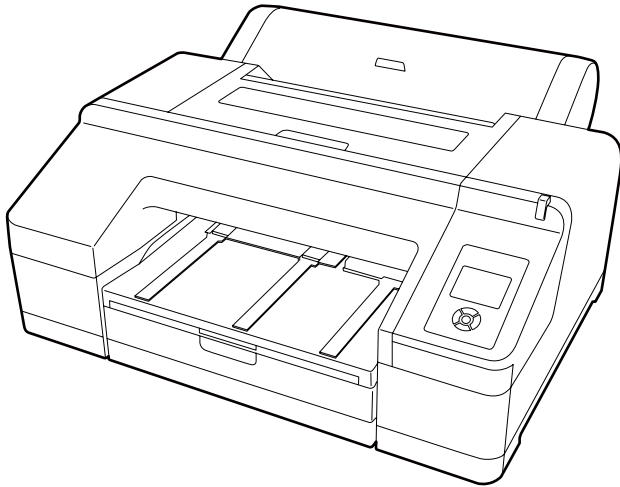


SERVICE MANUAL 18 pages



Large Format Color Inkjet Printer

Epson Stylus Pro 4900
Epson Stylus Pro 4910

PRECAUTIONS

Precautionary notations throughout the text are categorized relative to 1) Personal injury and 2) Damage to equipment.

DANGER Signals a precaution which, if ignored, could result in serious or fatal personal injury. Great caution should be exercised in performing procedures preceded by DANGER Headings.

WARNING Signals a precaution which, if ignored, could result in damage to equipment.

The precautionary measures itemized below should always be observed when performing repair/maintenance procedures.

DANGER

1. ALWAYS DISCONNECT THE PRODUCT FROM THE POWER SOURCE AND PERIPHERAL DEVICES PERFORMING ANY MAINTENANCE OR REPAIR PROCEDURES.
2. NO WORK SHOULD BE PERFORMED ON THE UNIT BY PERSONS UNFAMILIAR WITH BASIC SAFETY MEASURES AS DICTATED FOR ALL ELECTRONICS TECHNICIANS IN THEIR LINE OF WORK.
3. WHEN PERFORMING TESTING AS DICTATED WITHIN THIS MANUAL, DO NOT CONNECT THE UNIT TO A POWER SOURCE UNTIL INSTRUCTED TO DO SO. WHEN THE POWER SUPPLY CABLE MUST BE CONNECTED, USE EXTREME CAUTION IN WORKING ON POWER SUPPLY AND OTHER ELECTRONIC COMPONENTS.
4. WHEN DISASSEMBLING OR ASSEMBLING A PRODUCT, MAKE SURE TO WEAR GLOVES TO AVOID INJURY FROM METAL PARTS WITH SHARP EDGES.

WARNING

1. REPAIRS ON EPSON PRODUCT SHOULD BE PERFORMED ONLY BY AN EPSON CERTIFIED REPAIR TECHNICIAN.
2. MAKE CERTAIN THAT THE SOURCE VOLTAGES IS THE SAME AS THE RATED VOLTAGE, LISTED ON THE SERIAL NUMBER/RATING PLATE. IF THE EPSON PRODUCT HAS A PRIMARY AC RATING DIFFERENT FROM AVAILABLE POWER SOURCE, DO NOT CONNECT IT TO THE POWER SOURCE.
3. ALWAYS VERIFY THAT THE EPSON PRODUCT HAS BEEN DISCONNECTED FROM THE POWER SOURCE BEFORE REMOVING OR REPLACING PRINTED CIRCUIT BOARDS AND/OR INDIVIDUAL CHIPS.
4. IN ORDER TO PROTECT SENSITIVE MICROPROCESSORS AND CIRCUITRY, USE STATIC DISCHARGE EQUIPMENT, SUCH AS ANTI-STATIC WRIST STRAPS, WHEN ACCESSING INTERNAL COMPONENTS.
5. REPLACE MALFUNCTIONING COMPONENTS ONLY WITH THOSE COMPONENTS BY THE MANUFACTURE; INTRODUCTION OF SECOND-SOURCE ICs OR OTHER NON-APPROVED COMPONENTS MAY DAMAGE THE PRODUCT AND VOID ANY APPLICABLE EPSON WARRANTY.
6. WHEN AIR DUSTER IS USED ON THE REPAIR AND THE MAINTENANCE WORK, THE USE OF THE AIR DUSTER PRODUCTS CONTAINING THE INFLAMMABLE GAS IS PROHIBITED.
7. MAKE SURE AN ANTIVIRUS SOFTWARE IS INSTALLED ON THE COMPUTER USED FOR SERVICE SUPPORT. BE SURE TO HAVE THE LATEST VIRUS DEFINITION FILE FOR THE SOFTWARE.

