

Exchange the AC adapter for Perfection V30、V300、V330、V370

Dear customer,

Thank you very much for your continued patronage of Epson products.

In a small number of Epson image scanner products, specifically models Perfection V30/ V300/ V330/ V370, sold by Epson between January 2010 and May 2012, the supplied AC adapter (Model: A293BS) may overheat, melt or ignite potentially causing deformation of the DC plug, smoke, odor and in rare cases, fire or property damage.

Customer safety and satisfaction are always Epson's top priority. So, regardless of the age or condition of the AC adapter, Epson will exchange the affected AC adapter with a new adapter, free of charge.

For customers who use the target AC adapter, we apologize for the inconvenience. Please STOP USING the AC adapter and contact our enquiry hotline for a replacement.

Enquiry Hotline: 2827 8911

Office Hour: Monday to Friday (09:00 – 18:00), except holiday

We apologize for any inconvenience caused.

Epson Hong Kong Limited

How to identify A392BS model AC adapter

Step 1) Identify the scanner model



Perfection V30



Perfection V300



Perfection V330



Perfection V370

Please confirm that you are using above scanner model. If you are not using above model, your scanner's AC adapter is not within this exchange program.

Step 2) Identify the AC Adapter model



The AC adapter is show on the label. Please confirm the AC adapter model is A392BS. If the model is not A392BS, your scanner's AC adapter is not within this exchange program.

Step 3) Identify the AC Adapter's Part Number

Please check the part number on the AC adapter label (highlighted in red)



Please confirm the part number is EADP-16CB D. If the part number is not EADP-16CB D, your scanner's AC adapter is not within this exchange program.

Step 4) Identify the AC Adapter's serial number

Please check the serial number on the AC adapter label (highlighted in red)



Serial Number:

Start from ****1001***** to ****1253*****

(Digi 5th to Digi 8th, 4 Digi only)

Please confirm the serial number is between 1001 to 1253. If not, your scanner's AC adapter is not within this exchange program.