

Podmínky

1. Definice

Pojmy používané v těchto podmínkách:

„Registrace“ je proces na registračních webových stránkách **EPSON** CoverPlus, při kterém zadáte zakoupené (nebo jinak získané) aktivační číslo a uzavřete se společností Epson smlouvu na konkrétní servisní produkt Epson CoverPlus za uvedených podmínek.

„Období“ je doba začínající datem nákupu produktu jeho prvním koncovým uživatelem a trvající určitý počet roků uvedený v popisu. *Nezačíná nákupem balíčku EPSON CoverPlus nebo aktivačního kódu ani s koncem platnosti standardní komerční záruky produktu poskytované společností Epson.* Období může také zahrnovat maximální objem tisku, v těchto případech je příslušné balení CoverPlus platné buď do maximálního objemu tisku nebo do počtu let uvedených v popisu, podle toho, co nastane dříve.

„Produkt“ představuje konkrétní tiskárnu, skener nebo jiný hardware od společnosti **EPSON**, respektive jejich model uvedený v popisu, jehož sériové číslo je zadáno při registraci, případně model jakéhokoli náhradního produktu dodaného společností Epson v rámci servisních služeb.

„Služba“ je popsána v „Průvodci úrovni služeb CoverPlus“ a je poskytována společností Epson nebo jejím smluvním dodavatelem po příslušné období. Poskytovaná služba má přednost a převažuje nad jakoukoli standardní záruční dobou nebo úrovní služeb.

„Popis“ je prohlášení o klíčových vlastnostech služby (včetně období a typu služby), která bude poskytována v rámci konkrétního servisního produktu EPSON CoverPlus vybraného při registraci.

„Epson“ znamená společnost ze skupiny Epson, jež původně dodala balíček **EPSON** CoverPlus nebo aktivační kód, který jste si zakoupili. Název společnosti se dozvíte během registrace. Seznam společností skupiny Epson a jejich adresy pro veškerou korespondenci související s produkty **EPSON** najdete na konci tohoto dokumentu.

„**EPSON**“ je registrovaná ochranná známka společnosti Seiko Epson Corporation se sídlem v Japonsku.

2. Produkt, ke kterému je poskytována služba CoverPlus

Společnost Epson nebo její smluvní dodavatel vám bude po stanovené období poskytovat službu související s produktem. Služba bude poskytována výhradně pro daný produkt.

3. Kdy lze službu zakoupit

Pokud není uvedeno jinak, balíčky prodloužení záruky CoverPlus je třeba zakoupit a zaregistrovat do 60 dnů od data instalace produktu Epson, ke kterému je záruka registrována. Smluvní podmínky balíčků CoverPlus platí od data instalace produktu a mají přednost před podmínkami obchodní záruky nabízené k produktu. Veškeré podmínky záruky ze zákona zůstávají v platnosti.

4. Poskytovaná služba

Klíčové vlastnosti typu a úrovně služby poskytované společností Epson jsou uvedeny v popisu. Další informace o typu a úrovni služeb jsou uvedeny v dodatku 1 „Průvodce úrovni služeb CoverPlus“. Služba je poskytována se specifickými klíčovými vlastnostmi (u jednotlivých servisních produktů **EPSON** CoverPlus se liší) popsanými v těchto podmínkách.

Společnost Epson na vlastní uvážení v rámci poskytované služby zajistí nastavení, opravu nebo výměnu produktu.

Nastavení a opravy budou uskutečněny tak, aby produkt podával uspokojivý výkon vzhledem ke svému stáří a způsobu použití. Jako náhrada mohou být poskytnuty repasované produkty.

Na náhradní produkty se vztahuje zbývající období poskytování služby a náš objem tisku.

U některých služeb CoverPlus zahrnujících vlastní opravy – uvedených v Průvodci úrovni služeb CoverPlus, který je třeba přečíst před zakoupením – může být využívání výhod podmíněno následujícími podmínkami:

- připojení produktu k internetu,
- registrace do systému EPSON Cloud Solution PORT,
- vrácení vyměněné tiskové hlavy společnosti Epson.
- proškolení vašich vybraných servisních pracovníků u autorizovaného prodejce produktů Epson.

5. Získání služby

Chcete-li využít službu a požádat o opravu nebo výměnu produktu, obraťte se telefonicky na místní oddělení technické podpory společnosti Epson. Před podáním žádosti je třeba nejprve provést doporučené vlastní kontroly, jejichž popis najdete na webových stránkách podpory společnosti Epson na adrese www.epson.eu/support. Na těchto stránkách také najdete kontaktní údaje na oddělení technické podpory společnosti Epson v zemi, kde se produkt nachází.

