

## Customer Commitment

### Approach

Epson’s CS and quality policies and organizations are designed to achieve customer satisfaction, one of the core commitments included in Epson’s Management Philosophy.

### Quality Policy

Epson seeks to provide products and services that earn customer satisfaction with an all-hands commitment to the quality policy below.

#### Quality Policy

1. We will solve problems by directly observing all of our operations and processes.
2. We will quickly complete the Plan, Do, Check & Act (PDCA) cycle in all situations.
3. We will thoroughly analyze any failures, and establish procedures based on that analysis, so that mistakes are never repeated.
4. We will proactively consider our customers’ satisfaction so they will genuinely prefer purchasing Epson products and feel confident using them.
5. We will seize the opportunity presented by customer comments and complaints to inform our decisions when designing new products.
6. We will readily report even negative information.
7. We will foster a climate in which attention is paid to even the most commonplace events.

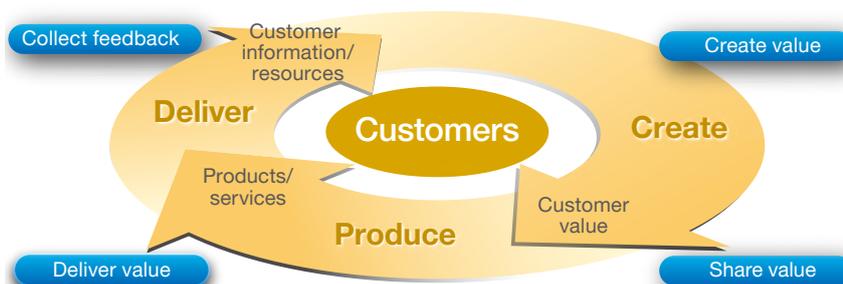
### Vision for Mid-Range CS & Quality Initiatives

Epson implements CS & quality programs in line with its Mid-Range CS & Quality Action Policy, which is based on its Quality Policy and that stipulates its vision for creating products and services that please customers and earn their trust.

#### Goal

Earn strong trust from customers by taking innovative approaches to improving the quality of the overall product commercialization process and quickly achieving a level of quality that exceeds customer expectations.

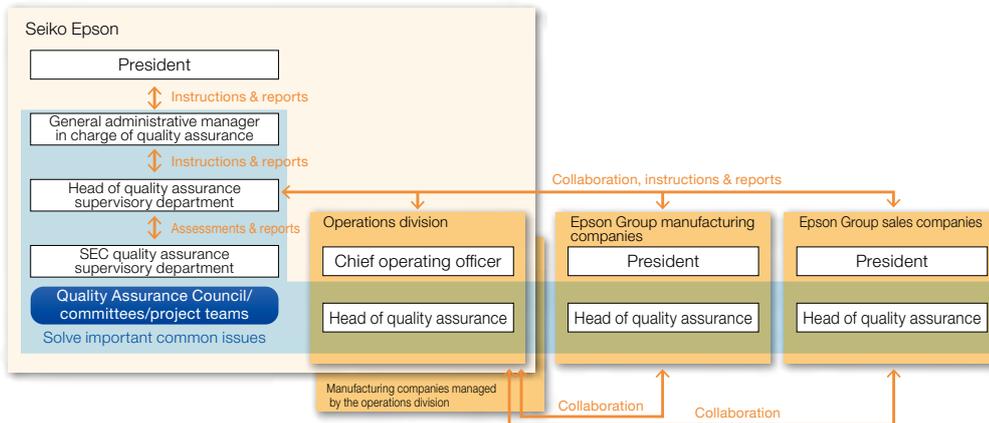
#### CS & Quality Vision (Creating Customer Value)



## Quality Assurance Program Organization

Epson carries out actions to assure quality across the Epson Group. A Quality Assurance Council and project teams solve shared issues and serious problems. In addition, we manage our quality assurance programs by periodically assessing and reviewing the state of quality and the progress of actions, reporting the results to the president, and formulating and implementing policies for further improvement.

### Quality Assurance Program Organization



## Customer Commitment

# Customer Satisfaction

Epson undertakes various activities to provide our customers with satisfaction that exceeds their expectations through our products, services, production and sales from product design stage to after-sales service.

## Product Design

Epson seeks to meet the expectations of customers from the product design stage. As part of this effort, our design engineers personally visit customers to listen first-hand to their thoughts and needs. They also visit information centers to gather and analyze information on the types of problems customers may be having.

