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Dear Sir/Madam,

Around 15 years ago — tired of slow and unreliable Hewlett Packard models — I bought my first Epson printer. Since then I have always used Epson printers and recommended the same to all my friends and family. In this time I have spent thousands of pounds on your products and the consumables for them.

One year ago I purchased an Epson px700w and was as satisfied with this model as with all my previous models. Unfortunately there were soon problems. The printer would frequently complain that the ink heads were blocked and use large amounts of extremely expensive ink cleaning them. Genuine Epson ink cartridges seemed to fail at random with the printer reporting that the cartridges could not be recognised when they were still half full. Removing and replacing these cartridges never allowed them to be recognised again. Fed up of seeing expensive genuine cartridges being wasted by the printer I turned to using cheaper compatible cartridges and if anything saw a decrease in the problems of the ink cartridges not being recognised. Even if there were problems, at least if these cartridges were not recognised I was losing £1 instead of £10 each time.

Today, almost exactly a year after I first purchased my Epson px700w it has completely died. There are no hardware malfunctions and print quality was still good but the waste ink pads are now full and the printer’s waste ink counter is deliberately locked by your company. I have contacted my local service centre who say it is not usually good value for money to reset the waste ink counter; they suggest I buy a new printer.

I will buy a new printer, but let me be clear that it will not be an Epson one. This incredibly disappointing experience means I will never buy an Epson printer again and will recommend the same to my friends and family (most of them have already switched to Kodak or Canon printers because of the poor experiences I have had with this printer). I’m sure you have a prepared statement reading something along the lines of,

“Epson love helping you print and enjoy your memories and always strive to deliver outstanding results. We are sorry to hear that on this occasion you feel that we have not been able to live up to the high expectations we set for ourselves. Epson printers have certain features to check that ink cartridges are genuine to ensure you always get the highest quality printouts and on very rare occasions this can cause problems with genuine cartridges not being recognised. Your use of non-genuine cartridges after problems developed may have damaged the printer which is why we recommend always using genuine cartridges. We would never want a user to damage their own printer which is why we disable printing when the waste ink pads have been filled, I am sorry that on this occasion this has caused you some inconvience”.

You and I both know that your statement will be complete garbage.

Of course, I doubt you care about my experience or my dissatisfaction with your products, I’ve already paid you for them. All I can do is write negative reviews on Amazon for a product you no longer sell and stop a few friends and family members buying your products in the future. I will also be writing to my MEP regarding your policy of disabling a fully functional printer because an ink counter has been exceeded and not providing any economically viable utility to reset this counter. I strongly believe that this is against Article 6 of the European Parliament directive 2002/96/EC on electronic waste, namely that,

*“Member States shall take appropriate measures so that producers do not prevent, through specific design features or manufacturing processes, WEEE from being reused, unless such specific design features or manufacturing processes present overriding advantages, for example, with regard to the protection of the environment and/or safety requirements”*

I look forward to your response,

Yours faithfully,

Thomas Forth