About This Manual

This manual describes basic functions, theory of electrical and mechanical operations, maintenance and repair procedures of the printer. The instructions and procedures included herein are intended for the experienced repair technicians, and attention should be given to the precautions on the preceding page.

Manual Configuration

This manual consists of six chapters and Appendix.

CHAPTER 1.PRODUCT DESCRIPTIONS

Provides a general overview and specifications of the product.

CHAPTER 2.TROUBLESHOOTING

Describes the step-by-step procedures for the troubleshooting.

CHAPTER 3.DISASSEMBLY / ASSEMBLY

Describes the step-by-step procedures for disassembling and assembling the product.

CHAPTER 4.ADJUSTMENT

Provides Epson-approved methods for adjustment.

CHAPTER 5.MAINTENANCE

Provides preventive maintenance procedures and the lists of Epson-approved lubricants and adhesives required for servicing the product.

CHAPTER 6.APPENDIX

Provides the following additional information for reference:

- Connectors
- Panel Menu Maps

Symbols Used in this Manual

Various symbols are used throughout this manual either to provide additional information on a specific topic or to warn of possible danger present during a procedure or an action. Be aware of all symbols when they are used, and always read NOTE, CAUTION, or WARNING messages.



Indicates an operating or maintenance procedure, practice or condition that is necessary to keep the product's quality.



Indicates an operating or maintenance procedure, practice, or condition that, if not strictly observed, could result in damage to, or destruction of, equipment.



May indicate an operating or maintenance procedure, practice or condition that is necessary to accomplish a task efficiently. It may also provide additional information that is related to a specific subject, or comment on the results achieved through a previous action.



Indicates an operating or maintenance procedure, practice or condition that, if not strictly observed, could result in injury or loss of life.



Indicates that a particular task must be carried out according to a certain standard after disassembly and before re-assembly, otherwise the quality of the components in question may be adversely affected.



Indicates that lubrication is needed for the parts after disassembly, when doing a maintenance or replacing a part with a new one.

Revision Status

Revision	Date of Issue	Description
A	October 8, 2010	First release

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CHAPTER

1

PRODUCT DESCRIPTION

1.1 Product Description

Epson Stylus Pro 4900/4910 is a wide-format color inkjet printer that supports up to 17 inch wide (A2) paper.

The main features are;

- ☐ Supports very large-sized paper
 - Maximum available paper width: 432 mm
 - Maximum available paper size: 17 inch

- ☐ Ink configuration

Installs the following 11 ink cartridges. The ink selector function is equipped, and black ink can be switched between Photo Black and Matte Black depending on media type.

Table 1-1. Ink Colors

Color	Abbreviation
Photo Black	PK
Matte Black	MK
Cyan	C
Vivid Magenta	VM
Yellow	Y
Orange	OR
Green	GR
Light Cyan	LC
Vivid Light Magenta	VLM
Light Black	LK
Light Light Black	LLK

- ☐ Super high print quality

Achieves high quality printing with 11 colors of ink, resolution of up to 2880 x 1440 dpi, and variable dot sizes (minimal 3.5 picoliter)

- ☐ Lower running cost
 - Employs 200 ml super high-capacity independent ink cartridges
 - Equips the on-demand cleaning function without excessive suction of ink using the independent ink suction system for every two rows and the AID function
- ☐ Media handling
 - Supports a variety of media
 - Switches the roll paper and the ASF cassette automatically
 - Stores roll paper usage history and updates it automatically by reading a barcode. This enables automatic detection of remaining amount of the paper.
 - Equips high speed auto cutter for roll paper
 - Borderless print is supported (for roll paper only)
- ☐ The latest-type RIP
 - Supports various RIP made by 3rd parties
- ☐ Options
 - SpectroProofer is available. Enables color measurement after printing.
- ☐ Nozzle set configuration

A-row	B-row	C-row	D-row	E-row	F-row	G-row	H-row	I-row	J-row
C	VM	PK/MK	LK	OR	GR	LLK	Y	LM	LC

- ☐ Ink configuration

Left Side						Right Side				
1	2	3	4	5	6	7	8	9	10	11
GR	LLK	Y	LC	VLM	OR	MK	VM	LK	C	PK

Note : 1-row starting from the left facing the front of the printer.

