EPSON®

EXCEED YOUR VISION

SL-D3000
Operation Guide

Copyrights and Trademarks

Contents

Contents

Checking Items and Checking Times

Troubleshooting

Appendix

Where To Get Help

Introduction

Warnings, Cautions, Notes, and Tips

⚠ *Warnings*	This symbol indicates information that, if ignored, could possibly result in serious injury or even death due to incorrect handling.

❗ *Cautions*	This symbol indicates information that, if ignored, could possibly result in injury or damage to property due to incorrect handling.

Notes	contain important information on the operation of this product.

Tips	contain useful tips on the operation of this product.

Screen Shots In the Guide

Screen shots used in this guide may differ from the actual screens. Also, the screens may differ depending on the operating system used and the usage environment.

Illustrations In the Guide

Unless stated otherwise, illustrations used in this guide are of the Dual Roll Model. Note that while the Dual Roll Model includes a front roll paper feeder, the Single Roll Model does not.

Printer Parts

There are two versions of this printer available; the Dual Roll Model that comes with a front roll paper feed unit and a rear roll paper feed unit, and the Single Roll Model that comes with only the rear roll paper feed unit.

Front

> *Tip:*
> *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.*

When the front roll paper feeder is lowered
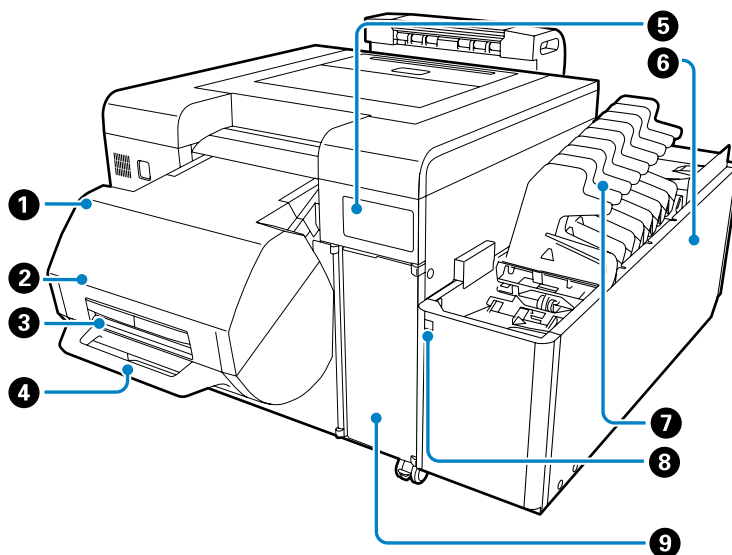
❶ Front roll paper feeder (only for the Dual Roll Model)

Holds the Spindle unit.

U "Replacing Paper" on page 32

❷ Front roll cover (only for the Dual Roll Model)

Open when loading and removing paper.

U "Replacing Paper" on page 32

❸ Front roll lever (only for the Dual Roll Model)

Hold when opening the front roll cover.

❹ Front roll handle (only for the Dual Roll Model)

Hold when raising the front roll paper feeder. Do not move the printer by using the Front roll handle.

❺ Operation panel

Switches for setting the paper type as well as lights that indicate the status of the printer.

❻ Sorter unit (optional)

Automatically sorts prints when the optional sorter unit is installed.

❼ Sorter tray (Included with the optional sorter unit)

Holds one print order in one tray (or up to 50 sheets in one tray).

❽ Sorter Drive Switch (Included with the optional sorter unit)

Press when manually feeding to the next optional sorter tray. Press once to move the sorter tray forward by one step. Always use the switch to move the sorter tray. Do not move it manually.

❾ Ink Cartridge Cover

Open when replacing the ink cartridge.

When the front roll paper feeder is raised
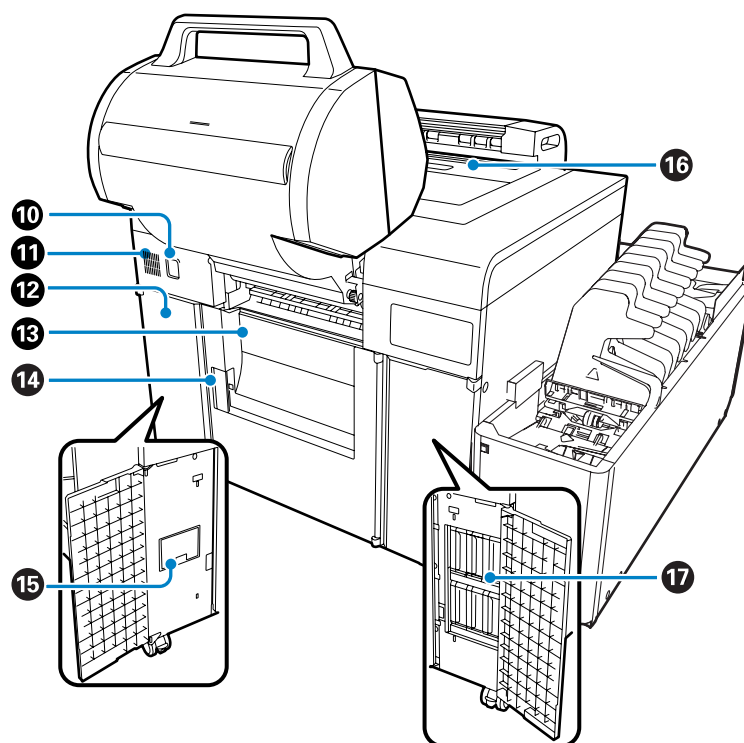
⑩ Lock Release button (only for the Dual Roll Model)

Press the Lock Release button while holding down the handle on the front roll paper feeder slightly to release the lock. You can then raise the front roll paper feeder.

⑪ Air Intake

Takes air into the printer. Do not allow anything to block this intake vent.

⑫ Maintenance Tank Cover

Open when replacing the maintenance tank.

⑬ Rear roll cover

Open when loading and removing paper.

⑭ Rear roll lever

Pull forward to open the rear roll cover.

⑮ Maintenance Tank

Tank for collecting waste ink.

U "Replacing the Maintenance Tank" on page 68

❻ Top cover/Top tray

Open to clear paper jams and perform maintenance. When the sorter is installed, prints longer than 12 inches (305 mm) are ejected here.

❼ Ink Cartridge

Install the six different color ink cartridges here.

Single Roll Model
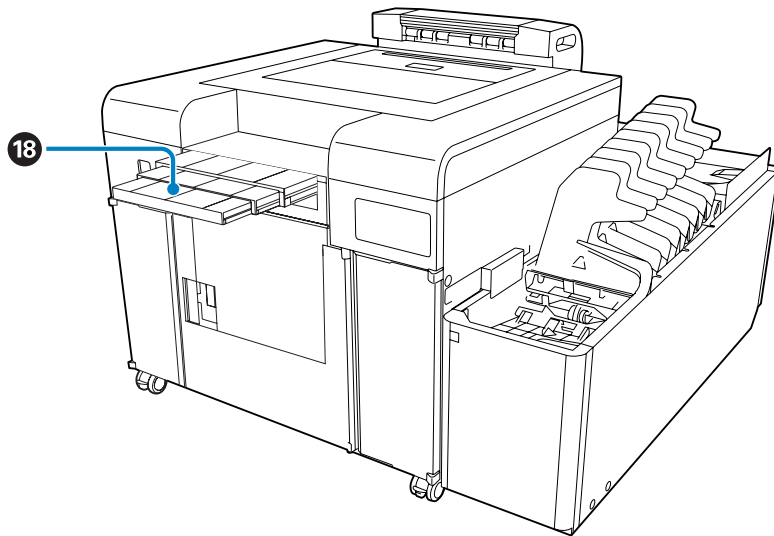
❽ Long print stacker

Supports ejected long paper. Extend this stacker when printing on long paper.

Rear
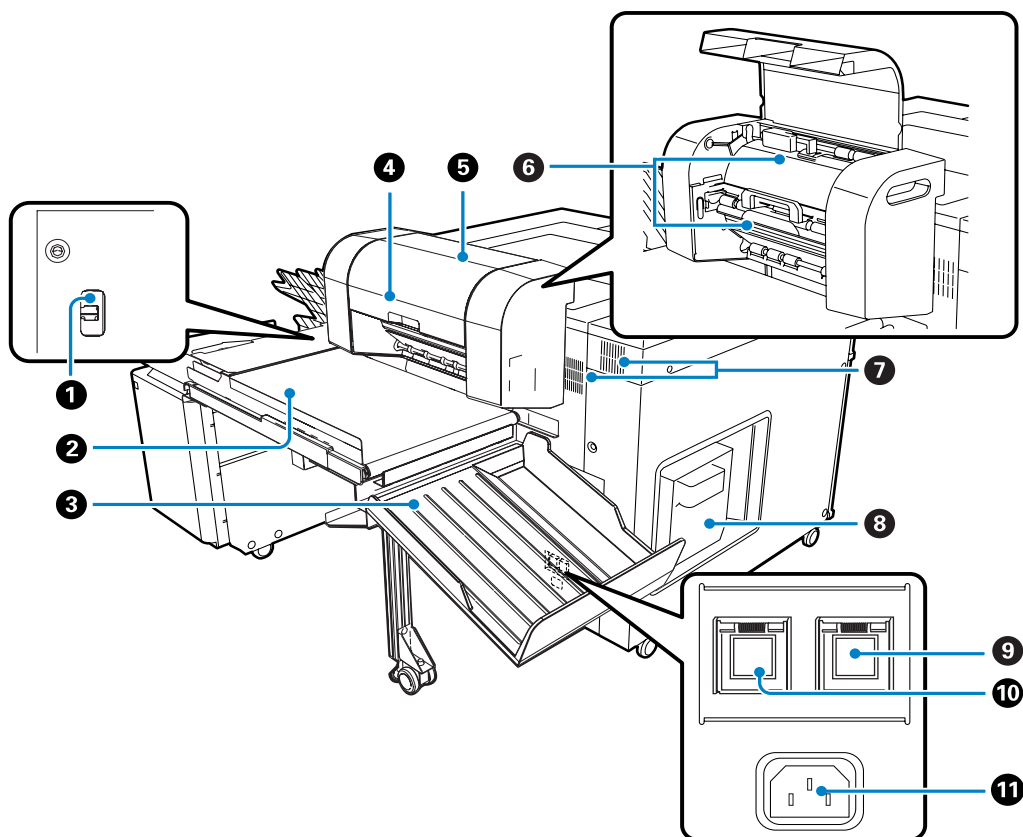
❶ USB port

Connects the USB cable.

❷ Conveyor (Included with the optional sorter unit)

Conveys ejected prints to the Side tray or to the sorter.

❸ Side tray

Ejects print sizes not supported by the Top tray and the sorter, as well as ejecting unnecessary paper that remains in the printer when an error occurs.

❹ Long paper ejection unit (Included with the optional sorter unit)

Depending on the print size, paper is ejected to the Top tray, Side tray, or the sorter.

❺ Long paper ejection unit cover

Open if there is a paper jam.

❻ **Inside cover for long paper ejection unit (upper/lower)**

Open if there is a paper jam.

Loosen the screw for the upper cover section, and then remove.

❼ **Exhaust vent**

Vents internal heat from the printer. Do not cover the vent.

❽ **Trimmed waste paper box**

Collects trimmed waste paper during printing.

❾ **Humidity control unit power switch**

The humidity control unit operates when you press the switch to turn on the light.

❿ **Power switch**

Under normal use, the switch is turned on (the light is on). During an emergency, or when the printer is not used for a long time, press to switch the power off (the light turns off). Normally, you should turn the printer on or off from the Client PC.

⓫ **AC inlet**

Connects the power cable.

When the sorter unit is not installed
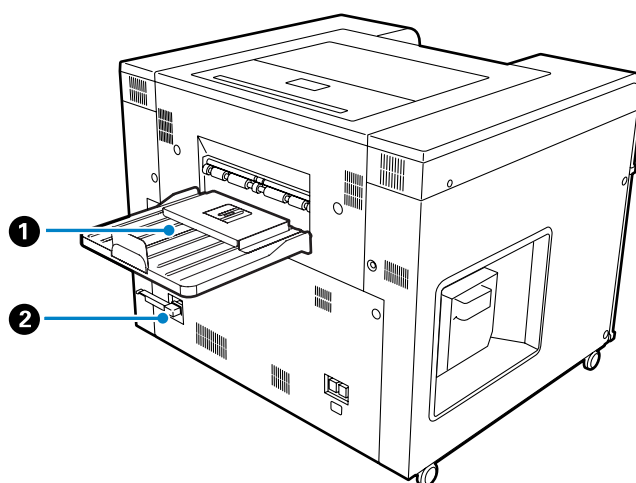
❶ Tray

Holds up to 50 prints.

❷ Sorter port

Connects the sorter unit cable.

Internal

> *Tip:*
> *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.*

When the rear roll cover is open   When the front roll cover is open
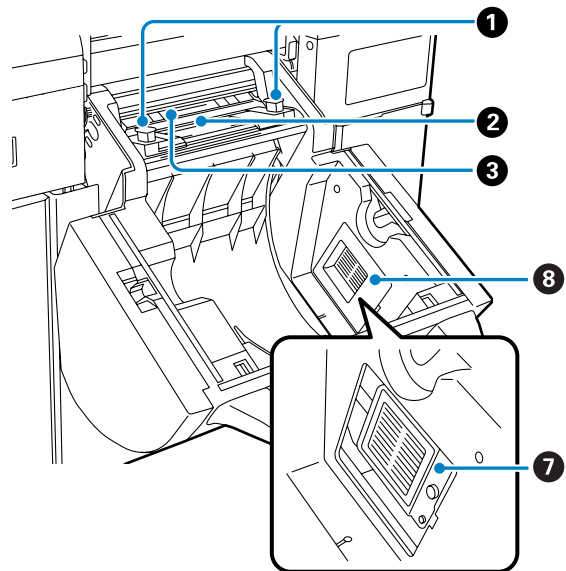
❶ **Paper width guide**

Adjust to the width of the paper.

❷ **Paper feed slot**

Load paper by inserting the leading edge of the paper.

❸ **Paper size guide**

This guide helps when adjusting the Paper width guide position.

❹ **Spindle unit**

Load roll paper.

❺ **Rear roll paper feeder**

Pull forward when removing the Spindle unit.

❻ **Electrodes**

The black connector is negative (-), and the red connector is positive (+).

❼ **Humidity control unit**

Adjusts the humidity in the roll paper feeder. Turn over to switch between dehumidification and humidification. When the white side is facing out in the roll paper feeder, dehumidification is performed. When the black side is facing out, humidification is performed.

⌨ "Adjusting the Humidity in the Roll Paper Feeder" on page 80

❽ **Humidity control unit cover**

Open when installing the humidity control unit in the front roll paper feeder, or when switching between dehumidification and humidification.

⌨ "Changing Between Dehumidification and Humidification" on page 81

Heater unit/Print Head Unit
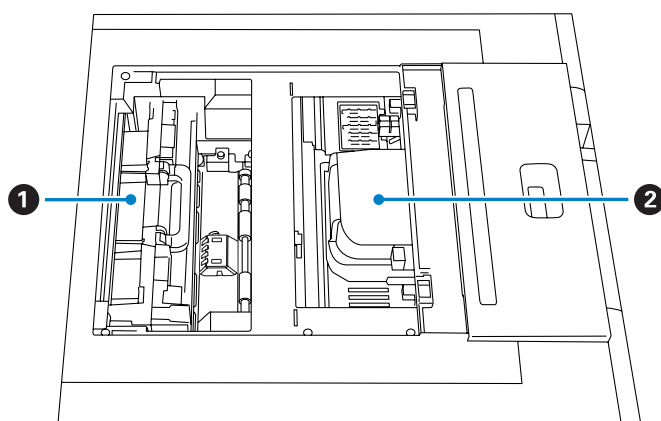
❶ **Heater unit**

Dries the paper after printing. If a paper jam occurs, remove to check inside the printer.

❷ **Print Head Unit**

Fires ink while moving left and right to print. Do not move the Print Head Unit by hand.

Spindle unit
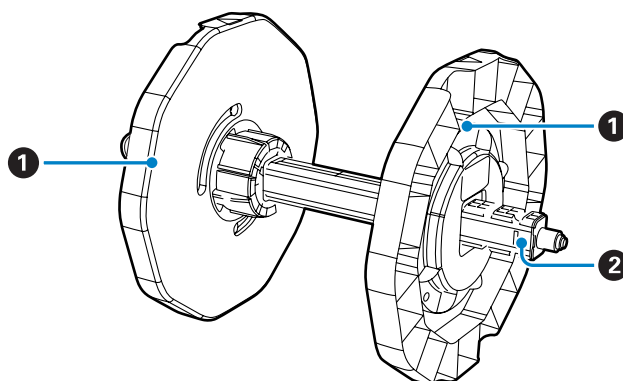
❶ **Flange**

Fixes to the left and right of the paper core. After passing through the Spool, rotate the center section to fix the Spool in place.

❷ **Spool**

After fixing the paper in place with the Flange, pass it through the Flange.

Back printing unit
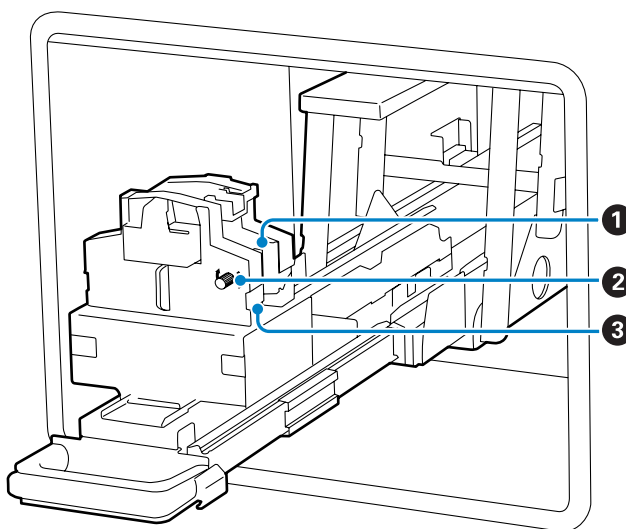
❶ **Ribbon cassette**

A Ribbon cassette for printing on the back of prints. Two ribbon cassettes allow you to print two lines on the back of your prints. If the printing quality starts to look too light, replace the Ribbon cassette.

❷ **Knob**

Turn the knob to take up the ribbon slack. After taking up the slack, load the ribbon in the Ribbon cassette.

❸ **Handle**

Align with the groove in the Ribbon cassette to fix it in place.

Operation panel
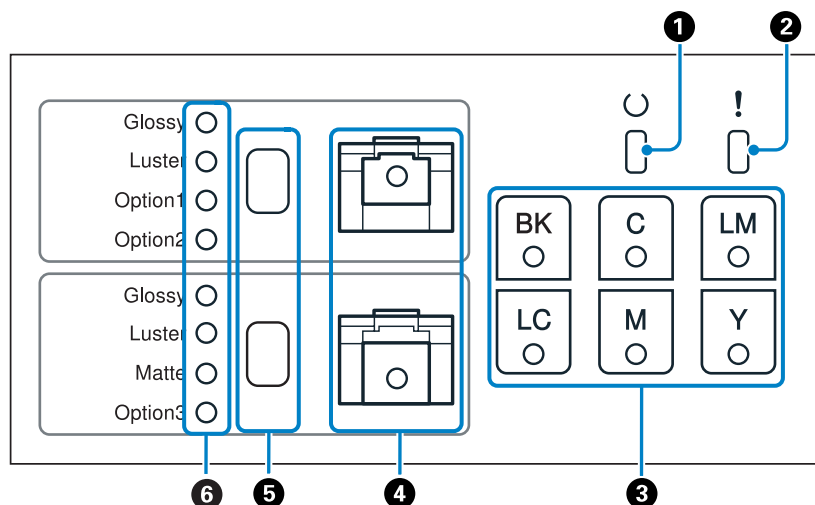
> *Tip:*
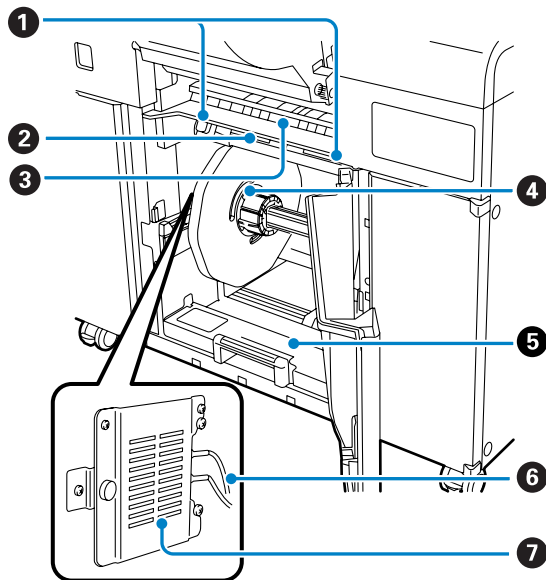> *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.*

❶ ⟳ light (green)

The printer's operational status is indicated by a lit or flashing light.

On: The printer is ready.

Flashing: Operations such as printing, initializing, or maintenance, are being performed.

Off: The printer is off, or an error has caused operations to stop.

❷ ! light (orange)

The printer's error status is indicated by a lit light.

On: An error has occurred, it is recovering from an error, or a service call error has occurred.

Off: The printer is off, or no errors have occurred.

❸ Ink status light (orange)

Ink cartridge error status is indicated by a lit light.

On: If the ink light is on, printing cannot be performed because ink is running low, or an error has occurred.

Off: The printer is off, or no ink cartridge errors have occurred.

❹ Paper status light (orange)

Roll paper feeder error status is indicated by a lit or flashing light.

On: If the light is on, there is no paper in the roll paper feeder, or paper is running low.

❹ **Paper status light (orange)**

Flashing: If the light is flashing, a paper jam has occurred in the roll paper feeder.

Off: The printer is off, or no paper errors have occurred.

❺ **Paper type setting switch**

Press to change the paper type. The paper type changes each time the button is pressed, and the current paper type is indicated by the lights. Match the paper type to the type of paper loaded.

The switch is enabled when the roll paper feeder cover is open, and paper is removed.
You cannot change to paper for Option 1, 2, or 3.

❻ **Paper type light (green)**

The paper type setting is indicated by a lit or flashing light.

On: Indicates the paper type setting.

Flashing: The paper type can be changed.

Off: The power is off, or the paper type cannot be set in the current status.

Notes on Safety

To use this product safely, be sure to read the manual supplied with the product before use. Not handling this product as described in the manual supplied could cause a breakdown or an accident to occur. Keep this manual close at hand to solve any unknown issues that may arise with the product.

Meaning of Symbols and Marks

Warning:
This symbol indicates information that, if ignored, could possibly result in serious injury or even death due to incorrect handling.

Caution:
This symbol indicates information that, if ignored, could possibly result in injury or damage to property due to incorrect handling.

	Indicates a high-temperature warning.		Indicates that this area should not be touched.
	Indicates that fingers could be trapped or injured.		Indicates that the product should not get wet.
	Indicates forbidden actions.		Indicates items (instructions/operations) that must be performed.
	Indicates that disassembly is forbidden.		Indicates that the plug should be disconnected from the electrical outlet.
	Indicates that you should not touch the product with wet hands.		Indicates that grounding should be performed before use.

Notes on Installation

	⚠ *Warning*
🚫	Do not block the products airflow vents. If the airflow vents are blocked, the internal temperature rises and could cause a fire. Do not set it up in a location in which it could be covered by a cloth and so on, or in an area with poor ventilation. Also, be sure to secure the installation space indicated in the manual. U "External Dimensions and Necessary Space" on page 152

	❗ *Caution*
🚫	Do not install or store it in an unstable location, or in a location where it is subject to vibrations from other equipment. If it falls or slips, it could cause an injury.
🚫	Do not place it in smoky or dusty locations, humid locations, or locations where it is likely to get wet. Electric shock or fire could occur.
🚫	Because the product is heavy, it should not be carried by one person. When unpacking or moving the product, make sure it is carried by at least three people. See the following for more information on the product's mass. U "Printer Specifications" on page 149
🚫	Do not move this printer by using the Front roll handle.
❗	When lifting the product, place your hands in the locations indicated in the manual, and then lift. If you lift the product with your hands placed in other areas, your fingers could be trapped if you drop the product or when the product is lowered, which could cause an injury.
❗	If this product is placed in a stand with casters (wheels), make sure the casters are locked in place and cannot move before performing operations. If the stand moves unexpectedly during operations, it could cause an injury.
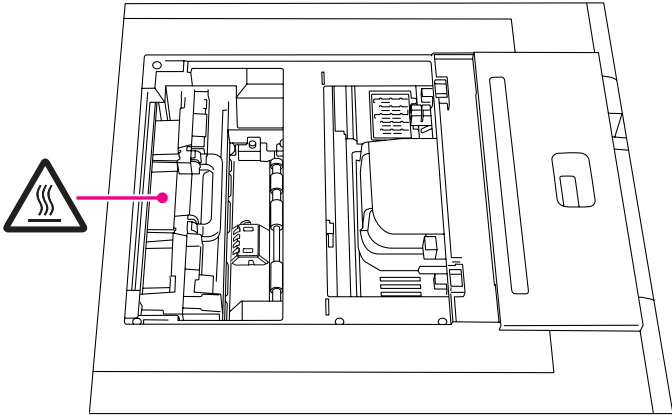
Notes on Handling

	⚠ Warning
🚫	Do not use near volatile substances such as alcohol or thinner, and do not use near fires. Electric shock or fire could occur.
🚫	Do not use the product in an abnormal condition, such as if it is emitting smoke or if you notice any strange odors or noises. Electric shock or fire could occur. If an abnormality does occur, turn off the power immediately, disconnect the plug from the electrical outlet, and then contact a technical representative.
🚫	Do not use this product if foreign bodies, water, or other liquids have entered the product. Electric shock or fire could occur. Turn off the power immediately, disconnect the plug from the electrical outlet, and then contact a technical representative.
🚫	Only perform operations as instructed in the manual.
🚫	Performing repairs is dangerous. Never perform repairs yourself.
🚫	Do not use it in locations that may have inflammable or explosive gas and so on in the atmosphere. Also, do not use sprays containing inflammable gas inside or around this product. A fire could ignite.
🚫	Do not perform any wiring operations other than instructed in the manual. A fire could ignite. Also, equipment connected to the product could be damaged.
🚫	Do not touch any parts of the product, except as instructed in the manual. Electric shock, burns or injury could occur.
🚫	Do not drop any metallic or flammable objects into this product through the openings. Electric shock or fire could occur.

	❗ Caution
🚫	Do not place any heavy objects on this product. If it falls or breaks, it could cause an injury.
❗	When moving this product, check that the power is off, the plug is disconnected from the electrical outlet, and all wiring has been disconnected before moving. If the cable is damaged, electric shock or fire could occur.
⚠	When turning on the product or while printing, do not put your fingers near the paper eject roller section. If your fingers are caught in the paper eject roller, an injury could occur. Remove paper after it has been completely ejected from the product.

	❗ *Caution*
	If you need to open the printer's top cover while in use, do not touch the heater or the cover which are indicated by warning labels. Because internal parts reach high temperatures, burns could occur.
	When opening and closing the printer cover, do not place your hands near the section where the cover joins with the main body of the printer. If your fingers or hands are too close to this section, an injury could occur.

Notes on the Power Supply

	◥ *Warning*
🚫	Use only the type of the power supply indicated on the label. Electric shock or fire could occur.
🚫	Do not use the power plug if there are any foreign bodies, such as dust, attached. Electric shock or fire could occur.
❗	Make sure the power plug is inserted all the way into the electrical outlet before use. Electric shock or fire could occur.
🚫	Only use the product with the power cable supplied. Also, do not use the power cable supplied with any other equipment. Electric shock or fire could occur.
🚫	Do not use the power cable if it is damaged. Electric shock or fire could occur. Contact a technical representative if the power cable is damaged. Furthermore, observe the following points to prevent the power cable from being damaged. ❏ Do not modify the power cable ❏ Do not put any heavy objects on the power cable ❏ Do not bend too far, twist, or pull the power cable ❏ Do not place the power cable near a heater

	⚠ *Warning*
🚫	Do not plug in or unplug the power plug with wet hands. Electric shock could occur.
🚫	Do not use the power cable with an "octopus" extension cable. Heat is generated and could cause a fire. Connect directly to a domestic electrical outlet.
❗	Periodically disconnect the power plug from the electrical outlet and clean the base of the plug as well as between the blades. When the power plug is left connected to the electrical outlet for extended periods of time, dust can collect between the blades and the base of the plug which could cause a short-circuit and start a fire.
❗	When disconnecting the power plug from the electrical outlet, grip the plug itself and pull it out. Do not pull it by the cable. If the cable is damaged or the plug is deformed, electric shock or fire could occur.
⏚	Set up a grounded (earthed) connection to prevent short circuits. If you use the product without the grounding wire (earth wire) installed, electric shock or fire could occur. Ground the power cable using one of the following methods. ❏ With the grounding terminal on the electrical outlet ❏ With a copper chip and so on buried at least 25.6 inches (65 cm) below ground ❏ With a type D grounding terminal for grounding construction Before installing or detaching the grounding wire, make sure the power plug is disconnected from the electrical outlet. Check the grounding for the electrical outlet you are using. Contact your local dealer if you are unable to ground the product.
🚫	Do not connect the grounding wire to the following locations. ❏ Gas pipes (a fire or explosion could occur) ❏ Grounding wire for telephones or lightning conductors (this is dangerous as a massive surge of electricity could be generated if it is struck by lightning) ❏ Water pipes or faucets (grounding is not performed if there is any plastic in the pipes)

	❗ *Caution*
🔌	If you do not use the product for a long time, disconnect the plug from the electrical outlet for safety reasons.

Notes on Consumables

	! Caution
⊕	Take the following measures if ink gets on your skin, or in your eyes or mouth. ❑ If any ink gets on your skin, wash immediately with soap and water. ❑ If any ink gets in your eyes, flush them immediately with water. Inflammation or light inflammation of the eyes may occur if they are not treated immediately. If any abnormalities occur, contact a doctor immediately. ❑ If any ink gets in your mouth, spit it out immediately and consult your doctor.
⊘	Do not disassemble the ink cartridge. If it is disassembled, ink may get in your eyes or on the skin.
⊘	Do not shake the ink cartridge too hard. If you shake or swing it too hard, ink may leak from the cartridge.
⊘	Do not rub the edge of printed paper with your hand. The edges of the paper are thin and sharp and could cause a paper cut.
⊕	Do not store ink cartridges within the reach of children.

Notes on Usage

Notes on Printer Usage

❏ Do not suddenly change the temperature in the room where this product is set up.

 If the temperature changes suddenly, drops of water (condensation) could occur inside the product which may have an adverse effect on operations.

❏ Do not place any containers containing water, such as vases or cups, on this product. If water enters the product, it could cause it to malfunction. Also, do not put any heavy objects on the product.

❏ Vents have been installed on this product. Vents have been installed to take in and exhaust air from this product. Do not place any objects near the vent, and do not cover the vent with film sheets or paper and so on.

❏ Do not use accessories supplied with this product with any other devices.

❏ Do not print solid white or all white data. Otherwise the paper may be jammed and cause a malfunction.

❏ The safety device operates if the printer cover is opened while printing, and printing stops automatically. Printing restarts when the error is cleared from the Client PC.

❏ If the printer is not used for a long time, after performing "Post-Operation Check" as normal, leave the ink cartridges installed when storing.

❏ Contact a technical representative if you are planning to move or transport the printer.

❏ Do not move this printer by using the Front roll handle.

❏ Regardless of the operating system settings, computers on your system cannot enter sleep mode.

❏ Depending on the environment being used, image size, and image type, the print may not be delivered to the correct tray or sorter. If the prints are not delivered to the correct tray or sorter, or not delivered in the correct order, remove the ejected paper manually and place in the correct position.

Notes on Handling Ink Cartridges

❏ If you move ink cartridges from a cold place to a warm place, leave them at room temperature for more than four hours before use.

❏ We recommend using the ink cartridge before the expiry date printed on the individual packaging boxes. If you use an ink cartridge beyond the expiry date, it may affect print quality.

❏ Do not touch the ink supply port on the ink cartridges. Ink may have leaked from the ink cartridge.

❏ Because the green IC chip contains the cartridge's own information such as the remaining ink level, you can still reinstall and use the ink cartridge after removing it from the printer.

❏ When you remove the ink cartridge before it is expended, store it without getting dirt on the ink supply port. The ink supply port has a valve in it so it does not need to be capped.

❏ Do not touch the green IC chip on the ink cartridges. Doing so may prevent normal operation and printing.

❑ Do not dismantle or remodel ink cartridges. You may not be able to print properly.

❑ Do not drop or knock it against hard objects; otherwise, the ink may leak.

❑ Although nothing may be printed, this printer uses ink from all cartridges during head cleaning and other maintenance operations to keep the Print Head Unit in good condition.

❑ Although the ink cartridges may contain recycled materials, this does not effect printer function or performance.

❑ Do not leave the printer without ink cartridges installed. The ink in the product may dry up, and you may not be able to print properly.

❑ Install an ink cartridge in each cartridge holder. You cannot print unless the correct cartridge is installed in each cartridge holder.

❑ Replace ink cartridges when the power is on. If cartridges are replaced when the power is off, the product cannot detect the amount of ink remaining and so cannot print normally.

❑ To maintain the quality of the head, this printer stops printing before ink cartridges are completely expended.

❑ Store ink cartridges in the same environment as the printer's installation environment. Also, avoid direct sunlight.

Disposing of the Main Printer Unit and Consumables

Entrust waste processing to an industrial waste disposal contractor, and dispose of it in accordance with the law and local regulations.

WARNING: The cords included with this product contain chemicals, including lead, known to the State of California to cause birth defects or other reproductive harm. *Wash hands after handling*. (This notice is provided in accordance with Proposition 65 in Cal. Health & Safety Code § 25249.5 and following.)

Starting up and Shutting down the Printer

Starting up the Printer

Click **Pre-operation Check** on the Client PC to start the printer.

In Pre-operation Check, the printer starts after the items that need to be checked manually have been displayed. When Printer PC is connected to the printer, Printer PC starts automatically.

The Power switch on the back of the printer should normally be On (the light is on). If the Power switch is turned off, check that the power cable is inserted in the AC inlet, and then turn on the Power switch (the light turns on).
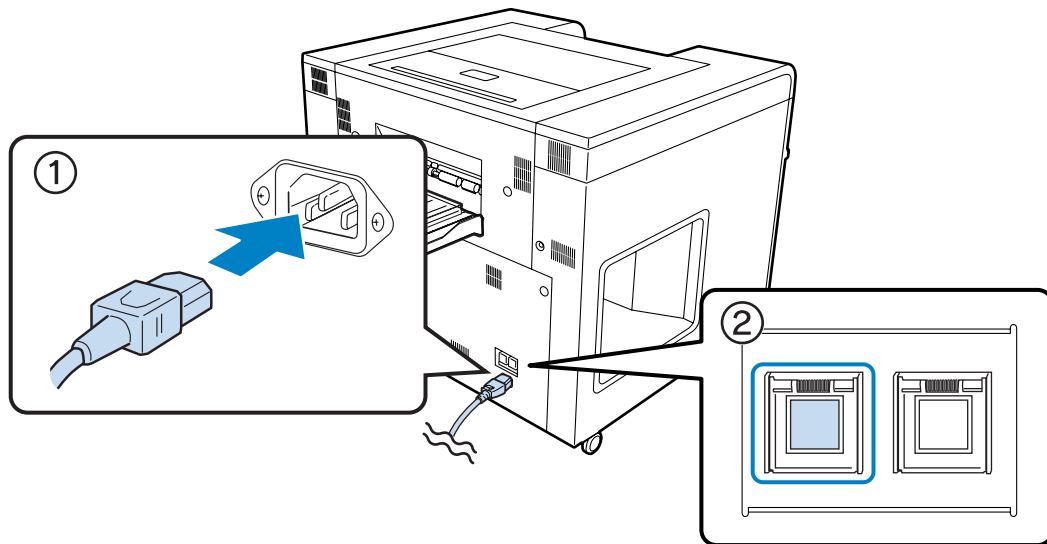
Tip:
Normally, you do not need to operate the humidity control unit power switch.

See the following for more information on using the humidity control unit.

U *"Adjusting the Humidity in the Roll Paper Feeder" on page 80*

<kbd>1</kbd> Start the SL-D3000 Maintenance Utility.

You can use one of the following methods to display the pre-operation check screen.

On the Client PC, click **Start** - **All Programs** - **EPSON SL-D3000 System Application** - **Maintenance Utility**.

