

EPSON®

WorkForce® Enterprise

WF Series

High-Volume Color & Monochrome Multifunction Printers



EPSON

WorkForce Enterprise WF Series



Printers shown with optional accessories.

The WorkForce Enterprise WF Series features three high-performance multifunction printers—two color and one monochrome. These powerful and efficient MFPs are engineered to provide consistent reliability, fast printing, intuitive operation and impressive image quality. Boasting the lowest power consumption in their class^{1,2}, the WorkForce Enterprise WF-C20750 and the WF-C21000 color MFPs, along with the WorkForce Enterprise WF-M21000 monochrome MFP, are designed for efficiency, helping you maximize your productivity. The WorkForce Enterprise WF Series is ideal for large workgroups and departments.

WorkForce Enterprise WF-C20750



15,000 – 100,000 pages
Recommended Monthly Print Volume

WorkForce Enterprise WF-C21000



20,000 – 100,000 pages
Recommended Monthly Print Volume

WorkForce Enterprise WF-M21000



50,000 – 100,000 pages
Recommended Monthly Print Volume

WorkForce Enterprise AM Series Models:

A3 Color MFP

AM-C4000

- 40 ISO ppm† print speed
- 6,000 – 60,000 pages recommended monthly print volume
- Color

AM-C5000

- 50 ISO ppm† print speed
- 8,000 – 60,000 pages recommended monthly print volume
- Color

AM-C6000

- 60 ISO ppm† print speed
- 10,000 – 60,000 pages recommended monthly print volume
- Color

A3 Mono

AM-M5500

- 55 ISO ppm† print speed
- 10,000 – 60,000 pages recommended monthly print volume
- Monochrome

A4 Color MFP

AM-C400

- 40 ISO ppm† print speed
- 3,500 – 30,000 pages recommended monthly print volume
- Color

AM-C550

- 40 ISO ppm† print speed
- 3,500 – 30,000 pages recommended monthly print volume
- Color

Powered by PrecisionCore®

Epson's business printers are powered by PrecisionCore, advanced print chip technology that is disruptively simple, smart and clean.

PrecisionCore Print Chip



1.33 inches: 400 nozzles x 2 rows

Simple

Engineered for Reliable Performance

The all-in-one chip design contains the printing parts of a 4-color printer, which means fewer parts that can break down.

Smart

Built for Productivity

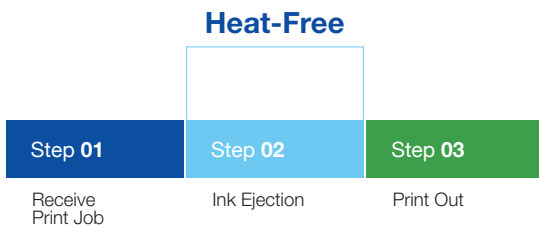
This scalable and modular solution delivers consistent quality with no warmup time required, resulting in less downtime and fast first page out.

Clean

Designed for Efficiency

Heat-Free technology is designed for efficient ink usage and low power consumption, to help minimize waste and decrease energy consumption.

Epson Inkjet Printers



Benefits Include:



Fewer Steps & Parts



Faster First Page Out



Heat-Free Technology

Laser Printers



The Business Solution That Delivers



Powerful Business Productivity

Featuring the fastest print speeds in their class, the WF-C21000³ and WF-M21000⁴ power through any task. Print what you need right away—there is no need to wait for a long warmup sequence. And with these two models, you can print 2-sided, with duplex print speeds that exceed many competitors' simplex print speeds. Plus, the WorkForce Enterprise WF Series color printers' high-capacity cartridges yield up to 50,000 pages⁵, while the WorkForce Enterprise monochrome printer's high-capacity cartridges yield up to 60,000 pages⁶.



Engineered for Reliable Performance

With fewer moving parts than typical laser printers, the simple design of the WorkForce Enterprise WF Series may result in less standard maintenance. Designed for less downtime and high reliability, these models also have an impressive recommended monthly print volume of up to 100,000 pages.



Affordable Operation to Meet Your Bottom Line

WorkForce Enterprise WF Series printers work with 110 V panels; electrical retrofitting is not required. They are also compatible with Epson and third-party software solutions for managing usage limitations, user authentication and more, so you can manage your printer fleet with ease and keep costs in check.