- SpectroProofer (Option)
 - Full-fledged spectrophotometer realizes high precision color measurement.
 - Selectable from specifications with/without the UV filter, which enables the users to configure colorimetric system adjusted with their workflow.
 - Drying Fans for drying ink stabilizes color in less than 2 minutes 30 seconds.
 - Paper pressing function prevents degrading precision of colorimetry caused by floating of paper.
 - Selectable from the white backing or the black backing.

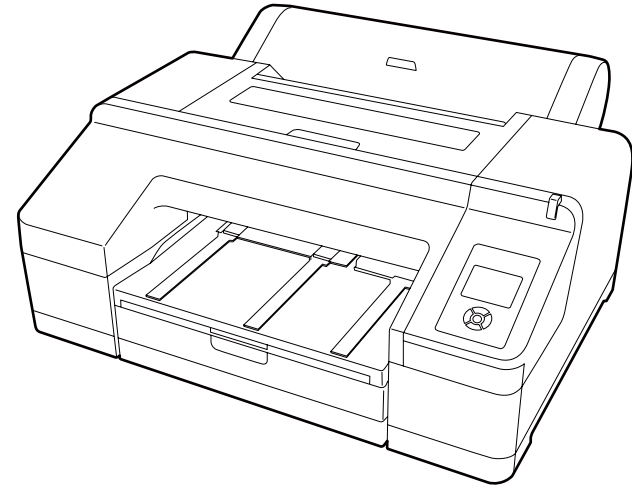


Figure 1-1. External View (Main body)

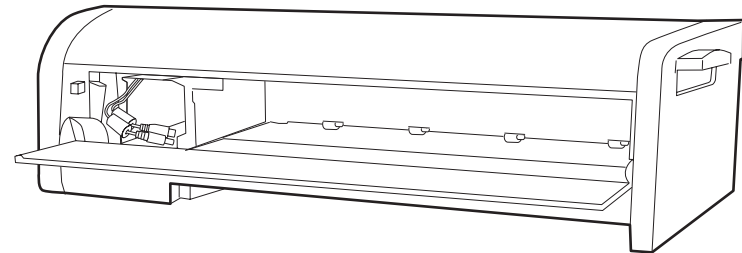


Figure 1-2. External View (SpectroProofer)

1.2 Basic Specifications

1.2.1 Basic Specifications

Item	Specification
Print method	On-demand inkjet
Nozzle configuration	Black system: 360 nozzles x three colors (Photo Black, Matte Black, Light Black, Light Light Black)
	Color system: 360 nozzles x seven colors (Green, Yellow, Orange, Cyan, Light Cyan, Vivid Magenta, Vivid Light Magenta)
Maximum resolution	2,880dpi x 1,440dpi
Control code	ESC/P2 (command is nondisclosure)
Paper feed method	Friction
RAM	256 MB for Main, 64 MB for Network
Interface	USB 2.0 High Speed Ethernet 10Base-T/100Base-TX

1.2.2 Electric Specifications

Item		Specification	
		Main body	SpectroProofer is installed
Rated voltage		100 to 240 VAC	
Input voltage range		90 to 264 VAC	
Rated current		0.4 A to 0.7 A	
Rated frequency		50 to 60 Hz	
Input frequency range		49.5 to 60.5 Hz	
Power consumption	Operating	Approx. 52 W	Approx. 55 W
	Standby	20 W	25 W
	Sleep mode	Approx. 8.5 W or less	Approx. 8.5 W or less
	Power off	Approx. 0.5 W or less	Approx. 0.5 W or less
Insulation resistance		10 MΩ or more (between AC line and chassis at 500 VDC)	
Dielectric strength		1.0 kVrms AC for 1 min. or 1.2 kVrms AC for 1 sec. (between AC line and chassis)	
Leak current		0.25 mA or less	
Compliance with regulations		Conforms to International Energy Star Program (Category: the harmonic restraint measure guideline) Conforms to VCCI Class B (with full options installed)	

1.2.3 Ink Specifications

Item		Specification
Form		Exclusive ink cartridge
Pigment Ink colors		<input type="checkbox"/> Black system: Photo black, Matte black, Light black, Light light black <input type="checkbox"/> Color system: Cyan, Light Cyan, Vivid magenta, Vivid light magenta, Yellow, Orange, Green
Cartridge life		200ml: 3 years 80ml: 2 years
Guaranteed life after installation		Within 6 months after mounted in the printer
Storage	Uninstalled (packed)	-20 to 40 °C (within 1 month under 40 °C)
	Installed	-20 to 40 °C (within 1 month under 40 °C)
	Transporting (packed)	-20 to 60 °C (within 72 hours under 60 °C, and within 1 month under 40 °C)
Capacity		200ml/80ml (bundled item)
Dimensions		25 (W) x 200 (L) x 100 (H)
Maintenance box/ Maintenance box 2		PXBMB1/PX17MB1

CAUTION

Never disassemble ink cartridges or refill ink in them.

