

Service & Support Plan L

Epson SC-F100

ETS-TP-TG-20-034 (Rev. A)

November, 10th 2020

European Technical Support



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Revision status

Revision History	Issued Date	Description/ Modified items
A	10/11/2020	First Release

Glossary (meaning of the abbreviations used)

EPSON SUBSIDIARIES :

SEC = SEIKO EPSON Corporation
 EDG = EPSON Deutschland GmbH
 ETS = European Technical Support
 EFS = EPSON France S.A.
 EGPC = EPSON Global Part Center
 EIB = EPSON Iberica S.A.
 EIS = EPSON Italia s.p.a.
 EMO= EPSON Moscow Office
 EPO = EPSON Portugal, S.A.
 ESC = EPSON Sales Company
 ESPC = European Spare Part Center
 ETL = EPSON Telford Limited
 EUL = EPSON (UK) LIMITED

GLOBAL TECHNOLOGY :

APG = Automatic Platen Gap
 ASSY = Assembly (set of assembled parts)
 ASF = Automatique Sheet Feeder
 CR / PF = Carriage / Paper Feed
 CAD = Computer aided design
 DOA = Dead On Arrival
 GIS = Graphic indoor signage
 IPL = Initial Part List
 IPPL = Initial Part Price List
 MTTR = Mean Time To Repair
 N/A = Not applicable / Available
 P/O = Purchase Order
 PPL = Part Price List
 RTB = Return To Base
 SPI = Spare Part Information (Spare Parts Epson EMEAR Web Site)
 TBC = To Be Confirmed
 TBD = To Be Defined
 WBTT = Web Based Technical Training system
TRA : Defect Part can be Trashed by Repair center
RET : Defect Part MUST be sent to ESCs and then Trashed at ESCs.
REP : Defect Part MUST be sent and store to ESCs for EEEs Buy Back Program

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1 PRODUCT INFORMATION

1.1 SC-F100 series: Product Codes

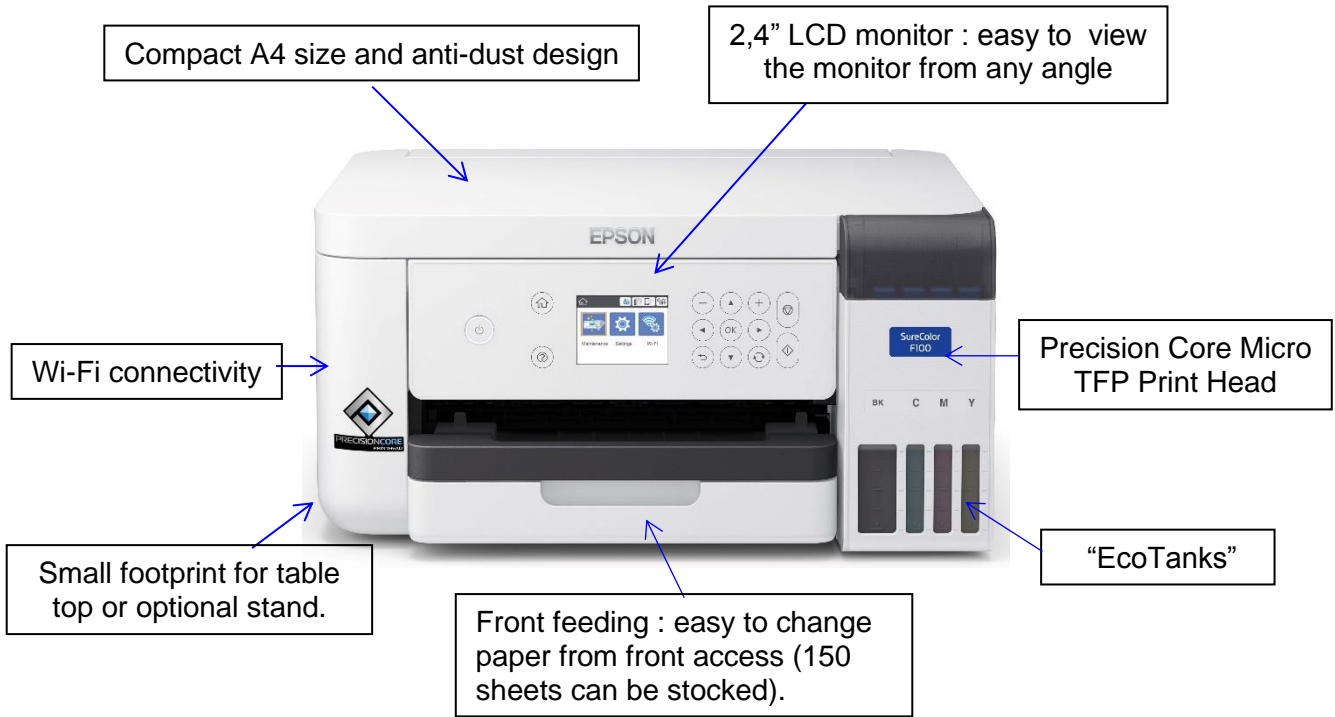
New product in 24" to entry model for Sublimation Transfer

