Epson SureColor® P-Series
P10000/P20000

Quick Reference

Contents

Printer parts

Note: Unless otherwise indicated, the illustrations in this guide show the SureColor® P20000, but the instructions apply to all models.

Front
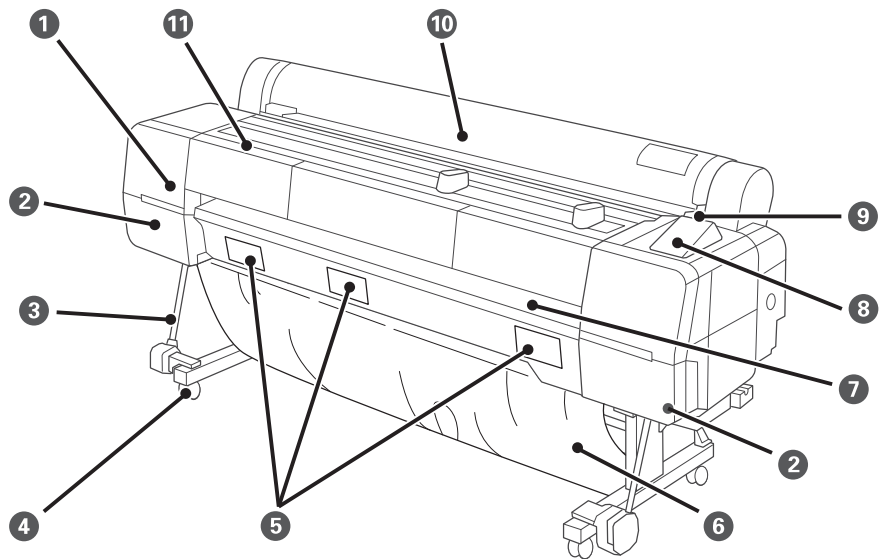
1	Head maintenance cover
2	Ink cartridge covers
3	Support bar
4	Caster
5	Maintenance ink box covers
6	Paper basket
7	Poster board support
8	Control panel
9	Alert light
10	Roll paper cover
11	Front cover

Inside
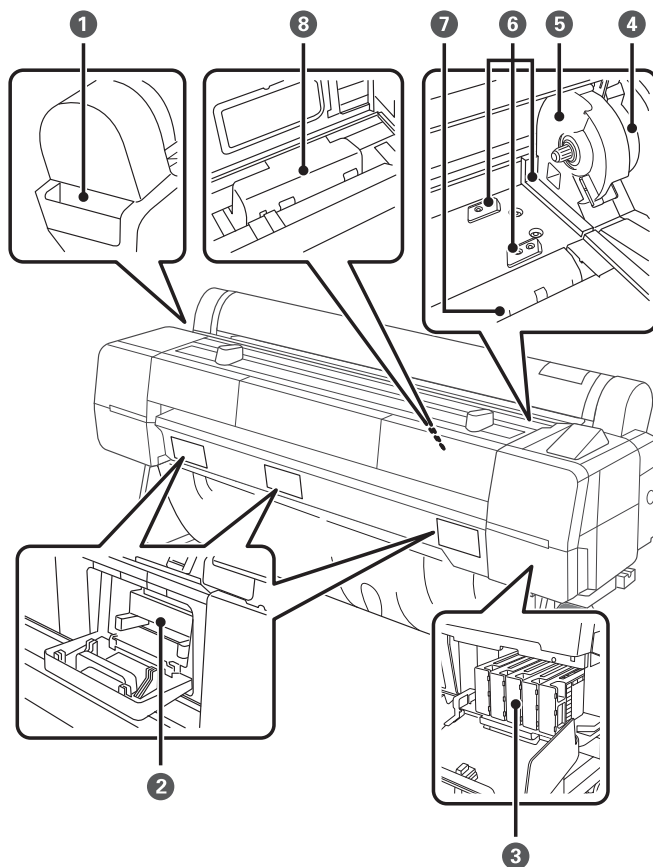
1	Accessory holder
2	Maintenance ink boxes
3	Ink cartridges
4	Roll lock lever
5	Adapter holder
6	Adapter guides
7	Paper feed slot
8	Print head

Back
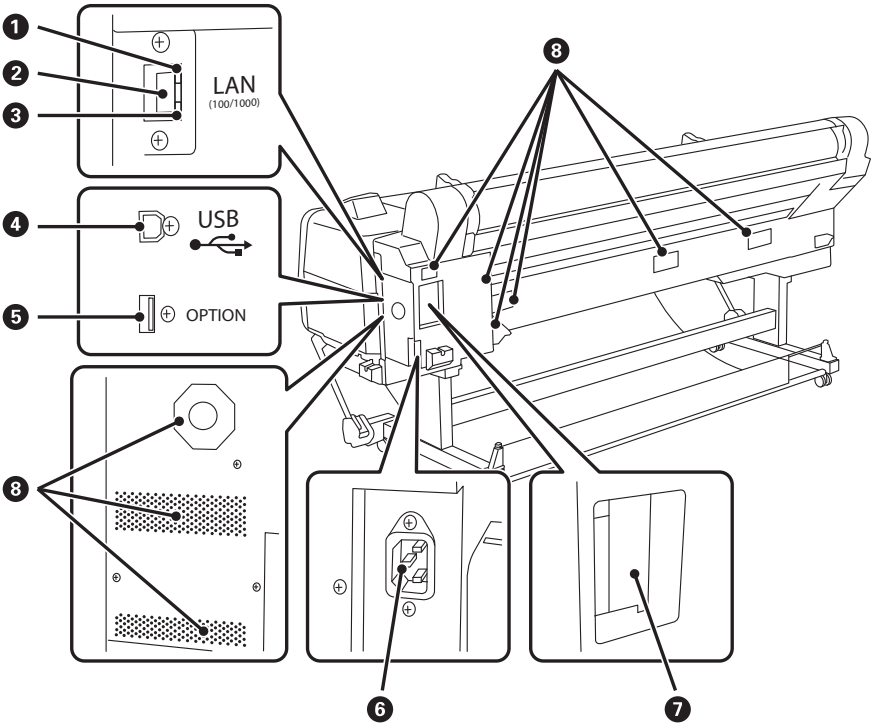
1	LAN status light
2	LAN port
3	LAN data light
4	USB port
5	Option port
6	AC inlet
7	Option slot
8	Vents