 [Product Design \(Please refer to page 40-44\)](#)

## Advertising Initiatives

We work to avoid incorrect product descriptions, deceptive advertising, and any product appeal that might lead to an incorrect understanding. Our goal is to ensure that customers correctly understand our products' functions when making a purchase.

At Epson, we have a control system in place to check images and text before we publish them on web pages, advertising, and the like. This ensures that the images and text provide accurate information, are not unethical or discriminatory, and are compliant with copyright and personal data laws. We also have Group standards on the use of social media and work to ensure that the information we share on such media is fair and appropriate.

## Initiatives of Sales Companies

### Product Service and Support that Keeps Businesses Running

Users of business printer can find their work interrupted if their printer breaks down or if it runs out of consumables. To avoid such work interruptions, sales company Epson Taiwan Technology & Trading Ltd. (ETT) began in 2016 offering business inkjet printer users a package that includes regular on-site service. This is the first service of its kind in Taiwan's office printing industry.

Support staff members with thorough product knowledge visit customer sites to inspect and maintain their printers. They also let customers know when they can expect to run out of ink based on print use patterns. This service has sharply reduced printer breakdowns and ensures stable print quality. And since ETT is able to deliver ink before it runs out, work interruptions are far less frequent. These regular site visits are also an important opportunity to get feedback directly from users.

Epson, whose products are used by customers around the world, is increasing customer satisfaction by having local sales companies provide service and support that meets local needs.

### After-Sales Service for Epson PCs

Epson Direct Corporation's support policy reads as follows: "Every second counts. Never make customers wait. Earn customer satisfaction and ongoing loyalty."

Our customers' work does not wait when their PC fails. Obviously a strong quality program is essential for preventing PC failures in the first place, but when failures do occur, minimizing customer downtime becomes the top priority. We provide a one-day guarantee on repairs, during both the standard warranty period and for the extended pick-up warranty. If an Epson PC should fail during the coverage period, Epson Direct will repair it and return it the next day, weekends included.

## Product Design

Epson undertakes various activities to provide our customers with satisfaction that exceeds their expectations through our products, services, production and sales. This is a representative example of Epson's activities.

Epson seeks to meet the expectations of customers from the product design stage. As part of this effort, our design engineers personally visit customers to listen first-hand to their thoughts and needs. They also visit information centers to gather and analyze information on the types of problems customers may be having.

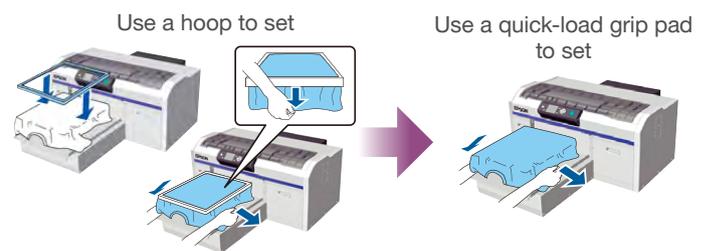
### Greater Work Performance and Efficiency in the Workplace SC-F2100 Series



In 2013, we launched a product of a new type for Epson: a garment printer that prints on cotton fabric, such as T-shirts and tote bags. Its successor models came out in March 2018. Known as the SC-F2100 series, they offer greater work performance and efficiency in the workplace because they incorporate customer needs that came to light in the four and a half years since the first garment printer went on sale.

#### “Garment loading is troublesome”

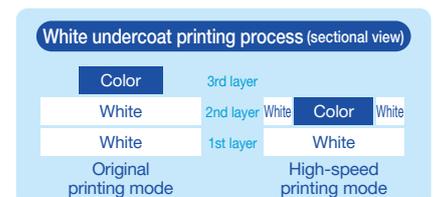
We devised a way to set garments in place with a quick-load grip pad instead of a metal hoop. This cut the loading time by about half (to about 15 seconds) and keeps garments and other fabrics from expanding.



#### “I need faster print speed”

The original product prioritized color expression. Print jobs began by printing two white layers to cover the color of the fabric and then printed color as the third layer.

However, market survey results showed some customers wanted the productivity of faster printing while others prioritized color expression. To meet both needs, we developed a high-speed mode in which the first layer is printed in white and the second in color and white simultaneously. The high-speed mode increased print speed by 33% with little loss of color expression.



#### “There should be less waiting time”

The SC-F2000 series was designed to automatically circulate white ink every day for up to 10 minutes to prevent particles contained in white ink from settling. Sometimes the circulation process began just when the customer wanted to print, so they had to wait.

We analyzed the workflow and found there was a 20-second interval between printing jobs (to unload the printed garment and set the next one in). We created a program to break the circulation process down into steps that run only in the intervals so customers no longer need to wait to print.