2 Select the printer you want to start from the Registered Printer List, and then click **Pre-operation Check**.
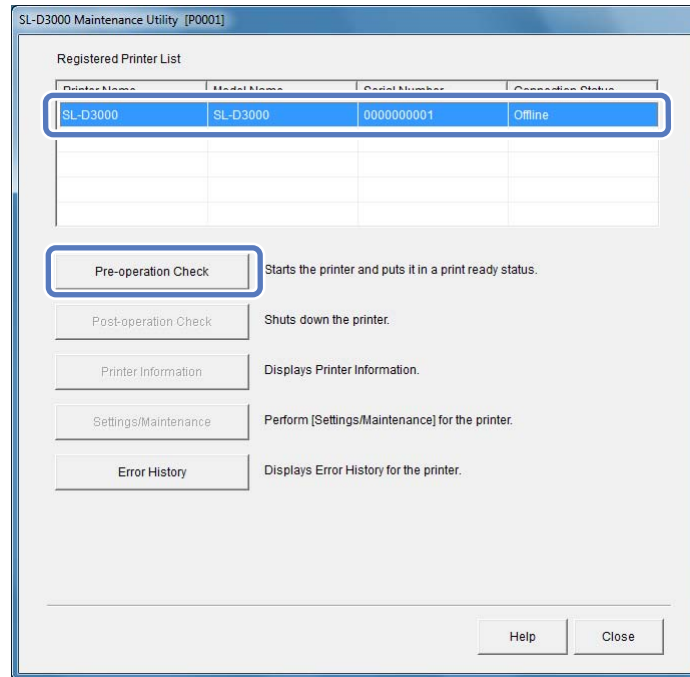
Tip:
❑ *If the selected printer is already available, the Pre-operation Check button is unavailable.*

❑ *If the cable connected to the printer is disconnected, or the printer's Power switch is off, an error message is displayed because connection is not possible. Check the contents of the message.*

U *"Errors and Solutions" on page 118*

3 Perform the manual check items displayed on the screen. Click **OK** after completing the operations.

When you click **OK**, the printer automatically performs a Pre-operation Check. It takes about 4 to 5 minutes to complete the Pre-operation Check.

Tip:
If the Printer PC does not shut down correctly for any reason such as a power failure, the Printer PC may not start after performing a Pre-operation Check. If this happens, start the Printer PC manually, and then perform a Pre-operation Check.

4 Check that the ⏻ light on the Operation panel has changed from flashing to lit.
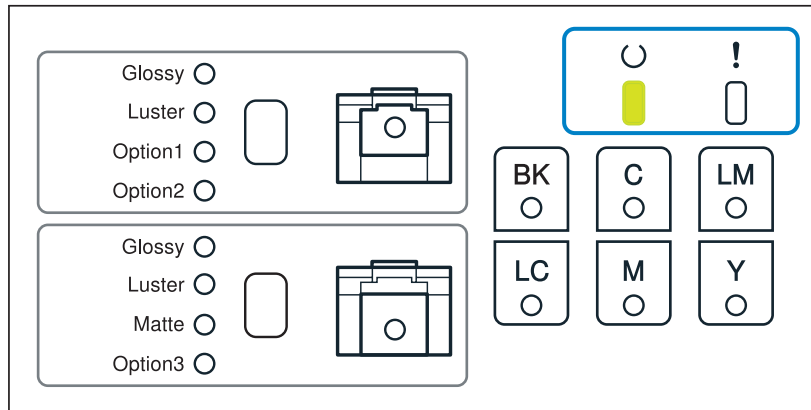
Tip:
❑ *Because you can use the screen to perform printer maintenance and a Post-operation Check, keep the screen open until you shut down the printer.*

❑ *Click **Close** on the SL-D3000 Maintenance Utility screen to close the screen.*

❑ *By clicking **Printer Information**, you can check information such as the remaining amounts for consumables. Check as necessary.*

U *"Printer Information" on page 87*
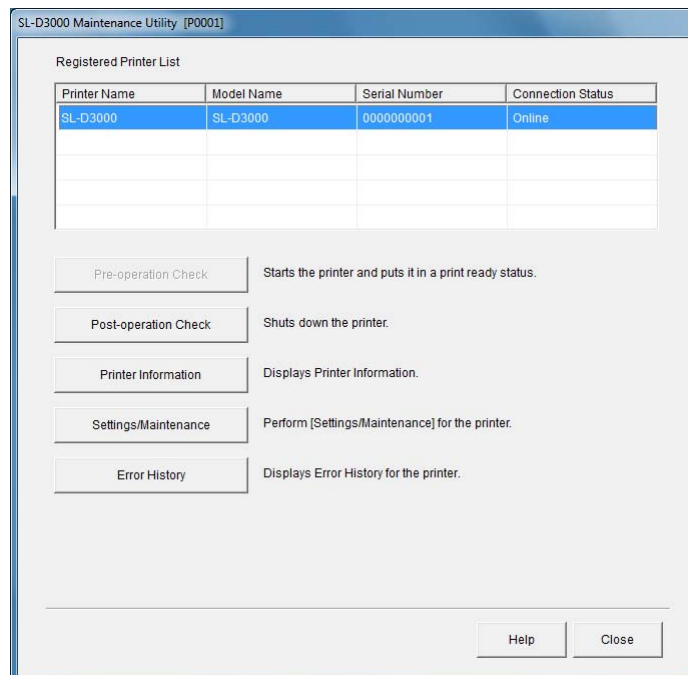
This completes this section.

Shutting down the Printer

Click **Post-operation Check** on the Client PC to shut down the printer.

When the printer is shut down in Post-operation Check, and Printer PC is connected to the printer, Printer PC closes automatically.

The Power switch on the back of the printer should normally be On (the light is on). Normally, you do not need to turn off the Power switch or disconnect the power cable when you finish work. During an emergency, or when not using the printer for a long time, turn off the Power switch (the light turns off).
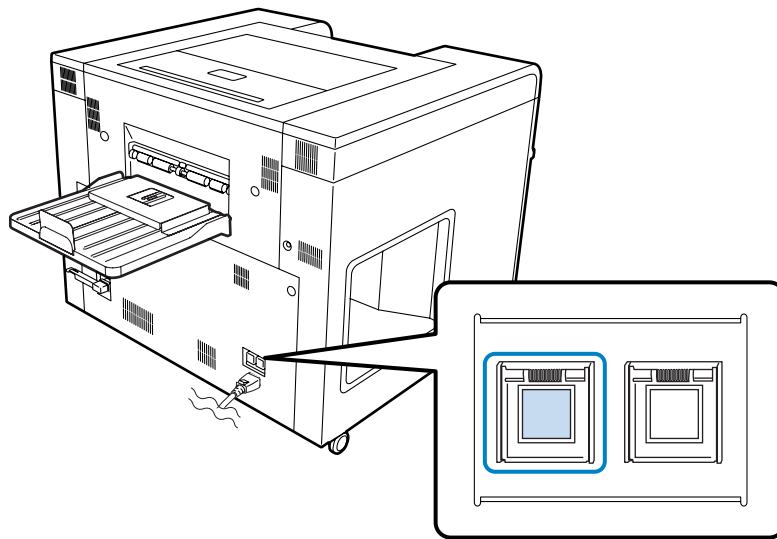
1   Close the Printer Information and Settings/Maintenance screens if they are open.

> *Tip:*
> *You cannot start the Post-operation Check if the Printer Information and Settings/Maintenance screens are open.*

2 Select the printer you want to close from the Registered Printer List, and then click **Post-operation Check**.
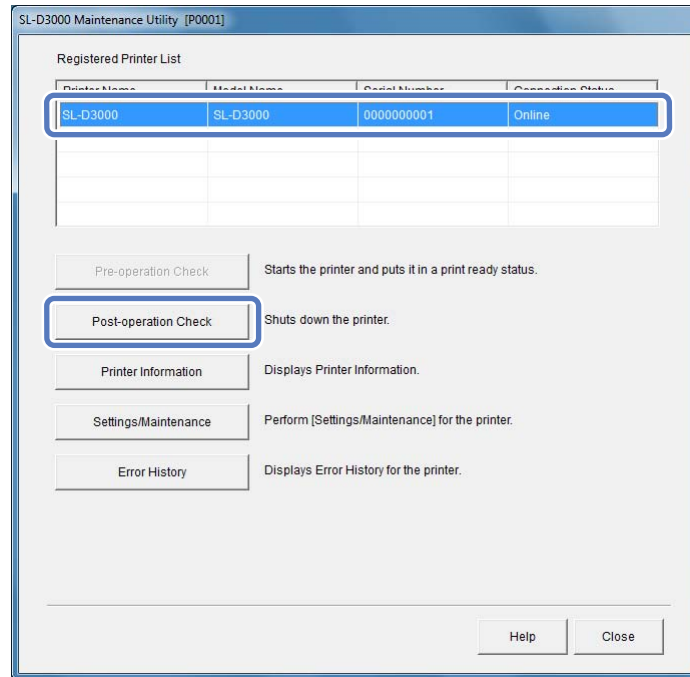
Tip:
In the following situations, the Post-operation Check button is unavailable.

❑ *When the printer has already shut down*

❑ *When the cable connected to the printer is disconnected*

❑ *When the printer's Power switch is off*

3 Click **Start Post-operation Check**.
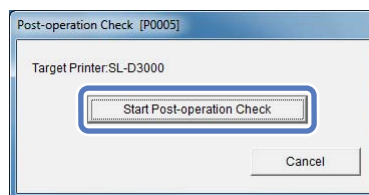
4 Follow the on-screen instructions to check the printer, and then click **OK**.

Once the Post-operation Check is finished, automatic shut-down operations take about 1 to 2 minutes to complete.

| 5 | Click **Close** to finish. |
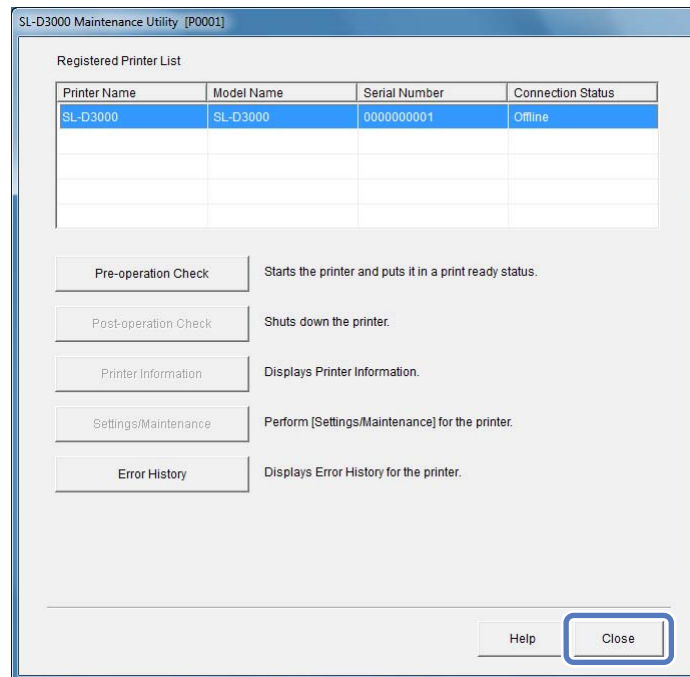
> *Tip:*
> *If you are using another printer, continue making operations without closing the screen.*

This completes this section.

Turning the Power Off in an Emergency

See the following if you need to turn off the power in an emergency.

U "Emergency Stop" on page 145

Replacing Paper

This section explains how to use genuine Epson paper, and how to remove paper from the roll paper feeder and load new paper.

Tip:
- ❏ *When paper is out, use the paper status lights on the Operation panel to check which roll paper feeder is empty.*
- ❏ *If the edges of the paper are torn, use scissors to cut the paper so that it is straight, and then load the paper.*
- ❏ *You need to make the following preparations if you want to replace the paper with paper of the same width and type.*
  - ❏ Before replacing, make a note of the amount remaining for the current paper
  - ❏ When replacing the paper, set the amount of paper remaining after replacement from the Client PC

  If the remaining amount of paper is not set correctly, the paper level is not displayed correctly.

  ☞ *"Paper Settings" on page 90*

- ❏ *Rear roll paper feeder operations differ from front roll paper feeder operations. See the following for more information.*

  ☞ *"Replacing Paper in the Rear Roll Paper Feeder" on page 36*

  ☞ *"Replacing Paper in the Front Roll Paper Feeder" on page 49*

- ❏ *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.*

Genuine Epson Paper

For optimum print quality, we recommend using the following genuine Epson paper.

Professional Photo Paper Glossy
Professional Photo Paper Luster

For more details about genuine Epson paper, see the following sections.
☞ "Consumables and Optional Products" on page 147

Printer Driver Settings

Set "Paper Type" for the printer driver according to the paper name as shown in the following table.

Paper Name	Printer Driver Paper Type Setting
Professional Photo Paper Glossy*	Professional Paper for SureLab <Glossy>
Professional Photo Paper Luster*	Professional Paper for SureLab <Luster>

* Set High Quality in the printer driver's image settings to achieve high quality printing when using Professional Photo Paper Glossy and Professional Paper Photo Luster.

> *Tip:*
> *We recommend updating your printer driver to the latest version. Check the Epson home page for more information on the printer driver download service. (http://www.epson.com/support)*

Notes on Handling Paper

❑ The printable surface is the outer surface of the roll paper (**A**).
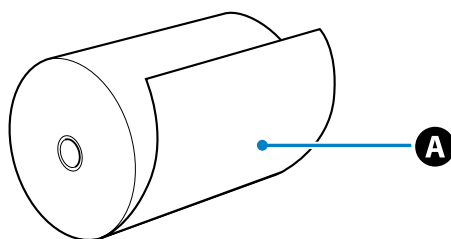
❑ Be careful not to fold the paper or to scuff the printable surface.

❑ Do not touch the printable surface of the paper. Moisture and oil from your hands can stain the paper and effect print quality.

❑ Handle the paper by the edges, or wear cotton gloves.

❑ Make sure the paper does not get wet.

❑ Do not use paper that is wrinkled, fuzzy, torn, or dirty.

Notes on Paper Storage

❏ When storing paper before and after opening, store in the following environment and keep it out of direct sunlight.

❏ We recommend storing paper in its original packaging, and then placing it in a separate packing box.

❏ To prevent the paper from unravelling, we recommend using the paper belt supplied to keep the paper in place.

❏ After opening, remove any unused paper from the core unit, wind it up, and then store. If the paper is left installed in the printer for extended periods of time, the paper quality may decline.
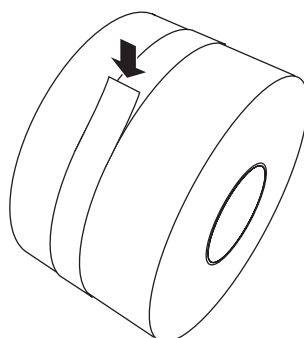
Paper Type	Storage Environment	
	Temperature	**Humidity**
Professional Photo Paper Glossy	59 to 77 °F (15 to 25 °C)	20 to 80 %
Professional Photo Paper Luster	59 to 77 °F (15 to 25 °C)	20 to 80 %

Notes when Printing

❏ Make sure that the leading edge of the paper is cut horizontally in a straight line, perpendicular to the long side of the paper.

❏ Use the paper at the room temperatures shown below. If the paper is not used in the following environment, the print quality may decline.

Paper Type	Temperature	Humidity
Professional Photo Paper Glossy	59 to 86 °F (15 to 30 °C)	30 to 60 %
Professional Photo Paper Luster	59 to 86 °F (15 to 30 °C)	30 to 60 %

Storing and Displaying Printed Paper

❏ Make sure the printed surface does not get scuffed or scratched.

❏ To maintain color tones, avoid high temperatures, high humidity, direct sunlight, and make sure you store the prints in a dark environment.

❏ Try to avoid displaying prints outdoors and in direct sunlight. Otherwise the colors may fade faster than expected.

❏ When exhibiting prints indoors, we recommend keeping them in frames such as glass. This will help to maintain the print quality without fading for a long time.

Paper Feed Section

The configuration for the paper feed section of the printer changes depending on the model. Although all models are equipped with a rear roll paper feeder, only the Dual Roll Model is equipped with a front roll paper feeder. Also, the type of paper supported and the capacity differs for each type of feeder as shown in the following table.

Paper Feed Section	Supported Paper Types	Available Paper Width
Front roll paper feeder	Professional Photo Paper Glossy Professional Photo Paper Luster	4 to 8 inches (102 to 203 mm)
Rear roll paper feeder	Professional Photo Paper Glossy Professional Photo Paper Luster	4 to 12 inches (102 to 305 mm)

Notes when Loading Paper

❑ When using the paper for the first time after purchase, we recommend cutting off approximately 3 ft (1 meter) before use. Depending on the paper's transportation environment, the print quality may decline for this first part of the paper.

Replacing Paper in the Rear Roll Paper Feeder

Removing Paper

1 Prepare the following items.

Items	Explanation
New paper for loading	You can load the following genuine Epson paper in the rear roll paper feeder. Professional Photo Paper Glossy Professional Photo Paper Luster
A linen or vinyl cloth	To avoid soiling the paper, place the Spindle unit on the cloth when loading/removing the paper.
Gloves	Wear gloves to avoid soiling the paper when handling it.

2 Check that the ⏻ light on the Operation panel is lit.

If the ⏻ light is flashing, the printer is operating. Wait until operation has stopped.

3 For the Dual Roll Model, hold down the handle of the front roll paper feeder a little (①) while pressing the Lock Release button(②), and then raise the front roll paper feeder.

When the roll paper feeder is raised, a warning buzzer sounds.
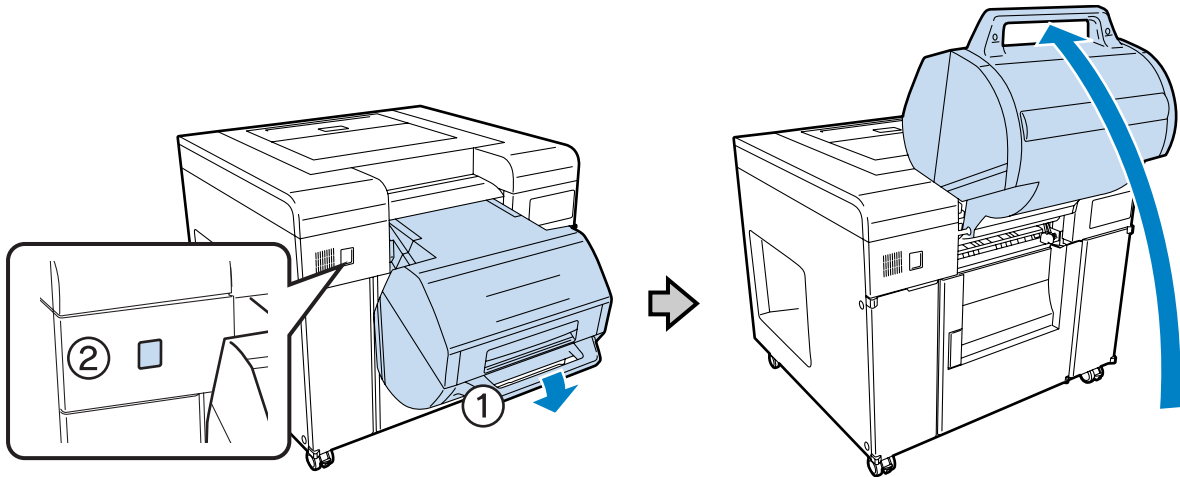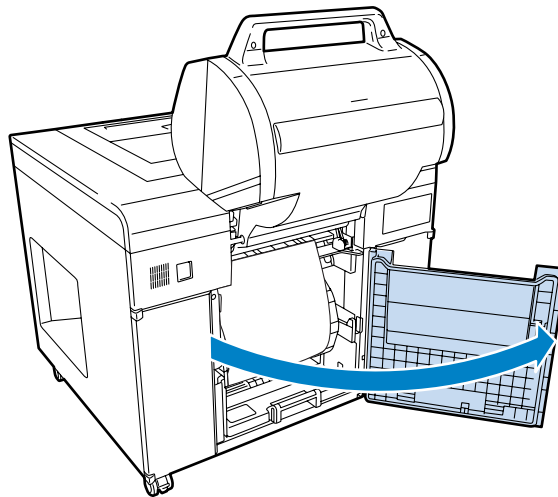
4 Open the rear roll cover.

5 Slide the right Paper width guide to the right.
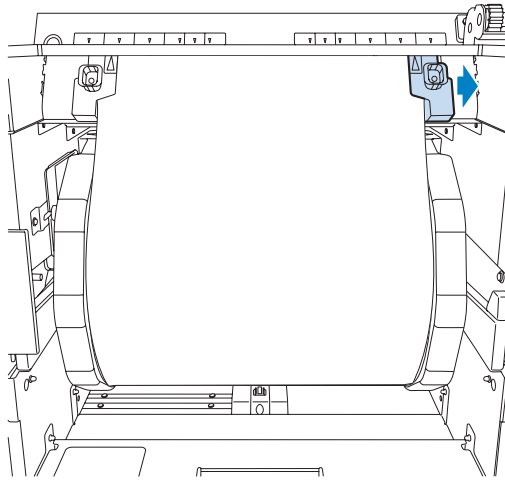
6 Remove the paper from the Paper feed slot, and rewind the paper.
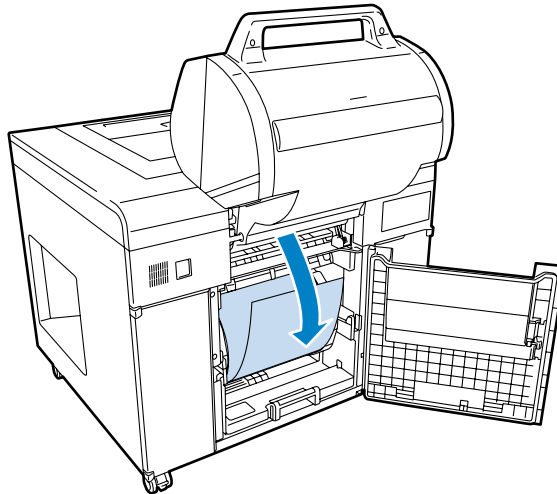
7 Grip the handle and pull out the rear roll paper feeder.

8 Remove the Spindle unit.

Removing Flanges

1 Release the locks on the left and right flanges.

Rotate the center sections of the Flange counterclockwise to release the lock.

2 Remove the Spool.

3 Stand the Spindle unit vertically on a flat surface, and then remove the top Flange.

Tip:
It does not matter which Flange is at the top.

4 Remove the paper.

Tip:
After removing the paper, rewind it correctly and then store it in the original packaging that came with the paper.

Installing Flanges

1 Remove the new paper from its packaging, and stand it vertically on the flat surface. Next, wipe away paper particles from the top of the paper with a damp cloth.

2 Set the Flange on the paper surface from which paper particles have been wiped away.

Place the paper straight to the Flange.

Tip:
Either Flange can be set.

3 Position the paper so that the surface to which the Flange has not been set is face up.

Next, wipe away paper particies with a damp cloth.

4 Place the other Flange on the other end of the paper.

Align the triangular marks on the flanges as shown in the illustration below.

5 Place the Spindle unit on its side so that the paper is in the position shown below.

Make sure the triangular marks on the flanges have not shifted out of position.

6 Insert the Spool so that the gear section (**A**) is on the left.

Note:
Note the direction of the Spool and the direction of the paper. If the directions are not correct, the paper cannot be loaded correctly.

7 Adjust the position of the Spool so that it is at the center of the Spindle unit.

Match the edges of the flanges to the scale "|" marks on the paper size display according to the width of the paper.

8 Lock the flanges on both sides.

Rotate the center sections of the flanges clockwise to lock them in place.

Loading Paper

A Place the Spindle unit into the rear roll paper feeder in the direction shown in the illustration below, and then push the rear roll paper feeder into the printer.
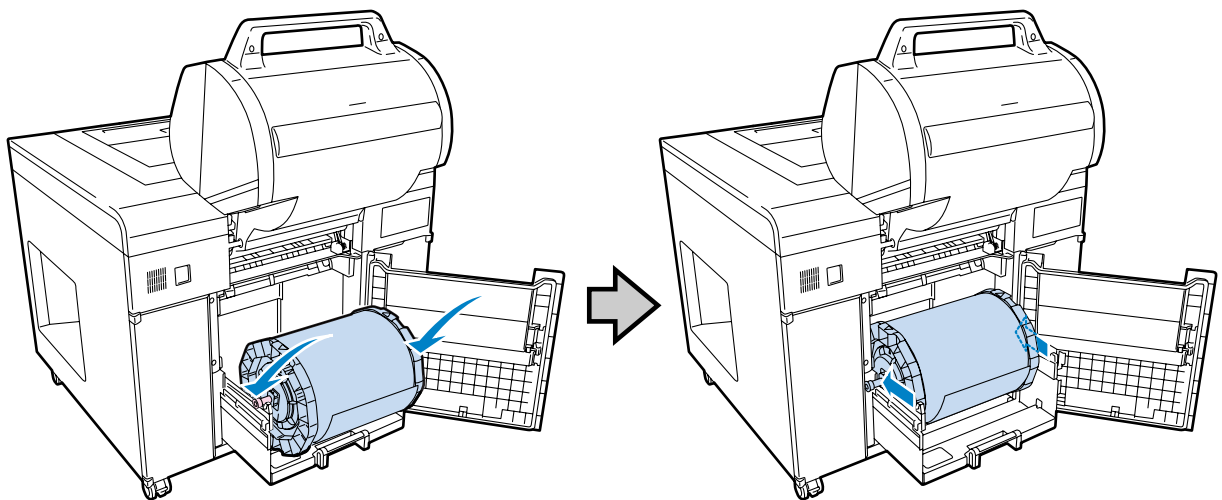
Tip:
Remove any tape or protective sheets from the paper.

2 Slide the rear roll paper feeder into the printer.
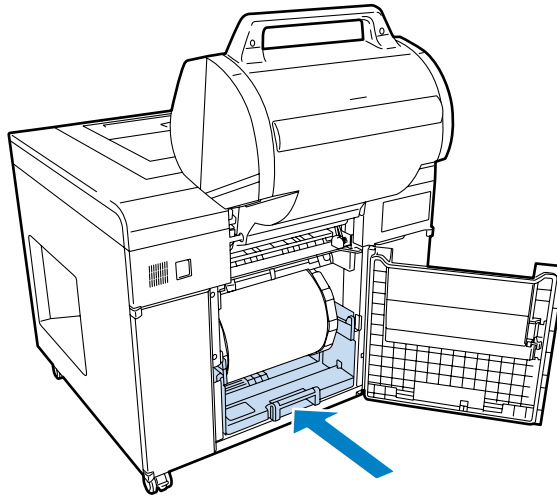
3 Adjust the position of the paper width guides to the width of the paper.

When adjusting the position of the paper width guides, raise the guides slightly, and then move to the left and right.

Adjust the triangle mark on the paper width guides to the scale. The scale is displayed in millimeters (with inches in parentheses).
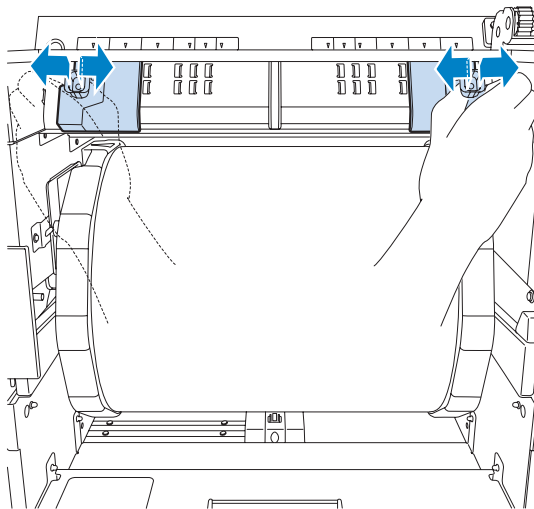
4 Slide the right Paper width guide to the right.

Without lifting forwards, slide the Paper width guide to the right within the movable area.
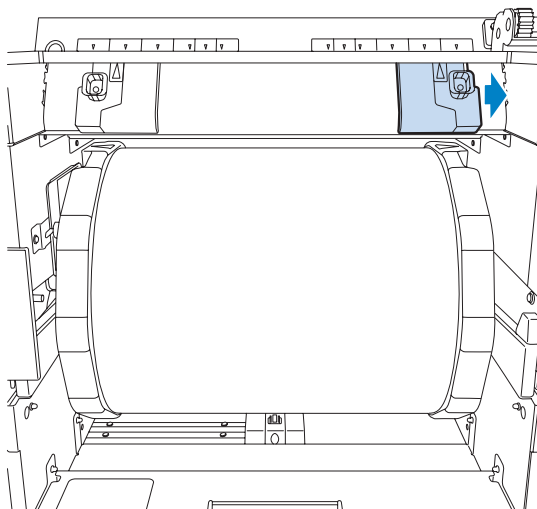
5 Match the left edge of the paper with the left Paper width guide, and pass the leading edge of the paper through the groove in the paper width guides.
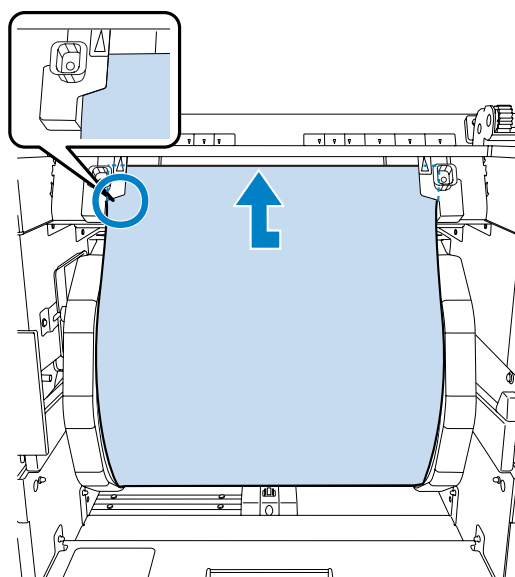
6 Insert until the leading edge of the paper is visible beyond the roller as shown in the illustration below.
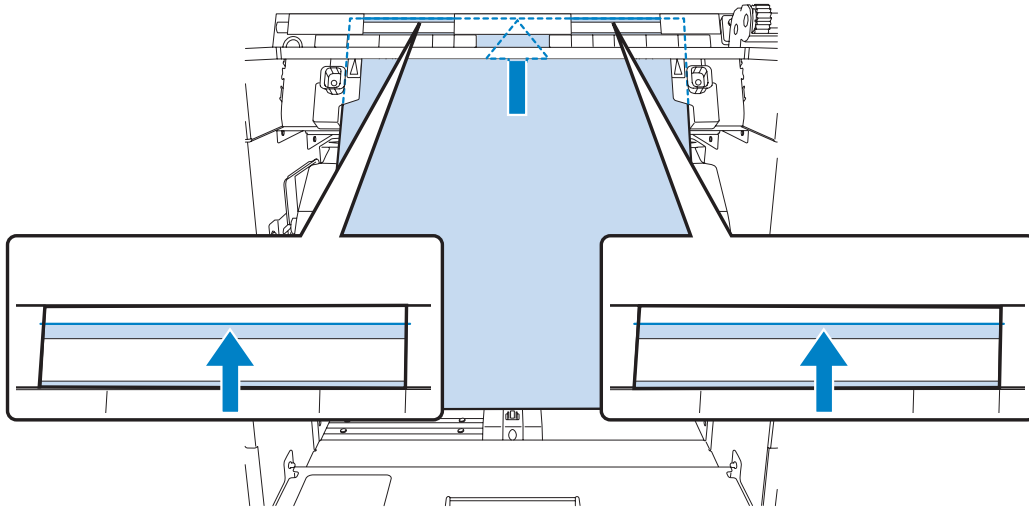
7 Rotate the flanges forward slowly to take up the slack in the paper.
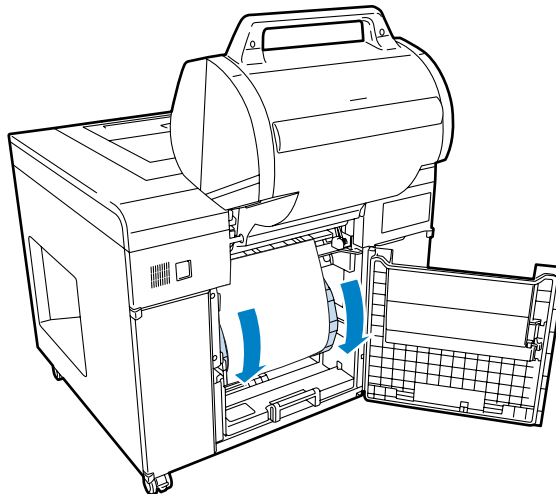
Note:
Printing when the paper is sagging could decrease print quality and cause a paper jam. Make sure you take up the slack in the paper.

8 Slide the right Paper width guide to the left until it is flush with the edge of the paper.
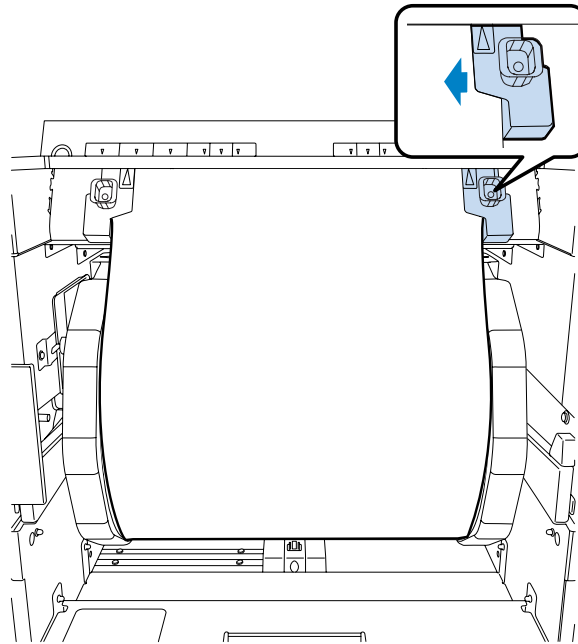
Note:
❏ *Make sure that there is no gap between the Paper width guide and the edge of the paper. If there is a gap, the print position may be misaligned, or a feeding error may occur.*

❏ *Do not push the Paper width guide against the paper too forcefully. The paper may be damaged, or it may cause a paper jam.*

9 If the paper type has changed, set the paper type on the Operation panel.

Each time you press the Paper type setting switch on the rear roll paper feeder, the paper type changes and the light flashes to indicate the current paper type.

Tip:
*If you clear the cover open error by clicking **OK** on the Client PC, you cannot change the paper type. To change the paper type, remove the paper from the Paper feed slot, reinsert it, and then try again.*
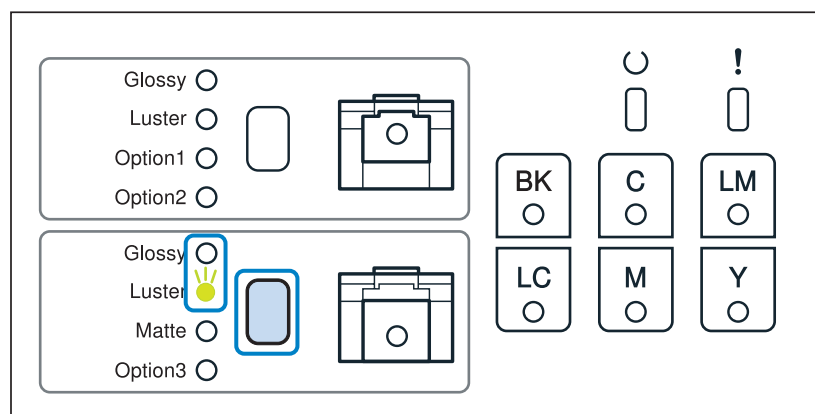
10 Close the rear roll cover.
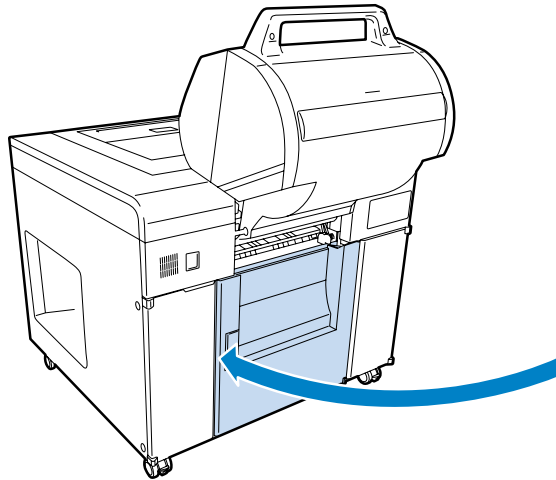
11 For the Dual Roll Model, press the front roll paper feeder down as far as it will go.

Check that the front roll paper feeder is fixed in place.

> *Tip:*
> *If an error is displayed on the Client PC, you need to clear the error.*
>
> *Click **OK** on the error message.*
>
> *Next, check that the ⏻ light on the Operation panel is lit.*
>
>
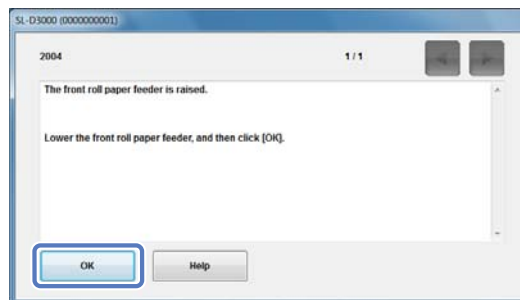
This completes this section.

Replacing Paper in the Front Roll Paper Feeder

Only the Dual Roll Model supports front roll paper.

Removing Paper

1 Prepare the following items.

Items	Explanation
New paper for loading	You can load the following genuine Epson paper in the rear roll paper feeder. Professional Photo Paper Glossy Professional Photo Paper Luster
A linen or vinyl cloth	To avoid soiling the paper, place the Spindle unit on the cloth when loading/removing the paper.
Gloves	Wear gloves to avoid soiling the paper when handling it.

2 Check that the ⏻ light on the Operation panel is lit.

If the ⏻ light is flashing, the printer is operating. Wait until operation has stopped.

