EPSON®

Epson® SureColor® F9570/F9570H User's Guide

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Epson SureColor F9570/F9570H User's Guide

Welcome to the Epson SureColor F9570/F9570H *User's Guide*.

For a printable PDF copy of this guide, click here.

Note: Availability of products in this guide varies by country.

Introduction to Your Printer

Refer to these sections to learn more about your printer and this manual.

Note: The SureColor F9570H is shown in most illustrations in this manual, but the instructions apply to both models unless noted otherwise.

Notations Used in the Documentation
Printer Part Locations
Optional Equipment and Replacement Parts
Available Software
Accessing the Web Config Utility
Changing the Administrator Password in Web Config
Printer Usage Guidelines

Notations Used in the Documentation

Follow the guidelines in these notations as you read your documentation:

- **Warnings** must be followed carefully to avoid bodily injury.
- **Cautions** must be observed to avoid damage to your equipment.
- **Notes** contain important information about your printer.
- **Tips** contain additional printing information.

Parent topic: Introduction to Your Printer

Printer Part Locations

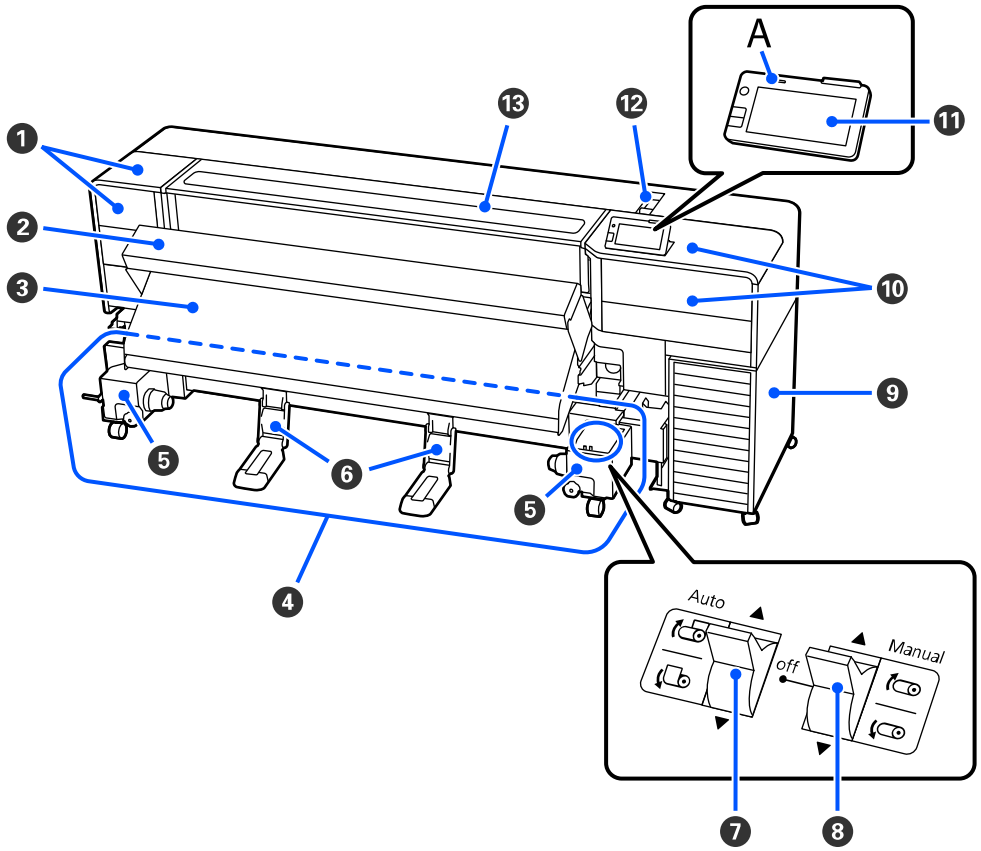
Check the printer part illustrations to learn about the parts on your printer.

Product Parts - Front
Product Parts - Inside
Product Parts - Back
Product Parts - Bulk Ink Solution
Control Panel Parts

Parent topic: Introduction to Your Printer

Product Parts - Front

Front



1 Maintenance covers (left)
2 Drying fan
3 After heater
4 Auto take-up reel unit
5 Roll core holder (auto take-up reel)

6 Roll supports

7 **Auto** switch

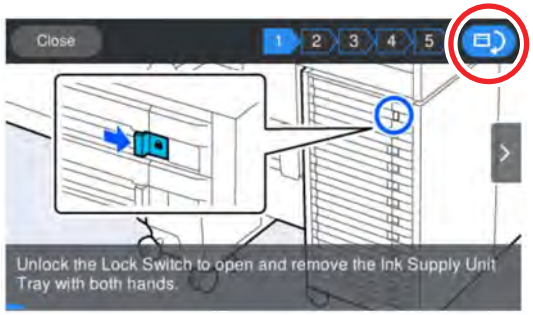
8 **Manual** switch

9 Bulk ink solution

10 Maintenance covers (right)

11 Control panel

Note: To raise the control panel from a level position, push at point A before moving it. If you selected **How To...** and are viewing on-screen instructions from the rear of the product, you can rotate the image 180 degrees by selecting the icon at the top right.

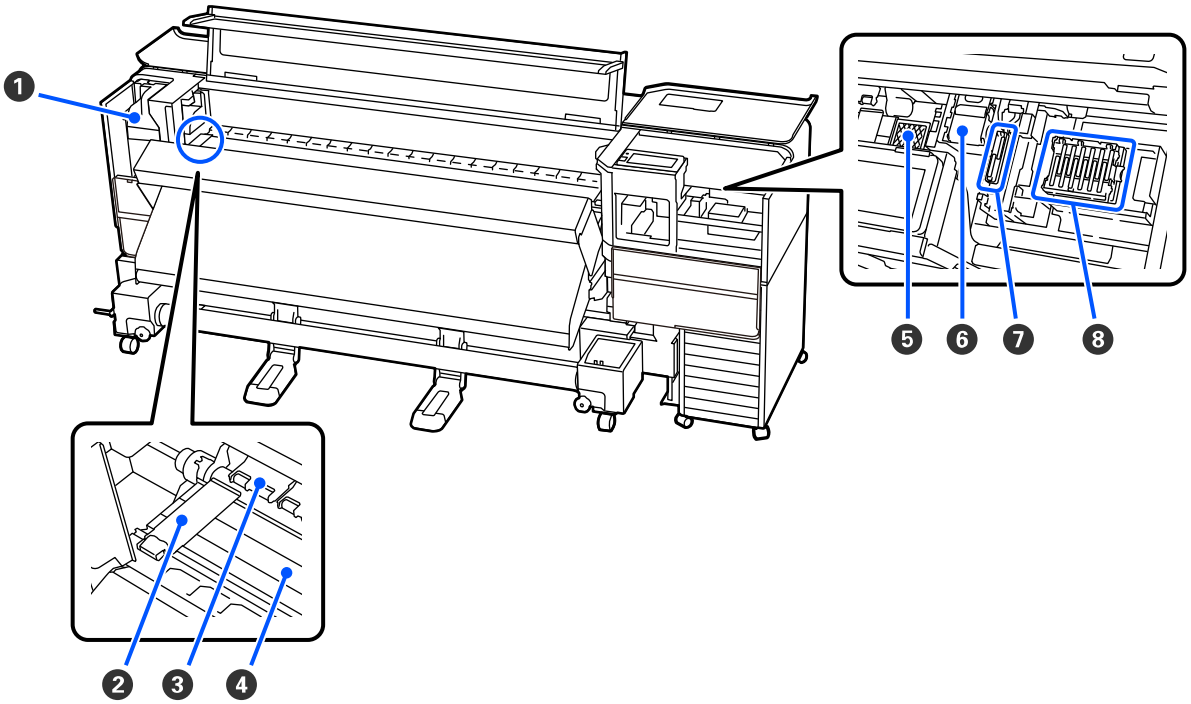


12 Media loading lever

13 Printer cover

Parent topic: Printer Part Locations

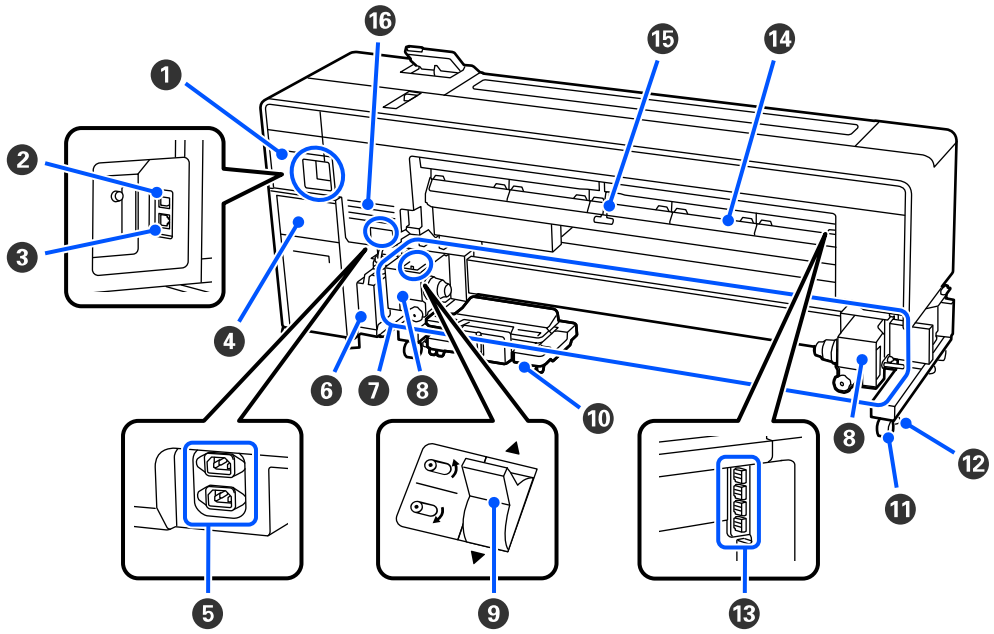
Product Parts - Inside



1 Printhead
2 Media edge guide
3 Pressure rollers
4 Platen
5 Flushing pad
6 Wiper unit
7 Suction cap
8 Anti-drying caps

Parent topic: Printer Part Locations

Product Parts - Back

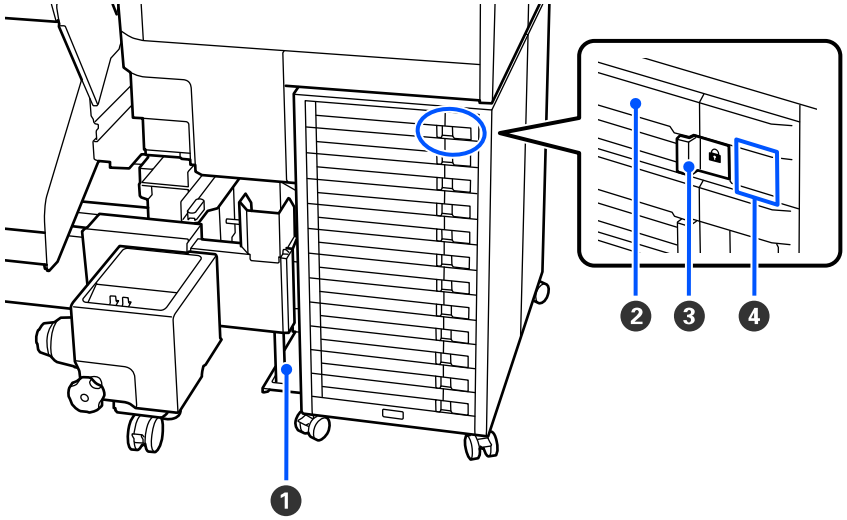


1 Ink tube connection cover
2 USB port
3 LAN port
4 Port cover
5 AC inlet #1 and #2
6 Waste ink bottle
7 Roll core holder (media feeding unit)
8 Media holder
9 Drive switch
10 Media roll lift
11 Casters

12 Levelers
13 Pressure roller spacer
14 Media cleaner
15 Media loading lever
16 Airflow vent

Parent topic: Printer Part Locations

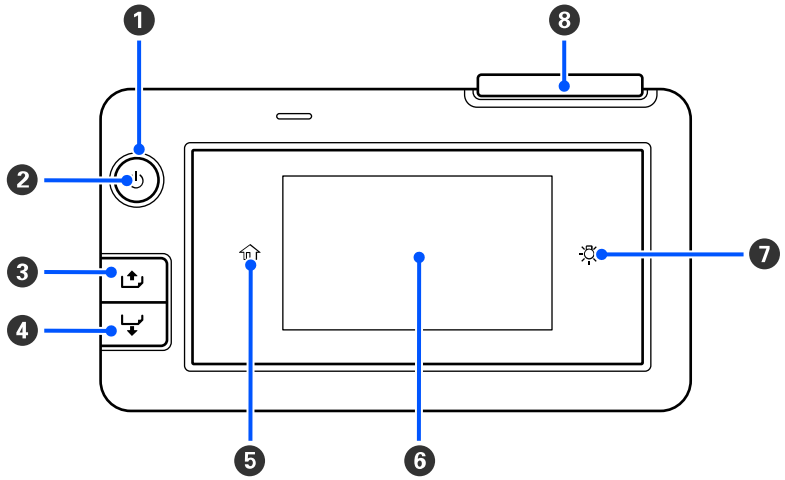
Product Parts - Bulk Ink Solution



1 Securing lever
2 Ink tray
3 Lock switch
4 LED light

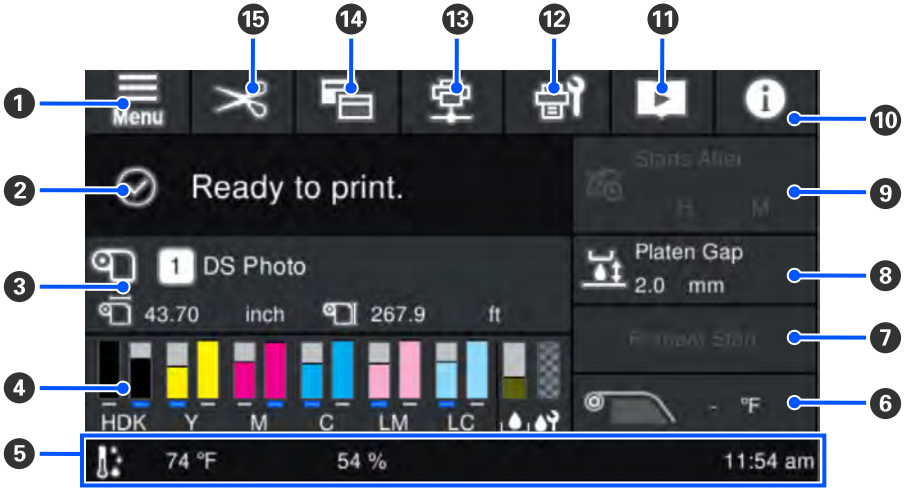
Parent topic: Printer Part Locations

Control Panel Parts



1 power light
2 power button
3 rewind button
4 feed button
5 home icon
6 LCD touchscreen
7 internal light icon
8 Error alert light; check the control panel for error details when lit

LCD Screen Display



1 Access menu items

2 Displays the printer's status, error messages, and other information

3 Displays media information

Tap the display area to view the **Media Settings** screen.

4 Displays the remaining amount of consumables

The abbreviation below the bar indicates the ink color.

HDK: High Density Black

Y: Yellow

M: Magenta

C: Cyan

LM: Light Magenta (SureColor F9570H)

LC: Light Cyan (SureColor F9570H)

OR: Orange (SureColor F9570H)

V: Violet (SureColor F9570H)

FY: Fluorescent Yellow (SureColor F9570H)

FP: Fluorescent Pink (SureColor F9570H)

The bar with the  icon below indicates the remaining amount in the waste ink bottle.

The bar with the  icon below indicates the status of the head cleaning set.

When the  notification icon is displayed, the corresponding consumable will require replacement soon. Tap the display area to check the model number of the consumable. You can also manually switch the ink supply unit currently supplying ink (switching the operational slot).

5 Environmental temperature and humidity, and current time

6 Heater temperature

7 Preheat start/stop

8 Platen gap

9 Time before next Periodic Cleaning

10 Information icon

Displays consumable item information and a list of messages.

11 Online manual icon

12 Displays the Maintenance menu

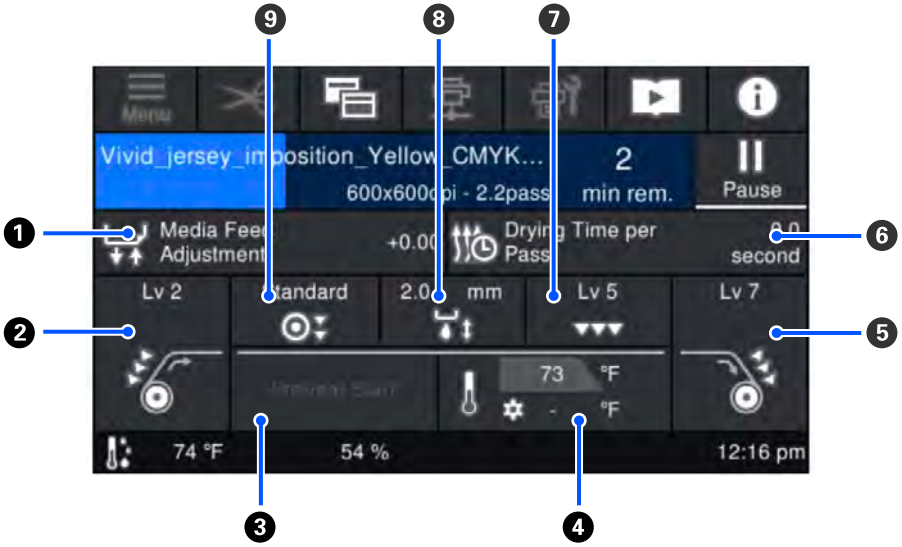
You can check and clean the printhead nozzles, replace consumables, and clean parts.

13 Switch connection status; select to switch the online/offline status between the printer and the connected computer

14 Switches the Home screen display

15 Displays settings for feeding and cutting media

You can select the screen switching icon to toggle between the home screen and the current settings screen. You can change these settings even while the product is printing.



1 Media Feed Adjustment

Select this area to perform media feed corrections if banding occurs

2 Feeding tension

Select this area to change the feeding tension if the media wrinkles during printing

3 Preheat start/stop

4 Heater temperature

Select this area to change the heater's temperature

5 Rewind tension

Select this area to change the rewind tension if the media wrinkles during printing or if there is too much slack in the wound media

6 Drying Time per Pass

Select this area to change the drying time

7 Paper suction

Select this area to change the strength of the paper suction if the media is wavy on the platen

8 Platen gap

Select this area to change the platen gap

9 Pressure roller load

Select this area to change the setting if the media wrinkles near the pressure roller during printing

Parent topic: Printer Part Locations

Related tasks

Checking for Clogged Print Head Nozzles
Cleaning Around the Print Head
Replacing the Ink Packs
Replacing the Waste Ink Bottle
Replacing the Head Cleaning Set

Optional Equipment and Replacement Parts

U.S. and Canada:

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

In addition to the accessories listed below, 1-year, 2-year, and 4-year extended service plans are available.

Latin America:

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit latin.epson.com or call your nearest Epson sales office.

Note: Availability of accessories varies by country.

Option or part	Part number
Printer maintenance kit	C13S210063
Head cleaning set	C13S210139
Waste ink bottle	C13T724000
Media cleaner brush	C12C936031
UltraChrome DS ink pack - High Density Black	T53K920
UltraChrome DS ink pack - Cyan	T53K220
UltraChrome DS ink pack - Magenta	T53K320
UltraChrome DS ink pack - Yellow	T53K420
UltraChrome DS ink pack - Light Cyan (SureColor F9570H)	T53K520
UltraChrome DS ink pack - Light Magenta (SureColor F9570H)	T53K620
UltraChrome DS ink pack - Fluorescent Yellow (SureColor F9570H)	T53K720
UltraChrome DS ink pack - Fluorescent Pink (SureColor F9570H)	T53K820
UltraChrome DS ink pack - Orange (SureColor F9570H)	T53KA20
UltraChrome DS ink pack - Violet (SureColor F9570H)	T53KD20

Parent topic: Introduction to Your Printer

Available Software

The table below provides an overview of the software available for your product.

You can download and install the necessary software from the Epson website. For detailed information about the software on your system, see your software's documentation.

Note: An Internet connection is required to obtain the product software.

Software	Description
Printer driver	Allows your computer to communicate specifically with your printer. Before printing from your computer, make sure you have set up your product and installed the latest software.

Software	Description
Epson Software Updater	Periodically checks for software updates and then notifies you and installs the software if an update is available. You can select the interval for update checks and make settings for receiving update notifications. In addition to driver updates, also allows you to update product firmware and previously installed applications, and install additional software that is compatible with the printer.
Epson Edge Dashboard	Allows you to manage the status of multiple printers and easily copy custom paper settings from one printer to another.
Epson Edge Print Pro	RIP software that allows you to manage and edit print jobs.
Web Config	Pre-installed software that allows you to access your printer from a web browser via a network, and perform administrative functions such as checking ink levels, updating firmware, configuring network and advanced security settings, and editing custom paper settings that can then be exported to a file or imported to another printer. Also provides an e-mail notification function to inform you when printer errors occur.

Parent topic: Introduction to Your Printer

Accessing the Web Config Utility

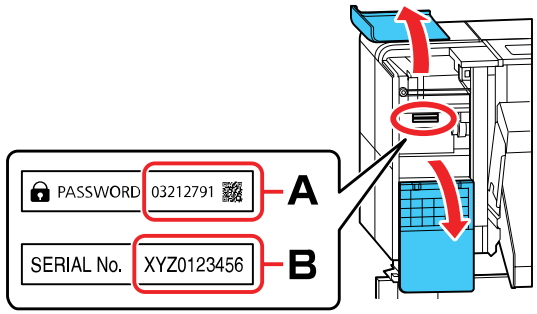
You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

1. Check the control panel for the product's IP address ( **Menu** > **General Settings** > **Network Settings** > **Wired LAN Status**).
2. On a computer or other device connected to the same network as your product, open a web browser.
3. Enter your product's IP address into the address bar and press **Enter**.

   You see the available Web Config utility options.

   Note: The administrator password is required to access the full capabilities of the Web Config utility. The default password is found on the label inside the left maintenance cover. If the label says

"PASSWORD", the initial password is indicated in **A** below. If the label does not say "PASSWORD", the initial password is the product's serial number (**B** below). The default user name is blank.



Parent topic: Introduction to Your Printer

Changing the Administrator Password in Web Config

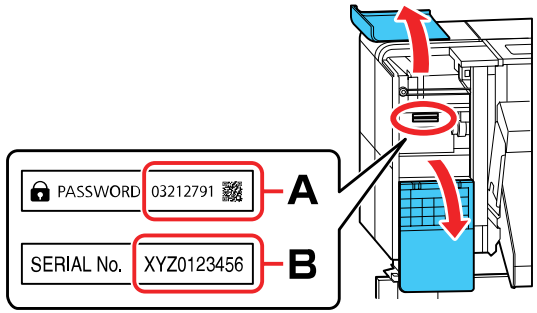
You can change the administrator password using Web Config. You use the same administrator password in all cases.

Note: If you forget your administrator password, contact Epson for support.

1. Access Web Config as an administrator and select the **Product Security** tab.
2. Select **Change Administrator Password**.
3. Enter a user name, if necessary.

4. Enter the current password, then enter and confirm the new password in the fields provided.

   Note: The default password is found on the label inside the left maintenance cover. If the label says "PASSWORD", the initial password is indicated by **A** below. If the label does not say "PASSWORD", the initial password is the product's serial number (**B** below). The default user name is blank.



5. Select **Settings**.

Note: To set or change locked items, click **Log in** and enter the administrator password. To restore the administrator password to the default value, select **Restore Default Settings** on the **Change Administrator Password** screen.

Parent topic: Introduction to Your Printer

Printer Usage Guidelines

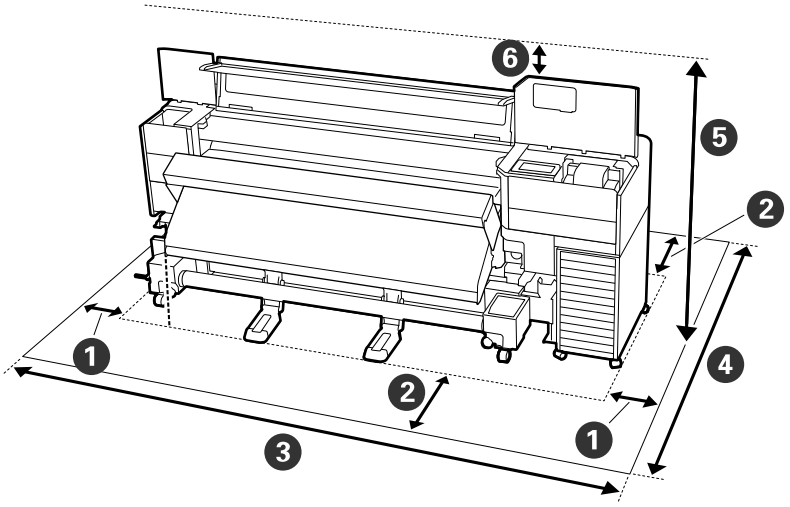
Follow the guidelines in these sections as you use your printer, consumables, and print media.

Installation Space
Using Your Printer
Handling Ink Packs
Media Handling Precautions
Storing Your Printer

Parent topic: Introduction to Your Printer

Installation Space

Make sure that you clear the following amount of working space so that you can eject paper and replace consumables as necessary for your model.



1	19.7 in.(500 mm)
2	39.4 in. (1,000 mm)
3	142.5 in. (3,620 mm)
4	115.3 in. (2,929 mm)
5	58.3 in. (1,480 mm)
6	3.9 in. (100 mm)

Parent topic: Printer Usage Guidelines

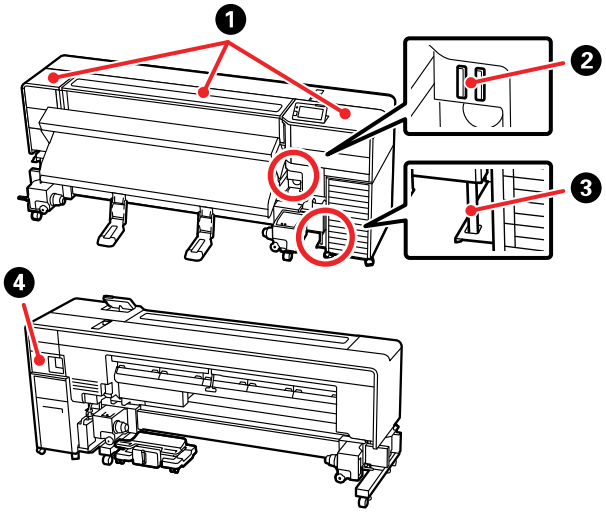
Using Your Printer

Follow these guidelines as you use your printer:

- Operate the printer only within the specified operating temperature and humidity range for your product and your media. For more information, see the documentation supplied with the media.

- Check to make sure you maintain the specified humidity range, especially in dry areas or air conditioned environments.
- Keep the printer out of direct sunlight.
- Do not install the printer next to heat sources or directly in the path of exhaust from a ventilator or air conditioner. Failure to observe this precaution could result in the printhead nozzles drying out and clogging.
- Make sure the product work space is kept free of dust or lint that could damage your product, clog the printhead nozzles, or cause media feeding issues.
- Perform maintenance operations according to usage frequency or at the recommended intervals. Failure to perform regular maintenance could reduce print quality or damage the printhead.
- If an error occurs and the printer is turned off without first resolving the error, the printhead may not be in the home (or capped) position, which may cause the printhead to dry out. In this case, turn on the power and wait until the carriage is in the home position.
- When the printer is on, do not disconnect the power cable or cut the power at the circuit breaker. The printhead may not be in the home (or capped) position. In this case, turn on the power and wait a while until the printhead is in the home position.
- Do not bend or tug the waste ink tube or ink could spill inside or around the product.
- For stable color printing, maintain a constant room temperature of 59 to 77 ˚F (15 to 25 ˚C).
- Operate the product at altitudes below 6561 ft (2000 m).
- Printhead cleaning is performed automatically at a fixed interval after printing to keep the printhead nozzles from clogging. Make sure the waste ink bottle is installed whenever the product is on.