## “Print jobs should be more attractive”

A fabric preparation product is applied to the surface of dark fabric so that white ink will not penetrate the fabric. The product reacted with fabric dyes and made stains. People who bought garments sometimes returned them due to the stains. Other garment printer manufacturers all had the same problem.

We addressed the problem by identifying a material that effectively minimizes the reaction with fabric dyes and mixing it with the fabric preparation product. We tested the new fabric preparation product on more than 150 types of fabric manufactured around the world under expected usage conditions and confirmed that stains became less conspicuous.

## Resolving Tank Refill Issues

Epson’s high-capacity ink tank printers, first introduced in Indonesia in 2010, were being sold, by 2017, in some 150 markets, both emerging and developed. These printers have earned loyal support from customers who want to print in high volume at low cost. However, we learned by interviewing customers and talking with sales companies that users wanted better protection against ink stains and spills when refilling the tanks.

### - Issue 1

Ink could spill, splash, and stain users’ hands when users removed a protective seal under the bottle cap and tipped the bottle.

### - Action

We eliminated the protective seal and replacing it with an airtight bottle cap and a slotted valve near the tip of the nozzle to prevent ink from splashing and dripping.



### - Issue 2

The bottle had to be squeezed about 50 times in the roughly two minutes it took to refill a tank.

### - Action

Ink bottles and printer ink tanks were redesigned to enable easy filling of each color. Users simply have to insert a bottle nozzle into an ink tank and wait about 40 seconds for the tank to fill. Filling automatically stops when a tank is full.



### - Issue 3

Filling a tank with the wrong color of ink

### - Action

The ink bottles have a tip that is uniquely keyed for each color and can only be inserted in a tank of the same color.

Ink bottles act like a key that fits only into the keyhole of the correct ink tank



## Innovating Manufacturing with New Force Sensors

In creating labels for displaying products to their best advantage, there is a need to be able to design color labels with photographs and text for each product, and print them attractively at high speed, on demand. On learning of this customer requirement, Epson developed the TM-C7500 color label printer. Manufacturers, faced with labor shortages and a need to increase productivity, are rapidly automating their assembly processes with robots. However, there are still many difficult, precision tasks that rely on human sensory perception and skilled workers due to task complexity, the fragility of components, and the need for fine adjustments. Epson is making it possible to automate even these challenging tasks with a new series of S250 robotic force sensors.



Force sensors sense the direction and magnitude of force applied to a robot end-effector to precisely control robot movements. Robots that have the ability to sense force can be used to perform tasks that once relied on humans.

Epson visited dozens of companies that use its robots to identify customer needs. What we found was that users wanted to automate even some of the most complex and delicate tasks. The majority of force sensors on the market have a flexible component that elastically deforms when a force is applied to an object. Force is measured based on the degree of deformation of this component, so the sensor has to readily deform for the sensor to have a practicable level of sensitivity. The problem with sensors that readily deform under light pressure, however, is that the position of the robot end-effector, which is attached forward of the force sensor, becomes unstable. Conversely, sensors that do not readily deform typically have low sensitivity and are unable to accurately measure small forces. For this reason, manufacturers have been unable to automate precision tasks that require high end-effector positional accuracy and the ability to measure very small forces, such as tasks that require fragile components to be inserted in confined spaces. Solving this problem required the development of a new force sensor with conflicting properties: minimal deformation and high sensitivity.



The S250 series of force sensors

Epson used its expertise in crystal devices, which deform very little but can still detect extremely small changes in pressure, to develop the S250 series of force sensors. These force sensors are far more sensitive than other force sensors despite extremely low deformation.

The S250 series of force sensors enable robots to perform difficult-to-automate tasks that in the past have always relied on humans. Examples include:

- High-precision assembly of fragile parts, such as tiny electronic components with bendable pins.
- Advanced insertion tasks in extremely narrow spaces, such as the insertion of precision components and automotive parts.
- Deburring, sanding, polishing and other finishing tasks that require delicate force control.

Epson was uniquely positioned to develop S250 series of force sensors because it designs and manufactures crystal elements, has material analysis capabilities, and uses robots on its own manufacturing lines. Epson will continue to drive innovation in manufacturing by providing customers with smaller, lighter solutions with enhanced usability that allow users to more easily automate tasks of all kinds.

## The TM-C7500 Revolutionizes the Printing Environment



In creating labels for displaying products to their best advantage, there is a need to be able to design color labels with photographs and text for each product, and print them attractively at high speed, on demand. On learning of this customer requirement, Epson developed the TM-C7500 color label printer.