Control panel
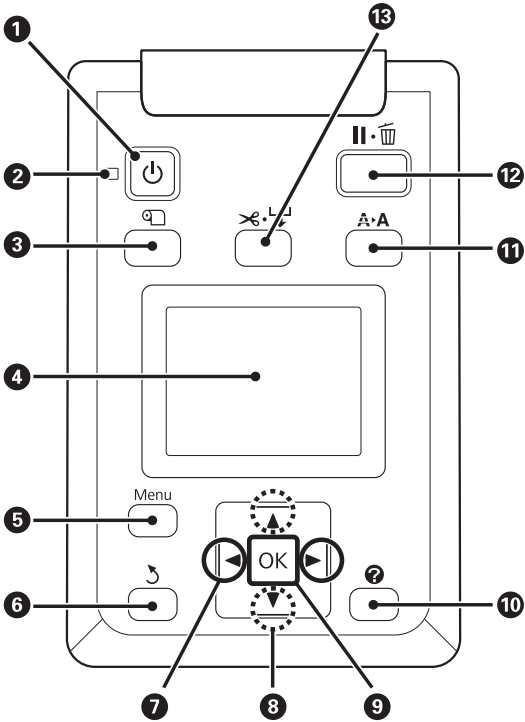
1	⏻ power button
2	⏻ power light
3	paper button
4	LCD screen
5	Menu button
6	↺ back button
7	◀/▶ left/right buttons
8	▲/▼ up/down buttons
9	OK button
10	❷ help button
11	A▸A maintenance button
12	⏸·🗑 pause/cancel button
13	✂·↩ cut/feed media button

Selecting media for your printer

One of the key elements for achieving professional quality prints is selecting paper that is specifically optimized for your printer. Epson offers a variety of canvas, fine art, photo and proofing papers, as well as other media, for your printer. Most Epson professional media are available in sizes from small cut sheets to wide-format rolls. Check the Epson Pro Imaging website at **www.proimaging.epson.com** or your Epson Professional Imaging Authorized Reseller for available media.

The following table shows the paper sizes you can use:

Supported paper sizes

	Roll paper	Cut sheets
SureColor P10000		
Width	10 to 44.0 in. (254 to 1118 mm)	8.3 in. (210 mm) up to 44 in. (1118 mm)
Length	2 in. core: 147.6 ft (45 m) 3 in. core: 662.7 ft (202 m)	Up to 62.2 inches (1580 mm) Up to 40.6 inches (1030 mm) for poster board
Maximum external roll diameter	6.7 in. (170 mm)	—
Thickness	3.15 to 19.7 mil (0.08 to 0.5 mm)	3.15 to 59 mil (0.08 to 1.5 mm)
SureColor P20000		
Width	10 to 64.0 in. (254 to 1626 mm)	8.3 in. (210 mm) up to 44 in. (1118 mm)
Length	2 in. core: 147.6 ft (45 m) 3 in. core: 662.7 ft (202 m)	Up to 62.2 inches (1580 mm) Up to 40.6 inches (1030 mm) for poster board
Maximum external roll diameter	6.7 in. (170 mm)	—
Thickness	3.15 to 19.7 mil (0.08 to 0.5 mm)	3.15 to 59 mil (0.08 to 1.5 mm)

Always test samples of media in the printer before purchasing large quantities or printing large jobs. If you use non-Epson paper or other media, you may need to adjust various settings and create custom paper configurations. See the online *User's Guide* for details.

Using roll paper

You can use roll paper with a 2- or 3-inch core and a width of up to 44 inches (112 cm) for the SureColor P10000, or 64 inches (163 cm) for the SureColor P20000. Manually switching rolls is a simple process.

Note: To prevent dust from accumulating inside the printer, always keep the roll paper cover closed unless you are loading or unloading media. In very dusty environments, you should cover the entire printer (even when printing). Limiting the amount of dust on your media and in the surrounding environment will reduce the need for print head maintenance.

Setting up automatic media tracking and identification

Before you load roll paper in the printer, you can set up the automatic media tracking system. This prints a barcode on the edge of the paper that indicates the media type, roll length, and the alert setting when you remove the roll.

When the printer is turned on or roll paper is loaded in the printer, the barcode is scanned, the media type is automatically set and displayed, and the amount of roll paper remaining is displayed on the LCD screen. You will see an alert message when the roll is nearly used up.

Before you start, make sure to unload any roll media that is currently in the printer.

1. Press the ◀ or ▶ to select the ⌑ tab.

2. Press the Menu button.

3. Press the ▼ button to select Roll Paper Remaining and press OK.

4. Press the ▼ button, select On, and press OK.

5. Select Time until replacement and press OK.

6. Press the ▼ button, select Remaining Alert, and press OK.

7. Select the length at which you want to receive an alert message, from 3 to 50 ft (1 to 15 m), then press OK.

8. Press the � button to exit the menu.

Loading paper in the printer

See the *Setup* guide for instructions on placing and loading roll paper in the printer.

Cutting paper manually with the built-in cutter

When Auto Cut is set to Off, you can cut roll paper manually after your print job is finished by pressing the ✂·↵ button.

Note: The built-in cutter may not be able to cut some types of media. Heavy or thick media types may dull the cutter.

1. Before you print, press the ◀ or ▶ button to select the ⚙ tab.

2. Press the Menu button.

3. Press the ▼ button to select Printer Setup, then press OK.

4. Press the ▼ button to select Roll Paper Setup, then press OK.

5. Press OK to select Auto Cut.

6. Press the ▼ button to select Off.

7. Press OK to save the setting.

8. Press the ⟲ button to exit the menu.

9. Run your print job.

10. Press the ✂·↵ button, then press OK to cut the paper.

11. If the paper cannot be cut by the built-in cutter, press the ▼ button to feed the paper to the manual cutting position. Then cut it manually.

