

# SPI Web User Manual

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# 1. What is SPI (Service Parts Information)?

This system enables our service partners to obtain information on service parts for EPSON products, such as Inkjet Printers, Laser Printers, Scanners and Video Projectors.

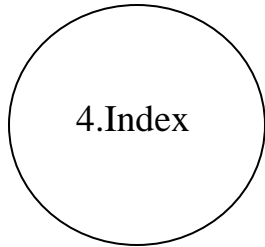
The following can be done with this system.

1. Identify products from product names and categories.
2. Inquiry parts information from part code.
3. Obtain parts list of products.

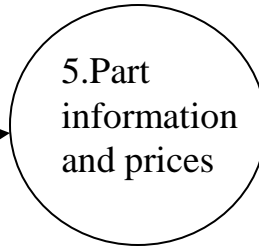
## 2.Process Flow

### START1

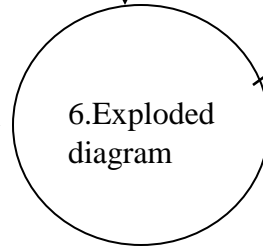
- 4-1.Search from a product name
- 4-2.Search from a product category



Product name



Reference Number

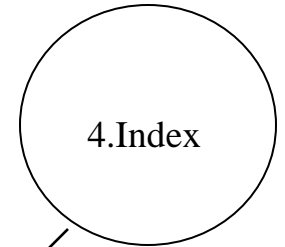


Find out part code from reference number

Part code

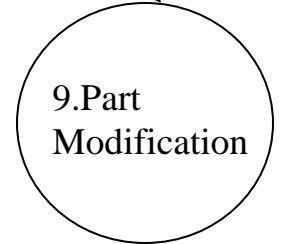
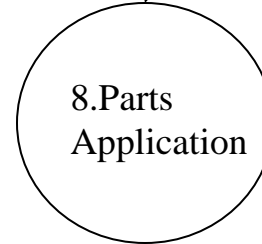
### START2

- 4-3.Search from a part code



7.Detailed parts information

**Objective1:  
You Can Get Part Information**



Part code

Part code

# 3.Login

You can enter SPI from this login page.

(1) Enter your user ID provided from Epson sales company.

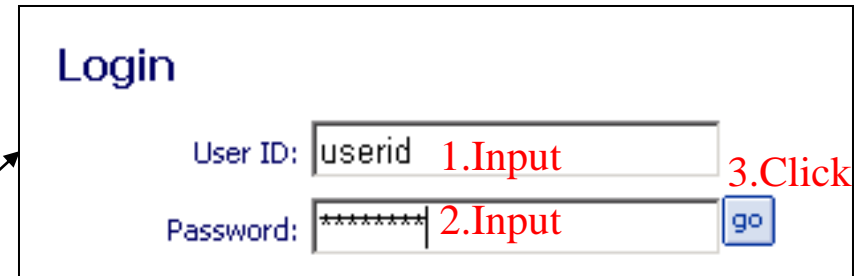
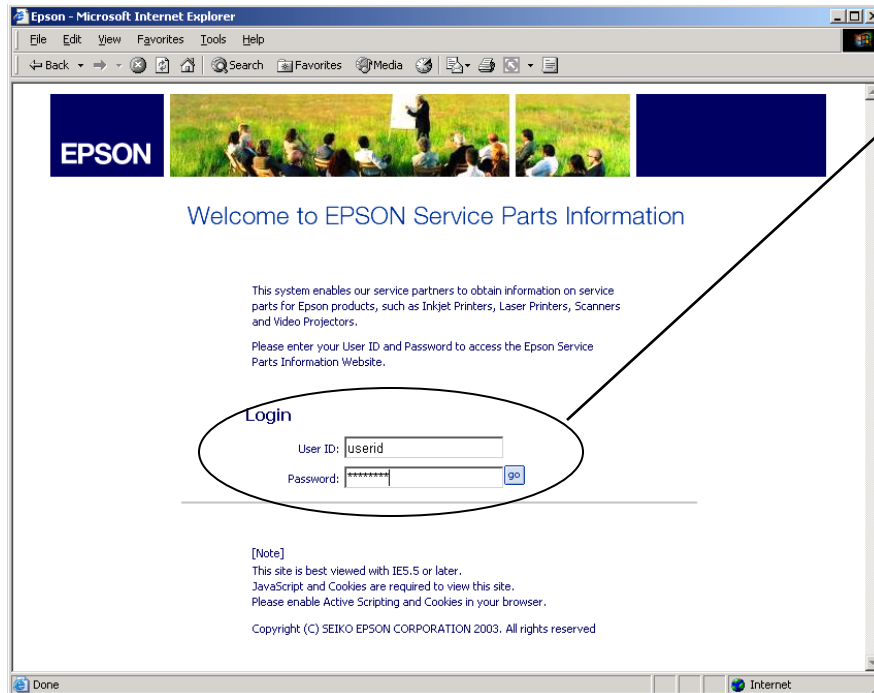
If you do not have your ID, please contact a responsible section of the service and support.