1.2.4 General Specifications

Item	Specification
Temperature	Operating: 10 to 35 °C Storage (before unpacked): -20 to 60 °C (within 120 hours under 60 °C, and within 1 month under 40 °C) Storage (after unpacked): -20 to 40 °C (within 1 month under 40 °C)
Humidity	Operating: 20 to 80% (no condensation) Storage (before unpacked): -20 to 85% (no condensation) Storage (after unpacked): 5 to 85% (no condensation) <div> <p>The graph plots Humidity (%) on the y-axis (20 to 90) against Temperature (°C) on the x-axis (10 to 40). A shaded region indicates the allowed operating and storage conditions. The upper boundary is at 80% humidity from 10°C to 27°C, then slopes down to 55% at 35°C. The lower boundary is at 20% humidity from 10°C to 15°C, then slopes up to 55% at 35°C. The region is shaded from 20% to 80% humidity up to 27°C, and from 55% to 80% humidity from 27°C to 35°C.</p> </div>

1.2.5 Reliability/Durability

Item		Specification	Remarks
Operating life of the printer		Until any one of the following conditions is met. <input type="checkbox"/> 5 years <input type="checkbox"/> Carriage life: 3,000,000 paths <input type="checkbox"/> Approx. 25,000 pages (Super A2 size/Plain paper/Quality mode/720x720 dpi)	---
Cutter life (reference)		<input type="checkbox"/> Standard paper: approx. 20,000 cuts <input type="checkbox"/> Hard cut paper: approx. 5,000 cuts	---
Parts life	RTC backup battery	5 years or longer	---
	CR Motor	Approx. 6,000,000 paths	Approx. 25,000 pages (Super A2 size/EPSON paper/Quality mode/Continuous printing/ 720x720 dpi)
	Head FFC	Approx. 6,000,000 paths	Approx. 25,000 pages (Super A2 size/EPSON paper/Quality mode/Continuous printing/ 720x720 dpi)
	Oil Pad	Approx. 6,000,000 paths	Approx. 25,000 pages (Super A2 size/EPSON paper/Quality mode/Continuous printing/ 720x720 dpi)
	Ink Tube	Approx. 6,000,000 paths	Approx. 25,000 pages (Super A2 size/EPSON paper/Quality mode/Continuous printing/ 720x720 dpi)
	Ink Selector Assy	10,000 times	4 times/day x 250days x 5years x 2 (safety factor)
	IS Unit	1,200,000 EP	EP: revolutions (EP) of the motor for pump suction
	Home (Right) Side Cartridge Holder	200,000 times	100,000 times (initial charge to product life) x 2 (safety factor)
	Full (Left) Side Cartridge Holder	200,000 times	100,000 times (initial charge to product life) x 2 (safety factor)

1.3 Printing Specifications

1.3.1 Paper Feed Specifications

Item	Specification
Paper feed method	Friction feed
Return pitch	2.2049 μ m (1/11,520 inch)
Paper feeder	<input type="checkbox"/> Roll paper manual feed <input type="checkbox"/> Cut sheet manual feed <input type="checkbox"/> Cut sheet front manual feed <input type="checkbox"/> Cassette paper feed

1.3.2 Paper Specification

1.3.2.1 Supported Paper

The following explains the supported paper sizes and thickness.



- Do not use wrinkled, scuffed, torn, or soiled paper.
- Load paper just before printing. Do not leave paper loaded on the printer when not printing. Store paper properly following the instruction that comes with the paper.
- When large quantities of paper need to be prepared in advance, make a test print using the paper before purchase.

ROLL PAPER

Item	Specification
Paper type	Plain paper, recycled paper
Paper size (within roll paper size)	2-inch core: 203 to 432 mm x to 45 m
	3-inch core: 203 to 432 mm x to 30.5 m
Roll paper size	2-inch core: Outer diameter 103 mm or less x 1 roll
	3-inch core: Outer diameter 150 mm or less x 1 roll
Paper thickness	0.08 to 0.11mm
Weight	64 to 90g/m ²
Available width for borderless printing	A4/210 mm, A3/297 mm, Super A3/B/329 mm, SuperW A3/329 mm, A2/420 mm*, 11 inch*, 17 inch, 8 inch*, 10 inch, 16 inch, 30 cm

Note "*": Spacer for the borderless printing and 2-inch core are required.