    Note: The built-in cutter can also be disabled with the No Cut option in the printer driver.

Printing trim lines

When Auto Cut is set to Off, you can print a trim line (page line) between print jobs as a guide for manual cutting.

1. Before you print, press the ◀ or ▶ button to select the ☀ tab.

2. Press the Menu button.

3. Press the ▼ button to select Printer Setup, then press OK.

4. Press the ▼ button to select Roll Paper Setup, then press OK.

5. Press the ▼ button to select Page Line, then press OK.

6. Press the ▼ or ▲ button to select On.

7. Press OK save the setting.

8. Press the ꜱ button to exit the menu.

You can also specify trim lines from your printer driver software. For instructions, see the online *User's Guide*.

Removing paper from the printer

1. Press the ⧉ button.

2. Press the ▼ or ▲ button to select Remove Paper, then press OK

   - If automatic media tracking is on, the barcode and paper information is printed.

   - If you are not using the optional auto take-up reel, the paper is rewound automatically.

   - If you are using the optional auto take-up reel, you need to rewind the paper using the Manual switch. See the online *User's Guide* for more details.
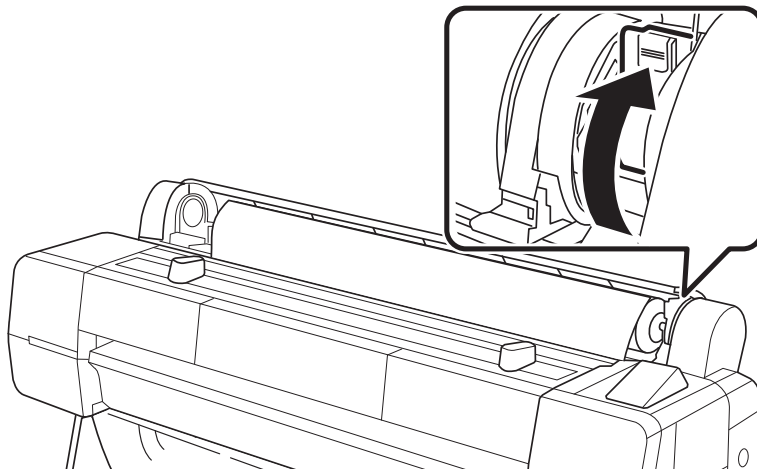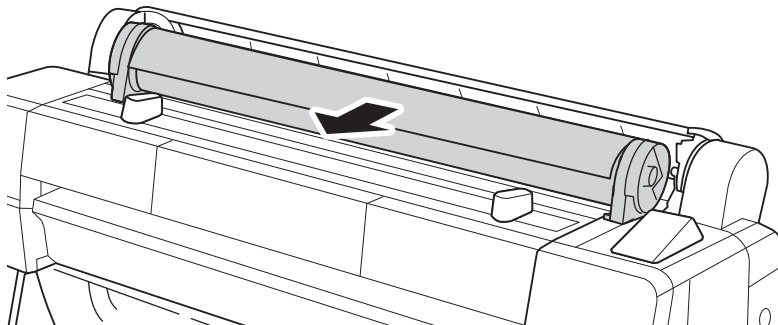
3. Open the roll paper cover.
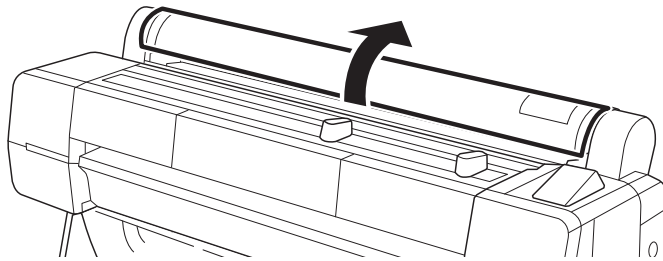
4. Adjust the paper guides to match the width of the roll paper.
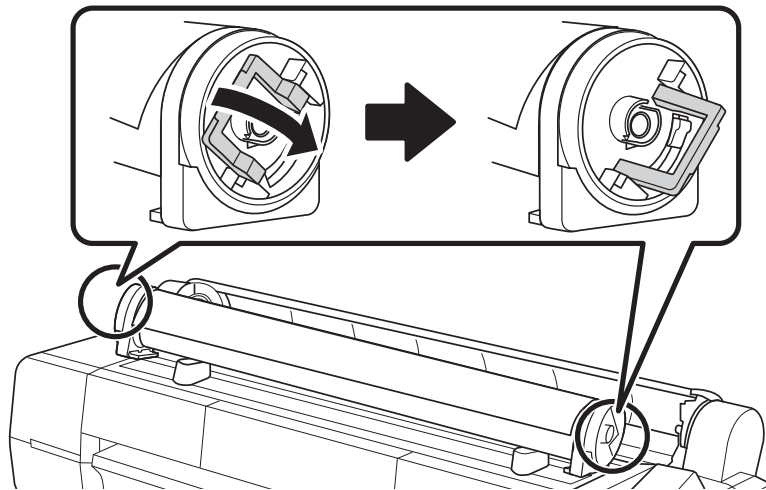
5. Firmly lift the lock lever to release it.

6. Lift the roll out of the printer and place it on top of the paper guides.

7. Release the tension levers on both adapters.

8. Remove the adapters from the roll
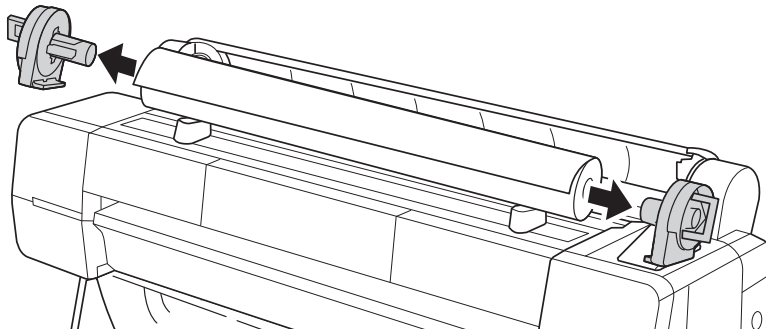
9. Rewind the paper carefully and place it in its original package.