3 Pull the Front roll lever forward and release the lock, and then open the front roll cover.

When the cover is opened, a warning buzzer sounds.
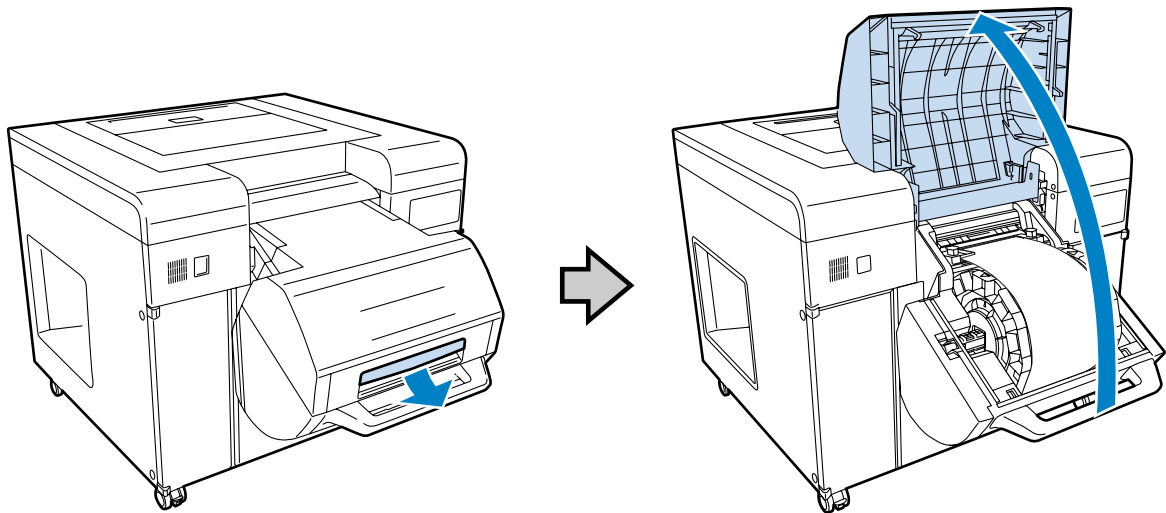
4 Remove the paper from the Paper feed slot, and rewind the paper.

5 Remove the Spindle unit.

Removing Flanges

1 Release the locks on the left and right flanges.

Rotate the center sections of the Flange counterclockwise to release the lock.

2 Remove the Spool.

3 Stand the Spindle unit vertically on a flat surface, and then remove the top Flange.

> *Tip:*
> *It does not matter which Flange is at the top.*

4 Remove the paper.

> *Tip:*
> *After removing the paper, rewind it correctly and then store it in the original packaging that came with the paper.*

Installing Flanges

1 Remove the new paper from its packaging, and stand it vertically on the flat surface. Next, wipe away paper particles from the top of the paper with a damp cloth.

2 Set the Flange on the paper surface from which paper particles have been wiped away.

Place the paper straight to the Flange.

> *Tip:*
> *Either Flange can be set.*

3 Position the paper so that the surface to which the Flange has not been set is face up.

Next, wipe away paper particies with a damp cloth.

4 Place the other Flange on the other end of the paper.

Align the triangular marks on the flanges as shown in the illustration below.

5 Place the Spindle unit on its side so that the paper is in the position shown below.

Make sure the triangular marks on the flanges have not shifted out of position.

6 Insert the Spool so that the gear section (**A**) is on the left.

Note:
Note the direction of the Spool and the direction of the paper. If the directions are not correct, the paper cannot be loaded correctly.

7 Adjust the position of the Spool so that it is at the center of the Spindle unit.

Match the edges of the flanges to the scale "|" marks on the paper size display according to the width of the paper.

8 Lock the flanges on both sides.

Rotate the center sections of the flanges clockwise to lock them in place.

Loading Paper

1 Place the Spindle unit in the direction shown in the illustration below, and load it into the printer.
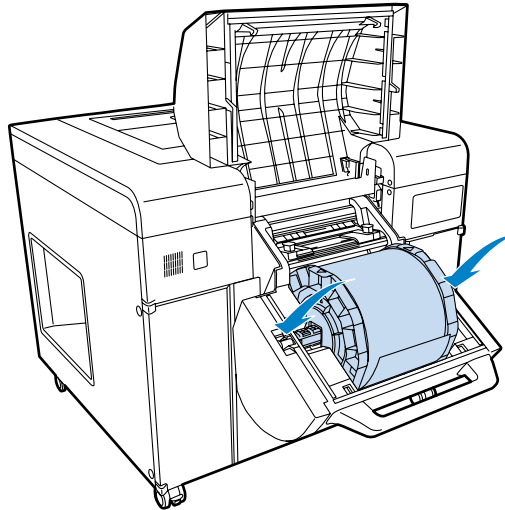
> *Tip:*
> *Remove any tape or protective sheets from the paper.*

2 Adjust the position of the paper width guides to the width of the paper.

When adjusting the position of the paper width guides, raise the guides slightly, and then move to the left and right.

Adjust the triangle mark on the paper width guides to the scale. The scale is displayed in millimeters (with inches in parentheses).
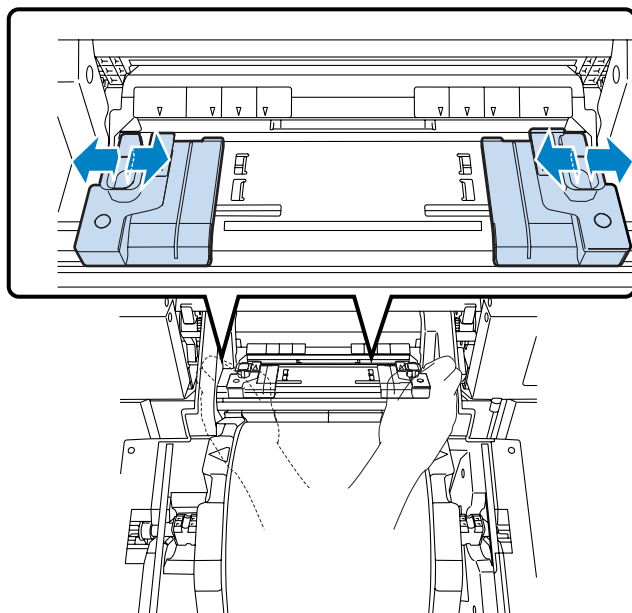
3 Pass the leading edge of the paper through the groove in the paper width guides.
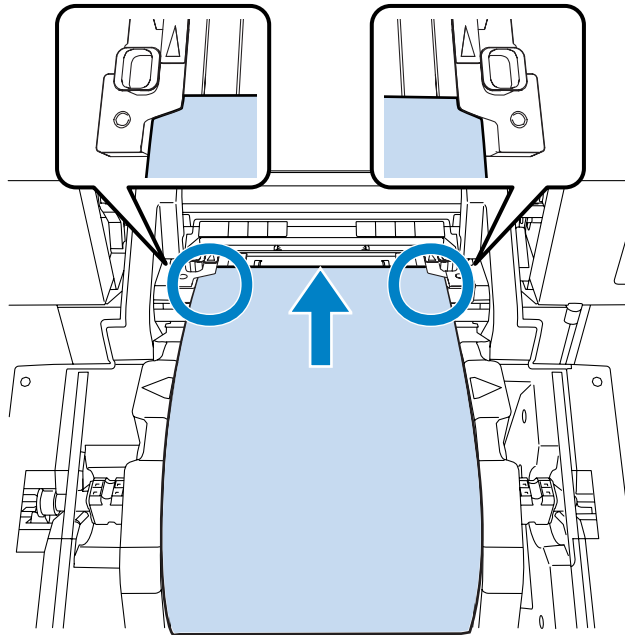
4 Insert until the leading edge appears at the position shown in the illustration below.

Check that the paper is nipped with the feed roller.

> *Note:*
> *If you insert the paper into the printer and raise the front roll paper feeder immediately, the paper may be wrinkled. Do not insert the paper beyond the position shown below.*
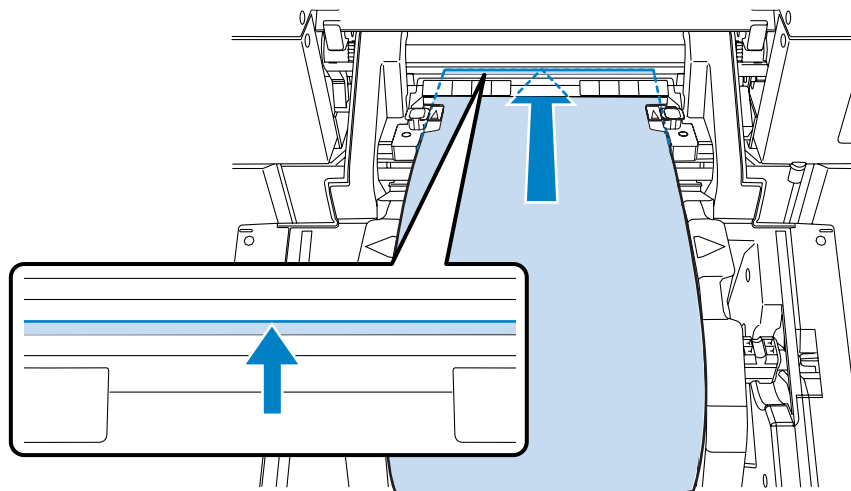
5 Rotate the flanges forward slowly to take up the slack in the paper.
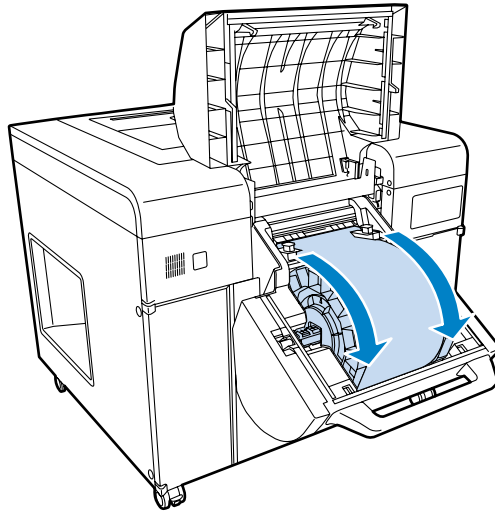
Note:
Printing when the paper is sagging could decrease print quality and cause a paper jam. Make sure you take up the slack in the paper.

6 If the paper type has changed, set the paper type on the Operation panel.

Each time you press the Paper type setting switch on the front roll paper feeder, the paper type changes and the light flashes to indicate the current paper type.
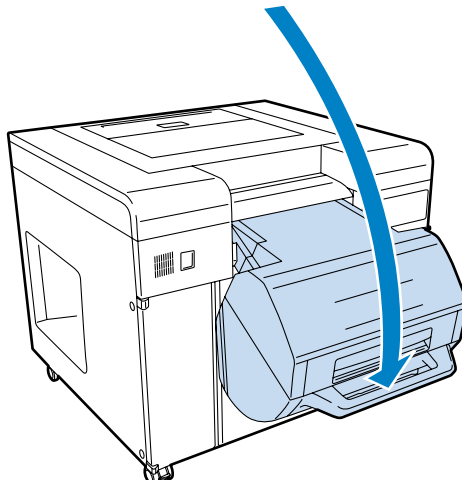

Tip:
*If you clear the cover open error by clicking **OK** on the Client PC, you cannot change the paper type. To change the paper type, remove the paper from the Paper feed slot, reinsert it, and then try again.*
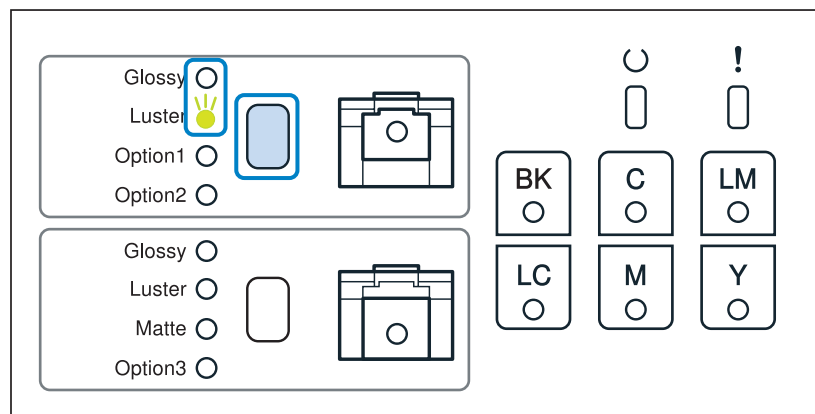
7 Close the front roll cover, and then press the Front roll lever to lock the front roll cover.
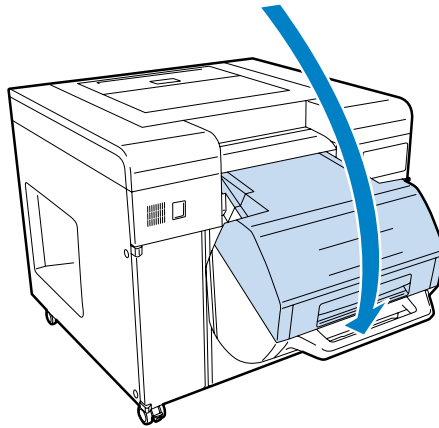

Tip:
If an error is displayed on the Client PC, you need to clear the error.
*Click **OK** on the error message.*
Next, check that the ⏻ light on the Operation panel is lit.
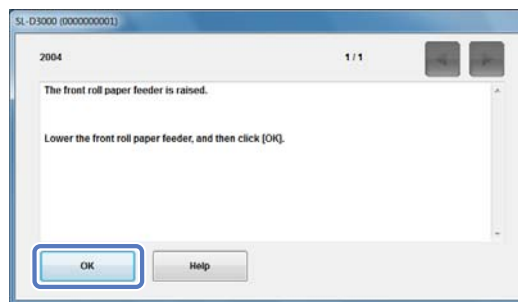
This completes this section.

Ejecting Paper

This section explains how to eject paper.

Ejected Paper Path

After printing, paper is cut to the specified size, and assigned to the ejected paper path determined by the print size.

When the sorter unit is not installed, all prints are ejected to the tray.

When the sorter unit is installed

Ejected prints on the conveyer are carried to the Side tray or to the sorter.

> *Tip:*
> ❏ *If the prints are on the sorter tray in the back and cannot be easily reached, press and release the Sorter Drive Switch to slide the tray forward.*
> *Do not move it manually.*
>
> ❏ *If the sorter tray containing the prints reaches the edge, the sorter stops automatically to prevent the prints from falling. The printer finishes printing the current copy, and then stops printing after ejecting the current copy into the sorter tray. Remove the prints from the sorter tray, and then restart printing.To prevent the sorter tray from stopping automatically, remove prints before too many accumulate in the tray.*

> *Note:*
> *When removing prints from the sorter tray, make sure the prints are complete and that the printer and the sorter unit have stopped operating.*
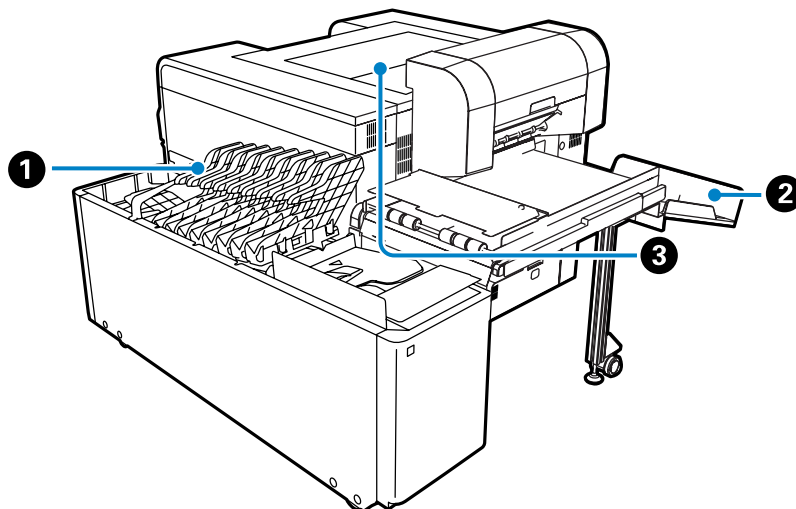
Ejecting Paper

Print Size		Paper Surface Type	Ejected Paper Path	Output Capacity
Length	Width			
3.5 to 12 inches (89 to 305 mm)	4 to 8.3 inches (102 to 210 mm)	Glossy/Luster	❶ Sorter	50 max. for each tray[*1]
	10 and 12 inches (254 and 305 mm)	Glossy/Luster	❷ Side tray	50 max.
12 to 36 inches (306 to 914 mm)[*2]	-	Glossy/Luster	❸ Top tray	30 max.
36 to 48 inches (915 to 1219 mm)[*2]	-	Glossy/Luster		1

[*1] For print jobs that are larger than 50 prints, the prints are sorted into multiple trays.

[*2] For prints that are longer than 12 inches (305 mm), a confirmation screen is displayed on the Client PC for each print.

When the sorter unit is not installed
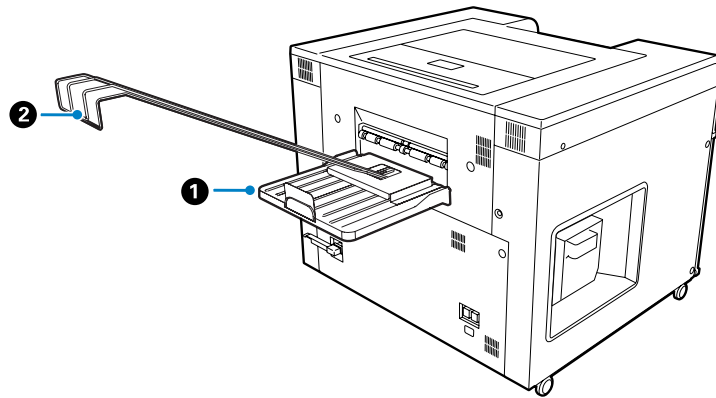
Print Size		Ejected Paper Path	Output Capacity
Length	Width		
3.5 to 8 inches (89 to 203 mm)	-	❶ Tray	50 max.
8 to 12 inches (204 to 305 mm)			30 max
12 to 18 inches (306 to 457 mm)[*]			1
18 to 48 inches (458 to 1219 mm)[*]	-	❷ LONG PRINT STACKER (optional)	1

[*] For prints that are longer than 12 inches (305 mm), a confirmation screen is displayed on the Client PC for each print.

When the Long print stacker is installed (only for Single Roll Model)
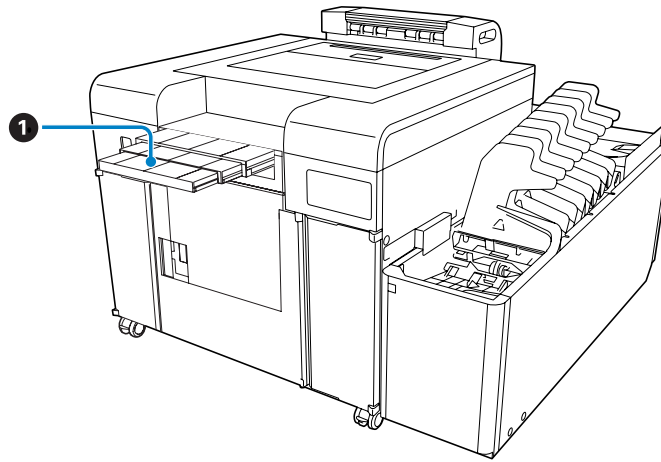
Print Size		Ejected Paper Path	Output Capacity
Length	**Width**		
12 inches (458 mm) or more*	4 inches (102 mm) or more	❶ Long print stacker	1

* For prints that are longer than 12 inches (305 mm), a confirmation screen is displayed on the Client PC for each print.

Ejected Paper Path and Supported Paper Sizes

Print Size		Ejected Paper Path			
Size Name	**Width x Length**	**When the sorter unit is installed**			**When the sorter is not installed**
		Sorter	**Top tray/ Long print stacker**	**Side tray**	**Tray**
3R	5 x 3.5 inches (127 x 89 mm)	Yes	No	No	Yes
4 x 6	4 x 6 inches (102 x 152 mm)	Yes	No	No	Yes
4R	6 x 4 inches (152 x 102 mm)	Yes	No	No	Yes
5R	5 x 7 inches (127 x 178 mm)	Yes	No	No	Yes
8 R	8 x 10 inches (203 x 254 mm)	Yes	No	No	Yes
10 x 8	10 x 8 inches (254 x 203 mm)	No	No	Yes	Yes
8 x 12	8 x 12 inches (203 x 305 mm)	Yes	No	No	Yes

Ejecting Paper

Print Size		Ejected Paper Path			
		When the sorter unit is installed			When the sorter is not installed
Size Name	**Width x Length**	**Sorter**	**Top tray/ Long print stacker**	**Side tray**	**Tray**
12 x 8	12 x 8 inches (305 x 203 mm)	No	No	Yes	Yes
10R	10 x 12 inches (254 x 305 mm)	No	No	Yes	Yes
12 X 10	12 x 10 (305 x 254 mm)	No	No	Yes	Yes
12 x 18	12 x 18 (305 x 457 mm)	No	Yes	No	Yes

Replacing Ink Cartridges

> ⚠️ **_Caution:_**
> ❏ _Do not disassemble the ink cartridge._
>
>   _If it is disassembled, ink may get in your eyes or on the skin._
>
> ❏ _Do not shake the ink cartridge too hard._
>
>   _If you shake or swing it too hard, ink may leak from the cartridge._
>
> ❏ _Do not store ink cartridges within the reach of children._
>
> ❏ _Take the following measures if ink gets on your skin, or in your eyes or mouth._
>
> > ❏ If any ink gets on your skin, wash immediately with soap and water.
> >
> > ❏ If any ink gets in your eyes, flush them immediately with water. Inflammation or light inflammation of the eyes may occur if they are not treated immediately. If any abnormalities occur, contact a doctor immediately.
> >
> > ❏ If any ink gets in your mouth, spit it out immediately and consult your doctor.

> **_Note:_**
> ❏ _See the following when handling ink cartridges._
>
>   ✆ _"Notes on Handling Ink Cartridges" on page 24_
>
> ❏ _If you do not have a new ink cartridge ready for installation when the old cartridge is expended, leave the expended cartridge installed in the printer until the new cartridge is ready. If the ink cartridge is left uninstalled, it could cause the printer to breakdown._
>
> ❏ _If the ink cartridge is expended, replace it as soon as possible with a new ink cartridge._
>
> ❏ _After removing the ink cartridge, install the new cartridge right away, and do not leave the printer unattended while the ink cartridge cover is open._

Checking the Ink Level

You can check the amount of ink remaining from the Client PC.

U "Printer Information" on page 87
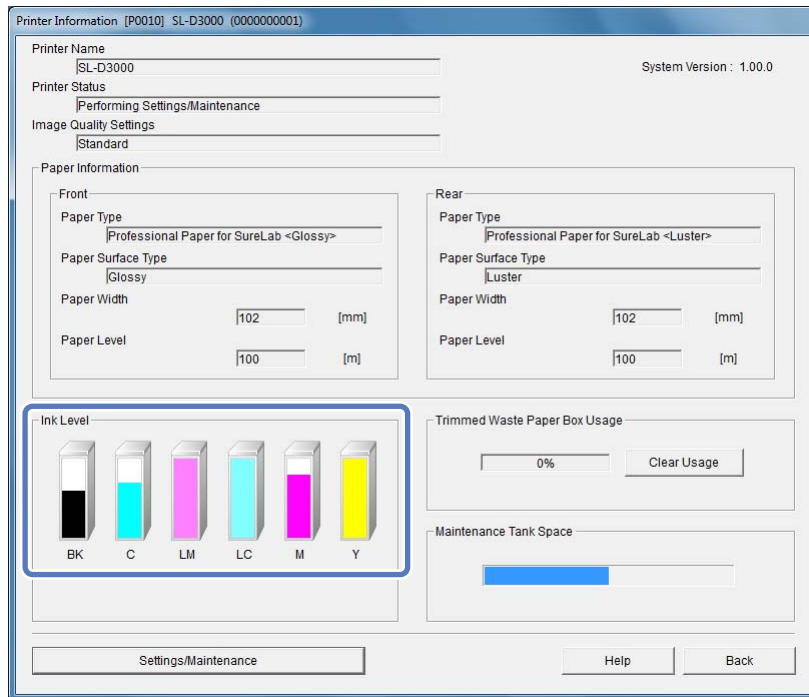
When the amount of ink remaining has fallen below the minimum limit, the Ink status light on the Operation panel is lit.

U "Operation panel" on page 16

Also, an error message is displayed on the Client PC.

U "When an Error is Displayed" on page 116
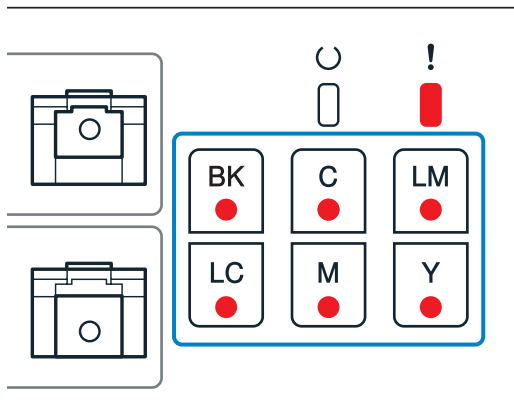
Operation panel   Client PC
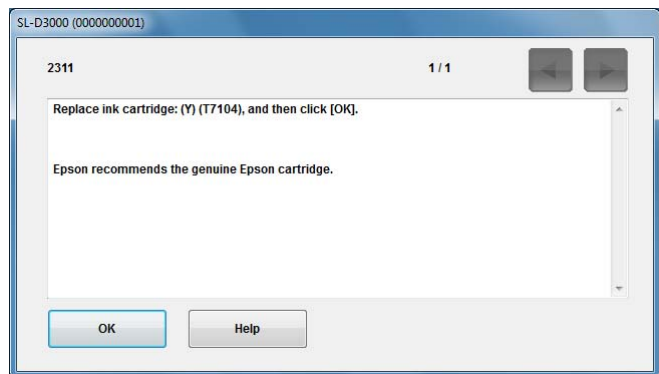
Replacement Procedure

> *Note:*
> ❏ *Install an ink cartridge into each slot. You cannot print unless the correct cartridge is installed in each slot.*
>
> ❏ *This product has been adjusted based on genuine ink cartridges. If you use ink cartridges other than genuine cartridges, the print results may be faint or the amount of ink remaining may not be detected correctly. We recommend using genuine ink cartridges.*
> U *"Consumables and Optional Products" on page 147*

1 Check that the ⏻ light on the Operation panel is lit.

If the ⏻ light is flashing, the printer is operating. Wait until operation has stopped.

2 Place your hand under the ink cartridge cover to open the cover.

When the cover is opened, a warning buzzer sounds.
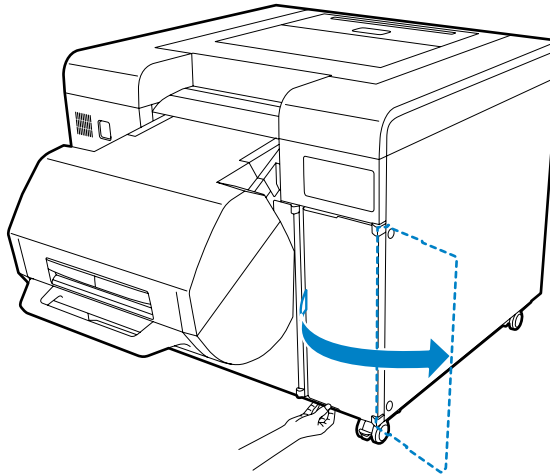
3 Check the light display on the Operation panel to check which ink cartridge(s) need to be replaced.
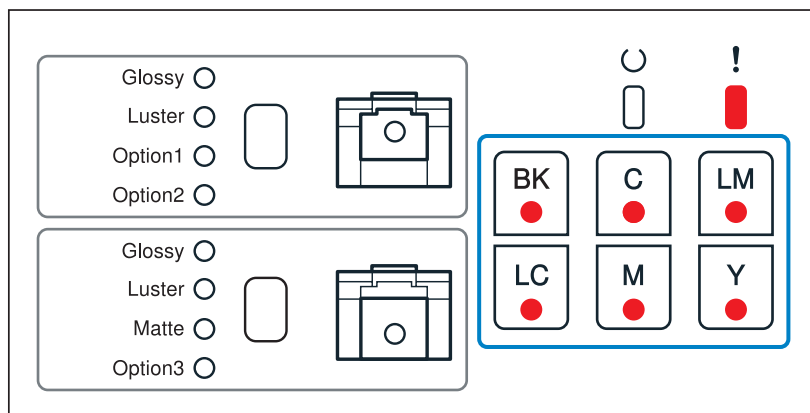
4 Press lightly on the expended ink cartridge (ink cartridge with the lit Ink status light), and remove the cartridge.

Here, Y (Yellow) is used as an example. Use the same procedure for the other colors.
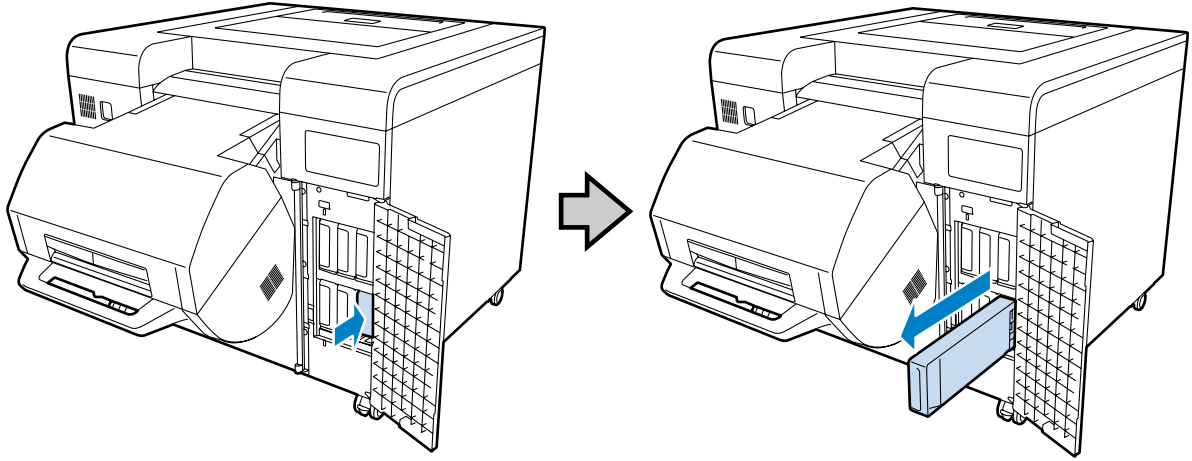
Note:
❏ *Note that there may be ink around the ink supply port of used ink cartridges.*
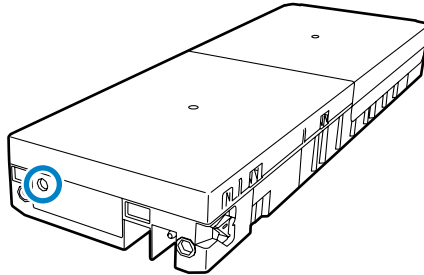
❏ *See the following for information on disposing of used ink.*

U *"Disposing of the Main Printer Unit and Consumables" on page 25*

5 Remove the new ink cartridge from its box.

Note:
❏ *Do not touch the green IC chip (**A**) on the ink cartridges; doing so may prevent normal operation and printing.*

❏ *Do not touch the ink supply port (**B**) on the ink cartridges; ink may leak.*
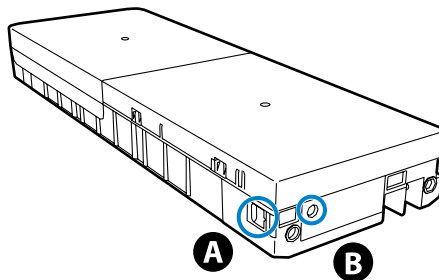
6 Insert the ink cartridge until it meets resistance.
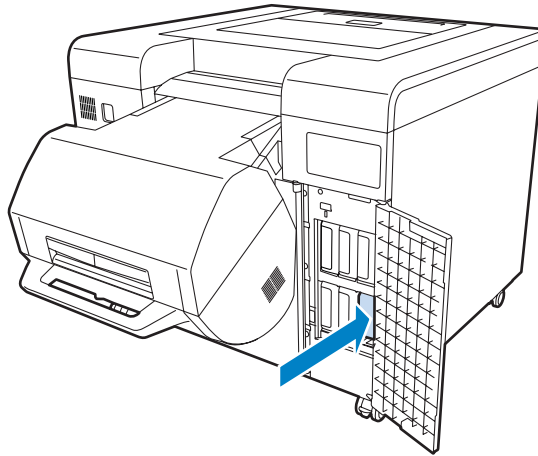
7 Close the ink cartridge cover.

8 If an error is displayed on the Client PC, click **OK** on the Client PC to clear the error.
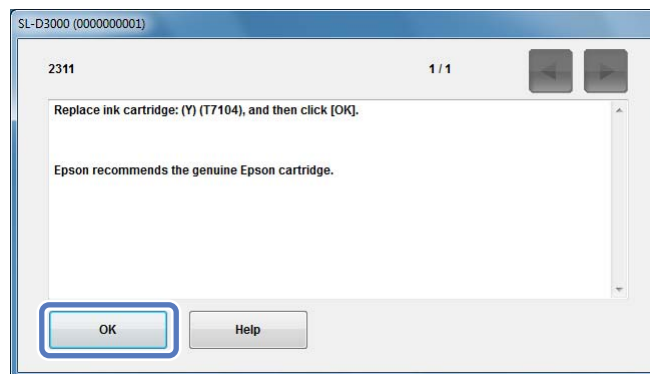
9 Check that the ⏻ light on the Operation panel is lit.

This completes this section.

Replacing the Maintenance Tank

The maintenance tank absorbs ink consumed when performing head cleaning.

This section explains how to replace maintenance tanks that need to be replaced.
See the following section for the replacement maintenance tank.
U "Consumables and Optional Products" on page 147

Checking Maintenance Tank Space

You can check the maintenance tank space from the Client PC.
U "Printer Information" on page 87
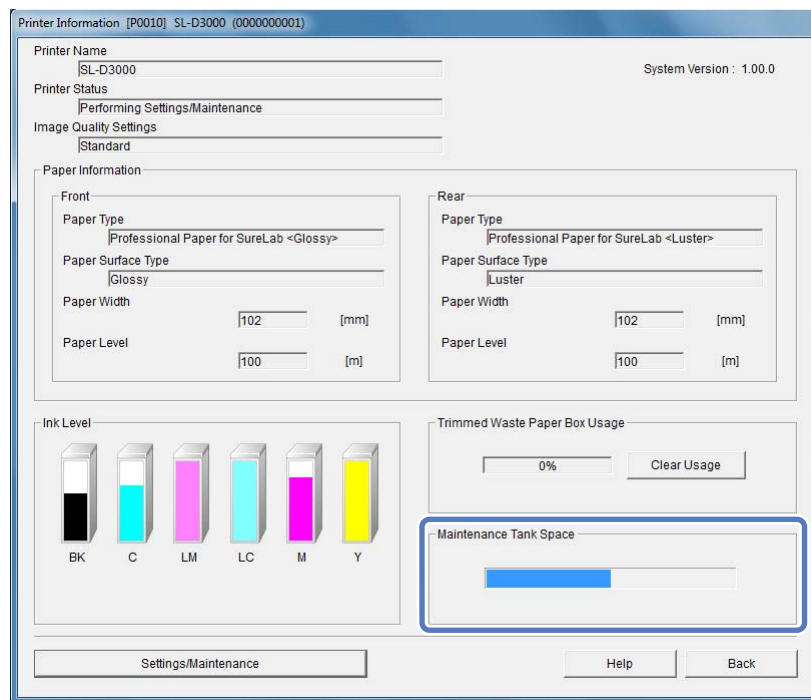
An error message is displayed on the Client PC when there is no space left in the maintenance tank.
U "When an Error is Displayed" on page 116
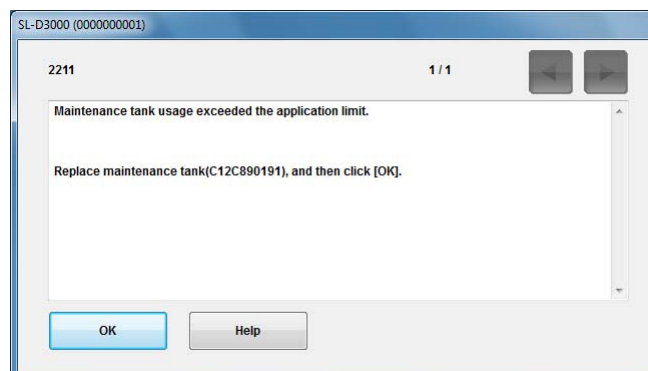
Replacement Procedure

1 Check that the ⏻ light on the Operation panel is lit.

If the ⏻ light is flashing, the printer is operating. Wait until operation has stopped.

2 For the Dual Roll Model, hold down the handle of the front roll paper feeder a little, press the Lock Release button, and then raise the front roll paper feeder.

When the roll paper feeder is raised, a warning buzzer sounds.