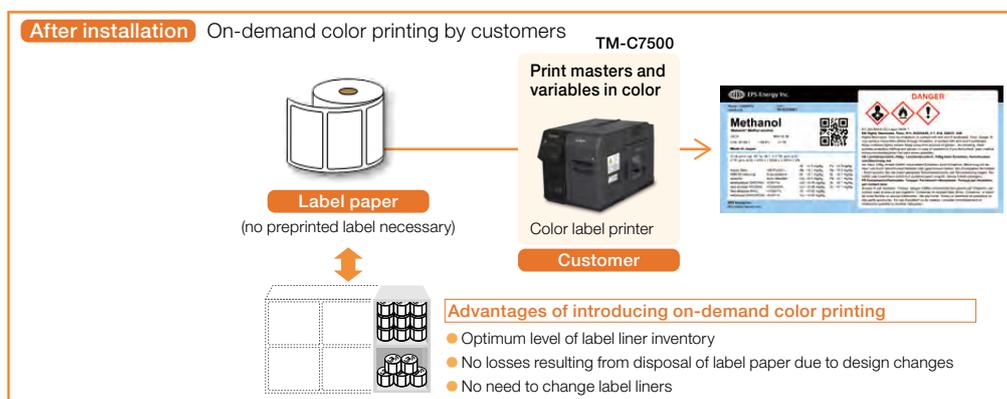
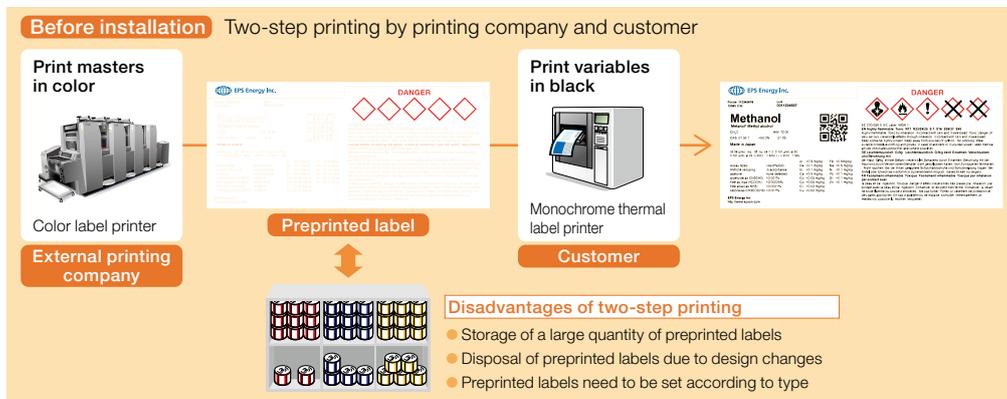
First, we sought to learn how businesses make and use labels, and ascertained what difficulties they encountered. For example, when making GHS (Globally Harmonized System of Classification and Labeling of Chemicals) for chemical containers, we discovered that customers followed a two-step procedure.

First they would ask an external printing contractor to make several varieties of preprinted labels showing the company logo and the red diamond for the picture symbol, in the places designated in the GHS standard.

Then, using their own barcode label software, they would print barcodes, product information, and picture symbols for each chemical on the preprinted labels using a monochrome thermal label printer. As a result, we discovered that customers faced the following issues.

1. It was necessary to prepare several varieties of preprinted labels for the different types of chemical. Also, the printing contractors imposed minimum print runs, resulting in inventory management headaches.
2. The cost of disposing of labels that became obsolete through design changes.
3. Printing the barcodes took time.

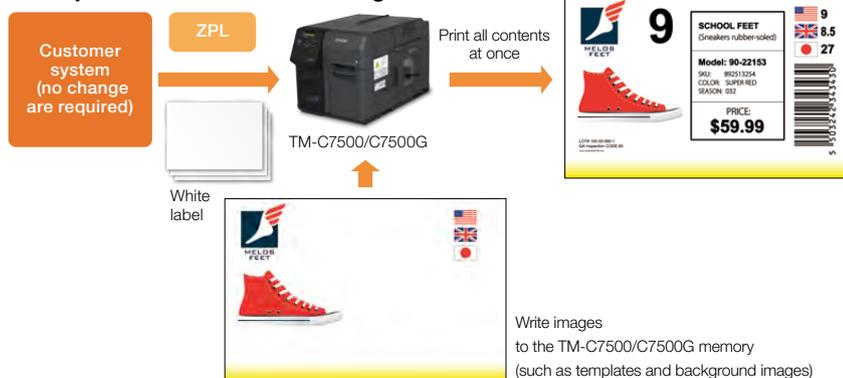
### Comparison of GHS Label Printing Before and After TM-C7500 Installation



In order to solve these problems faced by customers, the product plan for the TM-C7500 was developed with a focus on achieving color, high speed and high resolution, and the ability to move to an environment enabling smooth, on-demand color label printing leveraging customers' existing label printing environments.