Registrace CoverPlus: Podmínkou získání servisu z balíčku CoverPlus je jeho registrace. Tu lze provést na adrese www.epson.eu/support nebo prostřednictvím autorizovaného partnera společnosti Epson. U některých servisních produktů CoverPlus – uvedených v Průvodci úrovni služeb CoverPlus – je třeba balíček CoverPlus zaregistrovat také prostřednictvím systému EPSON Cloud Solution PORT.

6. Vaše povinnosti

Pokud je v rámci poskytování služby potřeba pracovat s produktem, který je připojen k libovolnému počítači, datovému úložišti nebo jinému zařízení, je nutné vytvořit zálohu všech záznamů, informací, souborů, operačního systému, aplikací, dat a všeho ostatního v daném počítači nebo zařízení (společný pojem: „data“), co by mohlo být takovou prací jakkoli poškozeno, a to ještě před zahájením příslušných úkonů. Společnost Epson vykonává podobné pracovní úkony pouze v rámci poskytovaných služeb.

Tento krok z vaší strany je vyžadován a zajišťuje, že ke všemu, co bylo v systému nebo zařízení odstraněno či poškozeno v přímé nebo nepřímé souvislosti s poskytováním služeb společnosti Epson, máte (nebo majitelé/uživatelé systému či zařízení mají) potřebné náhradní kopie.

7. Omezení standardní služby CoverPlus

Služba je poskytována pouze v případě, že produkt přestane fungovat specifikovaným způsobem. Smlouva na službu **EPSON** CoverPlus a příslušná služba se nevztahují na:

- nastavení produktu na místě nebo poskytování podpory k produktu,
- rutinní údržbu, čištění nebo výměnu spotřebních materiálů (např. zásobníků inkoustu, žárovek) dle pokynů v uživatelské příručce k produktu,
- kalibraci jiných produktů, které mohou být k produktu připojeny nebo mohou být používány společně s ním (společnost Epson nepřijímá odpovědnost za zajištění konkrétní funkčnosti produktu při jeho použití společně s jinými zařízeními nebo softwarem),

- výměnu dílů (jiných, než které jsou konkrétně jmenovány v popisu), které je třeba normálně vyměňovat v průběhu používání produktu, nebo jakéhokoli dílu, který dosáhl konce své životnosti (kvůli způsobu použití, opotřebení atd.).

Některé balíčky mohou zahrnovat výše uvedené součásti a služby údržby. To bude jasně uvedeno v popisu zakoupeného balíčku. Shrnutí příslušných služeb je uvedeno v Průvodci úrovni služeb CoverPlus.

Služby nebudou poskytnuty, pokud společnost Epson dospěje k názoru, že hlášený problém je způsoben:

- poškozením vnějšími faktory,
 - použitím mimo rozsah specifikace (tento rozsah je stanoven výrobcem; jeho rozhodnutí, zda produkt je či není používán v rozporu se specifikací, je konečné),
 - použitím příslušenství, dílů nebo spotřebních materiálů, které nebyly vyrobeny nebo schváleny společností **EPSON**,
 - úpravami provedenými na produktu původně dodaném společností Epson,
 - ovladači nebo jiným softwarem dodaným s produktem (jejich úpravy nebo opravy podléhají licenčním podmínkám, které jsou dodávány se softwarem, a nespádají do rozsahu služeb),
 - neoprávněnou či neodbornou opravou, případně pokusem o opravu,
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- zneužitím, nadměrným nebo nevhodným používáním nebo použitím v nepříznivém nebo nepřírozeném prostředí, nebo
 - hardwarem od jiného výrobce nebo softwarem používaným společně s produktem.

8. Žádosti, na které se služba nevztahuje

Služba EPSON CoverPlus je poskytována pouze k produktu. Pokud požádáte o opravu nebo výměnu jiného produktu (případně produktu s odstraněným nebo podvrženým sériovým číslem) nebo pokud nám záměrně neposkytnete pravdivé informace o závadě a my zjistíme, že se služba na skutečnou závadu produktu nevztahuje, společnost Epson vám neposkytne žádnou službu a naúčtuje vám veškeré související poplatky. Pokud příslušné poplatky neuhradíte do 28 dní, tato smlouva bude zrušena a služba přestane být k produktu poskytována.

9. Osobní údaje

Chcete-li si zaregistrovat produkt Epson Coverplus, Epson vás požádá o zadání osobních údajů, jako je jméno, příjmení, adresa, e-mailová adresa a telefonní číslo (pro kontrolu údajů, které Epson v současné době shromažďuje). Tyto údaje Epson potřebuje k poskytování služby podle popisu v těchto podmínkách.

Epson může vaše osobní údaje s vaším souhlasem použít ke komunikaci s vámi ve věci vašeho používání služby, k provádění průzkumů souvisejících se službou a různými tiskovými produkty Epson a k zasílání reklamních materiálů. Epson vám nabízí několik způsobů, jak odběr veškerých komerčních materiálů od společnosti Epson odhlásit. Více informací naleznete na adrese www.epson.cz.

