

Tom Donahoe began getting a message whenever he began printing on his Epson R2400 that some operating parts had reached the end of their working life and needed replacement. He ignored these warnings. Eventually **the printer simply stopped while printing and the ink warning and paper warning lights began blinking back and forth.** The power button would not stay engaged. He called Epson and was told that this was a hardware problem. The help desk person then went into a sales pitch for upgrading to an R2880 or an R1900. Epson also failed to send him promised information about authorized Epson service centers in the area, but he found one on the internet (Deen's Electronics in Fremont). He took the machine in and was told that this was a maintenance issue; there was nothing wrong with his printer. The ink pads which collect waste ink were saturated and needed to be replaced. He had the machine back within 24-hours at a cost of \$150. Nowhere in any Epson literature could he find any mention about what the popup warning means or that the ink pads need to be replaced periodically.