(2) Enter your password.

(3) Click on GO button.

You can login if you correctly enter your user ID and password.

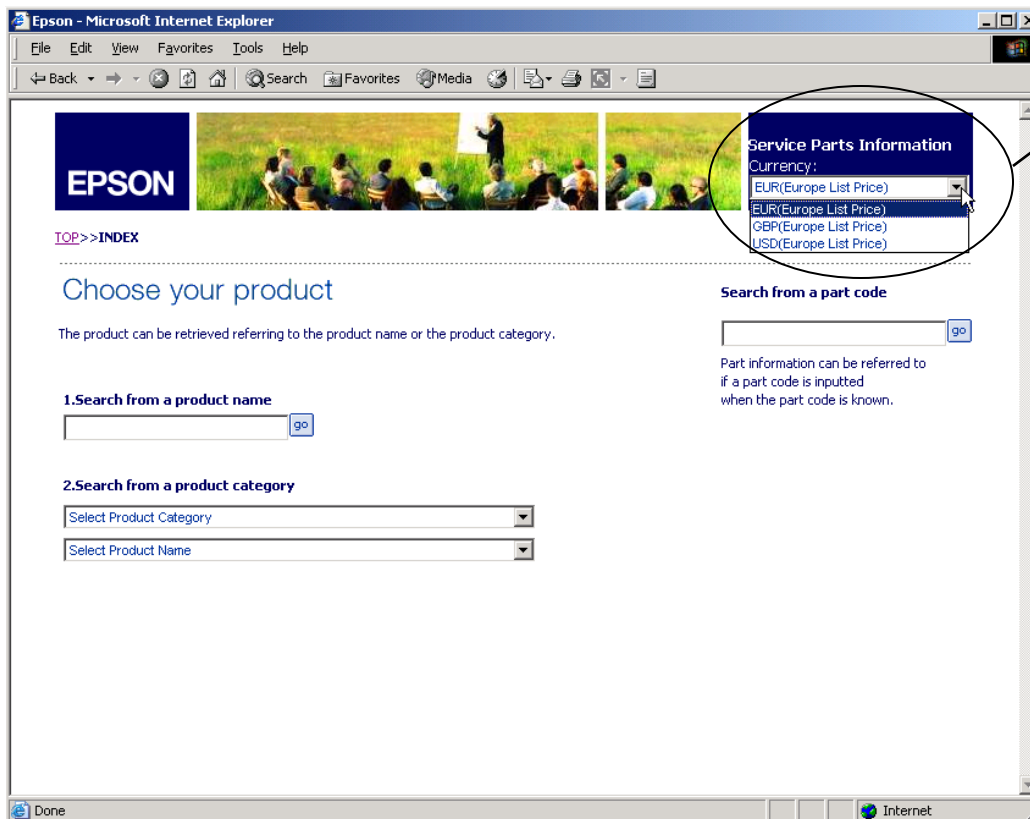
Once you succeeded in logging in, your user ID will be registered and displayed automatically from the next time on.



