



## Safety Instructions

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## Support and Service Guide



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# Safety Instructions

All safety and operating instructions should be read before using the projector. After you have read all instructions, save this information for later reference. To prevent personal injury or damage to property, the following symbols are used to show dangerous operation or handling. Make sure you understand them properly when reading the guide.

## Explanation of symbols

 <b>Warning</b>	This symbol indicates information that, if ignored, could possibly result in serious personal injury or even death due to incorrect handling.
 <b>Caution</b>	This symbol indicates information that, if ignored, could possibly result in personal injury or physical damage due to incorrect handling.

Symbols indicating an action that must not be done



Do not do



Do not disassemble



Do not touch



Do not wet



Do not use in wet areas



Do not place on an unstable surface

Symbols indicating an action that should be done



Instructions



Disconnect the plug from the outlet

## Warning

Unplug the projector from the outlet and refer all repairs to qualified service personnel under the following conditions:

- If smoke, strange odors or strange noises come from the projector.
- If liquid such as water, or foreign objects such as metal, insects, and so on get inside the projector.
- If the projector has been dropped or the housing has been damaged.

Continuing to use under these conditions may result in fire or electric shock.

Do not try to repair this projector yourself. Refer all repairs to qualified service personnel.

Place the projector near an outlet where the plug can be easily unplugged.



Disconnect the plug from the outlet

Never open any covers on the projector except as specifically explained in the User's Guide. Never attempt to disassemble or modify the projector (including consumables). Refer all repairs to qualified service personnel.

Electrical voltages inside the projector can cause severe injury.



Do not disassemble

If you are installing the projector on the ceiling, this projector should be installed by qualified technicians using only approved mounting equipment.

If installation work is not carried out correctly, the projector could fall down. This may result in injury or accidents. Contact your dealer to carry out the installation work.



Instructions

If you use a ceiling mount and apply adhesives to the mount to prevent the screws from loosening, or if you use lubricants or oils on the projector, the projector housing may crack and the projector may fall from its ceiling mount. This could cause serious injury to anyone under the mount and could damage the projector. When installing or adjusting a ceiling mount, do not use adhesives to prevent the screws from loosening and do not use oils or lubricants.



Do not do

Do not use the projector where it may be exposed to rain, water, or excessive humidity.



Do not use in wet areas

 **Warning**

Use the type of power source indicated on the projector. Use of a different power source may result in fire or electric shock. If you are not sure of the power available, consult your dealer or power company.



Do not do

Check the specifications of the power cable. Using an inappropriate power cable could result in fire or electric shock. The power cable supplied with the projector is intended to comply with power supply requirements for the country of purchase. If you use the projector in the country where it was purchased, only use the power cable that came with the projector. If you use the projector in a country other than where it was purchased, use the correct power cable for that country.



Instructions

Take the following precautions when handling the plug. Failure to comply with these precautions could result in fire or electric shock.

- Do not overload wall outlets, extension cables, or power strips.
- Do not insert the plug into a dusty outlet.
- Insert the plug firmly into the outlet.
- Do not hold the plug with wet hands.
- Do not pull the power cable when disconnecting the plug; always be sure to hold the plug when disconnecting it.



Instructions

Do not use the power cable that is damaged. Fire or electric shock may result.

- Do not modify the power cable.
- Do not place heavy objects on top of the power cable.
- Do not bend, twist or pull the power cable excessively.
- Keep the power cable away from hot electrical appliances.
- Do not tie the power cable to other cables.

Contact your dealer if the cable becomes damaged.



Do not do

Cables should be wired so that they cannot trip people up and so on.

This could cause people to fall and be injured.



Instructions

## **Warning**

Do not touch the plug during an electrical storm. Otherwise, you may receive an electric shock.



Do not touch

Do not place any containers of liquid on top of the unit. Spilling liquid of any kind into the projector may result in fire or electric shock.



Do not wet

Do not look into the lens when the projector is on. The bright light can damage your eyes. Also, do not look into the lens using optical devices such as loupes or telescopes.



Do not do

Do not insert or drop metal, flammable, or foreign objects into the projector's vents or openings nor leave them nearby. Doing so may result in fire, electric shock, or burns.



