



Service & Support Plan

WF-C579RDTWF

WF-C529RDTW

March 15th, 2021



European Technical Support

Control:	
European Sales Availability:	15th October 2018
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Revision Status

Revision History	Issued Date	Description / Modified items
A	07/09/2018	First Release
B	17/10/2018	Added item: Specifications: Page 7
C	22/09/2020	Options: Page 12/13
D	15/03/2021	MPBF: Page 7

Glossary:

In order to save place in this present manual, some abbreviations are used, here are their meaning:

Abbreviation	Meaning
DOA	Dead On Arrival
EDG	Epson DEUTSCHLAND GmbH
ETS	European Technical Support
EFS	Epson France S.A.
EGPC	Epson Global Part Center
EIB	Epson IBÉRICA S.A.
EIS	Epson ITALIA s.p.a.
EMEA	Europe Middle East Africa
ESC	Epson Sales Company
ESPC	European Spare Part Center
ETL	Epson Telford Limited
EUL	Epson (UK) Limited
IPL	Initial Part List
IPPL	Initial Part Price List
MTTR	Mean Time to Repair
P/O	Purchase Order
PPL	Part Price List
SEC	Seiko Epson Corporation
RTB	Return to Base
TBD	To Be Defined
TBC	To Be Confirmed
MPBF	Mean Pages Before Failure

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1. General information

This manual describes the Service & Support Plan for Workforce Pro WF-C579RDTWF/C529RDTW.

● Product concept:

WF-C579RDTWF



4in1, FAX, ADF, Wi-Fi, Ethernet,
4.3" T/P with PCL, PS (Emulation), 250 + 500 sheets

WF-C529RDTW



Wi-Fi, Ethernet,
2.4" with PCL, PS (Emulation), 250 + 500 sheets

Full configuration model

WF-C579RD2TWF



4in1, FAX, ADF, Wi-Fi, Ethernet, 4.3" T/P with PCL, PS
(Emulation), 250 + 500 sheets + 1 cassette

	SKU(s)
WF-C579RDTWF	C11CG77401BB C11CG77401BC C11CG77401BM
WF-C579RD2TWF	C11CG77401BR C11CG77401BS
WF-C529RDTW	C11CG79401BB C11CG79401BC C11CG79401BM

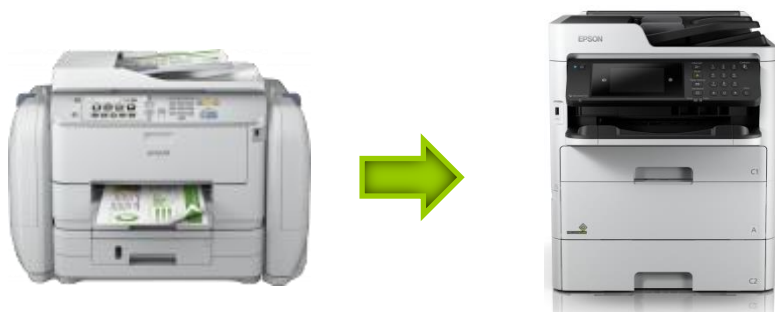
	Base Price excluding tax
WF-C579RDTWF	€ 1,320.00
WF-C579RD2TWF	€ 1,530.00
WF-C529RDTW	€ 1,056.00

● Product position

Model name	Type	Emulations	Predecessor
WF-C579RDTWF	MFP	PCL & PS	WF-R5690DTWF
WF-C529RDTW	SFP	PCL & PS	WF-R5190DTW

ETS AP Support Business

- Target user
 - Suitable for SMB/ SME/ Large Enterprise business in private and public sector; for small workgroup
- Competitors
 - HP: M 277DW/M477DW
 - Brother MFC 9330CDW
- Sales Availability : 15th October 2018
- Improved points: Compared to previous series (WF-R5690DTWF/R5190DTW).
 - New look and feel, modern design



- Smaller footprint – ink packs moved from side to bottom, shorter length of tray
 - ✓ Compact size
 - Can replace Laser printer with WF-C579R/WF-C529R without restrictions of the installation place.
 - Reduced size with high capacity ink packs

Comparison to WF-R5690DTWF/R5190DTW

- Footprint saving : -5%
- Length of tray : -85mm



- Increased productivity with Fast FPOT and Print Speed – 4.8/5.3 vs 8.0/8.0, 24ppm vs 20ppm
- High ADF scan speed for high volume business scan needs – 30/30ipm vs 6.3/4.5ipm (Bk/Cl)

ETS AP Support Business

- 1-pass duplex ADF scan speed of up to 60/60ipm
- Better Print Quality, Nozzle clogging detection / auto-compensation
- Improved durability and robustness – 240K vs 150K pages
- Reduced intervention and down time with high yield ink packs (Bk 50K / CI 20K) and increased paper capacity – 1,330 vs 580 sheets
 - ✓ High-capacity ink packs
 - Replaceable high-yield ink
 - Black : up to 50,000 pages / Color : up to 20,000pages
 - Reduces the effort of replacement and maintenance especially in an environment where you need to have consumable supplies in stock.



- ✓ High-capacity Paper
 - Maximum 1,330sheets
 - Save replenishing papers with printer



- 50% efficiency improvement in spooled data -> less network traffic -> happy IT managers
- New optical touch panel and improved graphics user interface, improved usability.
 - ✓ Changed LCD structure by touch panel with new GUI concept, offer more comfortable printing environment.



- High media flexibility for various office print needs.

Specifications:

Refer to the excel files joined with the service and support plan.