# 4.Index

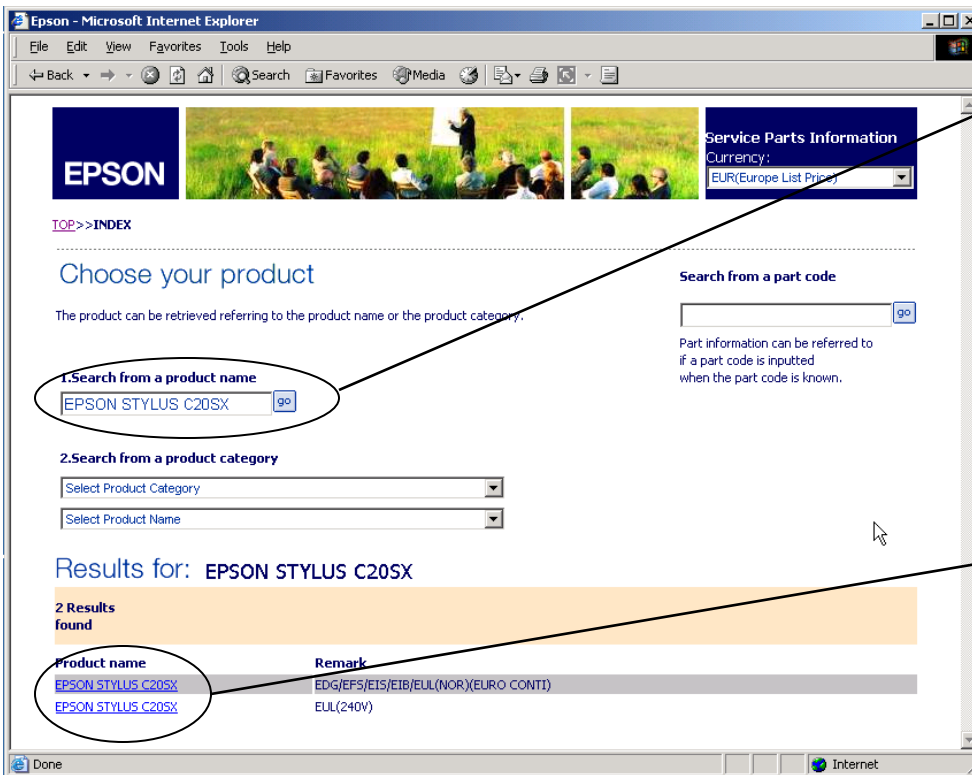
You can search for products and parts on this page.

Select a currency from the dropdown list displayed on top right-hand corner of the page.  
The same currency will be automatically selected from the next time on.



# 4-1. Search from a product name

- (1) If you know a product name, enter it. If you found a name which seems to be a product name on the product or the box, try it.
- (2) After entering a product name, click on GO button or press Enter.  
A list of the search results will be displayed at the bottom of the screen.
- (3) If you could specify a product from the search result, click on it, and the parts information and prices will be displayed.