Launch : November 2020

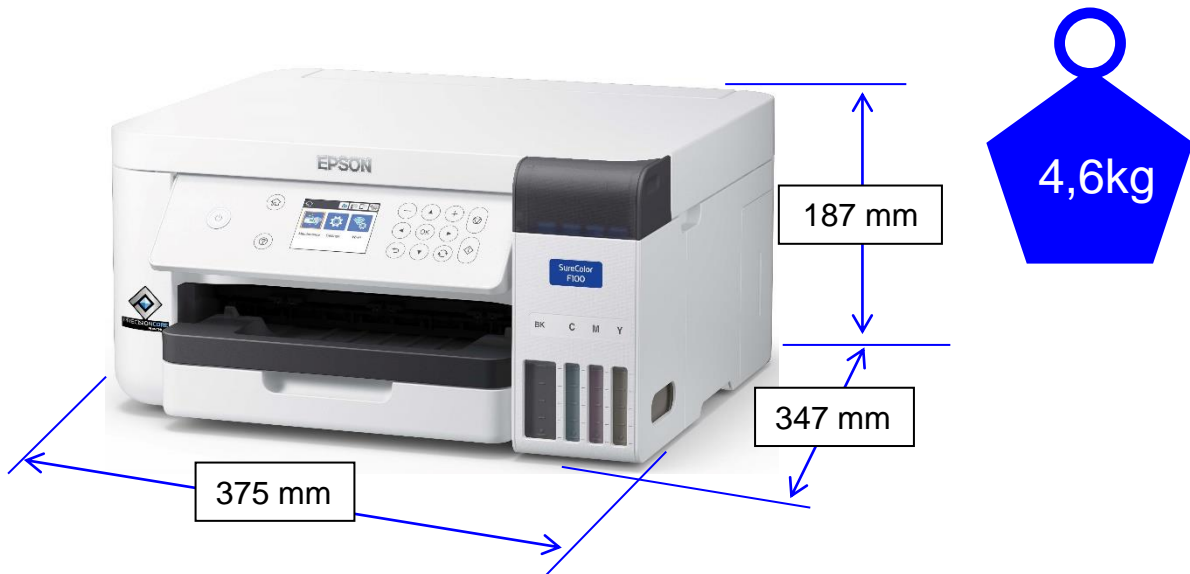


Product Name	Destination	Code Finished Good
Sure Color SC-F100	EMEAR : Euro / EMO/ ME/ Af-Is/EAL / EKL TBC	C11CJ80301
Sure Color SC-F100	EMEAR : Euro / EMO/ ME/ Af-Is/EAL / EKL TBC	C11CJ80302

1.2 Main Features Overview



1.3 Product Size & Weight



1.4 Product lineup / improvements

Epson SC-F100 is an A4 dye sublimation printer based on Epson CISS printer. This is a new level entry printer for Sublimation Transfer in the range SC-F series.