Note: To keep the printhead in the optimum operating condition, ink is used in maintenance operations such as head cleaning.



1	Do not touch any components inside the printer cover or maintenance cover except those specified in the manual.
2	Do not connect other devices to the drying fan and auto take-up reel unit connectors.
3	Do not raise the bulk ink solution securing lever except when instructed to do so in the manual.
4	Do not remove the ink tube connector cover except when instructed to do so in the manual. If sufficient care is not taken when removing or touching the inside of the printer, malfunctions could occur due to static electricity or poor connection to the bulk ink solution.

Parent topic: Printer Usage Guidelines

Related references

Environmental Specifications

Handling Ink Packs

Follow these guidelines as you handle the ink supply units (ink packs):

- Extra ink is required to charge the print head nozzles the first time the product is used. Be sure to have replacement ink packs ready.
- Store ink packs at room temperature and away from direct sunlight.
- To ensure print quality, use ink packs before the expiration date printed on the packaging or within 1 year of installing them.
- Allow ink packs that have been stored at low temperatures for an extended period of time to return to room temperature over a period of four hours before use.
- Do not touch the IC chips on the ink packs.
- The IC chip on each ink pack stores information, such as ink levels, to allow the ink pack to be used after being removed and re-installed.
- Install ink packs into all the trays in the ink unit or the printer cannot print.
- Do not leave the printer without ink packs installed in all the trays, even when the printer is not in use. The ink in the printer may dry out.
- If you remove an ink pack before it is empty, wipe off any ink from the ink supply port using a wide cleaning stick from the maintenance kit. If ink dries on the supply port, the ink pack may leak when it is reinstalled. Also make sure that the supply port is free of dust when storing ink packs (the port does not need to be capped since there is a valve inside).
- Removed ink packs may have ink around the ink supply port, so be careful not to stain any surfaces with ink.
- Do not dismantle or remodel ink packs. You may not be able to print properly.
- Do not drop ink packs or subject them to impacts. It may cause ink to leak.
- Periodically remove and thoroughly shake ink supply units that are loaded in the printer. Shake high density black ink packs once a week and other color ink packs once every three weeks.

Note: To maintain the quality of the printhead, the printer stops printing before ink packs are completely expended. The ink packs may contain recycled materials; this does not affect printer functions or performance. Due to the characteristics of the ink, the color of the ink pack may change. This does not affect the quality.

Parent topic: Printer Usage Guidelines

Related references

Ink Pack Specifications

Optional Equipment and Replacement Parts

Related topics

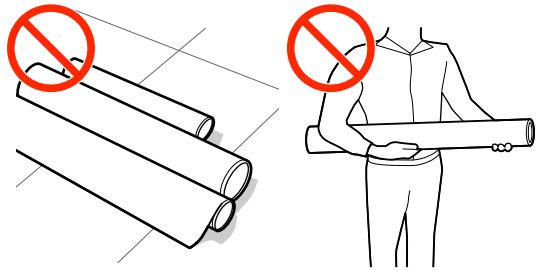
Shaking and Replacing Ink Packs

Media Handling Precautions

Follow these guidelines as you load media in your product and remove printed media.

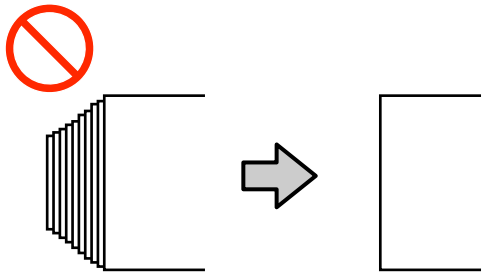
Caution: Because the media is heavy, it should not be carried by one person. We recommend using a lifter for media that weighs over 88.2 lb. (40 kg).

- Be careful when you touch the after heater and media edge guides; they may be hot and could burn you.
- Take care not to trap your fingers when opening and closing the printer cover or you could be injured.
- Do not rub your hands along the edges of the media; the sharp edges could cut you.
- Media is very heavy, so use at least two people to carry the rolls.
- Load media just before printing on it to avoid creases from the pressure rollers; creases may cause jams or cause the media to rub against the print head.
- Do not place unwrapped media directly on the floor or press it against your clothing to avoid damaging the media surface.



- Do not throw away the media packaging materials. When not in use, media should be removed from the printer, rewound, and inserted in its original packaging for storage. Leaving media in the printer for extended periods may cause it to deteriorate.

- Do not load media if the edges are uneven on the roll; this could cause feeding problems. Rewind the media on the roll or use a different roll.



- Media that is in poor condition will not produce good quality prints. Be sure to read the documentation provided with each type of media.
- Do not use media that is folded, wrinkled, scuffed, torn, or dirty. The media could rise up and contact the printheads and damage them.
- Do not use paper that is frayed at the ends of the roll, wrinkled, torn, and so on, as shown below.



- Do not fold the media or damage the printable surface.

- Do not touch the printable surface. Moisture and oils from your hands can affect print quality.
- When handling media, hold it by both edges. We recommend wearing cotton gloves.
- Keep the media dry.
- Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- Do not touch, rub, or scratch the printed surface or the ink may come off.
- Make sure printouts are completely dry before folding or stacking. If the printouts are stacked or taken up without being dried sufficiently, the print surface may be damaged.
- Avoid placing printed media in direct sunlight.
- To prevent discoloration, store prints as instructed in the documentation supplied with the media.

Media edge guides

- When aligning the media edge guides with both edges of the media, make sure that the edges of the media are positioned so that they are at the centers of the holes in the guides. Incorrect positioning causes banding (horizontal banding, tint unevenness, or stripes) during printing.
- Do not use the media edge guides with media that is 0.02 in. (0.5 mm) or more thick. The media edge guides could touch and damage the printhead.
- Do not use the media edge guides if the sides of the printed media are smudged when printing.
- Move the media edge guides to the left and right edges of the platen when they are not in use.

Parent topic: Printer Usage Guidelines

Related tasks

Replacing the Media Edge Guides

Storing Your Printer

Follow these guidelines if you need to store your printer for a long period:

- If the printer is not used for an extended period of time, the printhead nozzles may become clogged. We recommend that you turn on the product once every six weeks to prevent the nozzles from clogging. Head cleaning is performed automatically after the printer is turned on. Do not turn the printer off until Head Cleaning is complete. Leaving the printer for too long without turning it on may result in a malfunction.
- Remove any loaded media before storing the printer to prevent the pressure rollers from causing creases in the media, which may cause jams or damage to the printhead. After you remove the media, move the media loading lever to the front.

- Make sure that the printhead is in the home (or capped) position before storing the printer. If it is left away from the home position for a long time, the print quality may decline. Turn the printer on and then off again to move the printhead to the home position.
- Close all the covers on the printer to prevent dust and debris from getting in. If the printer will not be used for an extended period of time, protect it with an anti-static cloth or other cover. The printhead nozzles can become clogged if fine dust gets on the printhead, and you may not be able to print properly.
- If the printer is turned on after an extended period of time with the power off, run a nozzle check before you start printing and clean the printhead, if necessary.
- When storing the product, make sure it is level and do not store it at an angle, on end, or upside down.

Parent topic: Printer Usage Guidelines

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Related tasks

Checking for Clogged Print Head Nozzles
Cutting Media
Cleaning the Print Head

Basic Printing

Refer to these sections to learn how to perform basic print functions.

Overview of the Printing Process
Registering Media Settings
Preparing Your Printer
Loading Media
Optimizing Media Settings
Printable Area and Media Size Checking
Adjusting Heating and Drying During Printing
Removing Media
Replacing Expended Media
Cutting Media
Using the Auto Take-up Reel

Overview of the Printing Process

This section explains the basic workflow for using your product to print on your media.

1. **Register media settings to the printer**

   To print in the optimum conditions for your media, register the print information and the settings that are appropriate for your media to the printer and the RIP software.

2. **Load media**

   Load your media in the printer.

3. **Configure settings for the loaded media**

   Select the initial media settings for your media and the operating conditions.

4. **Load into the auto take-up reel**

   Load your media into the auto take-up reel so that your printed media is automatically rolled up.

5. **Optimize media settings (when using new media)**

   Customize the media settings for your media and printer, as desired.

6. **Check printer status**

   Make sure the printer is functioning properly.

7. **Printing**

   Print from Epson Edge Print Pro or a commercial RIP software.

Parent topic: Basic Printing

Related concepts

Registering Media Settings

Related tasks

Loading Media

Related topics

Using the Auto Take-up Reel

Optimizing Media Settings

Registering Media Settings

You can register media settings in one of the following ways.

Using the general-purpose media settings that are pre-registered in the printer

This printer has three pre-registered media types according to the paper weight of the media. When you select a media type, the printer prints using the general-purpose media settings appropriate for each paper weight.

After loading the media, select the media type appropriate for the loaded media in **Media Settings**.

Downloading an EMX file and registering the settings

An EMX file provided by Epson is a single print settings file containing the following information necessary to print properly on commercially available media.

- Print Information: Settings for ICC profiles that are used in the RIP software, the number of passes, the resolution, and so on
- Media Settings: The settings that are registered to the printer's **Media Management** menu for the **Platen Gap**, **Feeding Tension**, and so on, that are appropriate for the media you are using

When using the Epson Edge Print RIP Pro software, download the EMX file from Epson Edge Print Pro.

When using a commercial RIP software, download the EMX file using Epson Edge Dashboard. Click the **?** icon in Epson Edge Dashboard to see the Epson Edge Dashboard manual for details.

Parent topic: Basic Printing

Preparing Your Printer

Before starting work each day, check the printer's status and make sure that the printhead nozzles are not clogged.

Check the ink levels and perform a nozzle check to check for clogged nozzles and run a cleaning if necessary.

Note: When an ink supply unit (ink pack) is expended, the ink supply automatically switches to another ink pack of the same color. Since printing continues as it is, replace the expended ink pack while there is still enough ink in the ink pack that is currently operating. You cannot print if both ink packs of the same color are expended. Select the ink status icon area on the home screen to check how much ink is remaining in the operational and non-operational ink supply units.

Parent topic: Basic Printing

Related tasks

Checking for Clogged Print Head Nozzles
Cleaning the Print Head

Related topics

Shaking and Replacing Ink Packs

Loading Media

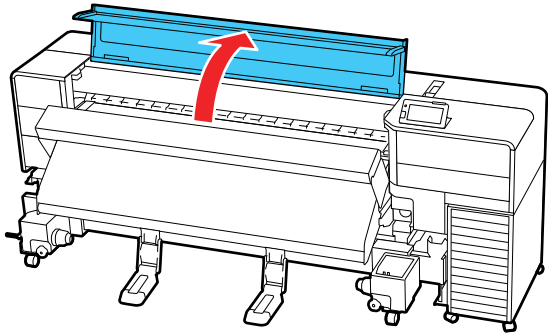
Before loading media in your printer, review and follow the media handling guidelines for the best results.

Caution: Wait until just before printing to load media. This avoids creases in the media that may be caused by the pressure rollers. Creased, wavy, or curled media could cause it to jam inside the printer or contact the printhead.

1. Press the ⏻ power button and wait until you see this message on the LCD screen: **Open Printer Cover and remove the media**.

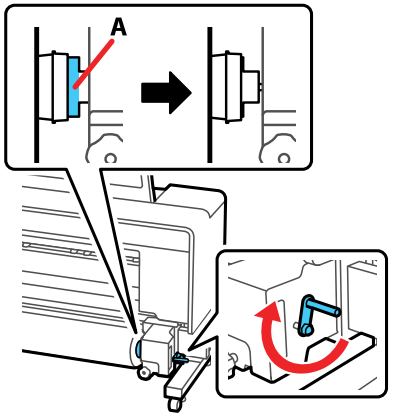
2. Open the printer cover.

   Caution: Be careful not to trap your fingers when opening or closing the printer cover or you may be injured.



3. Select **How To...** to view the loading procedure and follow the on-screen instructions.

   Caution: When turning the handle to push in part A in the illustration below, do not turn the handle any further once part A is hidden. Failure to observe this precaution could damage the media holder.



When you have finished loading the media, the **Media Settings** screen is displayed.

4. Select **Media** and then do one of the following:
   - If media settings have already been registered for the loaded media type, select the registered media number and then go to the next step.
   - If media settings have not been registered, select an unregistered number from the list and then select the **Media Type** that most closely matches your loaded media on the screen.

   Note: You can edit the selected **Media Type** later.

5. Check the roll specifications and make sure the winding direction is correct.

   Select **Roll Winding Direction** and change the setting, if necessary.

6. For media that was replaced and the amount of media remaining has already been printed on, select **Remaining Amount Management** to set the value.

   Select **Paper Remaining** > **Remaining Amount Management** > **On**. If this is set to **Off**, Remaining Amount Management is not performed. Select **Remaining Amount** and enter the value for the media remaining that has been printed on the leading edge of the media.

   Note: When **Remaining Amount Management** is enabled, the **Showing Amount of Media Remaining** function shows the approximate amount of media remaining based on the length set for the media and the amount used during printing. The **Remaining Alert** function warns you when the amount of media remaining reaches a specified level.

7. Follow the rest of the on-screen instructions.

   Note: If you are loading media in the auto take-up reel, select **Prepare for Take-up**.

Parent topic: Basic Printing

Related references

Media Handling Precautions

Optimizing Media Settings

Optimize media settings (perform Print Adjustments) once before using the media settings registered to the printer to correct individual differences in your media and printer so that you can get the best out of your media and printer combination.

You should optimize media settings when media settings for downloaded EMX files are registered to the printer and when changing **Advanced Settings** after saving **Media Settings**.

To optimize Media Settings, make sure the media you want to print on is loaded and then perform both **Print Head Alignment** and **Media Feed Adjustment**.

Media Settings List for Each Media Type
Printhead Alignment
Media Feed Adjustment

Parent topic: Basic Printing

Media Settings List for Each Media Type

The following table shows the registered media settings for the Media Type presets.

Item	Media Type		
	Thin	Med-Thick	Thick
Platen Gap	**2.0**		
Temperature	50 °C		
Drying Time per Pass	0.0 second		
Proceed to Drying after Print	**Off**		
Blank Area Feed	**Standard**		
Feeding Tension	**Lv2**		
Rewind Tension	**Lv6**	**Lv7**	**Lv8**
Paper Suction	**Lv2**	**Lv8**	**Lv8**
Head Movement Range	**Data Width**		
Multi-Strike Printing	**Off**		
Media Feed Speed Limitation	**Off**		
Pressure Roller Load	**Standard**		
Skew Reduction	**On**		
Roll Winding Direction	**Printable Side Out**		
Stick Prevention	**Off**		
Skip Wrinkled Media	**Off**		
Media Feed Adjustment	0		

Item	Media Type		
	Thin	Med-Thick	Thick
Reduce Print Streak	Off		

Parent topic: Optimizing Media Settings

Printhead Alignment

A gap between the printhead and the media may cause ink misalignment that produces grainy or blurry printouts. This occurs due to the environmental temperature and humidity, inertial force of the printhead movements, direction of the printhead movement, and thickness and texture of the media.

Before you align the printhead, note the following:

- Alignment varies depending on the loaded media. Align the printhead using the media on which you want to print and make sure you select the correct registered media settings entry.

  When printing on paper loaded in the auto take-up reel, perform Print Head Alignment using the media loaded in the auto take-up reel in the same way as when printing.

  The minimum adjustable media width is 11.8 inches (300 mm).

- Run a nozzle check before you align the printhead. If there are any gaps in the nozzle check pattern, clean the printhead.

Aligning the Printhead

Parent topic: Optimizing Media Settings

Related tasks

Checking for Clogged Print Head Nozzles

Loading Media

Cleaning the Print Head

Aligning the Printhead

If your printouts are grainy or blurry and contain vertical lines or faint text, you can store separate alignment values for each type of media you use for quick selection.

Note: Before making any adjustments, select the registered media setting number you wish to save the settings to. When printing on paper loaded in the auto take-up reel, perform Print Head Alignment using the media loaded in the auto take-up reel in the same way as when printing. The minimum adjustable media width is 11.8 in. (300 mm).

1. Turn on the printer, if necessary.
2. Make sure the printer is ready to print and the media you want to make adjustments for is loaded.

   Note: If you are using the auto take-up reel, attach the media to the take-up roll core.

3. Confirm the currently selected media settings on the printer's LCD screen.

   Note: Make sure you select the name you set when you registered the media settings to this printer, or the name set in Media Management from the Settings menu in Select Media.

4. Select the **Menu** icon and then select **Media Settings** > **Print Adjustments** > **Print Head Alignment**.

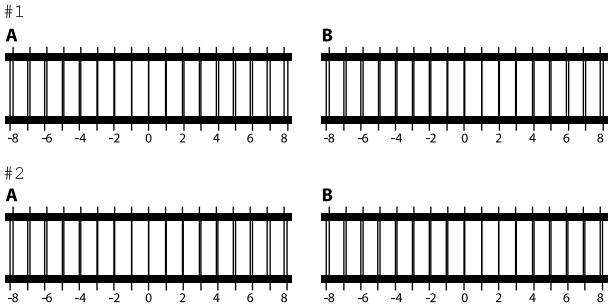
   A confirmation message appears.

5. Select **Start**.

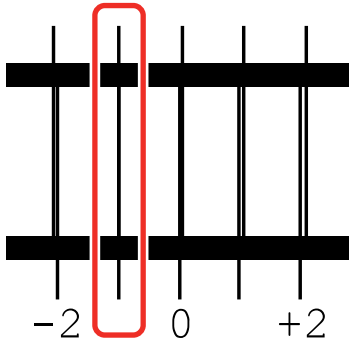
   The check pattern is printed.

6. Look at each printed check pattern, and choose the number that corresponds to the thinnest line.

   Note: You may see more than one row of patterns.



For example, in the image here, -1 is the best line.



7. Follow the on-screen instructions to select the number of the best line for each pattern.
8. When you are done making selections for each pattern, select **OK** to save the adjustments.

   A summary of your selections appears on the screen.
9. Select **OK** to save the adjustments to the media setting.

   A confirmation message appears. Select **OK** or wait for the message to time out.

Parent topic: Printhead Alignment

Related tasks

Loading Media

Media Feed Adjustment

If your printouts contain horizontal banding, uneven tint, or stripes, you need to adjust the feed of the media. You do this by printing and examining a test pattern, and then selecting the feed adjustments you need.

Adjust the feed using the same media type and print conditions you use for printing. For example, if you are using the auto take-up reel, you should use it during feed adjustment. You may need to adjust the feed again if you load media of a different width, change the feeding or take-up tension, or adjust the suction.

Before adjusting the feed, make sure you have correctly loaded the media you plan to print on and selected all the options you plan to use for printing.

Note: You can also adjust the feed during printing without printing a test pattern.

Adjusting the Media Feed Automatically
Adjusting the Media Feed Manually
Adjusting the Media Feed During Printing

Parent topic: Optimizing Media Settings

Adjusting the Media Feed Automatically

You can perform an automatic feed adjustment from the product control panel. Make sure the length of the loaded media is at least 16.9 inches (430 mm).

1. Make sure the printer is ready to print and the media you want to make adjustments for is loaded.

   Note: If you are using the auto take-up reel, attach the media to the take-up roll core.

2. Select the **Menu** icon > **Media Settings** > **Print Adjustments** > **Media Feed Adjustment** > **Auto**.

   A confirmation message appears.

3. Select **Auto Adjustment** and then select **Start**.

   An adjustment pattern is printed and the product performs automatic adjustments. View the results and determine if a manual adjustment is necessary.

Parent topic: Media Feed Adjustment

Adjusting the Media Feed Manually

You can perform a manual feed adjustment from the product control panel if you can still see banding after performing an automatic feed adjustment.

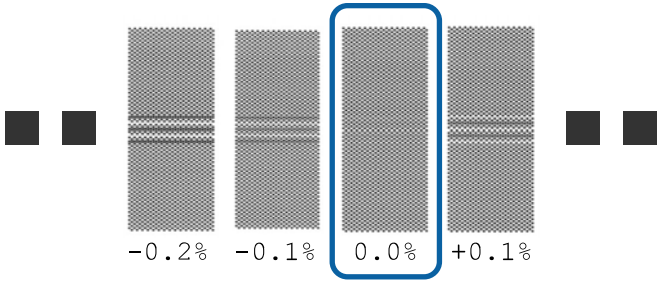
Select **Manual (Measurement)** if you see banding in the printouts even after performing adjustments with **Manual (Standard)**, if it is difficult to check the patterns for Manual (Standard) due to ink bleeding, or if you want to print with accurate length.

Note: Make sure the length of loaded media is at least 13.4 in. (340 mm) when selecting **Manual (Standard)**, or 34.3 in. (870 mm) when selecting **Manual (Measurement)**.

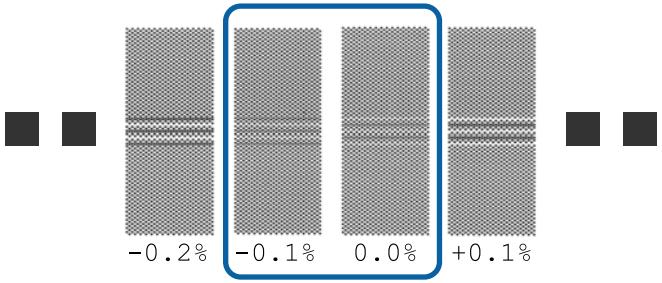
1. Make sure the printer is ready to print and the media you want to make adjustments for is loaded.
2. Select the **Menu** icon > **Media Settings** > **Print Adjustments** > **Media Feed Adjustment** > **Manual (Standard)** or **Manual (Measurement)**.
3. Select **Start**.

   Your product prints an adjustment pattern and automatically feeds the media to viewing position.

4. Review the adjustment patterns and do one of the following:
   - If you selected **Manual (Standard)**, find the pattern with the least amount of overlapping or gaps for each group. In the example below, the best pattern is 0.0%.



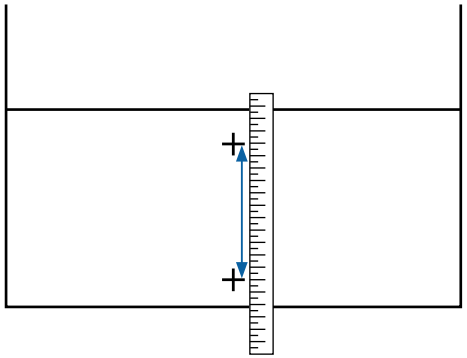
   If there are two patterns that have the same level of overlapping or gaps, take their values and divide by 2. In the example below, the value would be -0.05%.



   If all of the adjustment patterns have overlapping or gaps, select the pattern with the least amount, then repeat these steps until a pattern with no overlapping or gaps is printed.

   If the patterns are difficult to check due to ink bleeding, enter 0.0% and complete the process and then run a **Manual (Measurement)** adjustment.

- If you selected **Manual (Measurement)**, cut after the adjustment patterns, spread them out on a flat surface and measure the distance between the + symbols in each test pattern as shown.



Note: Use a ruler with increments of at least 0.02 in. (0.5 mm) and that can measure at least 20 inches (500 mm).

A screen appears for entering values from the adjustment patterns.

5. When you have the values from the adjustment patterns, do one of the following:
   - If you selected **Manual (Standard)**, enter the values with the least amount of overlapping or gaps for each group and then select **OK**.
   - If you selected **Manual (Measurement)**, enter the value for the distance between the + symbols and then select **OK**.

When adjustments are complete, the home screen is displayed.

Parent topic: Media Feed Adjustment

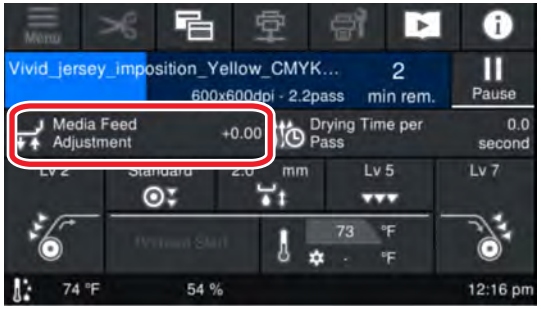
Related references

Media Settings

Adjusting the Media Feed During Printing

You can adjust the feed and correct banding during printing without printing a test pattern.

1. During printing, select the **Media Feed Adjustment** area on the printing status screen.



Note: If the printing status screen is not displayed, select the screen switching icon on the home screen.

The product control panel displays an adjustment value.

2. Press or select rewind or feed on the control panel or LCD screen to adjust the feed depending on these banding results in your printout:
   - If black bands or dark stripes appear, press or select feed to increase the feed amount.
   - If white bands or pale stripes appear, press or select rewind to decrease the feed amount.
3. Check the results in your printout and do one of the following:
   - If further adjustment is necessary, repeat the last step.
   - If the print quality is good, select to return to the status screen.

Note: Your adjustments are removed if you restart **Media Feed Adjustment** or execute **Clear All Data and Settings**.

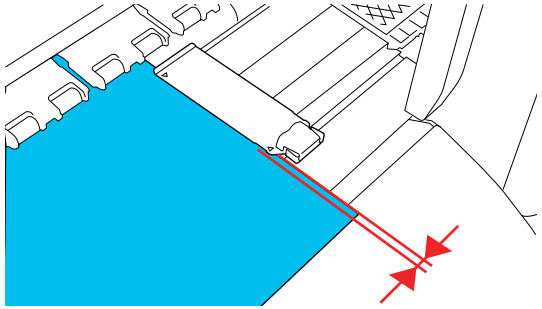
When you have finished printing, perform **Print Adjustments** from the settings menu.

Parent topic: Media Feed Adjustment

Printable Area and Media Size Checking

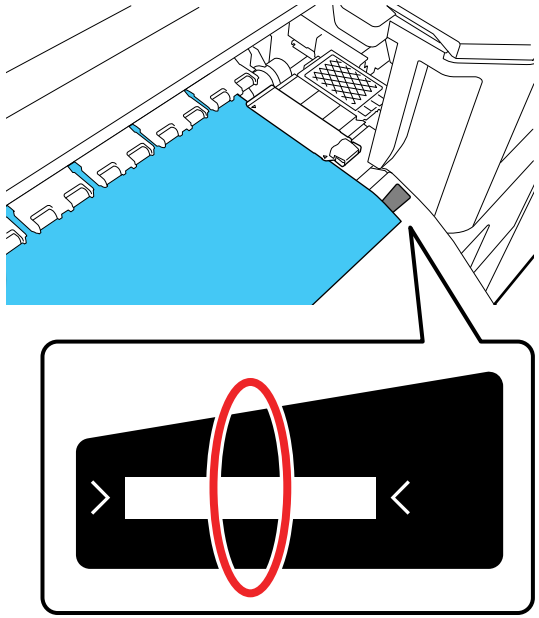
The left and right edges of media recognized by your product vary depending on the **Width Detection** setting.

- When the **Width Detection** setting is turned on, your product automatically detects the left and right edges of the media within 0.2 inches (5 mm), as long as the media edge guides are attached correctly.