**1. Search from a product name** **2. Click**

EPSON STYLUS C20SX

1. Input

**Product name** **3. Click**

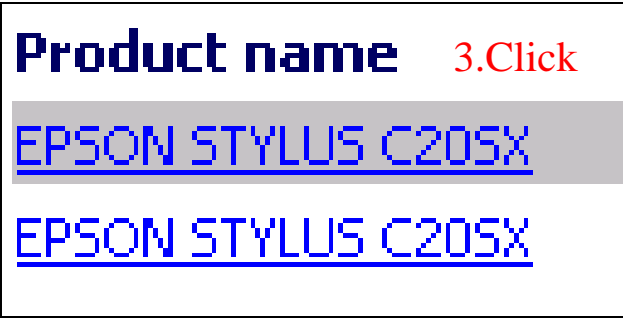
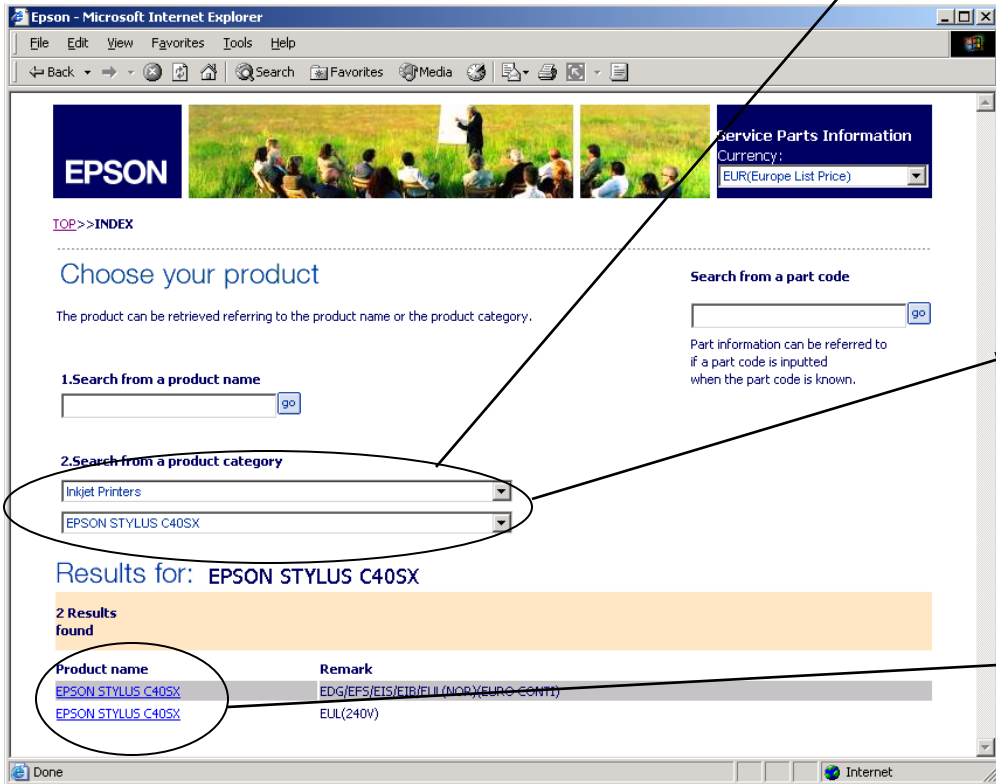
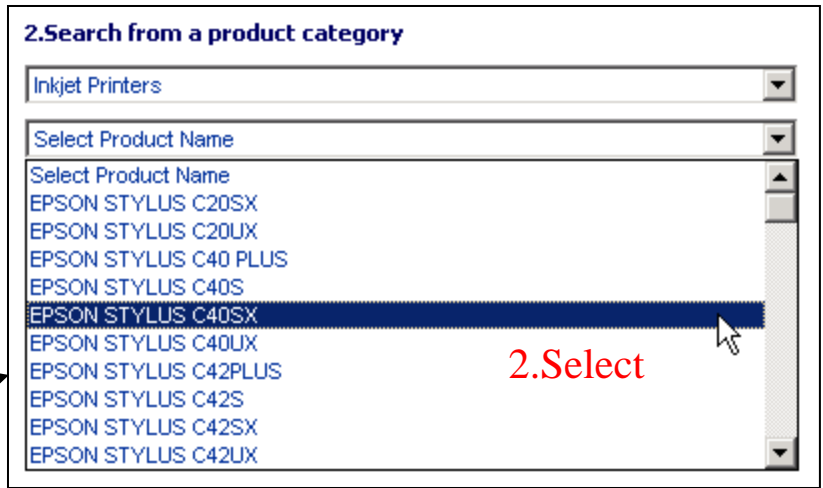
[EPSON STYLUS C20SX](#)

[EPSON STYLUS C20SX](#)

# 4-2. Search from a product category

Here is how you search from a product category.

