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EXCEED YOUR VISION

SC-F500 Series

General Information

CMP0204-01 EN

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Notes on Manuals

Meaning of Symbols

⚠ *Warning:*	Warnings must be followed to avoid serious bodily injury.
⚠ *Caution:*	Cautions must be followed to avoid bodily injury.
❗ *Important:*	Important must be followed to avoid damage to this product.
Note:	Notes contain useful or additional information on the operation of this product.
☞	Indicates related reference content.

Illustrations

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

Product Model Descriptions

Some models described in this manual may not be sold in your country or region.

Manual Organization

The manuals for the product are organized as shown below.

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

Setup Guide (booklet)		Provides information on how to setup the printer after unpacking it from the box. Make sure you read this manual to perform operations safely.
Operator's Guide (PDF)		Explains the necessary basic operations and maintenance for daily use.
General Information (this manual)		Provides important safety instructions, printer specifications and contact details.
Online Manual		
	User's Guide (PDF)	Provides overall information and instructions on using the printer and on solving problems.

Important Safety Instructions

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

Notes on Installing

Warning

Do not obstruct the vents on the product.

If the vents are obstructed, the internal temperature could rise and cause a fire. Do not cover the printer with a cloth or install it in a location with poor ventilation. Make sure you secure sufficient space for the installation as described in the manual.

Setup Guide(booklet)

Caution

Do not install or store the printer in an unstable location or a location subject to vibrations from other equipment.

The printer could fall or tip over and cause an injury.

Do not install the printer in locations subject to oily smoke and dust, or in locations subject to humidity or where it could easily get wet.

An electric shock or fire could occur.

Do not tilt the product more than 10 degrees forward, back, left, or right while moving it.

Failure to observe this precaution could result in the printer falling over, causing accidents.

Because the product is heavy, it should not be carried by one person.

Make sure the product is carried by two people or more when unpacking or moving it. See the following for details on the product's weight.

"Specifications Table" on page 13

Before assembling the product, make sure you clear away the packaging sheets, packing materials, and supplied items from the installation area.

If you slip or trip on these items, it could cause an injury.

Make sure you use the correct posture when lifting the product.

Lifting using the wrong posture could cause an injury.

When lifting the product, make sure you lift at the locations indicated in the manual.

If you lift holding other parts, the printer may fall, catching your fingers and causing an injury. See the following for details on lifting the product.

Setup Guide(booklet)

Important Safety Instructions

Caution
When placing the product on a stand with casters (wheels), make sure you secure the casters before you perform the work so that they do not move. If the stand moves while you are performing the work, it could cause an injury.
Do not try to move the stand* while the casters (wheels) are secured. Failure to observe this precaution could result in the printer falling over, causing accidents.
When moving the printer while it is on the stand*, avoid locations with steps or uneven flooring. Failure to observe this precaution could result in the printer falling over, causing accidents.

*Optional item.

Notes on Handling

Warning
Do not use the printer in locations with volatile substances such as alcohol or thinner, or near naked flames. An electric shock or fire could occur.
Do not use the printer if it is giving off smoke or if you notice any abnormal odors or noises. An electric shock or fire could occur. If any abnormalities occur, turn off the power and unplug the power cable immediately, and then contact your dealer or Epson Support.
Never try to repair the printer yourself as this is extremely dangerous.
Do not use the printer in an environment where flammable gas or explosive gas may exist. Do not use sprays that contain flammable gas inside or near the product. A fire could occur.
Only route the cables as indicated in the manual. A fire could occur. This could also cause damage to connected devices.
Do not insert or drop any metallic or flammable items into the openings on the printer. An electric shock or fire could occur.
Do not touch any areas inside the printer except for those indicated in the manual. An electric shock or burn could occur.
Do not disassemble anything except when indicated to do so in the manual.
If the LCD for the control panel is damaged, be careful of any leaking liquid crystal. Provide first aid under any of the following conditions. ❏ If liquid adheres to your skin, immediately wipe it off and then wash the area using large volumes of soapy water. ❏ If any liquid gets in your eyes, flush them with clean water for at least 15 minutes, and consult a physician immediately. ❏ If liquid enters your mouth, consult a physician immediately.

Important Safety Instructions

Warning

If any foreign objects or liquid such as water enters the printer, stop using it immediately.

An electric shock or fire could occur. Turn off the power and unplug the power cable immediately, and then contact your dealer or Epson Support.

During lightning storms, do not touch the product and the power cable that are connected to the power outlet.

An electric shock could occur.

Caution

Do not sit on the product or place any heavy objects on the product.

Be careful with small children. The printer could fall or tip over and cause an injury.