Do not do

Do not leave the projector or the remote control with batteries inside a vehicle with the windows closed, in places where they will be exposed to direct sunlight, or in other places that may become extremely hot. Thermal deformation or technical malfunction may occur, which could result in fire.



Do not do

Do not use sprays containing a flammable gas to remove dirt or dust which is adhering to parts such as the lens or filter of the projector. Because the inside of the projector becomes very hot during use, the gases may ignite and result in a fire.



Do not do

Do not use the projector in places where flammable gases or explosive gases may be present in the atmosphere. Because the inside of the projector becomes very hot during use, the gases may ignite and result in a fire.



Do not do

 **Warning**

Do not place any objects that are easily flammable in front of the projector's lens, otherwise a fire may occur.



Do not do

During projection, do not block the light from the projector with the lens cover (removable) or a book and so on.

If the light from the projector is blocked, the area on which the light shines becomes hot which could cause it to melt, burn, or start a fire. Also, the lens may get hot due to the reflected light which could cause the projector to malfunction. To stop projection, use the A/V Mute or Shutter function, or turn off the projector.



Do not do

Do not install the projector in a location that is not strong enough to bear its weight, or on an unstable surface such as a table that shakes or is tilted.

The projector may fall down or tip over causing damage, deformation, or injury.



Do not place  
on an  
unstable  
surface

 **Caution**

Do not use the projector in places where there is a lot of humidity or dust, near cooking or heating appliances, or in places where it may come into contact with smoke or steam.

Do not use or store this projector outdoors for an extended length of time.

Fire or electric shock may result.



Do not do

## **Caution**

Do not block the slots and opening in the projector case. They provide ventilation and prevent the projector from overheating.

- When installing the projector close to a wall, make sure there is a gap as specified in the User's Guide between the wall and the air exhaust vent.
- Do not place the projector in the following locations.
  - Badly ventilated or narrow places, such as inside a closet or in a book case.
  - On soft surfaces such as a rug, bedding, blanket, and so on.
  - Do not cover the projector with a blanket, curtain, or tablecloth.
  - Badly ventilated locations such as inside an AV rack or cabinet.
  - Locations subject to high temperatures, such as near heating equipment.
- Do not install the projector in an airtight location.
  - If the projector needs to be installed in an airtight location, it is vital to ensure that air conditioning and ventilation equipment are also installed. If the location is not sufficiently ventilated, heat exhausted from the projector will accumulate and could trigger the projector's built-in protection circuits.



Do not do

Do not stand on the projector or place heavy objects on it. You may fall over resulting in injury or the projector may become damaged.



Do not do

Do not place anything that can become warped or damaged by heat near the exhaust vents. Do not bring your hands or face close to the vents while projection is in progress.

Because of hot air coming out from the air exhaust vents, you could get burnt or it could be a cause of warping or other damage to property.



Do not do

Do not place the source of an open flame, such as a lit candle, on or near the projector.



Do not do

 **Caution**

Unplug the projector when it will not be used for extended periods.  
The insulation may deteriorate, which may result in fire.



Disconnect  
the plug from  
the outlet

Be sure to check that the power is turned off, the plug is  
disconnected from the outlet and all cables are disconnected  
before moving the projector.  
Fire or electric shock may result.



Disconnect  
the plug from  
the outlet

Unplug the projector from the outlet before cleaning.  
This avoids electric shock during cleaning.



Disconnect  
the plug from  
the outlet

Use a dry cloth (or, for stubborn dirt or stains, a moist cloth that  
has been wrung dry) for cleaning. Do not use liquid, aerosol  
cleaners, or solvents such as alcohol, thinner or benzine.  
Water infiltration or deterioration and breakage of the projector  
housing could result in electric shock.



Instructions



## **Caution**

Incorrect battery usage may cause leakage of battery fluid and battery rupture, which could result in fire, injury or corrosion of the projector. When replacing batteries, take the following precautions.