• **Electrical specifications:**

	100 to 240 V model		220 to 240 V model	
	WF-C579	WF-C529	WF-C579	WF-C529
Rated frequency range	50 to 60Hz	50 to 60Hz	50 to 60Hz	50 to 60Hz
Rated current	1.1 to 0.6A	0.6 A	0.7 A to .4 A	0.4 A
Power Consumption (with USB Connection)	Standalone copying Approx.29W ISO/IEC24712)	Approx.29W ISO/IEC24712)	Printing: Approx.24W ISO/IEC24712)	Printing: Approx.24W ISO/IEC24712)
	Ready mode: Approx.14W	Approx.14W	Approx.8W	Approx.8W
	Sleep mode: Approx.1.3W	Approx.1.3W	Approx.1.2W	Approx.1.2W
	Power off: Approx.0.2W	Approx.0.2W	Approx.0.2W	Approx.0.2W

• **Environmental specifications:**

Temperature	Operation: 10° to 35° C Storage: -20° to 40° C
Humidity	Operation: 20 to 80% Storage: 5 to 85%

✚ **Durability:** 240,000 pages/A4 or 5 years (Whichever is comes first)

✚ **MPBF: (Mean Pages Between Failure)**

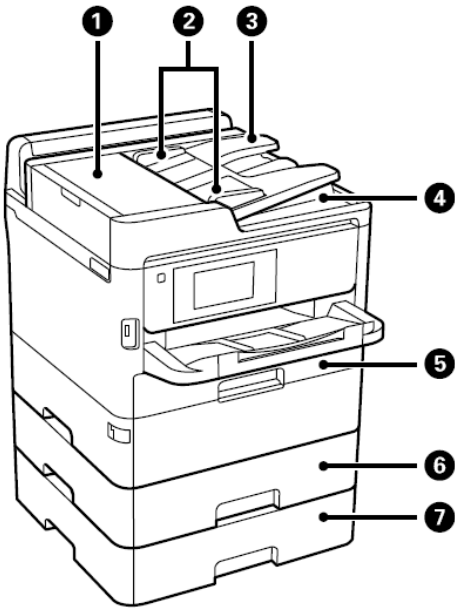
Model	MPBF Specification (pages)
WF-C579RDTWF/C529RDTW	80 000

**The MPBF value can be disclosed under NDA to resellers upon request (if needed to calculate CPP or TCO or requested in the RFQ for tenders)*

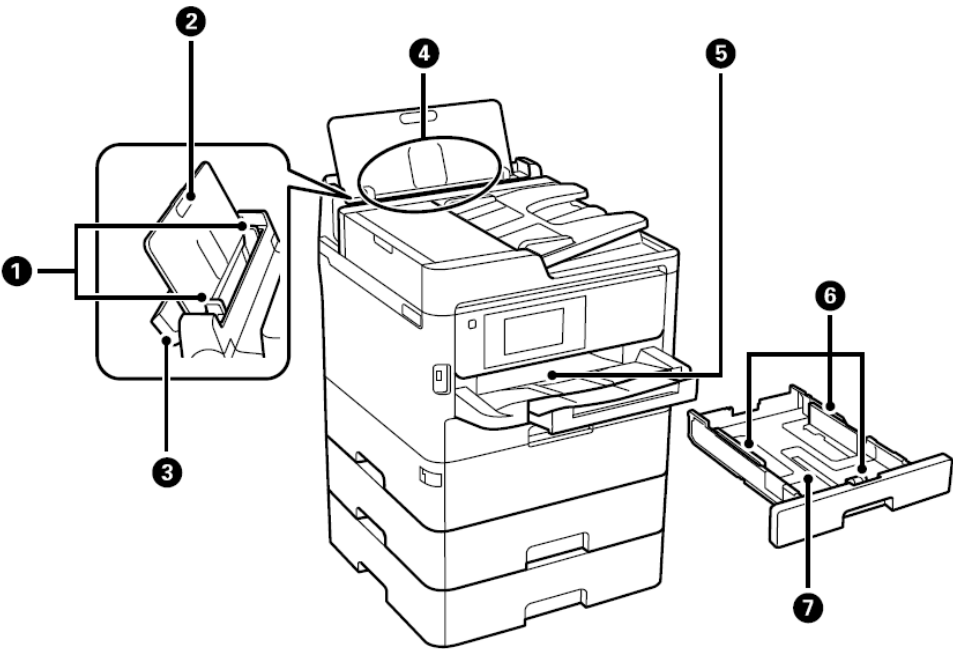
Dimensions and weight:

		WF-C579 (W x D x H)	WF-C529 (W x D x H)
Dimension	Storage	425mm x 535mm x 513mm	425mm x 535mm x 513mm
	Printing	425mm x 578mm x 605mm	425mm x 578mm x 605mm
Weight		Approx. 25.8Kg	Approx. 22.1Kg

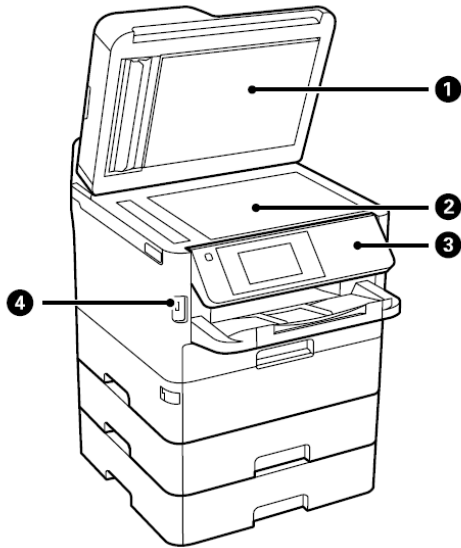
Part name and functions (WF-C579)