Do not put your fingers near the paper eject roller section when the printer is on or when it is printing.

If your fingers are caught in the paper eject roller, an injury could occur. Only handle the paper after it has been ejected completely.

When transporting or storing the product, be sure that it is level: do not tilt it at an angle or place it upside down.

Ink could leak.

Store the cutter in a location out of the reach of children.

The cutter's blade could cause an injury. Pay careful attention when replacing the cutter.

When connecting cables or optional accessories, make sure they are installed in the correct direction and that you follow the procedures exactly.

A fire or an injury could occur. Connect the cables or optional accessories correctly by following the instructions in the manual.

When moving the product, make sure it is turned off, the power cable is unplugged from the outlet, and all connecting cables have been removed.

If cables are damaged, an electric shock or fire could occur.

Except when moving the stand, make sure the two casters (wheels) at the front of the stand* are secured.

If they are not secured, an accident could occur.

Make sure to grip the flanges of the spindle when loading a roll paper.

If you hold and load the roll paper by gripping the other parts, your hand or finger may get injured.

When transporting this product, attach the transportation caps and then secure the ink tank caps.

Ink could leak.

*Optional item.

Notes on the Power Supply

Warning

Use only the type of power source indicated on the printer's label.

An electric shock or fire could occur.

Do not use the plug if any foreign objects such as dust have adhered to the plug.

An electric shock or fire could occur.

Do not use any other power cables except for the cable supplied with the printer. Also, do not use the power cable supplied with the printer for any other devices.

An electric shock or fire could occur.

Do not use the power cable if it is damaged.

An electric shock or fire could occur. If the power cable is damaged, contact Epson Support. Note the following points to avoid damaging the power cable.

- ❏ Do not modify the power cable.
- ❏ Do not place anything heavy on the power cable.
- ❏ Do not bend, twist, or pull forcefully on the power cable.
- ❏ Do not route the power cable near heaters.

Do not connect too many cables to the power outlet for the power cable.

The temperature could rise and cause a fire. Connect the power cable directly to an outlet for domestic use.

Do not insert or unplug the plug with wet hands.

An electric shock could occur.

Make sure the blades on the plug are inserted completely into the power outlet.

An electric shock or fire could occur.

Unplug the plug regularly and clean between the blades and around the base of the blades.

If the plug is plugged in for an extended period of time, dust collects around the base of the blades and a short circuit or fire could occur.

When unplugging the plug, grip the plug itself; do not pull the power cable.

If the cable is damaged or the plug is deformed, an electric shock or fire could occur.

Caution

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

Notes on Consumables

Be sure to read the Product Safety Data Sheet before use. You can download Product Safety Data Sheets from the Epson Web site.

Important Safety Instructions

Caution
Do not shake the ink bottles or maintenance box too hard. Ink or waste liquid may leak from the ink bottles if you shake them too hard.
Do not disassemble the ink bottles or the maintenance box. If it is disassembled, ink or waste liquid could get in your eyes or adhere to your skin.
If ink contacts your skin or enters your eyes or mouth, immediately take the following actions. ❏ If ink adheres to your skin, immediately wash it off using soap and water. ❏ If ink enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If you notice any problems or abnormalities at all, consult a physician immediately. ❏ If ink enters your mouth, consult a physician immediately.
Store the ink bottles and the maintenance box in a location out of reach of children.
Note the following points when refilling ink. ❏ Firmly tighten the caps of the ink bottles. Otherwise, ink could leak. ❏ Make sure ink does not leak when pouring ink into the inlet. Otherwise, ink may splash. You may not be able to clean off ink that splashes onto clothes or belongings.
Do not drink the ink.
Do not rub the edges of the printing paper with your hand. The edges of the paper are thin and sharp and could cause an injury.

Other Notes

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

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

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

System Requirements

Software for this printer can be used in the following environments. (As of June, 2019)
Supported OS and other elements may change.

For the latest information, see the Epson Web site.

Printer Driver

Windows

Operating system	Windows 10 / Windows 10 x64 Windows 8.1 / Windows 8.1 x64 Windows 8 / Windows 8 x64 Windows 7 / Windows 7 x64 Windows Vista / Windows Vista x64 Windows XP / Windows XP x64 Windows Server 2019 Windows Server 2016 Windows Server 2012 R2 Windows Server 2012 Windows Server 2008 R2 Windows Server 2008 Windows Server 2003 R2 Windows Server 2003 SP2 or later
CPU	Intel Core2 Duo 3.05 GHz or more
Available memory space	1 GB or more
Hard disk (Available volume to install)	32 GB or more
Display resolution	WXGA (1280×800) or better
Connection method with the printer*	USB, Ethernet, or Wi-Fi

* For details on the connection methods (interface specifications), see the following.