Instructions

- Insert batteries so that the polarities (+ and -) are correct.
- Do not use batteries of different types or mix old and new batteries.
- Do not use any batteries other than those specified in the *User's Guide*.
- If the batteries leak, wipe away battery fluid with a soft cloth. If fluid gets on your hands or in your eyes, wash and rinse immediately.
- Replace the batteries as soon as they run out.
- Remove the batteries if you will not be using the projector for a long period of time.
- Do not expose batteries to heat or flame and do not put them in water.
- Dispose of used batteries according to local regulations.
- Keep these batteries out of the reach of children. Batteries are choking hazards and are very dangerous if swallowed.

Follow the maintenance schedule for this projector. If the interior of the projector has not been cleaned for a long time, dust may build up, which could cause fire or electric shock.  
Replace your air filter periodically as needed.  
Contact your dealer to clean the interior of the projector as needed.



Instructions

Do not use the projector in places where corrosive gas, such as sulfurous gas from hot springs, may be present.  
Malfunction may result.



Do not do

Do not start the projector while the volume is too high. (only models with built-in speaker)  
Loud sounds may cause loss of hearing. Always lower the volume before turning off the projector. Gradually increase the volume after turning on the projector.



Instructions

Avoid standing in front of the projector so you do not block the projected images and the bright light does not shine in your eyes.  
Looking into the projector's light can damage your eyesight.



Instructions

# Notes on Handling and Storage

Be sure to observe the following precautions to avoid malfunctions, operating errors or damage to the projector.

## Notes on Handling and Storage

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- Do not use or store the projector in places where it might be subjected to high and low extremes of temperature. Furthermore, avoid places where the temperature may change suddenly.
- Be sure to observe the operating temperatures and storage temperatures given in the User's Guide when using and storing the projector.
- When storing the projector, store it in a dry location.
- Do not set up the projector in places where it might be subjected to vibration or shock.
- Do not set up the projector near high-voltage electrical wires or sources of magnetic fields.  
These may interfere with correct operation.
- Do not touch the lens with bare hands.
- Always attach the lens cover to the lens when not using the projector, to prevent the lens from becoming dirty or damaged.
- Remove the batteries from the remote control before storage.  
If the batteries are left in the remote control for long periods, they may leak.
- Do not use or store the projector in places where smoke from oil or cigarettes may be present, as it can adversely affect the quality of the projected images.
- Contact your dealer to clean the interior of the projector. If the interior of the projector has not been cleaned for a long time, dust may build up, which could cause fire or electric shock.
- Epson takes no responsibility for loss or damage caused by damage to the projector outside service warranty conditions.
- When a still image is displayed for a long period of time, image retention may occur on the screen. Do not display images in the exact same position for long periods.

## LCD Panel

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The LCD panel is manufactured using extremely high-precision technology. However, black dots may appear on the panel, or some red, blue or green dots may light up extremely brightly at times. Furthermore, sometimes striped color

irregularities or brightness irregularities may also appear. They are caused by the characteristics of the LCD panel, and are not a sign of a malfunction.

## Afterimage (Burn-in)

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When still images or images that move a little are projected for an extended period, an afterimage may remain in the projected image.

This issue is due to the nature of the LCD panel and is not a malfunction.

Perform the following to reduce this issue.

- Change the projected image regularly.
- Stop projecting regularly.

In the unlikely event that an afterimage occurs, project a black screen until the afterimage disappears (this varies depending on the degree of afterimage, but as a guide you should project for 30 to 60 minutes).

If the issue continues, contact your local dealer.

## Notes on Carrying the Projector

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- Turn off the projector power and then disconnect the power cable from the outlet.  
Furthermore, check that all other cables have been disconnected.
- Attach the lens cover to the lens.
- Retract the adjustable foot.
- If your model of projector has a handle, hold the projector by the handle when carrying it.
- When carrying large models, make sure it is carried by the number of people specified in the User's Guide.

### **When transporting the projector to the manufacturer for repairs**

The internal projector components consist of many glass parts and high-precision parts. When transporting the projector, take the following measures to protect the projector from any damage that might result from shock.

Enclose the projector securely in buffer material to protect it from shock, and place it into a strong cardboard container. Be sure to notify the carrier company that the contents are fragile.

## Power cables for Overseas Use

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The power cable that is supplied with this projector conforms to electrical safety regulations. Do not use a power cable other than the one supplied with the projector.

