

EPSON ENGINEERING EUROPE
EMEA Service & Support InfoCentre

SERVICE PARTS
INFORMATION SYSTEM v2

User Manual



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INTRODUCTION

Service Parts Information System (SPI) is a web tool provided by EPSON to all EPSON Sales affiliates, Third Party maintenance company's and Service Partners as part of the existing e-Support service provided to Europe, Africa and Middle East. This online system will allow user interaction direct from any Internet Ready PC or Mac, in order to exploit the following services:

- EPSON Products Parts detailed Information.
- Downloaded Parts information and Prices
- Exploded Diagrams
- Parts History
- Parts Application

2. SYSTEM REQUIREMENTS

SPI is a web-based tool, which requires an Internet ready PC with IE 5.5 or higher.

The Microsoft Internet Explorer browser can be downloaded from the following location.
<http://www.microsoft.com/downloads/>

Please note: JavaScript and Cookies are required for this application. Please enable Active scripting and Cookies in your Web Browser at the menu, by selecting: Tools → Internet Options → Security \ Privacy.

In order to display the Exploded Diagrams, the user needs to install Adobe® Reader®, a free software for viewing and printing PDF files. You can download this from the following location. [Download Adobe Reader](#).

3. ACCESS DETAILS

3.1. USER ACCESS

In order to access the application the user needs to create an account in our e-Support system called TechExchange. If you have already used the system and have an account, the username and password will stay the same.

New users need to contact your EPSON local sales company in order to apply for a new account at TechExchange and SPI. Alternatively you can contact [EMEA Service & Support InfoCentre](#) for support.

The usage of the system is under previous agreement of our [System Terms of Use](#).

3.2. LOGGING ON

You can access the application through our Service Partner Support Page <http://support.epson-europe.com/partners/> . This page will give you direct access to SPI and other e-Support tools.

Alternatively you can access the application using the follow URL <http://spi.epson.net/techexchange/spi/Login> . Please note, that version 2 of SPI uses a different URL than the previous version.

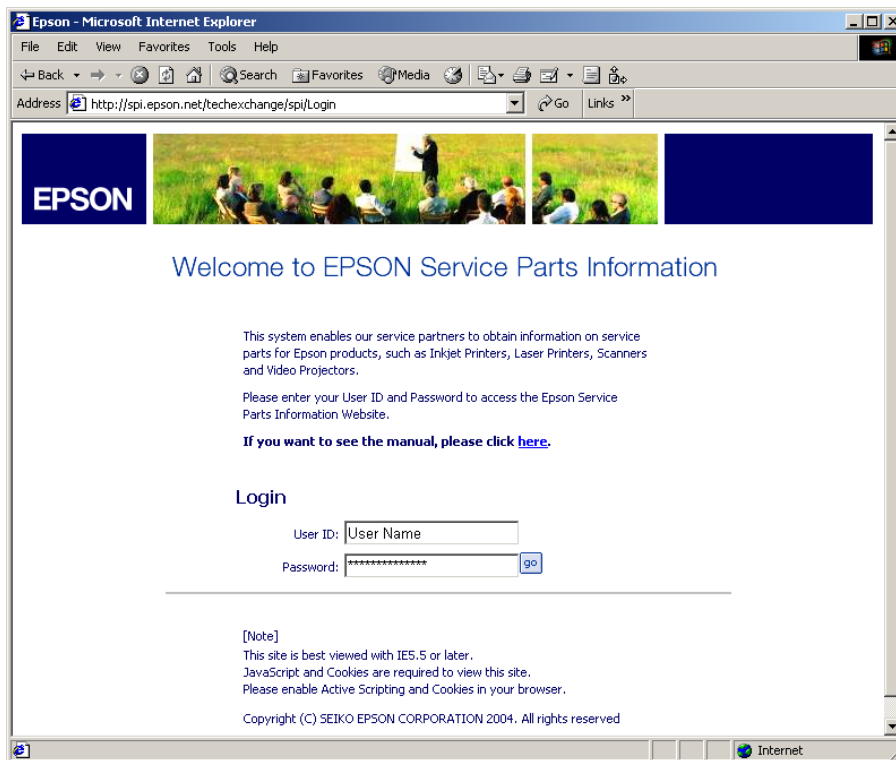


Figure 1 - Login Page

The system has an automatic Timeout feature, if the system is left idle for long enough you will be logged off.

3.3. LOGON FAILURE

If the user logs in with an incorrect Username, the system will automatically return the following page see Fig. 2

Please contact the system administrator for Europe, Middle East and Africa: [EMEA Service & Support InfoCentre](#) logon problems



Your login has failed.
Please check your details and [try again](#).

If you are sure that the details you used are correct please follow the instructions below:

- If you are *within* Europe, Middle East or Africa please contact the Service & Support Infocentre:

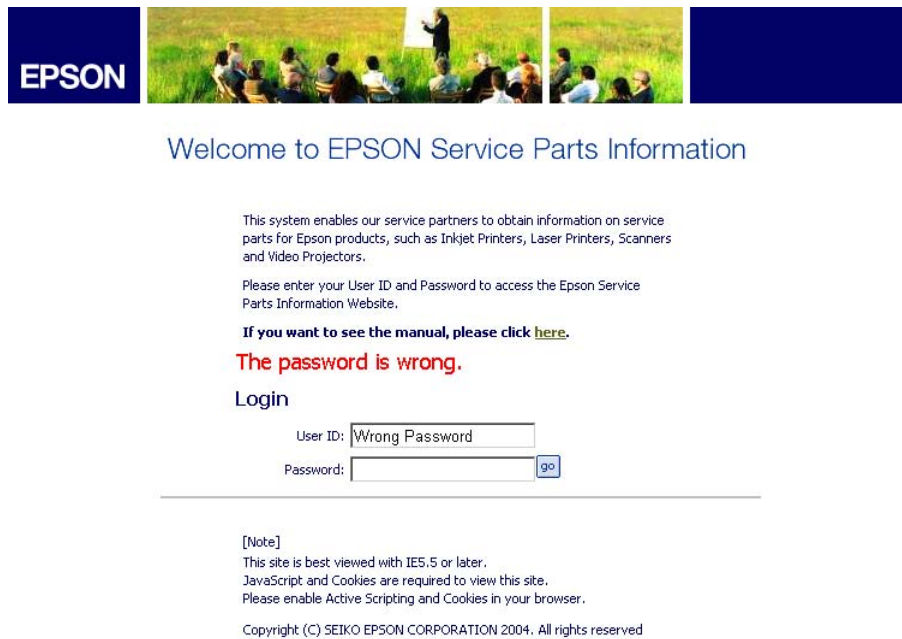
Email: infocentre@epson-engineering.fr
Fax: +33 1 56 71 57 25

- If you are *outside* of Europe please contact your local EPSON representative, see <http://www.epson.com/> for details.