   Note: Roll paper should be stored on end or horizontally (if the packaging end-caps are installed). Never store roll paper on its edge, as a flat spot can develop and lead to imaging artifacts on the prints.

Using cut sheets

You can print on many types of cut sheet paper and other media. The printer accepts sheets in widths from 8.3 inches (21 cm) to 44 inches (112 cm).

You can leave your roll paper in the printer when you print on cut sheets; make sure it is removed from the paper path and rolled up.

How you load the paper depends on its thickness:

- For media 31 mil (0.8 mm) or thinner, see the section below.

- For media thicker than 31 mil (0.8 mm), see page 14.

Loading cut sheets

Make sure you load cut sheets in the portrait orientation (short edge first).

1. Make sure the printer is turned on and the roll paper cover is closed.

2. Press the ▣ button, press the ▼ or ▲ button to select Cut Sheet, and press OK.

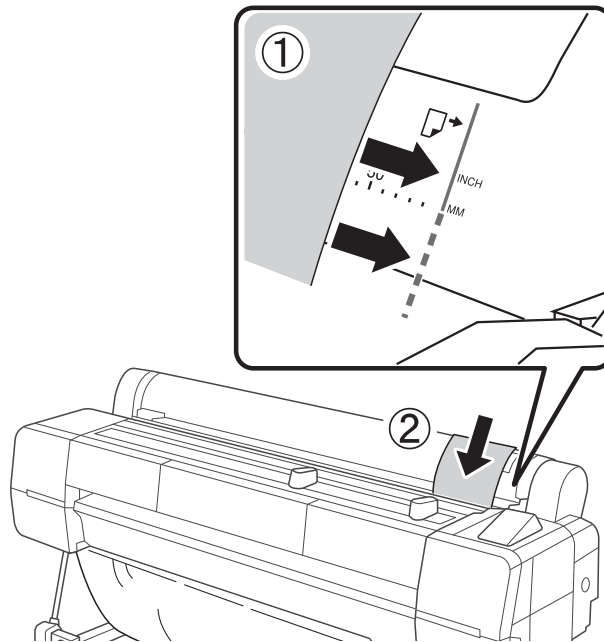3.   Feed the sheet into the paper slot until it meets resistance. Make sure the right edge of the paper is straight and aligned with the vertical line on the roll paper cover.

4.   Press OK. The sheet feeds into printing position automatically.

5.   On the screen that appears on the LCD screen, select Keep Settings Above if the settings are correct, or select Change Settings and select the correct media.

   Note: To get the best results, you must select the settings that match the loaded media.

6.   Press OK.

7.   Print your page. After it is finished, the sheet stays in the printer.

8.   To remove your print, press OK while holding the sheet.

   Note: To remove paper that was loaded but not used, press the ⌷ button, press the ▼ or ▲ button to select Remove Paper and press OK.

Loading poster board

Make sure you load poster board in the portrait orientation (short edge first).

1. Make sure the printer is turned on and the roll paper cover is closed.

2. Press the ⏗ button, press the ▼ or ▲ button to select Poster Board, and press OK.

3. Lift up the poster board support and pull it toward you.

4. Insert the board printable side up.

    Note: Make sure the poster board passes under the rollers.

5. Align the right edge of the board with the line on the poster board support. Make sure the paper is flush with the front of the printer.

6. Press **OK**. The poster board feeds into the printer.

7. On the screen that appears, select **Keep Settings Above** if the settings are correct, or select **Change Settings**, then adjust the settings.

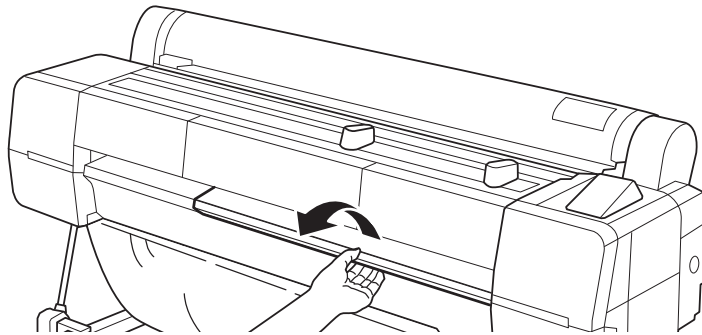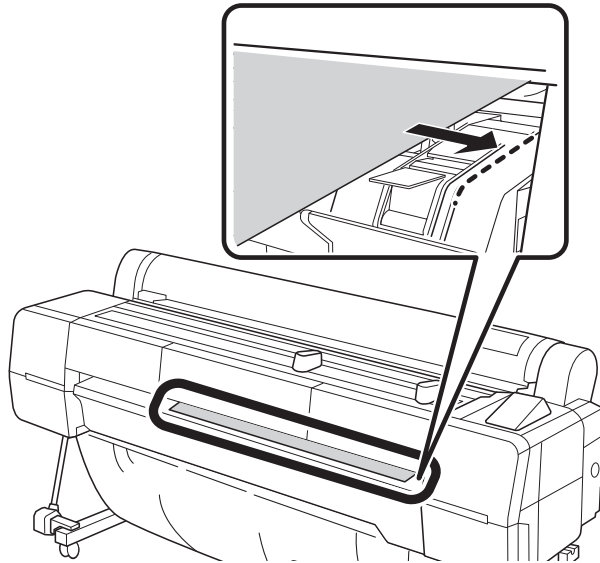   **Note:** Make sure you select **Enhanced Board** as the media type from the Others menu.

8. Press **OK**.

9. Print your image. After it is finished, the sheet stays in the printer.

10. To remove your print, press **OK** while holding the board. Pull the board forward as shown on the LCD screen and remove it from the printer.

    Note: To remove poster board that was loaded but not used, press the 🔄 button, press the ▼ or ▲ button to select **Remove Paper** and press **OK**.