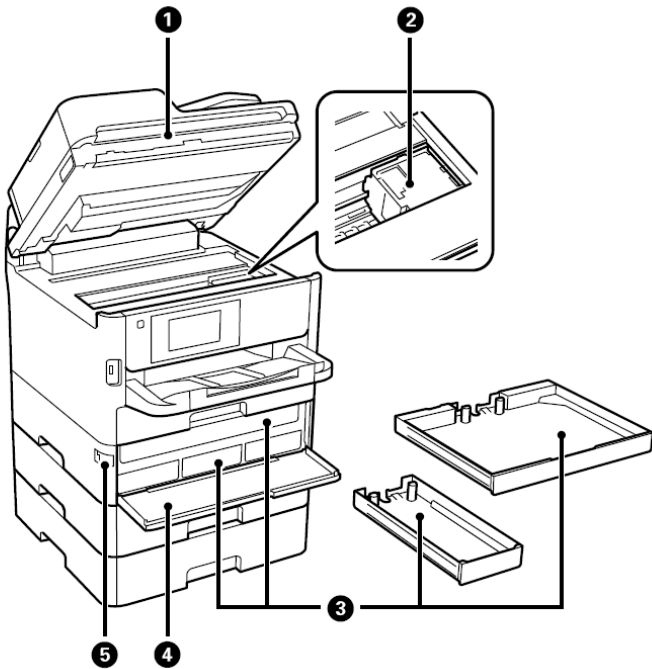
1	ADF (Automatic Document Feeder) cover F
2	ADF edge guides
3	ADF input Tray
4	ADF Output Tray
5	Paper cassette 1 or Paper cassette C1
6	Paper cassette 2 (C2)
7	Paper cassette 3 (C3)



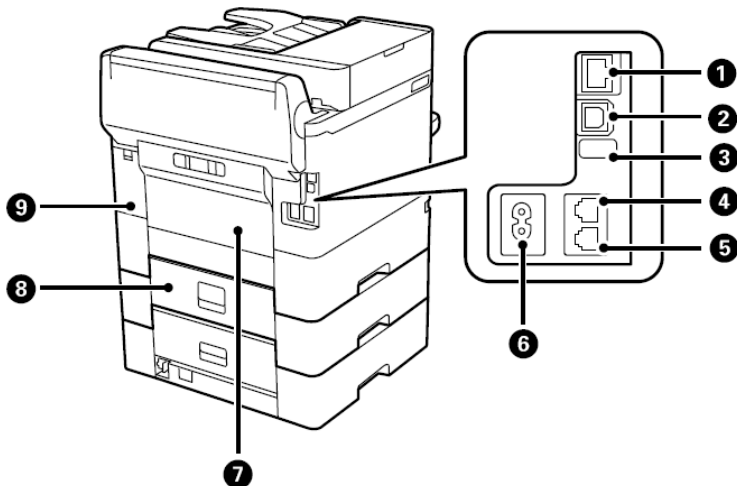
1	Edge guides
2	Paper support
3	Feeder guard
4	Rear paper feed (B)
5	Output tray
6	Edge guides
7	Paper cassette