3 Place your hand under the maintenance tank cover to open the cover.
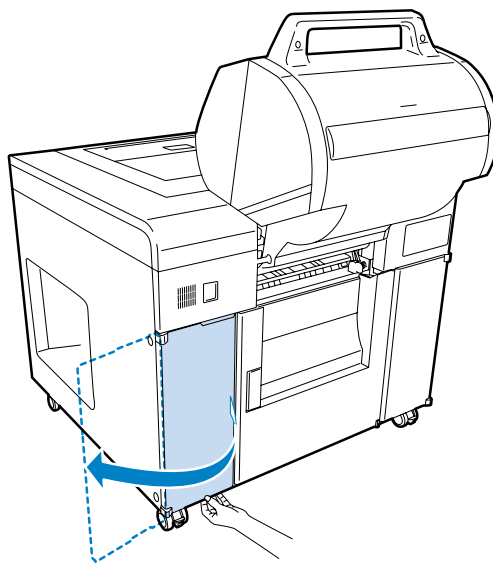
4 Remove the maintenance tank.

See the following for information on disposing of a used maintenance tank.
U "Disposing of the Main Printer Unit and Consumables" on page 25
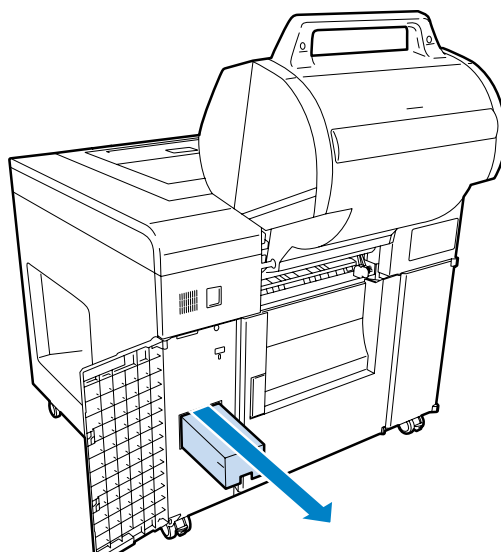
Note:
Do not touch the green IC chip on the maintenance tank. Doing so may prevent normal operation and printing.
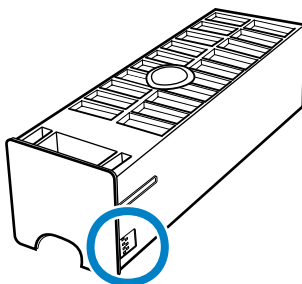
5 Prepare a new maintenance tank.

6 Insert the new maintenance tank.
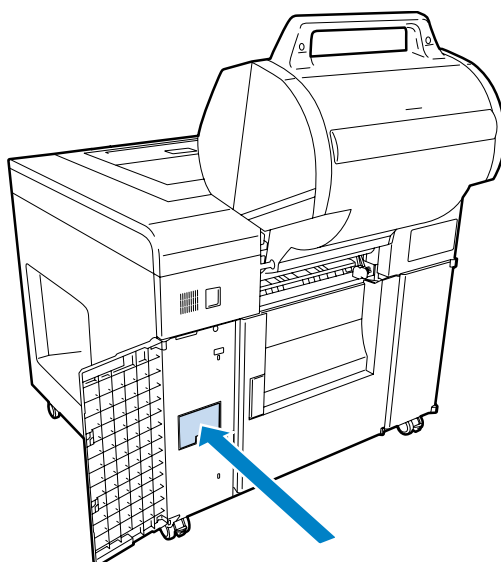
7 Close the maintenance tank cover.
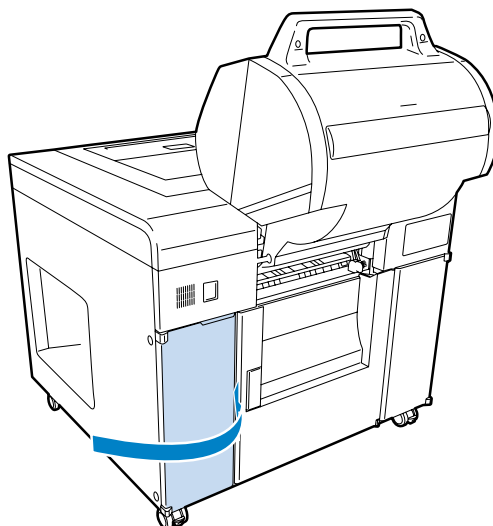
8 For the Dual Roll Model, press the front roll paper feeder down as far as it will go.

Check that the front roll paper feeder is fixed in place.

9 If an error is displayed on the Client PC, click **OK** on the Client PC to clear the error.
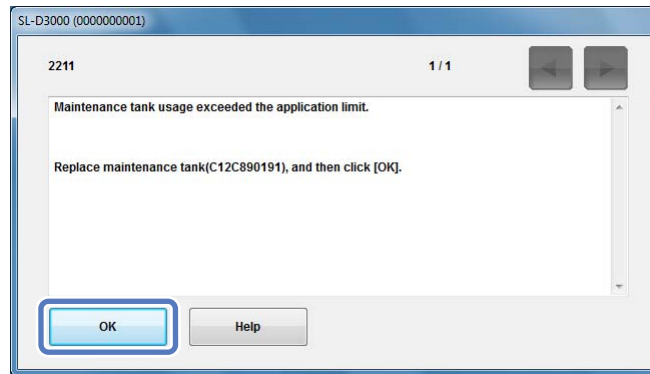
10 Check that the ⏻ light on the Operation panel is lit.

This completes this section.

Disposing of Trimmed Waste Paper

Trimmed waste paper collects in the trimmed waste paper box during printing. You need to empty the box before it is full.

This section explains how to dispose of trimmed waste paper.

Checking the Trimmed Waste Paper Box Usage

Check Trimmed Waste Paper Box Usage from the Client PC.
∠⑦ "Printer Information" on page 87
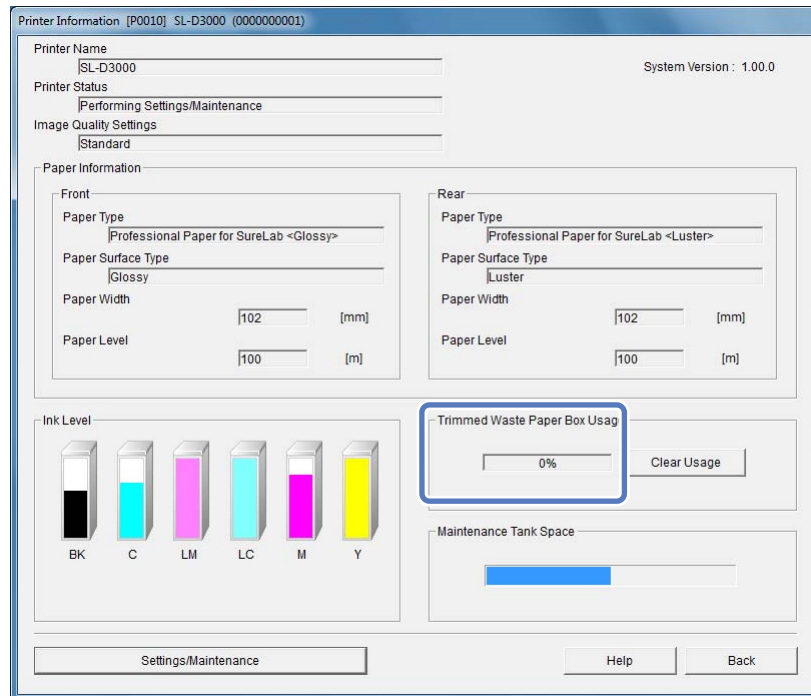
When Trimmed Waste Paper Box Usage is full, an error message is displayed on the Client PC.
∠⑦ "When an Error is Displayed" on page 116
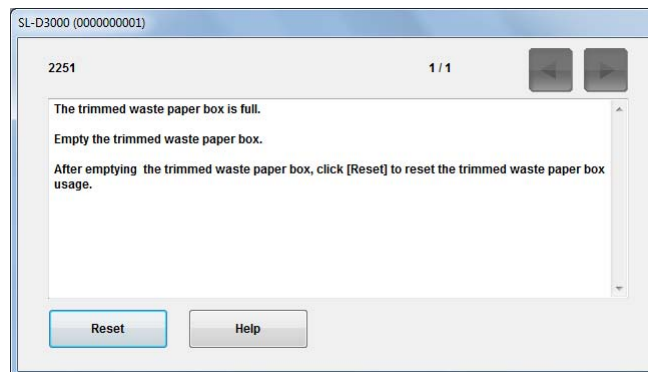
Disposal Procedure

1 Check that the ⏻ light on the Operation panel is lit.

If the ⏻ light is flashing, the printer is operating. Wait until operation has stopped.

2 Slide out while slightly lifting the handle of the trimmed waste paper box.
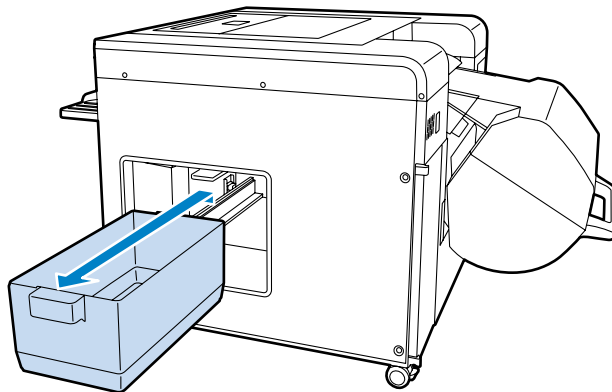
3 Empty the trimmed waste paper box.
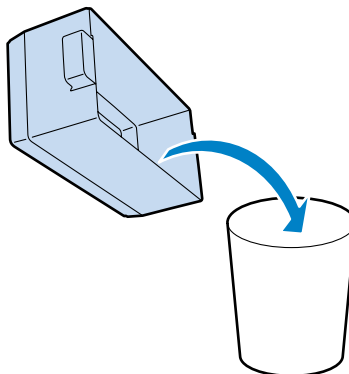
4 Insert the trimmed waste paper box.
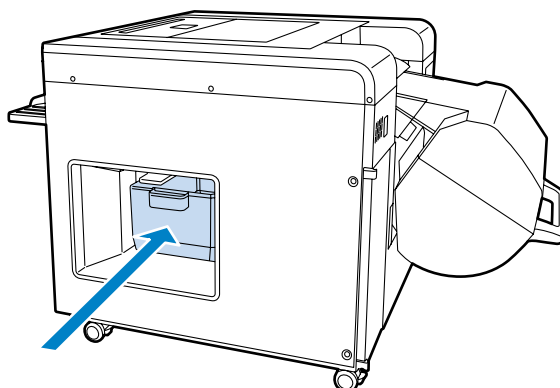
5 Reset Trimmed Waste Paper Box Usage from the Client PC.

Click **Clear Usage** on the Printer Information screen.
☞ "Printer Information" on page 87

Tip:
*You can also reset the value for Trimmed Waste Paper Box Usage by clicking **Reset** on the error message if it is displayed on the Client PC.*

This completes this section.

Replacing Ribbon Cassettes

When the back printing unit is installed, replace the Ribbon cassette if back printing is too light.

See the following section for the replacement Ribbon cassette.
U "Consumables and Optional Products" on page 147

Note:
Do not perform back printing if the Ribbon cassette is not inserted.
Otherwise, paper could be jammed or the back printing unit could be damaged.

Ink Ribbon Replacement Time

When using an ink ribbon, back printing is light.

A different ink ribbon is used to print the first and second lines during back printing. If the first line is too light, replace the Ribbon cassette that is further inside the back printing unit. If the second line is too light, replace the ribbon cassette at the front.

The ink ribbon can still be used   The ink ribbon needs to be replaced

2010.06.23   2012.06.23

Tip:
There are no light indications or error messages when it is time to replace the ribbon.

Replacement Procedure

⚠ *Caution:*
When replacing the Ribbon cassette, do not touch the part with a warning label attached. Because it reaches high temperatures, burns could occur.

---
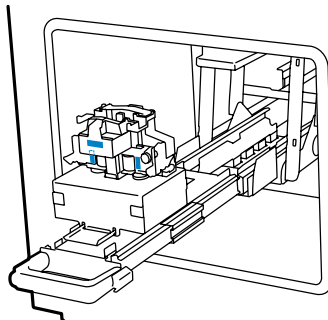
1 Check that the ⏻ light on the Operation panel is lit.

Replacing Ribbon Cassettes

If the ⏻ light is flashing, the printer is operating. Wait until operation has stopped.

2 Prepare a new Ribbon cassette.

If both lines are too light during back printing, you need to replace both ribbon cassettes.

3 Slide out while slightly lifting the handle of the waste paper box.

The back printing unit is installed behind the waste paper box.
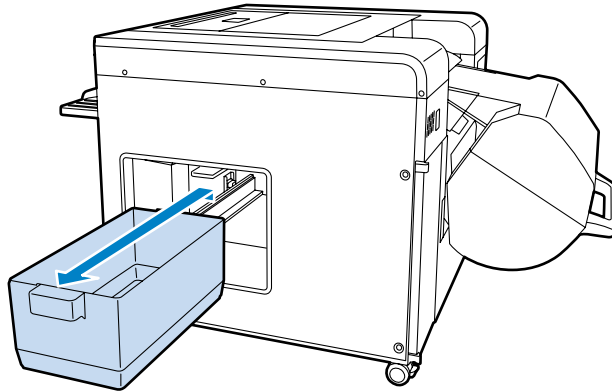
4 Grip the handle on the back printing unit, and pull it down and out.
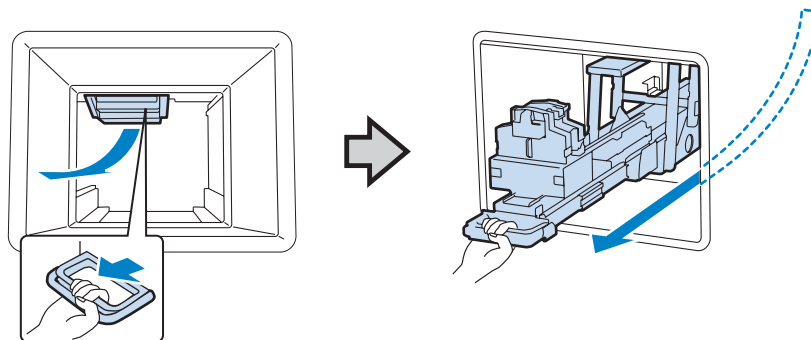
5 Hold the tab for the Ribbon cassette you want to replace and remove the cassette.

When replacing the Ribbon cassette at the front
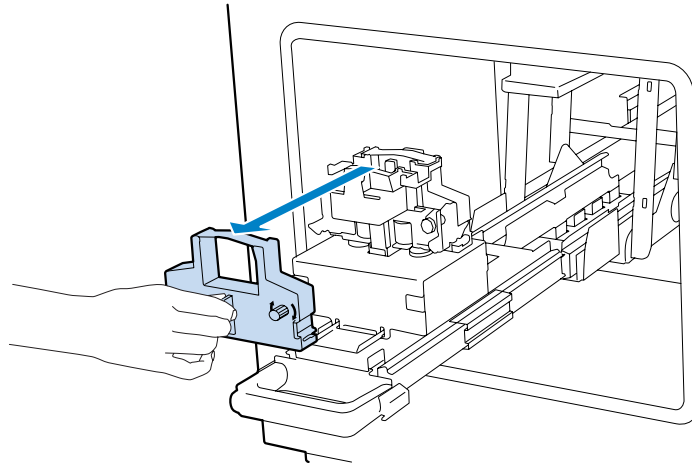
When replacing the Ribbon cassette on the inside
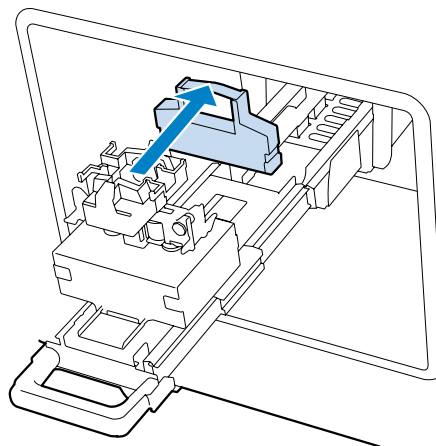
> *Tip:*
> *Dispose of the used Ribbon cassette in accordance with local regulations.*

6 Insert a new Ribbon cassette.

Note the direction of the Ribbon cassette. The surface with a knob should face out.

When replacing the Ribbon cassette at the front
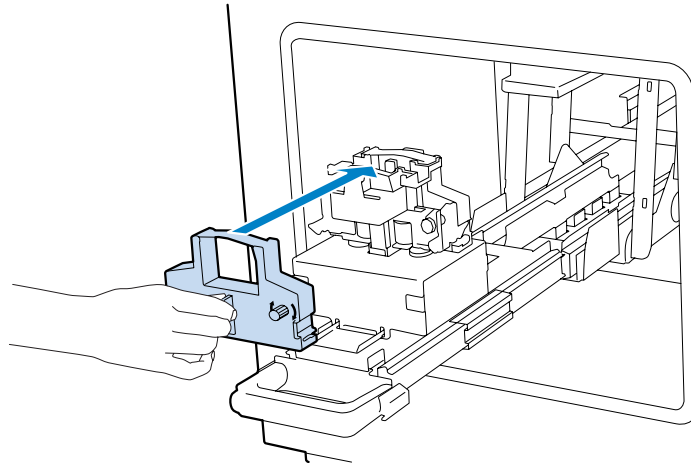
When replacing the Ribbon cassette on the inside
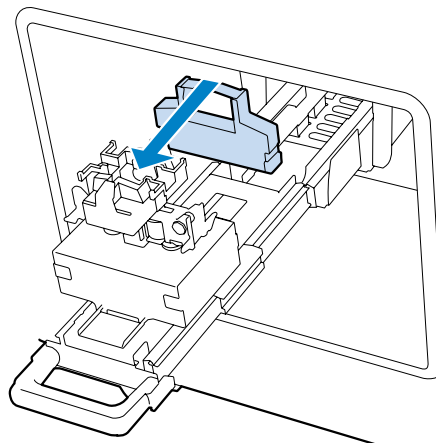
Note:
If the ribbon is slack, turn the knob on the Ribbon cassette to the right to take up the slack, and then insert it into the back printing unit.
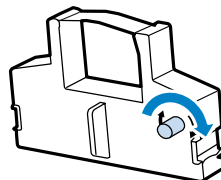
7 Push the back printing unit all the way in, and then holding the handle in the center push the unit up until it locks in place.
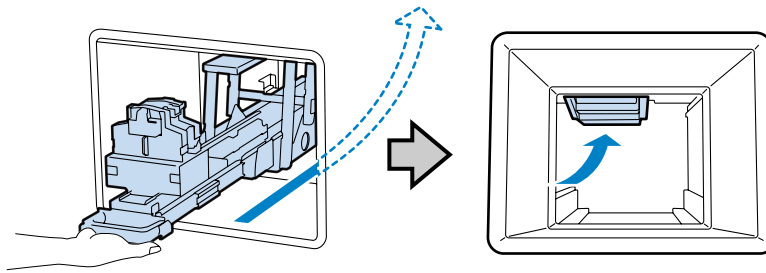
8 Insert the trimmed waste paper box.
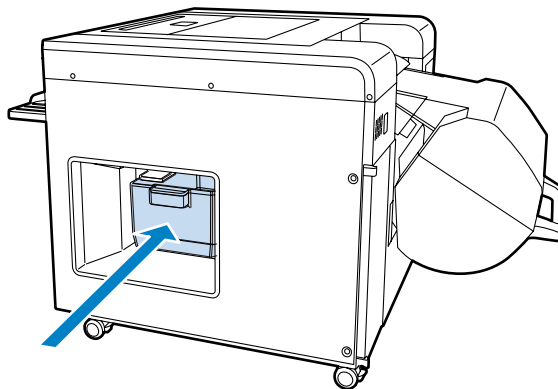
9 Click **OK** on the Client PC to clear the error.

SL-D3000 (0000000001)

2007   1 / 1

The back printing unit is out of position.

Set to the correct position, and then click [OK].

OK   Help
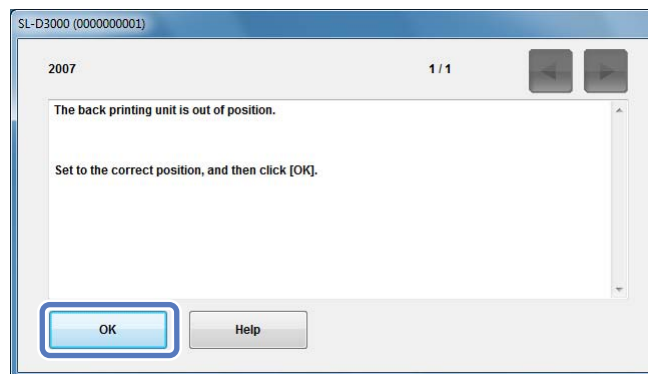
10 Check that the ⏻ light on the Operation panel is lit.

This completes this section.

Adjusting the Humidity in the Roll Paper Feeder

To maintain an appropriate humidity in the roll paper feeder, the humidity control unit can humidify or dehumidify the roll paper feeder.

Each roll paper feeder has a humidity control unit. Adjust the humidity control unit for the paper in the roll paper feeder for which you want to adjust the humidity. You can switch between dehumidification and humidification by changing the way in which the humidity control unit is installed.

> *Tip:*
> *The following shows the dehumidification and humidification standards.*
>
> ❏ *When humidity is at 60 to 80%: We recommend dehumidification.*
>
> ❏ *When humidity is at 30 to 60%: You do not need to perform dehumidification or humidification.*
>
> ❏ *When humidity is at 20 to 30%: We recommend humidification.*
>
> ❏ *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.*
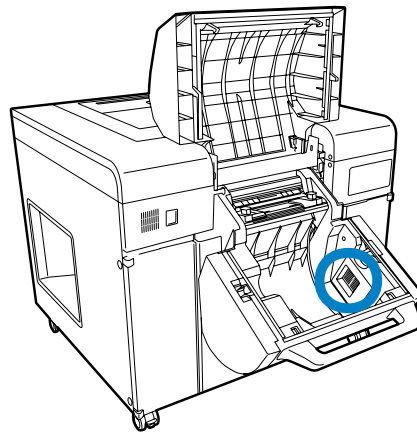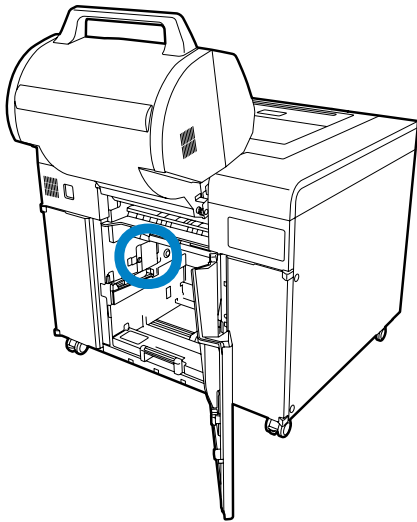
When dehumidifying, install so that the white surface faces out.
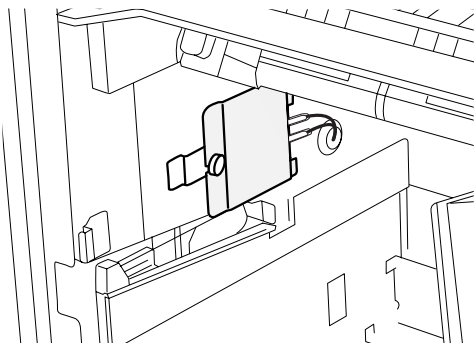
When humidifying, install so that the black surface faces out.
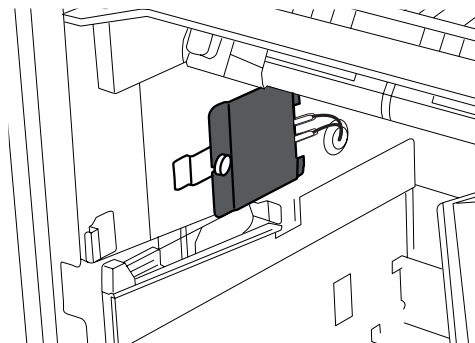
Turning the Humidity Control Unit On and Off

When using the humidity control unit, press the humidity control unit's power switch on the back of the printer to turn it on (the light turns on).

When not using the humidity control unit, press the humidity control unit's power switch to turn it off (the light turns off).
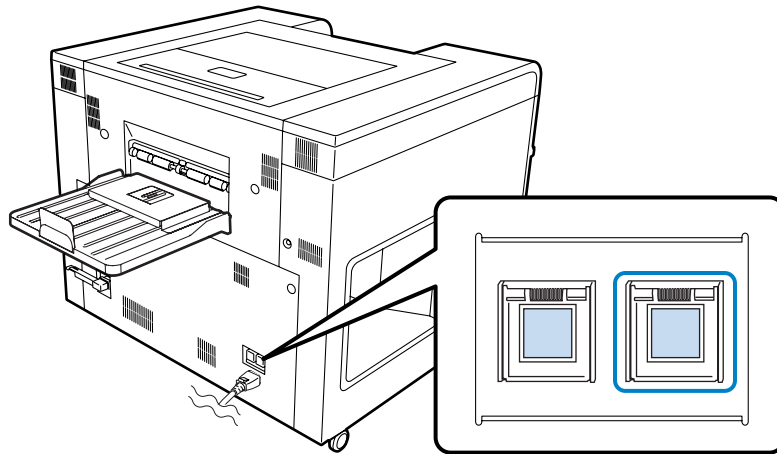
Changing Between Dehumidification and Humidification

This section explains how to change between dehumidification and humidification.

> *Tip:*
> *The following explanation uses the front roll paper feeder as an example. For the rear roll paper feeder, left and right are reversed.*

1   Turn off the Power switch and the humidity control unit's power switch on the back of the printer.

2   Open the roll paper feeder's cover.

For the front roll paper feeder, pull the lever on the front roll paper feeder, and open the front roll cover.

For the rear roll paper feeder, hold down the handle of the front roll paper feeder a little while pressing the Lock Release button, raise the front roll paper feeder, and then open the rear roll cover.

3 Open the humidity control unit's cover.

The rear roll paper feeder does not have a cover.
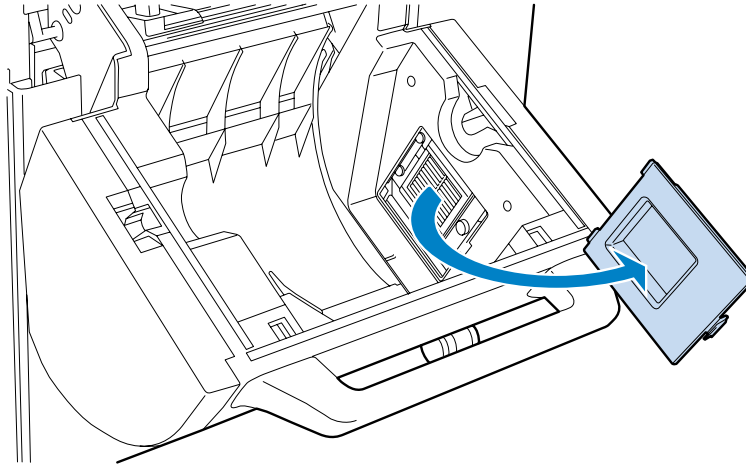
4 Remove the screw by hand (one point) that fixes the humidity control unit in place.
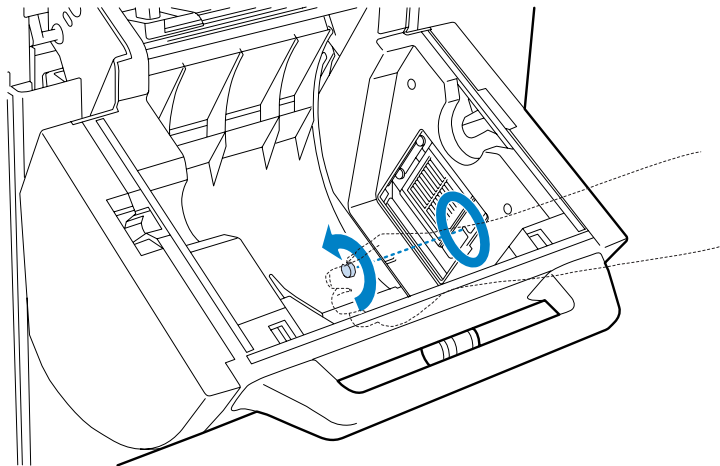
Do not remove the screw for the rear roll paper feeder. After loosening the screw, slide as shown in the following illustration.
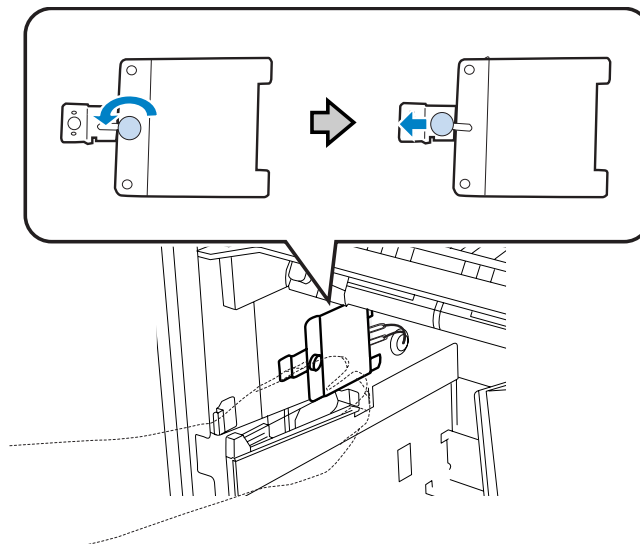
5 Slowly remove the humidity control unit in the direction shown by the arrow.

Note:
Do not remove the humidity control unit's cable connectors (two points).
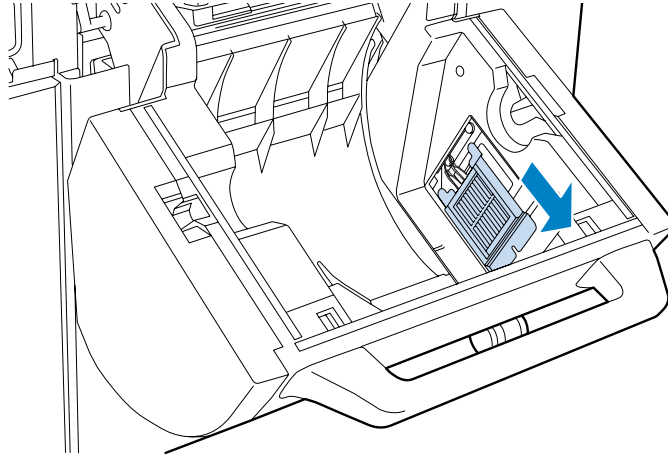
6 Turn it the other way round.

Note:
Be careful not to twist the cables.

When dehumidifying, the white surface should face out.
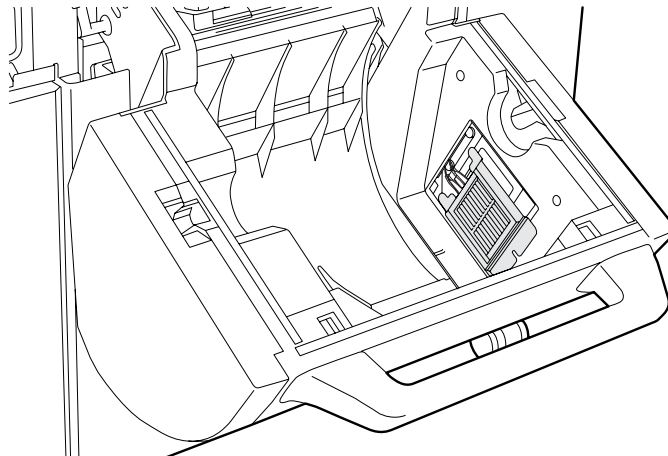
When humidifying, the black surface should face out.
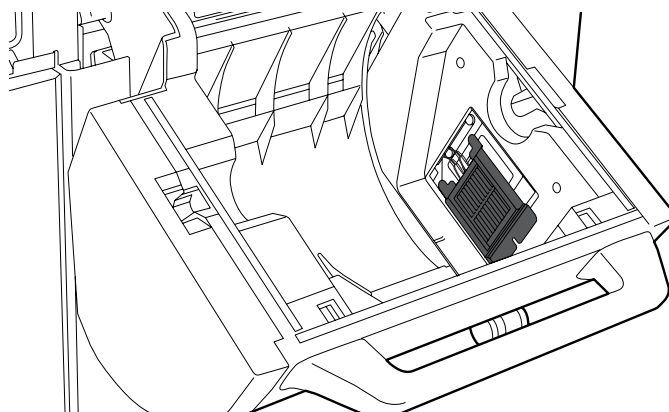
7 Insert the humidity control unit in the direction shown by the arrow.
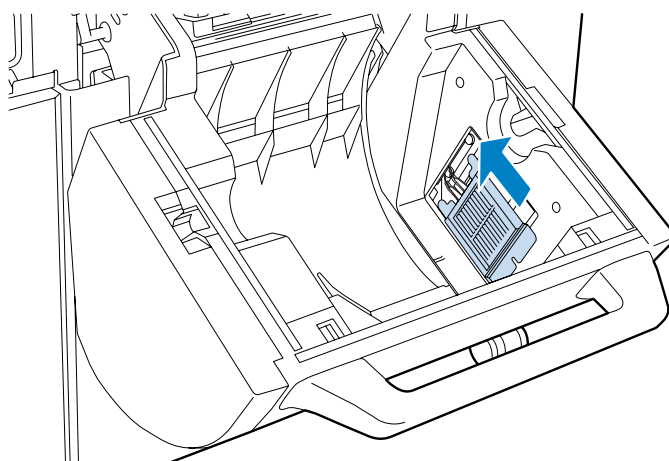
8 Fix the screw in place by hand.
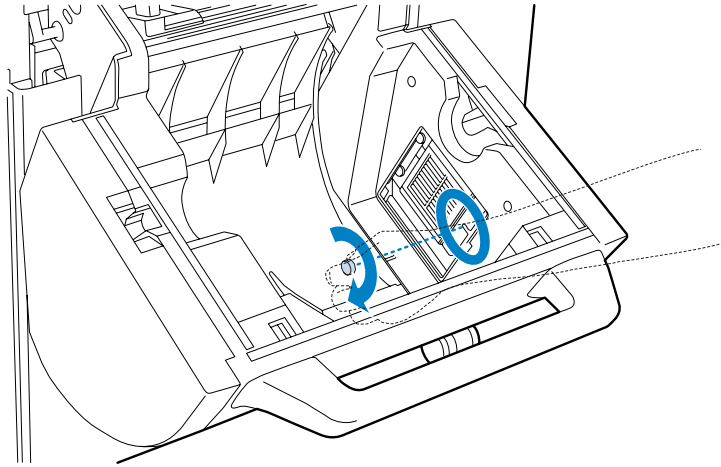
For the rear roll paper feeder, after sliding the screw, turn it by hand to fix it in place.
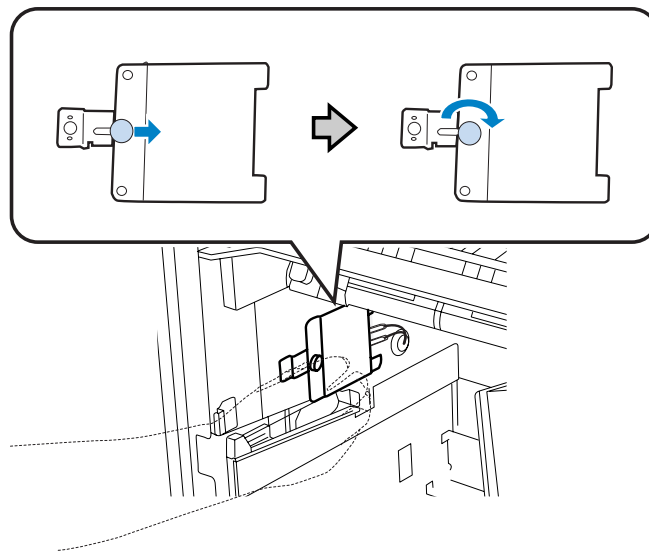
9 For the front roll paper feeder, attach the humidity control unit's cover.

10 Close the roll paper feeder's cover.

For the front roll paper feeder, close the front roll cover.

For the rear roll paper feeder, close the rear roll cover, and then press down the front roll paper feeder as far as it will go.

11 Turn on the humidity control unit's power switch.

This completes this section.

Setup and Maintenance

Summary

From the Client PC, you can perform adjustment/maintenance operations such as checking the status of the printer, making settings, and performing head cleaning.