A Full Range of Advanced Features



Intuitive Touchscreen Operation

Each WorkForce Enterprise WF Series model comes standard with a configurable, user-friendly 9-inch touchscreen that can be tailored to your needs for easy navigation. Simplify your operation by modifying the panel's layout to your preferences. Plus, customize the panel's background with an image of your choice, such as a company logo or personalized photo. And with capacitive touch technology, the intuitive touchscreen supports features such as scanning to email, cloud scanning⁷ and more.



Remarkable Image Quality

Our PrecisionCore Heat-Free technology produces up to 40 million precise dots per second with astonishing ink placement accuracy to deliver professional image quality and color consistency, even for large jobs. In addition, DURABrite® Pro fast-drying, water-resistant pigment ink produces vivid color and crisp black text for high-quality printing every time.



Robust Security Features

The WorkForce Enterprise WF Series includes a full suite of advanced security features, helping to protect your documents, devices and data with data encryption, malware detection, and access controls like user authentication and function restrictions. These features will help prevent information leaks, protect confidential documents and secure device communications for added peace of mind.

Engineered for Environmental Benefits



Energy Efficient

The WorkForce Enterprise WF Series printers boast the lowest power consumption in their class^{1,2}, with the WF-C21000 and WF-M21000 using up to 70% less power than color and monochrome laser printers, respectively^{8,9}. This impressively low power consumption helps reduce running costs and allows adaptable placement options with no constrictive electrical requirements. Plus, with no need to heat a fuser, these printers are engineered for efficiency.



Designed to Reduce Waste

The WorkForce Enterprise WF Series printers feature a simple design with fewer moving parts than typical laser printers. Without a drum, developer unit, or other periodical replacement parts, these printers are designed to reduce waste and improve reliability.



EPEAT[®] Rated and ENERGY STAR[®] Qualified

WorkForce Enterprise WF-C21000 and WF-C20750 printers are designed to help reduce supply chain greenhouse gas emissions, increase circularity and product longevity and conserve energy, helping to earn them an EPEAT Silver rating. Plus, with low Typical Electricity Consumption (TEC), the WorkForce Enterprise WF Series can help you achieve your company's environmental and cost saving goals.

Streamlined Configuration and Management for Your Printer Fleet



Epson Device Admin

A powerful device management solution, Epson Device Admin was designed to simplify the installation, configuration and management of networked Epson printers with alert notifications and usage reporting.



Epson Print Admin

An affordable, entry-level, user-friendly print management solution, Epson Print Admin was engineered to work with Epson products to enhance document output security, reduce costs and improve productivity. It's available as an embedded version for the WorkForce Enterprise WF Series.



Epson Remote Services

A cloud-based fleet management tool, Epson Remote Services was built to work with Epson devices to help dealers improve service efficiency, reduce operating costs and raise customer satisfaction.



Document Capture Pro

A scanning software designed to help manage documents effortlessly, Document Capture Pro features functions such as Document Separation and Scan to Searchable PDF¹⁰. Users can scan to cloud⁷ destinations like Dropbox[®], Box[®], OneDrive[®], Google Drive[™], SugarSync[®], Evernote[®], OneNote[®], WebDAV and SharePoint[®].

Maximize Your Investment Through Integration with Third-Party Applications

Epson Open Platform (EOP) makes our revolutionary multifunction printers fully flexible and customizable, enabling them to adapt to meet specific and changing customer requirements as business goals and enterprise IT systems evolve. EOP supports applications for:

- Print management
- Document management
- ECM workflow

Designed to work seamlessly within existing environments, the printers are also SAP[®] compatible.

Robust Features

This intuitive 9-inch interface makes it easy to do more—print, copy, scan—with just a touch



Easy access to each printer's five high-capacity cartridges makes ink cartridge replacement fast and hassle-free for fewer interruptions



Breakthrough speed for powerful business productivity—up to 100 ISO ppm† (black/color); fastest print speeds in their class: WF-C21000³, WF-M21000⁴; fast first page out



Optional accessories—the ideal solution for stacking, stapling, creating booklets and hole punching¹¹; fax and multi-network options

Expedite your workflow—up to 100,000-page recommended monthly print volume; up to 5,350-sheet input capacity¹² with optional 3,000-sheet input tray