1	Document cover
2	Scanner glass
3	Control panel
4	External interface USB port

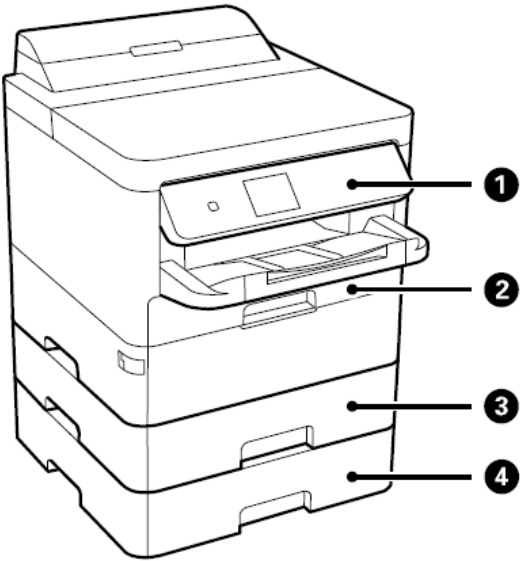


1	Scanner unit (J)
2	Print head
3	Ink supply unit tray
4	Front cover (A)
5	Front cover lock

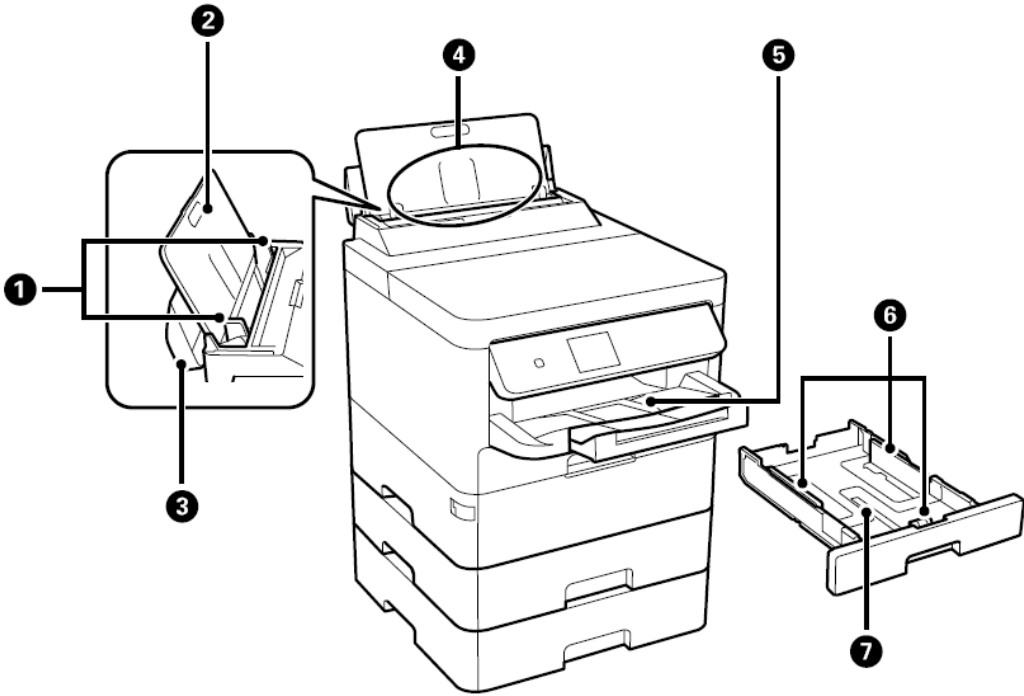


1	LAN port
2	USB port
3	Service USB port
4	LINE port
5	EXT port
6	AC inlet
7	Rear Cover (D)
8	Rear Cover (E)
9	Maintenance box cover (H)

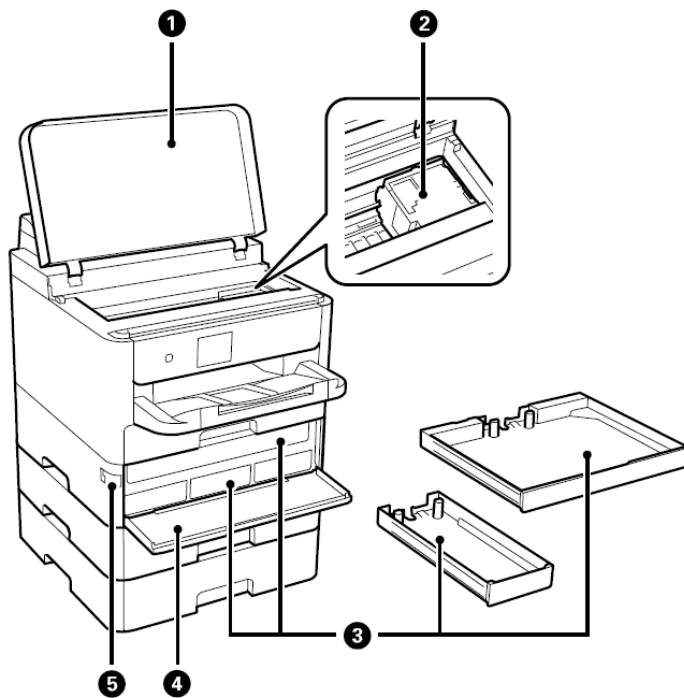
(WF-C529)



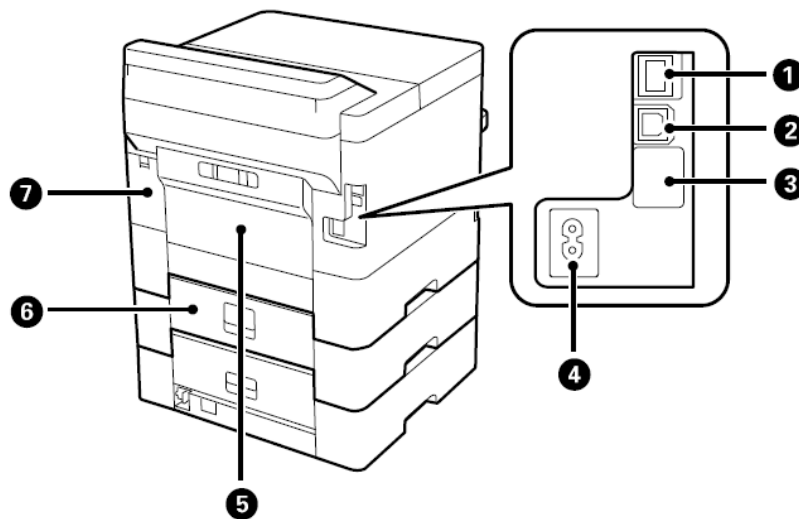
1	Control panel
2	Paper cassette 1 or Paper cassette (C1)
3	Paper cassette 2 (C2)
4	Paper cassette 3 (C3)



1	Edge guide
2	Paper support
3	Feeder guard
4	Rear paper feed (B)
5	Output tray
6	Edge guides
7	Paper cassette







1	Printer cover (J)
2	Print head
3	Ink supply unit tray
4	Front cover (A)
5	Front cover lock



1	LAN port
2	USB port
3	Service USB port
4	AC inlet
5	Rear Cover (D)
6	Rear Cover (E)
7	Maintenance box cover (H)

2. Consumables & periodical Replacement Unit:

A) User replaceable unit (Consumables and Periodical Replacement Unit)

Items			
Ink Capacity			
Ink cartridge	Ink CODE	Individual Page Yield	
Black (XL capacity)	T01C100	10 000 Pages	
Cyan (XL capacity)	T01C200	5 000 Pages	
Magenta (XL capacity)	T01C300	5 000 Pages	
Yellow (XL capacity)	T01C400	5 000 Pages	
Cyan (XXL Capacity)	T01D200	20 000 Pages	
Magenta (XXL Capacity)	T01D300	20 000 Pages	
Yellow (XXL Capacity)	T01D400	20 000 Pages	
Black (XXL Capacity)	T01D100	50 000 Pages	
Maintenance Box			
Product Code	C13T671600	N/A	






A printer that has already been initialized will NOT accept any other initial ink packs.