SL-D3000 Maintenance Utility screen:
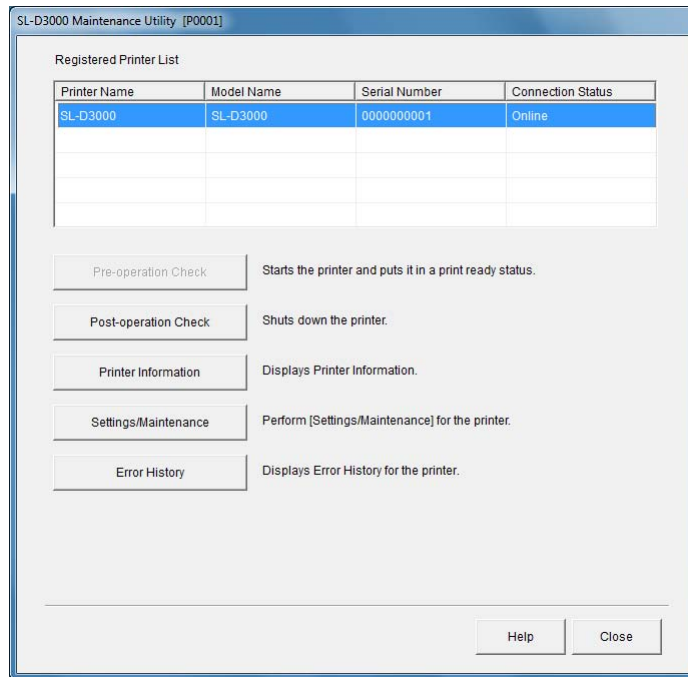
Available functions:

Item		Explanation
Pre-operation Check		☞ "Starting up the Printer" on page 26
Post-operation Check		☞ "Shutting down the Printer" on page 29
Printer Information		☞ "Printer Information" on page 87
Settings/Maintenance	Print Condition Settings/Inspections - Paper Settings	☞ "Paper Settings" on page 90
	CR Unit Adjustment/Maintenance - Head Cleaning	☞ "Head Cleaning" on page 92
	Printer Adjustment/Maintenance - Operation History	☞ "Operation History" on page 101
Error History		☞ "Error History" on page 103

Starting Up

On the Client PC, click **Start** - **All Programs** - **EPSON SL-D3000 System Application** - **Maintenance Utility**.

Printer Information

You can confirm various types of printer information.

Checking Printer Information

On the Printer Information screen, check the printer's settings, remaining amount of consumables, and so on.

1 Select the printer you want to use from the Registered Printer List, and then click **Printer Information**.
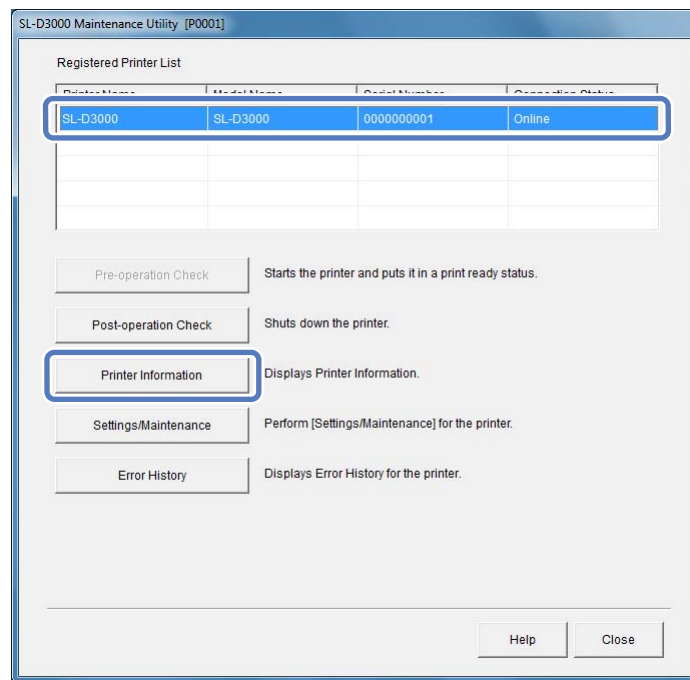
Tip:
In the following situations, the ***Printer Information*** *button is unavailable.*

❏ *When the printer's pre-operation check is not complete*

❏ *When the cable connected to the printer is disconnected*

❏ *When the printer's Power switch is off*

2 On the Printer Information screen, you can check the printer's settings, remaining amount of consumables, and so on.

Item	Explanation	
Printer Name	Displays the printer name.	
Printer Status	Displays the printer status.	
	Standby	The printer is ready to print.
	Printing	The printer is printing.
	Performing Settings/Maintenance	The printer is performing maintenance operations such as a nozzle check.
	An error has occurred	An error has occurred in the printer.
	Initializing	The printer is initializing.
	Shutting down	The printer is shutting down.
	Offline	The printer is not turned on, or is not connected.
Image Quality Settings	Displays the image settings.	
	Standard	Prints at standard (720 dpi) quality.
	High Image Quality	Prints at high resolution (1440 dpi) quality.
Paper Information (Front/Rear)	Displays information about the loaded paper. "-" is displayed when paper is not loaded or information cannot be acquired from the printer.	

Item	Explanation
Ink Level	Displays the remaining amount of ink.
	"Caution" is displayed when ink is running low. "Error" is displayed when the amount of ink remaining has fallen below the minimum limit. The ink cartridge is grayed out when the ink cartridge is not installed, or if there is a problem with the ink cartridge.
	If a non-genuine cartridge is installed, a message is displayed indicating that it is not covered by the warranty.
Trimmed Waste Paper Box Usage	Displays the usage status of the trimmed waste paper box.
	"-" is displayed when information cannot be acquired from the printer.
Clear Usage	Click to clear the trimmed waste paper box usage.
	When you remove the trimmed waste paper from the trimmed waste paper box, click **Clear Usage** to reset the usage.
Maintenance Tank Space	Displays the amount of free space in the maintenance tank as a bar.
	When information cannot be acquired from the printer, the bar is not displayed.
Settings/Maintenance	Click to open the Settings/Maintenance screen.
	U "Paper Settings" on page 90 U "Auto Cleaning" on page 92 U "Nozzle Check" on page 95 U "Operation History" on page 101
Help	Click to display the Help.
Close	Closes the Printer Information screen.

Note:
This product has been adjusted based on genuine ink cartridges. If you use non-genuine cartridges, the print results may be faint or the amount of ink remaining may not be detected correctly. We recommend using genuine ink cartridges.

Tip:
Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.

Paper Settings

You can check the paper information loaded in the front roll paper feeder or the rear roll paper feeder, and change the remaining amount of paper.

> *Tip:*
> *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.*

A Click **Settings/Maintenance** on the SL-D3000 Maintenance Utility screen.

> *Tip:*
> *The Settings/Maintenance screen opens when you click **Settings/Maintenance** on the Printer Information screen.*
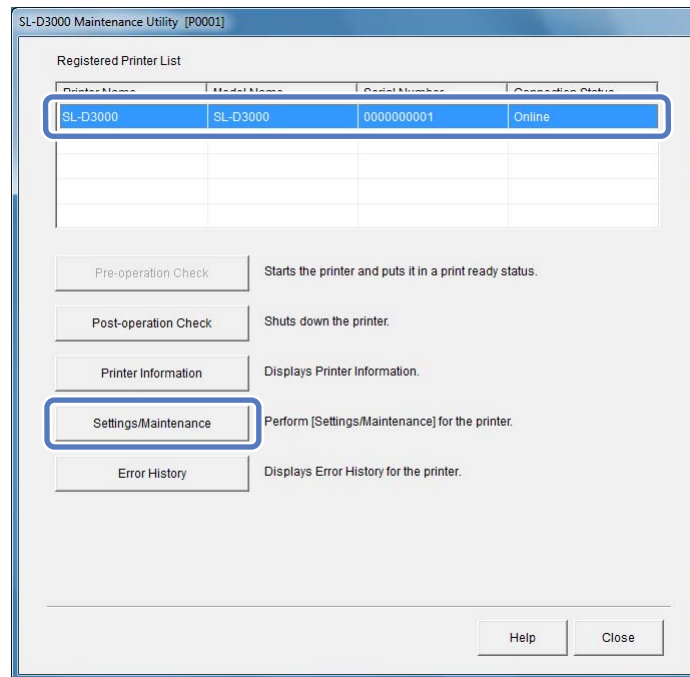
2 Click **Paper Settings** (022) from Print Condition Settings/Inspections (02).

Item		Explanation
Front	Paper Type	Displays the type of paper (the paper name) loaded in the front roll paper feeder.
	Paper Surface Type	Displays the paper surface type (the processing type for the paper surface) loaded in the front roll paper feeder.
	Paper Width	Displays the width of the paper loaded in the front roll paper feeder. Displays the width detected by the printer.
	Paper Level	Displays the remaining amount of paper loaded in the front roll paper feeder. If the displayed amount of paper remaining differs from the actual amount, enter the correct amount of paper and then click **Apply**.
Rear	Paper Type	Displays the type of paper (the paper name) loaded in the rear roll paper feeder.
	Paper Surface Type	Displays the paper surface type (the processing type for the paper surface) loaded in the rear roll paper feeder.
	Paper Width	Displays the width of the paper loaded in the rear roll paper feeder. Displays the width detected by the printer.
	Paper Level	Displays the remaining amount of paper loaded in the rear roll paper feeder. If the displayed amount of paper remaining differs from the actual amount, enter the correct amount of paper and then click **Apply**.
Back		Click to close the Settings/Maintenance screen.
Help		Click to display the Help.
Apply		Click to apply any changed settings.

Head Cleaning

This function allows you to check the status of the Print Head Unit and clear any clogged nozzles. If any Print Head Unit nozzles are clogged, there may be streaks in the prints or there may be a difference in color. If you notice any of these problems, perform **Auto Cleaning** (0311) to clean the head.

Note:
*If nozzles are still clogged after performing **Auto Cleaning** (0311) several times, you need to perform a Nozzle Check (0312) and clean the head. See the "SL-D3000 Administrator's Guide" for more information on using Auto Cleaning (0311) and Nozzle Check (0312) correctly.*

Auto Cleaning

If clogging is detected while checking the status of the Print Head Unit, cleaning is performed automatically.

1 Click **Settings/Maintenance** on the SL-D3000 Maintenance Utility screen.
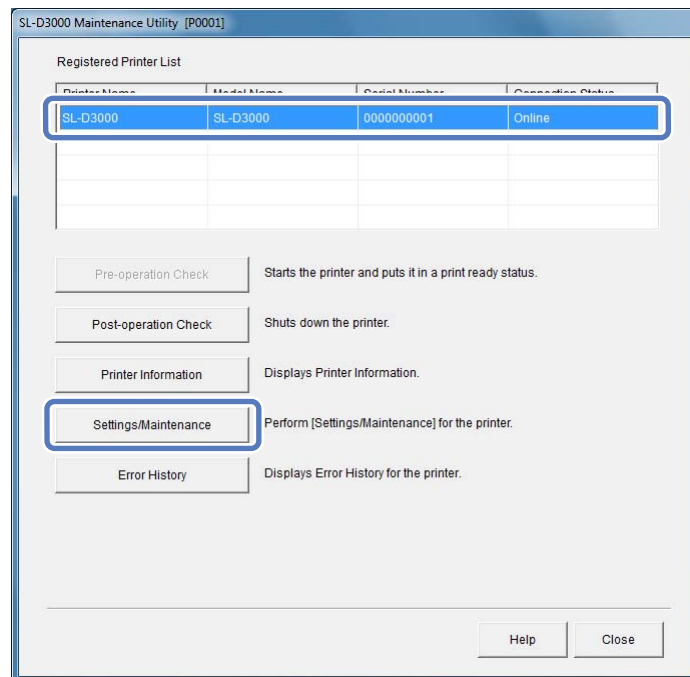
Tip:
*The Settings/Maintenance screen opens when you click **Settings/Maintenance** on the Printer Information screen.*

---

2 From the CR Unit Adjustment/Maintenance (03) menu, click **Auto Cleaning** (0311) from Head Cleaning (031).
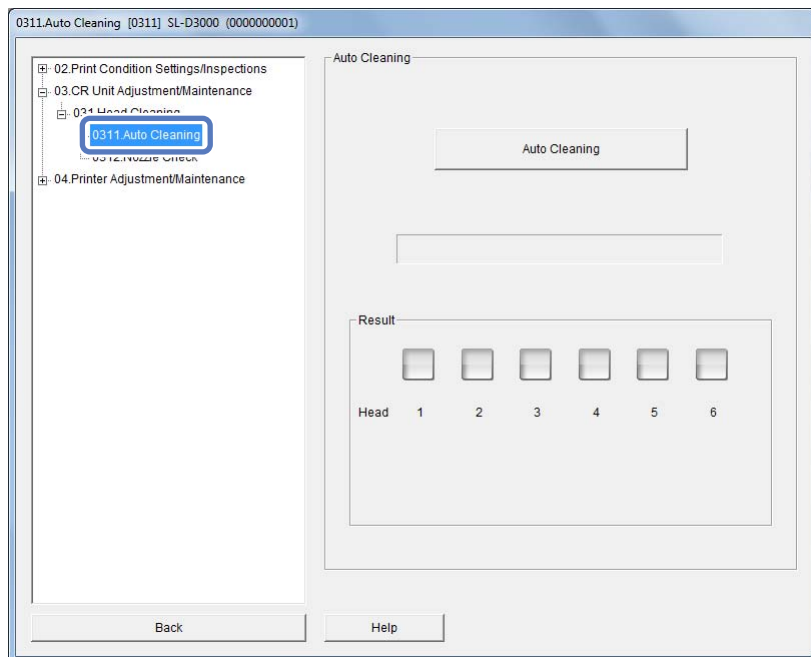
3 Click **Auto Cleaning**.

Nozzle check begins, and cleaning is performed as necessary.

This may take some time depending on the status of the nozzles.
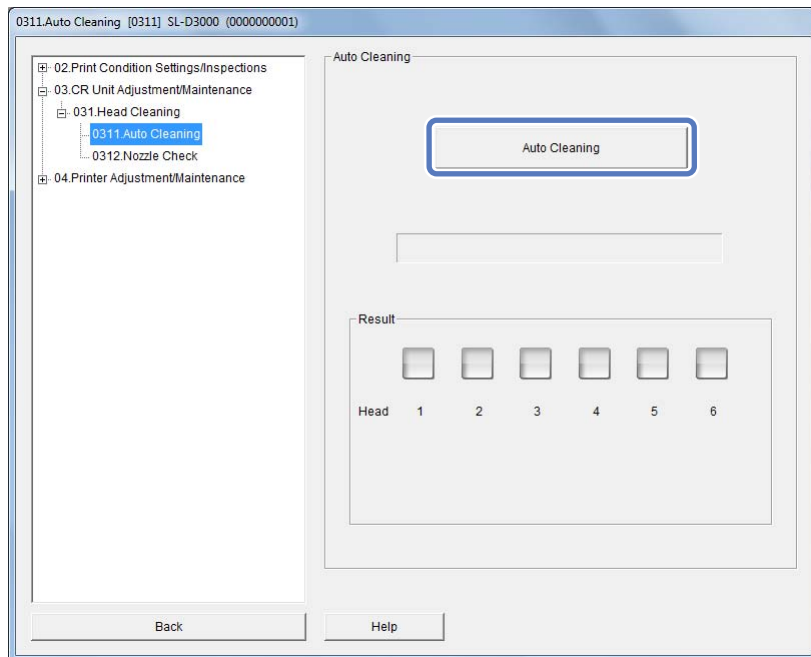
4 Check the status of each head displayed in Result.

When the nozzles are cleared, "Good" is displayed.

If nozzles are clogged, a message is displayed that indicates you need to clean the Print Head Unit again. Perform necessary cleaning.

Reading the Results:

Color	Explanation
Green	The nozzles are not clogged.
Yellow	Clogging is detected. Perform **Auto Cleaning** (0311) again.
Red	Clogging is detected. Perform **Detect Clogging** from Nozzle Check (0312), and then perform **Powerful** cleaning again for heads indicated by red.
White	Auto Cleaning is still in progress.

When you want to confirm the clogged nozzles by looking at the prints, perform **Print Check Pattern** from Nozzle Check (0312).

U "Nozzle Check" on page 95

Nozzle Check

This function allows you to check for clogged nozzles in the Print Head Unit. The printer automatically detects clogging and displays the information on the screen. You can also print a check pattern for confirmation.

After performing a nozzle check, specify the type on the screen to perform head cleaning if necessary.

1   Click **Settings/Maintenance** on the SL-D3000 Maintenance Utility screen.
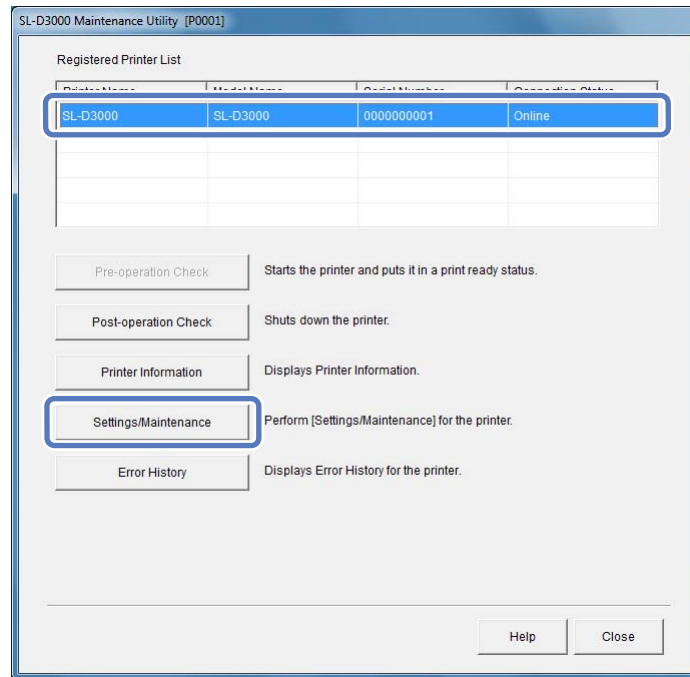
Tip:
*The Settings/Maintenance screen opens when you click **Settings/Maintenance** on the Printer Information screen.*

2   From the CR Unit Adjustment/Maintenance (03) menu, click **Nozzle Check** (0312) from Head Cleaning (031).
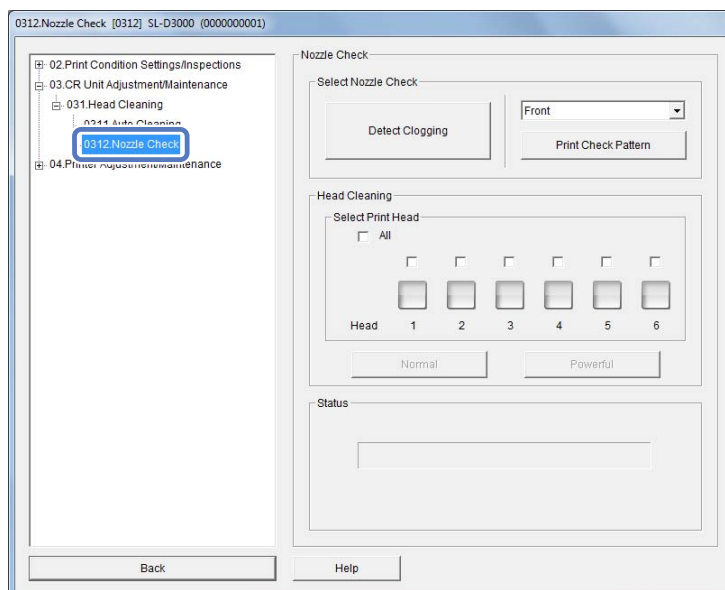
Checking with Detect Clogging

The printer checks the status of the nozzles, and displays any clogged nozzles on the screen. Perform Print Head Unit cleaning according to the check results.

> *Tip:*
> *The method for confirming the status of the nozzles also includes the method for printing a check pattern.*
>
> U *"Printing the check pattern" on page 98*

1 Click **Detect Clogging**.

Clogging detection starts, and the status of each nozzle is indicated by the colors.

Clogging detection takes about one minute.
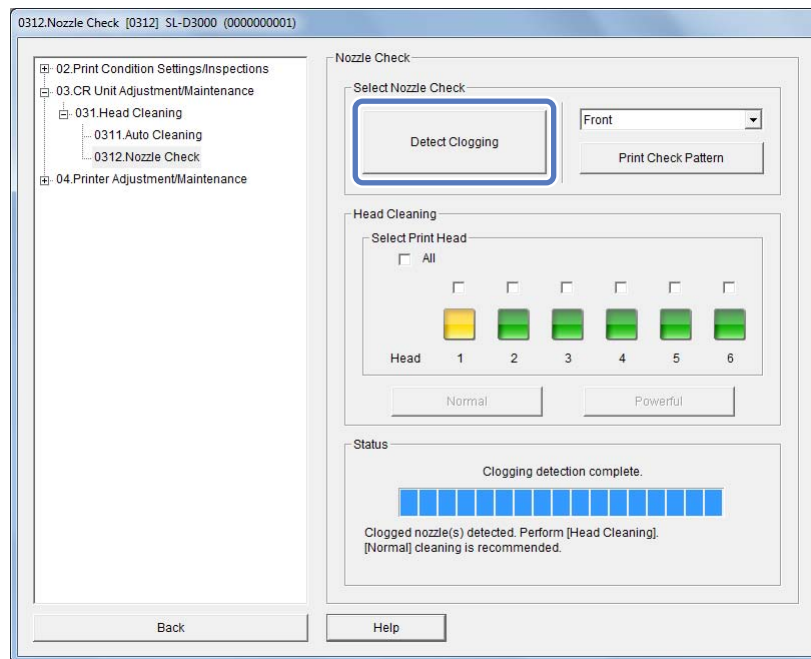
Reading the Results:

Color	Explanation
Green	The nozzles are not clogged.
Yellow	Clogging is detected. Perform **Normal** cleaning.
Red	Clogging is detected. Perform **Powerful** cleaning.
Gray	Head cleaning is complete.
White	Detect Clogging is still in progress.

2 Select the head where clogged nozzles were detected, and then click **Normal** or **Powerful**.

To clean all of the print head units, check **All**.

The color changes to gray for the heads that have been cleaned.

Function	Explanation
Normal	Cleans the surface of the head, and clears clogged nozzles.
Powerful	Cleans more powerfully if the results of Detect Clogging are still red or nozzles are still clogged after repeating head cleaning several times. Because Powerful consumes more ink compared to Normal, prepare new ink cartridges before performing cleaning if ink levels are low.
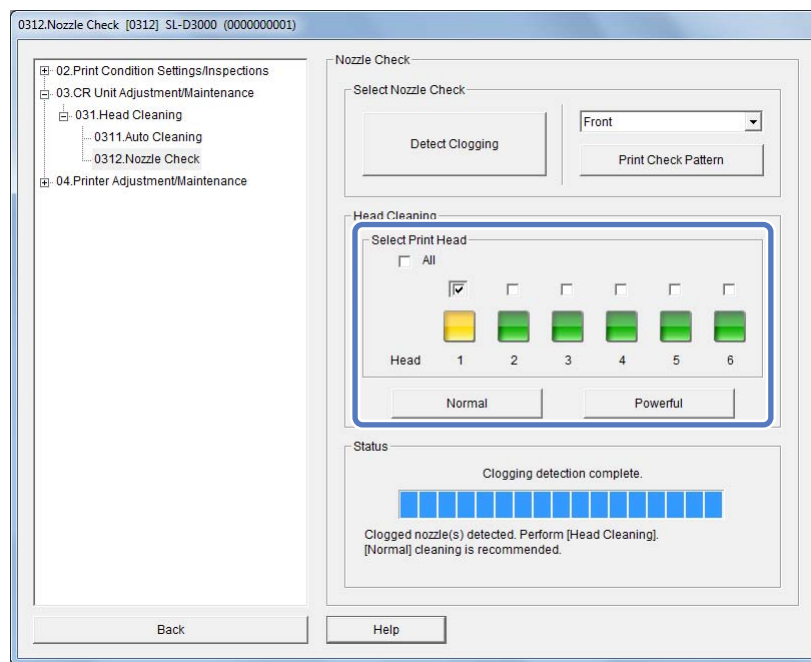
3 Check the results after cleaning.

Go back to step **1**, and then use **Detect Clogging** to check the status of the nozzles.

If any nozzles are clogged, carry out the operation in step **2** to clean the nozzles.

Printing the check pattern

Print a check pattern, and then check for clogged nozzles. Perform Print Head Unit cleaning according to the check results.

1 Select the roll paper feeder you want to use for printing.

This can be selected when paper is loaded.
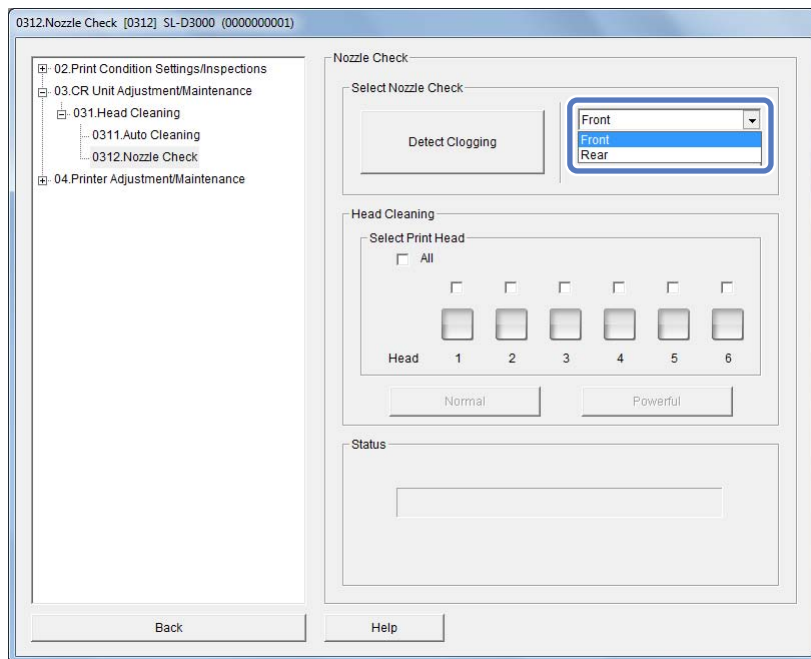
2 Click **Print Check Pattern**.

The check pattern is printed.
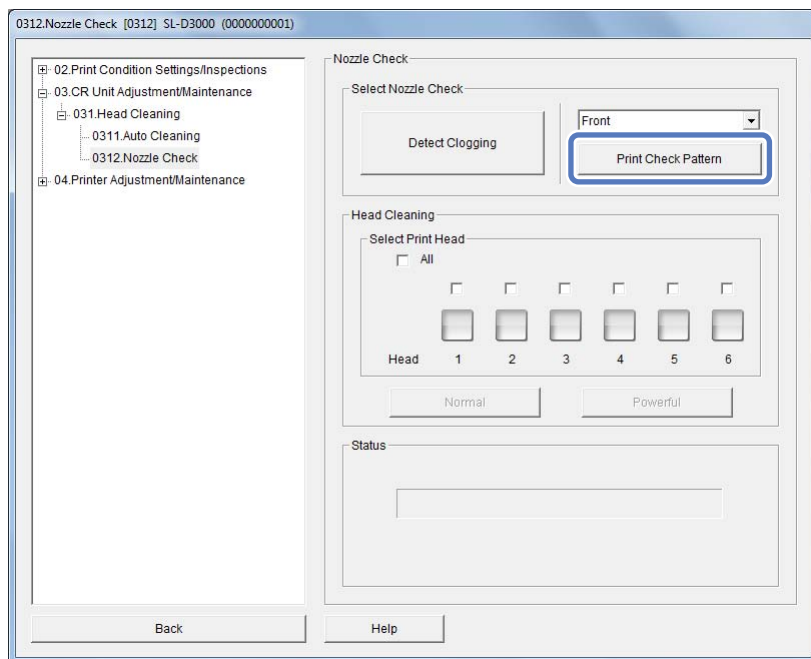
3 Check the print results.

See the illustration below for more information on reading the print results.

If there are any gaps in the check pattern, you need to perform head cleaning.

Result: Good

There are no gaps in the check pattern. The nozzles are not clogged.
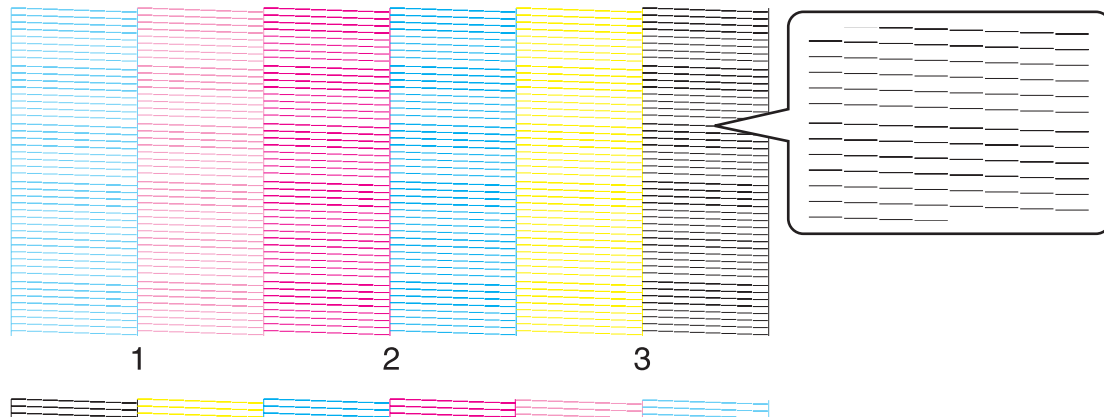
Result: Nozzles are clogged

There are gaps in the check pattern. Nozzles are clogged. Perform cleaning.
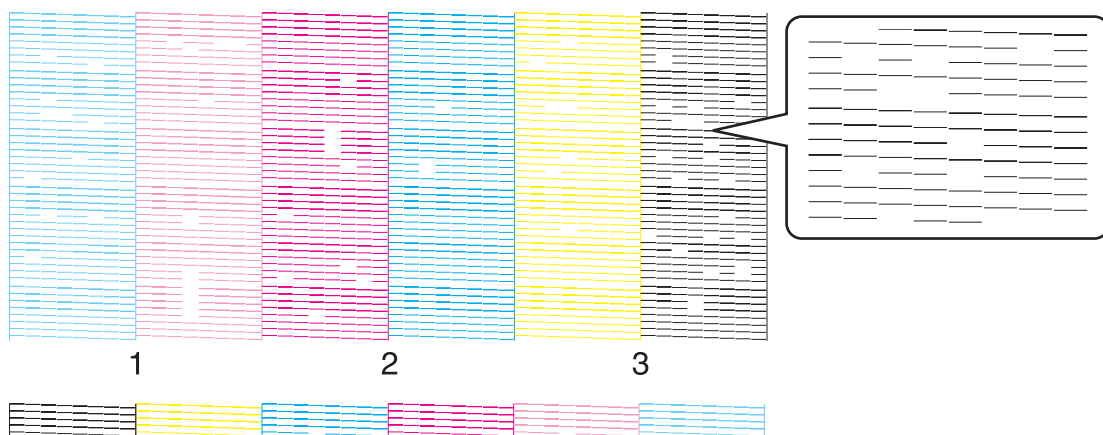
> *Tip:*
> *A number under each check pattern (1, 2, 3, ...) indicates the head number.*

4 Select the head where clogged nozzles were detected, and then click **Normal** or **Powerful**.

To clean all of the print head units, check **All**.

Function	Explanation
Normal	Cleans the surface of the head, and clears clogged nozzles.
Powerful	Select if nozzles are still clogged after performing Normal cleaning several times. Because Powerful consumes more ink compared to Normal, prepare new ink cartridges before performing cleaning if ink levels are low.
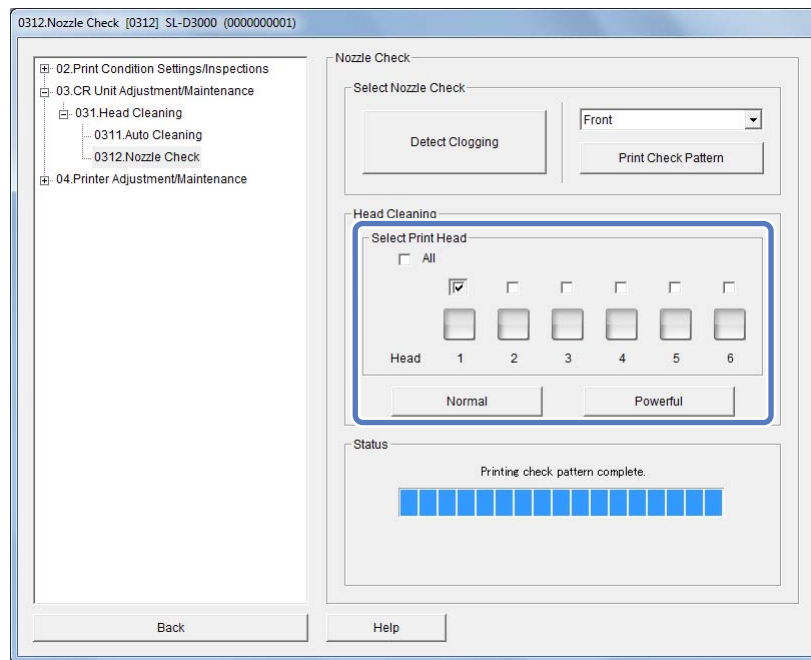
5 After cleaning, check the results using nozzle check.

Go back to step **1**, and then print a check pattern to check the status of the nozzles.

If any nozzles are clogged, carry out the operation in step **4** to clean the nozzles.

> *Tip:*
> *The method for confirming the status of the nozzles also includes Detect Clogging in which the printer automatically detects clogging.*
>
> ☞ *"Checking with Detect Clogging" on page 96*

Operation History

You can check errors that have occurred, the number of prints, and the number of head cleaning operations in the printer.

1   Click **Settings/Maintenance** on the SL-D3000 Maintenance Utility screen.
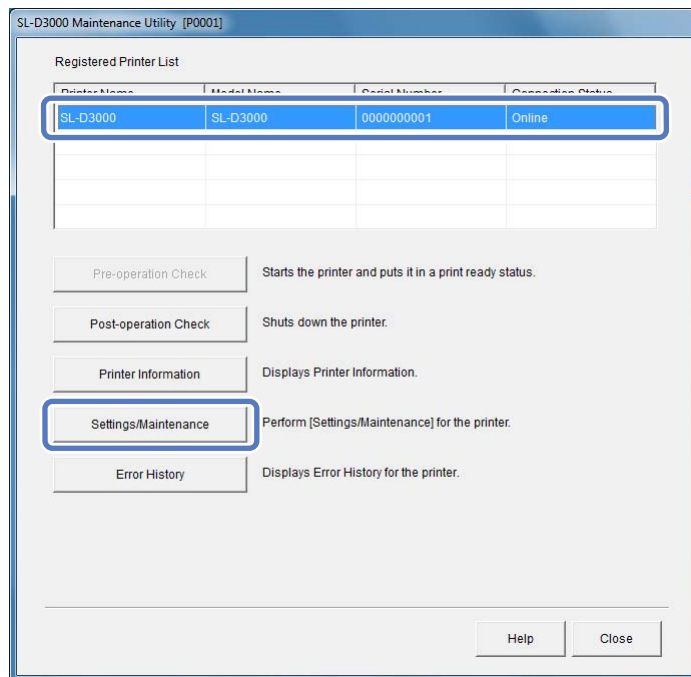
> *Tip:*
> *The Settings/Maintenance screen opens when you click **Settings/Maintenance** on the Printer Information screen.*

**2** Click **Operation History** (044) from Printer Adjustment/Maintenance (04).

Item		Explanation
Error History		Displays up to 100 errors that have occurred in the printer, and information.
		Error ID indicates the error number.
		Service personnel can clear Error History.
History	Total Number of Copies	Displays the total number of copies.
	Number of Copies	Displays the number of copies.
		Service personnel can clear this number.
	Number of Head Cleaning Operations	Displays the number of head cleaning operations.
		Service personnel can clear this number.
Back		Click to close the Settings/Maintenance screen.
Help		Click to display the Help.

Error History

On the Error History screen, you can check errors that have occurred in the printer.

1 Click **Error History** on the SL-D3000 Maintenance Utility screen.
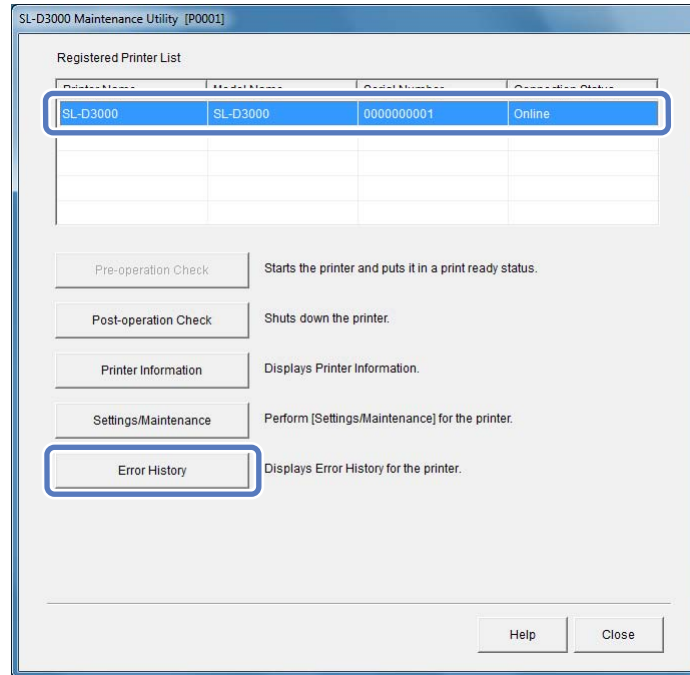
2 Check the Error History screen.
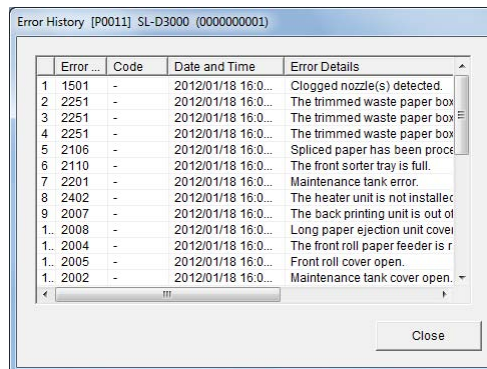
Up to 100 errors that have occurred in the printer, and information are displayed.
The error ID indicates the error number.
This number may be cleared by service personnel as it is used for management information when performing maintenance.