□ SEIKO EPSON CORPORATION

Figure 2 - Logon Failure

If you enter the wrong password the system will display the follow page Fig. 3. You have to re-enter the password or contact the system administrator in order to obtain your user details, please mention in your message the User ID, Name, Company and Country.



The screenshot shows the EPSON Service Parts Information website. At the top left is the EPSON logo. Below it is a banner image of a group of people sitting in a field. The main heading is "Welcome to EPSON Service Parts Information". Below this is a paragraph of text: "This system enables our service partners to obtain information on service parts for Epson products, such as Inkjet Printers, Laser Printers, Scanners and Video Projectors." followed by "Please enter your User ID and Password to access the Epson Service Parts Information Website." and a link: "If you want to see the manual, please click [here](#)." Below this is a red error message: "The password is wrong." followed by the "Login" section. The "User ID:" field contains the text "Wrong Password" and the "Password:" field is empty. There is a "go" button next to the password field. Below the login section is a horizontal line, followed by a "[Note]" section with the text: "This site is best viewed with IES.5 or later. JavaScript and Cookies are required to view this site. Please enable Active Scripting and Cookies in your browser." and a copyright notice: "Copyright (C) SEIKO EPSON CORPORATION 2004. All rights reserved".

EPSON

Welcome to EPSON Service Parts Information

This system enables our service partners to obtain information on service parts for Epson products, such as Inkjet Printers, Laser Printers, Scanners and Video Projectors.

Please enter your User ID and Password to access the Epson Service Parts Information Website.

If you want to see the manual, please click [here](#).

The password is wrong.

Login

User ID:

Password:

[Note]
This site is best viewed with IES.5 or later.
JavaScript and Cookies are required to view this site.
Please enable Active Scripting and Cookies in your browser.

Copyright (C) SEIKO EPSON CORPORATION 2004. All rights reserved

Figure 3 - Wrong Password

3.4. SUPPORT

For any advice or information with the system or to report any issues you can contact your local EPSON sales company or the [EMEA Service & Support InfoCentre](#). Thank you for your Comments.

The tool also has available online Help by using the following link at the login page.

