EPSON®

EXCEED YOUR VISION

SC-F9300 Series

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Copyrights and Trademarks

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Contents

Notes on Manuals

Meaning of Symbols

⚠ *Warning:*	Warnings must be followed to avoid serious bodily injury.

⚠ *Caution:*	Cautions must be followed to avoid bodily injury.

❗ *Important:*	Important must be followed to avoid damage to this product.

Note:	Notes contain useful or additional information on the operation of this product.

☞	Indicates related reference content.

Illustrations

The illustrations may differ slightly from the model you are using. Please be aware of this when using the manual.

Manual Organization

The manuals for the product are organized as shown below.

You can view the PDF manuals using Adobe Reader or Preview (Mac OS X).

Setup Guide (booklet)	Provides information on how to setup the printer after unpacking it from the box. Make sure you read this manual to perform operations safely.

Operator's Guide (booklet)	This manual explains the necessary basic operations and maintenance for daily use.
General Information (this manual)	This manual provides specifications and contact details for the product.

Online Manuals	
User's Guide (PDF)	This manual explains how to use the printer.
Troubleshooting & Tips	This manual provides frequently asked questions and tips on using the printer.
Epson Video Manuals	These videos show you how to load media and perform maintenance.
Network Guide (PDF)	This manual provides information on using the printer over a network.

Opening and Viewing Manuals

Opening Manuals

1. See the "Setup Guide" and execute software installation from the supplied software disc or from Setup Navi.

   When installation is complete, an [EPSON Manuals] icon is created on the desktop of the computer being used.

2. Double-click the [EPSON Manuals] icon on the desktop.

3. Select the manual you want to view.

   When [Online Manuals] is selected, your Web browser opens and the top page of Online Manuals is displayed.

   Click the manual or item you want to view.

   You can view the Online Manuals in an environment that can connect to the Internet.
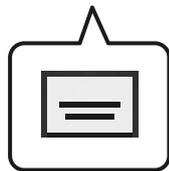
Notes on Manuals

Viewing Video Manuals

The video manuals have been uploaded to YouTube.

Click [Epson Video Manuals (video)] from the top page of Online Manuals, or click the following blue text to view the manuals.

[Video Manual](#)

If the subtitles are not displayed when you play the video, click the subtitles icon shown in the image below.

Viewing PDF Manuals

This section uses the Adobe Reader X as an example to explain the basic operations for viewing the PDF in Adobe Reader.

❶ Click to print the PDF manual.

❷ Each time it is clicked the bookmarks are hidden or shown.

❸ Click the title to open the relevant page.

Click [+] to open the titles lower in the hierarchy.

❹ If the reference is in blue text, click the blue text to open the relevant page.

To return to the original page, do the following.

For Windows

While pressing the Alt key press the ← key.

For Mac OS X

While pressing the command key press the ← key.

❺ You can input and search for keywords, such as the names of items you want to confirm.

For Windows

Right click on a page in the PDF manual and select **Find** in the menu that is displayed to open the search toolbar.

For Mac OS X

Select **Find** in the **Edit** menu to open the search toolbar.

❻ To enlarge the text in the display that is too small to see well, click ⊕. Click ⊖ to reduce the size. To specify a part of an illustration or screenshot to enlarge, do the following.

For Windows

Right click on the page in the PDF manual and select **Marquee Zoom** in the menu that is displayed. The pointer changes to a magnifying glass, use it to specify the range of the place you want to enlarge.
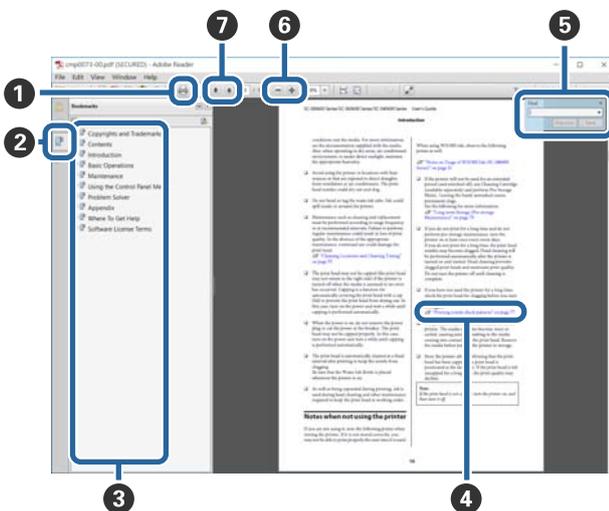
For Mac OS X

Click **View** menu - **Zoom** - **Marquee Zoom** in this order to change the pointer to a magnifying glass. Use the pointer as a magnifying glass to specify the range of the place you want to enlarge.