Help

Click **Help** on any screen to display the Help.

Help screen example

Checking Items and Checking Times

Checking Items List

See the following table for items that need to be checked and cleaned.

Checking Time	Check Part	Operation Contents	See the Following
Daily (after work)	Printing Mount and Ink Absorber	Visually check that no paper particles or ink are stuck to the parts. Wipe away any dirt with a damp cloth or cotton swab.	∠ "Printing Mount" on page 106 ∠ "Ink Absorber" on page 106
When using the Top tray	Top tray	Visually check that there is no dust or any foreign objects on the Top tray. Wipe off any dirt with a soft cloth.	∠ "Top Tray" on page 107
Once a month (after work)	Roll Paper Feeder	Visually check that no dust and so on has accumulated. Wipe off any dirt with a soft cloth.	∠ "Roll Paper Feeder" on page 107
	Paper Feed Path After Printing	Visually check that no paper particles are stuck to the prints. If you do notice any paper particles, use a vacuum cleaner to clean the paper feed path.	∠ "Paper Feed Path After Printing" on page 108
Once every six months (after work)	Feed Roller on Paper Feed Side	Visually check that no paper particles are stuck to the prints. If you do notice any paper particles, clean the roller with a Cleaning Sheet.	∠ "Checking Once Every Six Months" on page 112
	Paper width guide	Wipe off any paper powder that is stuck to the rear of the paper width guide on the right-hand side of the rear roll paper feeder.	

Daily Checks

Printing Mount

Visually check that no paper particles or ink are stuck to the parts. Wipe away any dirt with a damp cloth.

> *Note:*
> *Do not wipe the ink absorber part. Otherwise ink may get on the cloth and smear the printing mount.*
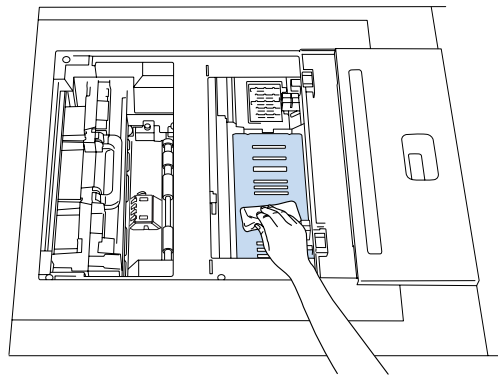
Ink Absorber

Visually check that no paper particles are stuck to the material. Gently wipe away any dirt with a cotton swab.

> *Note:*
> ❏ *Make sure that no paper particles remain on the edges of the ink absorber. Otherwise the back of the print may be smeared.*
>
> ❏ *In particular, make sure that no paper particles remain at the corners of the ink absorber.*
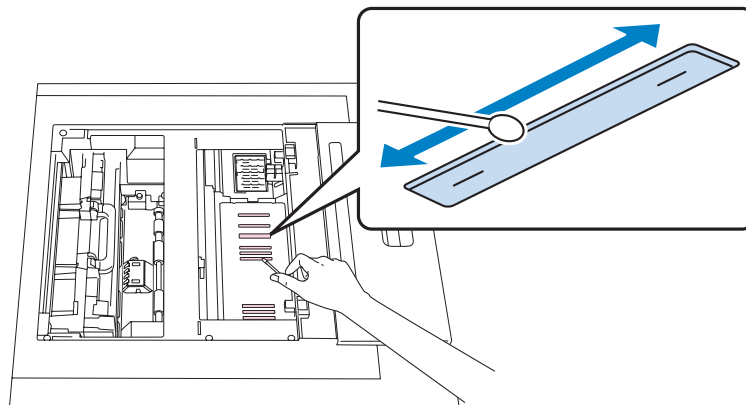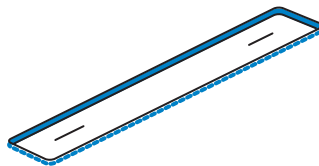
Top Tray

When prints are ejected to the Top tray, visually check that there is no dust or any foreign objects stuck to the prints. Wipe off any dirt with a soft cloth.
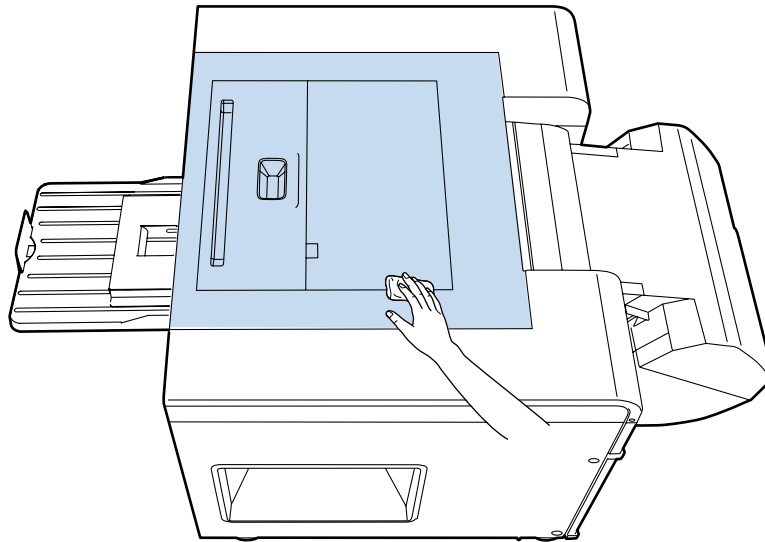
Checking Once a Month

Roll Paper Feeder

Visually check that no dust and so on has accumulated. Wipe off any dirt with a soft cloth.
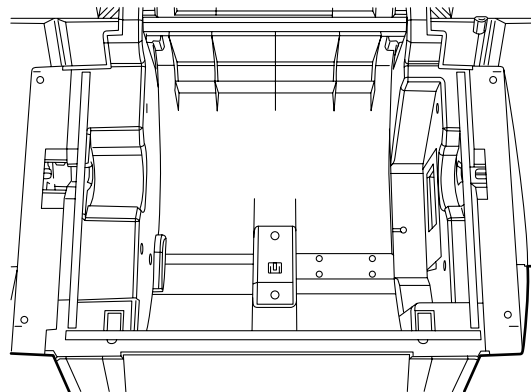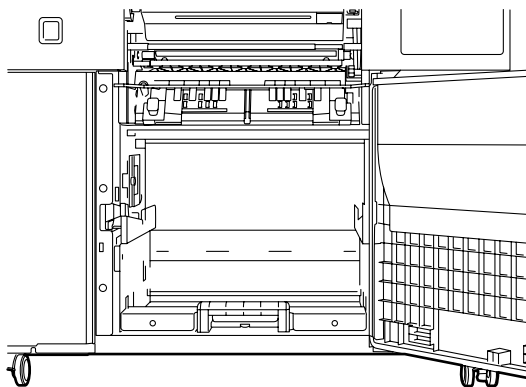
Tip:
Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.

Paper Feed Path After Printing

Visually check that no paper particles are stuck to the prints. If you do notice any paper particles, use a vacuum cleaner to clean the paper feed path.

1 Slide out while slightly lifting the handle of the waste paper box.

The back printing unit is installed behind the waste paper box.
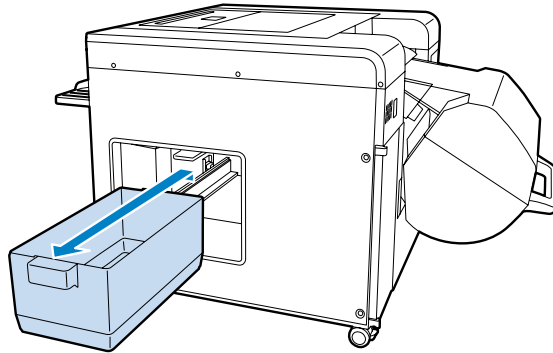
2 Grip the handle on the back printing unit, and pull it down and out.
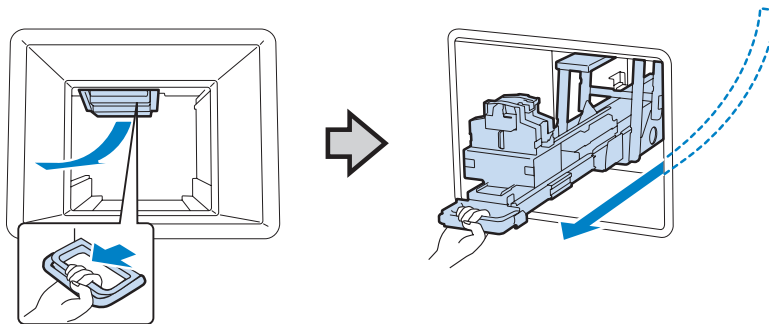
3 Open the top cover, raise the heater unit's lever, and release the lock.

> !**Caution:**
> *Do not touch the heater unit immediately after printing. Because the heater reaches high temperatures, burns could occur.*
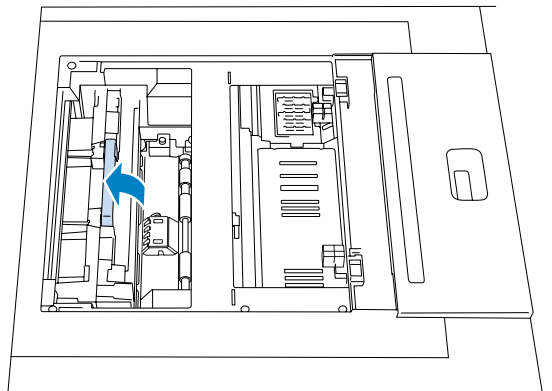
4 Raise and remove the heater unit.
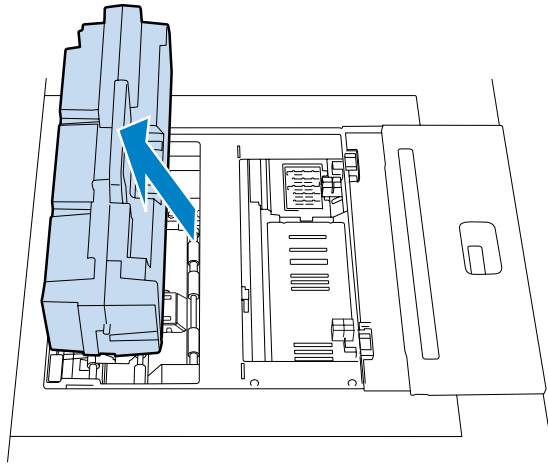
Note:
Take care when handling the removed heater unit. If it is dropped or bumped, it could cause it to malfunction.
Also, if the heater does get damaged, do not reinstall it in the printer.

5 After loosening the screws by hand as shown in the illustration below, remove both covers.

! Caution:
Do not touch any parts immediately after printing except for the cover screws. Because the heater reaches high temperatures, burns could occur.

Note:
Take care when handling the removed covers. If they are dropped or bumped, they could be damaged.
Also, if the covers do get damaged, do not reinstall them in the printer.
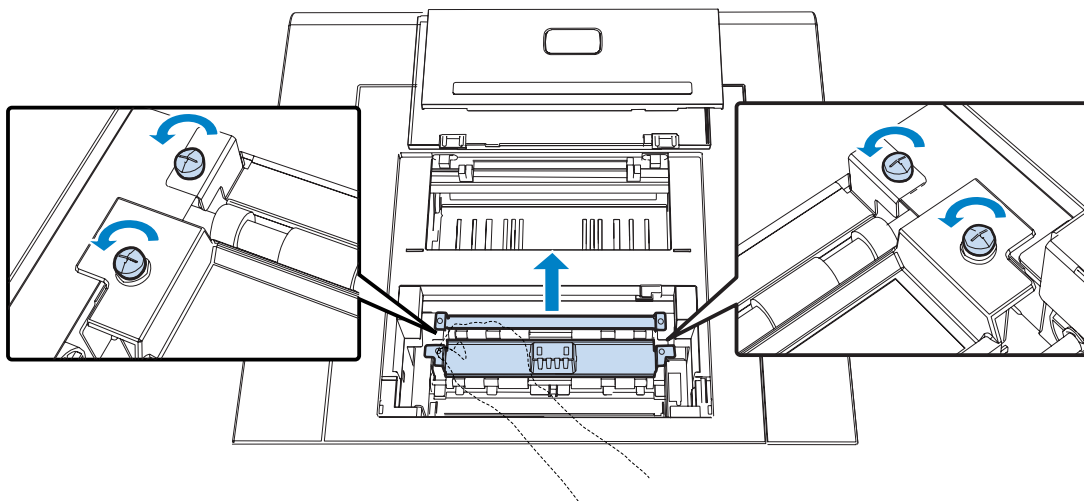
6 Use a vacuum cleaner to clear away any paper particles.

Also, use a vacuum cleaner to clear away any paper particles on the covers removed in the previous step.
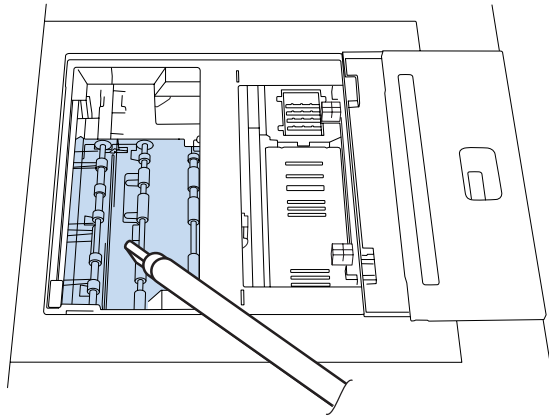
7 Replace both covers and tighten the screws by hand to fix them in place.
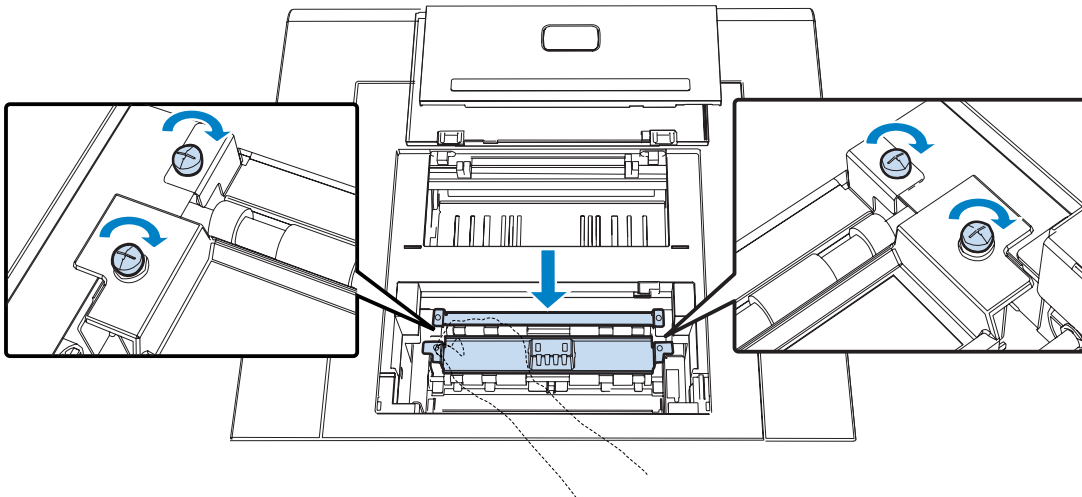
8 Push the back printing unit all the way in, and then holding the handle in the center push the unit up until it locks in place.
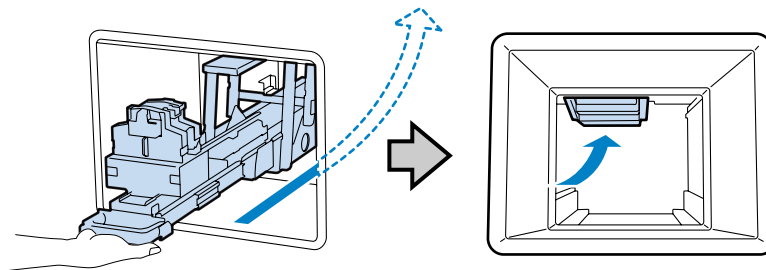
Note:
❑ *If the ribbon is slack, turn the knob on the Ribbon cassette to the right to take up the slack.*
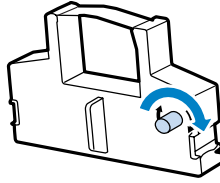
❑ *Make sure that the Ribbon cassette is inserted correctly. If the Ribbon cassette comes out, insert it again.*

9 Insert the trimmed waste paper box.
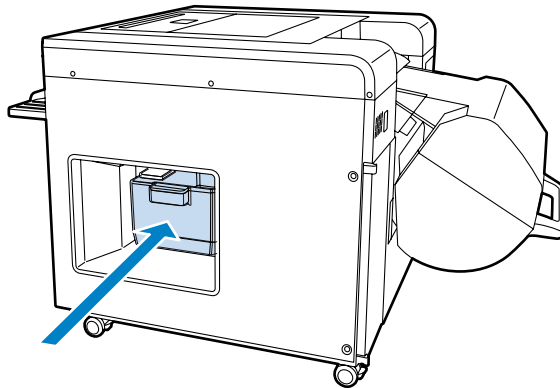
10 Reinsert the heater unit and then close the top cover.
This completes this section.

Checking Once Every Six Months

Feed Roller on Paper Feed Side

> *Tip:*
> *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.*

Check that no paper particles are stuck to the prints. If there are any paper particles, use the Cleaning Sheet.
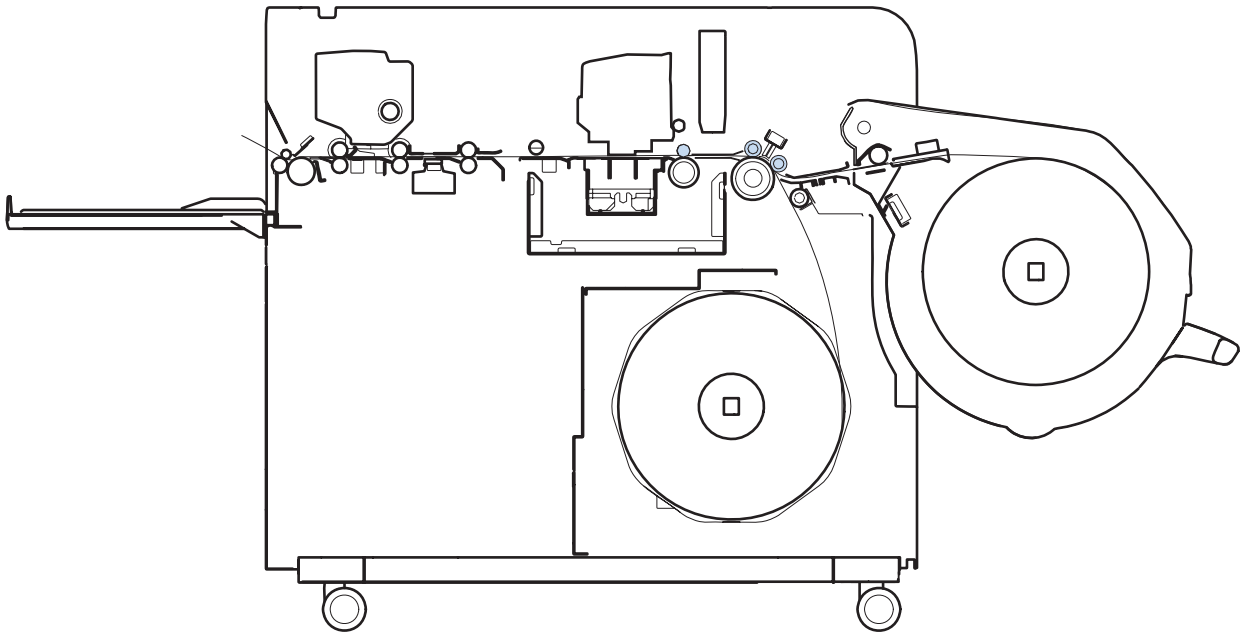
After removing the Spindle unit from the rear roll paper feeder and inserting the Cleaning Sheet into the Paper feed slot, peel off the adhesive tape. Slide the bottom edge of the Cleaning Sheet into the printer, and then close the rear roll cover. For the Single Roll Model, cleaning starts at this point. For the Dual Roll Model, push down the front roll paper feeder to its former position to start cleaning automatically.
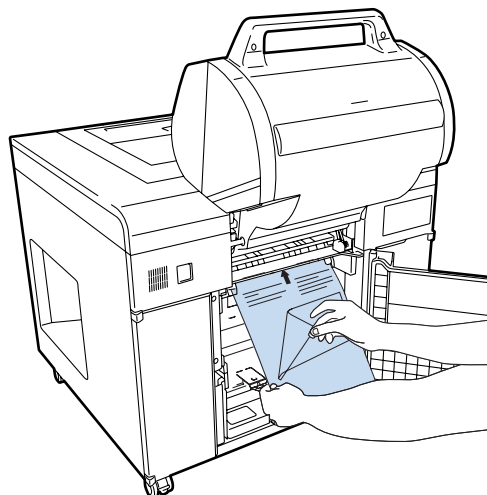
Remove the Cleaning Sheet from the rear roll paper feeder after a warning buzzer sounds indicating that cleaning is complete. Finally, install the Spindle unit for the rear roll paper feeder as it was before.

Tip:
❏ *See the manual supplied with the Cleaning Sheet for information on loading and using the Cleaning Sheet.*

❏ *See the following for information on installing and removing the rear roll paper feeder.*

U *"Replacing Paper in the Rear Roll Paper Feeder" on page 36*

Rear Paper Width Guide

If any paper powder sticks to the rear of the paper width guide on the right-hand side of the rear roll paper feeder, the fixing strength for the roll paper declines and the roll paper may be slanted when it is fed.

Wipe off any paper powder that is stuck to the rubber parts on the rear of the paper width guide.

Tip:
You do not need to wipe the left-hand side of the rear roll paper feeder or the front roll paper feeder.

---

1 Remove the rear roll paper.

U *"Removing Paper" on page 36*

2 Lift the right-hand side paper width guide towards you, and move the triangle to the position shown in the illustration (between 203 (8) and 254 (10)).

When moved to the position shown in the illustration, the paper width guide is raised from the surface.
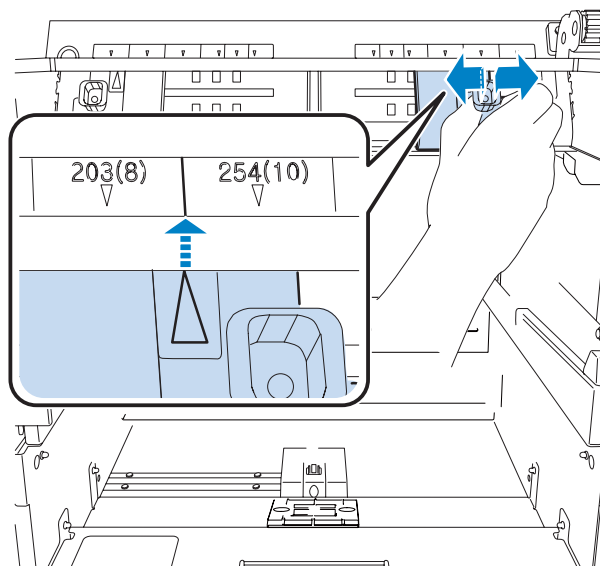
3 Soak the BEMCOT (Clean room wiper) in water, wring it out firmly, and then fold it in half.
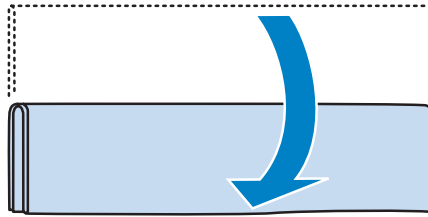
Note:
Do not use water that contains alcohol or detergent. Otherwise the fixing strength of the paper width guide may decline.

4 Push the BEMCOT between the paper width guide and the metal plate and up to the top as shown in the illustration.
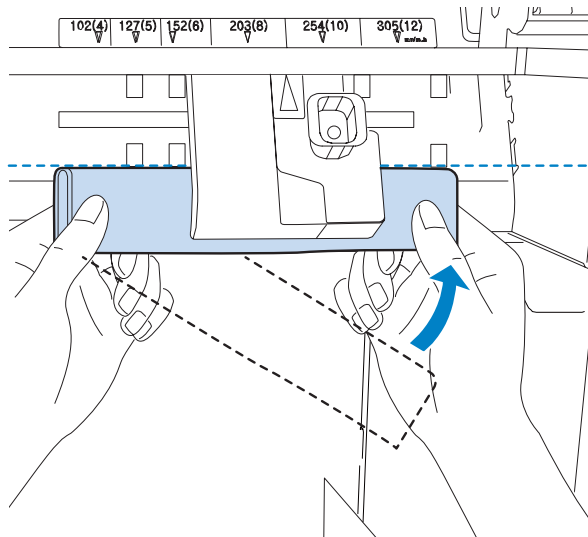
5 Move the paper width guide to the 203 (8) position.
The BEMCOT is secured in the paper width guide.
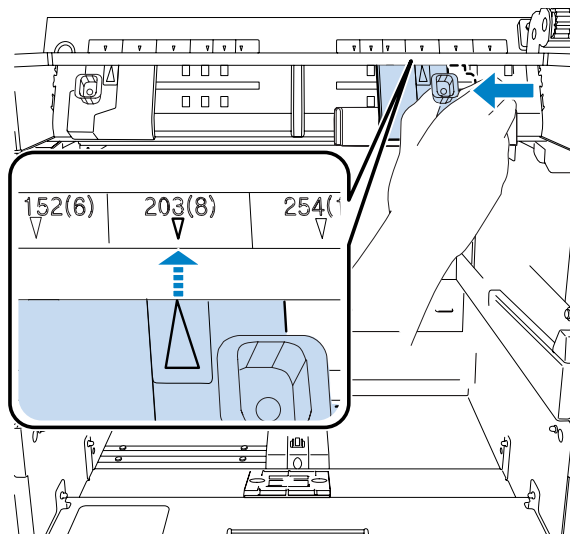
6   Grip the BEMCOT in both hands and slide it to the left and to the right to wipe off the paper powder.
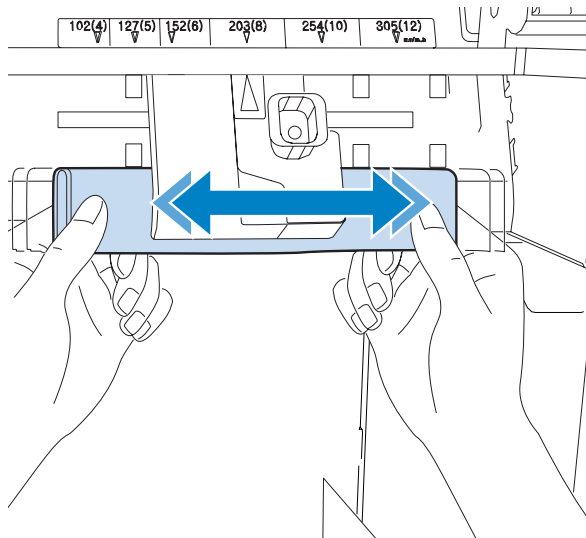
7   Move the paper width guide to the same position as in step 2 (between 203 (8) and 254 (10)) so that it is raised from the surface, and then remove the BEMCOT.
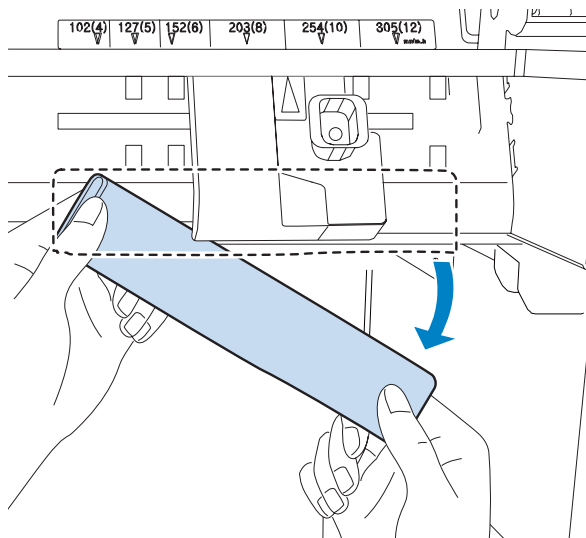
8   Prepare a dry BEMCOT before the next step.
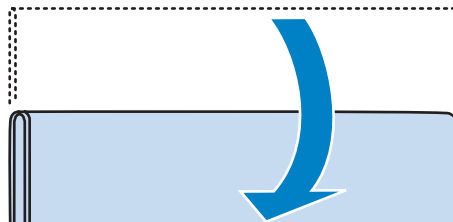
9   Repeat steps 4 to 7.

This completes this section.
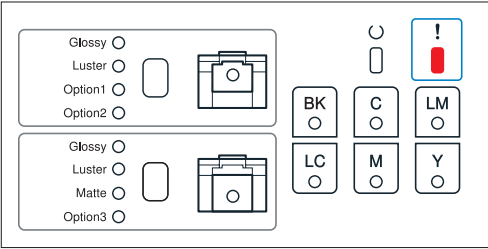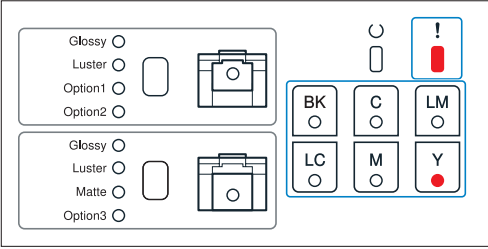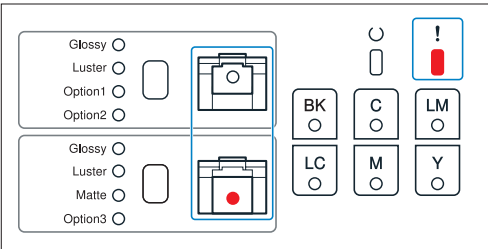
Troubleshooting

When an Error is Displayed
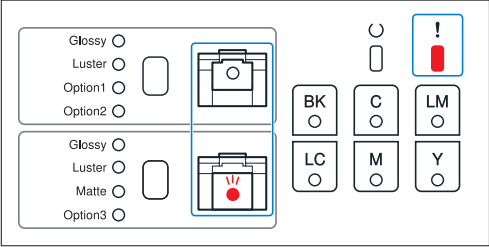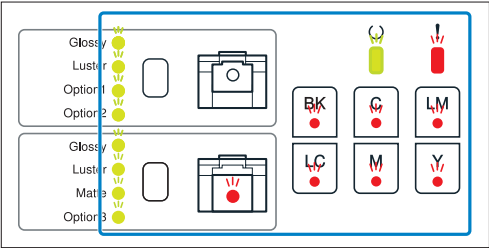
If an error occurs in the printer, the error is indicated by a warning buzzer and lights, and an error message is displayed on the Client PC.

Warning Buzzer and Light Displays

Warning Buzzer and lights indicate the following problems. Carry out solutions according to the problem.

Light Displays	Warning Buzzer	Problem
		What to do
! light is lit 	The warning buzzer sounds until you start to clear the error or press the Paper type setting switch.	Operations stopped due to an error occurring, the printer is recovering from an error, or a service call error has occurred.
		Check the error ID on the Client PC. See the following section or the online help to solve the problem. U "Errors and Solutions" on page 118 Contact a technical representative if a service call error has occurred.
! light is lit Ink status light is lit 		When the Ink status light is lit, the amount of ink remaining in the cartridge has fallen below the minimum limit, or an error has occurred.
		Replace the ink cartridge. U "Replacing Ink Cartridges" on page 63
! light is lit Paper status light is lit 		If the Paper status light is on, there is no paper in the roll paper feeder, or paper is running low.
		Load paper in the roll paper feeder with the lit Paper status light. U "Replacing Paper" on page 32

Light Displays	Warning Buzzer	Problem
		What to do
! light is lit Paper status light is flashing 	The warning buzzer sounds until you start to clear the error or press the Paper type setting switch.	A paper jam or a bad paper feed occurred in the roll paper feeder with the flashing Paper status light.
		Clear the paper jam or feed the paper again. ☞ "When the Paper Jams" on page 128
All lights are flashing 	One continuous beep	A fatal error has occurred.
		Restart the printer and the Printer PC. ☞ "Emergency Stop" on page 145
		Turn off the power to stop the warning buzzer sound.
		Contact a technical representative if the error continues to occur.

About Error Messages

When an error occurs in the printer, an error message is displayed.

The error ID, the contents of the error, and the solutions are displayed on the screen.
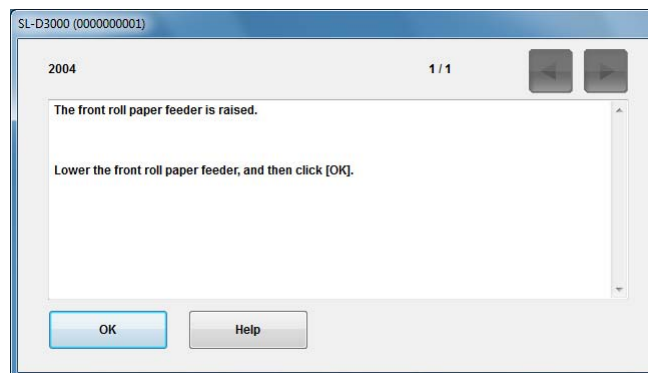
Errors and Solutions

Check the description of the error displayed, and take the necessary measures.

Error ID	Message	What to do
1011	Paper Out has been processed. Remove the paper from the tray, and then click [OK].	Remove the paper from the tray, and then click **OK**.
1012	The check pattern has been printed. Remove the prints from the paper tray, and then click [OK].	Remove the prints from the tray, and then click **OK**.
2190	One long length sheet printed. To continue printing, you need to remove prints from the tray. Remove the prints from the tray, and then click [OK].	Remove the prints from the paper tray, and then click **OK**.
2191	Roller cleaning complete. Remove the cleaning sheet from the roll holder, and then click [OK].	Remove the Cleaning Sheet from the roll paper feeder, and close the cover. If an error is displayed on the Client PC, click **OK**.
1321 1323 to 1324 1341 1343 to 1344	It is nearly time to replace parts. (xxxx) Contact a technical representative. You cannot print if it has reached the end of its service life.	Check the message, and then click **OK**. Contact a technical representative and request replacement for the parts displayed in (xxxx).
1311 to 1314 1316 to 1317	Ink low. (xx) (yyyy) Prepare a new correct cartridge. You may continue printing until replacement of the ink cartridge is required.	Check the message, and then click **OK**. Prepare a new ink cartridge for the color indicated as (xx), and then prepare to replace the cartridge. U "Replacing Ink Cartridges" on page 63
1004	Print head unit maintenance is in progress. Please wait.	Click **OK**, and then wait.
1501	Clogged nozzle(s) detected. Print head cleaning recommended before start printing. To perform Auto Cleaning, click [Cleaning]. To close the message, click [OK].	Click **Cleaning**, and then perform an auto cleaning. When you click **OK**, cleaning is not performed and the message is closed.
1211	Replace maintenance tank soon. Prepare a new maintenance tank (xxxxxxxxxx). You may continue printing until replacement of the maintenance tank is required.	Check the message, and then click **OK**. Prepare a new maintenance tank. U "Replacing the Maintenance Tank" on page 68
2103	A paper jam occurred while printing from the front roll. Remove the paper inside the printer, rewind the paper onto the roll, and then reload it to the paper feed slot. Click [OK] after loading the paper.	Remove paper from the printer, reload the paper, and then click **OK**. U "When the Paper Jams" on page 128
2104	A paper jam occurred while printing from the rear roll. Remove the paper inside the printer, rewind the paper onto the roll, and then reload it to the paper feed slot. Click [OK] after loading the paper.	

Error ID	Message	What to do
2105	An error occurred in the paper feeding unit. Reload the paper. Click [OK] after loading the paper.	Reload the paper, and then click **OK**. ↩ "When the Paper Jams" on page 128
2108	The front roll paper is not loaded correctly. Check the position of the paper width guide and reload the paper. Click [OK] after loading the paper.	Check the position of the paper width guides, reload the paper, and then click **OK**. ↩ "Replacing Paper" on page 32
2109	The rear roll paper is not loaded correctly. Check the position of the paper width guide and reload the paper. Click [OK] after loading the paper.	
2111	The front roll is out of paper. Remove the paper from the tray. Load new paper then click [OK], or click [Force] if the forced print operation is needed.	Load new paper, and close the cover. If an error is displayed on the Client PC, click **OK**. Click **Force** if the forced print operation is needed. ↩ "Replacing Paper" on page 32
2112	The rear roll is out of paper. Remove the paper from the tray. Load new paper then click [OK], or click [Force] if the forced print operation is needed.	
2114	Paper is out or not loaded correctly. Load paper: Width = xxxxmm, Type = xxxx, and then click [OK].	Load new paper, and then click **OK**. ↩ "Replacing Paper" on page 32
2115	The front roll is out of paper or not loaded correctly. Load paper: Width = xxxxmm, Type = xxxx, and then click [OK].	
2116	The rear roll is out of paper or not loaded correctly. Load paper: Width = xxxxmm, Type = xxxx, and then click [OK].	

