

**To:** James Ce [REDACTED]  
**Cc:** Merwin [REDACTED]  
**From:** Karyna Shuliak  
**Sent:** Thur 10/19/2017 9:07:08 PM  
**Subject:** Re: Printer issues

Thank you James, that would be great!

Yes, it is the smaller one. There is a lot of black ink smear and misalignment. I changed all the expired ink cartridges, tried power cleaning option twice, but no improvement...

On Oct 19, 2017, at 4:56 PM, james | personal genius <[REDACTED]> wrote:

The 3800 is the smaller one, yes? What problems are you experiencing?  
I will be happy to look at it, if it's beyond me I have an Epson certified tech I can recommend.

Thank you,

James Ce  
your Personal Genius  
 Certified Support Professional 10.6  
<http://personalgenius.co>

On Oct 19, 2017, at 4:54 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi James,

I am having issues with our Epson Stylus Pro 3800 photo printer at 9 E 71st.  
Regular maintenance does not seem to help, I think I need someone experienced to look at it. Would that be a part of your expertise? if not, might you be able to recommend someone please?

Thank you very much!

Karyna