❼ Opens the previous page or next page.

Important Safety Instructions

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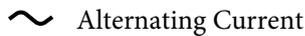
The symbols on the product

The symbols on this Epson product are used in order to ensure safety and proper use of the product and to prevent danger to customers and other persons, and property damage.

The symbols indicate the meaning below. Be sure that you completely understand the meaning of symbols on this product before using it.

⏻ Stand-by   ∼ Alternating Current   ♨ Caution/Hot surface

Caution, Shock hazard

When problems occur, or when moving the printer, or installing optional accessories, unplug all power cables to completely turn off the power.

Notes on Installing

⚠ Warning
Do not obstruct the vents on the product. If the vents are obstructed, the internal temperature could rise and cause a fire. Do not cover the printer with a cloth or install it in a location with poor ventilation. Make sure you secure sufficient space for the installation as described in the manual. ⏎ Setup Guide
Do not setup or use this product in an area where children may come close. Children may be injured by the equipment.

⚠ Caution
Do not install or store the printer in an unstable location or a location subject to vibrations from other equipment. The printer could fall or tip over and cause an injury.
Do not install the printer 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.

Important Safety Instructions

⚠ **Caution**
Do not tilt the product more than 10 degrees forward, back, left, or right while moving it.
Failure to observe this precaution could result in the printer falling over, causing accidents.
Because the product is heavy, it should not be carried by one person.
Eight people are needed to unpack or carry the printer. See the following for details on the product's weight. ☞ "Specifications Table" on page 15
When lifting the product, make sure you lift at the locations indicated in the manual.
If you lift holding other parts, the printer may fall, catching your fingers and causing an injury. See the following for details on lifting the product. ☞ Setup Guide
Make sure you use the correct posture when lifting the product.
Lifting using the wrong posture could cause an injury.
Before assembling the product, make sure you clear away the packaging sheets, packing materials, and supplied items from the installation area.
If you slip or trip on these items, it could cause an injury.
When placing the product on a stand with casters (wheels), make sure you secure the casters before you perform the work so that they do not move.
If the stand moves while you are performing the work, it could cause an injury.
Do not try to move the stand while the casters (wheels) and adjusters are secured.
Failure to observe this precaution could result in the printer falling over, causing accidents.
When moving the printer while it is on the stand, avoid locations with steps or uneven flooring.
Failure to observe this precaution could result in the printer falling over, causing accidents.

Notes on Handling

⚠ **Warning**
Do not use the printer in locations with volatile substances such as alcohol or thinner, or near naked flames.
An electric shock or fire could occur.
Do not use the printer 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, and then contact your dealer or Epson Support.
Never try to repair the printer yourself as this is extremely dangerous.
Do not use the printer in an environment where flammable gas or explosive gas may exist. Do not use sprays that contain flammable gas inside or near the product.
A fire could occur.

Important Safety Instructions

⚠ Warning
Only route the cables as indicated in the manual. A fire could occur. This could also cause damage to connected devices.
Do not insert or drop any metallic or flammable items into the openings on the printer. An electric shock or fire could occur.
Do not touch any areas inside the printer except for those indicated in the manual. An electric shock or burn could occur.
Do not disassemble anything except when indicated to do so in the manual.
If the LCD for the control panel is damaged, be careful of any leaking liquid crystal. Provide first aid under any of the following conditions. ❏ If liquid adheres to your skin, immediately wipe it off and then wash the area using large volumes of soapy water. ❏ If any liquid gets in your eyes, flush them with clean water for at least 15 minutes, and consult a physician immediately. ❏ If liquid is swallowed, rinse your mouth out with water, swallow large quantities of water and vomit it back up, and consult a physician immediately.
If any foreign objects or liquid such as water enters 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.

⚠ Caution
Do not sit on the product or place any heavy objects on the product. The printer could tip over or break and cause an injury.
When transporting or storing the product, be sure that it is level: do not tilt it at an angle or place it upside down. Ink could leak.
Be careful not to trap your hands or fingers when opening or closing the front cover. Failure to observe this precaution could result in injury.
When connecting cables or optional accessories, make sure they are installed in the correct direction and that you follow the procedures exactly. A fire or an injury could occur. Install the printer correctly by following the instructions in the manual.
When moving the product, make sure it is turned off, the power cable is unplugged from the outlet, and all connecting cables have been removed. If cables are damaged, an electric shock or fire could occur.
See the manual to make sure the media and the roll core for the auto take-up reel unit are secured correctly. Dropping media or take-up rolls could result in injury.