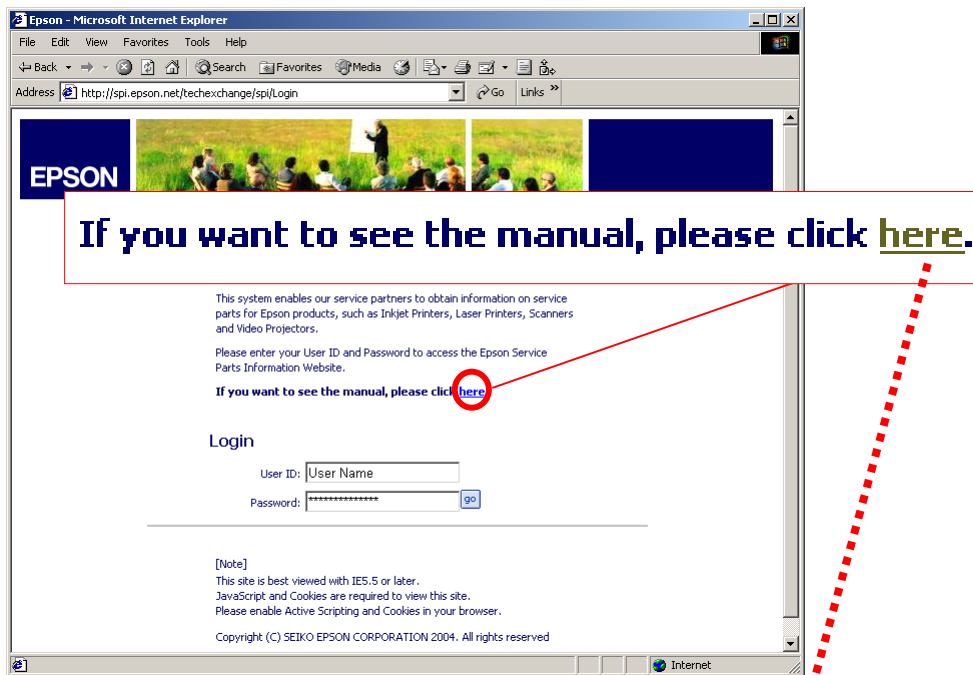


Figure 4 - Global User Manual



Figure 5 - SPI Support Page

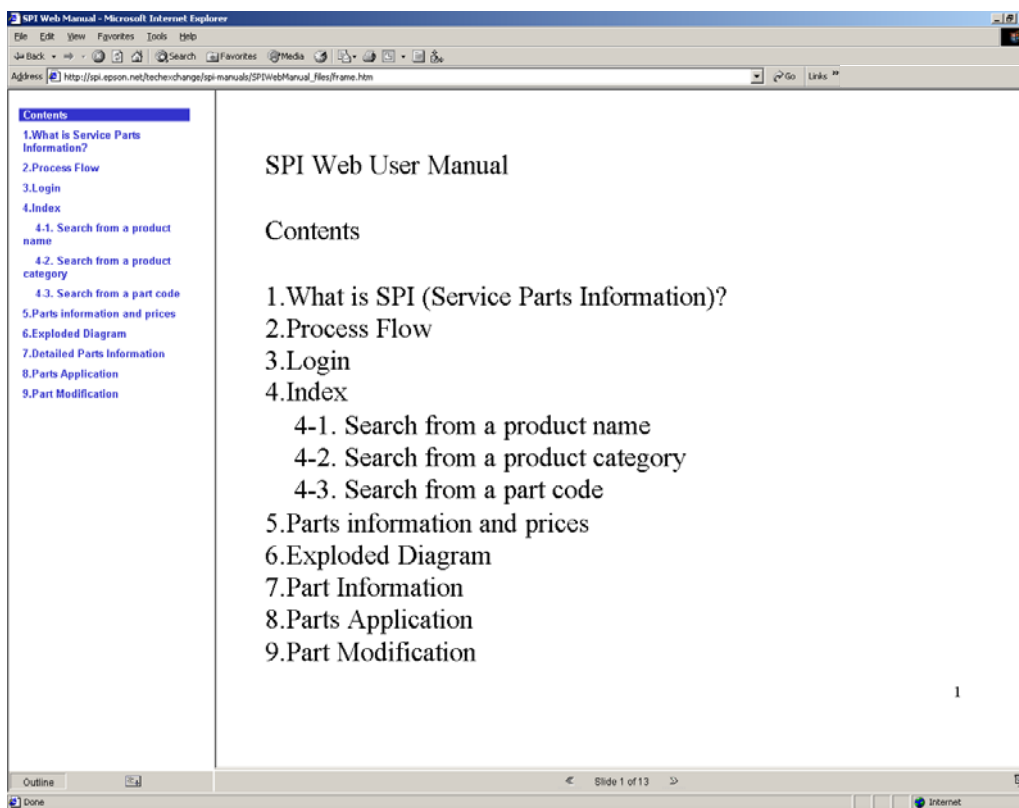


Figure 6 - Online Help

4. USER OPERATIONS

4.1. MAIN PAGE

After logon, the first page you access is the main page, which is at the root of the program. In this page you have available the following functions:

- Currency selection.
- Product search by Product Name
- Product search by Product Range and Model.
- Part search by Part Code.

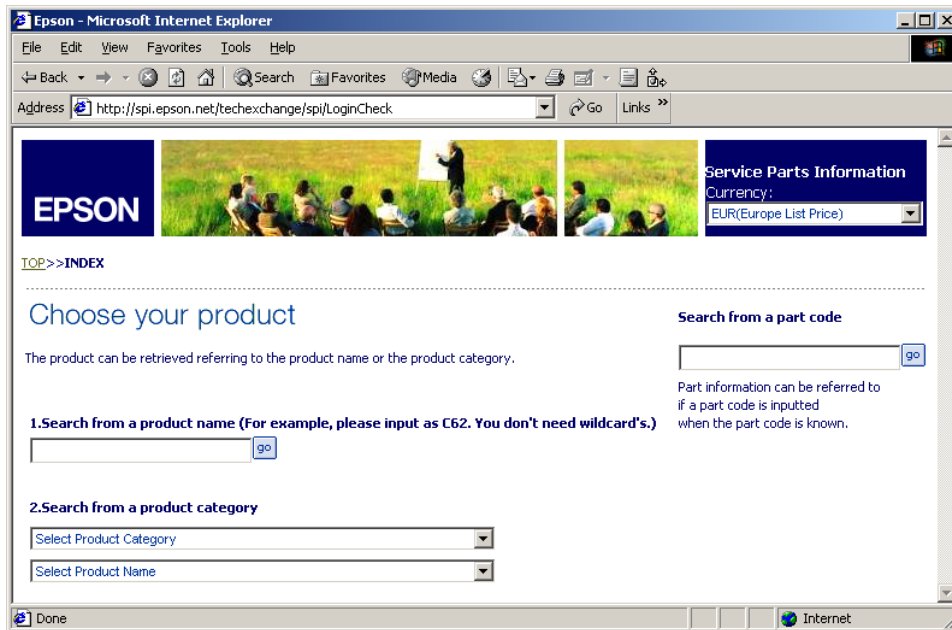


Figure 7 - Main Page

4.2. CURRENCY SELECTION

Before searching product parts, the user should first choose the currency, which they want to display the prices. Usually the user will have available 3 or more currencies depending of their user grants and also on the EPSON sales company related to the user.

The system will remember the currency selected for automatically display it at the next login.

Each time the user chooses a new currency the main page will be refreshed.

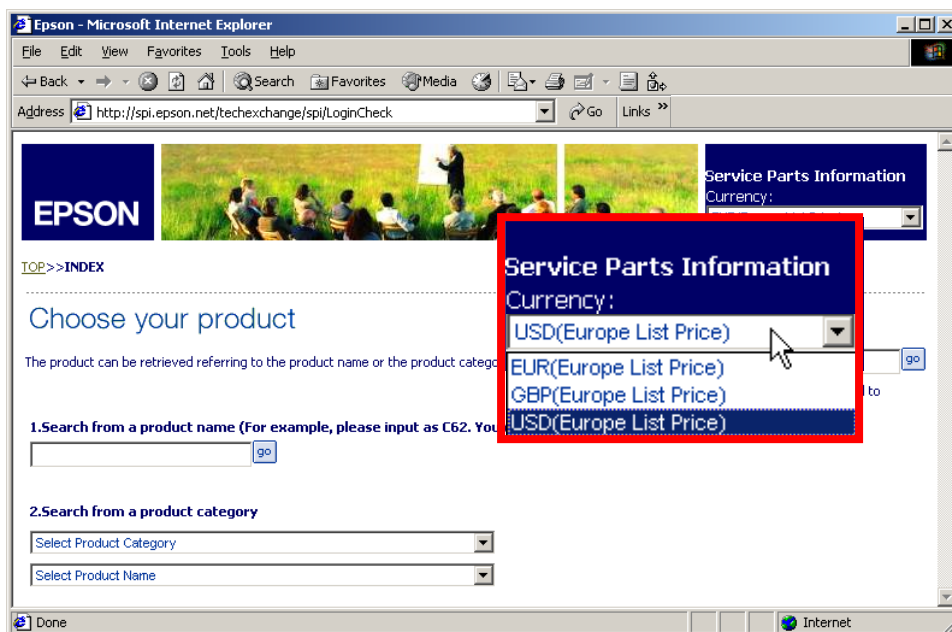
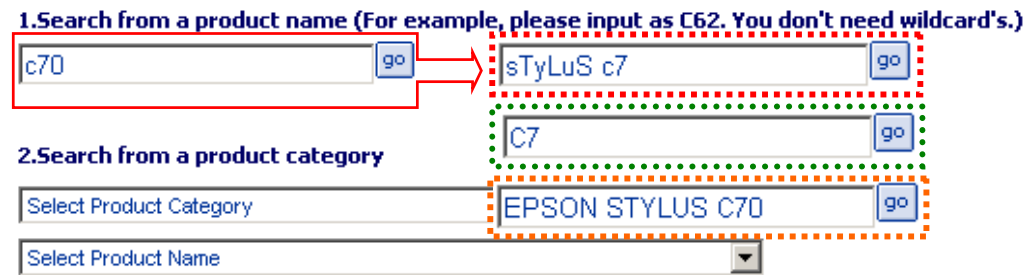


Figure 8 - Currency Selection

4.3. SEARCHING BY PRODUCT NAME

To search by product name you should input part of the product name string in the text box and click the GO button. Wildcards are not required, you can also use just part of the name.