Compatible with Epson Solutions Suite and industry-leading third-party solutions; Epson Open Platform for seamless workflow integration

Optional Accessories

Paper Handling



High-Capacity Tray

- Adds 3,000 Sheets (Letter-Size) of Capacity

Finishing Options



Professional Compact Staple Finisher

- Finishing Capabilities: Simple Stacking, Shifting, Stapling



Professional Staple Finisher

- Finishing Capabilities: Simple Stacking, Shifting, Stapling, Hole Punching¹¹ (Optional)



Professional Booklet Finisher

- Finishing Capabilities: Simple Stacking, Shifting, Stapling, Hole Punching¹¹ (Optional), Folding, Booklet Making

Some accessories may not be supported with others. Reference the User's Guide or inquire with your Epson Sales Representative for more information on possible configurations.

Additional Accessories

- Paper Cassette Lock
- Optional Second Gigabit Ethernet Card
- Super G3 Fax Board



WorkForce Enterprise WF-C20750, WF-C21000 and WF-M21000 MFP Specifications

Print

Printing Technology PrecisionCore Heat-Free technology drop-on-demand linehead inkjet technology

Maximum Print Resolution 600 x 2400 dpi

Print Speed*

WF-C21000

100 ISO ppm (black/color) simplex, 100 ipm (black/color) duplex

WF-C20750

75 ISO ppm (black/color) simplex, 75 ipm (black/color) duplex

WF-M21000

100 ISO ppm (black) simplex, 100 ipm (black) duplex

Print Features Simplex, Duplex, Collating, Rotate-Sort, Mixed Paper Sizes, Secure Printing, Watermark, Poster Printing

Mobile Printing and Scanning¹³

Epson Connect™ Solutions¹³ Epson Email Print, Epson Remote Print, Epson iPrint™ App (iOS®, Android®), Epson Print and Scan App (Windows®)

Other Android printing, AirPrint®, Fire™ OS printing, Mopria™ Print Service, Scan to Cloud⁷

Copy

WF-C21000 Speed**

100 ISO cpm (black/color)

WF-C20750 Speed**

75 ISO cpm (black/color)

WF-M21000 Speed**

100 ISO cpm (black)

Copy Quantity 1 – 999

Maximum Copy Output Size 13" x 19"

Input Copy Resolution (dpi) Maximum 600 x 600

Document Table (Input): Text 300 x 600, text and image 300 x 600, text and image (best) 600 x 600, photo 300 x 600

Document Table (Output): Text 600 x 600, text and image 600 x 600, text and image (best) 600 x 600, photo 600 x 1200

ADF (Input): Text 300 x 400, text and image 300 x 400, text and image (best) 600 x 600, photo 300 x 400

ADF (Output): Text 600 x 600, text and image 600 x 600, text and image (best) 600 x 600, photo 600 x 1200

Copy Features Automatic 1-Sided to 2-Sided, Fit to Page, Automatic Reduction and Enlargement (25% – 400%), ID Copy, Adjustable Copy Density, Collate 100 Sheets, 1-Sided to 2-Sided, 2-Sided to 1-Sided, 2-Sided to 2-Sided Adjustments: Density, Contrast, Color, Sharpness, Text Enhancement, Mixed Size Originals

Scan

Scanner Type Color flatbed/2-sided ADF

Scanner Sensor Color CIS

Optical Resolution 600 x 600 dpi

Hardware Resolution 600 x 600 dpi

Maximum Resolution 9600 dpi interpolated

Scanner Speed¹⁴ ADF Simplex 60 ipm/Duplex 110 ipm

Maximum Scan Bed Size 11.7" x 17"

Scan Features Scan to PC (USB and Network), Scan to Cloud⁷, Scan to Email (SSL), Network Folder, LDAP Support, Scan to Memory Card/Flash Drive, Scan to PDF¹⁰, Remove Shadows/Punch Holes, Density Adjustment

Optional Fax

Type Walk-up black-and-white and color

Receive Memory 6MB

Speed Dial Numbers Up to 2,000

Fax Features Send, Receive, Fax to Email, Fax to Folder, Inbox, Password Delayed Send, Sharpness, Copy Ratio

Optional Finisher

Compact Staple Finisher

Finishing Capabilities: Simple Stacking, Shifting, Stapling

Professional Staple Finisher⁹

Finishing Capabilities: Simple Stacking, Shifting, Stapling (1 or 2 points), 2/3 or 2/4 Hole Punching

Professional Booklet Finisher⁹

Finishing Capabilities: Simple Stacking, Shifting, Stapling (1 or 2 points), 2/3 or 2/4 Hole Punching, Folding, Saddle Stitching

♦ Hole punching requires 2/3 Hole Punch Kit or 2/4 Hole Punch Kit.