- When the **Width Detection** setting is turned off, your product uses the longest scale on the after heater label shown as the standard position for the right edge of the media. The left edge of the media is determined to be 64 inches (1626 mm) from the standard position for the right edge, no matter the

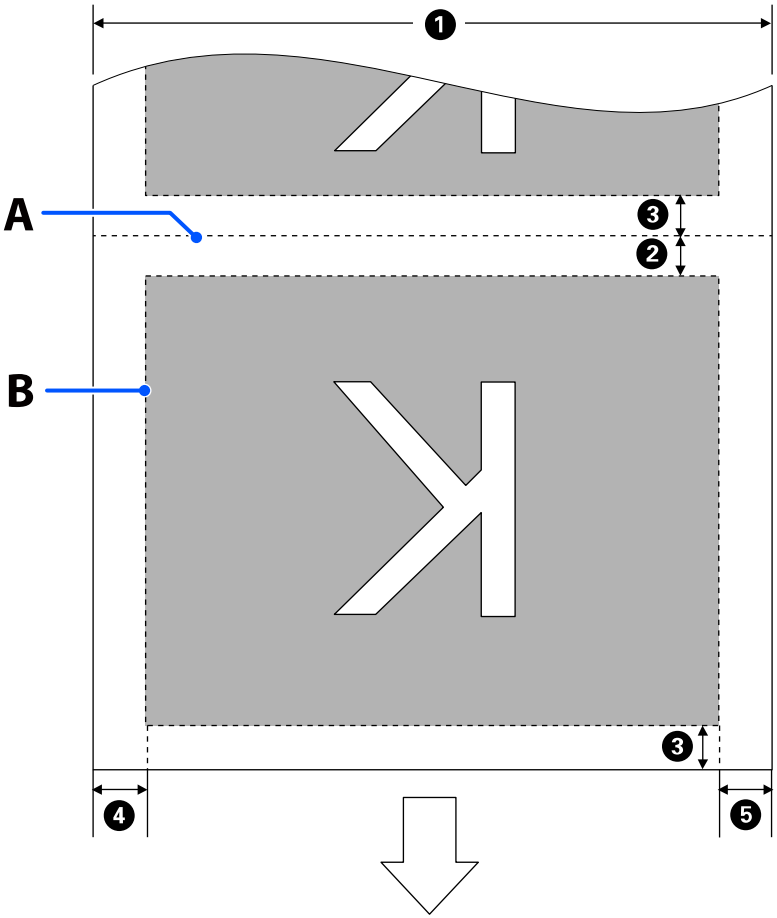
width of the loaded media. The printable area ranges for the media are described in the table that follows.



Note: If you turn off the **Width Detection** setting, printing may occur outside the edges of your media, causing ink to stain the product. Make sure your print data width does not exceed the loaded media width. When you load media to the left of the right side reference position, adjust the **Print Start Position** setting on the product control panel to match the position where the media is loaded.

In the illustrations below, the white arrow indicates the feeding direction, **A** marks the media cut position, and **B** marks the printable area.

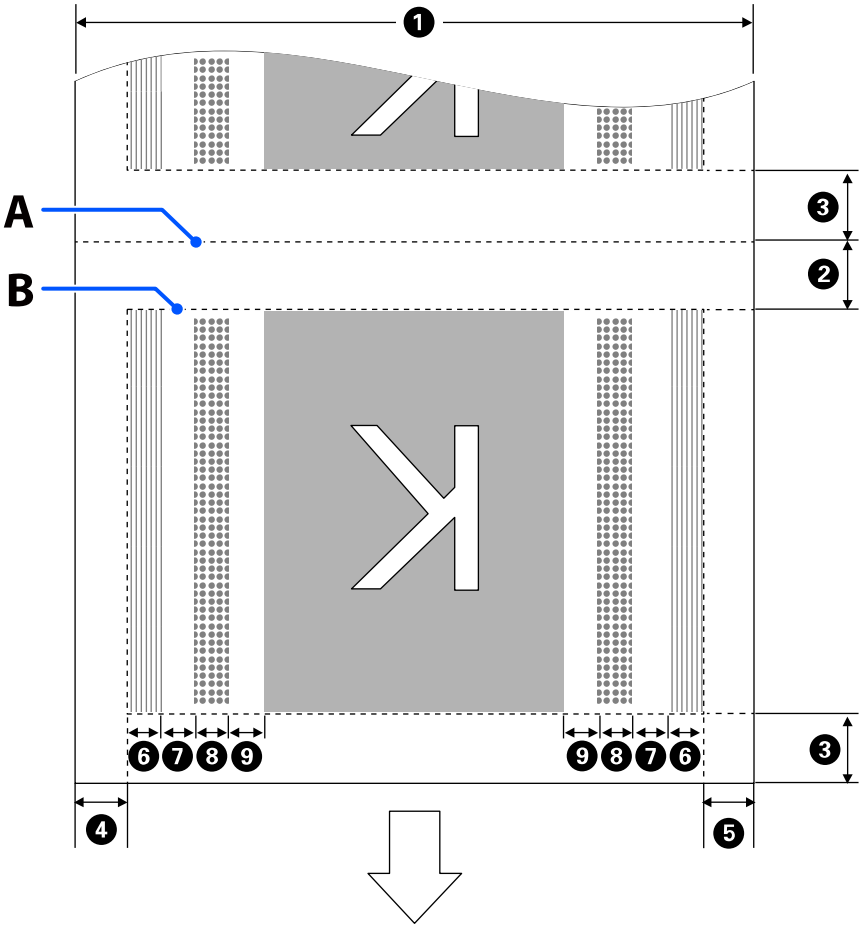
When not using the Information Printing function



When using the Information Printing function

As shown below, the size of the left and right sides of the image print area is reduced by the amount of information to print.

Areas for printing information vary according to the settings. Below is an example of the smallest image print area when **Left and Right** is selected for **Event Marking** and **Nozzle Check Pattern** in the Information Printing function.



1	Media width 11.8 to 64 in. (300 to 1,626 mm); if **Width Detection** is off, the product assumes this is 64 inches (1,626 mm) regardless of the actual width

2	Bottom margin[1] This is half the value selected for **Margin Between Pages** in the printer's settings menu. To maintain media feeding accuracy, if the settings are less than 0.39 in. (10 mm), the settings are switched to 0.19 in. (5 mm). You can select from 0 to 39.33 in. (0 to 999 mm) for the **Margin Between Pages** setting.
3	Top margin[1], [2] This is half the value selected for **Margin Between Pages** in the printer's settings menu. If the settings are less than 0.39 in. (10 mm), the settings are switched to “the setting -5.” You can select from 0 to 39.33 in. (0 to 999 mm) for the **Margin Between Pages** setting. **Note:** If a **Skip Wrinkled Media** value is set, the leading edge margins cannot be smaller than that value.
4	Right margin[3], [4] This is the total of the values selected for the **Print Start Position** and **Side (Right)** settings. The default setting for **Print Start Position** is 0 mm and the default setting for **Side (Right)** is 0.19 inch (5 mm). You can set this margin from 0.11 to 40.35 in. (3 to 1,025 mm). **Note:** When media edge guides are used, a value of 0.19 in. (5 mm) is applied as the actual margin since within 0.19 in. (5 mm) of the edge is recognized as the media edge.
5	Left margin[3], [4] This is the value selected for the **Side (Left)** setting. The default setting is 0.19 in. (5 mm). You can set this margin from 0.11 to 0.98 in. (3 to 25 mm). **Note:** When media edge guides are used, a value of 0.19 in. (5 mm) is applied as the actual margin since within 0.19 inch (5 mm) of the edge is recognized as the media edge.
6	Nozzle check pattern printing width 0.62 in. (16 mm) if **Normal** is selected for **Pattern Selection** 0.15 in. (4 mm) if **Paper Width Saving** is selected

7	Space between nozzle check patterns and Event Marking Fixed to 0.11 in. (3 mm)
8	Event Marking width Fixed to 0.78 in. (20 mm)
9	Space between nozzle check patterns and Event Markings and the image When **Print Position** is set to **Next to the Image**, the margin on the right side of the image represents the value selected for **Margin Between Images**. When it is set to **Media End**, the value varies according to images and other settings. You can set this space from 0 to 39.33 inches (0 to 999 mm).

[1] The configured margin and the actual print results may differ depending on the RIP software you use. Contact the RIP manufacturer for more information.

[2] When you set the **Width Detection** setting on the product control panel, you can adjust the margin from –0.39 inch (–10 mm) to 0.39 inch (10 mm).

[3] Depending on the RIP software, you may be able to use it to set these margins. Contact the RIP manufacturer for more information.

[4] When using the media edge guides, leave margins of at least 0.39 inch (10 mm) to avoid printing over them. If the total of the print data width and left and right margins exceeds the printable area, a portion of the print data will not print.

Parent topic: Basic Printing

Related references

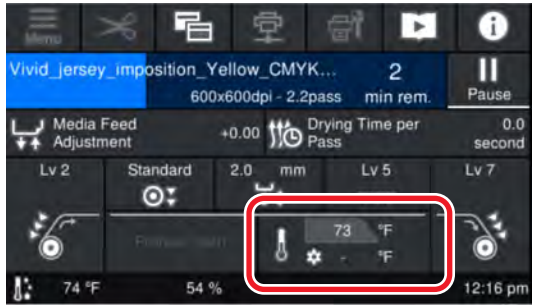
General Settings Menu

Adjusting Heating and Drying During Printing

Follow the steps here to adjust the heating and drying settings during printing.

Note: The heater starts heating when a job is sent, and printing starts when it reaches the set temperature. The time needed for the heater to reach the specified temperature varies according to the ambient temperature.

1. During printing, select the temperature area on the printing status screen.



Note: If the printing status screen is not displayed, select the screen switching icon on the home screen.

The product control panel displays an adjustment screen.

2. Use the **+** or **–** icons to change the after heater temperature.
3. Use the back icon to return to the status screen.

Parent topic: Basic Printing

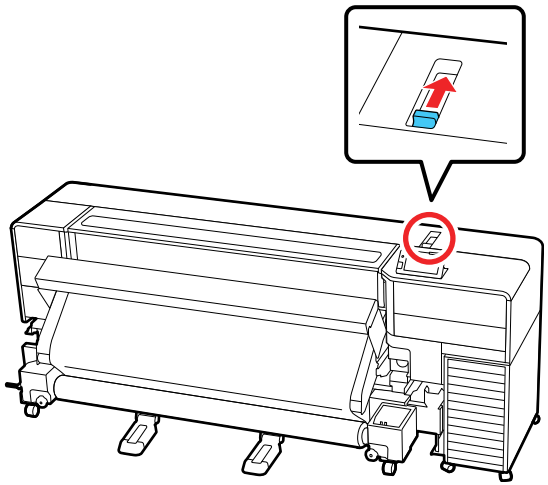
Removing Media

When you finish printing on media and the roll is not expended, remove it from the printer to avoid indenting or creasing the media.

Note: If you enabled **Remaining Amount Management**, the printer prints the remaining length of media on the leading edge of the roll when you cut the media. When you reload the media roll, enter the printed value of amount remaining.

1. Confirm that **Ready to print** appears on the LCD screen.

2. Push the media loading lever to the back.



3. Select **How To...** on the control panel and follow the on-screen instructions to remove the media.

   Note: Make sure the media is cut before removing it.

Parent topic: Basic Printing

Related references

Media Settings

Related tasks

Cutting Media

Replacing Expended Media

If the media runs out during printing, an error message is displayed on the LCD screen. Replace the media to continue printing.

1. When you see a message on the LCD screen that says the media has run out, select **How To...** and follow the on-screen instructions.
2. To continue printing, load new media without canceling the print job.

   The rest of the job is printed.

Parent topic: Basic Printing

Related tasks

Loading Media

Cutting Media

When you finish printing, use a commercially available cutter to cut the media.

Warning: Be careful not to cut yourself when using cutters or other sharp blades. Also be careful touching areas near the after heater since the after heater may be hot and you could be burned.

Note: To print the remaining amount of media, set **Remaining Amount Management** and **Media Remaining Information** to **On**. You can print the length of the unprinted media on the media that you will remove, and then the next time you load this media, you can enter the printed length in the **Remaining Amount Management** setting for accurate management of the amount of media remaining. Information about the printer, such as the registered media number at the time of printing, is printed to help you the next time the media is used.

1. Confirm that the printer is ready to print on the home screen.
2. Select the cut icon on the home screen.
3. Select **Feed to Cut Position**.

   Note: Changing **Feed Position Adjustment** allows you to adjust the feed rate relative to the standard value. If you want to adjust the margins for the print results and so on, adjust the feed position, and then select **Feed to Cut Position**.



4. Select **See Description** to remove the rewound media while checking the procedure on the LCD screen.

   Note: If **Remaining Amount Management** is enabled and **Media Remaining Information** or **Print Information** in **Information Printing at Media Cut** is enabled when media is fed to the cutting position, the remaining amount of media and the printer's information are printed, and then the end of the media is fed to the cutting position.

Parent topic: Basic Printing

Related references

Media Settings

Using the Auto Take-up Reel

See these sections to use the auto take-up reel with your product.

About the Auto Take-up Reel

Attaching the Take-up Roll Core to the Auto Take-up Reel

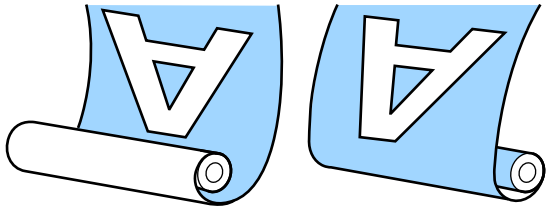
Removing Media from the Auto Take-up Reel

Parent topic: Basic Printing

About the Auto Take-up Reel

The auto take-up reel automatically rolls up printed media as you print.

You can use the auto take-up reel for media with the printable side in (on the left) or printable side out (on the right).



It is best to do the following when using the auto take-up reel:

- Use media that is 36 inches (91.44 cm) or wider.
- Load media with the printable side in.

- Use a take-up roll core that is the same width as your media so the core does not bend or take up media incorrectly.
- Do not attach take-up roll cores with worn or deformed edges. The media may not wind correctly, causing banding in the print results.

Caution:

- Follow the instructions in the manual when loading media or roll cores or removing media from the take-up roll. Dropping media, roll cores, or take-up rolls could result in injury.
- Be careful that your hands, hair, or other objects do not get caught in the media feeding unit or the auto take-up reel while they are operating. Failure to observe this precaution could result in injury.

Parent topic: Using the Auto Take-up Reel

Related references

Media Handling Precautions

Related tasks

Loading Media

Attaching the Take-up Roll Core to the Auto Take-up Reel

Be sure to attach a take-up roll core that is the same width as your media.

1. Press and hold the feed button until the edge of the loaded media reaches the roll core holder.

   Note: Always use the feed button to feed loaded media or the media may twist during take-up.

2. Select **How To...** on the screen and follow the on-screen instructions to finish loading the media into the auto take-up reel.

Parent topic: Using the Auto Take-up Reel

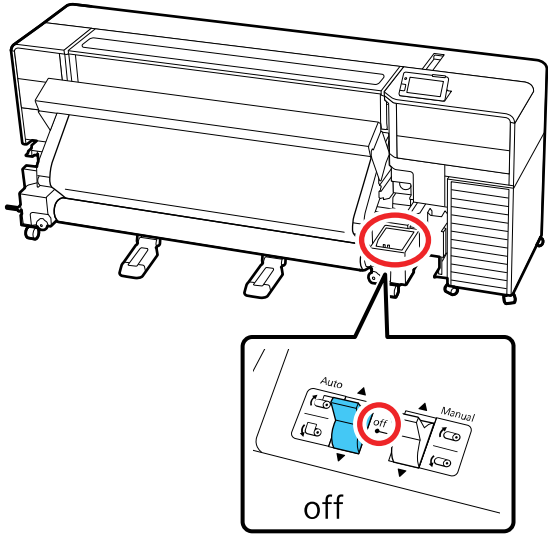
Removing Media from the Auto Take-up Reel

After printing on media loaded on the auto take-up reel, follow these steps to remove it.

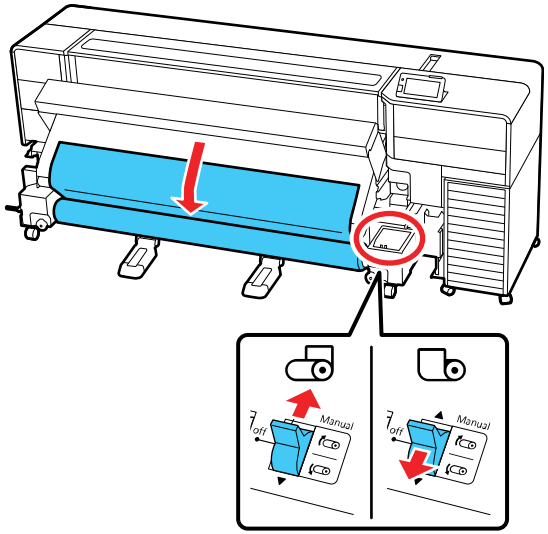
Caution: If the media weighs over 44 lb. (20 kg), it should not be carried by one person. When loading or removing the media, use at least two people. Make sure to read the media handling precautions before loading media or roll cores or removing the take-up roll. Dropping media, roll cores, or take-up rolls could result in injury.

Note: Make sure the media is cut before removing it from the auto take-up reel.

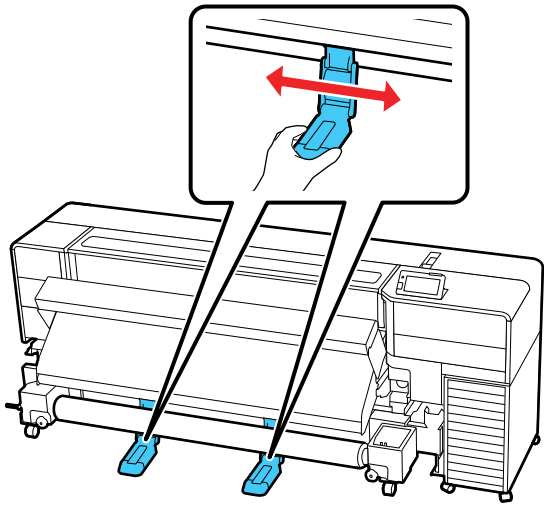
1. Set the **Auto** switch to **Off**.



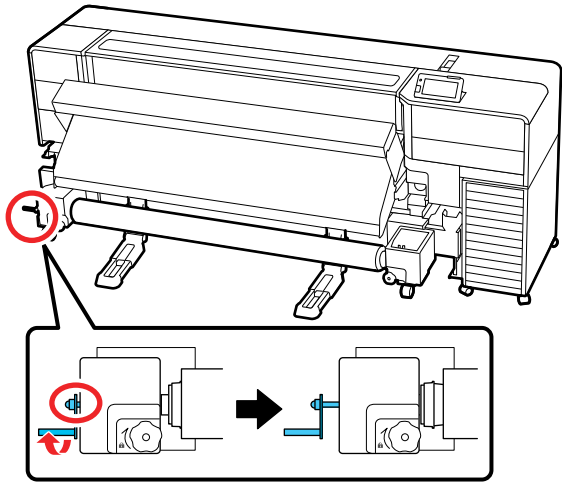
2. Use the **Manual** switch to take up the cut media completely according to how the media is rolled.



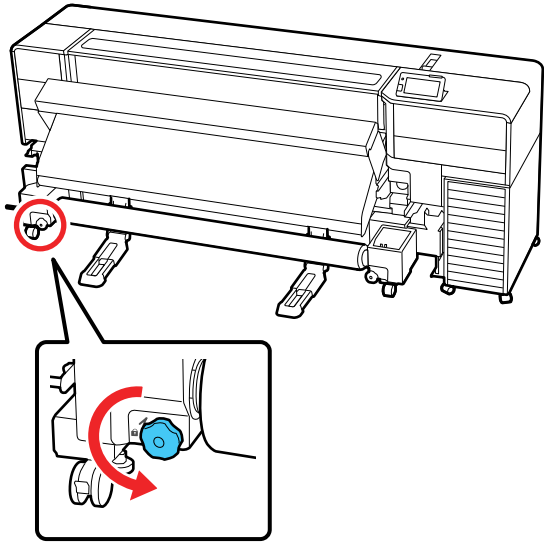
3. Move the media supports until they are about 15 cm (5.9 in.) in from the left and right edges of the media, and then pull them out.



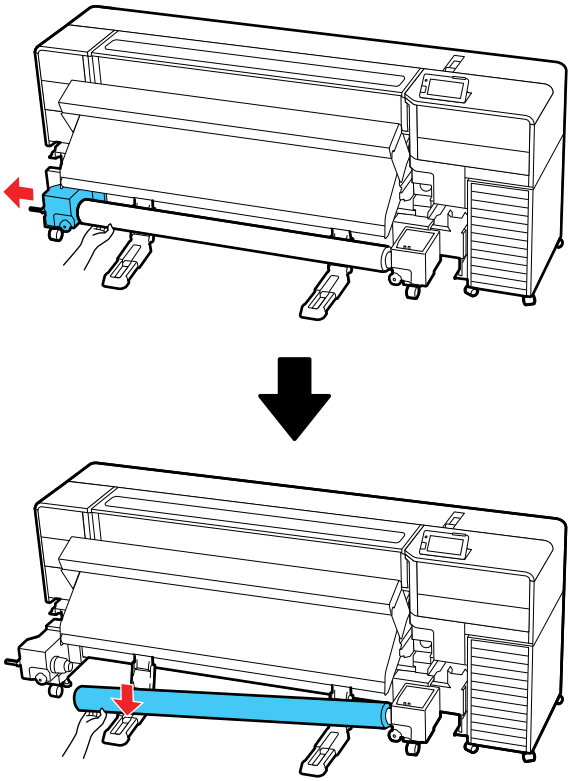
4. On the left media holder, rotate the handle counterclockwise until it stops.



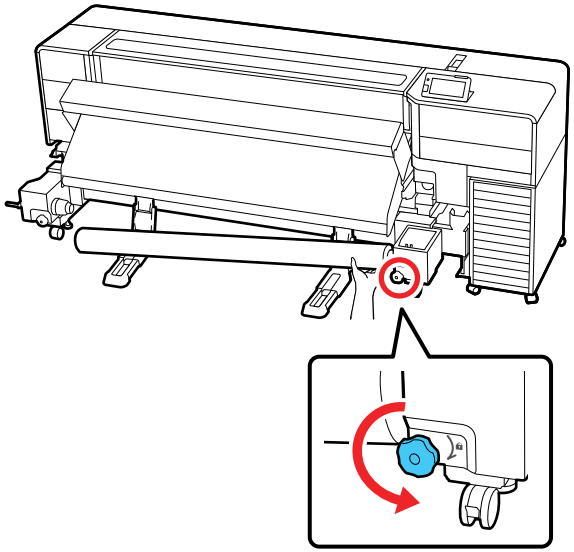
5. Loosen the media holder screw on the left side.



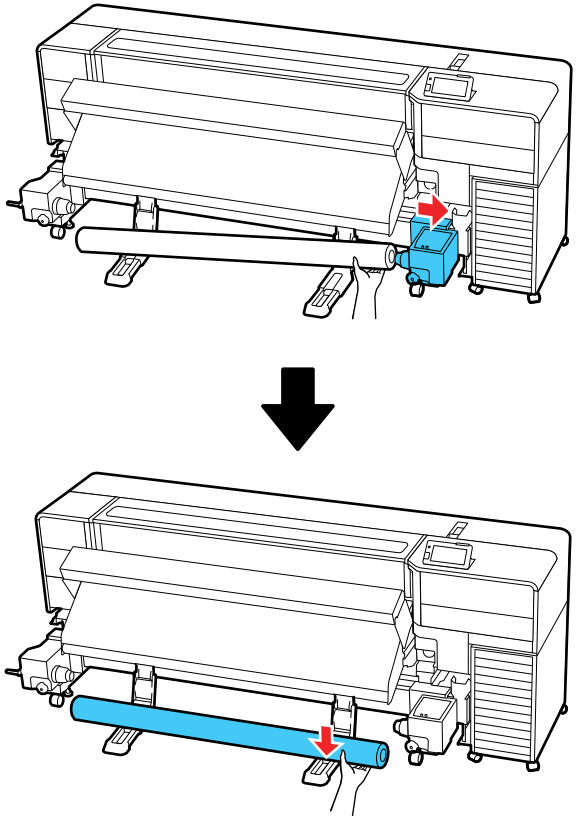
6. While supporting the media from below with your hand to prevent it from falling, pull out the media holder and lower the media onto the media supports.



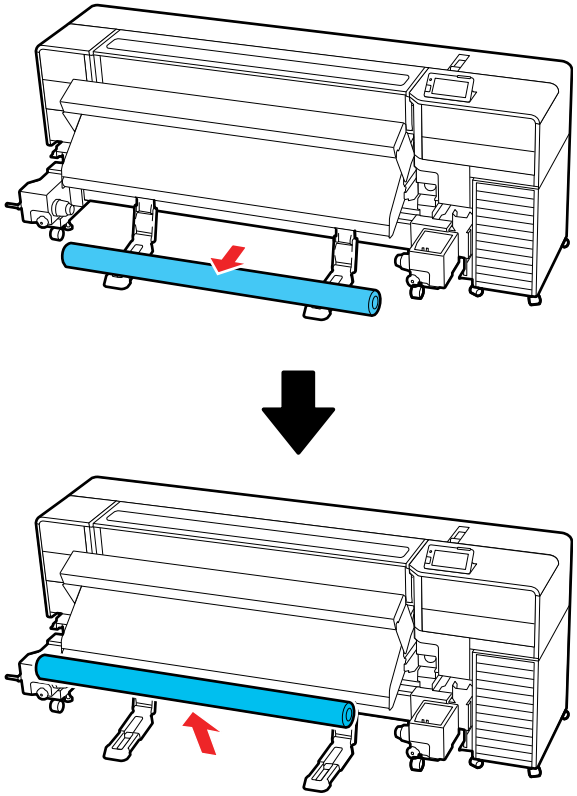
7. Loosen the media holder screw on the right side.



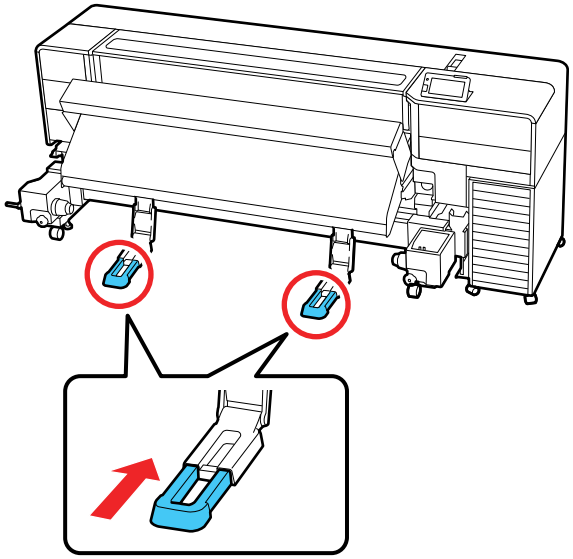
8. While supporting the media, pull out the media holder and lower the media onto the media supports.



9. Carefully roll the media toward you on the media supports, and then remove it.



10. Push in the media supports.



Parent topic: Using the Auto Take-up Reel

Related tasks

Cutting Media

Using the Control Panel Menus

Follow the instructions in these sections to access the printer menu system and select settings.

Accessing the Printer's Menus
General Settings Menu
Media Settings
Maintenance Menu Settings
Supply Status Menu
Printer Status Menu

Accessing the Printer's Menus

You can use the printer menus to adjust the settings that control how your printer works.

1. Select the home icon, if necessary.
2. Select the **Menu** icon.
3. Select the up or down arrow to scroll through the menus, or swipe up or down on the LCD screen.

   Note: To return to the previous screen, select the icon.
4. Select the up or down arrow to move through the settings, or swipe up or down on the LCD screen.
5. To select a setting, select **OK** any time the **OK** option is displayed. You can also select a setting to toggle it on or off.
6. When you finish changing settings on a menu, select the icon to go back or select the home icon on the control panel to completely exit the menu.

Parent topic: Using the Control Panel Menus

General Settings Menu

Select the **Menu** icon > **General Settings** to customize various display and power settings.