- Compact A4 size and friendly design for domestic local jobs.
- Small footprint: Small footprint for table top or optional stand.
- Anti-Dust Design :
 - Prevent dust getting in the printer – the main reason for nozzle cloggin
 - Prevent mis-printing by nozzle clogging, or time consuming cleaning cycle, even in dusty environments.
- 2.4" Color LCD.
- Paper cassette : A4 sheet media - 150 sheets can be set.
- Epson Genuine solution : Epson drive, Epson ink, Epson media and Epson warranty.
- Refiling ink solution: Refillable 140ml ink bottles.
- Compatible with Accounting tool: Accurate and easy tool to calculate cost of print for all customer.
- Printer driver: Easy to use to entry customer.
- Epson Cloud Solution PORT
- Easy installation (user can set up by themselves, no service man needed).

1.5 Product specifications

Item	SC-F100 series	
Target customer	<ul style="list-style-type: none"> - Small-scale personal goods, and promotional and photo shops offering rigid merchandise and gifts. - Small-scale textile producers. 	
Competitors Products	TBD	
Power Consumption	Printing: Approx. 13 W Ready mode: Approx. 4.1 W Sleep mode: Approx. 0.7 W Power OFF : Approx. 0.2 W	
Ink Type	Dye sublimation Ink /Sublimation transfer ink (Epson Ultrachrome DS ink)	
Ink Bottle capacity	Normal Bk, C, M, Y : 140ml	
Ink Tank capacity	Normal Bk, C, M, Y : 106ml TBC	
Print Head	1 Precision Core Micro TFP print head	
Min. Dot Size	3.8 pl	
Nozzle configuration	<ul style="list-style-type: none"> - Four colors: black (Bk), cyan (C), magenta (M), yellow (Y) - 784 Nozzles: 400 nozzles for Bk, and 128 nozzles for each color Y/M/C - Nozzle pitch : 300dpi 	
Max. Resolution	600 x 1200 dpi	
Throughput (A4 size)	90sec	
Borderless print	No	
Driver	Specific - Easy to use for entry user	
Network connectivity	Wi-Fi (b/g/n) Wi-Fi Direct Ethernet USB 2.0	
Paper Handling	<ul style="list-style-type: none"> - Front Loading : Yes (Max. 150 sheets) - Rear Manual : Yes (Max. 1 sheet) 	
Media Specs	Paper type	DS Transfer
	Support Paper Size	Cut sheet media : L - A4 / LTR, Legal
	Paper Thickness	TBD
	Basis weight	TBD

2 CONSUMABLES – OPTIONS – SOFTWARES & DRIVERS

2.1 Consumables



Ink bottle	Order code	
	140ml	
Black (140ml) ●	C13T49N100	
Cyan (140ml) ●	C13T49N200	
Magenta (140ml) ●	C13T49N300	
Yellow (140ml) ●	C13T49N400	
Maintenance Box	C13S210125	

2.2 Epson Media list

Media	Name	Size	Order code
A4 Sheets	DS transfert General Pupose A4	210 x 297 mm	C13S400078

2.3 Options

Name	Order code	Spare Part code
TBD		

2.4 Softwares & Drivers

Informations related to System Requirement :

- Windows System Requirement : Windows XP/Vista/7/8/8.1/10/(32 & 64 bit), Windows Server 2003 ~ 2019
- Mac OS X 10.6.8 or later

Name & Version	Version	Supported OS (Win)	Supported OS (Mac)
Windows Driver	3.00 (First release)	XP/Vista/7/8/8.1/10 (32&64bit) Server: - 2003 / 2003 R2, - 2008 / 2008 R2, - 2012 /2012 R2, - 2016 - 2019	N/A
Macintosh Driver	10.88 (First release)	N/A	10.6.8 or later
EpsonNet Print	3.1.4 TBC	Y	N/A
Epson LFP Accounting Tool	TBD	Y	
Epson Cloud Solution PORT	TBD	Y	

Note: All Bundled Software & Drivers can be downloaded for free from Epson Internet Public Web Site.