Auto Document Feeder

Maximum Supported Paper Size 11" x 17"

Supported Paper Thickness 38 g/m² – 128 g/m², 10 lb – 34 lb

Paper Capacity/Number of Originals 150 sheets, 80 g/m², 21 lb

Single Pass 2-Sided Scan/Copy/Fax Yes

Connectivity

Standard Connectivity

SuperSpeed USB 3.0, Wireless, Wi-Fi Direct^{9,15}, Ethernet: 1000Base-T/100Base-TX/10Base-T

Operating Systems Windows 11, Windows 10, Windows 8, 8.1 (32-bit, 64-bit), Windows 7 (32-bit, 64-bit), Windows Vista® (32-bit, 64-bit), Windows XP® SP3 (32-bit), Windows XP Professional x64 Edition, Windows Server® 2003 SP2¹⁶ – Windows Server 2019¹⁶, Windows Server 2022¹⁶, Mac® OS X® 10.6.8 – 10.15.7, macOS® 11 – 14¹⁷

Extended Connectivity

Up to 2 Ethernet ports supported

Up to 3 Super G3 Fax cards supported

Box Function

Number of Shared Boxes 1 – 199

Max. Number of Personal Boxes Unlimited

Max. Storable Number of Documents 3,000

Max. Storable Number of Pages 15,000

Paper Handling

Maximum Paper Size

Standard Cassette: Up to 11" x 17"

Multipurpose Tray: 13" x 47.2"

Paper Types Plain Paper, Epson Ultra Premium Presentation Paper Matte, Premium Presentation Paper Matte, Presentation Paper Matte, envelopes and card stock up to 350 g/m² or 92 lb

Number of Paper Trays 4 standard cassette trays and 1 multipurpose tray; optional high-capacity input tray

Input Paper Capacity 2,350 sheets (550 x 4 standard trays, 150 x 1 multipurpose tray); optional high-capacity input tray: 3,000 sheets

Supported Paper Weights

Standard Cassette Trays: Up to 160 g/m² or 42 lb

Multipurpose Tray: Up to 350 g/m² or 92 lb

See Epson Media Guide for a full list of supported paper types.

General

Display 9.0" color touchscreen

Temperature

Operating: 50 °F to 95 °F (10 °C to 35 °C)

Storage: 6.8 °F to 104 °F (-14 °C to 40 °C)

Relative Humidity

Operating: 15% – 85%

Storage: 5% – 85% (no condensation)

Noise Level Less than 75 dB

Rated Voltage AC 100 V – 240 V

Rated Frequency 50 Hz – 60 Hz

Rated Current 9.0 A – 4.5 A

Power Consumption (Approximate)

Standalone Copy Printing: 180 W

Ready Mode: 77 W

Sleep Mode: 1.6 W

TEC Rating 0.44 kWh/week (WF-C20750), 0.51 kWh/week (WF-C21000, WF-M21000)

Maximum Power Consumption 320 W

General (Continued)

Weight and Dimensions (W x D x H)

Printer: 26.5" x 29.8" x 48.9"

Weight: 390.4 lb (printer), 405.7 lb (printer with supplies)

Configuration with Professional Staple Finisher:

85.9" x 29.8" x 48.9"

Weight: 684.9 lb

Configuration with Compact Staple Finisher:

58.7" x 31.1" x 53.4"

Weight: 144.5 lb

Configuration with Professional Booklet Finisher:

93.1" x 29.8" x 48.9"

Weight: 814.1 lb

Optional High-Capacity Input Tray: 12.6" x 24.4" x 19.8"

Weight: 60.2 lb

What's Included

WorkForce Enterprise WF-C20750 or WorkForce Enterprise WF-C21000: Installation Guide; Power Cord;

