

**From:** Luciano Fontanilla <[REDACTED]>  
**To:** Karyna Shuliak <[REDACTED]>  
**Subject:** Re: Printer issues  
**Date:** Tue, 24 Oct 2017 22:13:31 +0000

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Luciano A Fontanilla Jr

Sent from my iPhone

On Oct 24, 2017, at 6:10 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi Jojo,  
Can you please spell your first and last name as it is on your driver's license?

Thank you,

Karyna

Begin forwarded message:

**From:** james | personal genius <[REDACTED]>  
**Date:** October 24, 2017 at 5:44:21 PM EDT  
**To:** Karyna Shuliak <[REDACTED]>  
**Cc:** Merwin Dela Cruz <[REDACTED]>  
**Subject:** Re: Printer issues

[https://www.bhphotovideo.com/c/product/1091547-REG/epson\\_c11ce21201\\_surecolor\\_p600\\_inkjet\\_printer.html](https://www.bhphotovideo.com/c/product/1091547-REG/epson_c11ce21201_surecolor_p600_inkjet_printer.html)

If you purchase with this link, it should allow you to specify Jojo to pick up (you'll need to use the name on his drivers license, as he'll have to show it).

I'm CC'ing Merwin so he can help coordinate.  
Thank you,

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

On Oct 24, 2017, at 5:41 PM, Karyna Shuliak <[REDACTED]> wrote:

It is ok if Jojo and Leo will pick it up, probably faster this way.

On Oct 24, 2017, at 5:38 PM, james | personal genius <[REDACTED]> wrote:

Would you like me to ask Rich to purchase or are you ok ordering & having Jojo & Leo pick up?

(I am booked tomorrow but I am available Thursday to set it up.)

Thank you,

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

On Oct 24, 2017, at 5:31 PM, Karyna Shuliak <k[REDACTED]> wrote:

Great, then let's go with Epson P600. I trust your judgement.

Thank you James!

On Oct 24, 2017, at 4:51 PM, james | personal genius <[REDACTED]> wrote:

I have more confidence in Epson in the Professional Imaging space, so I'd go with the P600.

Thank you,

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

On Oct 24, 2017, at 4:47 PM, Karyna Shuliak <[REDACTED]> wrote:

Which one would you choose between the two canons and Epson P600?

On Oct 24, 2017, at 4:23 PM, james | personal genius <[REDACTED]> wrote:

Ah. Thank you.

Either one of these would be great.

**Canon PIXMA PRO-10 Wireless Professional Inkjet Photo Printer \$699.99**

[https://www.bhphotovideo.com/c/product/893735-REG/Canon\\_6227b002\\_Pixma\\_Pro\\_10\\_Photo\\_Inkjet.html](https://www.bhphotovideo.com/c/product/893735-REG/Canon_6227b002_Pixma_Pro_10_Photo_Inkjet.html)

**Epson SureColor P600 Inkjet Printer \$739.99**

[https://www.bhphotovideo.com/c/product/1091547-REG/epson\\_c11ce21201\\_surecolor\\_p600\\_inkjet\\_printer.html](https://www.bhphotovideo.com/c/product/1091547-REG/epson_c11ce21201_surecolor_p600_inkjet_printer.html)

Both are in stock at B&H, so you could purchase online, send Jojo & Leo down to pick it up.

Thank you,

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

On Oct 24, 2017, at 3:58 PM, Karyna Shuliak <[REDACTED]> wrote:

There was a couple mentioned in this review:

<https://www.google.com/amp/s/www.bhphotovideo.com/explora/amp/photography/buying-guide/professional-printers-photographers>

On Oct 24, 2017, at 3:15 PM, james | personal genius <[REDACTED]> wrote:

Could you point me to which Canons you've found?

Thank you,

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

On Oct 24, 2017, at 3:13 PM, Karyna Shuliak <[REDACTED]> wrote:

Hi James,

Thank you very much for your advice. I agree on P600 if we look within the Epson range. There were also a few recommendations for Canon printers along with Epson on the web, do you know how would they compare?

Thank you!

Karyna

On Oct 24, 2017, at 2:04 PM, james | personal genius <[REDACTED]> wrote:

Hi Karyna,

I didn't see a link or anything attached to your last email.

Photo printers basically have two defining characteristics:

- The # of inks — this defines the range of colors they can produce & has the biggest impact on the quality of prints
- The maximum size of the prints

Most low-end photo printers can print up to 8.5-inch wide. These printers are generally crap (poor print quality, expensive inks, break really easily) and not something that I'd ever recommend to anyone.

Printers that can print larger than 11-inch wide are considered "Large Format", these generally have the best print quality. Here is Epson's current Large Format line-up:

<https://epson.com/wide-format-printers-comparison>

They're all pretty much the same physical size as the 3800.

The Artisan 1430 Inkjet Printer is really cheap (\$300), and likely to not print quite as well as the 3800. The P400 (\$700) is probably the closest match to the 3800, while the P600 (\$800) & P800 (\$1300) will have significantly BETTER print quality than the 3800 had.

*Of all of them, I'd recommend the P600.*

Epson controls the pricing on the printers, so ordering from AI Friedman will be the same as ordering from B&H. AIF says they're in stock in their warehouse, so we should expect delivery within a couple days.

Thank you,

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

On Oct 22, 2017, at 8:11 PM, Karyna Shuliak <[REDACTED]> wrote:

Thank you James. Let me know what would be your best choices.  
Here are some suggestions from B&H. There are a few smaller options if you scroll down.  
Let me know what you think.

Thank you!

Karyna

On Oct 21, 2017, at 3:36 PM, James Ce <[REDACTED]> wrote:

I'll ask, but photo printers pretty much have to use liquid ink (document printers can use dry toner but don't get smooth gradients needed for photos), which requires frequent maintenance (the ink dries out and clogs if left too long).

Thank you,

James Ce  
your Personal Genius

□ Certified Support Professional 10.6  
<http://personalgenius.co>

On Sat, Oct 21, 2017, at 03:33 PM, Karyna Shuliak wrote:

I general I don't use those photo printers that often. So perhaps something, that requires less maintenance with less frequent use would be a better option.

On Oct 21, 2017, at 2:58 PM, james | personal genius <[REDACTED]> wrote:

Great. That's what I thought, but I wanted to confirm to make sure I'm asking for the correct thing.

Thank you,

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

On Oct 21, 2017, at 2:56 PM, Karyna Shuliak <[REDACTED]> wrote:

This is only for photos. I can not say what would be the largest size, somewhere within the size range of the current 3800 is fine, so that I don't have to use the large printer for this type of photographs.

Thank you!

On Oct 21, 2017, at 2:35 PM, james | personal genius <[REDACTED]> wrote:

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. The 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