Important note : Please, refer to the Epson SPI System in TechExchange for getting :

- 1) The parts price list
- 2) The exploded views (drawing list)
- 3) The Parts modification & History

3 MAINTENANCE & SERVICE REPAIR

3.1 Technical documents and software tools Schedule

Item	Scheduled	Remarks
S&S PLAN L	November 2020	ETS-TP-TG-20-034
Service Manual T/I Publication	October 2020	ETS-TP-SM-20-003
Service Program T/I Publication	TBD	
Firmware T/I Publication	TBD	TBD

3.2 Product Life

Product Life: 5 years

Total Pages Printed : 15.000 **sheet** (in case of A4/6 pass default mode)




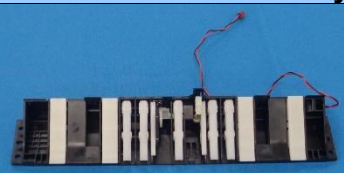
CR Life : **TBD** carriage passes

3.3 Periodical Replacement parts

→ There are no periodical replacement parts for SC-F100

3.4 Printer Parts – Life Target – MTTR (Exch & Adjust)

You'll find below the exchanged (Exch) and the Adjustment average time (Adj) in minutes (min) and seconds (sec) for the top 6¹ spare parts to exchange. All conditions (working space, tools, requirements, etc) are related to service manual and user guide procedures.

	Spare Part Code :	FA35011
	Life Target	5 years
	MTTR (time to repair) :	Exch : 20,5 min – with adjustments
	Durability :	TBD Billion shots / nozzle
Ink System	Spare Part Code :	TBD
	Life Target	TBD motor turns
	MTTR (time to repair) :	Exch : 3,1 min - with adjustments
CR Unit	Spare Part Code :	TBD
	MTTR (time to repair) :	Exch : 18,3 min – with adjustments
CR motor	Spare Part Code :	2182527
	MTTR (time to repair) :	Exch : 14,8 min – with adjustments
ASF Bank Assy	Spare Part Code :	1820584
	MTTR (time to repair) :	Exch : 11.4 min with adjustments
Main Board	Spare Part Code :	2209474
	MTTR (time to repair) :	Exch : 16 min – with adjustments

*** Important Note :** all MTTR values may vary upon print volume and customer environment

¹ Top 6 spare parts = top 6 parts consumed

3.5 Maintenance Kit

ETS has not planned to establish a maintenance kit for this printer.

3.6 User Maintenance

Ink bottles: Before filling the ink tanks, check the lid is well closed and shake the ink bottles.

3.7 Preventive Maintenance

For preventive maintenance (to maintain the functions and performance of printer), use lubricants :


- Grease G45 (ref part n°1033657)
- Grease G65 (ref part n°1246432)
- Grease G72 (ref part n°1409258)
- Grease G96 (ref part n°1590700)
- Grease G97 (ref part n°1635441)


Please refer to Service Manual, Maintenance Section.


3.8 Required Tools & Application

In order to perform adjustments and maintenance operations, it's important to have the required tools as detailed in the Maintenance Procedures. All the required tools information can be found on Spare Part Information Epson Web Site. You may order these tools with the Epson Spare Part Service Department.

3.8.1 Hardware

Name :	SONIC TENSION METER U508	
Spare Part Réf :	1640645	
Related Adjustments:		

Name :	Thickness Gauge (1.37 mm & 1.87 mm)	
Spare Part Réf :	N/A (Commercially Available)	
Related Adjustments:	PG adjustments	

Name :	Calibrated Loupe (magnification x10 mini)	
Spare Part Réf :	N/A (Commercially Available)	
Related Adjustments:	CR/PF Slant adjustment pattern	

Name :	Epson Paper	
Spare Part Réf :	C13S041342: Archival Matte Paper A4 or C13S041718: Enhanced Matte Paper A4	
Related Adjustments:	All print adjustment	

Name	Spare Part Réf	
Teflon Tape No.903UL	1706715	
(+) Phillips screwdriver #1	1080530	
Acetate tape	1003963	

3.8.2 Software

To perform any adjustments, the **latest** version of the service program must be used. Service Program can be downloaded from Epson TechExchange Support Web Site. Printer Firmware and Drivers can be downloaded from Epson Public Web Site, at the Support Tab.