Results for: **c70**

3 Results found

Product name	Remark
EPSON STYLUS C70	EUL,AC240V
EPSON STYLUS C70	EURO(CONTI),AC230V
EPSON STYLUS C70 PLUS	EUL(240V)D5G.AC240V

Figure 9 - Searching by Product Name

At Fig. 9 above, we exemplify a search pattern with 4 different strings and the system will return this example with the same results.

The system will return all the products that match that expression introduced. The user has to choose the product corresponding with their EPSON sales company based on the remarks.

Each time the user performs a new search the system will refresh the main page.

Please see the list of abbreviations included in this document for more details regarding the product remarks.

4.4. SELECT BY PRODUCT RANGE AND MODEL

To facilitate the product search the system also includes a pull down menu where you can choose the product range, once selected you can scroll by the pulling down menu with the list of EPSON products and models associated to that product category.

After choosing the product model, the system will automatically return a list of results matching that EPSON model. Each time you choose a product range the system will refresh the page.

The screenshot shows the EPSON website interface for service parts information. At the top left is the EPSON logo. To its right is a banner image of a group of people in a field. Further right is a 'Service Parts Information' section with a 'Currency:' dropdown menu set to 'USD(Europe List Price)'. Below the banner is a navigation link 'TOP>>INDEX'. The main heading is 'Choose your product', followed by the instruction 'The product can be retrieved referring to the product name or the product category.'. There are two search options: 1. 'Search from a product name (For example, please input as C62. You don't need wildcard's.)' with an input field and a 'go' button. 2. 'Search from a product category' which is highlighted with a red box. This section contains two dropdown menus: the first is set to 'Inkjet Printers' and the second is set to 'EPSON STYLUS C70'. To the right of these is a 'Search from a part code' section with an input field and a 'go' button, and a note: 'Part information can be referred to if a part code is inputted when the part code is known.'. Below the search options, the results are displayed for 'EPSON STYLUS C70', showing '2 Results found'. A table lists the results:

Product name	Remark
EPSON STYLUS C70	EUL,AC240V
EPSON STYLUS C70	EURO(CONTI),AC230V

Figure 10 - Searching by Product Category and Model

First choose the Product Range; this action will refresh the page and fill the product models in the pull down menu.



Figure 11 - Product Range Menu

Once the product range is selected you can choose your model from the pull down list.

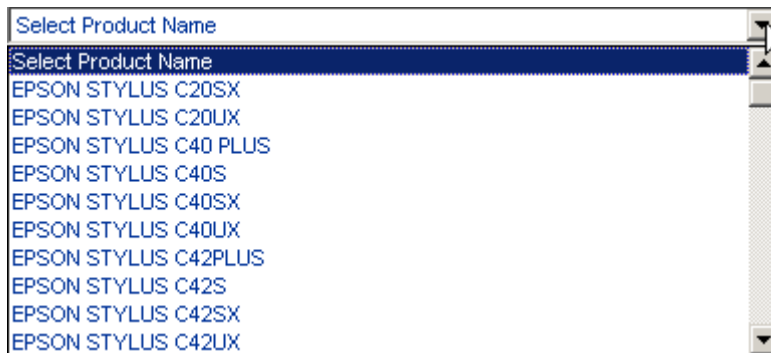


Figure 12 - Product Model Menu

The system will return a list of models available, you will have to choose the right one based on the product remarks. You will find more information about the remarks in the abbreviation table.

Product name	Remark
EPSON STYLUS C70	EUL,AC240V
EPSON STYLUS C70	EURO(CONTI),AC230V

this model is for UK

This model is for other European countries

Figure 13 - Results

The example above, displays two products. A user from the UK would have to choose the first one (EUL); other European users must use the second.

4.5. SEARCHING BY PART CODE

If you are familiar with EPSON Part codes classification, you can search directly by part code. The system will redirect you to the “Detailed Part Information” window.

EPSON

Service Parts Information
Currency:
USD(Europe List Price)

[TOP](#)>>[INDEX](#)

Choose your product

The product can be retrieved referring to the product name or the product category.

1. Search from a product name (For example, please input as C62. You don't need wildcard's.)

2. Search from a product category

Search from a part code

Part information can be referred to if a part code is inputted when the part code is known.

Figure 14 - Part Code Search

4.6. PARTS INFORMATION AND PRICES

Once you choose your product model, the system will display a new window with all parts and prices related to that product.

EPSON Service Parts Information
Currency: EUR (Europe List Price)

[TOP](#) >> [INDEX](#) >> EPSON STYLUS C70

Parts information and prices

The parts available for the product you have chosen are displayed below. Click on the part codes to displayed more detailed information about each part. To view prices in a different currency, please go back to the index page and select the appropriate currency.

Results for: **EPSON STYLUS C70** To Download please choose file format [Text](#) or [CSV](#).

EURO(CONTI),AC230V [View exploded diagrams for this product.](#)

224 Results Found

Photo	Part Code (Link to Part Information)	Part Name	Ref No. (Link to Exploded Diagram)	Category	Qty	Remark	Price (EUR)
	1070419	HOUSING,LOWER	100	Case	1		4.45
	1040650	COMPRESSION SPRING,2.94	101	Case	1		0.07
	1040649	LOCK,STACKER	102	Case	1		0.12
	1047689	FOOT	103	Case	4		
	2056492	STACKER UNIT,ASP	104	Case	1		4.78
	1058403	LOGO PLATE 10X40;C,2COLOR SEIKET	105	Case	1		0.25
	1070420	HOUSING,MIDDLE	106	Case	1		4.29
	1082635	BUTTON,B	107	Case	1		0.16
	1082636	BUTTON,PS;B	108	Case	1		0.16
	1070421	HOUSING,UPPER	109	Case	1		3.71
	1084037	LABEL,CAUTION	110	Case	1		0.58
	1082151	COVER,PRINTER;C	111	Case	1		4.24
	1070423	COVER,REAR	112	Case	1		2.14
	1070430	OPTICALPLATE	113	Case	1		0.21
	1070427	PAPER SUPPORT	114	Case	1		1.44
	1005019	C.B.P-TITE SCREW,3X8,F/ZN	115	Case	2		0.10
	1012350	C.B.P-TITE,3X10,F/ZN	116	Case	11		0.12
	1024130	C.B.P-TITE SCREW,3X6,F/ZN	117	Case	3		0.12

Figure 15 - Parts Information and Prices

The top bar includes a navigation history, therefore you can return to the login page by clicking at “TOP” or back to the search window by clicking in “INDEX”.



Figure 16 - Navigation History

The user is able to download the parts price list in Text format or CSV.