5x DURABrite Pro Ink Cartridges: 2x Black Ink Cartridges; 1x Cyan Cartridge, 1x Magenta Cartridge, 1x Yellow Cartridge

WorkForce Enterprise WF-M21000: Installation Guide; Power Cord; 2x DURABrite Pro Black Ink cartridges

Software Available¹⁸ Epson printer driver, PCL-5 driver emulation¹⁹, PCL 6 driver emulation¹⁹, PostScript® 3 emulation, Document Capture Pro

Epson Solutions Suite Epson Device Admin, Epson Remote Services, Document Capture Pro

Warranty 90-day limited warranty; additional service options available through your reseller

Country of Origin Indonesia

Ink

Ink Type DURABrite Pro pigment ink

Ink Cartridges (WF-C21000/WF-C20750)

5x individual ink cartridges (2x Black, 1x Cyan, 1x Magenta, 1x Yellow)

Fade Resistance/Print Longevity²⁰ Up to 400 years dark storage

Replacement Ink Cartridges

WF-C21000

T02Y – Black, Cyan, Magenta,

Yellow (Yield, ISO pages—Black: 50,000, Color: 50,000)⁵

WF-C20750

T02S – Black, Cyan, Magenta,

Yellow (Yield, ISO pages—Black: 50,000, Color: 50,000)⁵

Ink Cartridges

WF-M21000

2x individual ink cartridges (2x Black)

Replacement Ink Cartridges

WF-M21000

T04Q – Black (Yield, ISO pages—Black: 60,000)⁶

Epson strongly recommends the use of genuine Epson ink to ensure optimal print quality and performance.

Eco Features

Low power consumption

Save up to 50% of your paper supply with automatic, 2-sided printing.

ENERGY STAR qualified

RoHS compliant

End-of-life options available²¹

Epson America, Inc. is a SmartWay® Transport Partner²²

Ordering Information

WorkForce Enterprise WF-C20750	C11CH87201
WorkForce Enterprise WF-C21000	C11CH88201
WorkForce Enterprise WF-M21000	C11CJ87201
Professional Compact Staple Finisher	C12C937931
Optional Professional Staple Finisher	C12C935031BU
Optional Professional Booklet Finisher	C12C935061BU
Staple Cartridge for Side Staple	C12C935401
Staple Cartridge for Saddle Stitch	C12C935411
2/4 Hole Punch Kit	C12C935171
2/3 Hole Punch Kit	C12C935181
Optional High-Capacity Input Tray	C12C933331
Optional Cassette Lock	C12C933231
Optional Gigabit Ethernet Card	C12C934471
Optional Super G3 Fax Board	C12C935251
Optional Paper Guide	C12C935901
Maintenance Box	T671300

Specifications and terms are subject to change without notice.



Epson

is a leading provider of innovative technology solutions that help businesses succeed.

In fact, you'll find our projectors, scanners and printers—and even robots—hard at work in companies all over the globe.

A Legacy of Innovation

Seiko Epson Corporation holds 1,620 U.S. patents (50,000 patents globally) in imaging and printing technology.

Market Leadership

Epson is a worldwide leader in point-of-sale printers. But our leadership doesn't stop there. We are also the best-selling projector brand worldwide.

Global Presence

Epson has 23 manufacturing locations around the world, providing the infrastructure needed to reach a global marketplace.

Extensive Expertise

Over 1,000 engineers are continually pioneering groundbreaking Epson technology.

Great Accountability

Epson provides precision-engineered solutions for your business technology needs. And we give you added peace of mind with world-class service and support.



Epson Business Solutions

Driven by a relentless pursuit of innovation and market leadership, Epson empowers organizations to achieve their unique goals through a wide breadth of precision-engineered solutions. With a full suite of efficient and compact products ranging from printers to projectors and robots to microdevices, Epson is uniquely positioned to provide enduring partnerships and world-class expertise to those we serve every step of the way.



Scan to learn more.