☞ "Specifications Table" on page 13

Mac

Operating system	Mac OS X v10.6.8 or later
CPU	Intel Core2 Duo 3.05 GHz or more
Available memory space	4 GB or more
Hard disk (Available volume to install)	32 GB or more
Display resolution	WXGA+ (1440×900) or better

System Requirements

Connection method with the printer*	USB, Ethernet, or Wi-Fi

* For details on the connection methods (interface specifications), see the following.

☞ "Specifications Table" on page 13

Web Config

Web Config is an application that runs in a web browser on a computer or smart device connected to the same network with the printer.

Administrator's Guide

Windows

Browser	Internet Explorer 11, Microsoft Edge, Firefox*1, Chrome*1
Connection method with the printer*2	Ethernet or Wi-Fi

*1 Use the latest version.

*2 See the following for details on the network interfaces.

"Specifications Table" on page 13

Mac

Browser	Safari*1, Firefox*1, Chrome*1
Connection method with the printer*2	Ethernet or Wi-Fi

*1 Use the latest version.

*2 See the following for details on the network interfaces.

"Specifications Table" on page 13

Smart device

Operating system	iOS*1
Connection method with the printer*2	Wi-Fi

*1 Use the latest version.

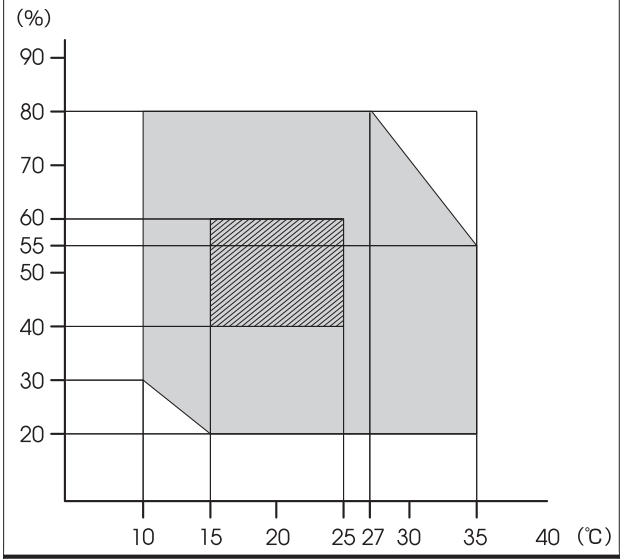
*2 See the following for details on the network interfaces.

"Specifications Table" on page 13

Specifications Table

Printer Specifications	
Printing method	PrecisionCore inkjet technology
Nozzle configuration	800 nozzles x 4 colors ((Black, Cyan, Magenta, Yellow)
Resolution (maximum)	2400 × 1200 dpi
Control code	ESC/P raster (undisclosed command), HP-GL/2, HP RTL
Built-in memory	1.0 GB
Rated voltage	AC100-240 V
Rated frequency	50/60 Hz
Rated current	1.4 A
Power consumption	
Printing	Approx. 22 W
Ready mode	Approx. 8 W
Sleep mode	Approx. 1.6 W
Power off	Approx. 0.2 W
Temperature	
Printing	10 to 35 ˚C (15 to 25˚C is recommended)
In storage (Before unpacking)	-20 to 60 ˚C (Within 120 hours at 60 ˚C, within a month at 40 ˚C)
In storage (After unpacking)	-10 to 40 ˚C (Within a month at 40 ˚C)
Humidity	
Printing	20 to 80% (40 to 60% is recommended. without condensation)
In storage	5 to 85% (without condensation)

Printer Specifications	
Temperature and humidity range for operating (the range shown by diagonal lines is recommended)	



Dimensions (Width x Depth x Height)	
Printing	970 x 577 x 245 mm (When the optional stand is installed*1: 970 x 980 x 928 mm)
Storage	970 x 577 x 245 mm (When the optional stand is installed: 970 x 695 x 928 mm)
Weight*2	Approx. 29 kg (When the optional stand is installed: approx. 40 kg)

*1 With the paper basket open

*2 Not including the ink

Important:

Use the printer at an altitude of 2000 m or less.