Error ID	Message	What to do
2117	The print settings and the type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll, or click [Rear] to print from the rear roll.	Reload the correct paper. To continue printing, click **Front** or **Rear** to select the paper you want to use. ⌂ "Replacing Paper" on page 32
2118	The print settings and the type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll.	
2119	The print settings and the type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Rear] to print from the rear roll.	
2120	The print settings and the width of the loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll, or click [Rear] to print from the rear roll.	
2121	The print settings and the width of the loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll.	
2122	The print settings and the width of the loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Rear] to print from the rear roll.	
2123	The print settings, and the width and type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll, or click [Rear] to print from the rear roll.	
2124	The print settings, and the width and type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll.	
2125	The print settings, and the width and type of loaded paper differ. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Rear] to print from the rear roll.	
2126	The front roll paper does not match the print settings. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Front] to print from the front roll.	
2127	The rear roll paper does not match the print settings. Load paper: Width = xxxx mm, Type = xxxx, and then click [OK]. Click [Rear] to print from the rear roll.	Reload the correct paper. To continue printing, click **Front** or **Rear** to select the paper you want to use. ⌂ "Replacing Paper" on page 32

Troubleshooting

Error ID	Message	What to do
2401	Adjusting heater unit temperature. Please wait. Printing starts automatically when temperature adjustment is complete. Click [Start] to print without waiting for the process to complete. (Note) Uneven color may occur if printing is started before processing is complete.	Please wait. Auto printing starts when the heater reaches a suitable temperature. By clicking **Start**, you can print before the warm up is complete, however uneven color may occur.
7102	The motor temperature exceeded the maximum value. Leave the printer power on and wait for at least 30 minutes while the printer cools down, and then click [OK].	Leave the printer power on and wait for at least 30 minutes while the printer cools down, and then click **OK**.
2402	The heater unit is not installed. Install the heater unit, and then click [OK].	Install the heater unit, and close the cover. If an error is displayed on the Client PC, click **OK**.
2129	Select a paper roll which the paper will be loaded from. Click [Rear] to print from the rear roll.	Click **Rear** to print from the rear roll.
2130	Select a paper roll which the paper will be loaded from. Click [Front] to print from the front roll, or click [Rear] to print from the rear roll.	Click **Front** to print from the front roll, or click **Rear** to print from the rear roll.
2131	A paper jam occurred. Remove the paper inside the printer, rewind the paper onto the roll, and then reload it to the paper feed slot. Click [OK] after loading the paper.	Remove paper from the printer, reload the paper, and then click **OK**. ⏎ "When the Paper Jams" on page 128
2132	The front roll is out of paper. Remove the paper from the tray. Load new paper, and then click [OK].	Load new paper, and then click **OK**. ⏎ "Replacing Paper" on page 32
2133	The rear roll is out of paper. Remove the paper from the tray. Load new paper, and then click [OK].	Load new paper, and then click **OK**. ⏎ "Replacing Paper" on page 32
2134	A paper jam occurred in the back printing unit. Remove paper inside the printer, and then reload the paper. Click [OK] after loading the paper.	Remove paper from the printer, reload the paper, and then click **OK**. ⏎ "When the Paper Jams" on page 128
2135	A paper jam occurred in the decurl unit. Remove paper inside the printer, and then reload the paper. Click [OK] after loading the paper.	
2136	A paper jam occurred in the long paper ejection unit. Remove paper inside the printer, and then reload the paper. Click [OK] after loading the paper.	
2001	Ink cartridge cover open. Close the cover, and then click [OK].	Close the ink cartridge cover. If an error is displayed on the Client PC, click **OK**.
2002	Maintenance tank cover open. Close the cover, and then click [OK].	Close the maintenance tank cover. If an error is displayed on the Client PC, click **OK**.

Troubleshooting

Error ID	Message	What to do
2003	Rear roll cover open. Close the cover, and then click [OK].	Close the rear roll cover. If an error is displayed on the Client PC, click **OK**.
2004	The front roll paper feeder is raised. Lower the front roll paper feeder, and then click [OK].	Lower the front roll paper feeder. If an error is displayed on the Client PC, click **OK**.
2005	Front roll cover open. Close the cover, and then click [OK]. If the error continues to occur, push the front roll lever while the cover is closed to lock the cover, and then click [OK].	Close the front roll cover. If an error is displayed on the Client PC, check the message.
2006	Top cover open. Close the cover, and then click [OK].	Close the top cover. If an error is displayed on the Client PC, click **OK**.
2007	The back printing unit is out of position. Set to the correct position, and then click [OK].	Set the back printing unit to the correct position, and then click **OK**. U "Replacing Ribbon Cassettes" on page 75
2008	Long paper ejection unit cover open. Close the cover, and then click [OK].	Close the long paper ejection unit cover. If an error is displayed on the Client PC, click **OK**.
2011	The Ink Cartridge Cover has been opened. There may still be paper inside the printer. Remove paper inside the printer, close the cover, and then click [OK].	Remove paper inside the printer, close the ink cartridge cover. If an error is displayed on the Client PC, click **OK**. U "When the Paper Jams" on page 128
2012	The Maintenance Tank Cover has been opened. There may still be paper inside the printer. Remove paper inside the printer, close the cover, and then click [OK].	Remove paper inside the printer, close the maintenance tank cover. If an error is displayed on the Client PC, click **OK**. U "When the Paper Jams" on page 128
2013	The rear roll cover has been opened. There may still be paper inside the printer. Remove paper inside the printer, close the cover, and then click [OK].	Remove paper inside the printer, close the rear roll cover. If an error is displayed on the Client PC, click **OK**. U "When the Paper Jams" on page 128
2014	The front roll paper feeder has been raised. There may still be paper inside the printer. Remove paper inside the printer, lower the front roll paper feeder, and then click [OK].	Remove paper from the printer, lower the front roll paper feeder. If an error is displayed on the Client PC, click **OK**. U "When the Paper Jams" on page 128
2015	The front roll cover has been opened. There may still be paper in the printer. Remove paper inside the printer, close the cover, and then click [OK]. If the error continues to occur, push the front roll lever while the cover is closed to lock the cover, and then click [OK].	Remove paper inside the printer, close the front roll cover. If an error is displayed on the Client PC, check the message. U "When the Paper Jams" on page 128

Troubleshooting

Error ID	Message	What to do
2016	The top cover has been opened. There may still be paper inside the printer. Remove paper inside the printer, close the cover, and then click [OK].	Remove paper inside the printer, close the top cover. If an error is displayed on the Client PC, click **OK**. U "When the Paper Jams" on page 128
2017	The back printing unit has not been installed in the correct position. There may still be paper inside the printer. Remove paper inside the printer, set the back printing unit to the correct position, and then click [OK].	Remove paper inside the printer, set the back printing unit to the correct position, and then click **OK**. U "When the Paper Jams" on page 128
2018	The long paper ejection unit has been opened. There may still be paper inside the printer. Remove paper inside the printer, close the cover, and then click [OK].	Remove paper inside the printer, close the long paper ejection unit cover. If an error is displayed on the Client PC, click **OK**. U "When the Paper Jams" on page 128
2110	The front sorter tray is full. Remove the prints from the sorter tray, and then click [OK].	Remove paper from the sorter tray. If an error is displayed on the Client PC, click **OK**. When the error does not clear even after removing the paper, hold down the Sorter Drive Switch for 10 seconds to move the sorter tray to the appropriate position. U "Problems with the Sorter" on page 142
2192	The cleaning sheet is loaded with the wrong side up. Load the cleaning sheet front-side up, and then click [OK].	Load the Cleaning Sheet front-side up, and close the cover. If an error is displayed on the Client PC, click **OK**.
2251	The trimmed waste paper box is full. Empty the trimmed waste paper box. After emptying the trimmed waste paper box, click [Reset] to reset the trimmed waste paper box usage.	Empty the trimmed waste paper box. After emptying the trimmed waste paper box, click **Reset** to reset the trimmed waste paper box usage. U "Disposing of Trimmed Waste Paper" on page 72
2301 to 2304 2306 to 2307 2321 to 2324 2333 to 2334	Ink cartridge error. (xx) If the ink cartridge is not set correctly, set it correctly. Please install correct cartridge.	Check the ink cartridge for the color displayed in (xx), replace or reset the ink cartridge, and close the cover. If an error is displayed on the Client PC, click **OK**. U "Replacing Ink Cartridges" on page 63
2311 to 2314 2316 to 2317	Replace ink cartridge: XX, and then click [OK]. Epson recommends the genuine Epson cartridge.	Replace the ink cartridge for the color displayed in (xx), and close the cover. If an error is displayed on the Client PC, click **OK**. U "Replacing Ink Cartridges" on page 63
2327 to 2330 2335 to 2336	Insufficient ink left to perform initial charge: (xx) Replace ink cartridge, and then click [OK].	

123

Error ID	Message	What to do
1005 to 1010	[Detect Clogging] could not be performed correctly. Perform [Print Check Pattern] from [Nozzle Check] to check the status of the print head.	You can continue printing when the Client PC clears the error. Print a check pattern, and then check for clogged nozzles. If any nozzles are clogged, perform head cleaning. U "Printing the check pattern" on page 98 Contact a technical representative if the error continues to occur.
4021	Clogged nozzle(s) detected. Print head cleaning recommended before start printing. To perform Auto Cleaning, click [Cleaning]. To continue printing, click [OK].	Click **Cleaning**, and then perform an auto cleaning. When you click **OK**, printing continues without performing cleaning.
2201, 2326	Maintenance tank error. Replace maintenance tank (xxxxxxxxxx), and then click [OK].	Replace the maintenance tank, or install it correctly, and close the cover. If an error is displayed on the Client PC, click **OK**. U "Replacing the Maintenance Tank" on page 68
2211	Maintenance tank usage exceeded the application limit. Replace maintenance tank (xxxxxxxxxx), and then click [OK].	Replace the maintenance tank, and close the cover. If an error is displayed on the Client PC, click **OK**. U "Replacing the Maintenance Tank" on page 68
2332	Insufficient maintenance tank capacity left to perform head cleaning or initial charge. Replace maintenance tank, and then click [OK].	Replace the maintenance tank, and close the cover. If an error is displayed on the Client PC, click **OK**. U "Replacing the Maintenance Tank" on page 68
2350	You have not installed genuine Epson ink cartridges. Information about ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support. For optimum quality and reliability Epson recommends using genuine Epson ink. Please call Epson user service hot-line xxx-xxx-xxxx for genuine I/C purchase.	This product has been adjusted based on genuine ink cartridges. If you use ink cartridges other than genuine cartridges, the print results may be faint or the amount of ink remaining may not be detected correctly. We recommend using genuine ink cartridges.
2351	Relace genuine Epson ink cartridges.	This product has been adjusted based on genuine ink cartridges. If you use ink cartridges other than genuine cartridges, the print results may be faint or the amount of ink remaining may not be detected correctly. We recommend using genuine ink cartridges.
7101	A sorter/long paper ejection unit connection error occurred. Turn off the printer and then check the connections.	Turn off the printer, and then check the connections.

Error ID	Message	What to do
7301	A mechanical error occurred. Check if there is any paper remaining inside the printer, and then click [OK]. If the error continues to occur, a malfunction may have occurred. Contact a technical representative.	Check if there is any paper remaining inside the printer, and then click **OK**. Contact a technical representative if the error continues to occur.
6107 6109 to 6110	Parts have reached the end of their service life. (xxxx) Contact a technical representative.	Contact a technical representative and request replacement for the parts displayed in (xxxx).
5001	The printer is disconnected. Check the cable connection, and then turn the printer back on. If the error continues to occur, contact a technical representative.	Check the cable connection, and then turn the printer back on. ⎙ "Starting up and Shutting down the Printer" on page 26 If the error is not cleared, contact a technical representative.
5002	A network communication error occurred. Check the LAN cable connection. If the error continues to occur, contact a technical representative.	
7501	A printer system error occurred. Turn off the printer, and then perform a Pre-operation Check. If the error continues to occur, a malfunction may have occurred. Contact a technical representative.	Turn off the printer, and then perform a Pre-operation Check. ⎙ "Starting up and Shutting down the Printer" on page 26 If the error continues to occur, a malfunction may have occurred. Contact a technical representative.

Cannot Clear the Displayed Error

If an error is displayed that cannot be cleared, use the following procedure to restart the printer.

1 Press the Power switch to turn off the printer (the light turns off).

If you cannot turn off the power, disconnect the power cable.
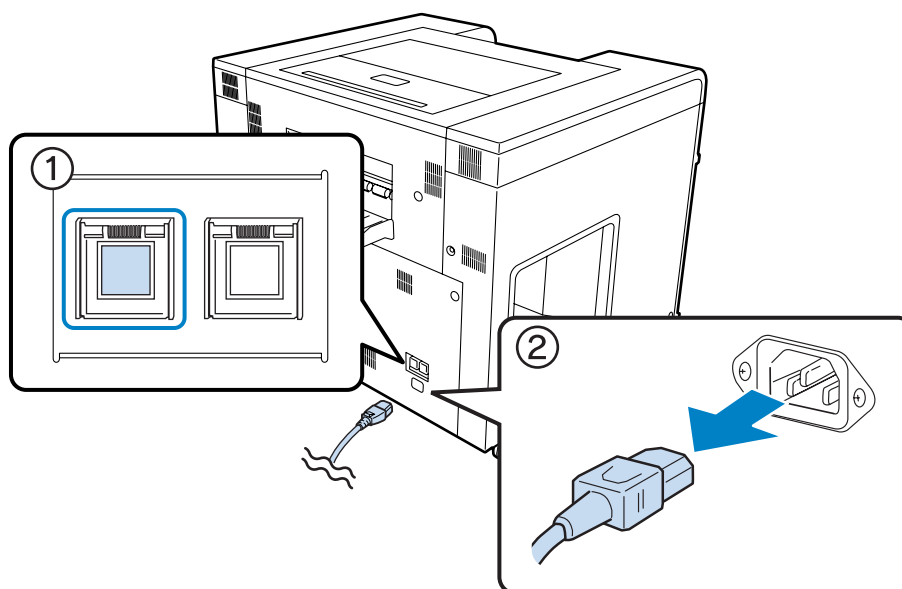
2 Connect the power cable, and then press the Power switch to turn on the printer (the light turns on).
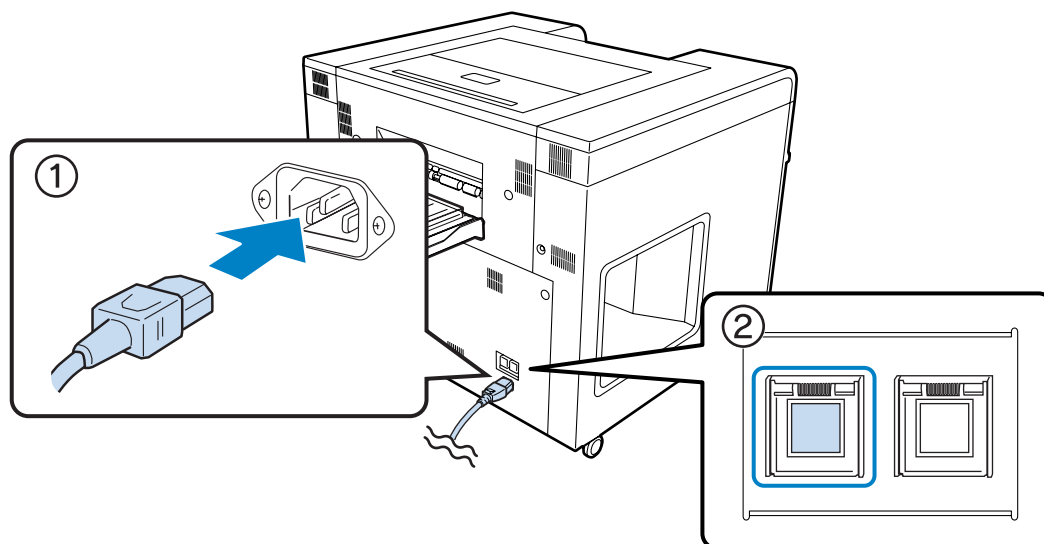
3 Select the printer you want to use, and then click **Pre-operation Check** to start the printer.

The power turns on and the ⏻ light is lit.

U "Starting up the Printer" on page 26
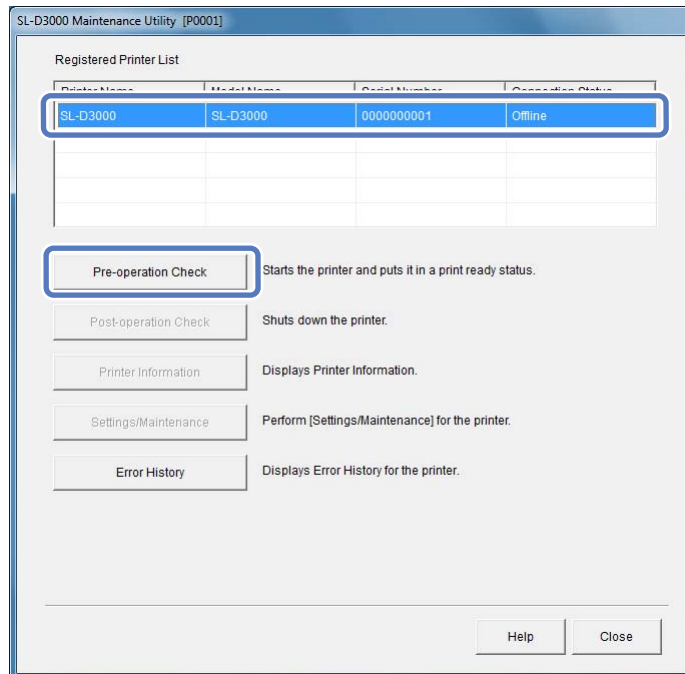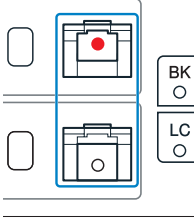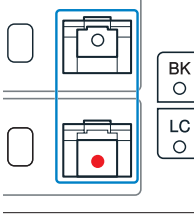
Tip:
If the error continues to occur even after restarting the printer, contact a technical representative.

This completes this section.

When the Paper Jams

This section explains how to remove paper jammed inside the printer.

The procedure differs for the front roll paper feeder and the rear roll paper feeder. Check the Operation panel to determine which unit is jammed.

Light Displays	Explanation
	Paper is jammed in the paper feed path for the front roll paper feeder. (Only the Dual Roll Model supports front roll paper.)
	Paper is jammed in the paper feed path for the rear roll paper feeder.

Tip:
See the following if the table above and the lamp status differs.

U *"Warning Buzzer and Light Displays" on page 116*

Caution:
❑ *When removing jammed paper, do not remove it too forcibly. Also, do not work with an unstable posture.*

If the paper is suddenly pulled out, an injury could occur due to unnecessary force.

❑ *Do not leave the printer with paper jammed inside.*

Smoke could be emitted or it could ignite and cause a fire.

Front Roll Paper Feeder/Rear Roll Paper Feeder

> *Tip:*
> *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, see the information for rear roll paper.*

1 Open the cover of the roll paper feeder with the lit Paper status light.

For the front roll paper feeder, pull the lever on the front roll paper feeder, and open the front roll cover.

When using the rear roll paper feeder, open the rear roll cover. For the Dual Roll Model, while holding down the handle of the front roll paper feeder a little, press the Lock Release button, raise the front roll paper feeder, and then open the rear roll cover.

2 Cut the paper with a pair of scissors.

Cut it as straight as possible.

> *Note:*
> *After cutting paper, do not pull the paper that remains inside the printer. Use the following procedure to remove paper from inside the printer.*

For the rear roll paper feeder
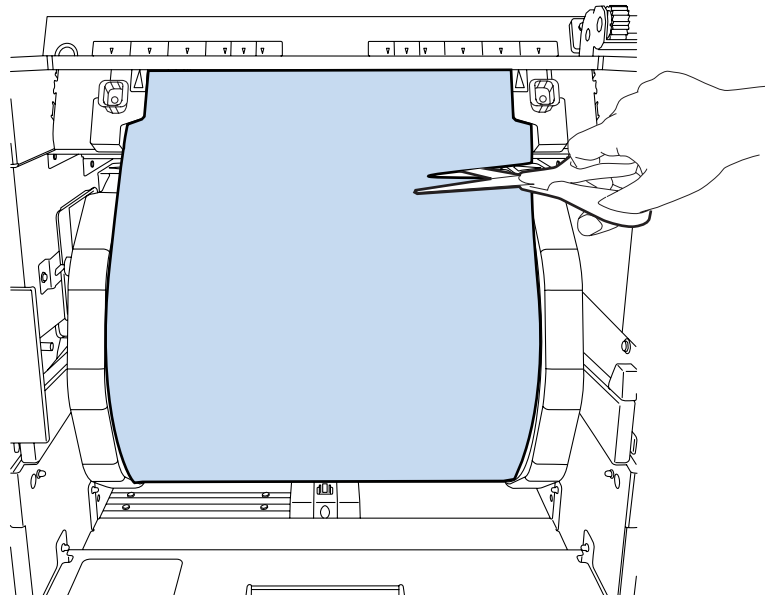
For the front roll paper feeder
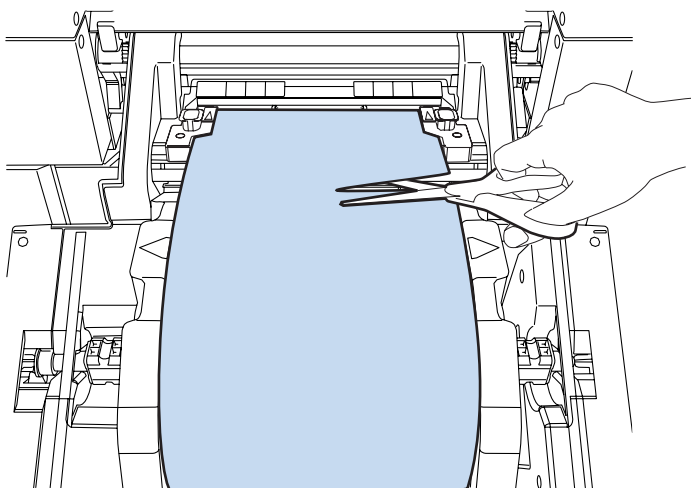
> *Tip:*
> *When using the long paper ejection unit and a paper jam occurs in the long paper ejection unit, go to the following page after step* 2 *.*
>
> U *"Back Printing Unit/Decurl Unit/Long Paper Ejection Unit" on page 136*

3 Close the front or rear roll cover.

4 Open the top cover, and then check the position of the jammed paper.
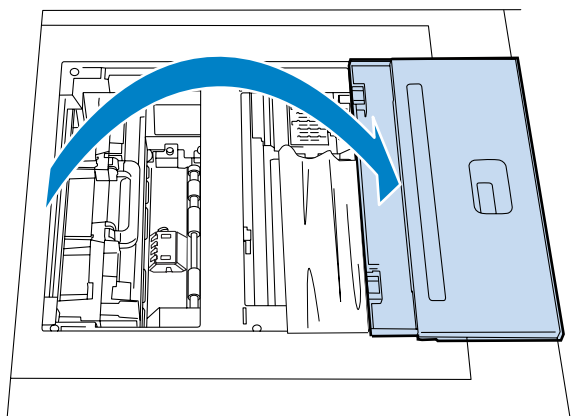
5 Remove paper.

If it can be removed, go to step ⒔ .

If the paper is below the Print Head Unit and cannot be removed easily, go to the next step.
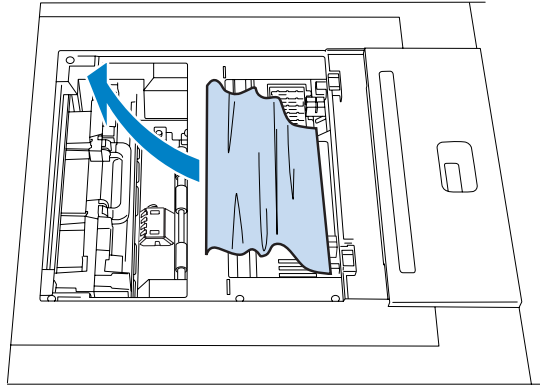
6 Manually move the Print Head Unit in the opposite direction to the visible paper.

If the paper is at the front, move the Print Head Unit to the back.
If the paper is at the back, move the Print Head Unit to the front.

If the paper is at the front
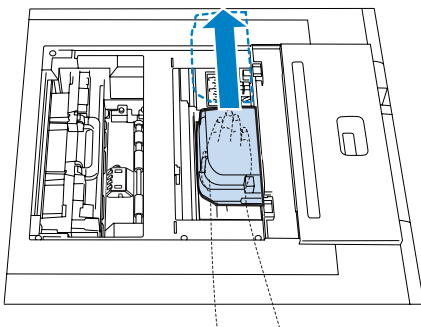
If the paper is at the back
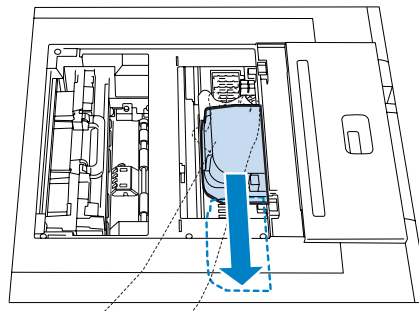
Note:
❏ *If the Print Head Unit does not move, do not move it by force and contact a technical representative. Otherwise the Print Head Unit could break.*

❏ *When removing paper, be careful not to touch the ink absorber. If the printing mount is soiled, the back of the paper will be soiled.*
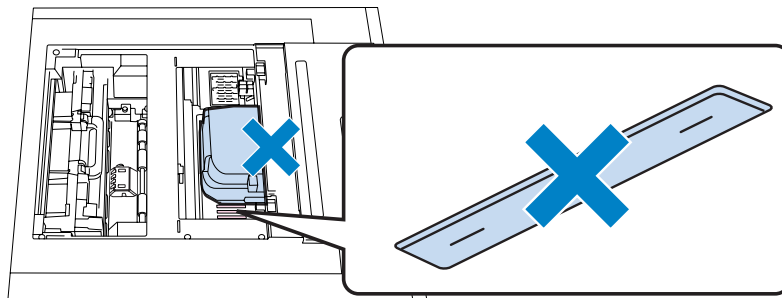
7 Raise the heater unit's lever and release the lock.

> ⚠ *Caution:*
> *Do not touch the heater unit immediately after printing. Because the heater reaches high temperatures, burns could occur.*
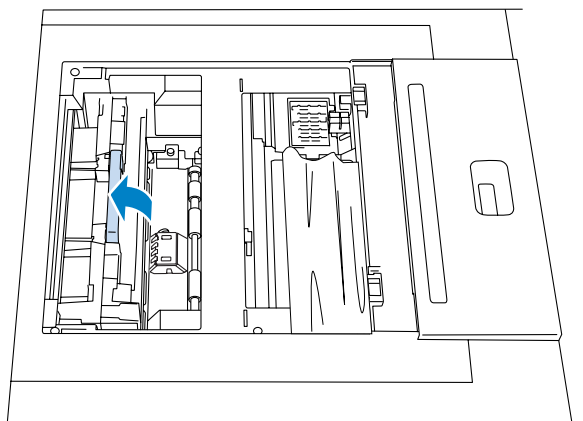
8 Raise and remove the heater unit.

> *Note:*
> *Take care when handling the removed heater unit. If it dropped or bumped, it could cause it to malfunction. Also, if the heater does get damaged, do not reinstall it in the printer.*

|9| After loosening the screws by hand as shown in the illustration below, remove both covers.

> ❗ **Caution:**
> *Do not touch any parts immediately after printing except for the cover screws. Because the heater reaches high temperatures, burns could occur.*

> **Note:**
> *Take care when handling the removed covers. If they are dropped or bumped, they could be damaged.*
> *Also, if the covers do get damaged, do not reinstall them in the printer.*
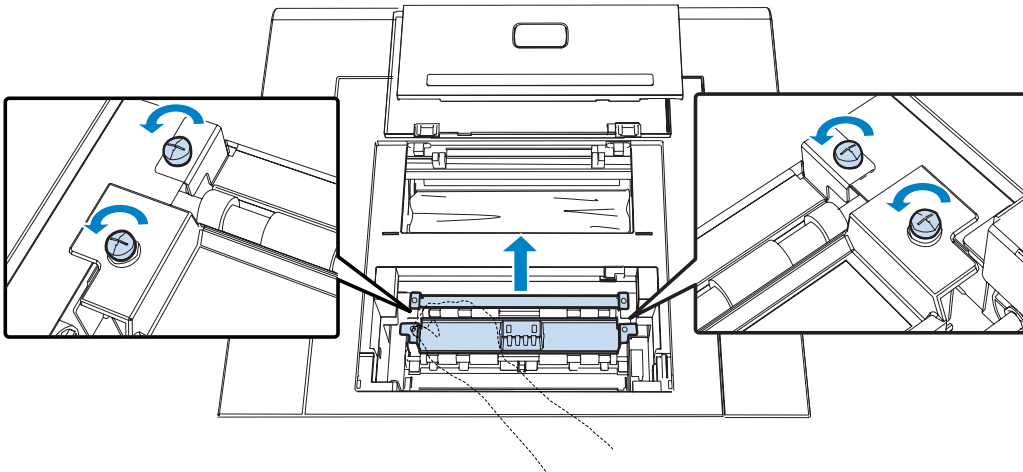
|10| Remove jammed paper.
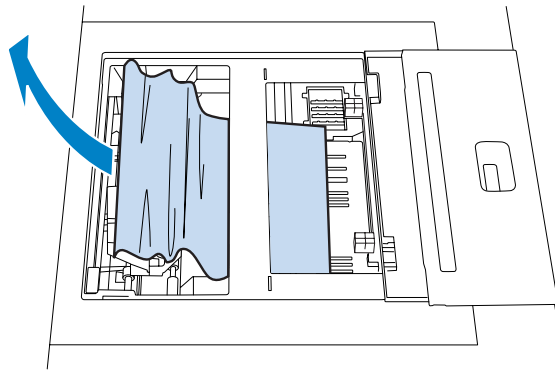
11 Replace both covers and tighten the screws by hand to fix them in place.
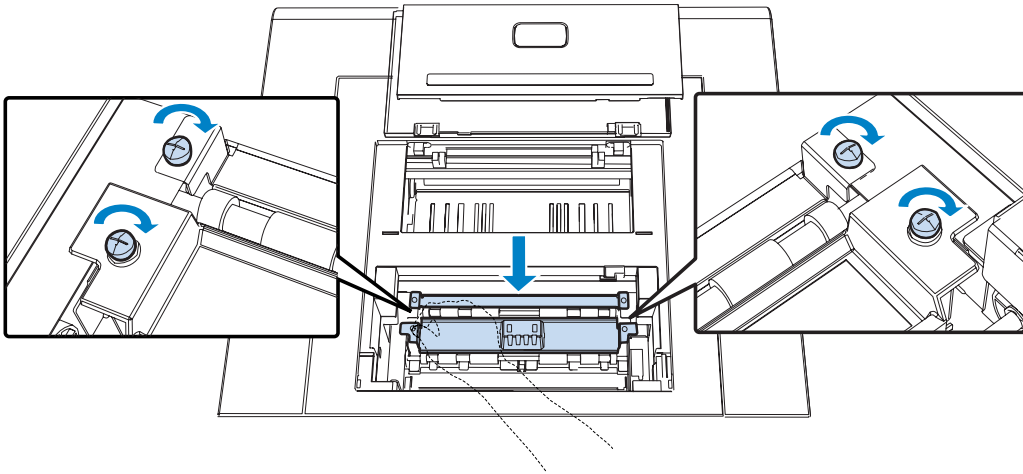
12 Install the heater unit, and press the lever down.
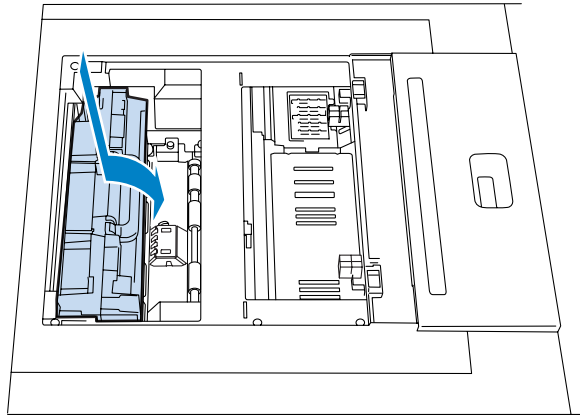
13 Close the top cover.
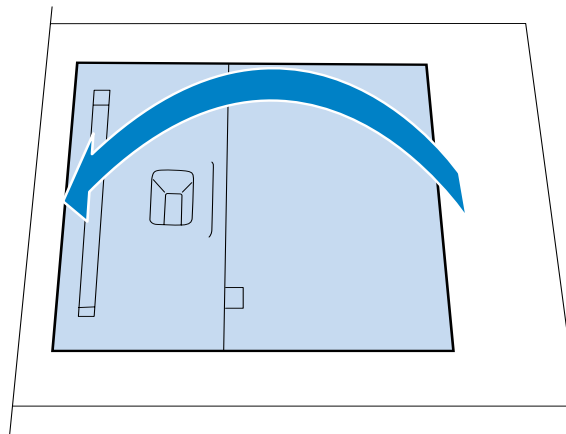
14 Reload the paper.

See the following for more information on loading paper.

U "Replacing Paper" on page 32

15 Click **OK** on the Client PC to clear the error.
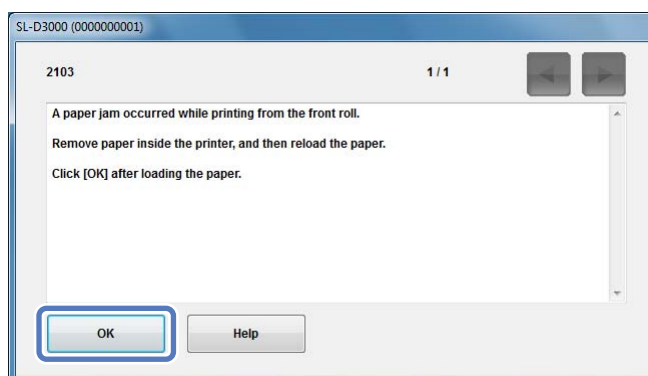
16 Check that the **!** light is off and the ⏻ light is on.
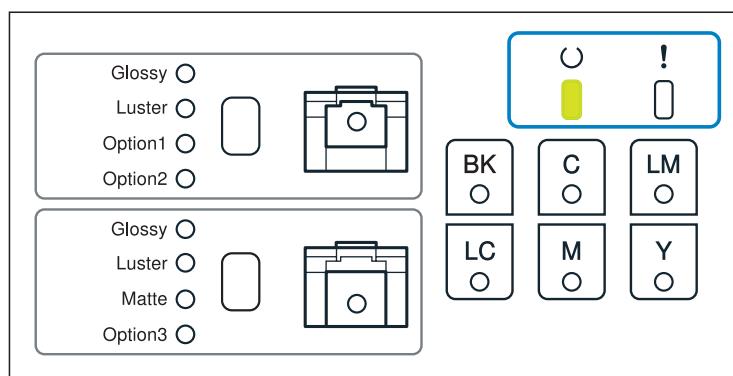
Tip:
Printing restarts automatically if there is a print order standing by.

This completes this section.

Back Printing Unit/Decurl Unit/Long Paper Ejection Unit

1 Perform steps ① to ② for paper jams in the front roll/rear roll paper feeders.

2 Open the top cover, raise the heater unit's lever, and release the lock.

> **⚠ Caution:**
> *Do not touch the heater unit immediately after printing. Because the heater reaches high temperatures, burns could occur.*
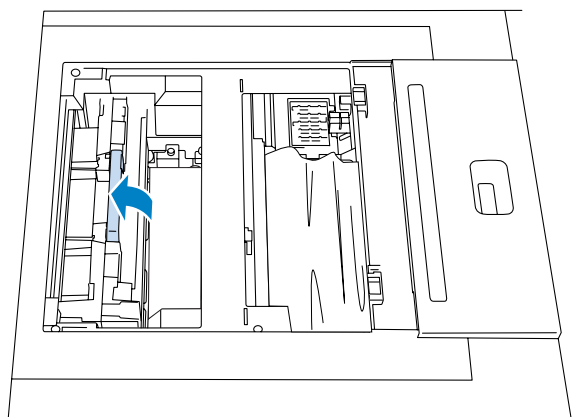
3 Raise and remove the heater unit.
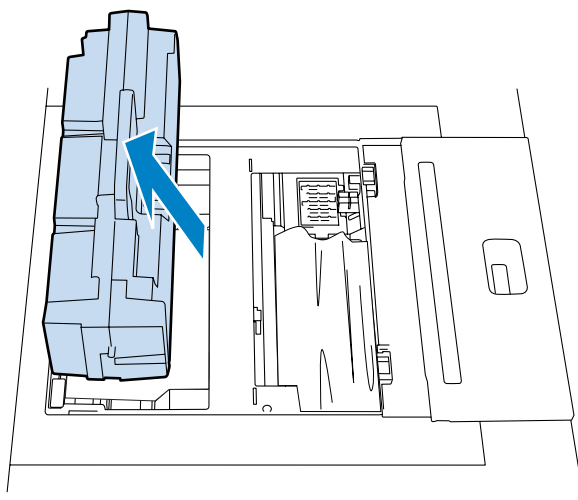
4 After loosening the screws by hand as shown in the illustration below, remove both covers.