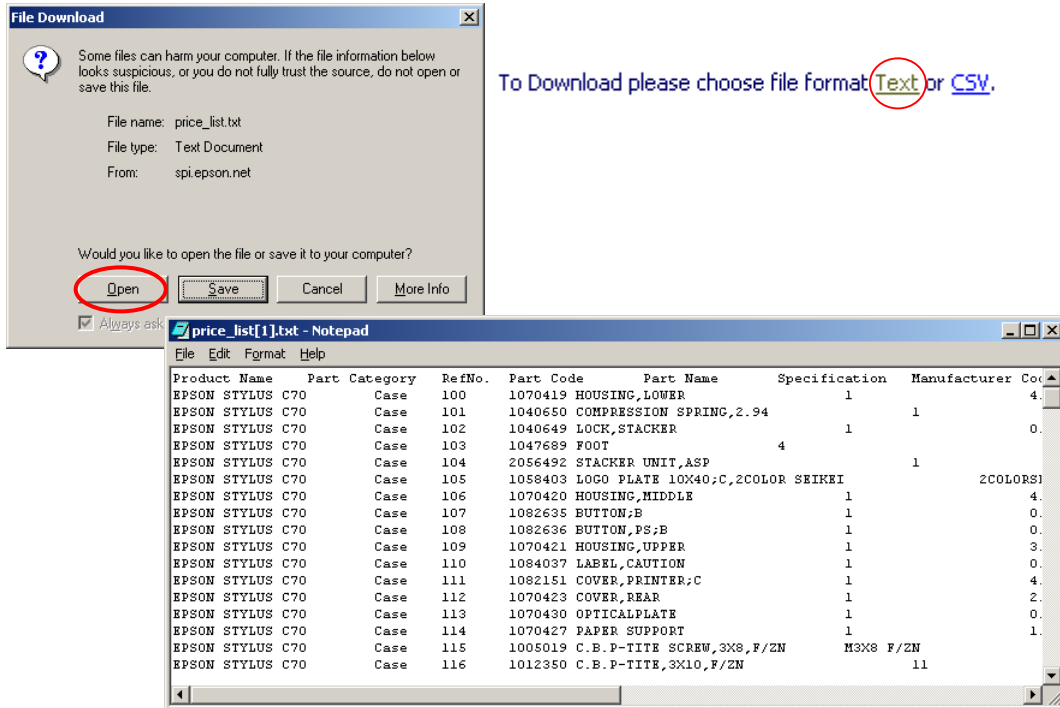


Figure 17 - Download Parts and Prices in Text Format

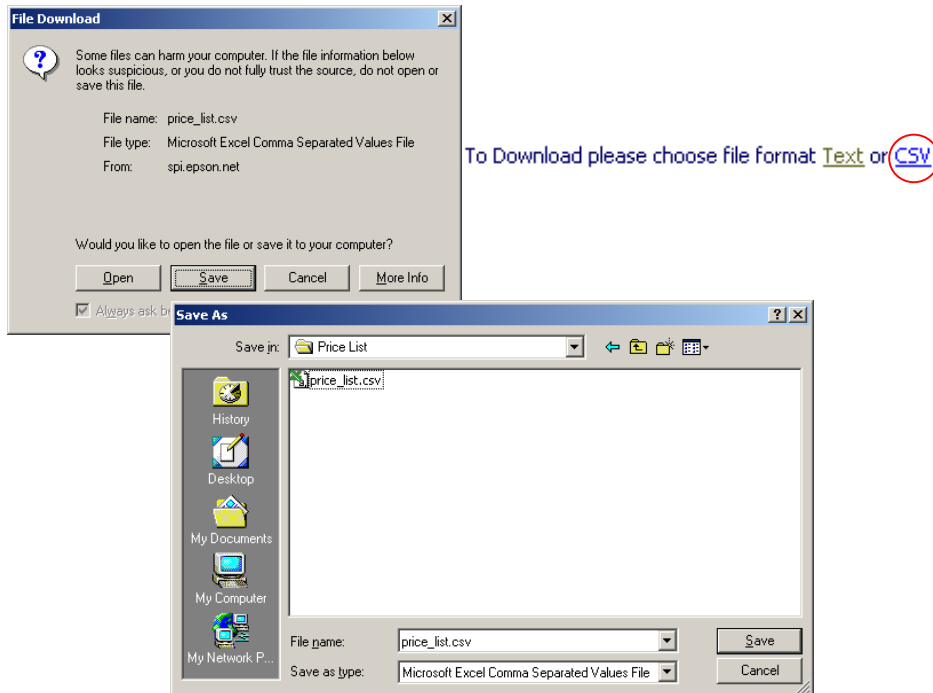


Figure 18 - Download Parts and Prices in CSV Format

Once you save the information, you can import the .TXT or the .CSV file into a spreadsheet and edit it.

1	A	B	C	D	E	F	G	H	I
	Product Name	Part Category	RefNo.	Part Code	Part Name	Specification	Manufacturer Code	Qty	Sales Price (EUR)
2	EPSON STYLUS C70 Case		100	1070419	HOUSING,LOWER			1	4.45
3	EPSON STYLUS C70 Case		101	1040650	COMPRESSION SPRING,2.94			1	0.07
4	EPSON STYLUS C70 Case		102	1040649	LOCK,STACKER			1	0.12
5	EPSON STYLUS C70 Case		103	1047089	FOOT			4	
6	EPSON STYLUS C70 Case		104	2056492	STACKER UNIT,ASP			1	4.78
7	EPSON STYLUS C70 Case		105	1058403	LOGO PLATE 10X40,C,2COLOR SEIKEI		2COLORSEIKEI	1	0.25
8	EPSON STYLUS C70 Case		106	1070420	HOUSING,MIDDLE			1	4.29
9	EPSON STYLUS C70 Case		107	1082635	BUTTON,B			1	0.16
10	EPSON STYLUS C70 Case		108	1082636	BUTTON,PS,B			1	0.16
11	EPSON STYLUS C70 Case		109	1070421	HOUSING,UPPER			1	3.71
12	EPSON STYLUS C70 Case		110	1084037	LABEL,CAUTION			1	0.58
13	EPSON STYLUS C70 Case		111	1092191	COVER,PRINTER,C			1	4.24
14	EPSON STYLUS C70 Case		112	1070423	COVER,REAR			1	2.14
15	EPSON STYLUS C70 Case		113	1070430	OPTICAL PLATE			1	0.21
16	EPSON STYLUS C70 Case		114	1070427	PAPER SUPPORT			1	1.44
17	EPSON STYLUS C70 Case		115	1095019	C.B.P-TITE SCREW,3X0.7/ZN	M3X0.7/ZN		2	0.10
18	EPSON STYLUS C70 Case		116	1012350	C.B.P-TITE_3X1.0/ZN			11	0.12

Figure 19 - Editing Parts information and Prices

The user can also open the exploded diagram window by clicking in link showed below, this will allow the first diagram to be displayed.