Important Safety Instructions

⚠ Caution
Follow the instructions in the manual when removing media or take-up roll. Dropping media or take-up rolls could result in injury.
Be sure that your hands or hair do not get caught in the media feeding unit or auto take-up reel unit while it is operating. Failure to observe this precaution could result in injury.
Except when moving the stand, make sure the two casters (wheels) at the front of the stand are secured. If they are not secured, an accident could occur.
The heater may be hot; observe all necessary precautions. Failure to observe the necessary precautions could result in burns.

Notes on the Power Supply

⚠ Warning
Make sure the blades on the plug are inserted completely into the power outlet. An electric shock or fire could occur.
To prevent ground leak accidents, connect to a grounded (earthed) outlet. Connecting to anything other than a grounded outlet could result in electric shock or fire.
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 any foreign objects such as dust have adhered to the plug. An electric shock or fire could occur.
When unplugging the plug, grip the plug itself; do not pull the power cable. If the cable is damaged or the plug is deformed, an electric shock or fire could occur.
Do not insert or unplug the plug with wet hands. An electric shock could occur.
Use only the type of power source indicated on the printer's label. An electric shock or fire could occur.
Do not use any other power cables except for the cable supplied with the printer. Also, do not use the power cable supplied with the printer for any other devices. An electric shock or fire could occur.

Important Safety Instructions

⚠ **Warning**
Do not use the power cable if it is damaged.
An electric shock or fire could occur. If the power cable is damaged, contact Epson Support. Note the following points to avoid damaging the power cable. ❏ Do not modify the power cable. ❏ Do not place anything heavy on the power cable. ❏ Do not bend, twist, or pull forcefully on the power cable. ❏ Do not route the power cable near heaters.
Do not connect too many cables to the power outlet for the power cable.
The temperature could rise and cause a fire. Connect the power cable directly to an outlet for domestic use.

⚠ **Caution**
If you are not going to use the printer for an extended period, unplug the printer for safety reasons.

Notes on Consumables (Ink, Media, and so on) and Waste Ink

Before handling ink[*], ink cleaner, secondary carriage rod grease, or waste ink, read the "Safety data sheet". You can download it at your local Epson Web site.

The asterisk (*) indicates consumable items (sold separately).

⚠ **Caution**
During maintenance, wear protective clothing, including protective eyewear, gloves, and a mask. **If ink, waste ink, ink cleaner, or secondary carriage rod grease contacts your skin or enters your eyes or mouth, immediately take the following actions:**
❏ If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.   ❏ If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult with a physician.   ❏ If fluid enters your mouth, consult a physician immediately.   ❏ If fluid is swallowed, do not force the person to vomit, and consult with a physician immediately. If the person is forced to vomit, fluid may get caught in the trachea which can be dangerous.
Note the following points when refilling ink.
❏ Gently cut off the ink pack spout opening. If you cut the nozzle too quickly, ink may splatter.   ❏ Do not squeeze open ink packs. Ink may spill. ❏ Gently tilt the ink pack when pouring ink into the ink tank.
Store ink packs, ink cleaner, secondary carriage rod grease, and waste ink in a location out of reach of children.

Important Safety Instructions

⚠ Caution
Do not drink the ink.
When cutting media, be careful not to cut your fingers or hands with the cutter or other blades.
Do not rub your hands along the edges of the media. The edges of the media are sharp and can cause injury.
Because the media is heavy, it should not be carried by one person. We recommend using the lifter for media that is heavier than 40 Kg.

Other Notes

❏ Be sure your power cable meets relevant safety standards of the area where you plan to use it.

❏ Connect all equipment to properly grounded power outlets.

❏ Do not put your hand inside this product or touch the printer head during printing.

❏ Do not put your hand inside this product or touch the white flat cable during printing.

Supported Media

The following media can be used with the printer.

Print quality is greatly affected by the type and quality of media used. Choose a media suited to the task at hand. For information on use, refer to the documentation supplied with the media or contact the manufacturer. Before buying media in large quantities, try printing on a smaller sample and check the results.