> ⚠ *Caution:*
> *Do not touch any parts immediately after printing except for the cover screws. Because the heater reaches high temperatures, burns could occur.*

> *Note:*
> *Take care when handling the removed covers. If they are dropped or bumped, they could be damaged.*
> *Also, if the covers do get damaged, do not reinstall them in the printer.*
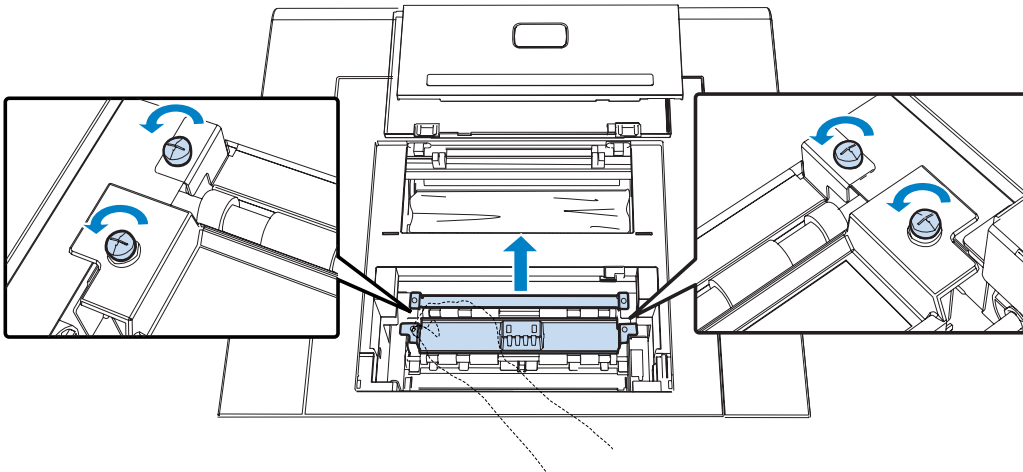
5 Lift up the jammed paper.
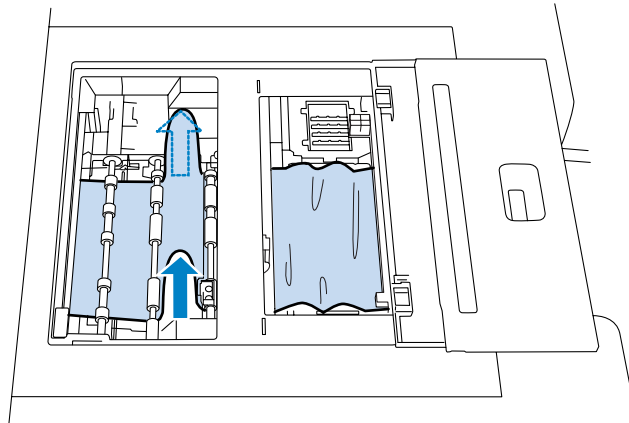
6 Cut the paper with a pair of scissors.
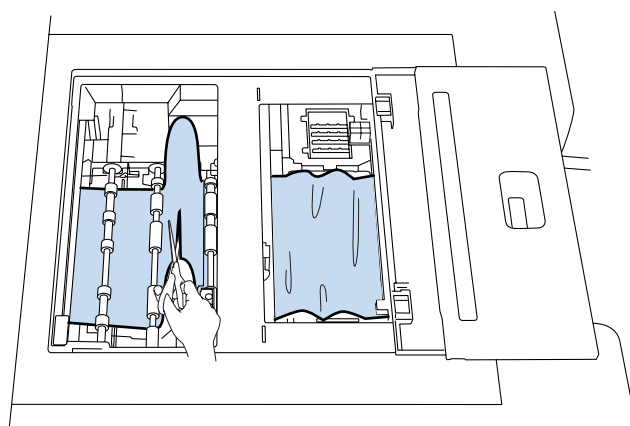
7 Pull out the paper from the paper feed side.
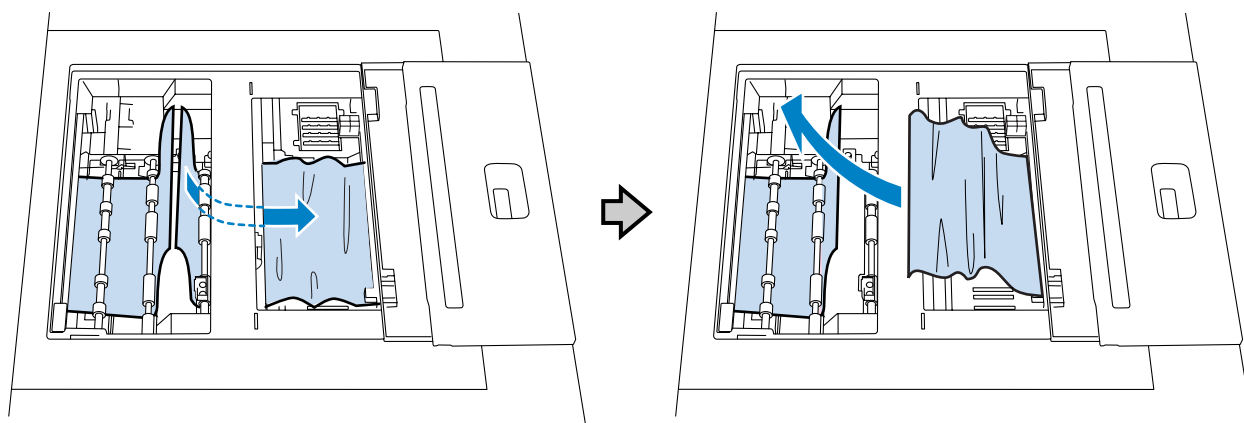
8 Open the long paper ejection unit cover.
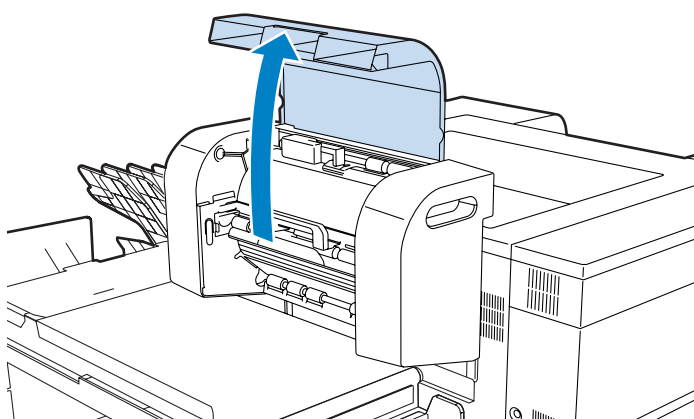
9 After loosening the upper cover screws by hand on the left and right, remove the upper cover.
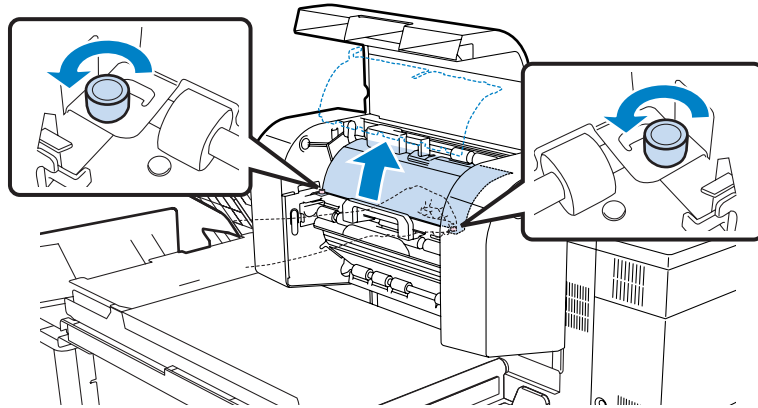
10 Open the lower cover.
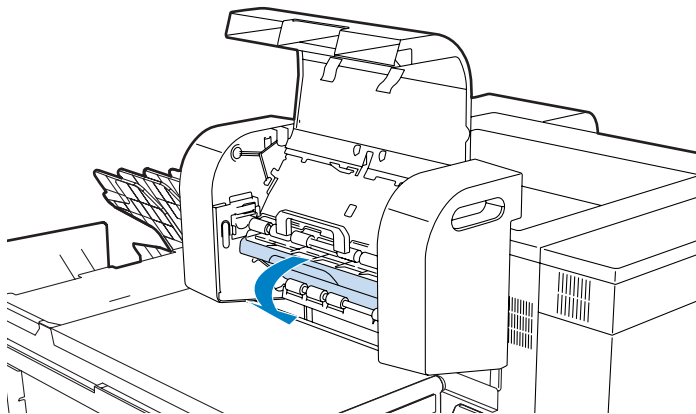
11 Remove jammed paper.
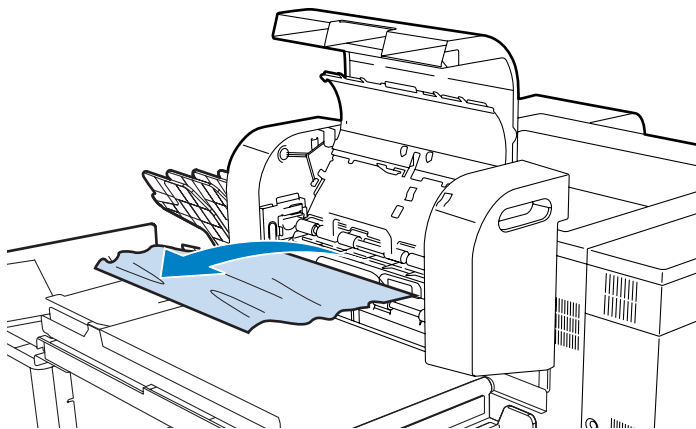
12 After closing the lower cover and replacing the upper cover, tighten the screw by hand to fix it in place.
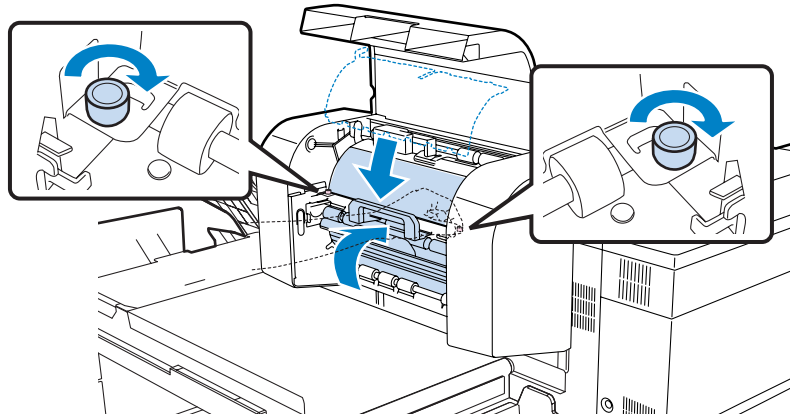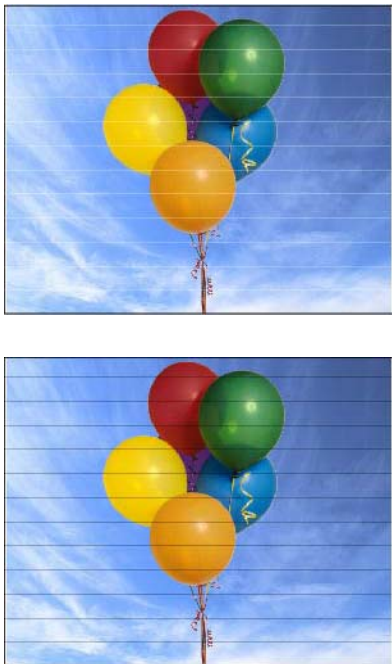
13 Close the long paper ejection unit cover.
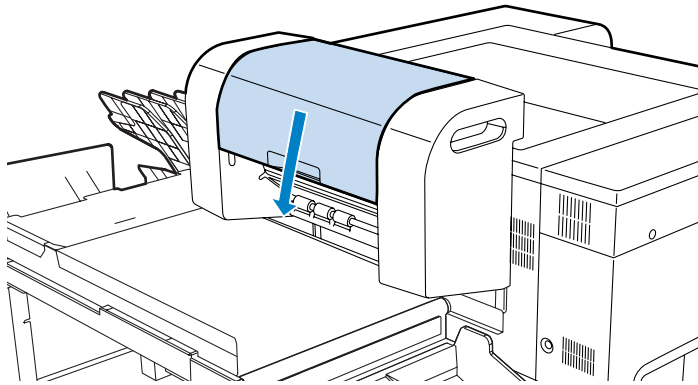
Continue from step 11 for paper jams in the "Front Roll Paper Feeder/Rear Roll Paper Feeder".

Problems with Print Results

Symptom	What to do
Evenly spaced lines appear on the prints. 	**Are the Print Head Unit nozzles clogged?** If the Print Head Unit nozzles are clogged, evenly spaced lines appear in the prints, and print quality decreases. Check the status of the nozzles and perform cleaning. U "Head Cleaning" on page 92
Print quality is poor, uneven, too light, or too dark.	**Are the Print Head Unit nozzles clogged?** If the nozzles are clogged, specific colors are not fired and the print quality declines. Check the status of the nozzles and perform cleaning. U "Head Cleaning" on page 92 **Are you using a genuine ink cartridges?** This printer is developed for use with genuine ink cartridges. If you use non-genuine ink cartridges, the prints may smear, or the color of the printed image may be changed because the remaining ink level is not correctly detected. Be sure to use the correct ink cartridge. **Are you using an old ink cartridge?** The print quality declines when an old ink cartridge is used. Replace the old ink cartridge with a new one. We recommend using the ink cartridge before the expiry date printed on the packaging (within six months after installing in the printer). **Have you compared the printing result with the image on the display monitor?** Since monitors and printers produce colors differently, printed colors will not always match on-screen colors perfectly.
The color is not exactly the same as another printer.	**Colors vary depending on the printer type due to each printer's characteristics.** Because inks, printer drivers, and printer profiles are developed for each printer model, the colors printed by different printer models are not exactly the same. You can achieve similar colors by performing color calibration. U "SL-D3000 Administrator's Guide" - "Color Calibration"

Symptom	What to do
The printed surface is scuffed or soiled.	**Is the paper too thick or too thin?** Check that the paper specifications are compatible with this printer. U "Printer Specifications" on page 149
The paper is creased.	**Are you using the printer at normal room temperature?** Special media should be used at normal room temperature (temperature: 59 to 77 °F [15 to 25 C°], humidity: 40 to 60%). For information about paper from other manufacturers that requires special handling, such as thin paper, see the manual supplied with the paper. You can adjust the humidity in the roll paper feeder with the humidity control unit. U "Adjusting the Humidity in the Roll Paper Feeder" on page 80
The prints are soiled.	**Is there any ink or dust on the printer?** There may be ink or dust stuck to the printer. Check if the following sections are soiled and clean them if necessary. See the following for details on checking. U "Checking Items and Checking Times" on page 105
Streaks or smears caused by drops of ink appear in the prints	**The print head unit or the wipers for the print head are dirty.** Clean the print head unit and the wipers for the print head using the Print Head Maintenance Kit. For more information on cleaning, see the User's Guide supplied with the Print Head Maintenance Kit.
Paper fed from the rear roll paper feeder is slanted	**Does the right-hand side paper width guide move easily?** If any paper powder sticks to the rubber parts on the rear of the paper width guide, the the paper width guide will not be secured. This causes the paper to be fed at a slant. Clean the rubber parts on the rear of the paper width guide. U "Rear Paper Width Guide" on page 113

Problems when Cutting Paper

Symptom	What to do
Cuts are skewed, edges are not cut cleanly, edges are curled, coating is cracked	**You need to replace the cutter.** Contact a technical representative to replace the cutter.

Problems with the Sorter

Symptom	What to do
Cannot return the sorter tray because it is out of place or broken.	**The sorter tray is broken.** Contact a technical representative to replace the sorter tray.
Cannot clear the error even after removing the paper from the sorter tray by following the instructions on the Operation panel.	**Is the sorter tray in the appropriate position?** Remove the paper from the sorter tray, and then hold down the Sorter Drive Switch for 10 seconds. The sorter tray is forced to the appropriate position.

Symptom	What to do
Curled paper remains on the conveyor.	**Set Sorter to Disabled.** Set Sorter to **Disabled** in Maintenance Utility, and then restart the printer. Since then, the conveyor stops when printing. Remove each piece of ejected paper from the conveyer.

Problems with the Humidity Control Unit

Symptom	What to do
The roll paper feeder is too dry.	**If the environment is dry, did you perform humidification?** Check the humidity with a hygrometer and so on, and if humidity is too low, change the humidity control unit to humidify. U "Changing Between Dehumidification and Humidification" on page 81
There is condensation in the roll paper feeder.	**If the environment is humid, did you perform dehumidification?** Check the humidity with a hygrometer and so on, and if humidity is too high, change the humidity control unit to dehumidify. U "Changing Between Dehumidification and Humidification" on page 81
Cannot dehumidify or humidify.	**Is the humidity control unit turned on?** Check that the humidity control unit is turned on. U "Turning the Humidity Control Unit On and Off" on page 81

Problem with the Maintenance Utility

Symptom	What to do
Maintenance Utility shuts down abnormally and does not operate.	**You need to restart the PCs and the printer.** Follow the steps below to restart the Client PC, the Printer PC, and the printer. 1. Perform a printer emergency stop. U "Shutting down the Printer in an Emergency" on page 145 2. Restart the Client PC and the Printer PC. 3. Turn on the printer. U "What to do after an Emergency Stop" on page 146

Emergency Stop

Shutting down the Printer in an Emergency

If you need to stop the printer in an emergency, performing the following procedure.

1 Press the Power switch on the back of the printer to turn off the printer (the light turns off).
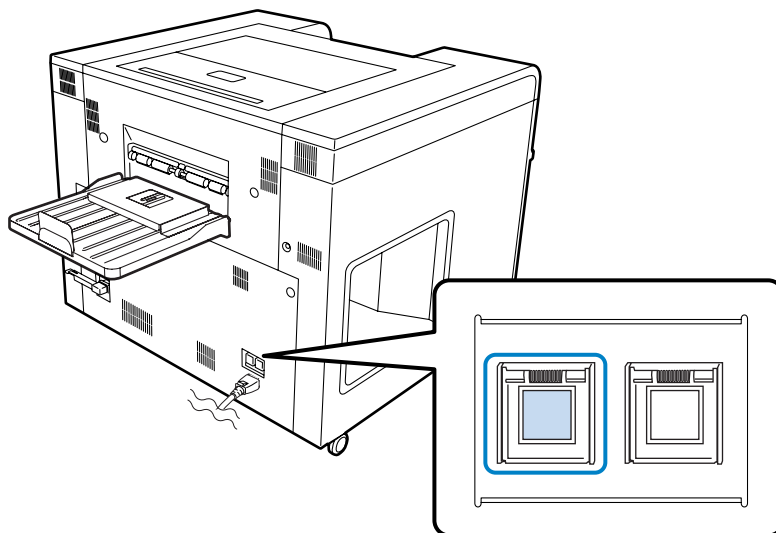
Normally, when you press the Power switch, the power is cut off and the printer turns off. If unusual sounds and so on do not stop, and the problem is not cleared, go to the following procedure.

2 Disconnect the power cable from the AC inlet on the back of the printer.
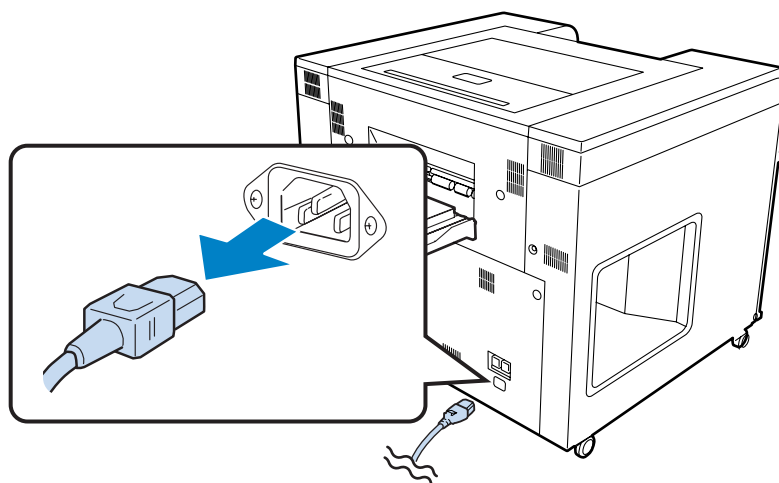
This completes this section.

What to do after an Emergency Stop

1 If the emergency stop occurred while printing, remove the paper.

U "When the Paper Jams" on page 128

2 Connect the power cable to the AC inlet, and then press the Power switch to turn on the printer (the light turns on).

U "Starting up the Printer" on page 26

3 Click **Pre-operation Check** on the Client PC.

U "Starting up the Printer" on page 26

This completes this section.

When the Power Fails

Starting after a Power Failure

Start the printer as normal.

U "Starting up the Printer" on page 26

What to do in a Sudden Power Failure

If a sudden power failure occurs while printing, remove paper from inside the printer.

U "When the Paper Jams" on page 128

Cannot Clear the Problem

Contact a technical representative if you cannot clear a problem after checking the contents of the "Troubleshooting" section.

Appendix

Consumables and Optional Products

The following consumables and optional products can be used with this printer.
For the latest information, visit the Epson home page (www.epson.com).

Consumables and Optional Products

Product Name		Part Number	Notes
Ink Cartridge	Black	T7101	To get the most out of your printer, we recommend using genuine Epson ink cartridges. If you use products other than genuine Epson products, the printer may not reach its optimum performance, and the printer or print quality may decline. We cannot guarantee quality or reliability for products not made by Epson. Any damage caused to the printer due to the use of non-genuine products is not covered by the warranty, even if the damage occurs within the warranty period. ↪ "Replacing Ink Cartridges" on page 63
	Cyan	T7102	
	Magenta	T7103	
	Yellow	T7104	
	Light Cyan	T7105	
	Light Magenta	T7106	
Maintenance Tank		C12C890191	Absorbs ink consumed during cleaning. ↪ "Replacing the Maintenance Tank" on page 68
RIBBON CASSETTE		S015635	The ink ribbon used for back printing. ↪ "Replacing Ribbon Cassettes" on page 75
Cleaning Sheet		S042497	Cleans the feed section of the transportation roller. ↪ "Feed Roller on Paper Feed Side" on page 112
SORTER UNIT		C12C815401	Composed of the sorter, conveyor, and long paper ejection unit used to categorize prints for each job. ↪ "Ejecting Paper" on page 59
SPINDLE UNIT		C12C811371	The same as the Spindle unit supplied with the printer.
LONG PRINT STACKER		C12C890851	Use this if you are not using the long paper ejection unit when printing on paper over 18 inches (458 mm) in length. ↪ "Ejecting Paper" on page 59
PRINTHEAD MAINTENANCE KIT		C12C890991	This is the kit for cleaning the print head unit or the wipers for the print head.

Genuine Epson Paper

Product Name	Paper Width x Length	Part Number	ICC Profile Name
Professional Photo Paper Glossy	4 inches x 328 ft	S045375	EPSON SL-D3000 Professional Paper - Gloss
	5 inches x 328 ft	S045376	
	6 inches x 328 ft	S045377	
	8 inches x 328 ft	S045378	
	10 inches x 328 ft	S045379	
	12 inches x 328 ft	S045380	
Professional Photo Paper Luster	4 inches x 328 ft	S045381	EPSON SL-D3000 Professional Paper - Luster
	5 inches x 328 ft	S045382	
	6 inches x 328 ft	S045383	
	8 inches x 328 ft	S045384	
	10 inches x 328 ft	S045385	
	12 inches x 328 ft	S045386	

Printer Specifications

Basic Specifications	
Printing method	On-demand ink jet
Nozzle configuration	368 nozzles for each color x 2 rows
Print direction	Bidirectional printing
Highest resolution	1440 x 1440 dpi
Paper feed method	Friction feed
Interface	Universal Serial Bus Specifications Revision 2.0

Electrical specifications		
Rated voltage	AC 100 to 120V	AC 220 to 240V
Rated frequency range	50 to 60 Hz	50 to 60 Hz
Rated current	12 A	6 A
Power consumption	Approx. 500 W	Approx. 500 W

Paper Feeder Specifications	
Paper core size	Rear roll paper feeder (3 inch core): One roll at a time with an outer diameter 7.87 inches (200 mm) max.
	Front roll paper feeder (3 inch core): One roll at a time with an outer diameter 7.87 inches (200 mm) max.
Paper size	Rear roll paper feeder: 4 to 6 inches x 328 ft (102 to 152 mm x 100 m) max length, 8 to 12 inches x 328 ft (203 to 305 mm x 100 m) max length
	Front roll paper feeder: 4 to 6 inches x 328 ft (102 to 152 mm x 100 m) max length, 12 inches x 328 ft (203 mm x 100 m) max length
Paper Width	4 inches (102 mm), 5 inches (127 mm), 6 inches (152 mm), 8 inches (203 mm), 10 inches (254 mm), 12 inches (305 mm)

Tip:
❏ *Only the Dual Roll Model supports front roll paper. For the Single Roll Model, information is not displayed under the front paper item. See the information for rear roll paper.*

Safety and Approvals		
Safety	UL 60950-1	
	CAN/CSA No. 60950-1	
	Low Voltage Directive 2006/95/EC	EN 60950-1

Safety and Approvals		
EMC	FCC part 15 subpart B class A	
	CAN/CSA-CEI/IEC CISPR 22 Class A	
	AS/NZS CISPR 22 Class A	
	EMC Directive 2004/108/EC	EN 55022 Class A
		EN 55024
		EN 61000-3-2
		EN 61000-3-3

> ⚠ *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.*

Ink Specifications	
Type	Ink Cartridges
Ink type	Water-based ink
Use by date	Three years from date of production
Print quality guarantee expiry	Six months from installation
Storage temperature	In packaging: −4 to 104 °F (−20 to 40 °C); 1 month at 104 °F (40 °C) Installed: −4 to 104 °F (−20 to 40 °C); 1 month at 104 °F (40 °C) Transporting: −4 to 140 °F (−20 to 60 °C); 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)
Capacity	700 ml
Cartridge dimensions (W x D x H)	1.6 x 12.6 x 4.2 inches (40 x 320 x 107 mm)

> *Note:*
> ❏ *The ink freezes if left at below 5°F (-15°C) for a long time. If it does freeze, leave it at room temperature (77 °F [25 °C]) for at least four hours (without condensation).*
>
> ❏ *Do not disassemble or refill the ink cartridge.*

| Maintenance Tank Specifications	
Type	Maintenance tank for waste ink
Number installed	1
Environmental Conditions	In packaging: −4 to 104 °F (−20 to 40 °C) temperature, 20 to 85% humidity Installed: Follows general specifications Transporting: −4 to 140 °F (−20 to 60 °C) temperature, 5 to 85% humidity; 1 month at 104 °F (40 °C), and 120 hours at 140 °F (60 °C)
Cartridge dimensions (W x D x H)	4 x 9.3 x 3.1 inches (102.5 x 235 x 79.5 mm)

Appendix

Ink ribbon specifications for back printing	
Type	Ribbon cartridge
Number installed	2
Use by date	18 months
Environmental Conditions	In packaging: Store in a dark location at normal temperature and humidity Installed: Follows general specifications

General Specifications	
Temperature	Operating: 59 to 86°F (15 to 30°C) Storage (before unpacking): -4 to 140°F (-20 to 60°C); 120 hours at 140°F (60°C), and 1 month at 104°F (40°C) Storage (after unpacking): -4 to 104 °F (-20 to 40 °C); 1 month at 104 °F (40 °C)
Humidity	Operating: 30 to 60% (without condensation), 20 to 80% (without condensation) (with humidity control unit) Storage (before unpacking): 5 to 85% (without condensation) Storage (after unpacking): 5 to 85% (without condensation)
Weight (main unit only)	Dual Roll Model: Approx. 279 lb (127 kg) Single Roll Model: Approx. 262 lb (119 kg)
External Dimensions (W x D x H)	Dual Roll Model: 33.5 x 44.7 x 28.6 inches (850 x 1134 x 727mm) Single Roll Model: 33.5 x 29.9 x 28.6 inches (850 x 759 x 727 mm) U "External dimensions (When the sorter unit is installed)" on page 152

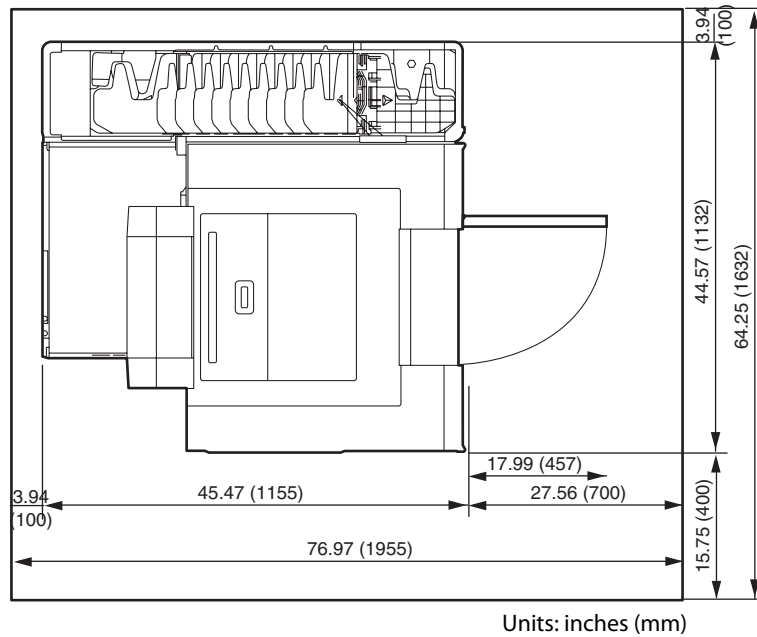# External Dimensions and Necessary Space

External dimensions (When the sorter unit is installed)

From above (Dual Roll Model)
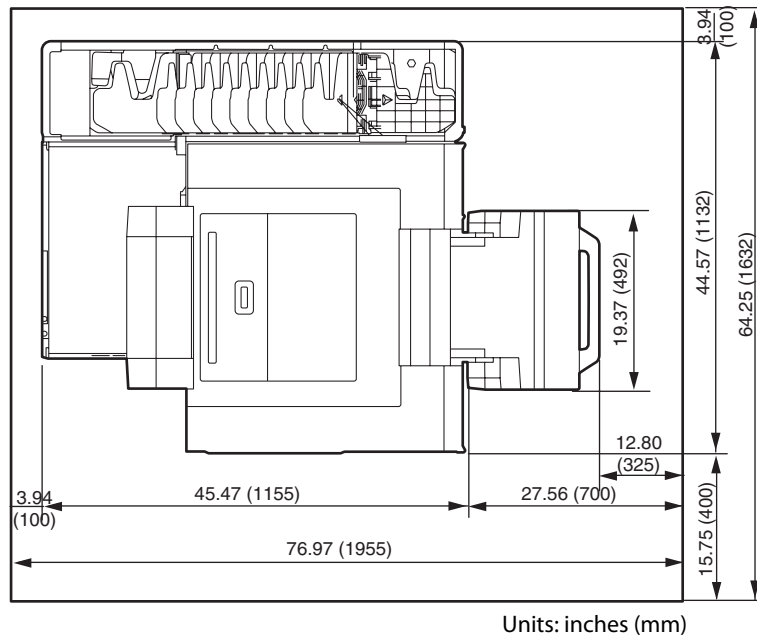
Units: inches (mm)

From above (Single Roll Model)

Units: inches (mm)

Appendix

From the front

Units: inches (mm)

Necessary space

Dual Roll Model

64.25 (1632)

76.97 (1955)

53.15 (1350)

76.97 (1955)

Single Roll Model

76.97 (1955)

64.25 (1632)

76.97 (1955)

53.15 (1350)
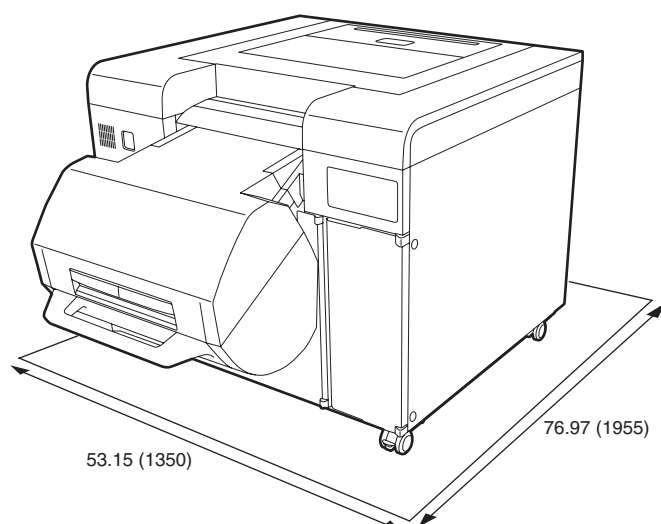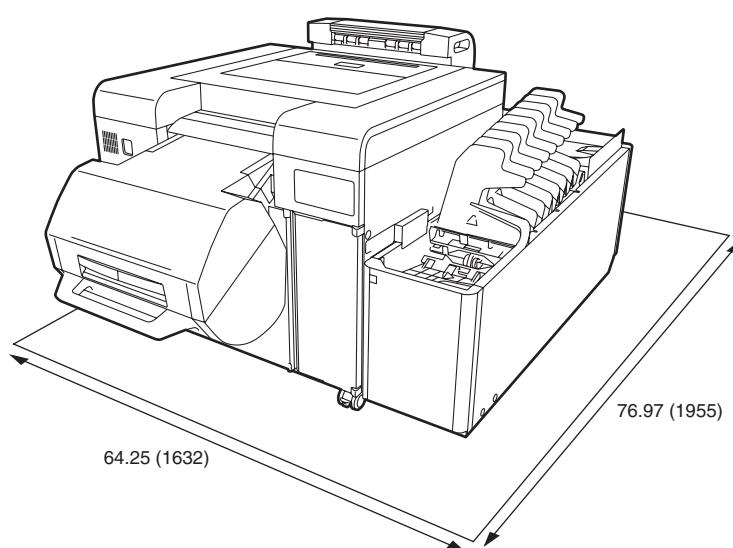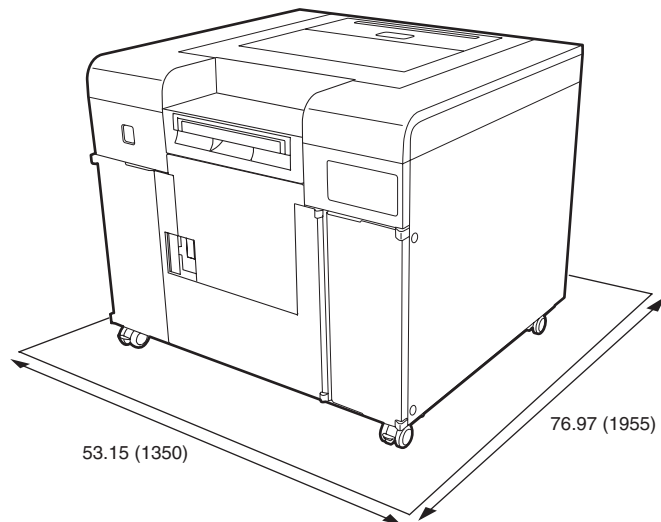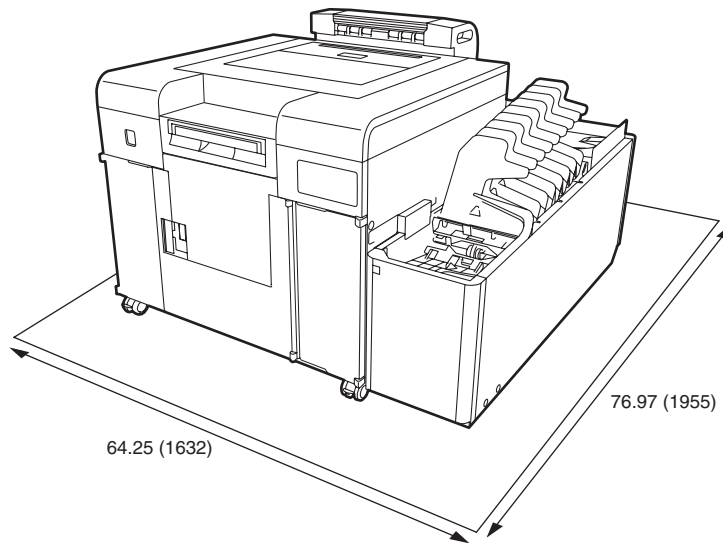
Notes

UNITED STATES OF AMERICA (FCC)

NOTE: 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.

CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CANADA (ICES)

This class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la class A respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.

Where To Get Help

Contacting Epson Support

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the EPSON Preferred Limited Warranty Plan. Dial (888) 377-6611, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

Before you call, make sure you have your Unit ID number, which is included with the EPSON Preferred Limited Warranty Plan information that came with your printer. You'll also need your printer serial number and proof of purchase.

Visit Epson's U.S. support website (www.epson.com/support) or Canadian website (www.epson.ca/support) 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 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).