If using the projector overseas, check the power supply voltage, outlet shape and electrical rating of the projector that conform to the local standards, and purchase a proper power cable in the country.

Contact an authorized Epson dealer in one of the countries listed on page 16 for details on obtaining a proper power cable.

### **General power cable specifications**

The following conditions must be observed regardless of the country of use.

- The power cable must have the approval marks from the standards authority of the country where the projector is to be used.
- The plug must be of the same shape as the outlets in the country of use.

### **Examples of standards authorities or certification marks for different countries**

Country name	Standards authority or certification mark	Country name	Standards authority or certification mark
United States of America	UL	Norway	NEMKO
Canada	CSA	Finland	FIMKO
United Kingdom	BSI	France	LCIE
Italy	IMQ	Netherlands	KEMA
Australia	SAA	Belgium	CEBEC
Austria	OVE	Japan	PSE
Switzerland	SEV	Korea	EK
Sweden	SEMKO	China	CCC
Denmark	DEMKO	Singapore	PSB
Germany	VDE		



Software that is compatible with your projector can also be downloaded from the Epson website (<http://www.epson.com>). If the software is updated, the latest versions of the software will also be available from this website.

Please check the Epson website (<http://www.epson.com>) for the latest software upgrades.

# Problem Check Sheets

If your projector develops a problem, make a copy of these check sheets and use them to explain the problem symptoms more clearly when calling for service.

## Problems

- Power does not turn on
- Nothing appears on the screen
- A message appears
  - No image signal is being input
  - These signals cannot be handled by this projector.
- Blue screen (blue background)
- Black screen (black background)
- Projected images
- User's logo (no message appears)

### Image is truncated or small

- Only part of the image is displayed
- Image is smaller than size of screen
- Image has keystone distortion
- Several pixels are missing

### Image quality is poor

- Image is blurry and out of focus
- Image contains striped patterns
- Image flickers
- Characters appear to be missing

### Audio (only models with built-in speaker)

- No sound is heard
- Volume is low
- Sound is distorted
- Wrong sound is heard
- Has the connected equipment been set to output audio?
- Does the sound come out when external speakers are connected? (if equipped with an Audio Out port)

### Color is poor or too dark

- Too dark
- Color is poor or too dark (video)
- Color is poor or too dark (computer)
- Color different from TV/CRT

### Menus

- Menus appear
  - Setting  Sleep Mode : ON
- About (Video)
  - Video Signal  AUTO
  - NTSC
  - Other
- About (Computer)
  - Frequency H Hz
  - V Hz
  - SYNC Polarity H  Positive
  - Negative
  - V  Positive
  - Negative
  - SYNC Mode  Separate
  - Composite
  - Sync on Green
  - Resolution ×
  - Refresh Rate Hz

### Menus

- Menus appear
  - Audio
  - Audio input ( )
  - Volume ( )

