printer requires service. If service is needed, Epson will, at its option, exchange or repair the printer without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid, so long as you use an address in the United States, Canada, or Puerto Rico. Shipments to other locations will be made freight collect. You are responsible for securely packaging the defective unit and returning it to Epson within five (5) working days of receipt of the replacement. Epson requires a debit or a credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If Epson authorizes repair instead of exchange, Epson will direct you to send your printer to Epson or its authorized service center, where the printer will be repaired and sent back to you. You are responsible for packing the printer and for all costs to and from the Epson authorized service center. When warranty service involves the exchange of the printer or a part, the item replaced becomes Epson property. The replacement printer or part may be new or refurbished to

the Epson standard of quality, and, at Epson's option, may be another model of like kind and quality. Exchange products and parts assume the remaining warranty period of your original product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers only normal use in the United States, Canada, or Puerto Rico. Excessive, continuous use is not considered normal use; damage, maintenance or service from such use will not be covered under this warranty. This warranty is not transferable. This warranty does not cover any color change or fading of prints or reimbursement of materials or services required for reprinting. This warranty does not cover damage to the Epson product caused by parts or supplies not manufactured, distributed or certified by Epson. This warranty does not cover ink cartridges, ink supply units, or ink packs. This warranty does not cover third party parts, components, or peripheral devices added to the Epson product after its shipment from Epson, e.g., dealer or user-added boards or components. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-Epson products, or service other than by an Epson Authorized Servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

Remedies: Your exclusive remedy and Epson's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this Agreement. Any action for breach of warranty must be brought within 3 months of the expiration date of the warranty. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

In Canada, warranties include both warranties and conditions.

Arbitration, Governing Laws: Any disputes arising out of this Agreement will be settled by arbitration, before a single arbitrator to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.

To find the Epson Authorized Reseller nearest you, visit our website at: epson.com

To find the Epson Customer Care Center nearest you, visit epson.com/support

You can also write to: Epson America, Inc., P.O. Box 93012, Long Beach, CA 90809-3012

Declaration of Conformity

According to 47CFR, Part 2 and 15 for: Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We: Epson America, Inc.
Located at: MS 3-13
3840 Kilroy Airport Way
Long Beach, CA 90806
Telephone: (562) 981-3840

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909. 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.

Trade Name: Epson
Type of Product: Ink jet printer
Model: B472A

FCC Compliance Statement

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

For United States Users

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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 B digital apparatus complies with Canadian ICES-003.

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