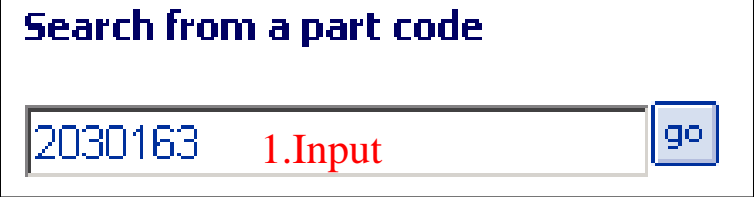
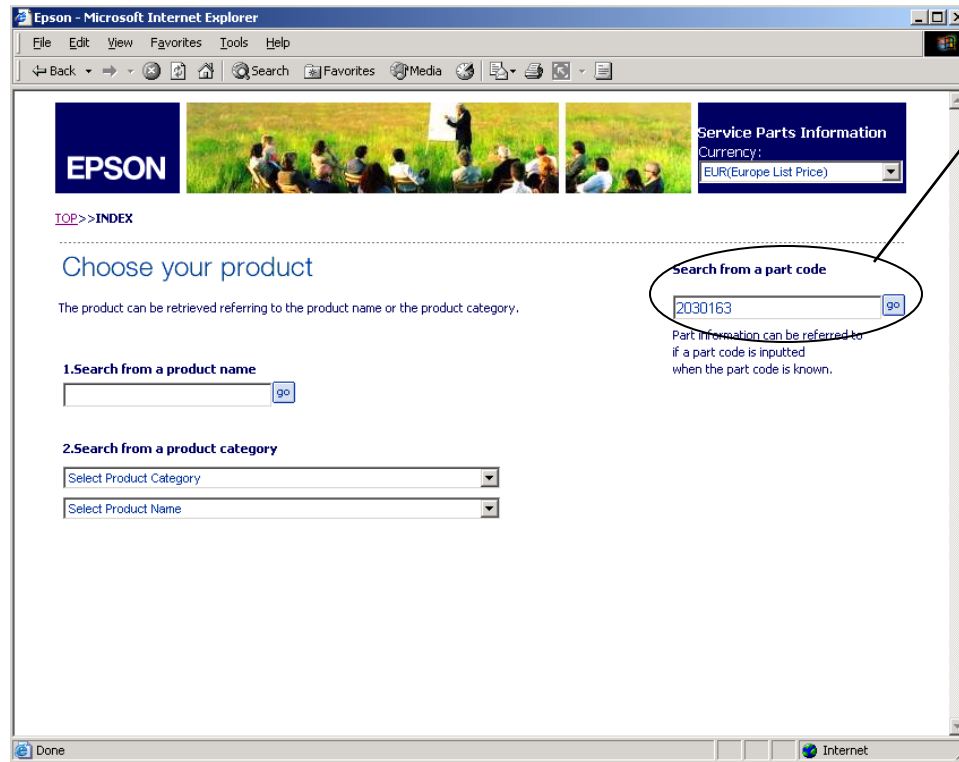
- (1) By specifying a category first, you can select a product name underneath.
- (2) Search results will be displayed after you selected a product name.
- (3) If you could specify a product from the search result, click on it, and the parts information and prices will be displayed.



# 4-3. Search from a part code

Here is how you search from part code.

- (1) Enter part code.
  - (2) Click on GO button or press Enter after you entered part code.
- The detailed parts information will be displayed.



2.Click



# 5.Parts information and prices

You can see the parts information and prices on this page.

(a) In case you could specify a part code from the list, click on it. Then you can see the detailed information of the part.

(b) If you want to specify a part from the position, click on the PDF. The exploded diagram of the part will be displayed.

The link doesn't become effective when there is no exploded diagram to the product.

(c) If you click on a Ref No. on the list, the exploded diagram will be displayed. There are some products that exploded diagrams are not registered.

The link doesn't become effective when there is no exploded diagram to the product.


If URL doesn't set to Ref number in PDF file , program cannot understand which page should show on the homepage

(d) You can save and download the parts information and prices in text or CSV format.