Discover how Epson can support your business at [epson.com/forbusiness](https://www.epson.com/forbusiness)

† Black and color print speeds are measured in accordance with ISO/IEC 24734. Actual print times will vary based on factors including system configuration, software and page complexity. For more information, visit [epson.com/printspeed](https://www.epson.com/printspeed) | †† Black and color copy speeds are determined in accordance with ISO/IEC 29183. Actual copy times will vary based on factors including system configuration and page complexity. For more information, visit [epson.com/copyspeed](https://www.epson.com/copyspeed) | **1** Compared to similarly featured color multifunction printers with speeds of 45 ppm or greater based on industry available data as of February 2024. Actual power savings will vary depending on usage. | **2** Compared to similarly featured A3 mono laser printers and copiers at 70 ppm or higher based on industry available data as of February 2024. Actual power savings will vary by product model and usage. | **3** WF-C21000 as compared to similarly featured color multifunction printers with speeds of 45 ppm or greater based on industry available data as of February 2024. Actual print times will vary based on system configuration, software and page complexity. For more information, visit [epson.com/printspeed](https://www.epson.com/printspeed) | **4** Compared to similarly featured A3 mono MFPs and copiers at 70 ppm or higher based on industry available data as of February 2024. Actual print times will vary based on system configuration, software and page complexity. For more information, visit [epson.com/printspeed](https://www.epson.com/printspeed) | **5** Replacement cartridge yields are based on ISO/IEC 24711 tests in Default Mode printing continuously. Cartridge yields vary considerably for reasons including images printed, print settings, temperature and humidity. Yields may be lower when printing infrequently or predominantly with one ink color. All ink colors are used for printing and printer maintenance, and all colors have to be installed for printing. For print quality, part of the ink from the included cartridges is used for printer startup and a variable amount of ink remains in the cartridges after the "replace cartridge" signal. For details, see [epson.com/inkinfo](https://www.epson.com/inkinfo) | **6** Replacement cartridge yields are based on the ISO/IEC 24711 standard using the ISO/IEC 19752 pattern in Default Mode printing continuously. Cartridge yields vary considerably for reasons including images printed, print settings, temperature, humidity and frequency of use. Yields may be lower when printing infrequently. Ink is used for printing and printer maintenance. For print quality, part of the ink from the included cartridge is used for printer startup and a variable amount of ink remains in the cartridge after the "replace cartridge" signal. For details, see [epson.com/inkinfo](https://www.epson.com/inkinfo) | **7** Requires an Internet connection, a free Epson Connect account and a destination email address or cloud storage account. For a list of supported cloud services, visit [epson.com/connect](https://www.epson.com/connect) | **8** WF-C21000 as compared to similarly featured color multifunction printers with speeds of 45 ppm or greater based on industry available data as of February 2024. Actual power savings will vary by product model and usage. | **9** Compared to similarly featured A3 mono laser printers and copiers at 70 ppm or higher based on industry available data as of February 2024. Actual power savings will vary by product model and usage. | **10** Windows only. | **11** Hole punching requires 2/3 Hole Punch Kit or 2/4 Hole Punch Kit. | **12** With optional high-capacity input tray; 2,350-page capacity standard. | **13** Most features require an Internet connection to the printer, as well as an Internet- and/or email-enabled device. For a list of Epson Connect enabled printers and compatible devices and apps, visit [epson.com/connect](https://www.epson.com/connect) | **14** Based on 200 dpi, letter-size. | **15** Wi-Fi CERTIFIED™; level of performance subject to the range of the router being used. Wi-Fi Direct may require printer software. | **16** Only printing and scanning are supported under Windows Server OS. | **17** Some applications and/or functions may not be supported under Mac OS X. | **18** Internet access is required to install OS X drivers and software. | **19** Not all media types are supported for PCL printing. | **20** Display permanence based on accelerated testing of prints displayed under glass in indoor display conditions; album permanence based on accelerated testing of prints in dark storage conditions. Actual print stability will vary according to media, printed image, display conditions, light intensity, temperature, humidity and atmospheric conditions. Epson does not guarantee the longevity of prints. For maximum print life, display all prints under glass or UV filter or properly store them. | **21** For convenient and reasonable recycling options, visit [epson.com/recycle](https://www.epson.com/recycle) | **22** SmartWay is an innovative partnership of the U.S. Environmental Protection Agency that reduces greenhouse gases and other air pollutants and improves fuel efficiency.

Epson America, Inc.
3131 Katella Ave., Los Alamitos, CA 90720

Epson Canada Limited
185 Renfrew Drive, Markham, Ontario L3R 6G3

www.epson.com
www.epson.ca



(WF-C21000, WF-C20750)

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