11. Press OK after the poster board has been removed.

> **Note:** When you are done printing on poster board, push the poster board support back into the printer.
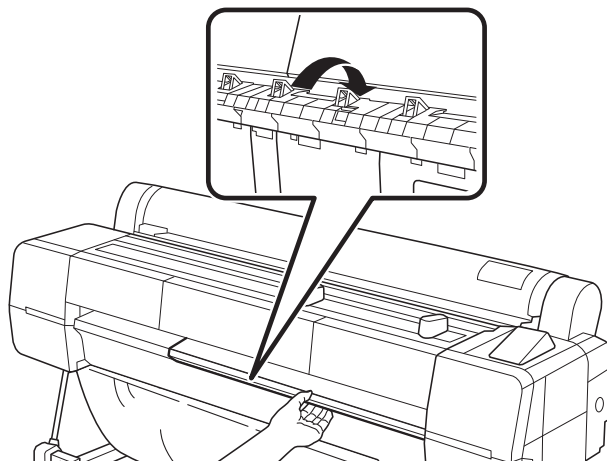
Adjusting the platen gap for thick or thin paper

When you print on unusually thick or thin paper, you may need to adjust the platen gap setting. Standard is the default setting. However, if print quality is not satisfactory when using very thin or very thick media, you may need to change this setting.

When the Platen Gap option is set to the default setting, you can also adjust the platen gap from the printer driver.

If you're printing on non-Epson media and not using the Epson driver, you may also need to create a paper configuration to optimize your results. A custom paper configuration will override the Platen Gap setting or any adjustments made in the printer driver. See the online *User's Guide* for more information.

Note: If you notice scuffs on the first few inches of your prints, this is caused by paper curl and print head strikes. Make sure your paper is flat. You can also try increasing the Platen Gap setting. If that doesn't solve the problem, you can continue increasing the setting.

1. Press the ◀ or ▶ button to select the ⚙ tab.

1. Press the Menu button.

2. Select the Printer Setup menu, then press OK.

3. Press the ▲ or ▼ button to select Platen Gap, then press OK.

4. Press the ▲ or ▼ button to choose setting.

   Note: To avoid damaging the printer, make sure you do not decrease the setting when you print on thick media.

5. Press **OK** to save the setting.

6. Press the ↰ button to exit the menu.

When you switch media, don't forget to change the setting back to the default setting.

Storing the paper basket

The paper basket attaches to your printer and catches your printouts as they come out. The basket keeps your printouts from getting dirty or scratched.

Note: The paper basket can only hold one printout at a time.

If you are using the optional auto take-up reel or moving the printer, you can fold the paper basket out of the way.

1. Unhook the plastic connectors at the end of the paper basket from the metal pegs on the support bar.
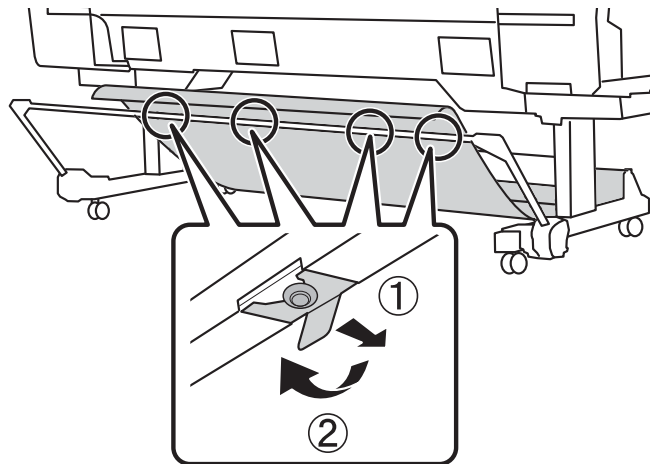
2. Loosely roll the basket cloth and insert the loops into the clamps on the bottom of the printer.
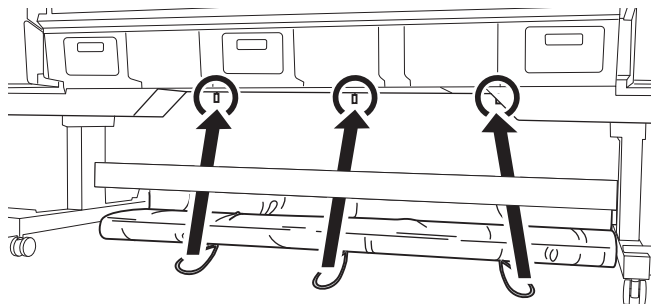
Printing

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

Printing with OS 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 Show Details.

4. Select the Paper Size setting for the paper size and source you are using.

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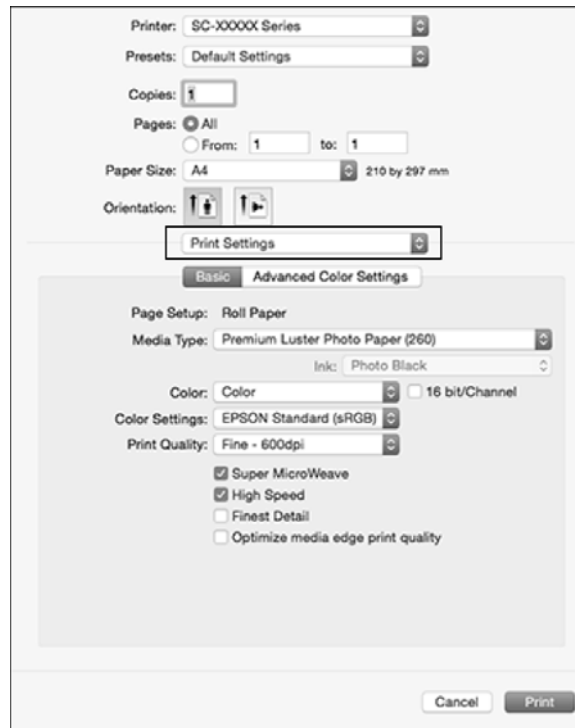

Note: In certain programs, you may need to select **Advanced** before you can select **Printer Settings**. For more information about print settings, click the **?** button.

6. Select the Media Type setting that matches the paper you loaded.

   Note: The ink type will change depending on the size and type of paper you select. To avoid changing black ink more often than necessary, set the printer to the type of black ink you usually use.