1. To achieve color, high speed and high resolution, the printer is equipped with PrecisionCore lineheads with print speeds of up to 300 mm per second.
2. The internal memory of the printer comes with a stock of images. Equipping the printer with a function for combining this image data with the text and other print information sent from the barcode label software significantly reduces the volume of data sent from the barcode label software. This substantially cuts down the waiting time while data is being sent and read.
3. In order to leverage customers' existing label printing environments, the printer is equipped with ZPLII commands which are standard in the monochrome thermal label printing environments, and ESC/Label commands including Epson's proprietary commands for achieving color printing with an inkjet.
4. By working with companies that produce three types of barcode label printing software popular with customers, we incorporated the three types of software in the TM-C7500 native driver to achieve an environment that enables on-demand color label printing without customers having to change their systems.

### Example of Color Label Printing



The printer is highly regarded by customers in the healthcare packaging business who have been able to simplify product identification with highly expressive labels through high-resolution color printing with highly water and alcohol resistant pigment inks. They value the ability to cut costs through on-demand printing, reducing use of preprinted labels, as well as reducing the impact on the environment over the product life cycle.



Epson will continue to revolutionize the world of label printing by delivering label printing environments that meet wider customer needs.

## Customer Commitment

# Quality Improvement

Epson conducts activities to improve the quality of its products, services, manufacturing and sales in order to provide quality that exceeds customer expectations and earns their trust.

## Supplier Quality Assurance

Epson internally manufactures key components such as printheads for inkjet printers. At the same time, our suppliers also provide us with many of the parts needed for manufacturing. Therefore, our quality assurance programs go beyond the Epson Group. We share our approach to quality with our suppliers and work with them to improve quality.

For example, we stipulate our basic quality assurance policies and requirements in quality assurance standards, verify the quality of parts by visiting suppliers, and give them advice about ways to improve.

## Quality Control Improvement in Manufacturing Processes

The role of manufacturing processes is to create products that accurately reflect the voice of the customer captured in product plans and designs. In manufacturing processes, we build products that meet specified quality requirements. We specify a lot of quality controls for product components and processes. Quality control engineers are sent to manufacturing sites worldwide to introduce quality improvement activities so that we can strictly manage required controls at the sites and assure quality.

We collaborate with local engineers to solve problems logically, develop the talents of manufacturing professionals, and improve quality at plants around the world.



Improvement in collaboration with an overseas affiliate

## Global Sharing of Service & Support Information

Epson has built service and support organizations around the world so that our customers can use our products and services with confidence.

We hold an annual Epson Group Services and Support Conference that is attended by people in charge of these functions at our overseas regional sales headquarters and some sales companies. The purpose of the meeting is to improve the quality of our service and support. At the meeting, we share technical information about service and support, as well as about the use of our products and services by customers. We also review actions and discuss issues to formulate long-term strategies. The results of the meeting are used in our Group companies around the world.



Epson Group Services and Support Meeting

## Improvement of Employee Quality Control Skills

### Training

Epson provides quality control training to all employees so that they can help improve quality. Manufacturing personnel, engineers, and office workers separately receive training for the basics of QC first. After that, they receive systematic training to learn the skills required to fulfill their duties and participate in E-kaizen programs (see below).

In addition, we train and certify QC trainers at overseas production sites and certify trainers so that our overseas employees can receive the same level of training as our employees in Japan.

Epson aims to develop people who are able to identify and address the root causes of problems so that we can produce and sell products and services that exceed customer expectations.

#### Quality Control Training Program

	Primary	Intermediate	Advanced
Common	QC introduction course	QC-A course (Manufacturing)	
		QC-B course (Engineering)	
		QC-C course (Administration)	
Small group/team		Problem-solving type QC story course	
		Target-achievement type QC story course	
		Why-Why analysis course	
Professional course		Reliability specialty course - Accelerated test, Sampling test - Weibull analysis of field data	
		Quality Engineering practice course (Robustness evaluation, Parameter design, etc.)	

\* QC-ABC courses shall be selected one or more.

