

From: james | personal genius [REDACTED]
To: Karyna Shuliak <[REDACTED]>
Subject: Re: Printer issues
Date: Sat, 21 Oct 2017 18:35:16 +0000

Epson just changed their lineup so I'll need to check with my contact at AI Friedman.

Are you mainly printing photos or documents?
What is the largest size you normally print on the 3800?

Thank you,

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

On Oct 21, 2017, at 2:32 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi James,

I spoke with Jeffrey about the printer situation. He said we should get a new one. Is there a particular model that you would recommend?

Thank you,

Karyna

On Oct 20, 2017, at 9:27 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi James,

Thank you so much for looking into it, this is very helpful. Let me speak to Jeffrey about it and see what he would suggest to do.

Appreciate your help!

Karyna

On Oct 20, 2017, at 10:58 AM, james | personal genius <[REDACTED]> wrote:

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
 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