Basic Settings menu

Setting	Options	Description
LCD Brightness	1 to 9	Adjusts LCD screen brightness

Setting	Options	Description
Sounds	**Button Press**	Adjusts the volume of control panel sounds
	Completion Notice	Adjusts the volume of completion notices
	Warning Notice	Adjusts the volume of warning notices
	Error Tone	Adjusts the volume of error notifications
	Sound Type	Adjusts the type of control panel sounds
Alert Lamp Notice	**On** **Off**	Enables or disables the alert lamp notice
Sleep Timer	1 to 240 minutes	Select the amount of time until the printer enters sleep mode
Wake from Sleep	**Touch LCD Screen to Wake**	Enables touching LCD screen to wake the printer Select **Scheduled** to wake the printer at a specific time
Date/Time Settings	**Date/Time**	Enter the date and time
	Daylight Saving Time	Select the daylight saving option
	Time Difference	Sets the time difference for coordinated universal time (UTC)
Language	Various languages	Select the language used on the LCD screen
Background Color	**Gray** **Black** **White**	Changes the color theme of the LCD screen
Keyboard	Various options	Select the keyboard displayed on the LCD screen

Setting	Options	Description
Unit Settings	**Length** **Temperature**	Select the unit of measurement for length and temperature

Printer Settings menu

Setting	Options	Description
Margins	**Side(Right)** **Side(Left)** **Margin Between Pages** **Width Adjustment** **Print Start Position**	Select to adjust margin settings
Job Connection	**On** **Off**	Starts printing the next job without feeding media, drying, or rewinding to shorten print time. The print job is sent from the computer as soon as the previous print job has been received by the printer. **Note:** If the pass mode is different between the previous print job and the next print job, the jobs are not connected.

Setting	Options	Description
Information Printing	**On** **Off**	Prints a mark and a nozzle check pattern at the end of the media to check print quality **Margin Between Images**: Set the interval between images and the marks and check patterns **Print Position**: Select the print position for the marks and check patterns **Event Marking**: Print a mark when print quality is affected during printing, making it easier to find poor quality areas. The following events cause a mark to be printed: • Nozzle clogs • Head cleaning • Printhead strikes • When printing is suspended • Start of nozzle compensation **Nozzle Check Pattern**: If **Normal** or **Paper Width Saving** is selected, the check pattern prints continuously. When printing jobs continuously or when printing a long job, you can see if nozzles have clogged. The check pattern is narrower when **Paper Width Saving** is set, so the image print area is wider. **Note:** When **Ink Density** is set to **Dark**, check patterns are easier to check.

Setting	Options	Description
Media Detection	**Width Detection** **Media Width** **End Detection**	Select whether the media width and the end of the media are automatically detected **Note:** If **Width Detection** is disabled, make sure the media width is correctly set here or the printer may print beyond the edges of the media and stain the inside of the printer.
Detect Paper Skew	**On** **Off**	Select to toggle an error message when the paper is skewed
Nozzle Check Between Pages	**On** **Off**	Enable to print a nozzle check pattern at specified print length, page count, or time intervals so that you can visually inspect the patterns and monitor the print quality

Setting	Options	Description
Information Printing at Media Cut	**Media Remaining Information** **Print Information** **Print Position**	Prints the following information when media is removed or replaced: • Printer model and serial number • Firmware version of the printer • Date and time of printing • Media number when printing • Media type registered to the media number when printing • Automatically detected value of media width • Remaining amount of media **Media Remaining Information**: Enable to print the information on the unused side from the cut position, including the remaining amount of media. To print the media remaining information, enable the **Remaining Amount Management** setting in Media Settings. **Print Information**: Enable to print the information on the printed side of the cut position, including the amount of media used. If you want to cut the left and right corners of the media when preparing it for the next loaded media, set **Print Position** to **Center**.

Setting	Options	Description
Heater	**Start Heating on Power On** **Start Heating Manually**	Set when to start preheating the heater When **Start Heating on Power On** is selected, preheating starts automatically when the printer is turned on, whether media is loaded or not. When **Start Heating Manually** is selected, select **Preheat Start** on the home screen to start preheating.
Media Feeding	**Start Feeding on Power On** **Start Feeding Manually**	Set when to start feeding the loaded media When **Start Feeding on Power On** is selected, feeding starts automatically when the printer is turned on and uses the current media settings. When **Start Feeding Manually** is selected, the media isn't fed until you have selected media settings for the loaded media.
Inside Light	**Auto** **Manual**	Set whether the inside lights turn on and off automatically
Restore Default Settings	**Network Settings** **Clear All Data and Settings**	Select one of the options to return values to their default settings

Maintenance Setting menu

Setting	Options	Description
Cleaning Setting	**Threshold of Clogged Nozzles** **Max Retry Cleaning Count** **Maintenance Schedule**	**Threshold of Clogged Nozzles** sets the number of clogged nozzles at which head cleaning should be performed **Max Retry Cleaning Count** sets the number of times maintenance is repeated if nozzles are still clogged after cleaning the print head **Maintenance Schedule** selects when maintenance is performed once clogged nozzles are detected. Select **Between Jobs** to clean after completing the current job but before the next print job starts. If you select **When Detected**, printing is stopped and maintenance is performed when a clogged nozzle is detected. **Note:** If cleaning is done while printing, printing may be disturbed or head striking may occur.
Nozzle Compensation	**On** **Off**	Select to use unclogged nozzles to compensate for the ink that could not be ejected by clogged nozzles during printing
Periodic Cleaning	**On** **Off**	Set whether to perform periodic head cleanings. When enabled, select the timing and cleaning level for the periodic head cleanings.

Setting	Options	Description
Actions Beyond Threshold of Missing Nozzles	**Stop Printing** **Show Alert** **Auto Cleaning**	Set what the printer should do when the **Threshold of Clogged Nozzles** is exceeded • **Stop Printing** displays a message on the LCD screen and stops printing • **Show Alert** displays a message on the LCD screen but continues printing • **Auto Cleaning** performs maintenance before printing starts
Maintenance Cleaning	**On** **Off**	Set whether the printer automatically performs head cleaning when it has not been used for a specified interval

Network Settings menu

Setting	Options	Description
Network Status	**Wired LAN Status**	Displays the network connection status and IP address
	Print Status Sheet	Prints a network status sheet

Setting	Options	Description
Advanced	**Device Name**	You can change the Device Name
	TCP/IP	Set the IP address of the printer
	Proxy Server	Set the proxy server
	IPv6 Address	Set to enable IPv6 communication
	Link Speed & Duplex	Set the Link Speed and Duplex
	Redirect HTTP to HTTPS	Set to **Enable** to automatically convert HTTP to HTTPS for access
	Disable IPsec/IP Filtering	Set to disable these settings.
	Disable IEEE802.1X	To enable these settings, use Web Config.

Parent topic: Using the Control Panel Menus

Related references

Printable Area and Media Size Checking

Related tasks

Accessing the Web Config Utility

Media Settings

Settings on the **Media Settings** menu let you customize various adjustments for media types. You can access the menu directly by selecting **Media** on the LCD screen.

Current Settings

Setting	Options	Description
Media	01 to 50	Select a registered media settings entry
Media Type	—	Displays the current media type
Media Width	—	Sets the **Media Detection** settings

Print Adjustments options

Setting	Options	Description
Media Feed Adjustment	-1.00% to 1.00%	Adjust how far (width) the media feeds between each movement of the printhead
Print Head Alignment	**Auto** **Manual (Standard)** **Manual (Measurement)**	Select to run the head alignment utility to correct grainy or blurry print results by realigning the printhead

Media Management options

Setting	Option	Description
01 XXXXXX to 50 XXXXXX	**Change Name** **Media Type** **Advanced Settings**	Change details for registered media settings • Select **Change Name** to edit the name of a registered media setting entry • Select a **Media Type** according to the loaded media using thickness (weight) as a guideline. The guidelines for the paper weight (g/m2) of each **Media Type** are as follows (the paper weights of each **Media Type** shown on the screen are typical values): **Thin**: 60 or under **Med-Thick**: 61 to 89 **Thick**: 90 or more The printer stores the optimum media settings according to the **Media Type**. When you change the **Media Type**, each setting for the current media number changes to the preset value for the new **Media Type**. • Select **Advanced Settings** to customize the registered media setting by adjusting individual settings (see the next table)

Advanced Settings menu (in the **Media Management** menu)

When you select the Media Type when loading media, or download an EMX file using the Epson Edge Print or Epson Edge Dashboard software and register the media setting values to the printer, the media setting values are already set to match the media being used and therefore do not need to be changed. When using special media or when a problem such as head striking or banding is detected in printing results, change default settings as necessary.

The default settings for each of the following items differ depending on the content set in Media Type.

Setting	Options	Description
Heater	**Heater**	Set the heater on or off **Note:** If this is set to **Off**, the heater does not heat up even when a print job is received or you select manual preheating.
	Temperature	Set from 86 to 131 °F (30 to 55 °C) **Note:** When preheating, the temperature will be slightly lower than the set temperature.
Drying Time per Pass	—	Set from 0 to 10 seconds. You can maintain a constant drying time by basing it on the media width
Blank Area Feed	**Quick** **Standard**	Speeds up feeding of blank areas

Setting	Options	Description
Proceed to Drying after Print	**Short Feed, Rewind** **Short Feed, No Rewind** **Long Feed, Rewind** **Long Feed, No Rewind** **Off**	Select an option to feed the end of the printout to the after heater after printing (if the media will be cut before the next job starts). Select a **Long Feed** option if you are worried about uneven coloring due to the drying time. Select a **No Rewind** option to start the next print job immediately after cutting the media. Select a **Rewind** option to automatically rewind the media before printing the next job. This setting is suitable for continuous printing. If you select a **Rewind** option and need to cut the media, hold down the rewind button to return the end of the printout to the cutter groove before cutting. If you cut the media manually without rewinding it, the next print job will not be performed correctly. **Note:** The **Short Feed** options feed the media to the bottom of the drying fan. The **Long Feed** options feed the media to the bottom of the heater.
Platen Gap	**1.6**	Select if print quality is unsatisfactory
	2.0	Select for most media; default setting
	2.5	Select only if printouts are scratched or smudged. Choosing a larger gap than necessary can cause ink stains inside the product, reduce print quality, or shorten product life.
Feeding Tension	**Lv1** to **Lv8**	Increase the value if creases appear in media during printing

Setting	Options	Description
Paper Suction	**Lv0** to **Lv10**	Select a value to increase the gap between the printhead and thin or flexible media. If print quality is reduced or media does not feed correctly, you may need to lower the value.
Head Movement Range	**Data Width**	Select to move the printheads within the range of the print data's width
	Printer Width	Select to move the printheads within the range of the printer's maximum media width
	Media Width	Select to move the printheads within the range of the width of the loaded media
Multi-Strike Printing	**Off**	Disable the feature
	On (2 to 8)	Select the number of times each line is printed
Media Feed Speed Limitation	**On**	Select if thin media sticks, wrinkles, or tears easily (print speed decreases)
	Off	Select for normal printing
Pressure Roller Load	**Weak**	Select if there is wrinkling around the pressure rollers, marks on the media from the pressure rollers, or stains on the roller to reduce pressure on the rollers
	Standard	Select for normal printing
Skew Reduction	**On**	Select to perform skew correction for loaded media
	Off	Select if media shows traces from the rollers
Roll Winding Direction	**Printable Side Out** **Printable Side In**	Select the winding direction for the media you loaded

Setting	Options	Description
Stick Prevention	**On**	Select only if the media sticks to the platen when the printer is turned on or when printing starts
	Off	Select for normal printing
Rewind Tension	**Lv1** to **Lv9**	Select a value from **Lv1** to **Lv9**. Decrease the value if creases appear in media during printing or ink adheres to the back of the take-up roll. Increase the value if thick media cannot be wound correctly.
Reduce Print Streak	**Off**	Select for most print jobs
	Light	If streaks appear in a printout, select one of the options to make streaks less evident
	Medium	
	Heavy	
Skip Wrinkled Media	**Off**	Select for normal printing
	On (10 to 1000 mm)	Select to feed a preset length of media before printing to avoid wrinkles at the start of printing. We recommend setting the length to 300 mm. However, if you want to set a different length depending on the media you are using and the print content, you can set the length in increments of 10 mm from the leading edge. **Note:** No media is fed when jobs are continuous.

Remaining Amount Management options

Setting	Options	Description
Remaining Amount Management	**On** **Off**	When enabled, you can enter values for the **Remaining Amount** and **Remaining Alert** settings to help you manage the remaining media amount and make it easier to know when it is time to replace the media. When this setting is **On** and media is loaded, you will be prompted to enter the registered media settings number and the media length.
Remaining Amount	—	Enter the length of the loaded media. The length is displayed on the home screen and the amount remaining is estimated based on the length of your printouts.
Remaining Alert	—	Set the amount of remaining media at which the printer displays a warning message

Print Length Management options

Setting	Options	Description
Auto Reset	**Off** **Before Job Start**	Select to enable automatic reset of the print length counter If **Off** is selected, the value does not reset until you perform **Manual Reset**. **Note:** The value automatically resets to 0 once the counter reaches 9999. If **Before Job Start** is selected, the value returns to 0 when printing starts for the next job so you can check the print length per job. You can also check how far along the print job is while printing.

Setting	Options	Description
Manual Reset	—	Select to reset the print length counter

Parent topic: Using the Control Panel Menus

Related concepts

Print Head Maintenance

Related references

Printable Area and Media Size Checking

Related tasks

Loading Media

Loading Media

Related topics

Optimizing Media Settings

Maintenance Menu Settings

The Maintenance menu lets you run nozzle checks, cleaning cycles, and other maintenance operations. You can access the menu directly by pressing the maintenance button.

Caution: Follow the instructions in the topic links below the table to use these menu settings correctly.

Setting	Options	Description
Print Head Nozzle Check	**Print Position**	Prints a nozzle check pattern in the specified location on the media.

Setting	Options	Description
Head Cleaning	**Auto Cleaning** **Cleaning (Light)** **Cleaning (Heavy)** **Power Cleaning**	Select **Auto Cleaning** to automatically check for clogged nozzles and then perform head cleaning with the appropriate strength. If clogs are not cleared, choose one of the following: • **Cleaning (Light)**: run this level of cleaning first • **Cleaning (Heavy)**: run this level of cleaning if the light level left faint or missing ink in your printouts • **Power Cleaning**: run this level of cleaning if the light and heavy levels still left faint or missing ink in your printouts
Cleaning the Maintenance Parts	**Capping Station** **Around the Head** **Suction Cap** **Media Cleaner**	Select when the printer detects it is time to clean a maintenance part or to try to clean clogged nozzles if you have performed head cleaning and the nozzles still appear clogged Prepare the selected part for cleaning.

Setting	Options	Description
Print Head Nozzle Limitation	**On** **Off**	Set the printheads to use for printing if there is a clogged nozzle in one printhead and the clog cannot be cleared after repeated head cleanings. You can continue printing using the unclogged printhead to avoid interrupting the print job. Print a nozzle check pattern and then select the printhead that is not clogged. This function lets you perform time-consuming maintenance, such as Power Cleaning, after finishing printing, and if the printhead needs to be replaced, you can continue printing until it is replaced. **Note:** Using this function increases the print time and could also affect print quality. We recommend using it only during the time until the clogged nozzles can be cleared.
Replace Head Cleaning Set	—	Select if you need to replace the head cleaning set before a replacement message appears on the LCD screen
Replace Waste Ink Bottle	—	Select if you need to replace the waste ink bottle before a replacement message appears on the LCD screen
Move/Transport	—	Select when moving or transporting the printer Before moving or transporting the product, contact your dealer or Epson Support.

Parent topic: Using the Control Panel Menus

Related concepts

Print Head Maintenance

Related tasks

Checking for Clogged Print Head Nozzles

Cleaning the Print Head

Replacing the Waste Ink Bottle

Related topics

Moving or Transporting the Product

Supply Status Menu

Select the **Menu** icon > **Supply Status** to view the amount of ink remaining in the ink supply units, the amount of free space in the waste ink bottle, and when it is almost time to replace the head cleaning set. You can also see part numbers for the ink supply units, waste ink bottle, and head cleaning set, and you can change which ink pack the printer is using.

Note: The ⚠ icon is displayed when the amount of ink remaining in the ink supply unit or the amount of free space in the waste ink bottle is running low, or when it's almost time to replace the head cleaning set. Even if the ⚠ icon is displayed, you can continue printing until replacement is required. Prepare new ink supply units, a new waste ink bottle, or a replacement head cleaning set as soon as possible.

Parent topic: Using the Control Panel Menus

Related references

Optional Equipment and Replacement Parts

Related tasks

Replacing the Waste Ink Bottle

Related topics

Shaking and Replacing Ink Packs

Printer Status Menu

Settings on the Printer Status menu let you display information about your printer's current status.

Setting	Options	Description
Firmware Version	—	Displays the firmware version of the printer
Printer Name	—	Displays the name of the printer set in Epson Edge Dashboard
Fatal Error Log	—	Displays fatal error information
Operation Report	**Total Print Area** **Total Media Feed Length** **Total Carriage Pass**	Displays the total number of the selected option

Parent topic: Using the Control Panel Menus

Maintenance

See the instructions in these sections to maintain your printer for optimum results.

Note: The SureColor F9570H is shown in most illustrations in this manual, but the instructions apply to both models unless noted otherwise.

Maintenance Guidelines
When to Maintain Your Product
Maintenance Safety Instructions
Preparing for Maintenance
Shaking and Replacing Ink Packs
Print Head Maintenance
Cleaning Around the Print Head
Cleaning the Suction Cap
Cleaning the Anti-drying Caps
Cleaning the Platen and Media Edge Guides
Cleaning the Inside Lights
Cleaning the Media Cleaners
Replacing the Media Edge Guides

Maintenance Guidelines

To maintain optimum print quality, you need to periodically perform various maintenance tasks, and clean and replace parts.

Before cleaning the product or performing any maintenance, have the following equipment handy:

- Gloves (commercially available)
- Protective eyewear (commercially available)
- Mask (commercially available)
- Maintenance kit (one kit supplied)
- Cleaning wipes (included with printer and commercially available)
- Tweezers (included with printer)
- Metal or plastic tray (included with printer and commercially available) for holding used cleaning items

- Media cleaner brush (included with printer)
- Soft cloth

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

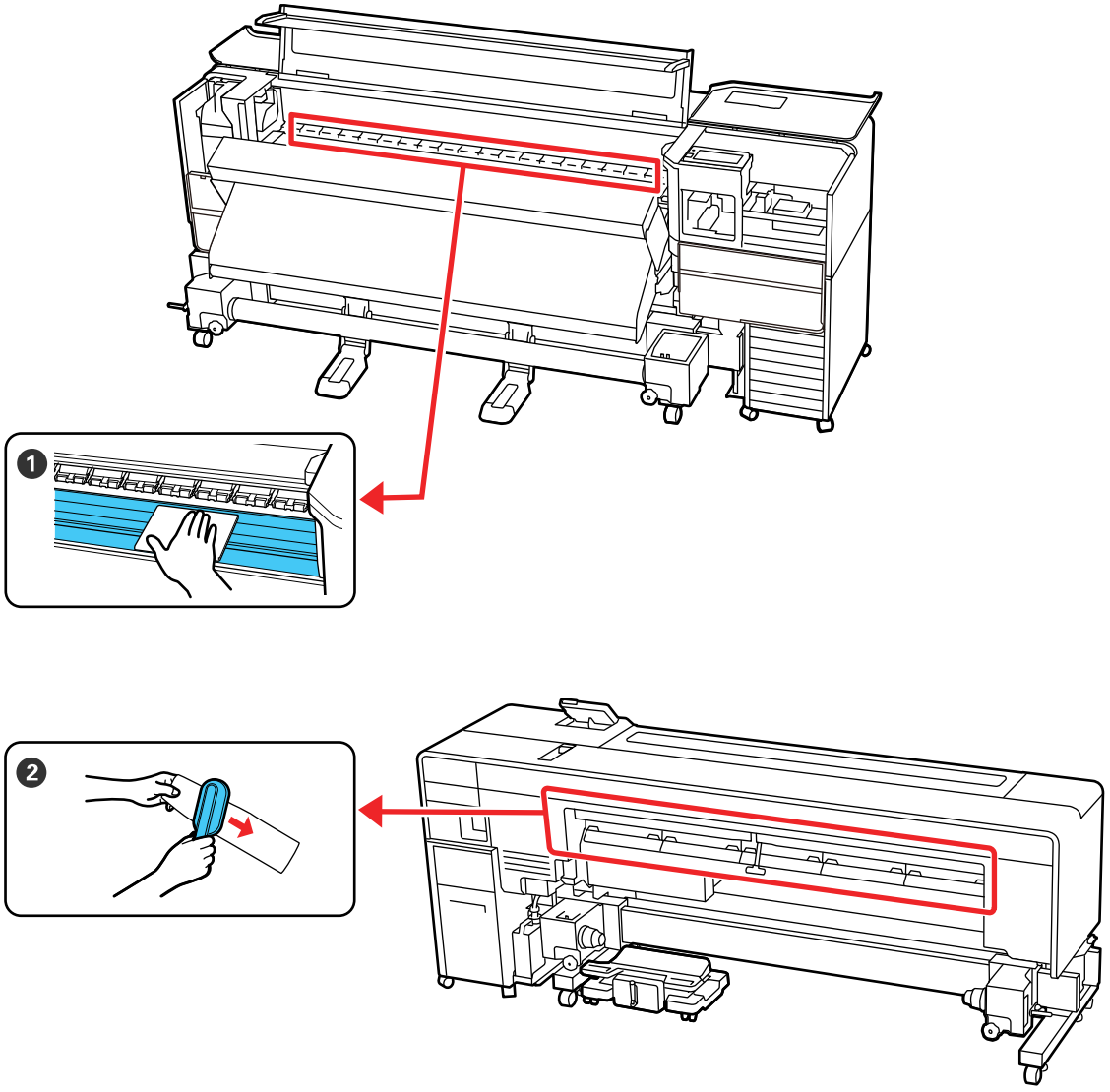
When to Maintain Your Product

See the guidelines here to determine when to perform maintenance operations on your product, or replace or refill consumables. If maintenance is not performed, print quality may decline, the printer's service life may be reduced, or you may be liable for the cost of any repairs. Always perform maintenance when a message is displayed on the screen. If you need to perform an operation, use the links at the end of this topic.

Note: You can set up certain maintenance operations to run automatically using settings on your product control panel.

Cleaning Schedule

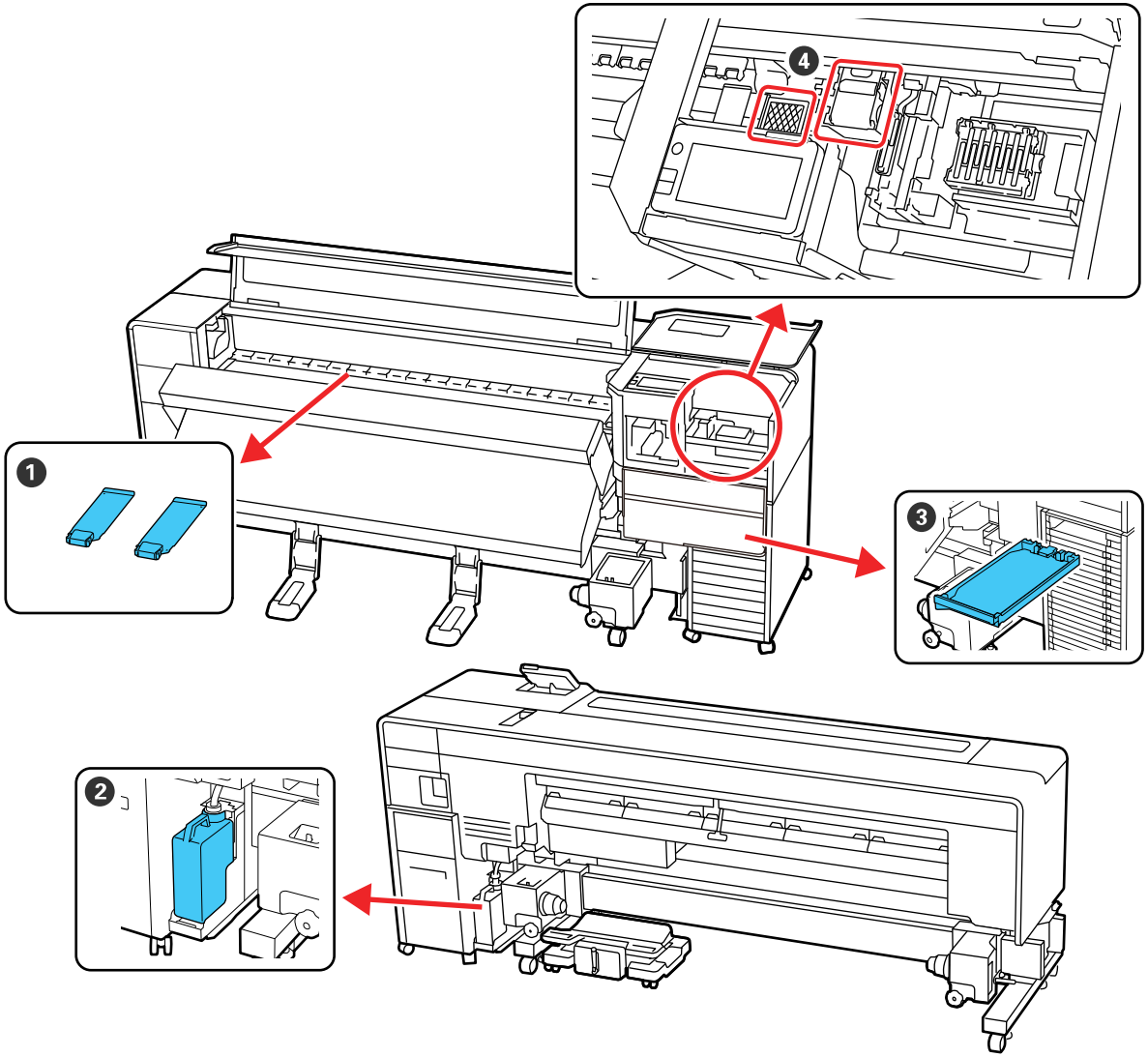
Do not clean any parts other than those shown in the illustration below, or touch any parts other than those indicated. Doing so may damage the printer or prevent it from printing correctly.



Number	Area to clean	Frequency
1	Platen and media edge guides	When starting work every day
2	Media cleaner	When you see a message on the LCD screen to clean the media cleaner

Note: The printer contains precision instruments. If any lint or dust adheres to the nozzles on the printhead, print quality will decline. Perform regular cleaning more frequently depending on the environment and media being used.