> ⚠️ *Caution:*
>
> *Because the media is heavy, it should not be carried by one person.*
>
> *We recommend using the lifter for media that is heavier than 40 Kg.*

> ❗ *Important:*
>
> *Do not use media that is wrinkled, scuffed, torn, or dirty.*

Roll media

Roll core size	2 or 3 inches
Roll outer diameter	Up to 250 mm
Media width	300 to 1,626 mm (64 inches)
Media thickness	0.04 mm to 1.00 mm
Roll weight	Up to 45 kg*

* The specifications of lifters that can be used when using a lifter to load media that weighs more than 40 Kg are shown below.
  • Fork and rest thickness: 28 mm or less
  • Fork and rest can be lowered to approximately 190 mm from floor.

System conditions

This software can be used in the following environments. (As of May, 2017)

Supported OS and other elements may change.

For the latest information, see the Epson Web site.

Epson Control Dashboard

> ❗ *Important:*
>
> *The following computer environment is needed to install Epson Control Dashboard.*
>
> *If these conditions are not met, it is not possible to correctly monitor printers.*
>
> ❑ *Do not set the standby mode (hibernation) function.*
>
> ❑ *Disable the sleep function so it does not go to sleep.*

Windows

Operating system	Windows Vista SP2 / Windows Vista x64 SP2 Windows 7 SP1 / Windows 7 x64 SP1 Windows 8 / Windows 8 x64 Windows 8.1 / Windows 8.1 x64 Windows 10 / Windows 10 x64
CPU	Intel Core2Duo 2.0 GHz or more
Available memory space	1 GB or more
Hard disk (Available volume to install)	300 MB or more
Display resolution	1280 × 1024 or better
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Windows Internet Explorer Use the latest version. (Internet Explorer 9 or later)

Mac OS X

Operating system	Mac OS X v10.6.8 or later
CPU	Intel Core2Duo 2.0 GHz or more
Available memory space	1 GB or more

System conditions

Hard disk (Available volume to install)	300 MB or more
Display resolution	1280 × 1024 or better
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Safari 5.1 or later

Linux

Distribution	Caldera Debian 2.2 or later Debian 8.6 64bit (MATE desktop environment only)
CPU	Intel Core2Duo 2.0 GHz or more
Available memory space	1 GB or more
Hard disk (Available volume to install)	300 MB or more
Display resolution	1280 × 1024 or better
Communication interface	High Speed USB Ethernet 1000Base-T
Browser	Firefox 17 or later (Including IceWeasel)

Epson Edge Print

Operating system	Windows 7 SP1 / Windows 7 x64 SP1 Windows 8 / Windows 8 x64 Windows 8.1 / Windows 8.1 x64 Windows 10 / Windows 10 x64 * 64 bit is recommended
CPU	Core2Duo 3.0GHz or more
Available memory space	2 GB or more
Hard disk (Available volume to install)	50 GB or more
Display resolution	1280 × 1024 or better
Communication interface	High Speed USB Ethernet 100Base-TX/1000Base-T

Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	360 nozzles x 2 x 2 rows x 4 colors (High Density Black, Cyan, Magenta, Yellow)
Resolution (maximum)	720×1440dpi
Control code	ESC/P raster (undisclosed command)
Media Feed Method	Friction feed
Built-in memory	512 MB for Main 128 MB for Network
Interface	Hi-Speed USB-Compatible with the USB 2.0 Specification. 100Base-TX/1000Base-T[*1] (10Base-T is not supported)
Rated voltage (#1, #2)	AC 100 to 120V AC 200 to 240V
Rated frequency (#1 and #2)	50/60 Hz
Rated current (#1, #2)	10A (100 to 120V AC) 5A (200 to 240V AC)
Power consumption (total for #1 and #2)	Printing: Approx. 570 W Ready mode: Approx. 340 W Sleep mode: Approx. 14 W Power off: Approx. 1.0 W
Temperature and humidity (without condensation)	
When printing	15 to 25 ˚C, 40 to 60%
Media loading or maintenance, etc.	15 to 35 ˚C, 20 to 80%
In storage (Before unpacking)	-20 to 60 ˚C, 5 to 85% (Within 120 hours at 60 ˚C, within a month at 40 ˚C)
In storage (Before charging ink)	-20 to 40 ˚C, 5 to 85% (Within a month at 40 ˚C)

Printer Specifications

Temperature and humidity range

Gray area: Media loading or maintenance etc.

Cross-hatch lines: When printing

Dimension	Storage dimensions: 2620 (W) × 934 (D) × 1332 (H) mm Maximum dimensions: 2620 (W) × 1109 (D) × 1670 (H) mm
Weight[*2]	Approx. 290 kg

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

*2 Not including ink.