#### Standard QC Courses for All Employees (FY2020, Japan)

Course	People trained	% trained
QC Introduction	366	90%
QC-ABC	389	77%

#### Licensed Quality Control Training Trainers

Region	Number of Production Sites with Licensed Trainers	Licensed Trainers*1
Southeast Asia	7 companies	77
China	6 companies	52

\*1 Number of licensed trainers as of March 31, 2021.

### Kaizen Activities

The entire Epson Group participates in continuous improvement activities. Called “E-Kaizen” at Epson, these activities are used by both teams and individuals to solve problems.

Epson holds an annual Worldwide Team Presentations conference at which the best teams from each of four blocs (Japan, China, Southeast Asia, and Europe/America) present the results of their kaizen activities. Their accomplishments are judged, and the teams that report the most outstanding accomplishments are recognized with awards. In addition to sharing kaizen presentations within each bloc, Epson reports best activities in the company newsletter and on the company intranet to motivate others to learn and make their own improvements.

The 2020 Worldwide Team Presentations were conducted by judging video presentations to avoid the risk of COVID-19. Four teams from two companies in the Japan bloc, four teams from four companies in the Southeast Asia bloc, and four teams from two companies in the China bloc presented their Kaizen results. A team named “Open Circuit Pioneer” from Epson Engineering (Shenzhen) Ltd. came away with the top prize, the President’s Award, for their effort to reduce the functional defect rate of the S9000II models.



Members of the President’s Award-winning Open Circuit Pioneer team

## Activities to Raise Awareness

November is CS & Quality Month across the global Epson Group. During the month, we review and improve our business processes from a customer satisfaction(CS) and quality standpoint.

In FY2020, we used the month as an opportunity to improve the quality of work by re-learning the basics of the quality management system and by reviewing our current practices. One of the events for CS & Quality Month was a talk given by a director, who spoke about executive management's commitment to CS and quality and about initiatives to improve CS and quality in Epson's businesses. The talk, which included numerous specific examples, helped raise awareness of the importance of both customer satisfaction and quality. A large number of employees listened to the talk live in the main hall and at the 13 sites to which it was broadcast. Others listened in after a movie was posted on the company intranet. An online course for Epson Group employees was also offered in Japan and completed by 94% of employees. In addition to the talk event and the online course, each of our sites and global manufacturing affiliates carried out their own events. We use events like these to help shape our products and services to the needs of our customers.



CS & Quality Month posters (English)



CS & Quality Month posters (Japanese)



CS & Quality Month posters (Chinese)

## Customer Commitment

# Product Safety

## Approach to Product Safety

Epson has established unified Epson Group regulations governing quality assurance and product safety management to help ensure that it offers the same product quality to customers around the world.

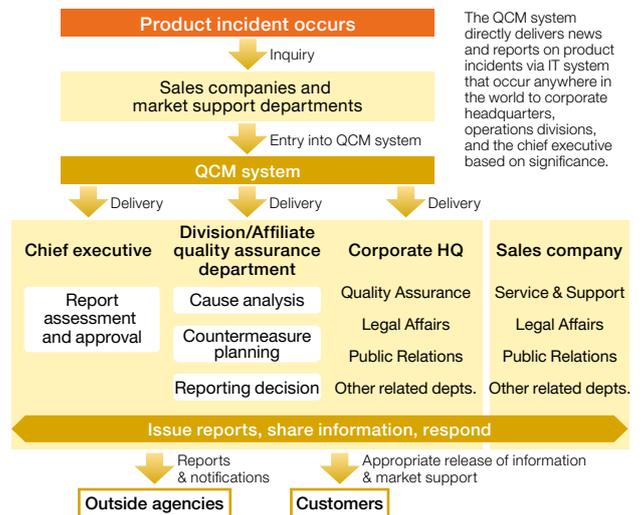
Our product safety and environmental compliance requirements are set forth in the Epson Quality Standard (EQS), a set of unified standards implemented across the entire Epson Group. EQS specifies independent controls that we widely implement to meet or exceed legal and regulatory requirements in each country. Epson painstakingly evaluates product safety in every area and from all angles to prevent product incidents and provide our customers with safe, secure products.

## Process for Rapidly Responding to Product Incidents

If there is an incident involving a product, an Epson sales company or market support organization immediately issues a preliminary report using the Epson Group's Quality Crisis Management (QCM) system.

Departments are notified of the incident via the QCM system, and the quality assurance department of the operations division or affiliated company rapidly responds by analyzing the cause and planning countermeasures. The chief executive and affected departments, including those at corporate Head Office, exchange information whenever an incident occurs and, putting the needs of the customers first, announce the incident to the public, provide market support, and furnish outside organizations with the reports and notices required by all applicable laws and regulations.

