

To: Karyna Shuliak [REDACTED]
Cc: Merwin Dela Cruz [REDACTED]; [REDACTED]
From: james | personal genius
Sent: Thur 10/19/2017 9:14:58 PM
Subject: Re: Printer issues

It sounds like you've already gone through most of my tricks & it needs a good cleaning, maybe replacement heads. Let me reach out to the Epson tech and see what he'd charge. (That machine is ~\$1200 new, so I don't want to commit to a repair bill that is going to be more than just buying a replacement.)

Thank you,

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

On Oct 19, 2017, at 5:07 PM, Karyna Shuliak [REDACTED] wrote:

Thank you James, that would be great!
Yes, it is the smaller one. There is a lot of black in 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