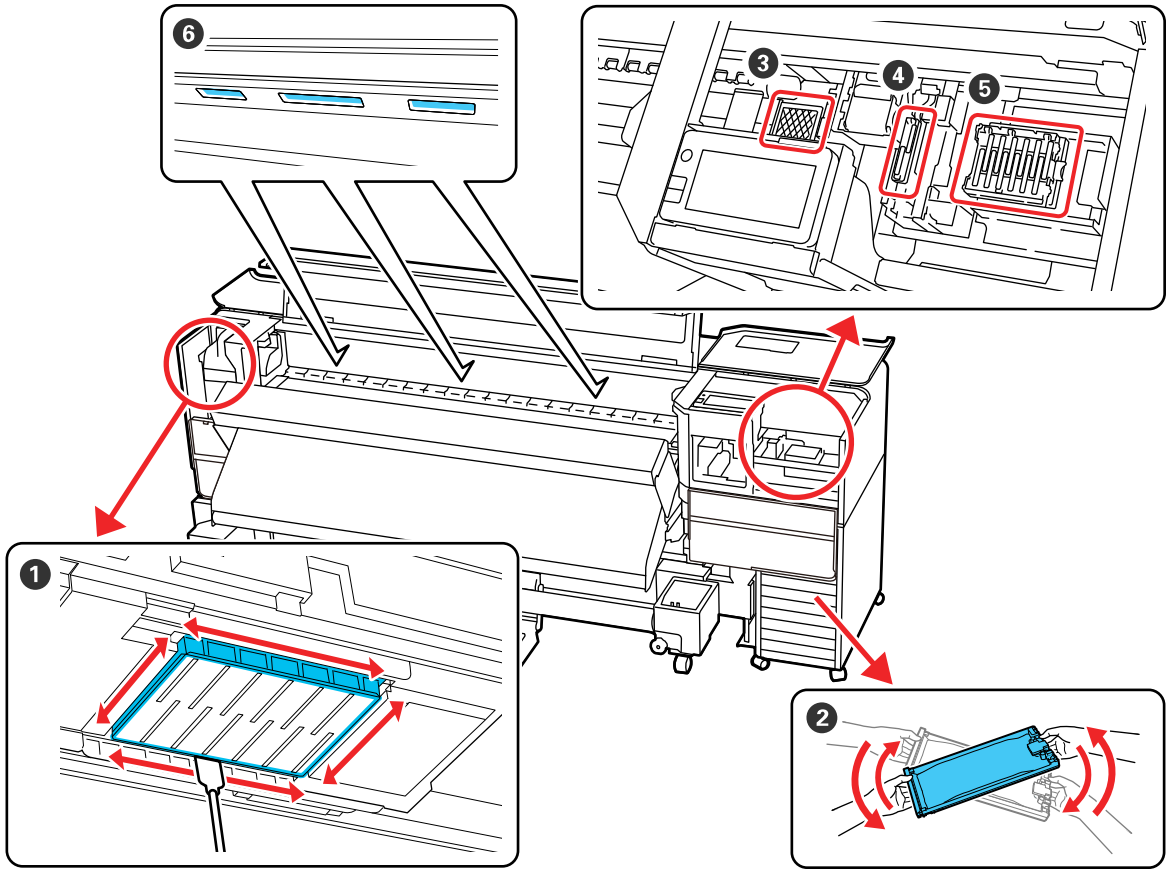
Consumables and Parts Replacement Schedule



Number	Part to replace	Frequency
1	Media edge guides	When the guides are deformed or damaged

Number	Part to replace	Frequency
2	Waste ink bottle	When a replacement message is displayed on the LCD screen
3	Ink pack	When you see a message on the LCD screen to replace the ink supply unit
4	Head cleaning set	When a replacement message is displayed on the LCD screen

Other Maintenance Schedules



Number	Procedure	Frequency
1	Clean around printhead	When printhead nozzles are severely clogged and cannot be cleared even after cleaning the printhead
2	Remove and shake ink packs	When the  shake ink icon is displayed above an ink pack or when the blue LED on the bulk ink solution flashes (once a week)
3	Clean flushing pad	When lint or dust has accumulated
4	Clean suction caps	When printhead nozzles are severely clogged and cannot be cleared even after cleaning the printhead
5	Clean anti-drying caps	When a message is displayed on the LCD screen to clean the anti-drying caps
6	Clean inside light	When the inside light seems to be dark or dim

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Related tasks

Replacing the Waste Ink Bottle
Replacing the Head Cleaning Set
Cleaning the Platen and Media Edge Guides
Cleaning Around the Print Head
Cleaning the Inside Lights
Cleaning the Media Cleaners
Replacing the Media Edge Guides

Related topics

Shaking and Replacing Ink Packs

Maintenance Safety Instructions

When performing any printer maintenance procedures, follow these safety instructions:

- Always wear protective eyewear, gloves, and a mask when performing printer maintenance. should any ink, waste ink, or ink cleaner come in contact with your skin or enter your eyes or mouth, immediately take the following actions:
  - If fluid gets on to your skin, immediately wash it off using plenty of soap and water. Consult a physician if the skin appears irritated or discolored.
  - If fluid gets in your eyes, rinse immediately with water. Failure to do so could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
  - If fluid gets in your mouth, consult a physician immediately.
  - If fluid is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.
- Store ink packs, waste ink, and ink cleaner out of the reach of children.
- Wash your hands thoroughly after performing any maintenance procedure.
- Remove any loaded media from the printer before performing any maintenance procedure.
- Touch a metal object before starting operations to disperse any static electricity.
- Do not touch the carriage shaft inside the printer. This may cause an operational error or a malfunction.
- To prevent the printhead from drying out, finish cleaning the suction cap within 7 minutes, and finish replacing the head cleaning set within 10 minutes. After the initial time, a buzzer sounds and the printer displays a message.
- Do not touch any parts or circuit boards other than the parts you are maintaining. This may cause a malfunction or decline in print quality.
- Always use new cleaning swabs to avoid getting the printer parts dirty. Reusing cleaning swabs could make stains even harder to remove.
- Do not touch the tip of the cleaning swab with your hand. Oils on your hand could damage the printhead.
- When cleaning using cleaning liquid, do not use anything other than the specified cleaning liquid. Using anything else could result in malfunction or reduced print quality.

Parent topic: Maintenance

Related references

Optional Equipment and Replacement Parts

Related tasks

Removing Media

Preparing for Maintenance

Before you perform any maintenance procedures, see these sections to prepare for maintenance.

Maintenance Supplies

Maintenance Precautions

Using Ink Cleaner

Parent topic: Maintenance

Maintenance Supplies

Before performing any maintenance tasks or replacing ink, make sure you have the maintenance supplies listed here.

Protective eyewear

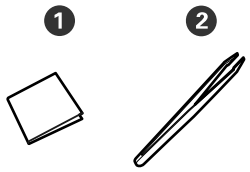
Obtain commercially available eyewear to protect your eyes from ink and ink cleaner.

Mask

Obtain a commercially available mask to protect your mouth and nose from ink and ink cleaner.

Maintenance tools

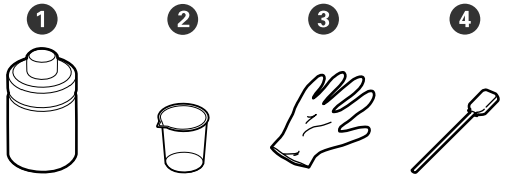
Use the maintenance tools that came with your product for general cleaning.



Number	Part	Quantity
1	Cleaning wipes	100
2	Tweezers	1

Maintenance Kit

Use the maintenance kit that came with your product for cleaning ink stains. The kit contains the following items:



Number	Part	Quantity
1	Ink cleaner	1
2	Cup	1
3	Gloves	12
4	Cleaning stick	25

Metal tray

Use the tray that came with your product to hold cleaning tools and removed consumables.

Soft cloth

Obtain a commercially available static-free, lint-free soft cloth to clean inside the product.

Media cleaner brush

Use the brush that came with your product to wipe dust and dirt off of the media cleaners.

Parent topic: Preparing for Maintenance

Related references

Optional Equipment and Replacement Parts

Maintenance Precautions

Follow these precautions as you maintain your product:

- Remove loaded media from the product before performing any maintenance tasks.
- Touch a metal object to discharge any static electricity before performing any maintenance tasks.
- Never touch the belts, cables, circuit boards, or other parts not covered in the maintenance task steps or you could adversely affect the print quality or damage your product.

- Use only the cleaning sticks included in the product maintenance kit to clean your product to avoid damaging the printhead.
- Do not reuse cleaning sticks.
- Do not touch the ends of the cleaning sticks to prevent oil from your hands from damaging the printhead.
- Do not use alcohol or water to clean the nozzle surface, caps, or wiper or you may damage your product.
- Store ink packs, waste ink, and ink cleaner out of the reach of children.
- Wear protective eyewear, gloves, and a mask when performing maintenance tasks.
- Wash your hands after performing maintenance.

Warning: If ink, waste ink, or ink cleaner contact your skin, or get into your eyes or mouth, immediately do the following:

- Thoroughly wash the substance from your skin with soapy water. If your skin becomes irritated or discolored, contact a doctor.
- Immediately rinse the substance from your eyes with water to avoid bloodshot eyes or mild inflammation. If you experience eye problems, contact a doctor.
- If a substance gets in your mouth, contact a doctor immediately.
- If you swallow a substance, do not induce vomiting and contact a doctor immediately. Inducing vomiting may cause material to get in your windpipe and cause injury.

Caution: Used cleaning sticks, used cleaning liquid, and waste ink are classified as industrial waste. Dispose of these items according to your local laws and regulations such as entrusting it to an industrial waste disposal company. When handing over these items to the industrial waste disposal company, make sure you include the Safety Data Sheet found on Epson's support website.

Parent topic: Preparing for Maintenance

Related references

Maintenance Supplies

Related tasks

Removing Media

Using Ink Cleaner

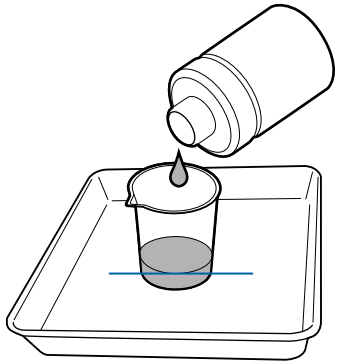
Use the ink cleaner and cup that came in the maintenance kit to clean only when instructed to. Whenever you use the ink cleaner, follow the steps here.

Caution: Using ink cleaner on any other parts of your product could damage the product.

Be sure to do the following:

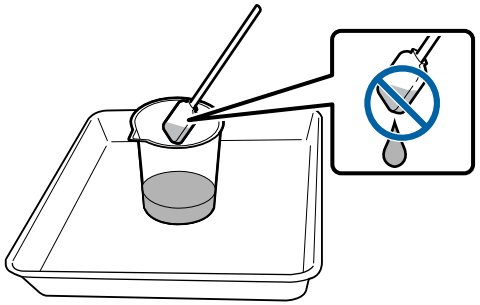
- Store ink cleaner at room temperature out of direct sunlight and away from high temperatures or humidity.
- Use fresh ink cleaner with a fresh cleaning stick each time; do not reuse them.
- Dispose of used cleaning sticks and ink cleaner according to the used parts disposal guidelines; see the link below.

1. Place the cup on a tray and pour approximately 0.3 ounce (10 ml) of ink cleaner into the cup.



2. Recap the ink cleaner bottle.

3. Dip a fresh cleaning stick into the ink cleaner and let any excess cleaning solution drip into the cup.



Parent topic: Preparing for Maintenance

Related references

Waste Ink Disposal Guidelines

Shaking and Replacing Ink Packs

See these sections to shake and replace the ink packs.

Shaking the Ink Packs

Replacing the Ink Packs

Parent topic: Maintenance

Shaking the Ink Packs

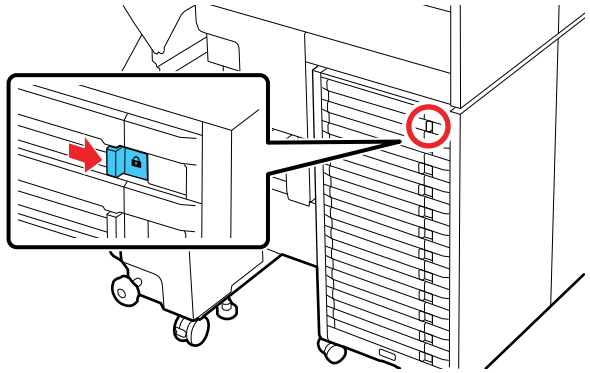
To maintain print quality, periodically shake the ink supply units after installing them, and especially when you see a message on the printer's LCD screen telling you to shake the ink. Shake the High Density Black ink supply units once a week, and shake the other ink supply units once every three weeks.

Caution: Be careful handling the ink packs as there may be ink around the ink supply port.

Warning: If ink gets on your skin, wash it thoroughly with plenty of soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. Keep ink packs out of the reach of children.

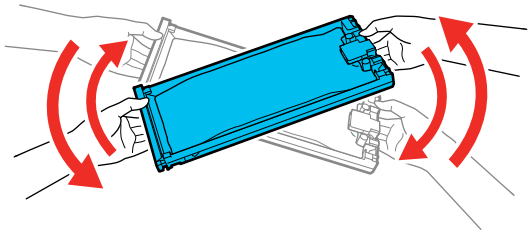
Note: If a message is displayed telling you that it is time to shake the ink, you can view the procedure on the LCD screen. Select the message on the screen, select it again from the Message List screen, and then select **How To...** on the Information screen.

1. Make sure the product is turned on.
2. Unlock and then pull one of the ink trays out of the bulk ink solution.

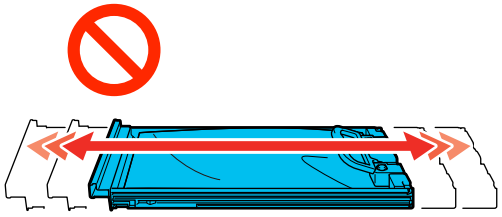


Caution: Place your hand on the bottom of the tray while removing it. If you use only one hand, the weight of the tray may cause it to fall and damage the ink pack.

3. Use a seesaw motion to shake the ink pack in the ink tray at an angle of about 60 degrees, and gently shake it about 5 times within 5 seconds.



Caution: Do not shake or swing the ink pack or the ink tray containing the ink pack with too much force or the ink may leak.



4. Insert the ink tray back into its slot in the bulk ink solution.
5. Repeat these steps for any other ink packs that need shaking.

Parent topic: Shaking and Replacing Ink Packs

Replacing the Ink Packs

Make sure you have your replacement ink packs handy before you begin. You must install new ink packs immediately after removing the old ones.

Note: Replace all expended ink packs. When ink is expended, the ink supply automatically switches to another ink pack of the same color. Since printing continues as it is, replace the ink pack for which ink is expended while there is still enough ink remaining in the ink pack that is currently operating. If one ink pack is operating, you can replace the other ink pack while printing. You cannot print if the amount of ink remaining in both ink packs of the same color is expended.

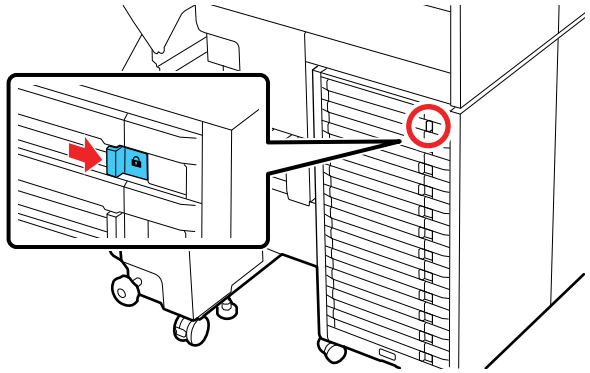
Note: This printer is designed for use with Epson ink packs only, not third-party ink packs or ink. Other brands of ink supplies are not compatible and, if described as compatible, may not function properly or continuously.

After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All ink packs must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced ink packs.

Warning: If ink gets on your skin, wash it thoroughly with plenty of soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. If ink is swallowed, do not induce vomiting and contact a doctor immediately. Keep ink packs out of the reach of children.

Caution: Leave your old ink packs in the ink unit until you are ready to replace them to prevent the printhead nozzles from drying out. Do not open ink packs until you are ready to install the ink. Make sure all ink trays are installed in the bulk ink solution.

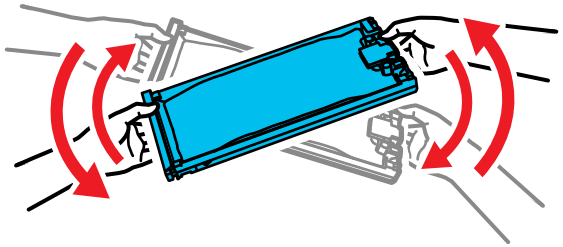
1. Turn on your product.
2. Do one of the following:
   - If you see a message prompting you to replace an ink pack, select **How To...** and then follow the on-screen instructions.
   - If you want to replace an ink pack at any time, continue to the next step.
3. Slide the lock switch to the right to unlock the ink tray.



Note: Used ink packs may have ink around the ink supply port, so be careful not to get any ink on the surrounding area when removing the packs. Dispose of used ink packs carefully. Do not take the used pack apart or try to refill it.

4. Select **How To...** and follow the on-screen instructions to replace the ink pack.

   Note: Use a seesaw motion to gently shake the replacement ink pack in the tray about 10 times within 10 seconds. Ink supply units contain components to help maintain print quality. These components are not foreign bodies.



Your product begins charging the bulk ink delivery system. A message appears on the LCD screen when ink replacement is complete.

Parent topic: Shaking and Replacing Ink Packs

Related references

Optional Equipment and Replacement Parts

Print Head Maintenance

Print head maintenance ensures the best print quality.

This printer automatically monitors the nozzles and cleans the printhead at a set time or when it is determined to be necessary. You can also enable the **Maintenance Cleaning** setting to automatically clean the printhead after a set period of time has passed to keep the printhead in good condition.

Perform the following maintenance as necessary:

- **Nozzle Check**: Check for clogged nozzles before each print job or if you have not used the printer for an extended period of time. Inspect the printed check pattern and clean the print head if you notice faint or missing areas.
- **Head Cleaning**: Clean the print head if you notice faint areas, gaps, streaks, ink drops, or incorrect colors in your printouts.
- **Head Alignment**: Align the print head if your printouts are grainy or out of focus.

Checking for Clogged Print Head Nozzles

Cleaning the Print Head

Parent topic: Maintenance

Related concepts

Printhead Alignment

Checking for Clogged Print Head Nozzles

To maintain optimum print quality, perform a nozzle check before printing. This lets you visually inspect the printed check pattern and clean the nozzles, if necessary. There are two ways to check the nozzles:

- Set up the product to automatically print a check pattern during or between each print job. You can select how often the product performs a nozzle check in the **Information Printing** menu.
- Manually run a nozzle check from the product control panel, as described here.

Note: Depending on the width of the loaded media, you can save media by printing additional check patterns in the space beside an existing pattern. To print them in line, press the rewind button to rewind the media to the position where you want to print the pattern.

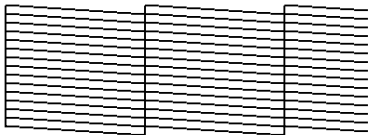
- If the media width is 51 to 64 inches (1,295.4 to 1,625.6 mm), you can print up to three patterns (one on the left, one in the center, and one on the right).
- If the width is equal to or greater than 34 inches (863.6 mm) but less than 51 inches (1,295.4 mm), you can print up to two patterns (one on the left and one on the right).
- If the width of the media is less than 34 inches (863.6 mm), you cannot print side by side.

1. Select the maintenance icon.

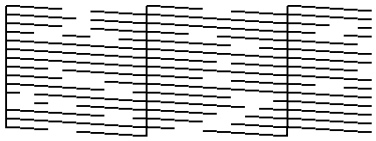
   You see the **Maintenance** menu.
2. Select **Print Head Nozzle Check**.
3. Select the print position for the pattern and then select **Start**.

   The product prints a nozzle check pattern.
4. Check the printed pattern to see if there are gaps in the lines.

   Nozzles are clean



Nozzles need cleaning



5. Do one of the following:
   - If there are no gaps, select **O**. The printhead is clean and you can continue printing.
   - If there are gaps or the pattern is faint, select **X** and then clean the printhead.

Parent topic: Print Head Maintenance

Related references

General Settings Menu

Cleaning the Print Head

If printouts are faint or have gaps, or if there are streaks, ink drops, or incorrect colors in the prints, you should clean the printhead to clear the clogged nozzles. Clean the printhead only if print quality declines or image colors are incorrect, and when a message appears telling you maintenance is needed. Ink is consumed for all colors or selective color channels, depending on the cleaning method selected.

You can select from **Auto Cleaning** or three levels of manual head cleaning:

- Start with **Auto Cleaning**. If the clogs are not cleared, run manual head cleaning in order from light to heavy.
- If you cannot clear the clogged nozzles after cleaning with the light level several times, check the condition of the suction cap and, if necessary, clean it before using the heavy cleaning level.
- If you have run head cleaning with the heavy level several times and multiple large clogs remain, run a **Power Cleaning**.

  Note: Power Cleaning consumes more ink than printhead cleaning. Check the remaining ink levels in advance, and prepare any new ink packs before you start cleaning if ink is low. If the nozzles are still clogged after performing Power Cleaning, turn off the printer and leave it off overnight. If the nozzles are still clogged, contact your dealer or Epson support.

1. Make sure the printer is turned on and then select the maintenance icon > **Head Cleaning** on the control panel.

2. Select a cleaning method:
   - If you select **Auto Cleaning**, go to step 5.
   - If you select one of the manual cleaning options, go to the next step.
3. Confirm the nozzle rows for cleaning based off of the check pattern and then select the appropriate cleaning option:
   - **Select Nozzles**: Select this option when you see faint printing or gaps in a specific row of nozzles in the check pattern. You can select multiple nozzle rows, if necessary.
   - **All Nozzles**: Select this option when you see faint printing or gaps in all rows of nozzles in the check pattern. Go to step 5.
4. On the LCD screen, select the nozzle rows for cleaning and then select **OK**.

   A confirmation message appears.
5. Select **Start**.

   Head cleaning starts. When it is complete, a confirmation message appears.
6. Select **OK**.

   If nozzles are still clogged, run the next higher level of cleaning. If nozzles are still clogged after cleaning the printhead several times, the anti-drying caps and the edges around the printhead may be soiled. Clean the anti-drying caps and around the printhead. If there are multiple large clogs, perform a **Power Cleaning**.

Parent topic: Print Head Maintenance

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Cleaning Around the Print Head

If the printhead nozzles are severely clogged or printhead strikes occur, check and clean around the print head to remove any lint or fibers that have accumulated around the printhead nozzles.

Note: If it is difficult to remove dirt around the printhead, rinse the dirty cleaning stick with ink cleaning solution and try again. If the cleaning stick is still dirty, replace it with a new one.

1. Let the ink cleaning solution soak into a new large cleaning swab.
2. Make sure the printer is on, and then select the inside light icon on the LCD screen to turn on the lights inside the printer.

3. Select the maintenance icon > **Cleaning the Maintenance Parts** > **Around the Head**.
4. Read the message on the LCD screen and then select **Start**.

   The printhead moves to the maintenance position.

   Caution: Do not move the printhead manually. A malfunction may occur.

   Note: A buzzer sounds 7 minutes after the printhead moves to the maintenance position. Select **OK** to continue cleaning. The buzzer sounds again after 7 minutes. Nozzles can be clogged if more time passes, so finish cleaning as soon as possible.

5. Select **How To...** to view the steps on the LCD screen.
6. Follow the on-screen instructions to clean around the printhead.

   Note: Do not touch the nozzle surfaces with the cleaning stick.

7. After cleaning is finished, close the maintenance covers and then select **Done** on the LCD screen.

   The printhead returns to its normal position.
8. Perform a nozzle check.

Parent topic: Maintenance

Related tasks

Checking for Clogged Print Head Nozzles

Cleaning the Suction Cap

You need to clean the suction cap whenever you see a message on the LCD screen or if the printing surface is soiled with ink. You may also need to clean the suction cap if you experience difficulty cleaning nozzles after performing a nozzle check. Even if the message is not displayed, follow the steps here to clean the suction cap.

Caution:

- Do not rub the cap section hard. Any scratches may cause air leaks, preventing printhead cleaning from being performed correctly.
- Carefully wipe off any dirt from the edges of the suction cap until you can see the color of the cap. If dirt is left around the edges, it creates a gap between the cap and the printhead that causes a decrease in suction strength and the printhead nozzles can become clogged. If it is difficult to remove

the dirt, rinse the dirty cleaning stick with ink cleaning solution and then clean it again. If the cleaning stick is too dirty, use a new one.

Note: If you continue to use the printer without cleaning the suction cap, the ink nozzles may clog and print quality may decline.

1. Turn on the printer, if necessary.
2. Select the maintenance icon > **Cleaning the Maintenance Parts** > **Suction Cap**.

   A confirmation message appears.
3. Select **Start** on the LCD screen.

   The printhead moves to the maintenance position.

   Caution: Do not move the printhead manually. A malfunction may occur.

   Note: A buzzer sounds 7 minutes after the printhead moves to the maintenance position. Select **OK** to continue cleaning. The buzzer sounds again after 7 minutes. Nozzles can be clogged if more time passes, so finish cleaning as soon as possible.
4. Select **How To...** to view the steps and follow the on-screen instructions.

   Caution: Use only the supplied plastic tweezers. Be careful not to damage the suction cap. If the suction cap is damaged, air may leak and the printhead may become dry or difficult to clean.
5. Select **Done**.

   The printhead returns to its normal position.
6. Perform a nozzle check.

Parent topic: Maintenance

Related tasks

Checking for Clogged Print Head Nozzles

Cleaning the Anti-drying Caps

Clean the anti-drying caps to remove any ink that may affect print quality and especially when you see a message on the printer's LCD screen telling you to clean the anti-drying caps.

1. When a message is displayed on the LCD screen informing you that it is time to clean the anti-drying caps, select **OK**.

   A confirmation message appears.

2. Select **OK**.

   The printhead moves to the maintenance position.

3. Select **How To...** to view the steps and follow the on-screen instructions.

Parent topic: Maintenance

Cleaning the Platen and Media Edge Guides

Carefully follow the steps here to clean the platen and media edge guides to remove ink, paper particles, and lint. We recommend cleaning these parts daily.

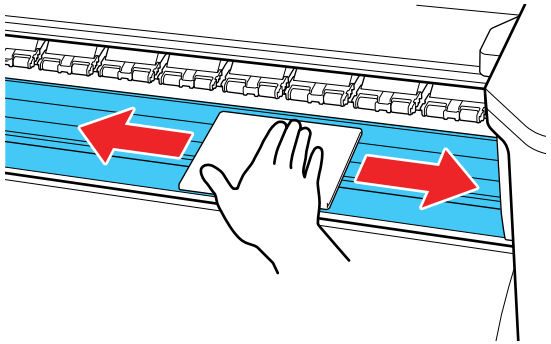
Caution: If ink remains on these parts, it could transfer to your printouts. Continued use of your product with ink, paper particles, or lint on these surfaces could damage the printheads or clog the nozzles.

Warning:

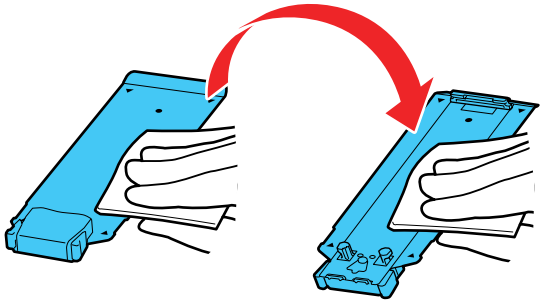
- The after heater may be hot; take care not to burn yourself as you clean your product.
- Take care not to trap your fingers when opening and closing the printer cover or you may be injured.

1. Turn off the product, wait for the LCD screen to turn off, and unplug both of the power cables from the electrical outlet.
2. Wait for one minute before continuing.
3. Open the printer cover.

4. Using a soft cloth lightly dampened with water, wipe side to side over the platen to clean it as shown here. Also remove any lint or dust from the groove in the platen.



5. Using a soft cloth lightly dampened with water, wipe the media edge guides to clean them. If ink or media glue adheres to the media edge guides, remove them and clean both sides as shown here.



Note: When media with glue has been used, wipe the media edge guides using a diluted neutral detergent. If you continue printing while glue is stuck to the rear, it may rub against the printhead.

6. Close the printer cover, plug in the power cables, and turn the product back on.

Parent topic: Maintenance

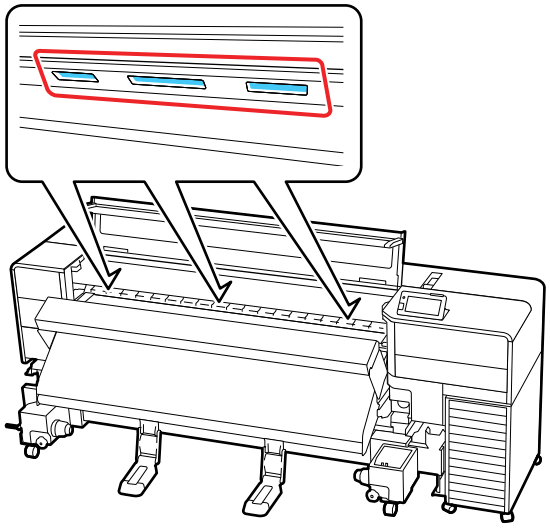
Cleaning the Inside Lights

Clean the inside lights if ink stains or other dirt on the inside lights make it hard to see inside the printer and check print results.