d.Click Text or CSV

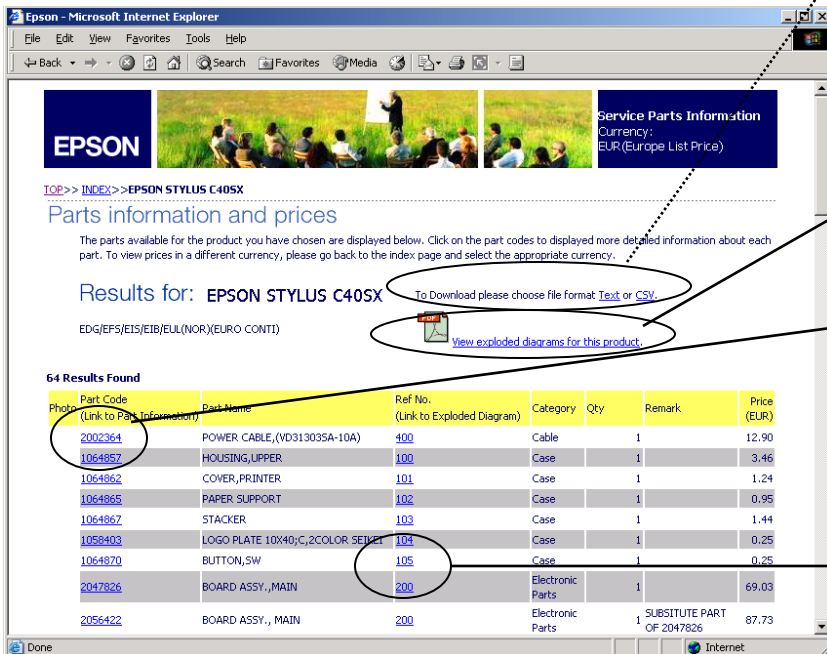
To Download please choose file format [Text](#) or [CSV](#).

b.Click

 [View exploded diagrams for this product.](#)

Part Code  
(Link to Part Information)  
[2002364](#) a.Click

Ref No.  
(Link to Exploded Diagram)  
[400](#) c.Click



EPSON Service Parts Information  
Currency: EUR (Europe List Price)


TOP >> INDEX >> EPSON STYLUS C405X

Parts information and prices

The parts available for the product you have chosen are displayed below. Click on the part codes to displayed more detailed information about each part. To view prices in a different currency, please go back to the index page and select the appropriate currency.

Results for: EPSON STYLUS C405X  
EDG(EPS/EIS/EIB/EUL(NOR)EURO CONTI)

To Download please choose file format [Text](#) or [CSV](#).

 [View exploded diagrams for this product.](#)

Part Code	Part Name	Ref No.	Category	Qty	Remark	Price (EUR)
<a href="#">2002364</a>	POWER CABLE,(VD313035A-10A)	<a href="#">400</a>	Cable	1		12.90
<a href="#">1064867</a>	HOUSING,UPPER	<a href="#">100</a>	Case	1		3.46
<a href="#">1064862</a>	COVER,PRINTER	<a href="#">101</a>	Case	1		1.24
<a href="#">1064865</a>	PAPER SUPPORT	<a href="#">102</a>	Case	1		0.95
<a href="#">1064867</a>	STACKER	<a href="#">103</a>	Case	1		1.44
<a href="#">1058403</a>	LOGO PLATE 10X40;C,2COLOR SELECT	<a href="#">104</a>	Case	1		0.25
<a href="#">1064870</a>	BUTTON,SW	<a href="#">105</a>	Case	1		0.25
<a href="#">2047826</a>	BOARD ASSY.,MAIN	<a href="#">200</a>	Electronic Parts	1		69.03
<a href="#">2056422</a>	BOARD ASSY., MAIN	<a href="#">200</a>	Electronic Parts	1	SUBSTITUTE PART OF 2047826	87.73