B) Periodical Replacement Part

Unit	Life end message	Life	Counter reset
Maintenance Roller for 1st cassette	End/Near End	150000 pages	Manual reset (Service Support Mode)
Maintenance Roller for 2nd - 3rd cassette	End/Near End	150000 pages	Manual reset (Service Support Mode)
Rear ASF Unit	End/Near End	50000 pages	Manual reset (Service Support Mode)

2. 1 Options:

Name	Part number	Product lifetime	
Optional Cassette Unit	C12C932871*	N/A	

Medium Cabinet (WF-C5xx series): W x D x H 425 x 399 x 600 (mm) / 18kg	7112285	N/A	
Low cabinet (WF-C5xx series) W x D x H 425 x 399 x 488 (mm) / 14kg	7112286	N/A	

*C12C932870-0041/ will be only for WF-C5000 Series

*C12C932871: will be for W-C5000 Series and WF-C529R/C579R

3. Standard & Extended warranty:

Standard warranty:

 12 months On-site service

Extended Warranty Offer:

Refer to “Neon”.

4. Maintenance:

4.1 Service Manual:

The Service manual will be available in TechExchange 1st of October.

Cleaning



- Not recommend to use alcohol Wiping transparent parts may cause clouding)
- When wiping paper dust off the LD Roller/Pickup Roller, do not wipe against the grain of the roller surface.

Cleaning method

- **Exterior parts such as housing**

Remove dirt with a soft clean cloth moistened with water.

In case of cleaning coated or transparent part, recommend using nonwoven fabric to prevent damaging the surface.

- **Inside the printer**

Remove paper dust with vacuum cleaner.

- **Rubber roller/ Plastic roller**

Remove paper dust with a cloth moistened with water and squeezed firmly.

- **Scanner glass**

Wipe the scanner glass using a soft clean cloth.

ETS AP Support Business

When oil stain or stubborn stains are attached, clean with a small amount of glass cleaner attached to a soft cloth.

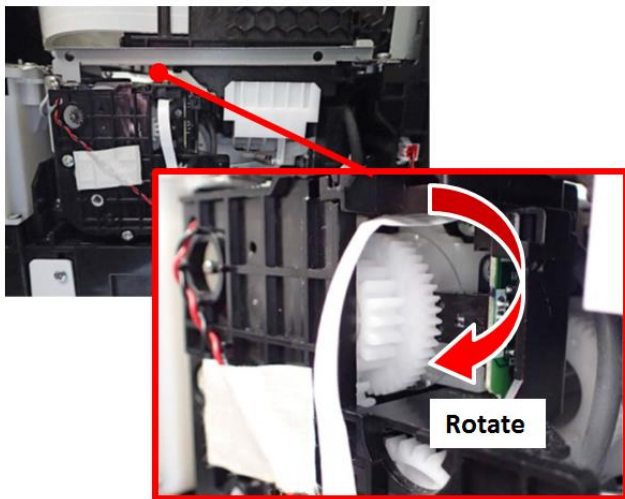
- **Ink system Assy (Wiper and cap)**

Tools

- Pure water
- Polyester swab (Code 1709718)

Procedure

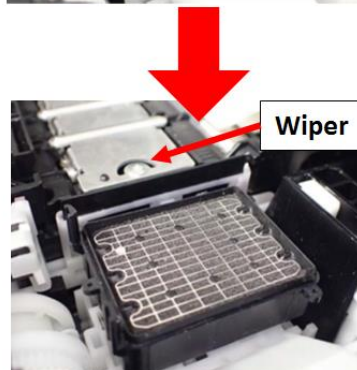
- ① Remove the Rear Cover (Back), Ink Eject Cover, Housing Right.
- ② Unlock the CR unit.
- ③ Move the CR unit in the middle of the printer manually.
- ④ Rotate the gear of the ink system assy in the direction of the arrow to move the wiper to wiping position.



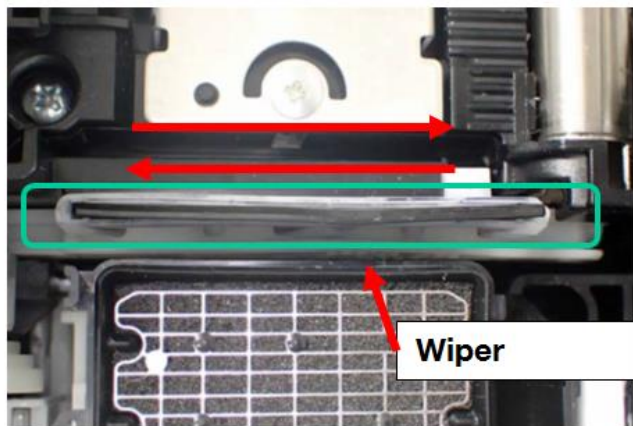
Ink system assy Gear



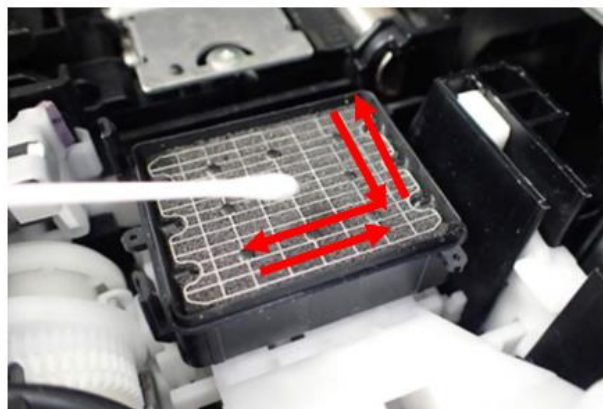
Rotate the gear without rubbing the FFC.



- ⑤ Clean the top end and right side of the Wiper by moving the Polyester swab in the direction of the arrows as shown in the figure below.