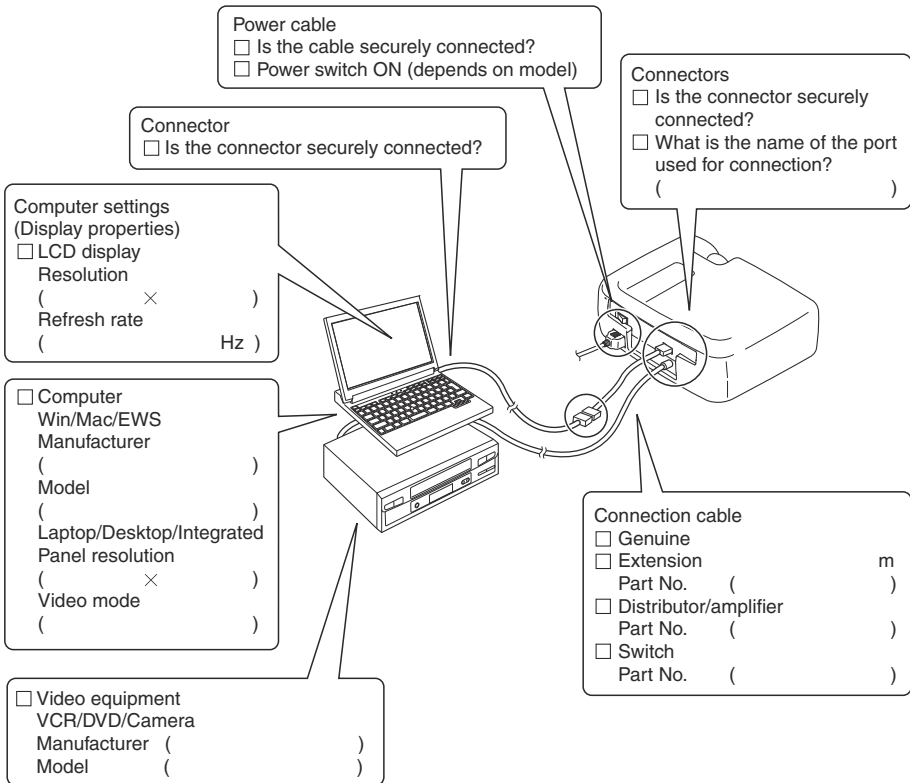
## Problem Check Sheets

Write symptoms here:

EMP-  
EH-  
EB-  
Serial number

Purchase date:     /     /     

Indicators  
(Write down colors and status of each indicator)



When does the problem occur?  Before use  Immediately after starting to use  During use  
e.g. always when ..... is done

Other (     )

Frequency of problem  Always  Sometimes (..... times during .....)  
e.g. always when ..... is done

Other (     )

# Epson Projector Contact List

This address list is current as of December 2018.

A more up-to-date contact address can be obtained from the corresponding website listed here. If you do not find what you need on any of these pages, please visit the main Epson home page at [www.epson.com](http://www.epson.com).

