

To: Karyna Shuliak [REDACTED]
Cc: Merwin Dela Cruz [REDACTED]
From: james | personal genius
Sent: Fri 10/20/2017 2:58:44 PM
Subject: Re: Printer issues

Hi Karyna,

As I feared, the repair costs are likely to be more than the printer is worth. The Epson 3800 was ~\$1000 when it was discontinued in 2011, and its replacement (the 3880) was just replaced itself.

It looks like Epson has its SureColor P400 (\$600) & P600 (\$800) in its place now.

The company Ron references, AI Friedman (they're down in Chelsea/ West 20s), is one I've worked with a lot in the past & they've always given me great advice.

If you'd like me to reach out to Lenny [REDACTED] I'd be happy to see what he recommends.

Otherwise, Adorama & B&H both will have these "Epson Professional Imaging Wide Format" printers locally.

Sorry I don't have better news.

James

When a 3800 starts dropping in on the page it is usually the result of the ink selector failing. This is an expensive repair costing \$349 plus tax..

My suggestion is to tell the customer to replace the unit with a new Epson printer, model based on their requirements. A.I. Friedman sell the full line of Epson professional grade units. Lenny Weiland is a salesman there that I work closely with. He can certainly fit them with the correct machine.

Please keep me in mind for any future Epson repair needs that your customers may have.

Best,

Ron Ardito

Thank you,

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

On Oct 19, 2017, at 5:14 PM, james | personal genius [REDACTED] wrote:

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

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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

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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