1. Turn off the printer and make sure that the screen turns off, then unplug the power cables.
2. Open the printer cover.

   Caution: Be careful not to trap your hands or fingers when opening or closing the printer cover or you could be injured.

3. Wipe away any dirt from the inside lights using a soft cloth that has been soaked in water and thoroughly wrung out.



   Note: There are nine lights in total.

4. After cleaning is finished, close the printer cover.

Parent topic: Maintenance

Cleaning the Media Cleaners

When you see the message **Clean the media cleaner. After cleaning is complete, press [OK].** on the LCD screen, you need to use the media cleaner brush that came with your product to clean the media cleaners.

If the media cleaners are dirty, they cannot sufficiently wipe dirt and dust off the surface of the media, which may lead to problems such as clogged nozzles.

1. When the **Clean the media cleaner. After cleaning is complete, press [OK].** message is displayed on the LCD screen, select **How To...**.
2. Follow the on-screen instructions to clean the media cleaners.

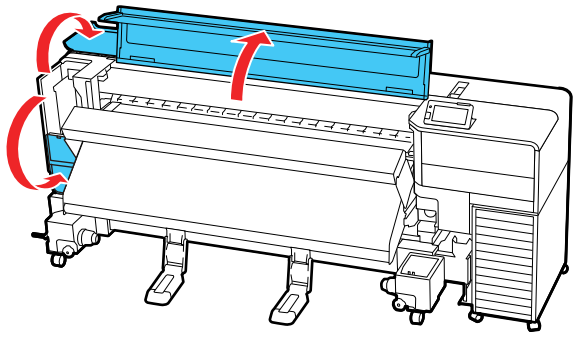
Parent topic: Maintenance

Replacing the Media Edge Guides

If the media edge guides that came with your product become damaged or deformed, you need to replace them.

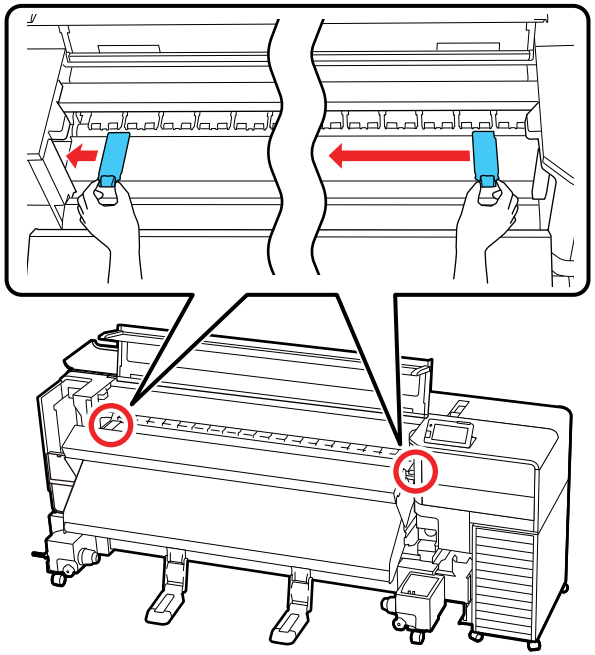
Caution: Continued use of damaged or deformed media edge guides may damage the printheads.

1. Remove any media loaded in the product and turn off the product.
2. Make sure the LCD screen has turned off and unplug both of the product's power cords from the outlet.
3. Wait one minute and then open the left maintenance cover and the printer cover.

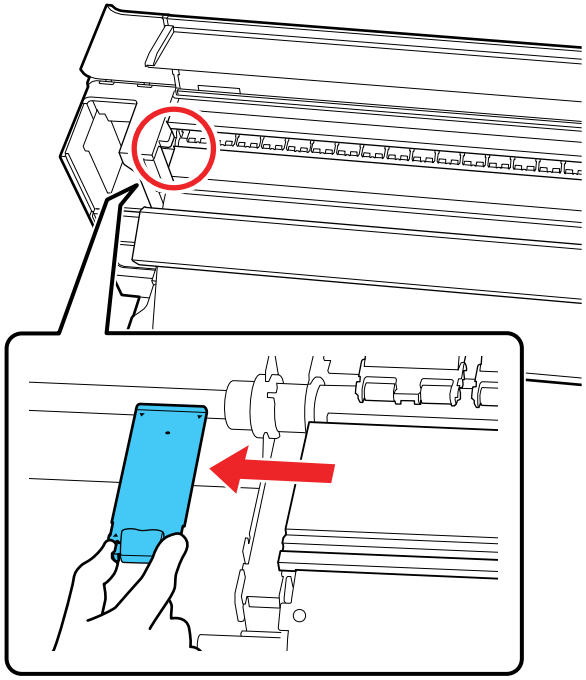


4. Grasp the tabs on the media edge guides and slide them to the left edge of the platen.

Note: Make sure to remove the media edge guides from the left edge of the platen or you may cause a malfunction.

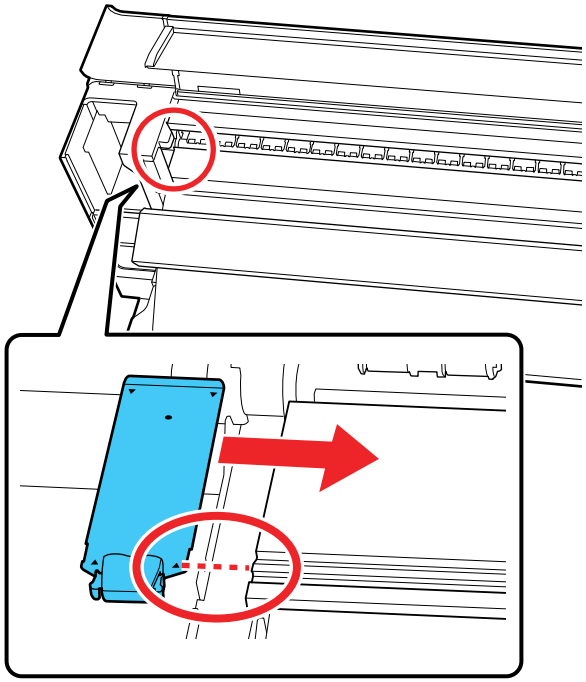


5. Remove the left media edge guide as shown, then remove the right media edge guide in the same manner.

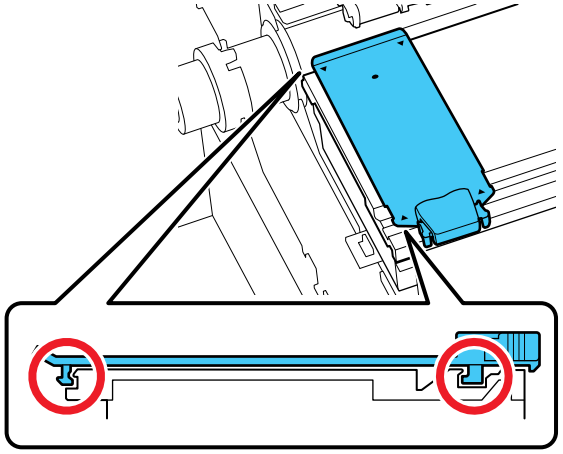


6. Insert a new media edge guide into the left edge of the platen. Align the platen rail with the triangle holes for the media edge guides and insert as shown.

   Note: You cannot insert the media edge guides from the right side of the platen.

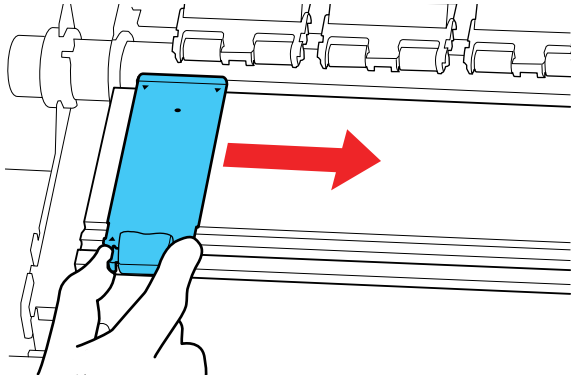


7. Check that two hooked sections on the back of the media edge guide are securely applied as shown below and that they are attached with no gap between the platen and media edge guide.



Caution: If the media edge guides are not attached correctly, repeat these steps to reattach them or the printheads may be damaged.

8. Grasp the tabs on the media edge guides and slide them to the left and right edges of the platen. Release the tabs when they are in position.



9. Close the left maintenance cover and the printer cover.

Parent topic: Maintenance

Related tasks

Removing Media

Disposing of Used Consumables and Optional Parts

Dispose of used consumables and optional parts according to your local laws and regulations, and always use an industrial waste disposal company. See the guidelines in this section.

The following items are classified as industrial waste when they have been used with ink:

- Cleaning sticks
- Wipes
- Soft cloth
- Ink cleaner
- Waste ink
- Waste ink bottle
- Wiper unit
- Flushing pad
- Media after printing
- Empty ink packs

Waste Ink Disposal Guidelines
Replacing the Waste Ink Bottle
Replacing the Head Cleaning Set

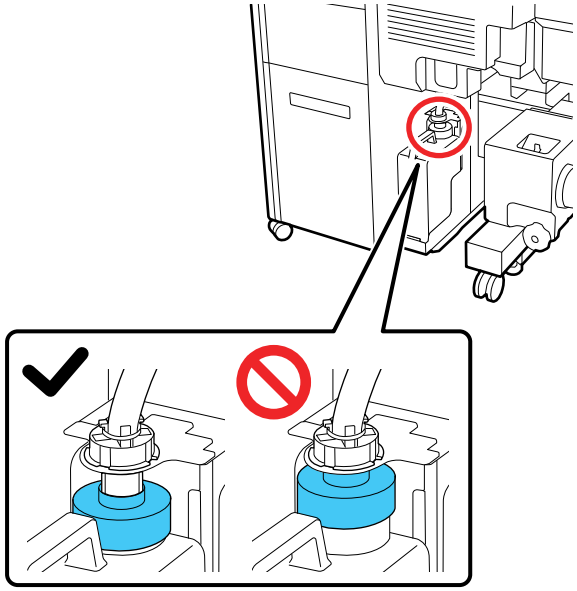
Waste Ink Disposal Guidelines

When you see a message on the printer's LCD screen that the waste ink bottle is nearing or at the end of its service life, you need to replace the waste ink bottle according to these guidelines:

- Dispose of the entire waste ink bottle; do not pour waste ink into another container.
- Unless you are prompted to do so, never remove the waste ink bottle while the product is on or waste ink may leak.
- The printer calculates the amount of waste ink in the waste ink bottle and displays a warning message when it is close to the limit. If the waste ink bottle fills up during printing, replace it with a new waste ink bottle.

  Note: Make sure to initiate waste ink bottle replacement from the printer's control panel settings. Otherwise the waste ink bottle replacement time will not be calculated correctly.

- Be sure to confirm that the waste ink tube is inserted in the mouth of the waste ink bottle. Check that the stopper is stuck close to the mouth of the bottle. If there is a gap, waste ink may splatter and stain the surrounding area.



- Keep the lid in a safe place and do not throw it out. You will need the lid for the waste ink bottle when disposing of waste ink.

Warning: Always wear gloves when disposing of waste ink. If any ink gets on your skin or gets into your eyes or mouth, immediately take the following actions:

- If ink gets on your skin, immediately wash it off using plenty of soap and water. Consult a physician if the skin appears irritated or discolored.
- If ink gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
- If ink gets in your mouth, consult a physician immediately.
- If ink is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.

Caution: Waste ink is classified as industrial waste. Dispose of waste ink according to your local laws and regulations such as entrusting it to an industrial waste disposal company. When handing over the waste ink to the industrial waste disposal company, make sure you include the Safety Data Sheet found on Epson's support website. To download it, visit epson.com/support/sds (U.S. and Latin America) or epson.ca/support/sds (Canada) and select your product. (Safety Data Sheets are available in English only.)

Parent topic: Disposing of Used Consumables and Optional Parts

Replacing the Waste Ink Bottle

When you see a message on the printer's LCD screen that the waste ink bottle is at the end of its service life, you need to replace the waste ink bottle.

Caution: When replacing the waste ink bottle, always wear the gloves included in the maintenance kit.

Note: Follow the steps below to replace the waste ink bottle or you will not receive a message at the correct replacement interval next time.

1. Turn on the printer, if necessary.
2. Do one of the following:
   - If a message appears on the LCD screen prompting you to replace the waste ink bottle, select the message, and then select it again from the Message List screen.
   - If you want to replace the waste ink bottle before the message appears, select the maintenance icon > **Replace Waste Ink Bottle**.
3. Select **How To...** and follow the on-screen instructions.

   Note: Keep the caps from the replacement waste ink bottle so you can use them to dispose of the used waste ink bottle.

Parent topic: Disposing of Used Consumables and Optional Parts

Replacing the Head Cleaning Set

Replace the head cleaning set when you see a message on the LCD screen to do so.

Note: The printer warns you when the head cleaning set is running low. The printer warning system may not function properly if you do not follow the correct procedure for replacing the head cleaning set. If you

replace the head cleaning set before it is at the end of its service life, make sure to initiate replacement from the printer's menu (select the maintenance icon > **Replace Head Cleaning Set**).

1. Turn on the printer, if necessary.
2. Do one of the following:
   - If the message appears on the LCD screen telling you the head cleaning set is at the end of its service life, select **OK**.
   - If you want to replace the head cleaning set before the message appears, select the maintenance icon > **Replace Head Cleaning Set**.

   A confirmation message appears.
3. Select **Start**.

   Caution: Do not move the printhead manually. A malfunction may occur.

4. Select **How To...** to view the steps and follow the on-screen instructions.
5. Replace all of the parts of the head cleaning set in the following order:
   - Wiper unit
   - Flushing pad

   Note: You cannot print if the parts are not replaced.

   When you select **Close**, a confirmation message appears.
6. Select **Yes** to reset the counter for the head cleaning set.

   Note: If you do not reset the counter for the head cleaning set, the head cleaning set status on the LCD screen will be inaccurate and you will not receive a message at the correct replacement interval next time.

Parent topic: Disposing of Used Consumables and Optional Parts

Moving or Transporting the Product

When moving the product, see these sections to prepare and move the product, and set it back up after moving it.

Caution: Do not tilt the printer more than 10 degrees forward or back; this could result in the printer falling over and cause an accident.

If you are moving the product to another floor, moving over floors that slope, moving to a location on the same floor that requires going over bumps or gaps, or need to transport the product a long distance, contact your dealer or Epson support.

Moving the Product

Setting Up the Product After Moving

Related references

Where to Get Help (U.S. and Canada)

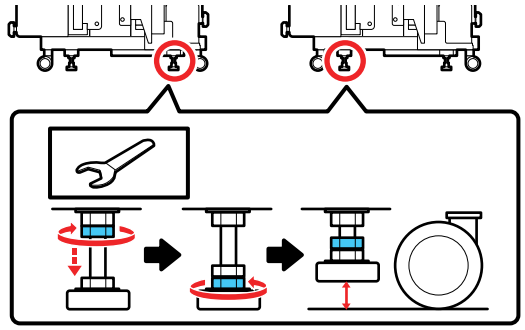
Where to Get Help (Latin America)

Moving the Product

Do the following when moving the product:

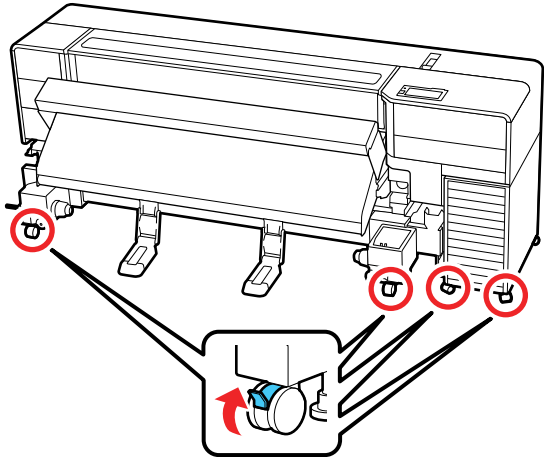
1. Turn off the product.
2. Remove the waste ink bottle.
3. Disconnect the interface cables and power cords from the back of the product.
4. Remove any loaded media from the media feeding unit and auto take-up reel.

5. Make sure the levelers next to the casters are raised. Using a wrench, loosen the nut at the top of each leveler and turn the nut on the bottom clockwise until the leveler raises off the floor.

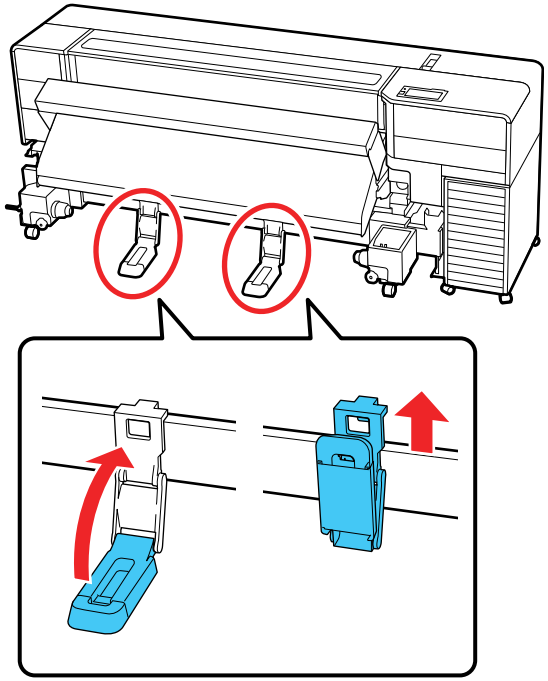


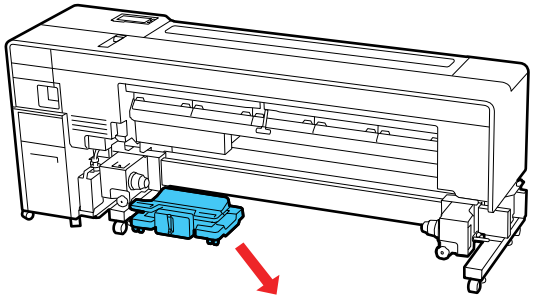
Note: Make sure you raise the levelers above the casters before trying to move the product. Moving the product without raising the levelers could cause a malfunction.

6. Unlock all of the casters as shown.

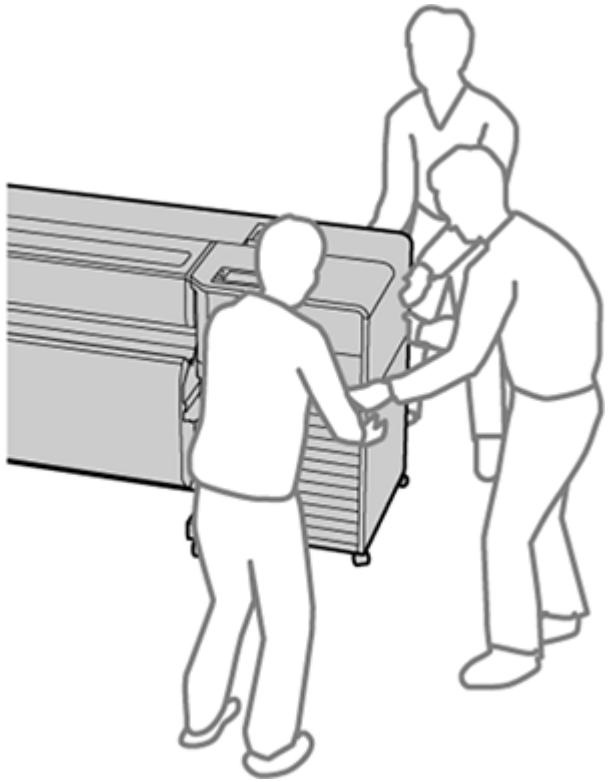


7. Remove the media support and the media roll lift.





8. Move the product with four people. Hold the product at the edges as shown and move it so that the product goes first in the direction you are moving.



Parent topic: Moving or Transporting the Product

Related tasks

Removing Media

Related topics

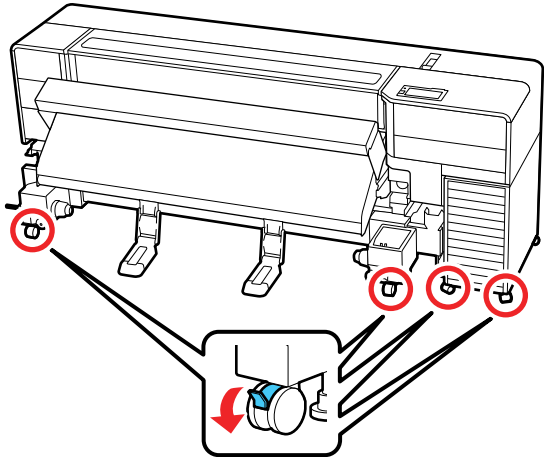
Using the Auto Take-up Reel

Setting Up the Product After Moving

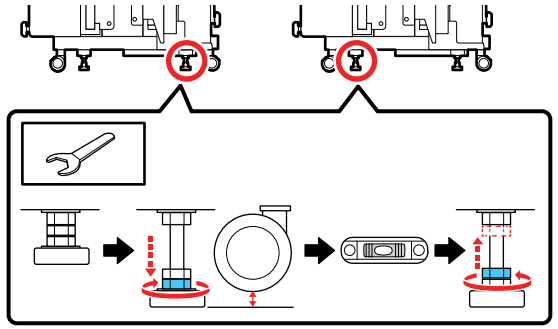
Follow these steps to set up the product after moving it.

1. Verify that the location is suitable for installation.

2. Lock the casters.



3. Install the waste ink bottle.
4. Perform horizontal adjustment of the printer to make sure it is level.
   Using a wrench, loosen the nut at the top of each leveler and turn the nut on the bottom counterclockwise until the leveler raises off the floor.



5. Perform parallel adjustment for the media feeding unit and auto take-up reel as necessary.
6. Attach the media support and the media roll lift.
7. Reconnect the computer interface cable.

8. Reconnect your product's power cords and plug them in to an electrical outlet.
9. Load media in the product.
10. Perform a **Print Head Nozzle Check**.
11. Perform **Print Adjustments** to optimize media settings.

Parent topic: Moving or Transporting the Product

Related concepts

Installation Space

Related tasks

Checking for Clogged Print Head Nozzles

Loading Media

Adjusting the Auto Take-up Reel (Parallel Adjustment)

Related topics

Optimizing Media Settings

Solving Problems

Check these sections for solutions to problems you may have using your product.

Product Status Messages
Solving Printer Problems
Solving Printing Problems
Solving Media Skew Problems
Solving Print Quality Problems
Uninstall Your Product Software
Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Product Status Messages

You can often diagnose problems with your product by checking the messages on the LCD screen.

LCD screen message	Solution
The waste ink bottle is nearing the end of its service life. Prepare a new one. You can continue printing until replacement is required.	The waste ink bottle is almost full. Make sure you have a replacement waste ink bottle handy.
Ink supply unit is not recognized. Try installing again.	Re-install the ink supply unit. If the message persists, insert a new ink supply unit (do not use the ink supply unit that caused the error).
Ink supply unit is not recognized. Replace the XXXXXX. (Where XXXXXX represents the target ink color)	

LCD screen message	Solution
Ink is low. You can continue printing until replacement is required.	Ink is low. Install a new ink supply unit so that the ink supply units can be automatically switched when the remaining amount falls below the threshold.
The heater is warming up.	One of more heaters are still being warmed to the specific temperature. To start printing while the heater temperature is low, select **Start** to display a confirmation screen, then select **OK** to start.
The media and print head are contacting. Check whether the print results are clean. Printing can continue.	If the print results are scuffed or dirty, stop printing and clean around the printhead. Adjust the media type, media thickness, and platen gap settings as necessary.
The XXXXXX is nearing the end of its service life. (Where XXXXXX is a consumable part)	The consumable part will need replacement soon. Prepare new parts.
The media is not attached to the roll core on the auto take-up reel unit. Attach the media.	Media is not correctly attached to the auto take-up reel unit. If this happens while printing, select **Pause** to stop printing. Flip the **Auto** switch on the auto take-up reel to the **Off** position, then back to **Auto** and reattach the media.

LCD screen message	Solution
The roll core is spinning. Check whether the media is loose. Printing can continue.	Media is not correctly attached to the media feeding unit or the auto take-up reel. Check the media and reattach it, if needed.
Take-up reel stopped because the roll core was spinning. Reload media correctly on the take-up reel.	
The roll core is spinning. Remove the media from the media holder, and then reload the media.	
The inside of the printer is hot. Lower room temperature.	Lower the room temperature to the range specified.
The inside of the printer is hot, so it cannot be used. Turn printer off. Wait for printer to cool down, and then turn on the power.	Turn off the product. Lower the room temperature to the range specified. If the message still appears when the power is turned back on, the room temperature is still too hot.
The media is low.	The loaded media is running low. Prepare new media.
The media is not loaded correctly. Lower the media loading lever towards the rear, remove the media, and then reload the media.	Make sure the media is loaded correctly. Remove the media and reload it, as necessary.

LCD screen message	Solution
There is a problem with the media or the print results; auto adjust cannot be done. Adjust manually.	Select **OK** to cancel the error. When doing **Auto** execution of Print Adjustments, execution is not possible for the following media, settings, and environment: Media with an uneven surface, media that bleeds through easily, or when the printer is used in a place that is exposed to direct sunlight or interference from other ambient light sources. In these cases, make manual print adjustments.
The scanning device may be malfunctioning. Contact Epson Support. Manual adjustment is possible.	If the printer is exposed to interference from ambient light sources, shade the printer from these sources and perform the function again. If the function fails again make manual adjustments. If the above items do not apply, and the same error occurs again, contact your dealer or Epson Support.
[XXXXXX] is different from the winding direction of the loaded roll media. Set it to match the winding direction of the loaded roll media.	Shows the winding specifications that were set in XXXXX when loading media. Check that the **Roll Winding Direction** matches the actual winding specifications. Move the media loading lever to the back to resolve the error. Move the media loading lever forward again, and follow the printer's on-screen instructions to reset the **Roll Winding Direction** correctly.
It is time to clean the XXXXX. (Where XXXXX is a part to be cleaned)	Parts requiring periodic cleaning are displayed when it is time for cleaning. Follow the cleaning instructions for each part.
Cleaning the Anti-Drying Caps.	The anti-drying caps are dirty and need to be cleaned. Follow the on-screen instructions to check and clean the caps that need cleaning.
Failed to inspect the conditions of nozzles. Cannot run "Auto Cleaning". Select cleaning strength manually and run Head Cleaning.	The printer has exceeded the temperature at which printer operations are guaranteed. Adjust the temperature of the room to start using the printer again.

LCD screen message	Solution
The combination of the IP address and the subnet mask is invalid. For details, see your documentation	Make sure you have correctly entered the IP address and default gateway.
Recovery Mode	Started in recovery mode because firmware update failed. Follow the steps below to update the firmware again. 1. Connect the computer and printer by USB (in recovery mode, updates over a network connection are not possible). 2. Download the latest firmware from the Epson support site, and then start the update.
The media feeding unit cannot be recognized. Turn off the power and check whether the media feeding unit is connected correctly. XXXXXX (Where XXXXXX is a 6-digit alphanumeric code.)	Turn off the printer, disconnect and reconnect the communication cable connector for the media feeding unit, and then turn the printer back on. If the same call for service is displayed on the LCD panel, contact your dealer or Epson support for assistance. Tell them the call for service code is "XXXXXX".
Maintenance Request: Replace Parts Soon XXXXXX (Where XXXXXX is a 6-digit alphanumeric code.)	The indicated product part is nearing or at the end of its service life. Contact Epson for support and provide them with the service code shown on the LCD screen. You must replace the part before printing again. If you continue to print, a printer error occurs.
Maintenance Request: End of Parts Service Life XXXXXX (Where XXXXXX is a 6-digit alphanumeric code.)	

LCD screen message	Solution
Printer error. For details, see your documentation. XXXXXX (Where XXXXXX is a 6-digit alphanumeric code.)	A printer error occurs when: • The power cables are not connected securely • An error occurs that cannot be cleared When a printer error has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable from both the outlet and the printer, and then reconnect them. Turn the printer on and off several times. If the same call for service is displayed on the LCD screen, contact Epson for support and provide them with the service code shown on the LCD screen.