7. Select a Print Mode that matches the content that you are printing.

8. Select one of the Color Mode options.

   Note: For color management instructions, see www.epson.com/proimaging/iccprofiles.html. For more information about print settings, click **Help** or see your online *User's Guide*.

9. Select an Output Resolution setting (available settings depend on selected media type).

10. Click **Print**.

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.

3. On the Main tab, select the Media Type setting that matches the paper you loaded.
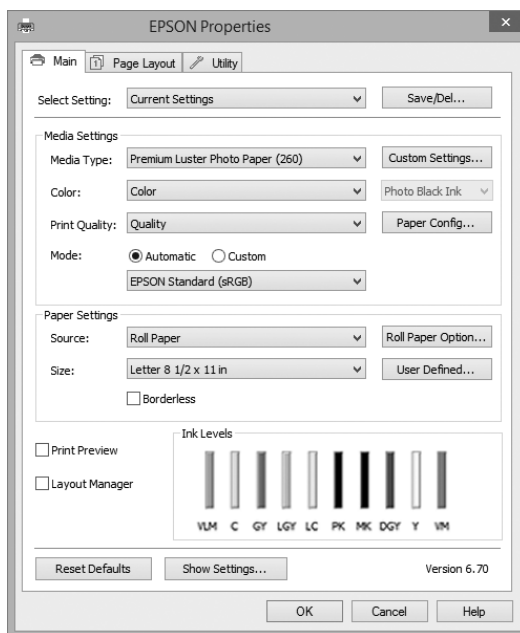
4. For the Color setting, select Color for any type of photographic printing. To print black-and-white photos using Advanced B&W Photo mode, see your online *User's Guide* for instructions.

5. For the Print Quality setting, select Speed, Quality, or Max Quality (available with certain media types only), or select Quality Options to display advanced settings.

6. Choose the paper Source in which you loaded your paper.

7. Select one of the Mode settings.

   Note: For color management instructions, see www.epson.com/proimaging/iccprofiles.html. For information about print settings, click Help or see your online *User's Guide*.

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, then enter a custom height and width. Click Save, click OK, then select your custom paper size in the Size menu.

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.

Maintaining your printer

Follow the instructions in this section to perform basic maintenance on your printer. For detailed instructions, see the online *User's Guide*.

Note: To keep your printer working properly, make sure to minimize the amount of dust in and around the printer.

Checking ink status

Before you begin a large print job, you should check your ink levels. If one of your cartridges is low, you can replace it before you start. Or you can wait until the ink is expended, replace the cartridge, and then continue the job without any loss of print quality. However, it is best to replace a low ink cartridge before starting a large print job.

The easiest way to check ink levels is from the ● tab on the LCD screen.

The icons show the approximate amount of ink remaining.

Replacing ink cartridges

When a warning message appears and a warning icon appears above a cartridge on the ● tab on the LCD screen, the indicated cartridge is almost expended. Make sure you have a replacement cartridge. When the an ink out message appears and an ink out icon appears above a cartridge on the ● tab on the LCD screen, the cartridge is expended. You must replace the cartridge before you can continue printing.

Note: Replace all expended cartridges. You cannot print if any of the slots are empty.

Use the following Epson UltraChrome® Pro ink cartridges:

Ink bay	Slot no.	Cartridge	700 ml
Left	1	Vivid Light Magenta (VLM)	T800600
	2	Cyan (C)	T800200
	3	Gray (GY)	T800900
	4	Light Gray (LGY)	T800000
	5	Light Cyan (LC)	T800500
Right	6	Photo Black (PK)	T800100
	7	Matte Black (MK)	T800800
	8	Dark Gray (DGY)	T800700
	9	Yellow (Y)	T800400
	10	Vivid Magenta (VM)	T800300

Note: This product uses only genuine Epson-brand cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly.

The cartridges included with the printer are designed for printer setup and not for resale. After some ink is used for charging, the rest is available for printing. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the ink low warning appears on the LCD screen.

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

Caution: Leave the expended cartridge in the printer until you are ready to replace it.

To prevent ink reporting errors, never replace the ink cartridges with the printer turned off.

You can purchase genuine Epson ink and paper from an Epson Professional Imaging Authorized Reseller. To find the nearest reseller, visit **www.proimaging.epson.com** (U.S. sales), **www.epson.ca** (Canadian sales), or call 800-GO-EPSON (800-463-7766).
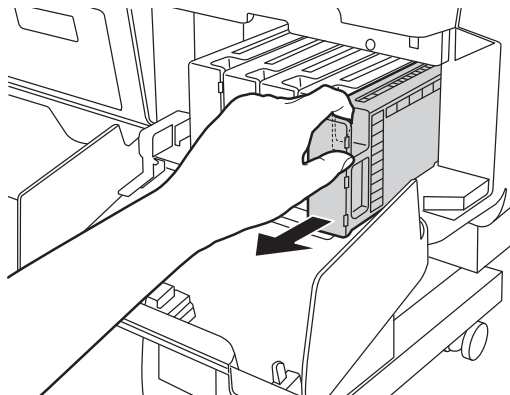
Before you start, make sure the printer is turned on.

1. Note the color of the cartridge that is low or expended.

2. Open the ink cover.
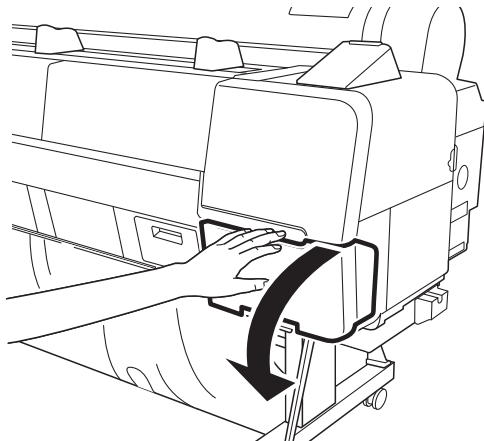
3. Insert a finger into the notch in the top of the cartridge and pull it straight out of the printer. Save your expended cartridges so you can use them for transporting the printer, if necessary.

WARNING: Do not shake the expended cartridge, or ink may leak. If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them immediately with water. Keep ink cartridges out of the reach of children.