# 6.Exploded Diagram

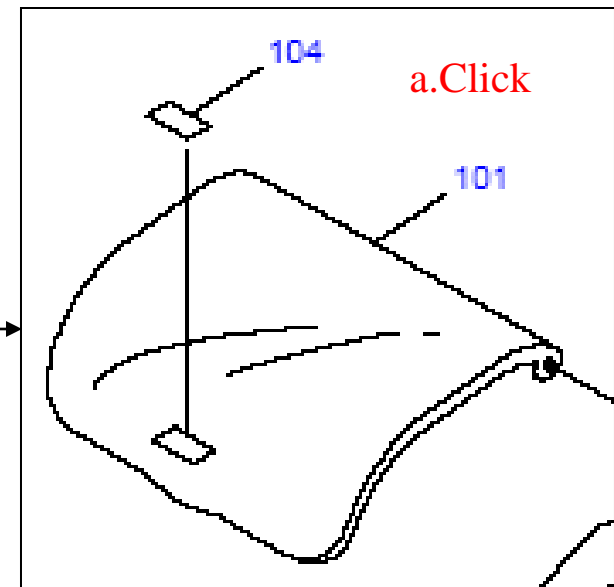
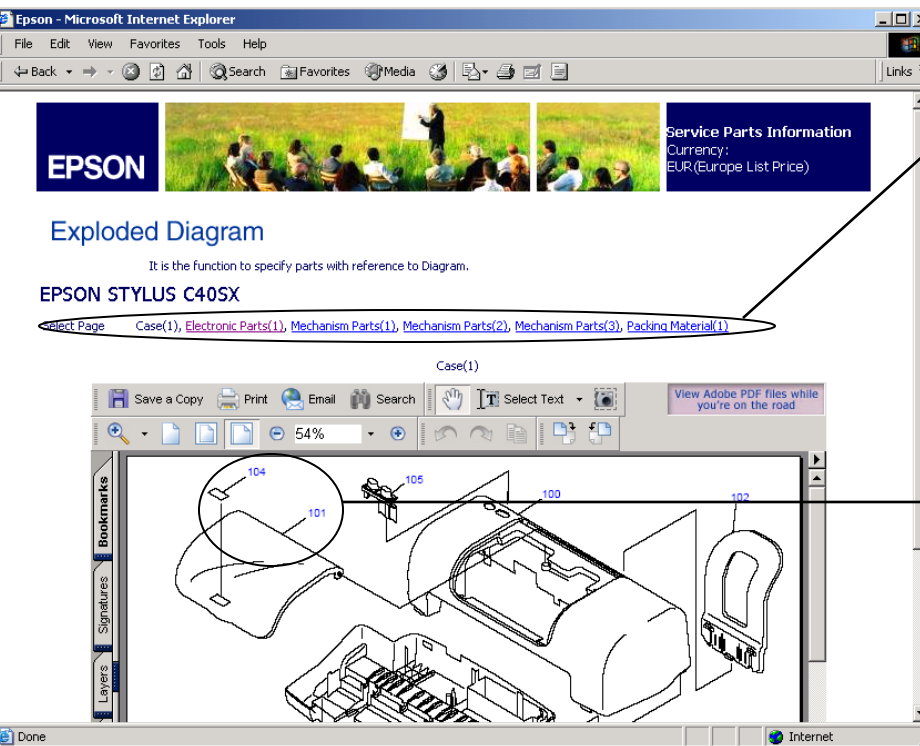
You can confirm exploded diagrams of the products on this page.

(a) If you want to see detailed information of parts on the exploded diagram, click on Ref. No on the diagram.  
The detailed parts information will be displayed.

(b) If you want to see other diagrams, click on a page name.

There are some products which exploded diagrams are not registered.  
There are some exploded diagrams which the Ref. No cannot be clicked.

**b.Click**



**a.Click**

# 7.Detailed Parts Information

You can confirm the detailed parts information on this page.  
You can see the picture of the parts if linked.

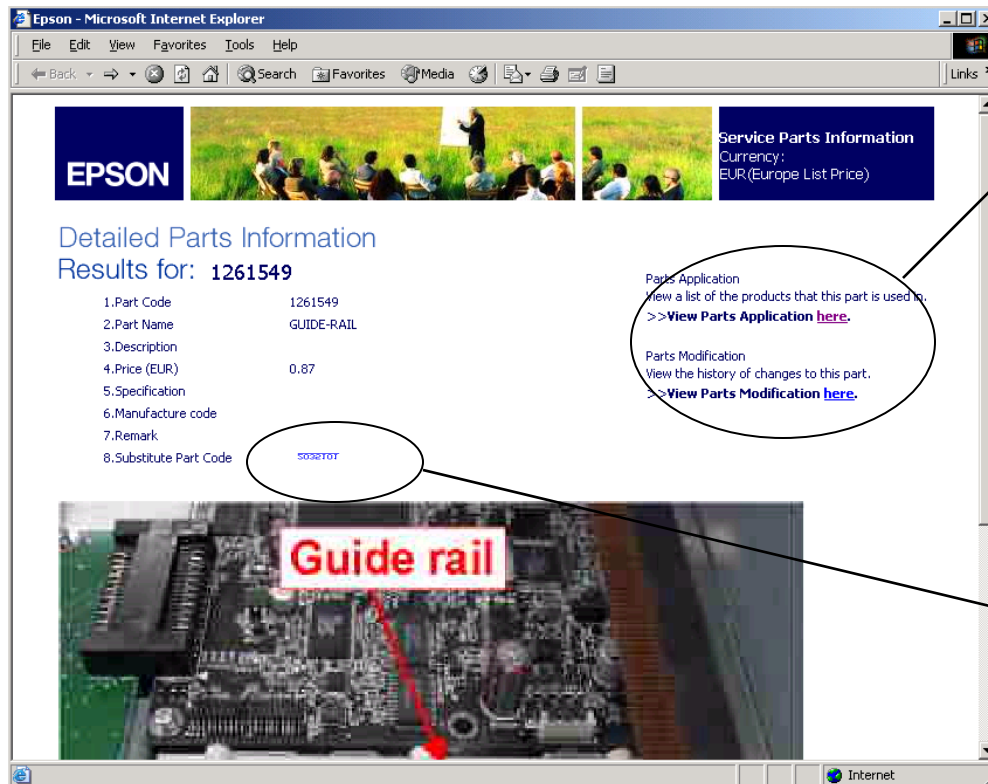
(a)Substitute part codes will be displayed if there are any.