Parent topic: Solving Problems

Related concepts

Print Head Maintenance
Printhead Alignment

Related references

Media Settings
General Settings Menu
Environmental Specifications
Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Related tasks

Checking for Clogged Print Head Nozzles
Cleaning the Print Head
Loading Media
Replacing the Waste Ink Bottle
Media Feed Adjustment

Related topics

Shaking and Replacing Ink Packs
Using the Auto Take-up Reel

Solving Printer Problems

Check these sections if you have problems operating your product.

Product Does Not Turn On or Turns Off Unexpectedly
LCD Screen Shuts Off
After Heater Shuts Off
Forgot the Administrator Password
Red Light Shines Inside the Printer

Parent topic: Solving Problems

Product Does Not Turn On or Turns Off Unexpectedly

If the product does not turn on or turns off unexpectedly, try these solutions:

- Make sure the power cable is securely connected.
- Make sure the power outlet works by connecting the power cable for another electronic device.
- If the product turned off due to a power outage or was unplugged before being turned off, the printhead may not be correctly capped. If the printhead is left uncapped for a long time, the print quality may decline. Turn on the printer and then turn it off to make sure the printhead is capped (returns to the home position).

Parent topic: Solving Printer Problems

LCD Screen Shuts Off

If the LCD screen shuts off intermittently, the printer may be in sleep mode. Try these solutions:

- Press the touchscreen or any of the buttons on the control panel to exit sleep mode. Then perform a hardware operation such as opening the printer cover or sending a job to the printer.
- You can adjust the delay time before the product enters sleep mode in the Basic Settings menu.

Parent topic: Solving Printer Problems

Related references

General Settings Menu

After Heater Shuts Off

If the after heater turns off automatically, try these solutions:

- The after heater shuts off when the product is in sleep mode. Press the touchscreen or any of the buttons on the control panel to exit sleep mode.
- You can adjust the delay time before the product enters sleep mode in the Basic Settings menu.

Parent topic: Solving Printer Problems

Related references

General Settings Menu

Forgot the Administrator Password

The preset value for the administrator password is found on the label inside the left maintenance cover. We recommend that you change the preset password as soon as possible to prevent unauthorized access.

If you forgot the administrator password you created, contact your dealer or Epson for support.

Parent topic: Solving Printer Problems

Related references

Where to Get Help (U.S. and Canada)

Where to Get Help (Latin America)

Red Light Shines Inside the Printer

The red light always shines inside the printer. This is normal.

Parent topic: Solving Printer Problems

Solving Printing Problems

Check these sections if you have problems printing with your product.

Nothing Prints

Cannot Print Over a Network

Print Head Moves But Nothing Prints

Using Pressure Roller Spacers

Printing Continues After Media Roll Empties

Media Does Not Feed Correctly

Parent topic: Solving Problems

Nothing Prints

If you have sent a print job and nothing prints, try these solutions:

- Make sure your printer is turned on.
- Make sure any interface cables are connected securely at both ends. If you have a spare cable, try connecting with the spare cable.

- Check the model and specifications of the interface cable to see if the cable is appropriate for your computer and printer.
- If you connected your printer to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your printer directly to your computer instead of the hub.
- Make sure the USB hub is recognized correctly on the computer. Disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port.
- Make sure the USB cable length does not exceed 10 feet (3 m).

Parent topic: Solving Printing Problems

Related references

Interface Specifications

Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your printer is turned on.
- If you are using TCP/IP, make sure the printer's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Check your wired LAN router or access point to see if the LED for the port to which your printer is connected is on or flashing. If the link LED is off, try the following:
  - Make sure the Ethernet cable is securely connected to your printer and to your router, access point, switch, or hub.
  - Try connecting your printer to a different port or a different router, access point, switch, or hub.
  - Try connecting with a different Ethernet cable.
  - Try printing to your printer from another computer on the network.
  - Try connecting your printer directly to the computer using a USB cable.

Parent topic: Solving Printing Problems

Related references

General Settings Menu

Related tasks

Accessing the Web Config Utility

Print Head Moves But Nothing Prints

If the printhead is moving and nothing prints, print a nozzle check pattern. If the pattern does not print correctly, clean the printhead. (If the printer has not been used for a long time the nozzles may be clogged.)

Parent topic: Solving Printing Problems

Related tasks

Checking for Clogged Print Head Nozzles

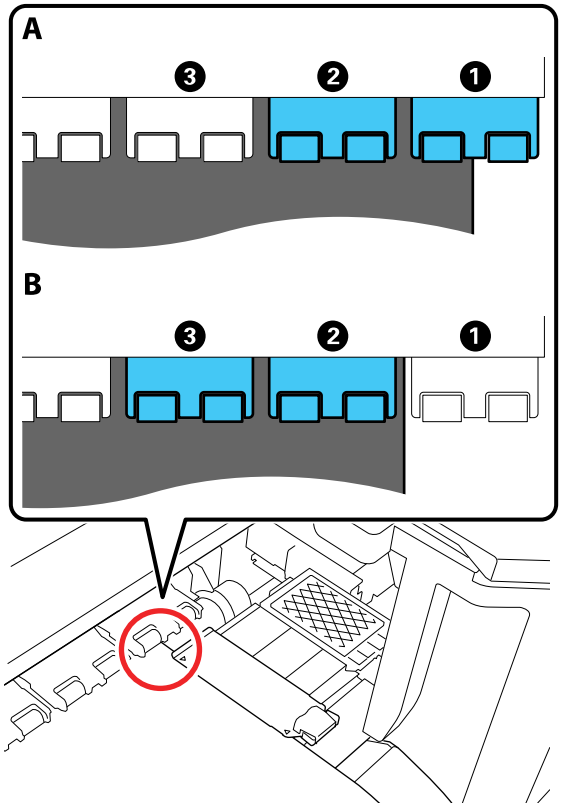
Cleaning the Print Head

Using Pressure Roller Spacers

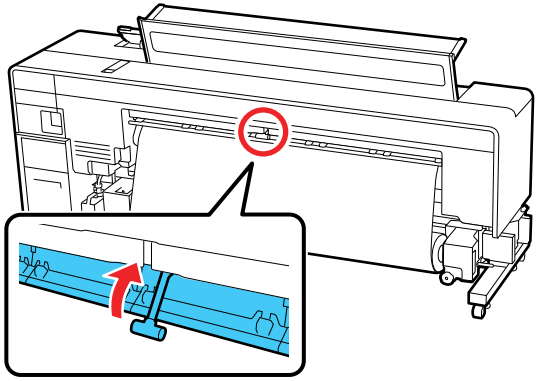
If wrinkles occur near the end of the media, use pressure roller spacers so the pressure roller does not press on the end of the media.

1. Confirm on which pressure rollers to install the spacers.
   Spacers are installed in a total of four positions, two each on the left and right pressure rollers that press on the ends of the media. Look at the left and right ends of the media to confirm the pressure rollers that are pressing on the media. In the example below, if the edge of the media is in position A,

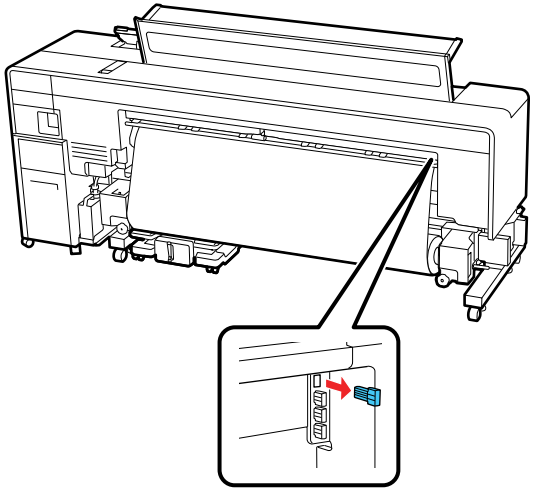
install the spacers on pressure rollers 1 and 2. If the edge of the media is in position B, install the spacers on pressure rollers 2 and 3.



2. Move to the back of the printer and raise the media loading lever.

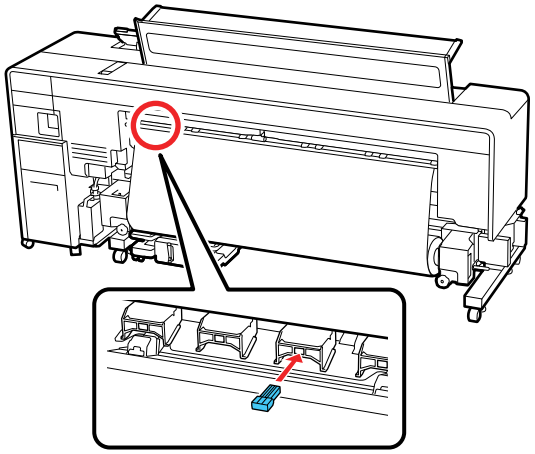


3. Remove the spacers from where they are stored.

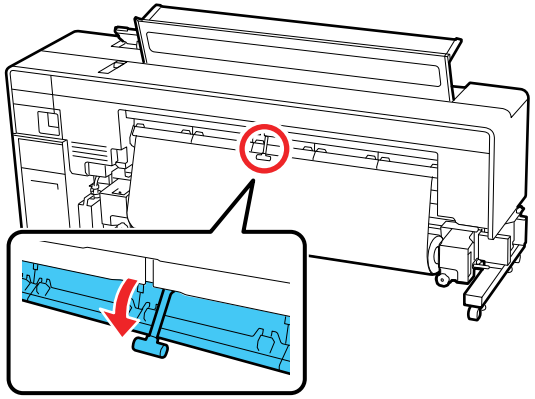


4. Insert the spacers into the holes on the back of the rollers that you confirmed in step 1.

   Note: Insert the spacers fully in four pressure rollers, two each on the left and the right. If they not fully inserted, they may come out while the printer is operating.



5. Lower the media loading lever.



   The pressure rollers that have spacers installed are immobilized, so they do not move ever after the lever is lowered.

To remove the pressure roller spacers, move to the back of the printer and raise the media loading lever, remove the four pressure roller spacers and return them to where they are stored, and then lower the media loading lever.

Parent topic: Solving Printing Problems

Printing Continues After Media Roll Empties

If printing does not stop when the media roll ends, make sure the **Media Detection** > **End Detection** setting is set to **On**. For best results, leave this setting turned on.

Parent topic: Solving Printing Problems

Related references

General Settings Menu

Media Does Not Feed Correctly

If media does not feed straight or roll up on the auto take-up reel correctly, try these solutions:

- Make sure your media is at least 36 inches (91.4 cm) wide for best results.
- If your media is attached to the auto take-up reel with the printable side out, try attaching with the printable side in instead.
- Perform the parallel adjustment procedures to correct the feed misalignment, especially after moving the printer.
- If **Proceed to Drying after Print** is set to either **Short Feed, Rewind** or **Long Feed, Rewind** and media is cut at the point just after printing, the media may come off the pressure roller when it is rewound before the next print job starts. When cutting the media after printing, hold down the rewind button to rewind the end of the print to the cutter groove before cutting.

Parent topic: Solving Printing Problems

Related references

Media Settings

Parallel Adjustment Tools

Related tasks

Cutting Media

Adjusting the Auto Take-up Reel (Parallel Adjustment)

Solving Media Skew Problems

If media skew is detected by your product, perform the parallel adjustment procedure to ensure that the media is fed straight into the product and onto the auto take-up reel.

Note: Also perform the parallel adjustment procedure after you have moved the printer.

In addition to parallel adjustment, do the following to avoid media skew problems:

- Set the auto take-up reel to roll the media with the printable side in.
- Use media at least 36 inches (91.4 cm) wide.

Media Jam Problems

Parallel Adjustment Tools

Adjusting the Auto Take-up Reel (Parallel Adjustment)

Parent topic: Solving Problems

Media Jam Problems

If media has jammed in the printer, check the error display on the control panel and follow the steps to remove the media.

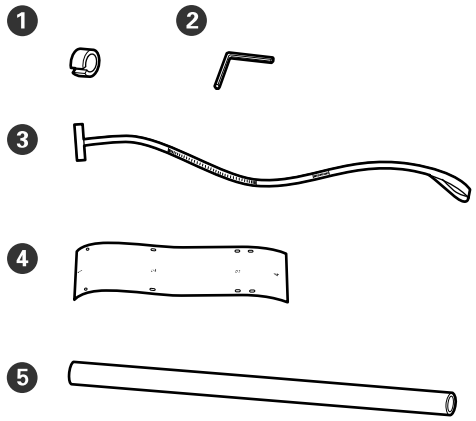
Caution: Be careful not to trap your hands or fingers when opening or closing the printer cover or you could be injured.

1. When you see the jammed media error message on the screen, select **How To...** on the control panel to view the procedure.
2. Follow the on-screen procedure to remove the jammed media.
3. Select **Next** once you have cut the media.

Parent topic: Solving Media Skew Problems

Parallel Adjustment Tools

Use these tools to perform the parallel adjustment procedure.



1 Counterweights (2)
2 Hexagon wrench
3 Adjustment tool
4 Adjustment guides (2)
5 Roll core

Parent topic: Solving Media Skew Problems

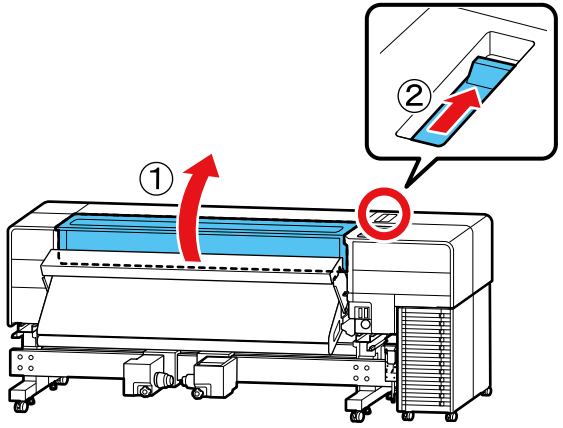
Related tasks
Adjusting the Auto Take-up Reel (Parallel Adjustment)

Adjusting the Auto Take-up Reel (Parallel Adjustment)

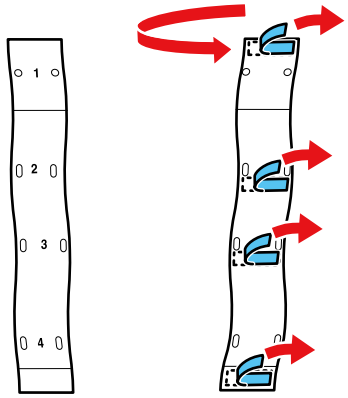
Two people are required for parallel adjustment: one in front of the printer and one in back.

1. Turn off the product.
2. Loosen both roll core holder locking screws and move the roll core holders inward.

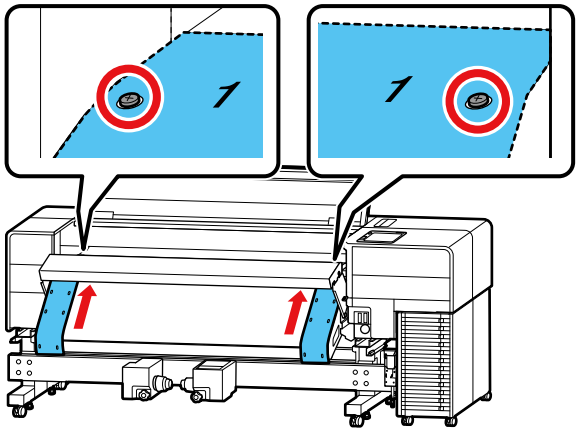
3. Open the front cover and raise the media loading lever.



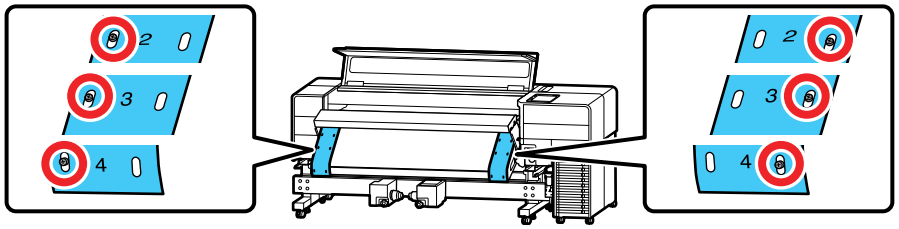
4. Remove the protective film from the back of one adjustment guide.



5. Align Hole 1 of the adjustment guide with the screw on the edge at the top of the after heater and adhere the adjustment guide to the after heater.

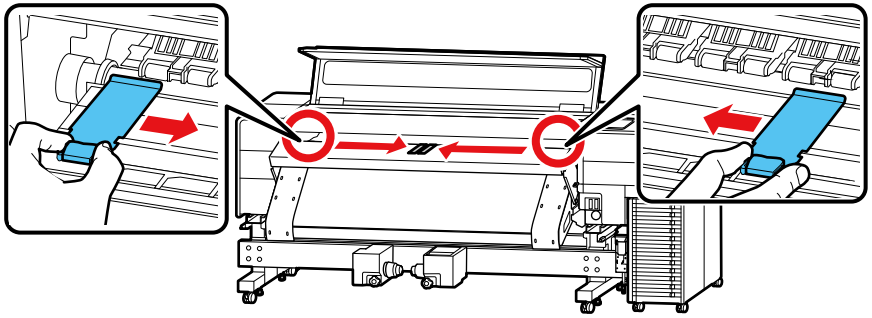


6. Align Hole 2, Hole 3, and Hole 4 with the screws on the left edge of the after heater so the entire adjustment guide is adhered to the after heater.

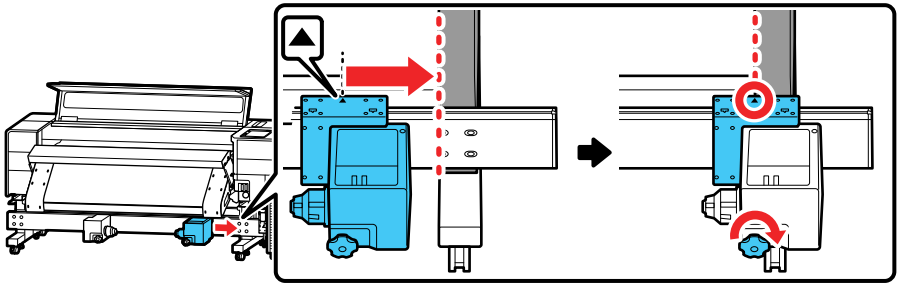


7. Repeat steps 4 through 6 to attach the other adjustment guide to the other side of the after heater.

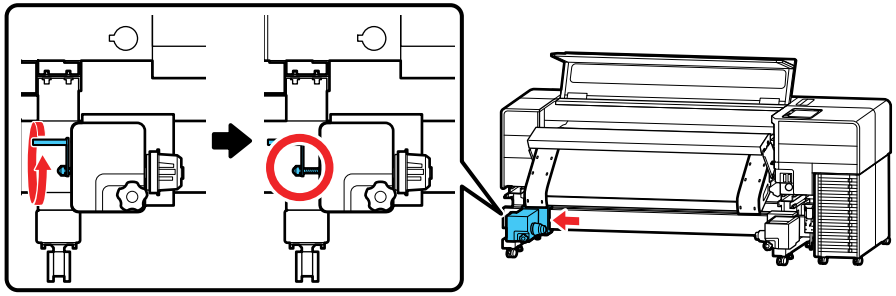
8. Move the media edge guides to the center.



9. Align the right roll core holder with the dotted line as shown and tighten the right roll core locking screw.

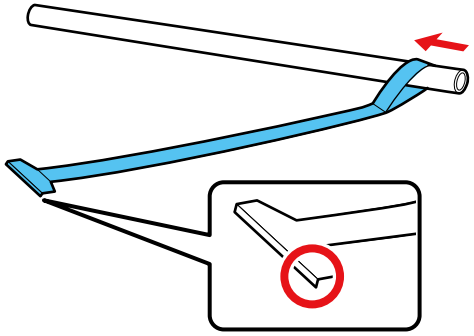


10. Move the left roll core holder outward.

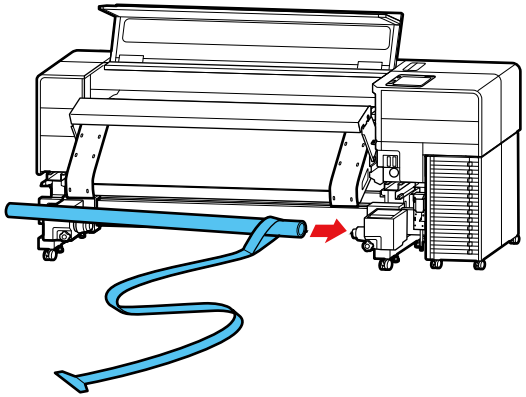


Note: If the left roll core handle shaft is pushed in, rotate the handle as shown until it stops.

11. Pass the loop on the end of the adjustment tool through the auto take-up reel roll core as shown.

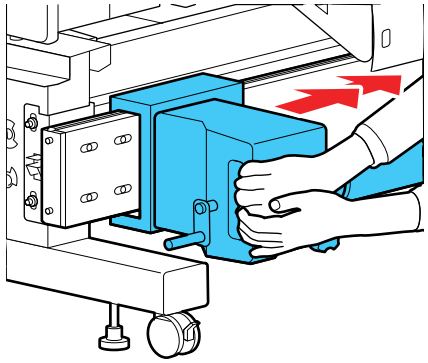


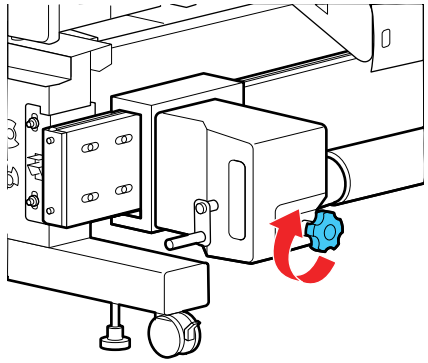
12. Insert the roll core onto the right roll core holder.



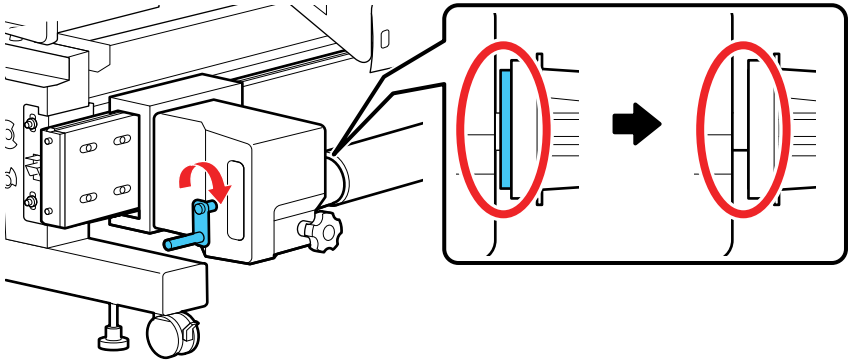
13. Insert the left roll core holder and tighten the roll core holder locking screw.

Note: Hold the groove on the side of the media holder with both hands, and pull the media holder into the paper tube twice before tightening the locking screw.

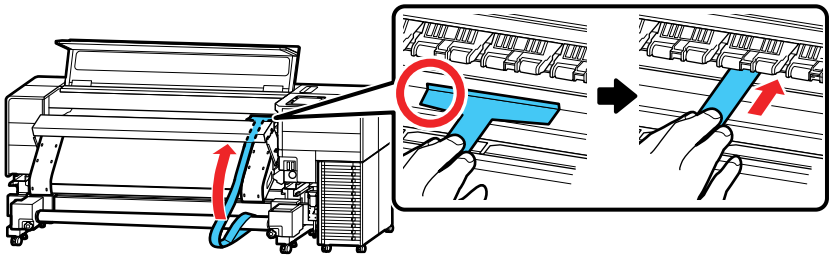




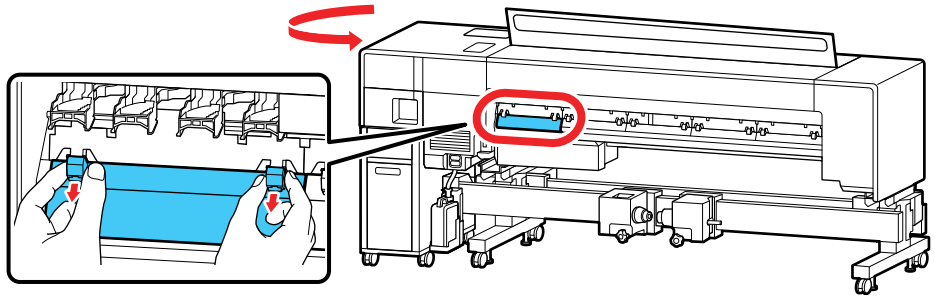
14. Rotate the left roll core handle until the holder is fully inserted as shown.



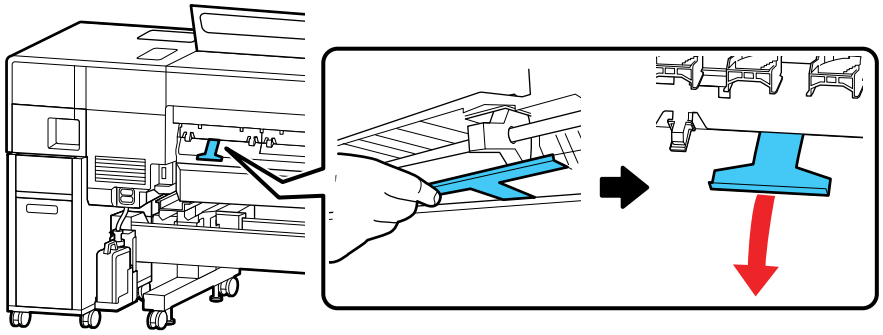
15. Move the adjustment tool to the right side of the after heater. Insert the leading edge of the adjustment tool through the paper path between the media guide bar and the after heater.

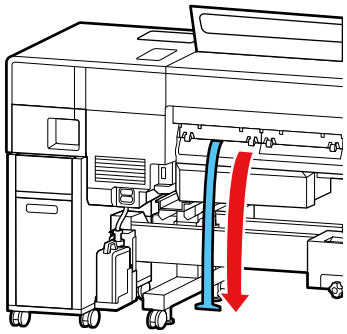


16. On the back of the printer, unclip the media cleaner where the adjustment tool is being fed.

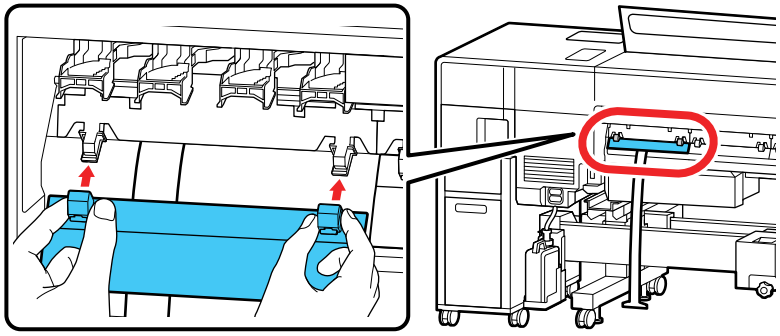


17. Pull out the adjustment tool until it is taut.

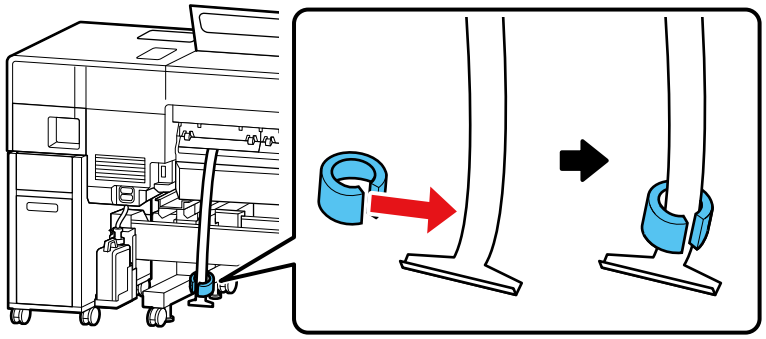




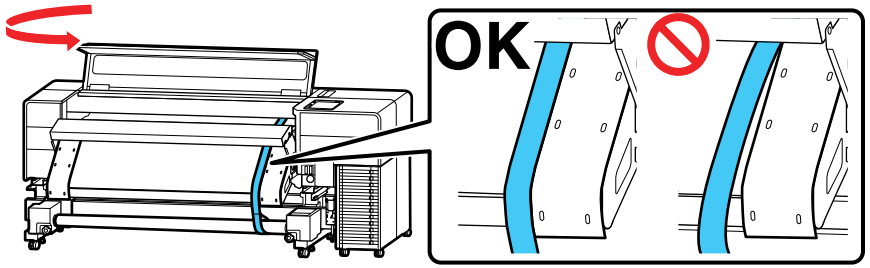
18. Reinstall the media cleaner while making sure it is over the adjustment tool.