### Epson Product Incident Response Process



## Analyses to Prevent Product Incidents

Electronic components procured for use in Epson products, and especially those that are crucial in terms of safety, are evaluated and analyzed to judge their quality, safety and reliability.

Epson uses analytic techniques learned and honed over the years to analyze in-market safety incidents and determine root cause. The lessons learned are shared throughout the Epson Group to prevent recurrence of similar incidents.

Epson has set up a combustion laboratory that enables it to conduct tests that cannot be performed in ordinary laboratories, such as tests that use flames or could cause parts or products to ignite, emit smoke, or rupture. In this lab Epson analyzes the causes of incidents and researches combustion-resistant structures and materials. We use the findings from these and other tests and studies to develop standards for creating safe, secure products, therefore seeking to prevent product-related incidents.



Burning test at combustion laboratory

## Safety Evaluations on Substances Released by Products

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Products can sometimes release trace amounts of chemical substances during use. Epson goes beyond simply evaluating releases of controlled substances specified under the requirements for environmental labels such as Japan's Eco Mark and Germany's Blue Angel<sup>1</sup>, and also evaluates the level and safety of substances for which the Japanese Health, Labor and Welfare Ministry has issued indoor concentration guideline values<sup>2</sup>. An in-house laboratory enables us to swiftly feed the findings from these evaluations back into our products.

Epson seeks to deliver safe, secure printers, projectors, and other products by verifying that releases from these products meet Epson's strict, independent standards that exceed the rigorousness of the Health, Labor and Welfare Ministry's indoor concentration guideline values.



Measurement of substances released by products

<sup>1</sup> Blue Angel, introduced in Germany in 1978, is the world's first environmental label.

<sup>2</sup> Indoor concentration guideline values are the levels of airborne chemical substances that are considered to be unlikely to have harmful personal health effects even if persons take in throughout life the substances at the indicated concentrations.

## Product Information Security Initiatives

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Once reserved for laser, business inkjet, and other office printers, network connectivity is now routinely provided with home inkjet printers and other consumer devices, which can be accessed via wireless LANs, smartphones, tablets, and other Wi-Fi-capable equipment. Network connectivity is a great convenience, but it also exposes users to security risks, such as cyber-attacks that could lead to the destruction of data or the theft of confidential information by persons or organizations who exploit network device software vulnerabilities<sup>3</sup>.

To ensure the security of Epson products, Epson evaluates the vulnerability of embedded software, printer drivers, and other software based on information security requirements included in the Epson Quality Standard (EQS). Requirements for web services such as Epson Email Print were also included in the EQS, in 2012.

<sup>3</sup> Software vulnerabilities are system flaws or design problems that hackers or other cyber-criminals can use to hijack a computer, network, or other information system or to steal or alter confidential information.

## Customer Commitment

# Universal Design

## Approach to Universal Design

Seiko Epson recognizes the importance of providing products and services that reflect universal design principles so that consumers of all ages, genders, nationalities, and abilities and so forth can use them. We try to make our products accessible to the widest possible audience by exercising the utmost care from the development stage to design products that anyone can easily use.

## Universal Design within Epson

### Internal Guidelines

Epson has prepared two sets of written guidelines that describe universal design and color universal design features that must be incorporated into our products and services to help ensure the widest possible product accessibility. We make sure that our products reflect universal design principles by using a process to verify that universal design elements are incorporated in each step of the product commercialization process, from planning and design to manufacturing.

### Internal Monitor Program

Seiko Epson invites employees and members of their families to participate in a monitor program. Registered monitors evaluate product usability and design from an ordinary user's perspective.

In FY2020, we had 238 registered monitors and asked them to evaluate the products prior to release, including printers, projectors, and wearables, to identify things such as product operability, visibility, and receptiveness.



## Some of Epson's Universal Design Features

To enable anyone anywhere to operate our products, we decide the configuration of operating panels as well as dimensions, colors, textures, and markings based on data about usage environments and usage applications. We try to maximize the ease with which each product can be handled.

### High-Speed Linehead Inkjet MFPs

- The tilt of the control panel can be adjusted for clear viewing by people in wheelchairs and people of any height.



- Different colors are used for internal items such as levers, instruction labels, and edge guides to increase visibility.



- Fin-shaped projections on the paper output tray make it easier to pick up sheets.



- Components move lightly and can easily be operated with one hand.