[View exploded diagrams for this product.](#)

Figure 20 - View Exploded Diagrams for a Product

Also it's possible to go directly to the diagram where the specific part is located, by clicking over the Ref. No. Link.

Ref No.
(Link to Exploded Diagram)

[100](#)

[101](#)

[102](#)

[103](#)

[104](#)

[105](#)

[106](#)

[107](#)

Figure 21 - Part link to the Exploded Diagram

Occasionally, the links for older models are not active because the diagram is not available.

Some parts aren't shown at the diagram therefore in that situation there will be a message as shown in the image below with "NON FIG", When you click there the application will open the first exploded diagram related to that model.

4014252	SETTING UP MANUAL	NON FIG	Packing Material	1		
1079421	I PACK,PIC006KGP	NON FIG	Tools	1		11.00
1214683	INK SUPPLY TOOL	NON FIG	Tools	1		1215.26
1214684	S46 EXCHANGE TOOL	NON FIG	Tools	1		2672.59
Photo (Link to Part Information)	Part Name	Ref No. (Link to Exploded Diagram)	Category	Qty	Remark	Price (EUR)

Figure 22 - Non Figure available

For example, some of the older models like Video Projectors don't have the exploded diagram feature; therefore the system will display the reference number but won't be linked. Additionally the link for view the "product exploded diagram" isn't included for this situation as you can see in the image below.

EPSON Service Parts Information
Currency: EUR (Europe List Price)

TOP >> INDEX >> EMP-71

Parts information and prices

The parts available for the product you have chosen are displayed below. Click on the part codes to displayed more detailed information about each part. To view prices in a different currency, please go back to the index page and select the appropriate currency.

Results for: EMP-71
Multimedia Projector EMP-71 EEB

To Download please choose file format [Text](#) or [CSV](#).

204 Results Found

Photo	Part Code (Link to Part Information)	Part Name	Ref No. (Link to Exploded Diagram)	Category	Qty	Price (EUR)
	1101954	PBS Fan	10	Optical Engine		
	1103658	Screw, CP(s-p2) 3x20	11	Optical Engine		
	2068681	Ballast Duct Unit	12	Optical Engine		
	1101981	PBS Duct Sheet	13	Optical Engine		
	1100899	UV Filter	14	Optical Engine		
	1101399	UV Mirror A Fixing Spring	15	Optical Engine		
	1105701	Multi Lens A	16	Optical Engine		
	1101922	Multi Lens A Fixing Spring	17	Optical Engine		
	1101924	MLB-PBS Frame	19	Optical Engine	1	5.23
	1101925	Multi Lens B	20	Optical Engine	1	50.37
	1101926	PBS Unit	21	Optical Fonnine	2	64.39

Figure 23 - Reference Links not available

4.7. EXPLODED DIAGRAMS

If you click the “View the exploded diagram for a product” or choose a specific reference number for a part, the system will open a new page containing a plugged PDF with the different Exploded Diagrams for that product. The draw usually contains HOT links that allows the “Detailed Parts Information” page to open, to do this click on any blue hot link. In some cases these hot links are not available.

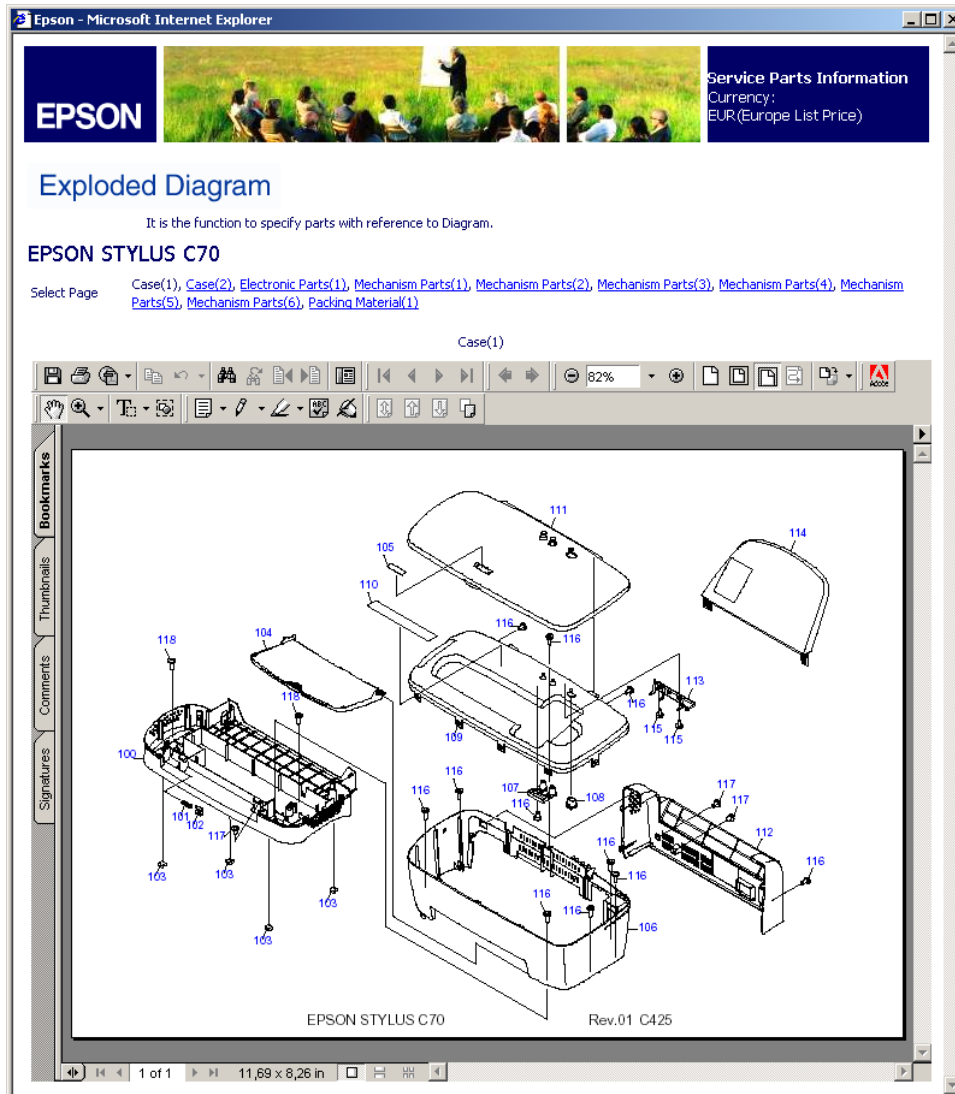


Figure 24 - Exploded Diagram

In the top bar you can find different pages about the product selected. The user will be able to navigate between the different diagrams by clicking the respective page link.