Click on the substitute part code if you want to know the detail.

**Substitute part means that the part uses instead of main part in any products.**

(b)Click on [here](#) if you want to know in which product the part is being used.

(c) Click on [here](#) if you want to know the modification history of the part.



**Parts Application**  
View a list of the products that this part is used in.  
>>View Parts Application [here](#). **b.Click**

**Parts Modification**  
View the history of changes to this part.  
>>View Parts Modification [here](#). **c.Click**

[2035101](#)

**a.Click**

# 8.Parts Application

You can confirm in which product the part is being used.

- (a) Click on a product name if you want to know the parts information and prices of a product.
- (b) Click on [here](#) if you want to know modification history of the part.

The screenshot shows a web browser window with the URL 'Epson - Microsoft Internet Explorer'. The page title is 'Parts Application'. Below the title, there is a description: 'The Parts Application is a function that allows you to find out what other EPSON products use that same identical part.' The main content area displays 'Results for Part code: 1261549' and 'Part Name: GUIDE-RAIL'. A table with two columns, 'Product name' and 'Remark', lists two results. The first result is '1 GT-15000' with remark 'EDG/EFS/EIS/EIB/EUL230V'. The second result is '2 GT-15000' with remark 'EUL240V'. A callout box points to the 'View Parts Modification here' link in the table. Another callout box points to the product names in the table. A third callout box points to the 'View Parts Modification here' link in the top right corner of the page.

Product name	Remark
1 <a href="#">GT-15000</a>	EDG/EFS/EIS/EIB/EUL230V
2 <a href="#">GT-15000</a>	EUL240V

Parts Modification  
View the history of changes to this part.  
>>[View Parts Modification here.](#)

Product name  
1 [GT-15000](#)  
2 [GT-15000](#)

b.Click

a.Click

# 9.Part Modification

You can confirm parts modification history on this page.

(a)Click on a part code if you want to know the parts information.

Changed part means that the new part can uses instead of old part and the usage depend on product and interchangeability.

(b) Click on [here](#) if you want to know in which product the part is being used.

EPSON

Service Parts Information  
Currency:  
EUR (Europe List Price)

## Part Modification

The Part Modification table displays when the part was Added, Deleted or changed. If the part has Parts Application been changed the tool will display the new code and release date.

Results for Part code: **1005019**

Part Name: C.B.P-TITE SCREW,3X8,F/ZN

**1 Results Found**

Modification	Applied Date	Old Part Code	Old Part Name	New Part Code	New Part Name	Interchangeability
Add Parts	Dec 09, 2003	-	-	<a href="#">1005019</a>	C.B.P-TITE SCREW,3X8,F/ZN	Not Defined
Modification	Applied Date	Old Part Code	Old Part Name	New Part Code	New Part Name	Interchangeability

>>View Parts Application [here](#).

Parts Application  
View a list of the products that this part is used in.  
>>View Parts Application [here](#).

b.Click

New Part Code

[1005019](#)

a.Click