- **Service Program for SC-F100Series** → Version to perform and control adjustments
- **Latest Printer Driver for SC- F100 Series** → Available at Epson EMEAR Support Web Site.
- **Latest Printer Firmware for SC-F100Series** → Available at Epson EMEAR Support Web Site.

3.8.3 Consumables

In addition of tools needed for maintenance and adjustments operations, additional consumables are needed for repair / maintenance actions :

Consumables	Part Ref. Code
Ink	BK: 1854803 ; C: 1854804; M: 1854805; Y: 1854806
SHIPPING CLEANING LIQUID,CR02	6022805
Maintenance box (not as ASP part)	C13S210125
Enhanced Matte Paper A4 or Archival Matte Paper A4	C13S041718 or C13S041342

4 WARRANTY AND EXTENDED WARRANTY

4.1 Standard warranty

The SC-F100 is covered with 1 Year carry-in repair warranty.

4.2 European Extended warranty

Following Coverplus package is available²:

Description	Pack n°	Price in € (w/o tax)
05 years CoverPlus Onsite service for SC-F100	CP05OSSECJ80	220.00€
05 years CoverPlus RTB service for SC-F100	CP05RTBSCJ80	176.00€
04 years CoverPlus Onsite service for SC-F100	CP04OSSECJ80	140.00€
04 years CoverPlus RTB service for SC-F100	CP04RTBSCJ80	112.00€
03 years CoverPlus Onsite service for SC-F100	CP03OSSECJ80	100.00€
03 years CoverPlus RTB service for SC-F100	CP03RTBSCJ80	80.00€

¹ General conditions for extended warranty offers are available on the Epson web sites

² Pricing from 11 2020, can be subject to change

5 EMEAR SERVICE & SUPPORT ORGANISATION

5.1 Escalation management and flow

1st Level	CIC hotline agents and B2B hotline agents
2nd Level	Main countries: ESC product & support specialist
	International Countries: CIC Level 2 agent or specialist (CIC_leveltwo@epson-europe.com)
3rd Level	ETS product & support specialist

5.2 Customer support

All following numbers can be found on Epson Subsidiaries Web sites :

- Helpdesk phone
- Helpdesk chat
- Helpdesk email
- Online

EMEA start	http://support.epson-europe.com/
EDG	www.epson.de
EUL	www.epson.co.uk
EFS	www.epson.fr
EIS	www.epson.it
EIB	www.epson.es
EPO	www.epson.pt
EMO	www.epson.ru

5.3 Emea Repair Service Policy

5.3.1 Recommended policy³

- DOA: Exchange the product by a new one or Credit Note (*should be exceptional case*)
- In Warranty Repair: Carry-in Repair (*Swap in exceptional case*)
- Out of Warranty Repair: Carry-in Repair (*Swap in exceptional case*)

³ Onsite Repair Recommended Policy

6 TRAINING

6.1 Recommended training strategy

No F2F Training planed for the new SC-F100 series.

For the moment no Online training on website Training@Epson is available.

6.2 Master training to the ESCs

Training Type	Date	Description
F2F (Face to Face)	N/A	
Online	TBC/TBD	Slides on product specs and informations / Q&A

6.3 Complementary training courses and prerequisites

- PC handling
- Good knowledge of the Epson environment
- Epson Ink Jet Basis & Solvent Ink Basis

6.4 Training objectives

To be confident with the SC- F100 and on course completion – proofed by a passed test – the student will be able to do following using all available tools and documentation:

- Apply all the safety procedures
- Testing the printers functions and using the error indicators and documentation to isolate the failures and to run the problem determination
- Perform disassembly of the printer, replacement of parts, adjustments and assembly of the printer according to the Service Manual
- Apply the Epson escalation management flow for escalation