4. Make sure the replacement cartridge is the correct color and remove it from its package. Gently shake the cartridge for about 10 seconds before installing it, but be careful not to touch the chip on the cartridge.
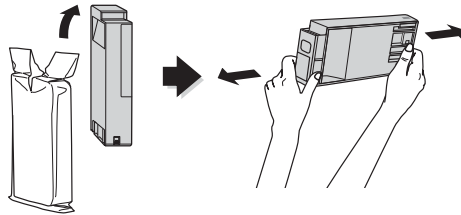
5. Hold the cartridge with the arrow pointing toward the printer. Then insert the cartridge into the slot until it clicks into place. Don't force it in.
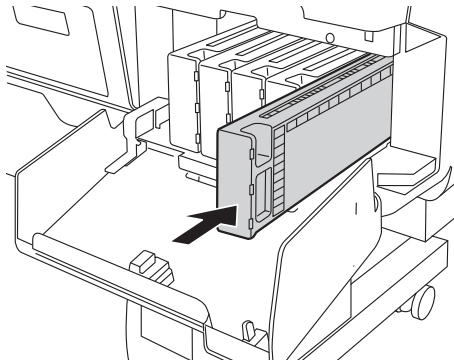
Caution: Do not remove and re-insert cartridges more often than necessary. Doing so can compromise the needle valve seal and allow air to enter the ink tubes, causing nozzle damage.

Note: If the ink cartridges are not used on a frequent basis, it is recommended that you remove the cartridges every 3 months, shake them for 10 seconds, and re-insert them.

6. Close the ink cover.

   Wait for the printer to check the ink cartridges and charge the ink delivery system, if necessary.

   Caution: Never turn off the printer while ink is charging or you'll waste ink.

Printing status information

The status check sheet shows some of the current default settings, the page count, and the status of the maintenance ink boxes.

1. Make sure paper is loaded in the printer.

1. Press the ◀ or ▶ button to select the ☼ tab.

2. Press the Menu button.

3. Press the ▼ button to select Printer Status, then press OK.

4. Press the ▼ button to select Print Status Sheet, then press OK.

5. Press OK to start printing.

Checking printer status from the printer driver

The Epson Status Monitor utility installed with your printer driver lets you check the levels of ink in the printer and the level of the maintenance ink boxes. Follow the steps below to use the utility to check the status.

Do one of the following to access the printer utilities:

- **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 Utility and select Open Printer Utility.

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

The software checks the amount of ink in the printer and maintenance ink boxes and displays one of these windows:
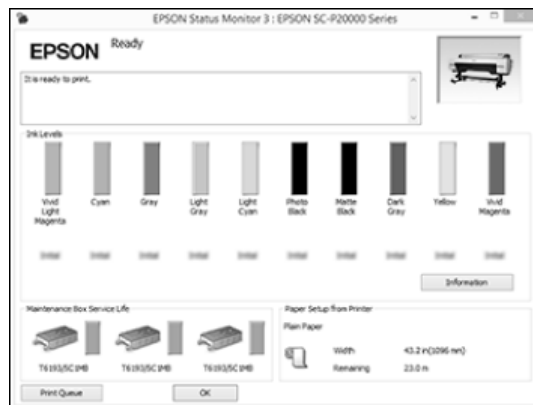
Checking and cleaning the print head

If your printed image shows a color shift or horizontal lines, you should check the print head to see if any nozzles are clogged or deflected. If necessary, you can run a cleaning cycle to clear the nozzles.

You can also turn on Auto Nozzle Check from the printer's control panel. The printer will then check the nozzles periodically or before each print job and clean them if necessary.

Automatically checking and cleaning the print head

The printer automatically checks the nozzles and cleans them if necessary. You can specify how often you want this to happen or turn this feature off.

1. Press the ◀ or ▶ button to select the ☼ tab.

2. Press the Menu button.

3. Press the ▲ or ▼ button until Printer Setup is selected, then press OK.

4. Press the ▲ or ▼ button until Auto Nozzle Check is selected, then press OK.

5. Press the ▲ or ▼ button until Auto Cleaning Setting is selected, then press OK.

6. Select one of the following, then press OK:

    • Periodically: The printer periodically checks its nozzles and runs a cleaning cycle if necessary.

    • Every Job: The printer automatically checks its nozzles and runs a cleaning cycle if necessary before each print job. This process uses a very small amount of ink (and no paper) and is recommended if you are running large print jobs unattended (default).

    • Off: The printer will not perform automatic nozzle checks and cleaning cycles.

7. Press OK.

Checking the print head using the control panel

You can print a nozzle check from the control panel and examine it to determine whether any nozzles are clogged or deflected. Then you can run a cleaning cycle if necessary. Before you start, make sure you have loaded roll paper or a cut sheet that is letter size/A4 or larger.

1. Press the **A▸A** button.

2. Press the ▲ or ▼ button until Nozzle Check is selected, then press OK.

3. Confirm that Print Check Pattern is selected, then press OK.

4. Press OK to start printing the nozzle check pattern.

5. After the pattern is printed, use at least a 10× magnification eye loupe to examine it.

    Caution: Don't run a cleaning cycle while thick media is loaded in the printer.

    • If the pattern looks good, as shown below, the print head is clean.
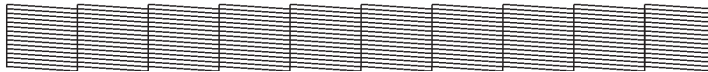
    • If any dots or segments are missing or deflected, as shown below, run a cleaning cycle as described on page 29. Then print another nozzle check pattern to make sure the nozzles are clean.
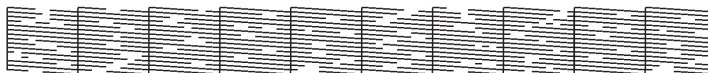

    Caution: Don't run a cleaning cycle while thick media is loaded in the printer.

Checking the print head using a computer

Follow these steps to use your printer software to check the print head nozzles and clean them if necessary:

1. Make sure paper is loaded in the printer.

2. Do one of the following to access the printer utilities:

   - **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 Utility and select Open Printer Utility.