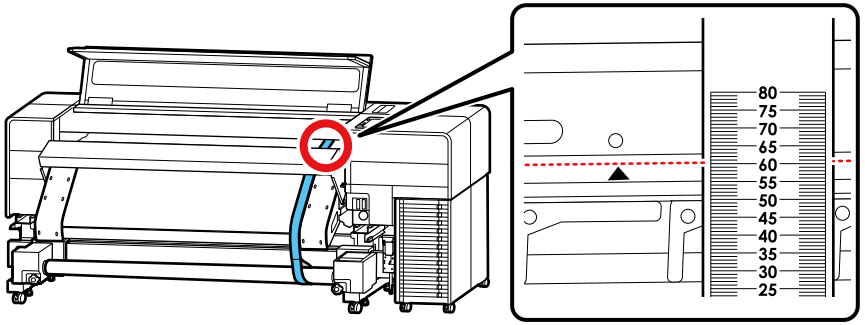
19. Attach a counterweight to the end of the adjustment tool at the back of the product and let it hang as shown.



20. Align the adjustment tool and adjustment guide on the right side of the after heater and line them up at the front of the product.



21. Note the value of the scale where the adjustment tool overlaps the edge indicated by the triangle symbol on the platen.
In the example below, the value is 60.5 mm.

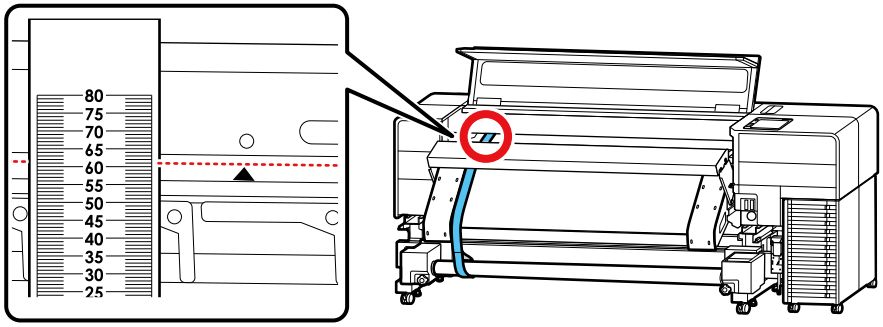


Note: Let the counterweight come to a complete standstill before you record the value.

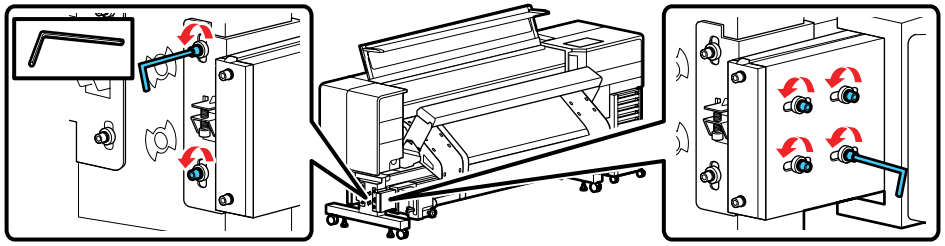
22. Remove the counterweight from the adjustment tool and then carefully pull the adjustment tool out of the printer.

23. Repeat steps 16-21 on the left side of the printer.

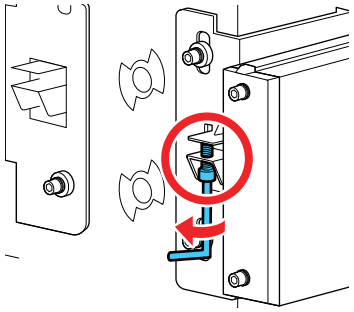
    Note: Let the counterweight come to a complete standstill before you record the value.



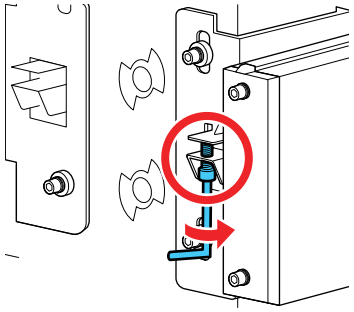
24. Do one of the following:
    - If the difference between the values of both sides is more than 0.02 inch (0.5 mm), go to the next step.
    - If the difference is under 0.02 inch (0.5 mm), go to step 25.
25. Using the hexagon wrench, loosen the six metal fixing screws as shown.



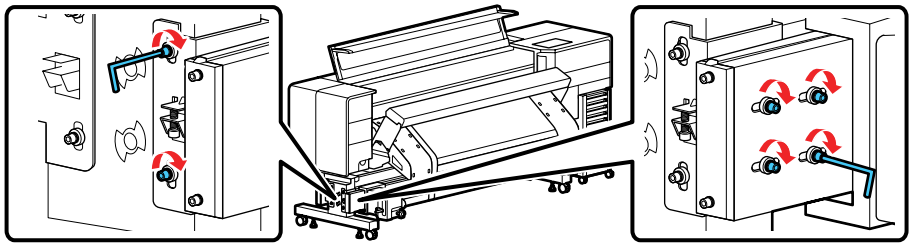
26. Turn the adjustment screw while checking the scale until the difference between the recorded values is within 0.02 inch (0.5 mm).
    When the value on the right side is larger:



    When the value on the left side is larger:

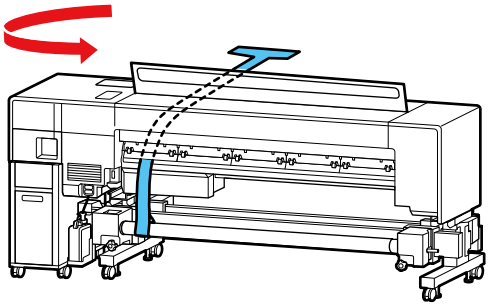


27. Securely tighten all screws as shown.

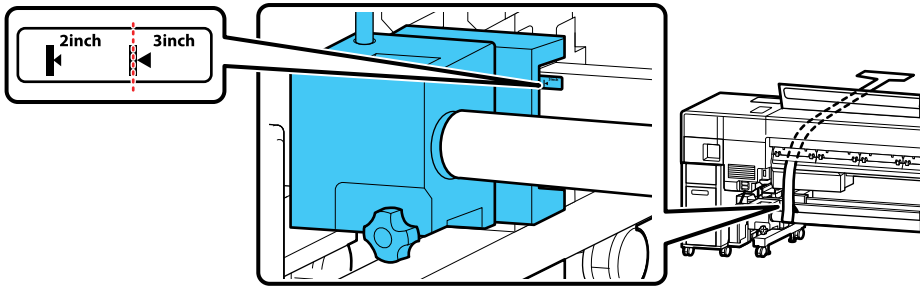


Now you need to perform the same procedure from the back of the printer using the media holder.

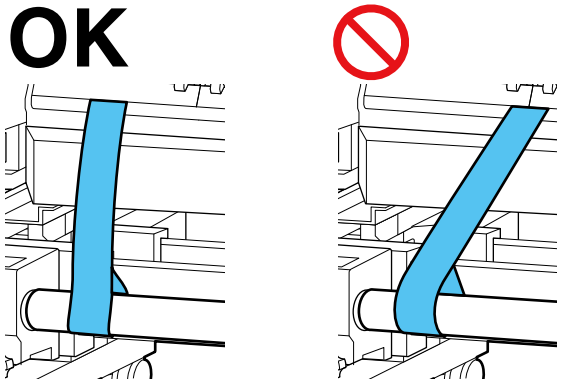
28. At the back of the product, remove the counterweight.
29. Repeat steps 12-14 in reverse order to remove the roll core.
30. At the front of the product, remove the adjustment tool.
31. Repeat steps 9-21 with the roll core and adjustment tool on the media holder at the back of the printer.



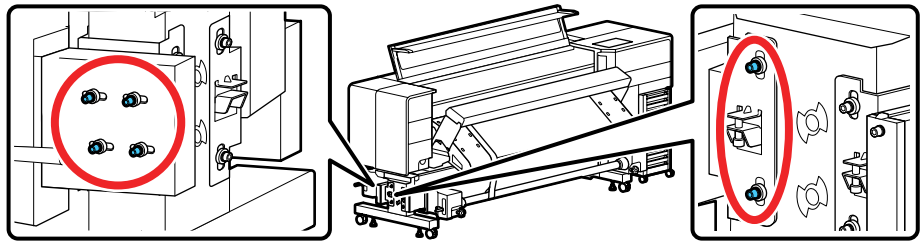
Note: When aligning the media holder, use the 3-inch mark.



32. Set the adjustment tool so that it is perpendicular to the roll core.



33. When using the hexagon wrench on the fixing and adjustment screws, make sure the screws are the ones at the rear.



34. Once you are done making adjustments, remove the counterweight, roll core, adjustment tool, and adjustment guides in reverse order of how they were put on.

Parent topic: Solving Media Skew Problems

Related references

Parallel Adjustment Tools

Solving Print Quality Problems

Check these sections if you have problems with print quality.

Nozzle Check Pattern Prints Incorrectly

Overall Print Quality Is Poor
Lines Are Misaligned
Printed Media Is Stained or Marred
Image Is Not Positioned Correctly On the Media

Parent topic: Solving Problems

Nozzle Check Pattern Prints Incorrectly

If the nozzle check pattern does not print correctly, try these solutions:

- Clean the printhead and print the check pattern again. If cleaning the printhead several times does not solve the problem, run a **Power Cleaning**.
- Run a light cleaning cycle from the **Maintenance** menu and print the check pattern again. If there are still gaps in the pattern, run a heavy cleaning cycle.
- If the printer has not been used for a long time, nozzles may be dried and clogged. Turn the printer on at least once every six weeks to prevent the nozzles from clogging.

Parent topic: Solving Print Quality Problems

Related references

Maintenance Menu Settings

Related tasks

Cleaning the Print Head

Overall Print Quality Is Poor

If you notice that your print quality is uneven, too light, too dark, or there are vertical or horizontal lines in the print (banding), try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the printhead, if necessary.
- Align the printhead.
- If print results appear grainy or blurry, or have horizontal banding, tint unevenness, or stripes, perform **Print Head Alignment** and **Media Feed Adjustment** for the media being used.
- Raise the temperature of the after heater, and give the after heater and your media time to warm up before printing again.
- Raising the temperature of the after heater too high can cause the media to shrink, wrinkle, or deteriorate.

- Make sure the media settings in your RIP software are correct for the media you are using.
- If you are comparing the print result with the image on your computer screen, the colors may not match. Since monitors and printers produce colors differently, printed colors and screen colors do not always look the same.
- Make sure that the printer and maintenance covers are closed. Do not open any covers during printing. This can cause the printhead to stop abruptly, resulting in uneven color.
- Shake the ink supply units. Components in the ink may have settled to the bottom of the liquid. Remove the ink packs and shake them.

Parent topic: Solving Print Quality Problems

Related tasks

Checking for Clogged Print Head Nozzles

Cleaning the Print Head

Aligning the Printhead

Media Feed Adjustment

Related topics

Shaking and Replacing Ink Packs

Lines Are Misaligned

With bidirectional printing, the printhead prints while moving left and right. If the printhead is misaligned, ruled lines may be misaligned as a result. If you see vertical lines in the (bidirectional) print output, align the printhead.

Parent topic: Solving Print Quality Problems

Related tasks

Aligning the Printhead

Printed Media Is Stained or Marred

If the printed media is stained or the surface is marred, try these solutions:

- Make sure the media is not too thick or thin. Check that it meets the media specifications for your product and RIP software.
- Check that the media is not creased or folded, causing it to contact the print head. If necessary, load new media.
- If your media is wavy, press the  button on the product control panel to feed the media past the affected area. Make sure your printing environment is not too hot or humid to avoid wavy media.

- Clean the printhead, wiper unit, flushing pad, anti-drying caps, and suction caps as necessary to remove ink that may have stained these parts and transferred to your printout.
- Adjust the **Platen Gap** setting on the product control panel to prevent the print head from striking the media as you print.
- If your printouts contain marks that look like those shown here, the printhead is striking the media as you print:



Try these solutions in this order until the results improve:

- Cut off any wrinkled or wavy media and do not load media until you are ready to print.
- Reload the media and check that all of the media settings are correct.
- Reattach the media to the auto take-up reel and make sure the media is taken up correctly.
- Adjust the after heater temperature.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Maintenance

Related references

Media Settings

Related tasks

Loading Media

Image Is Not Positioned Correctly On the Media

If the printed image is not positioned correctly on your media, try these solutions:

- Make sure you loaded the media correctly and selected the correct margin and start positions for it on the product control panel.
- Turn on the **Detect Paper Skew** and **Width Detection** settings on the product control panel to prevent your image from printing outside the printable area.
- If the media is not loaded correctly, the media may skew and the print position may be affected. Be careful of the following, and load the media correctly:
  - When pulling out the media, hold the center of the media in one hand, and pull it straight out.
  - When you attach the end of the media to the roll core, pull the center section of the media straight down as you affix it.

Parent topic: Solving Print Quality Problems

Related references

Media Settings

Uninstall Your Product Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

Uninstalling Product Software - Windows

Parent topic: Solving Problems

Uninstalling Product Software - Windows

You can uninstall and then re-install your printer software to solve certain problems.

1. Turn off the product.
2. Disconnect any interface cables.
3. Close all applications running on your computer.
4. Do one of the following:
   - **Windows 11**: Click , then search for **Settings** and select it. Select **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.
   - **Windows 10**: Right-click  and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.

- **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

  Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

  Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.

- **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson**, select your product, then click **EPSON Printer Software Uninstall**.

  Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

  In the next window, select your product and click **OK**. Then follow any on-screen instructions.

5. Restart your computer, then re-install your software.

Note: If re-installing your product software does not solve a problem, contact Epson support.

Parent topic: Uninstall Your Product Software

Where to Get Help (U.S. and Canada)

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, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

Note: If you experience difficulty with the toll-free number, call (562) 276-1305 (U.S.).

Before you call, make sure you have your printer serial number and proof of purchase.

Visit epson.com/support (U.S.) or 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.

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

Purchase Supplies and Accessories

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Parent topic: Solving Problems

Where to Get Help (Latin America)

If you need additional help with your Epson product, contact Epson.

Epson provides these technical support services:

Internet Support

Visit Epson's support website at latin.epson.com/support 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
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116

Country	Telephone
Brazil	0800-007-5000
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 602-4751 Other cities: 01-8000-915235
Costa Rica	800-377-6627
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067

* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit latin.epson.com or call your nearest Epson sales office.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements
Printing Specifications
Electrical Specifications
Environmental Specifications
Dimension Specifications
Interface Specifications
Ink Pack Specifications
Media Specifications
Safety and Approvals Specifications

Windows System Requirements

To use your product and its software, your computer should meet these requirements.

Microsoft Windows OS version (64-bit compatible)	Windows 8.1, Windows 10, Windows 11
CPU	Intel Core i3 3.0 GHz or faster (released after April 2014) (Intel Core i5 3.4 GHz or faster recommended)
Memory	8GB or more
Hard disk space available	50GB or more
Interface	High-Speed USB Ethernet 100Base-TX/1000Base-T
Display resolution	1280 × 1024 or higher

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: Technical Specifications

Printing Specifications

Printing method	On-demand ink jet
Nozzle configuration	SureColor F9570: 400 nozzles × 4 rows × 4 colors
	SureColor F9570H: 400 nozzles × 4 rows × 6 colors
Resolution	600 × 1200 dpi maximum
Control code	ESC/P raster (undisclosed command)
Media feed method	Friction feed
Built-in memory	4 GB

Parent topic: Technical Specifications

Electrical Specifications

Power supply rating	AC inlet #1: 100 to 127 V
	AC inlet #2: 200 to 240 V
Rated frequency range	50/60 Hz
Rated current	AC inlet #1: 6.8 - 3.2 A
	AC inlet #2: 12 - 10 A

Power consumption	**SureColor F9570:**
	Printing: approximately 1030 W
	Ready mode: approximately 355 W
	Sleep mode: approximately 3.2 W
	Power off mode: 0.3 W
	SureColor F9570H:
	Printing: approximately 1040 W
	Ready mode: approximately 360 W
	Sleep mode: approximately 3.2 W
	Power off mode: 0.3 W

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating: 59 to 95 °F (15 to 35 °C); 59 to 77 °F (15 to 25 °C) recommended
	Storage (before unpacking): –4 to 140 °F (–20 to 60 °C), no more than 120 hours at 140 °F (60 °C), within a month at 104 °F (40 °C)
	Storage (after unpacking): –4 to 104 °F (–20 to 40 °C), within a month at 104 °F (40 °C)
	Storage (after charging ink): 41 to 95 °F (5 to 35 °C)
Humidity	Operating: 20 to 80% RH (40 to 60% recommended)
(non-condensing)	Storage (before and after unpacking): 5 to 85% RH

Parent topic: Technical Specifications

Dimension Specifications

Height	40.2 inches (1020 mm)
Width	103.1 inches (2620 mm)

Depth	36.6 inches (929 mm)
Weight (without ink)	**SureColor F9570:** approximately 716.5 lb (325 kg) **SureColor F9570H:** approximately 720.9 lb (327 kg)

Parent topic: Technical Specifications

Interface Specifications

USB Interface	SuperSpeed USB port compatible with USB 3.2 Gen 1 Type B (**USB** port for computer)
Network Interface	100Base-TX/1000Base-T (requires a shielded twisted pair cable, category 5e or higher)

Parent topic: Technical Specifications

Ink Pack Specifications

Note: This printer is designed for use with Epson ink packs only, not third-party ink packs or ink. Other brands of ink supplies are not compatible and, if described as compatible, may not function properly or continuously.

Type	Dedicated ink supply units (ink packs)
Sublimation transfer ink color	SureColor F9570: High Density Black, Cyan, Magenta, Yellow SureColor F9570H: High Density Black, Cyan, Magenta, Yellow, and Light Cyan/Light Magenta, Fluorescent Yellow/Fluorescent Pink, or Violet/Orange
Ink life	Do not use if the date on the package has expired
Print quality guarantee	After installation: 1 year
Storage temperature	41 to 95 °F (5 to 35 °C)
Capacity	1600 ml (all colors)
Dimensions	Width: 7.1 inches (180 mm) Depth: 16.2 inches (410 mm) Height: 1.2 inches (30 mm)

Note: Do not refill the ink.

Parent topic: Technical Specifications

Related references

Optional Equipment and Replacement Parts

Media Specifications

Print quality is greatly affected by the type and quality of media used. Always test a sample of media before purchasing large quantities or printing large jobs.

Note: Do not use media that is wrinkled, scratched, torn, or dirty.

Roll core size	2 or 3 inches
Roll outer diameter	Up to 9.8 inches (250 mm)
Media width	11.8 to 64 inches (300 to 1626 mm)
Media thickness	0.002 to 0.04 inch (0.04 to 1 mm)
Roll weight	Up to 99.2 lb (45 kg)

Parent topic: Technical Specifications

Safety and Approvals Specifications

United States	Safety: UL62368-1
	EMC: FCC part15 Subpart B Class A
Canada	Safety: CAN/CSA-C22 No.62368-1-14
	EMC: ICES-003 Class A

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
FCC Compliance Statement
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

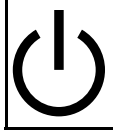
Before using your Epson product, read and follow these safety instructions.

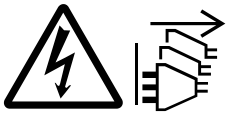
List of Safety Symbols on the Product
General Product Safety Instructions
LCD Screen Safety Instructions
Ink Pack Safety Instructions

Parent topic: Notices

List of Safety Symbols on the Product

The following table lists the meaning of the safety symbols labeled on the product. Make sure that you completely understand the meaning of symbols on this product before using it.

Symbol	Description
	Stand-by To identify the switch or switch position by means of which part of the product is switched on in order to bring it into the stand-by condition.

Symbol	Description
	Caution, hot surface To indicate that the marked item can be hot and should not be touched without taking care.
	Caution, risk of danger To identify general caution when using the product.
	Caution, keep hands clear To identify a part of the product that should not be touched.
	Alternating current To indicate on the rating plate that the product is suitable for alternating current only; to identify relevant terminals.
	Caution, shock hazard To identify equipment that has risk of electric shock. When problems occur, when moving the product, or when installing optional accessories, unplug all power cables to completely turn off the power.
	Caution, movable parts To indicate that you must keep away from movable parts according to protection standards.

Parent topic: Important Safety Instructions

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Except as specifically explained in your documentation, do not attempt to service the product yourself.
- Contact your dealer for product installation. The product must be installed by an authorized dealer. Damage to the product from unauthorized installation will not be covered by your Epson warranty.
- Do not install or store the product in an unstable location or a location subject to vibrations from other equipment. The product could fall or tip over and cause an injury.

- Do not install the product in locations subject to oily smoke and dust, or in locations subject to humidity or where it could easily get wet. An electric shock or fire could occur.
- Keep children away from this product, otherwise injury may occur.
- Place the 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.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the cabinet or insert objects through the slots.
- Do not tilt the product more than 10 degrees in any direction while moving it. Doing so may cause the product to fall and cause damage or personal injury.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Do not install the product directly in the path of an air vent or air conditioner.
- Do not install the product in a room where cloth is cut and sewn.
- Do not cover the product with a cloth or install it in a location with poor ventilation.
- Do not attempt to move the product alone; eight people are required to move the product.
- When lifting the product, make sure you lift at the correct locations; otherwise, the printer may fall or you may be injured. Contact your dealer for details.
- Use correct posture when lifting the product.
- Make sure to remove all packing materials from the product and installation area.
- When placing the product on a stand with casters, make sure the casters are secured before you perform any work so that they do not move. If the stand moves while you are performing any work, it could cause an injury.
- Except when moving the product, keep all casters on the stand and ink unit locked at all times. Failure to observe this precaution could cause accidents.
- Do not attempt to move the product while the casters are secured or the feet are lowered. Doing so may cause the product to fall and cause damage or personal injury.
- When moving the product, installing optional accessories, or having problems with the product, make sure it is turned off and the power cables are unplugged from the outlets or an electric shock or fire could occur.
- Do not use the product in locations with volatile substances such as alcohol or thinner, or near open flames. An electric shock or fire could occur.

- Do not use the product if it is giving off smoke or if you notice any abnormal odors or noises. An electric shock or fire could occur. If any abnormalities occur, turn off the power and unplug the power cable immediately, then contact your dealer or Epson support.
- Do not spill liquid on the product or use the product with wet hands.
- Do not insert or unplug the plug with wet hands.
- Do not use the printer in an environment where flammable gas or explosive gas may exist.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment. Do not modify the cord.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Make sure the plug is fully inserted into the outlet.
- Connect your product to a properly grounded power outlet. Avoid plugging the product into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not route the power cord near heaters or other heat sources.
- Be sure your power cable meets relevant safety standards of the area where you plan to use it.
- Do not connect the power cable to a power strip or a multi-outlet extension cord; otherwise an electric shock or fire could occur. Supply power directly from a household power outlet (100 V AC).
- Do not let the power cable become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.
- Do not use the power cord if it is damaged. An electric shock or fire could occur. If the power cord is damaged, contact your dealer or Epson Support.
- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total

ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the cabinet damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- When connecting cables or optional accessories, make sure they are installed in the correct direction and that you follow the procedures exactly.
- If any foreign objects or liquids enter the printer, stop using it immediately. An electric shock or fire could occur. Turn off the power and unplug the power cable immediately and then contact your dealer or Epson support.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- When unplugging the plug, grip the plug itself; do not pull the power cord.
- Do not bend, twist, or pull forcefully on the power cord.
- Unplug the plug regularly and clean between the blades and around the base of the blades. If the plug is plugged in for an extended period of time, dust collects around the base of the blades and a short circuit or fire could occur.
- Do not use the plug if dust or any other foreign objects have adhered to the plug; otherwise an electric shock or fire could occur.
- Do not put your hands inside the product or touch the flat white cable or printhead during printing.
- Do not put your hands inside the product and be careful not to trap your hands or fingers when opening or closing the printer or maintenance covers.
- Do not disassemble anything except as indicated in the product's documentation.
- Do not touch any areas inside the product except for those indicated in the product's documentation; otherwise, you may be shocked or burned.
- Do not sit on the product or place heavy objects on top of it.
- Do not let your hands or hair get caught in the media feeding unit or auto take-up reel while it is operating.
- Do not insert or drop metallic or flammable items into the openings on the product.

- Make sure the media and the roll core for the auto take-up reel are correctly secured. Dropping media or take-up rolls could result in injury.
- Before storing the product, make sure the print head is positioned at the far right.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak.
- The heater is very hot so handle it with care.

Note: The lithium batteries in this product contain Perchlorate Material - special handling may apply. Click here for details.

Parent topic: Important Safety Instructions

LCD Screen Safety Instructions

- Use only a dry, soft cloth to clean the LCD screen. If it is very dirty, soak a soft cloth with some diluted neutral detergent, wring it out thoroughly, wipe off the dirt, and then dry it with a dry, soft cloth. Do not use volatile chemicals such as thinner, benzene, or alcohol. Doing so may damage the panel surface.
- Touch the panel with your finger. The panel only reacts when you touch it with your finger.
- If the LCD screen is damaged, contact Epson. If the liquid crystal solution gets on your skin, immediately wipe it off and then wash the area with large volumes of soapy water. If the liquid crystal solution gets into your eyes, flush them with water for at least 15 minutes and see a doctor immediately. If the liquid crystal solution gets in your mouth, rinse your mouth out with water and see a doctor immediately. If swallowed, drink a large amount of water, induce vomiting, and see a doctor immediately.
- Do not press too hard on the LCD screen or subject it to heavy impacts.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.
- The LCD screen may contain a few small bright or dark spots, and may display uneven brightness. These are normal and do not indicate the screen is damaged in any way.

Parent topic: Important Safety Instructions

Ink Pack Safety Instructions

- Keep cleaning packs, waste ink, ink cleaner, pre-treatment liquid, and ink packs out of the reach of children and do not drink the ink.
- Keep cleaning liquid, waste ink, and ink packs out of the reach of children and do not drink the ink.
- Do not shake the ink packs too forcefully. Doing so may cause them to leak.
- Do not disassemble the ink packs.
- Wear protective eyewear, gloves, and a mask when performing maintenance.
- If ink or cleaning liquid touches your skin or enters your eyes or mouth, immediately take the following actions::
  - If fluid touches your skin, wash it off immediately with large volumes of soapy water. Consult a physician if the skin appears irritated or discolored.
  - If fluid gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult with a physician.
  - If swallowed, do not induce vomiting and consult with a physician as soon as possible.
  - If fluid gets in your mouth, consult a physician as soon as possible.

Parent topic: Important Safety Instructions

FCC Compliance Statement

For United States Users

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

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

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

WARNING

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

For Canadian Users

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

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

WARNING

This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes**. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6,that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED**. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see

Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court**. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 **WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.**

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1

above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law;

notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.**

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: Notices

Trademarks

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