## < EUROPE, MIDDLE EAST & AFRICA >

### ALBANIA :

ITD Sh.p.k.  
<http://www.itd-al.com>

### AUSTRIA :

Epson Deutschland  
GmbH  
<https://www.epson.at>

### BELGIUM :

Epson Europe B.V.  
Branch office Belgium  
<https://www.epson.be>

### BOSNIA AND

### HERZEGOVINA :

NET d.o.o. Computer  
Engineering  
<http://www.net.com.ba>

### BULGARIA :

Epson Service Center  
Bulgaria  
<http://www.kolbis.com>

### CROATIA :

MR servis d.o.o.  
<http://www.mrservis.hr>

### CYPRUS :

Mechatronic Ltd.  
<http://www.mechatronic.com.cy>

### CZECH REPUBLIC :

Epson Europe B.V.  
Branch Office Czech  
Republic  
<https://www.epson.cz>

### DENMARK :

Epson Denmark  
<https://www.epson.dk>

### ESTONIA :

Epson Service Center  
Estonia  
<https://www.epson.ee>

### FINLAND :

Epson Finland  
<https://www.epson.fi>

### FRANCE & DOM-TOM

### TERRITORY :

Epson France S.A.  
<https://www.epson.fr>

### GERMANY :

Epson Deutschland  
GmbH  
<https://www.epson.de>

### GREECE :

Oktabit S.A.  
<https://www.oktabit.gr>

### HUNGARY :

Epson Europe B.V.  
Branch Office Hungary  
<https://www.epson.hu>

### IRELAND :

Epson (UK) Ltd.  
<https://www.epson.ie>

### ISRAEL :

Epson Israel  
<https://www.epson.co.il>

### ITALY :

Epson Italia s.p.a.  
<https://www.epson.it>

### KAZAKHSTAN :

Epson Kazakhstan  
Rep. Office  
<http://www.epson.kz>

### LATVIA :

Epson Service Center  
Latvia  
<https://www.epson.lv>

### LITHUANIA :

Epson Service Center  
Lithuania  
<https://www.epson.lt>

### LUXEMBURG :

Epson Europe B.V.  
Branch office Belgium  
<https://www.epson.be>

### MACEDONIA :

Digit Computer  
Engineering  
<http://www.digit.com.mk>

### NETHERLANDS :

Epson Europe B.V.  
Benelux sales office  
<https://www.epson.nl>

### NORWAY :

Epson Norway  
<https://www.epson.no>

### POLAND :

Epson Europe B.V.  
Branch Office Poland  
<https://www.epson.pl>

### PORTUGAL :

Epson Ibérica S.A.U.  
Branch Office Portugal  
<https://www.epson.pt>

### ROMANIA :

Epson Europe B.V.  
Branch Office Romania  
<https://www.epson.ro>



**RUSSIA :**

**Epson CIS**  
<http://www.epson.ru>

**UKRAINE :**

**Epson Kiev Rep. Office**  
<http://www.epson.ua>

**SERBIA :**

**Atom partner**  
<http://www.atompartner.rs/wp/>  
**EWE Comp**  
<https://www.ewe.rs>

**SLOVAKIA :**

**Epson Europe B.V.  
Branch Office  
Czech Republic**  
<https://www.epson.sk>

**SLOVENIA :**

**Birotehna d.o.o.**  
<http://www.birotehna.si>

**SPAIN :**

**Epson Ibérica, S.A.U.**  
<https://www.epson.es>

**SWEDEN :**

**Epson Sweden**  
<https://www.epson.se>

**SWITZERLAND :**

**Epson Deutschland  
GmbH  
Branch office Switzerland**  
<https://www.epson.ch>

**TURKEY :**

**Tecpro Bilgi Teknolojileri  
Tic. ve San. Ltd. Sti.**  
<http://www.tecpro.com.tr>

**UK :**

**Epson (UK) Ltd.**  
<https://www.epson.co.uk>

**AFRICA :**

<https://www.epson.co.za>  
or  
<https://www.epson.fr>

**SOUTH AFRICA :**

**Epson South Africa**  
<https://www.epson.co.za>

**MIDDLE EAST :**

**Epson (Middle East)**  
<https://www.epson.ae>

**< NORTH, CENTRAL AMERICA & CARIBBEAN ISLANDS >****CANADA :**

**Epson Canada, Ltd.**  
<https://epson.ca>

**COSTA RICA :**

**Epson Costa Rica, S.A.**  
<https://epson.co.cr>

**MEXICO :**

**Epson Mexico, S.A. de  
C.V.**  
<https://epson.com.mx>

**ECUADOR :**

**Epson Ecuador**  
<https://epson.com.ec>

**U. S. A. :**

**Epson America, Inc.**  
<https://epson.com/usa>

**< SOUTH AMERICA >****ARGENTINA :**

**Epson Argentina S.R.L.**  
<https://epson.com.ar>

**BRAZIL :**

**Epson do Brasil**  
<https://epson.com.br>

**CHILE :**

**Epson Chile S.A.**  
<https://epson.cl>

**COLOMBIA :**

**Epson Colombia Ltd.**  
<https://epson.com.co>

**PERU :**

**Epson Peru S.A.**  
<https://epson.com.pe>

**VENEZUELA :**

**Epson Venezuela S.A.**  
<https://epson.com.ve>

### < ASIA & OCEANIA >

#### AUSTRALIA :

Epson Australia Pty. Ltd.  
<https://www.epson.com.au>

#### CHINA :

Epson (China) Co., Ltd.  
<https://www.epson.com.cn>

#### HONG KONG :

Epson Hong Kong Ltd.  
<https://www.epson.com.hk>

#### INDIA :

Epson India Pvt., Ltd.  
<https://www.epson.co.in>

#### INDONESIA :

PT. Epson Indonesia  
<https://www.epson.co.id>

#### JAPAN :

Seiko Epson Co.  
Toyoshina Plant  
<https://www.epson.jp>

#### KOREA :

Epson Korea Co., Ltd.  
<http://www.epson.co.kr>

#### MALAYSIA :

Epson Malaysia Sdn. Bhd.  
<https://www.epson.com.my>

#### NEW ZEALAND :

Epson New Zealand  
<https://www.epson.co.nz>

#### PHILIPPINES :

Epson Philippines Co.  
<https://www.epson.com.ph>

#### SINGAPORE :

Epson Singapore Pte. Ltd.  
<https://www.epson.com.sg>

#### TAIWAN :

Epson Taiwan  
Technology & Trading Ltd.  
<https://www.epson.com.tw>

#### THAILAND :

Epson (Thailand) Co.,Ltd.  
<https://www.epson.co.th>