## High-Capacity Ink Tank MFPs

- A movable control panel was used to accommodate different vantage points and operating methods.



- Easy-to-see, simple icons make setting paper intuitive.



- The amount of remaining ink is easy to check with front-loading ink tanks and ink windows that repel moisture.



- A unique tank inlet and bottle spout design for each color of ink prevents misfilling.

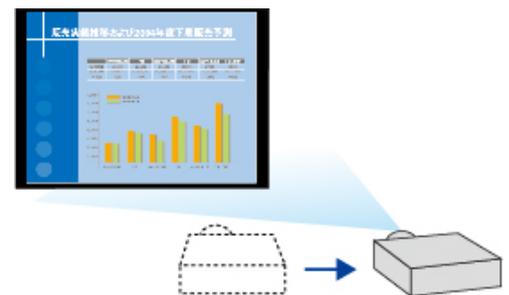


- Simply insert the spout of an ink tank and wait for the cartridge to automatically finishing refilling. No ink-stained hands, no hassles.

## Automatic Keystone Correction for Quick Set-Up (Business Projectors)

Projectors produce vertically or horizontally distorted (“keystone”) images when they are set up at an oblique angle to the screen for some reason. These keystone effects need to be corrected by pressing a button.

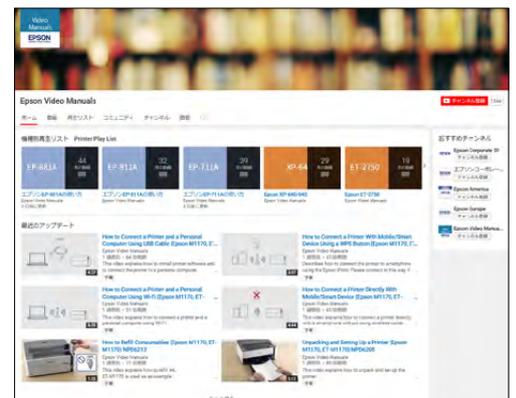
Epson’s EB-1795F business projector has one-touch image position and adjustment features that enable even novice users to effortlessly align images so that they sharp and clear. By eliminating troublesome and time-consuming set-up, we have enabled anyone to smoothly prepare a projector for business meetings.



## Easy-to-Follow Video Manuals

In 2013, Epson began uploading PC- and smartphone-accessible video manuals to YouTube™ to provide Epson printer users with easy-to-understand guides for using their products.

First-time users of a product, even if they are used to operating earlier Epson printers or printers from other companies, can get lost even after reading the manual because of difficulty in intuiting or imaging new operating procedures. Providing them with a video-based simulated experience can enable them to smoothly operate their actual product and facilitate understanding of instructions in the manual.



You can access the Epson Video Manuals channel at the following link:  
<https://www.youtube.com/channel/UCcq-a3lIQxcXQRuZfjYATpg>



\* The video above was provided using the service of YouTube™. YouTube™ is a trademark of Google Inc.

## Color Universal Design

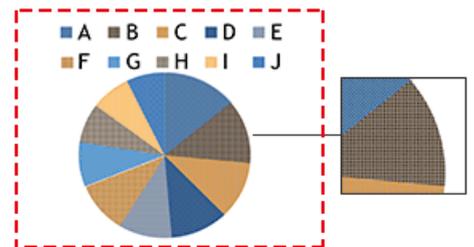
We are also employing color universal design<sup>\*1</sup> principles to create products, manuals, and software that are easy to use for people with various forms of color vision deficiency or color blindness.

<sup>\*1</sup> Designs that use color in a way that enables information to be clearly conveyed to the widest possible audience, including people who see color differently (such as people with congenital color blindness, cataracts, or glaucoma).

### Improving Visibility with Color Universal Design

Epson business printers are equipped with a color universal design function<sup>\*2</sup> that adds underlines or textures to text that requires emphasis and that converts the colors in graphs to corresponding patterns to make them easier to distinguish for people who see color differently.

<sup>\*2</sup> This technology was developed based on Epson's own criteria and does not guarantee visual accessibility to all.



### Colors on Control Panel LCDs, LED Lamps, and Buttons

#### Large Format Printers

Blue LEDs are used for power buttons, and high-brightness orange LEDs are used for warning lamps. Universal design principles are also followed for colors used for on-screen instructions.



#### Business Inkjet Printers

Epson revised the colors used for control panel buttons and lamps to ensure visual accessibility for the greatest number of people, regardless of type of color blindness.



#### Interactive Projectors

A color palette for people with partial color blindness is available for the Drawing toolbar in Whiteboard mode.