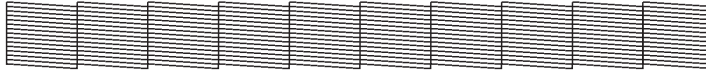   - **Windows:** Double-click the 🖨 icon in the bottom right corner of your screen (the taskbar).

   You see a menu like this:
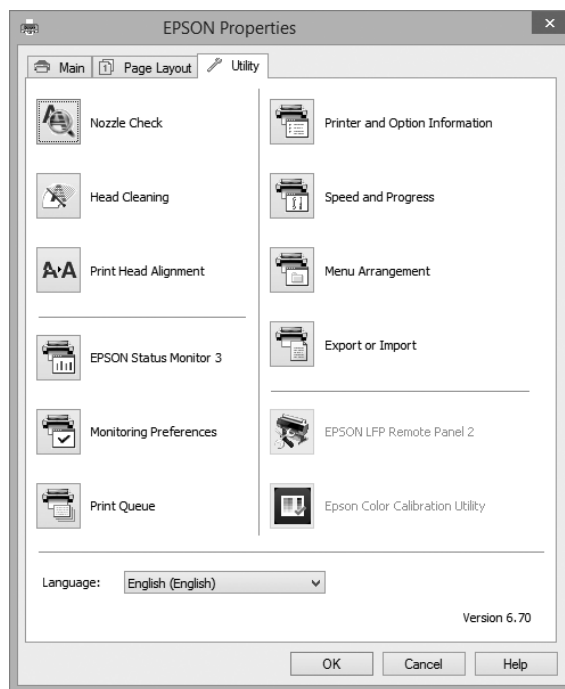
3. Select the Nozzle Check icon and follow the instructions on the screen.

4. After the pattern is printed, use at least a 10× magnification eye loupe to examine it.

  • If the pattern does not have any gaps, the print head is clean.

  • If any dots or segments are missing or deflected, as shown below, run a cleaning cycle as described in the next section. Then print another nozzle check pattern to make sure the nozzles are clean.

  Caution: Don't run a cleaning cycle while thick media is loaded in the printer.

Running cleaning cycles

You can run several types of cleaning cycles from the control panel (or from Epson LFP Remote Panel2): normal cleaning, heavy cleaning, and powerful cleaning.

Note: Run the heavy and powerful cleaning cycles only if multiple normal cleaning cycles are not sufficient to clear the nozzles. The heavy and powerful cycles use a large quantity of ink and should only be used if necessary. Always follow the heavy or powerful cleaning cycles with a normal cleaning cycle. For details on running a powerful cleaning, see the online *User's Guide*.

The cartridges need to be at least 50% full to use a heavy cleaning. You may need to replace a low cartridge to run the cleaning cycle. After cleaning, you can reinsert the old cartridge.

Caution: Don't run a cleaning cycle while thick media is loaded in the printer.

1. Print a nozzle check to make sure the print head needs cleaning, as described on page 26.

2. Make sure the printer is ready.

1. Press the $\mathbf{A}$▸$\mathbf{A}$ button.

2. Press the ▲ or ▼ button until Head Cleaning is selected, then press OK.

3. Press the ▲ or ▼ button to select Select Nozzle & Level, then press OK.

4. Press the ◀ or ▶ button to select the nozzle pairs that need cleaning, then press OK to select them. To clean all nozzles, select All Nozzles, then press OK.

5. Press the ▲ or ▼ button to select Start Cleaning, then press OK.

6. Select the power level of the cleaning, then press OK to start the cleaning cycle.

7. When cleaning is finished and the Power light stops flashing, a confirmation screen appears. Select Nozzle Check and press OK to print the nozzle check again to confirm that the head is clean. For effective cleaning, always run a nozzle check between cycles.

   If the pattern is still missing segments or has deflections after a heavy cleaning cycle, turn the printer off and leave it overnight, then clean the print head again the following morning with regular cleaning cycles. If there are still missing segments, see the online *User's Guide* for details on running a powerful cleaning cycle.

Aligning the print head

Properly aligning the print head ensures the best print quality. If banding appears on your prints, if they look grainy or blurry, or if you see misregistration or "ghosting," you need to align the print head.

Although you can align the print head using the printer utility software, aligning the printer from the control panel will quickly and automatically perform the most thorough alignment.

If you haven't already done so, run a nozzle check before aligning the print head (see page 29).

1. Make sure the printer is turned on, and that you have loaded paper in the product.

   Note: Make sure you select the correct paper type on the printer.

2. Press the **A·A** button.

3. Press the ▲ or ▼ button to select Head Alignment, then press OK.

4. Press the ▲ or ▼ button to select Auto (Bi-D), then press OK.

5. Press OK to start the alignment process

6. When the bi-directional alignment is completed, repeat this procedure with the Auto (Uni-D) setting.

Each head alignment takes about 10 minutes. The printer's white beam sensor reads the alignment pattern and adjusts the printer automatically. Make sure you don't open the front cover or turn off the printer during this process.

Ordering supplies and optional accessories

Part	Part number
Ink cartridges	See page 21 for a complete list
Replacement maintenance ink box	T619300
Automatic Take-Up Reel System	C12C932201
Internal print server	C12C848031
Additional roll media adapters	C12C932231
Replacement printer cutter blade	C13S210040
Additional one-year Epson Preferred Plus service plan	EPP1020KB1
Additional two-year Epson Preferred Plus service plan	EPP1020KB2

You can purchase optional equipment and genuine Epson ink and media from an Epson Professional Imaging Authorized Reseller. To find the nearest reseller, visit **www.proimaging.epson.com** (U.S. sales), **www.epson.ca** (Canadian sales), or call 800-GO-EPSON (800-463-7766). Or you can purchase online at **www.proimaging.epson.com** (U.S. sales) or **www.epson.ca** (Canadian sales).

Where to get help

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred℠ Limited Warranty Plan.

Dial (888) 377-6611, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Before you call, make sure you have your:

- Your printer serial number: _____

- Proof of purchase and date: _____

Tip: If you experience difficulty with the toll-free line, call (562) 276-1305.

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

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