Exploded Diagram

It is the function to specify parts with reference to Diagram.

EPSON STYLUS C70

Select Page [Case\(1\)](#), [Case\(2\)](#), [Electronic Parts\(1\)](#), [Mechanism Parts\(1\)](#), [Mechanism Parts\(2\)](#), [Mechanism Parts\(3\)](#), [Mechanism Parts\(4\)](#), [Mechanism Parts\(5\)](#), [Mechanism Parts\(6\)](#), [Packing Material\(1\)](#)

Case(1)

Figure 25 - Exploded Diagram Navigation Links

Additionally you can use the available tools in the viewer, depending on the version of Acrobat installed.

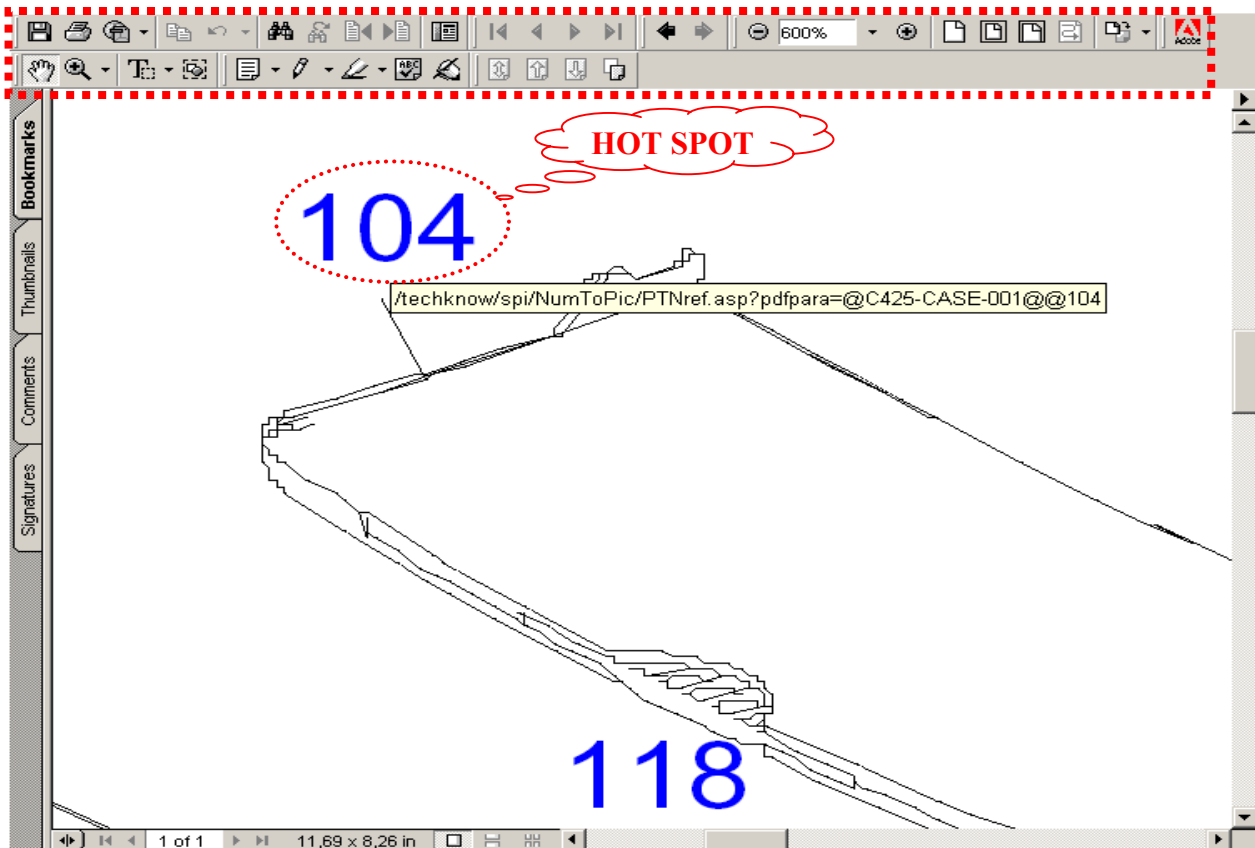


Figure 26 - Viewer Tool Bar & Hot Spots

For some older products the hot spots are not available, therefore you are always re-directed from a reference number to the first page of the exploded diagram instead to the page with that specific part.