Wiper



Cap



- If the Polyester swab is moved in a direction other than that indicated by the arrows in the figure above, the Wiper may shift. Therefore, always be sure to move it in the direction of the arrows.
- Be very careful when cleaning the Wiper as it is made of rubber and may be easily damaged.
- Do not forcibly press the Polyester swab as the Cap surface may be easily damaged.

Lubrication:

The type and amount of the grease used to lubricate the printer parts are determined based on the results of the internal evaluations.

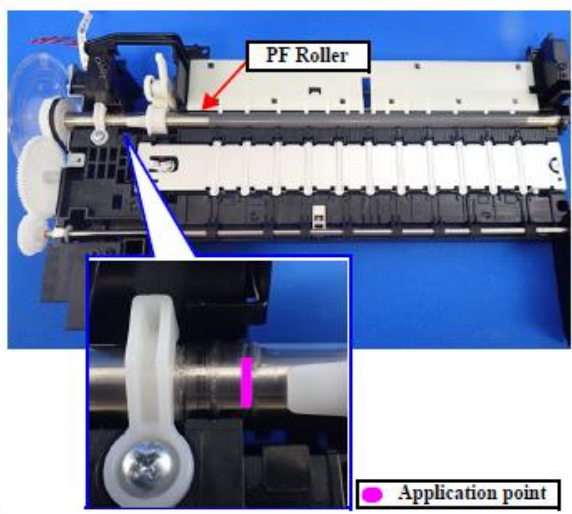
Greases

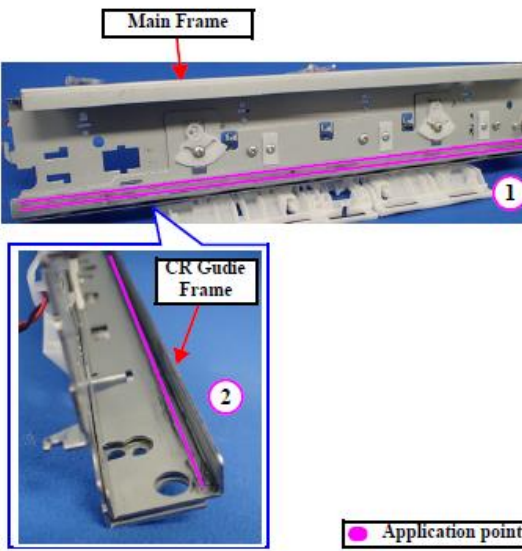
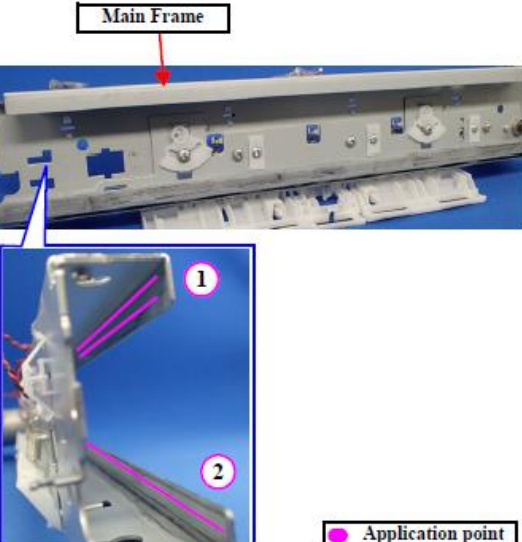
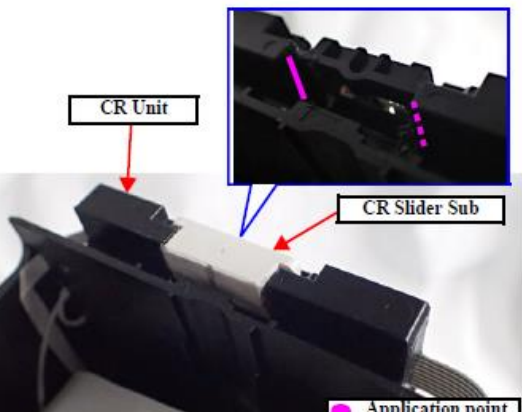
Type	Name	Part code	Supplier
Grease	G-71	1304682	EPSON
Grease	G-96	1590700	EPSON
Grease	G-97	1635441	EPSON


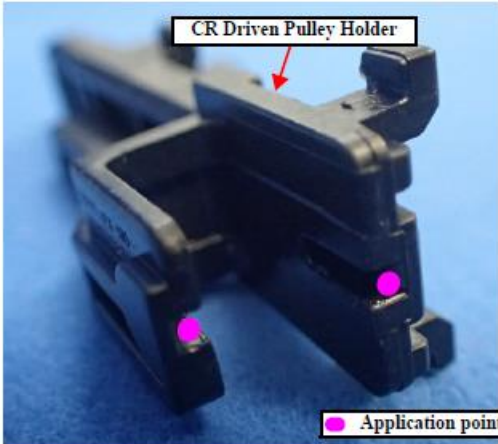
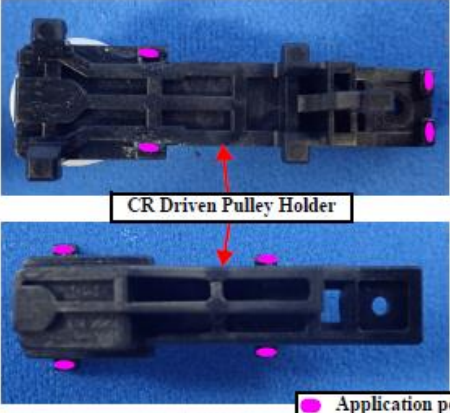
Tools