> **❗ Important:**
> Use the printer at an altitude of 2000 m or less.

> **⚠ 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.

Specifications Table

Ink Specifications	
Type	Dedicated ink pack
Sublimation dye ink	High Density Black, Cyan, Magenta, Yellow
Use by date	See the expiration date printed on the ink pack (store at normal temperature)
Print quality guarantee expiry	25 days (from the day that the ink tank was refilled from the ink pack)
Storage temperature	5 to 35 ˚C
Capacity	1000 ml

Note:
To ensure your printouts have consistent coloring, keep the room at a constant temperature between 15 and 25 ˚C.

Information of EU declaration of conformity

The full text of the EU declaration of conformity of this equipment is available at the following internet address.

http://www.epson.eu/conformity

Where To Get Help

Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

http://support.epson.net/

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

http://www.epson.com

Then, select the support section of your local Epson Web site.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

❏ Product serial number
  (The serial number label is usually on the back of the product.)

❏ Product model

❏ Product software version
  (Click **About**, **Version Info**, or similar button in the product software.)

❏ Brand and model of your computer

❏ Your computer operating system name and version

❏ Names and versions of the software applications you normally use with your product

Where To Get Help

Help for Users in North America

Epson provides the technical support services listed below.

Internet Support

Visit Epson's support website at http://epson.com/support and select your product 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

Dial: (562) 276-1300 (U.S.), or (905) 709-9475 (Canada), 6 am to 6 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

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

❏ Product name

❏ Product serial number

❏ Proof of purchase (such as a store receipt) and date of purchase

❏ Computer configuration

❏ Description of the problem

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

Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web (http://www.epson.com.tw)

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk (Phone: +0800212873)

Our HelpDesk team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32340699	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
03-4393119	03-4396589	5F., No.2, Nandong Rd., Pingzhen City, Taoyuan County 32455, Taiwan (R.O.C.)

Where To Get Help

Telephone number	Fax number	Address
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23011502	04-23011503	3F., No.30, Dahe Rd., West Dist., Taichung City 40341, Taiwan (R.O.C.)
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

Internet URL
http://www.epson.com.au

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone: 1300 361 054

Fax: (02) 8899 3789

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web
(http://www.epson.com.sg)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk
(Phone: (65) 6586 3111)

Our HelpDesk team can help you with the following over the phone:

Where To Get Help

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web
(http://www.epson.co.th)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Hotline
(Phone: (66)2685-9899)

Our Hotline team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone):   84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web
(http://www.epson.co.id)

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

❏ Sales enquiries and product information

❏ Technical support

Phone   (62) 21-572 4350

Fax   (62) 21-572 4357

Epson Service Center

Jakarta	Mangga Dua Mall 3rd floor No 3A/B Jl. Arteri Mangga Dua, Jakarta
	Phone/Fax: (62) 21-62301104
Bandung	Lippo Center 8th floor Jl. Gatot Subroto No.2 Bandung
	Phone/Fax: (62) 22-7303766
Surabaya	Hitech Mall lt IIB No. 12 Jl. Kusuma Bangsa 116 – 118 Surabaya
	Phone: (62) 31-5355035 Fax: (62)31-5477837
Yogyakarta	Hotel Natour Garuda Jl. Malioboro No. 60 Yogyakarta
	Phone: (62) 274-565478
Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan
	Phone/Fax: (62) 61-4516173
Makassar	MTC Karebosi Lt. Ill Kav. P7-8 Jl. Ahmad Yani No.49 Makassar
	Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

❏ Product information

❏ Answers to Frequently Asked Questions (FAQs)

❏ Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

http://www.epson.com.hk

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.com.my)

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

❏ Sales enquiries and product information (Infoline)
    Phone: 603-56288222

❏ Enquiries on repair services & warranty, product usage and technical support (Techline)
    Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.in)

Information on product specifications, drivers for download, and products enquiry are available.

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 / 16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 / 30286001 /30286002	020-30286000

Location	Telephone number	Fax number
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone and fax numbers and e-mail address below:

Trunk Line:	(63-2) 706 2609
Fax:	(63-2) 706 2665
Helpdesk Direct Line:	(63-2) 706 2625
E-mail:	epchelpdesk@epc.epson.com.ph

World Wide Web
(http://www.epson.com.ph)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Toll-Free No. 1800-1069-EPSON(37766)

Our Hotline team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

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