CUT SHEET

Item	Specification
Paper type	Plain paper, recycled paper
Paper size	Width: 203 to 432 mm Length: 254 to 610 mm
Paper thickness	0.08 to 0.11mm
Weight	64 to 90g/m ²
Available width for borderless printing	A4/210 mm, A3/297 mm, Super A3/B/329 mm, SuperW A3/329 mm, 17 inch, 10 inch, 16 inch, 30 cm

1.3.2.2 Designated Paper

ROLL PAPER

Note **1": OK!: Recommended for borderless printing

OK: Borderless printing is available

NA: Borderless printing is NOT available

Borderless printing on the borderless printing available paper (OK) may result in drop in print quality or fail to produce complete borderless (white margins may appear) due to expanding of the paper. Borderless printing can be made on commercially available paper, however, note that the availability is restricted by the paper size.

**2": Spacer for the borderless printing is required.

Table 1-2. Designated Roll Paper List

Name	Size		Borderless Print*1	Thickness	Core Diameter	Roll Paper Tension	ICC Profile	Black Ink
	mm	inch						
Premium Glossy Photo Paper (250)	406	16	OK!	0.27	3"	Normal	Epson Stylus Pro 4900_4910 PremiumGlossyPhotoPaper250.icc	PK
Premium Semigloss Photo Paper (250)	406	16	OK!	0.27	3"	Normal	Epson Stylus Pro 4900_4910 PremiumSemiglossPhotoPaper250.icc	PK
Premium Luster Photo Paper (260)	254	10	OK!	0.27	3"	Normal	Epson Stylus Pro 4900_4910 PremiumLusterPhotoPaper260.icc	PK
	300	---						
	406	16						
Premium Semimatte Photo Paper (260)	406	16	OK!	0.27	3"	Normal	Epson Stylus Pro 4900_4910 PremiumSemimattePhotoPaper260.icc	PK
Photo Paper Gloss 250	432	17	OK!	0.25	3"	Normal	Epson Stylus Pro 4900_4910 PhotoPaperGloss250.icc	PK
Premium Glossy Photo Paper (170)	420 (A2)	---	OK**2	0.18	2"	---	Epson Stylus Pro 4900_4910 PremiumGlossyPhotoPaper170.icc	PK
Premium Semigloss Photo Paper (170)	420 (A2)	---	OK**2	0.18	2"	---	Epson Stylus Pro 4900_4910 PremiumSemiglossPhotoPaper170.icc	PK
Enhanced Matte Paper	432	17	OK	0.25	3"	Normal	Epson Stylus Pro 4900_4910 EnhancedMattePaper_MK.icc	MK
Singleweight Matte Paper	432	17	OK!	0.14	2"	Normal	Epson Stylus Pro 4900_4910 SingleweightMattePaper.icc	MK
Epson Proofing Paper Commercial	329	13	OK	0.20	3"	Normal	Epson Stylus Pro 4900_4910 EpsonProofingPaperCommercial.icc	PK
	432	17						
Epson Proofing Paper White Semimatte	329	13	OK	0.25	3"	Normal	Epson Stylus Pro 4900_4910 EpsonProofingPaperWhiteSemimatte.icc	PK
	432	17						

Table 1-2. Designated Roll Paper List

Name	Size		Borderless Print*1	Thickness	Core Diameter	Roll Paper Tension	ICC Profile	Black Ink
	mm	inch						
Epson Proofing Paper Publication	329	13	OK	0.20	3"	Normal	Epson Stylus Pro 4900_4910 EpsonProofingPaperPublication.icc	PK
	432	17						
UltraSmooth Fine Art Paper	432	17	OK	0.46	3"	---	Epson Stylus Pro 4900_4910 UltraSmoothFineArtPaper_PK.icc/ Epson Stylus Pro 4900_4910 UltraSmoothFineArtPaper_MK.icc	PK/MK
Textured Fine Art Paper	432	17"	OK	0.37	3"	Normal	Epson Stylus Pro 4900_4910 TexturedFineArtPaper_PK.icc/ Epson Stylus Pro 4900_4910 TexturedFineArtPaper_MK.icc	PK/MK