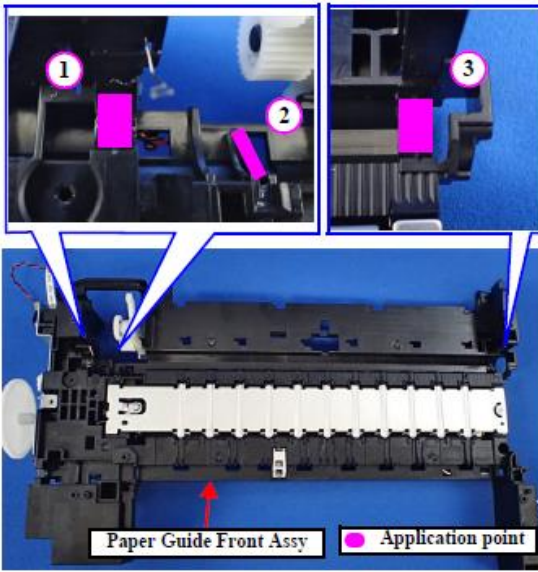
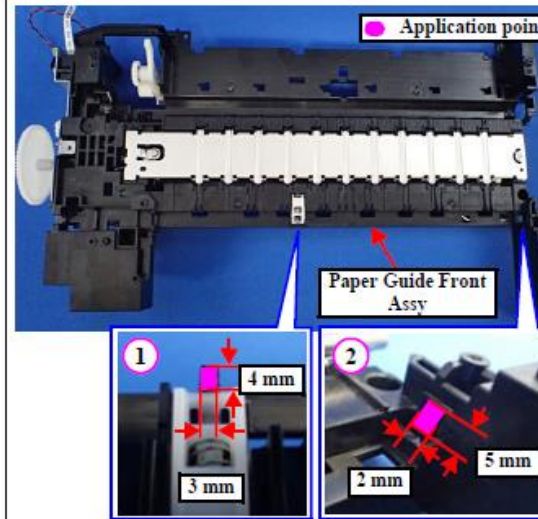
Name	Versatility	Part code
Injector	○	-
Brush	○	-

Lubrication location

<p>Lubrication of PF Roller</p>	<div data-bbox="625 262 1193 772">  </div> <table border="1"> <tr> <td><Lubrication Point></td> <td>PF Roller</td> </tr> <tr> <td><Type></td> <td>G-97</td> </tr> <tr> <td><Application Amount></td> <td>φ 1 mm × 5 mm (3mg)</td> </tr> <tr> <td><Remarks></td> <td>Apply with injector. After application, spread grease by rotating PF Roller one time.</td> </tr> </table>	<Lubrication Point>	PF Roller	<Type>	G-97	<Application Amount>	φ 1 mm × 5 mm (3mg)	<Remarks>	Apply with injector. After application, spread grease by rotating PF Roller one time.
<Lubrication Point>	PF Roller								
<Type>	G-97								
<Application Amount>	φ 1 mm × 5 mm (3mg)								
<Remarks>	Apply with injector. After application, spread grease by rotating PF Roller one time.								

<p>Lubrication of contact point with CR Unit</p>	 <p>Main Frame</p> <p>CR Guide Frame</p> <p>1</p> <p>2</p> <p>Application point</p>	<p><Lubrication Point> Contact point with CR Unit on Main Frame and on CR Guide Frame (Front side and bottom side)</p> <p><Type> G-97</p> <p><Application Amount> 1. 0.7g (2 line × 300 mm) 2. 0.3g (1 line × 300 mm)</p> <p><Remarks> <input type="checkbox"/> Apply with injector. After application, spread by moving CR Unit to the right and to the left (from 0-digit side to 80-digit side) three times slowly. <input type="checkbox"/> If clumps of grease are seen on both sides of the frame, remove them.</p>
<p>lubrication of contact point with CR Unit</p>	 <p>Main Frame</p> <p>1</p> <p>2</p> <p>Application point</p>	<p><Lubrication Point> Contact point with CR Unit on Main Frame and on CR Guide Frame (Back side)</p> <p><Type> G-97</p> <p><Application Amount> 1. 0.7g (2 line × 300 mm) 2. 0.3g (1 line × 300 mm)</p> <p><Remarks> <input type="checkbox"/> Apply with injector. After application, spread by moving CR Unit to the right and to the left (from 0-digit side to 80-digit side) three times slowly. <input type="checkbox"/> If clumps of grease are seen on both sides of the frame, remove them.</p>
<p>Lubrication of CR Unit</p>	 <p>CR Unit</p> <p>CR Slider Sub</p> <p>Application point</p>	<p><Lubrication Point> Contact point between CR Slider Sub and CR Unit</p> <p><Type> G-97</p> <p><Application Amount> φ 1 mm × 3 mm (two points)</p> <p><Remarks> Apply with injector.</p>

<p>Lubrication of CR Driven Pulley</p>	 <p>CR Driven Pulley</p> <p>Application point</p>	<p><Lubrication Point> CR Driven Pulley</p> <p><Type> G-71</p> <p><Application Amount> Appropriate amount</p> <p><Remarks> Apply with injector. Take care that grease does not adhere to the rotating area.</p>
<p>Lubrication of CR Driven Pulley Holder (1)</p>	 <p>CR Driven Pulley Holder</p> <p>Application point</p>	<p><Lubrication Point> CR Driven Pulley Holder</p> <p><Type> G-71</p> <p><Application Amount> Appropriate amount (two points)</p> <p><Remarks> Apply with injector.</p>
<p>Lubrication of CR Driven Pulley Holder (2)</p>	 <p>CR Driven Pulley Holder</p> <p>Application point</p>	<p><Lubrication Point> CR Driven Pulley Holder</p> <p><Type> G-71</p> <p><Application Amount> φ 1 mm × 1 mm (8 points)</p> <p><Remarks> Apply with injector.</p>