Interface Specifications	
USB port for a computer	SuperSpeed USB
Ethernet*1 Standards	IEEE802.3u (100BASE-TX) IEEE802.3ab (1000BASE-T) IEEE802.3az (Energy Efficient Ethernet)*2
Wi-Fi	

Specifications Table

Interface Specifications	
Standards	IEEE802.11b/g/n*3
Frequency Range	2.4 GHz
Coordination Modes	Infrastructure Wi-Fi Direct (Simple AP)*4
Wireless Securities	WEP (64/128bit) WPA-PSK (TKIP) WPA2-PSK (AES)*5 WPA3-SAE WPA2-Enterprise (AES) WPA3-Enterprise*6
Network Printing Protocols/Functions*7	EpsonNet Print (Windows) Standard TCP/IP (Windows) WSD Printing (Windows) Bonjour Printing (Mac) IPP Printing (Mac) Printing from FTP client
Security Protocols	SSL/TLS (HTTPS Server/Client, IPPS) IEEE802.1X IPsec/IP Filtering SMTPS (STARTTLS, SSL/TLS) SNMPv3

*1 Use a category 5 or higher STP (Shielded twisted pair) cable.

*2 The connected device should comply with IEEE802.3az standards.

*3 IEEE802.11n is only available for the HT20.

*4 Not supported for IEEE 802.11b.

*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

*6 192-bit security is not supported.

*7 EpsonNet Print supports IPv4 only. The others support both IPv4 and IPv6.

Warning:

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing

Ink Specifications	
Type	Dedicated ink bottle
Dye sublimation ink	Black, Cyan, Magenta, Yellow

Ink Specifications	
Print quality guarantee expiry	25 days (from the day the ink tank was refilled with an ink bottle)
Storage temperature	
Uninstalled	-20 to 40˚C (Within four days at -20 ˚C, within a month at 40 ˚C)
Transporting	-20 to 60˚C (Within four days at -20 ˚C, within a month at 40 ˚C, within 72 hours at 60 ˚C)
Capacity	140 ml

Important:

The ink freezes if left in the ink bottles at below -20 ˚C for a long time. If it does freeze, leave it at room temperature (25˚C) for at least two hours.

For European users

Radio Equipment Information

This product intentionally emit radio wave described as follows.
(a) frequency band in which the radio equipment operates; 2.4 to 2.4835 GHz
(b) maximum radio-frequency power transmitted in thefrequency band in which the radio equipment operates;20dBm (eirp power)

Where To Get Help

Technical Support Web Site

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

http://support.epson.net/

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

http://www.epson.com

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

Contacting Epson Support

Before Contacting Epson

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

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

- ❏ Product serial number
  (The serial number label is usually on the back of the product.)
- ❏ Product model
- ❏ Product software version
  (Click **About**, **Version Info**, or similar button in the product software.)
- ❏ Brand and model of your computer
- ❏ Your computer operating system name and version
- ❏ Names and versions of the software applications you normally use with your product

Help for Users in North America

Epson provides the technical support services listed below.

Internet Support

Visit Epson's support website at http://epson.com/support and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

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

- ❏ Product name
- ❏ Product serial number
- ❏ Proof of purchase (such as a store receipt) and date of purchase
- ❏ Computer configuration
- ❏ Description of the problem

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

Purchase Supplies and Accessories

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

Help for Users in Europe

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

Help for Users in Taiwan

Contacts for information, support, and services are:

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

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

Epson HelpDesk (Phone: +0800212873)

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

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Repair service center:

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

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

Help for Users in Australia/New Zealand

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

Your Dealer

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

Internet URL

Australia **http://www.epson.com.au**

New Zealand **http://www.epson.co.nz**

Access the Epson Australia/New Zealand World Wide Web pages.

The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

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

The Helpdesk numbers are:

Australia	Phone:	1300 361 054
	FAX:	(02) 8899 3789
New Zealand	Phone:	0800 237 766

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

Help for Users in Singapore

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

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

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

Epson HelpDesk (Phone: (65) 6586 3111)

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

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

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

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

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

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

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone):	84-8-823-9239
Service Center:	80 Truong Dinh Street, District 1, Hochiminh City Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

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

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

- ❏ Sales enquiries and product information
- ❏ Technical support

Phone	(62) 21-572 4350
Fax	(62) 21-572 4357

Epson Service Center

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

Makassar MTC Karebosi Lt. Ill Kav. P7-8
JI. Ahmad Yani No.49
Makassar

Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

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

Internet Home Page

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

- ❏ Product information
- ❏ Answers to Frequently Asked Questions (FAQs)
- ❏ Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

http://www.epson.com.hk

Technical Support Hotline

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

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

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

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- ❏ Sales enquiries and product information (Infoline)
  Phone: 603-56288222
- ❏ Enquiries on repair services & warranty, product usage and technical support (Techline)
  Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

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

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

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 / 16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633

Location	Telephone number	Fax number
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 / 30286001 /30286002	020-30286000
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

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

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

Help for Users in the Philippines

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

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

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

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

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

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

- ❑ Sales inquiries and product information
- ❑ Product usage questions or problems
- ❑ Inquiries on repair service and warranty