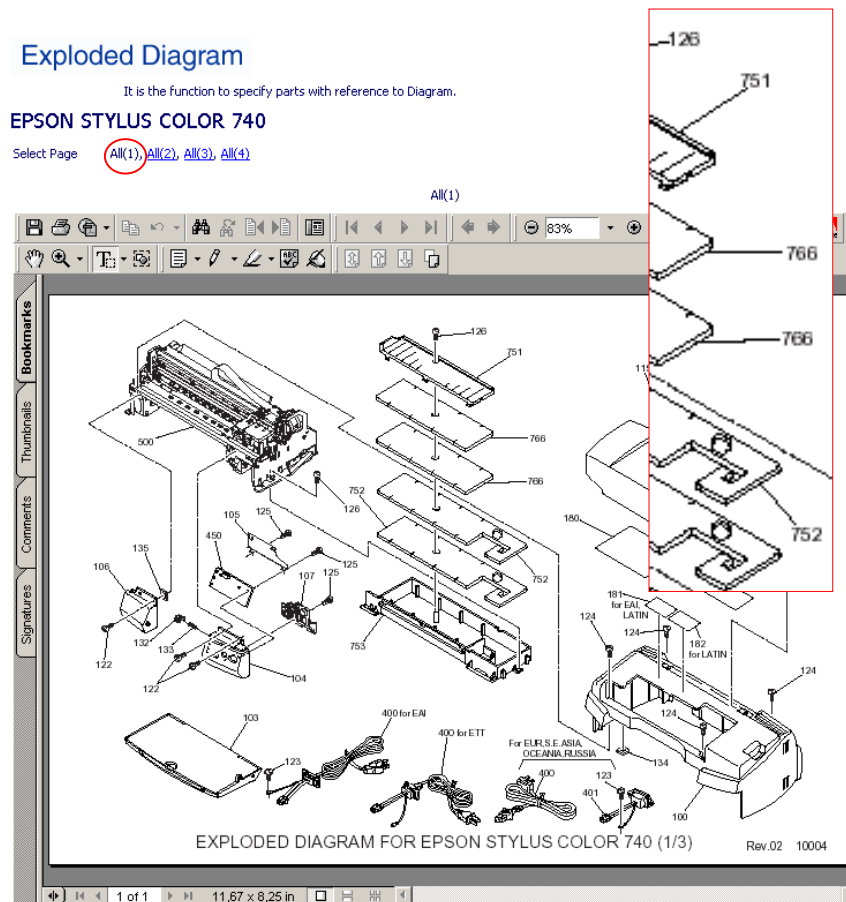


Figure 27 - Hot Links not available

4.8. DETAILED PARTS INFORMATION

At the home page if you search directly by part number, or by clicking at the part number link in the “Parts Information and Prices” page or even clicking the Hot spot located at the exploded diagrams, the system will open a new page displaying the “Detailed Part Information” containing i.e. Part Code, Name, Description, Price, Specification, Manufacturer Code, Remarks, Substitute Part Code and Part Application & History links.



1.Part Code	2006741
2.Part Name	POWER CABLE,B5313035A-SR-10A
3.Description	
4.Price (EUR)	21.26
5.Specification	240V
6.Manufacture code	B5313035A-SR-10A
7.Remark	
8.Substitute Part Code	2012195 , 2014619 , 2015669

Parts Application
View a list of the products that this part is used in.
>>[View Parts Application here.](#)

Parts Modification
View the history of changes to this part.
>>[View Parts Modification here.](#)

Figure 28 - Detailed Parts Information

Be aware that if you search by part number directly this part won't have the product association, with the information returned.

The substitute part code provides the parts numbers that can eventually replace the part that you are looking for, because it might be out of stock or not available for some reason.

8.Substitute Part Code [2012195](#), [2014619](#), [2015669](#)

Figure 29 - Substitute Part Code

4.9. PARTS APPLICATION

Parts application lists all products that use that part or where that part is available. In the example below the part is used in 137 different products.

Parts Application

The Parts Application is a function that allows you to find out what other EPSON products use that same identical part.

Parts Modification
View the history of changes to this part.
>>[View Parts Modification here.](#)

Results for Part code: 2006741

Part Name POWER CABLE,B5313035A-SR-10A

137 Results Found

Product name	Remark
1 DFX-5000+	
2 DFX-8000	
3 DFX-8500	
4 DLQ-3000	
5 DLQ-3500	EUL NLSP(240V),,AC240V
6 EPSON STYLUS C205X	EUL(240V)
7 EPSON STYLUS C20UX	EUL(240V)
8 EPSON STYLUS C40 PLUS	EUL(240V)D5G
9 EPSON STYLUS C40S	EUL(240V),BLUE METALLIC
10 EPSON STYLUS C405X	EUL(240V)
11 EPSON STYLUS C40UX	EUL(240V)

Figure 30 - Parts Application

If the part was discontinued or replaced by another part the system wouldn't return information as you can see in the Figure below.

Parts Application

The Parts Application is a function that allows you to find out what other EPSON products use that same identical part.

Parts Modification
View the history of changes to this part.
>>[View Parts Modification here.](#)

Results for Part code: 2056143

Part Name MASK ROM

0 Results Found

The target data does not exist.

Figure 31 - Part Application not available

4.10. PART MODIFICATION

This option shows the part history, for example when a part is replaced by another one, added or removed.

If a part is disabled, the system shows the replacement part and the date of the appliance.

EPSON Service Parts Information
Currency: EUR (Europe List Price)

Part Modification

The Part Modification table displays when the part was Added, Deleted or changed. If the part has Parts Application been changed the tool will display the new code and release date. [View a list of the products that this part is used in. >>View Parts Application here.](#)

Results for Part code: 2002364

Part Name: POWER_CABLE,(VD313035A-10A)

5 Results Found

Modification	Applied Date	Old Part Code	Old Part Name	New Part Code	New Part Name	Interchangeability
Change Parts Code	Jun 06, 2002	2002364	POWER_CABLE, (VD313035A-10A)	2038711	AC cable	Yes
Change Parts Code	May 17, 2002	2002364	POWER_CABLE, (VD313035A-10A)	2020111	EUROPEAN APPROVED CORD SET,VD313035R	Yes
Add Parts	Apr 19, 2001	-	-	2002364	POWER_CABLE, (VD313035A-10A)	Not Defined
Add Parts	Nov 07, 2000	-	-	2002364	POWER_CABLE, (VD313035A-10A)	Not Defined
Add Parts	Jul 21, 1998	-	-	2002364	POWER_CABLE, (VD313035A-10A)	Not Defined
Modification	Applied Date					
Delete Parts	Jul 23, 2003	1004605	FOOT	-	-	-
Change Parts Code	Dec 28, 1998	1004605	FOOT	1047689	FOOT	-

Figure 32 - Part Modification

Some parts haven't the history available as shown below.

Part Modification

The Part Modification table displays when the part was Added, Deleted or changed. If the part has Parts Application been changed the tool will display the new code and release date. [View a list of the products that this part is used in. >>View Parts Application here.](#)

Results for Part code: 1269322

Part Name: INK.CART.UNBOXED,Y,PIGT;4CD24C,AS

0 Results Found

The target data does not exist.

Figure 33 - Part Modification not available

5. ABBREVIATION LIST

Abbreviation	Description
AC	Alternating current (Electrical current)
ADF	Automatic Document Feeder
EAI	EPSON America
EDG	EPSON Germany
EEB	EPSON Europe B.V. (European Headquarters)
EFS	EPSON France
EIB	EPSON Iberia (Spain)
EIS	EPSON Italy
EMEA	Europe, Middle East and Africa
EMO	EPSON Moscow
EPO	EPSON Portugal
ETL	EPSON Telford
EUL	EPSON United Kingdom
EURO CONTI	European Continent
LATIN	Latin America
LCD	Liquid Crystal Display
LFP	Large Format Printer
NON FIG	Have not diagram available
NOR	Nordic Countries
RIP	Raster Image Processor
SCSI	Small Computer System Interface
SVGA	Super Video graphics Array
TFT	Active Matrix LCD's