<p>Lubrication of Paper Guide Front Assy (1)</p>		<p><Lubrication Point> Contact point between Paper Guide Front Assy and PF Roller</p> <p><Type> G-97</p> <p><Application Amount> 1. $\phi 3 \text{ mm} \times 15 \text{ mm}$ 2. $\phi 1 \text{ mm} \times 15 \text{ mm}$ 3. $\phi 3 \text{ mm} \times 15 \text{ mm}$</p> <p><Remarks> <input type="checkbox"/> Apply with injector. <input type="checkbox"/> Rub off excess grease.</p>
<p>Lubrication of Paper Guide Front Assy (2)</p>		<p><Lubrication Point> Contact point between Paper Guide Front Assy and EJ Roller</p> <p><Type> 1. G-96 2. G-97</p> <p><Application Amount> 1. Appropriate amount 2. $\phi 2 \text{ mm} \times 5 \text{ mm}$</p> <p><Remarks> 1. Apply with Flux Dispenser. 2. Apply with injector. <input type="checkbox"/> Rub off excess grease.</p>

4.2 Adjustment:

There isn't any adjustment program by PC.
Adjustment program is embedded in the printer.
Refer to the service manual.

5. Training:

SEC has given F2F Service support training at ETS (17th-18th October) for L2 and L3.

6. Spare Parts:

6.1 Parts List:

Rank A: Mandatory parts in ESPC stock (in enough quantity).

Rank B: these parts must be in ESPC stock

Rank C+: A limited stock will be available to ESPC (<5)

Rank C-: Creation of part references but (no stock).

Refer to the Excel file joined with the service & support plan.

6.2 MTTR:

(Disassembly + Reassembly + Adjustment time) of Main parts.

Parts name	Parts code	Dis - Reassemble	Adjustment	MTTR
Printhead	TBD	10 min 38 sec	19 min 5 sec	29 min 43 sec
Ink Supply Unit	TBD	15 min 41 sec	11 min 40 sec	27 min 21 sec
Ink System	TBD	21 min 8 sec	6 min 15 sec	18 min 23 sec
Rear ASF Unit	TBD	10 min 25 sec	1 min 40 sec	12 min 5 sec
Main Board	TBD	21 min 43 sec	3 min 52 sec	25 min 35 sec

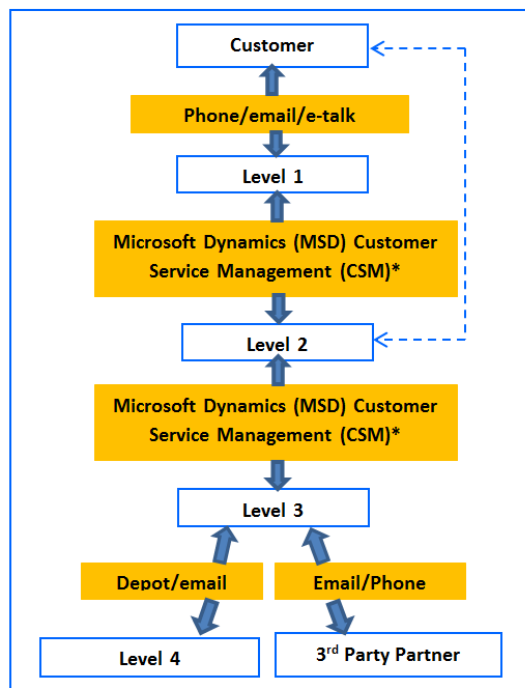
6.3 Most exchange part:

Part Name	Ref.	Part code
Maintenance Box	Consumable	T671600
Print Head	700	FA39001
ADF/SCN UNIT.ASP (WF-C579)	900	TBD016767
BOARD ASSY.MAIN (WF-C579)	200	1762323
BOARD ASSY.MAIN (WF-C529)	200	1761861
INK SYSTEM.ASSY.ASP	508	1747600
RASF,ASSY.ASP	708	1747620
POWER SUPPLY,ASSY.IE	300	1736228

7. EMEA Service & Support information

7.1 Escalation management & flow:

1st Level	CIC hotline agents and B2B hotline agents
2nd Level	Main countries: ESC product & support specialist International Countries: CIC Level 2 agent or specialist (CIC_leveltwo@epson-europe.com)
3rd Level	ETS product & support specialist
4th Level	SEC product & support specialist



Microsoft Dynamics (MSD) Customer Service Management (CSM) is the platform for tracking and adding escalations.

7.2 Technical Information Management:

Distribution tool	Confidentiality			Description
	Internal	External limited	Public	
TechExchange	✓	✓		Technical information docs, firmware, Service Manual, SPI info etc.
Talisma KDB	✓	✓		Technical information, FAQs, requests, etc.
Epson Web page			✓	After Release driver, Setup Guide, User Guide, firmware, FAQs

Note to ESCs service partners: Service partners authorized to repair EPSON products, need to get access to TechExchange to be able to view service manual and Technical information (contact your Epson's support).

7.3 Customer support



All customer support numbers can be found on Epson Support Web sites:

- Helpdesk phone
- Helpdesk chat
- Helpdesk email
- Online

Global Service & Support Pages	http://global.epson.com/driver/imaging/support/
EDG	www.epson.de
EUL	www.epson.co.uk
EFS	www.epson.fr
EIS	www.epson.it
EIB	www.epson.es
EPO	www.epson.pt
EMO	www.epson.ru

8. Service & Support Plan return form

European Technical Support		WF-C579RDTWF WF-C529RDTW
Page	Chapter	Comments
Please tick the box if you have no comments <input type="checkbox"/>		

Please return this from to:		Returned by:
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