10. Povinnosti společnosti Epson

V případě, že dojde k poškození produktu v přímém důsledku nedbalého poskytnutí služby společností Epson nebo jejím smluvním dodavatelem, společnost Epson produkt opraví nebo vymění. Pokud kvůli nedbalosti společnosti Epson nebo jejího smluvního dodavatele dojde k přímému poškození jiného vašeho majetku, společnost Epson uhradí za opravu daného majetku nejvýše 500 000 eur. Stejnou maximální částku případně použije k úhradě výměny příslušného majetku za ekvivalent stejného stáří, stavu a specifikace.

Pokud v důsledku nedbalosti společnosti Epson (nebo jejích zaměstnanců či smluvních dodavatelů zajišťujících poskytnutí služby) dojde ke zranění nebo úmrtí osob, společnost Epson bere odpovědnost na sebe.

Pokud jsou poškozena data ve vašem systému (popsaná v odstavci 5), a to v přímém důsledku nedbalého poskytnutí služby společností Epson, společnost Epson se pokusí příslušná data v systému obnovit s využitím vámi vytvořených záloh (viz požadavek výše). Případně se můžete o obnovení těchto dat pokusit sami a společnost Epson vám za to poskytne odpovídající finanční kompenzaci. Společnost Epson nepřijímá žádnou odpovědnost za poškození či ztrátu dat ze systémů, které nebyly správně zálohovány, za ztráty způsobené takovým poškozením či ztrátou dat ani za skutečnost, že jste nevytvořili potřebné zálohy.

Společnost Epson nepřijímá žádnou jinou odpovědnost. Zejména nepřijímá žádnou odpovědnost (v důsledku porušení smlouvy, nedbalosti nebo jiného důvodu) za jakékoli následné ztráty či poškození, nepoužitelnost produktu či jiných zařízení/předmětů, ztrátu zisku nebo ztrátu obchodních či jiných příležitostí. Pokud se domníváte, že vám nedostatečně poskytnutí služby společností Epson může způsobit podobné ztráty, a považujete za důležité se před těmito ztrátami ochránit, měli byste si obstarat vhodné pojištění nebo se obrátit na společnost Epson a vyjednat s ní individuální podmínky služby za zvláštní cenu.

11. Služba CoverPlus je popsána v těchto podmínkách

Podmínky smlouvy mezi vámi a společností Epson jsou uvedeny v tomto dokumentu v celém svém znění. Na tuto smlouvu se nevztahují, ani z ní nevyplývají žádné další podmínky nebo záruky (s výjimkou nevylučitelných podmínek vyplývajících ze zákona). Služba je poskytována v souladu s tímto dokumentem. Proto byste se neměli spoléhat na žádné jiné tvrzení, které v tomto dokumentu není uvedeno nebo se od tohoto dokumentu liší.

Zejména platí následující: Služba EPSON CoverPlus je v marketingových a jiných materiálech popisována společností Epson a jinými subjekty jako prodloužená záruka nebo rozšíření komerční záruky poskytované společností Epson. Tento zjednodušující popis je však nepřesný, protože smlouva **EPSON CoverPlus** a služba, která je na jejím základě poskytována, existují nezávisle na komerční záruce. Služby poskytované během příslušného období jsou však podobné službám, které jsou poskytovány společností Epson v rámci bezplatné komerční záruky. Taková záruka je však obvykle poskytována po kratší dobu. Služba na základě smlouvy **EPSON CoverPlus** je však poskytována výhradně v souladu s podmínkami uvedenými v tomto dokumentu, a nikoli v souvislosti s jakýmkoli ustanoveními libovolné komerční záruky poskytované společností Epson.

12. Povaha této smlouvy

EPSON CoverPlus je smlouva mezi vámi a společností Epson, která se týká dodávky konkrétních služeb v případě, že produkt přestane fungovat nebo funguje jinak než podle své specifikace. Společnost Epson na základě této smlouvy nepřijímá žádnou odpovědnost za vady produktu, k nimž není zde popsána služba poskytována. Nejedná se o pojistku. Dále se nejedná o záruku ani jiný slib, že produkt neselže, že bude splňovat určitý standard kvality nebo že bude trvale fungovat v souladu se svou specifikací. Nerozšiřuje práva, která jste získali koupí produktu. Tato smlouva nemá vliv na žádná stávající zákonná práva, která můžete uplatnit vůči dodavateli produktu nebo společnosti Epson (ať už se jedná o práva uvedená v podmínkách komerční záruky společnosti Epson nebo jinde).

13. Interpretace a jurisdikce

Tuto smlouvu je nutné interpretovat v souladu s anglickým právem. Výjimka platí pro země, kde zákony vyžadují, aby se tato smlouva řídila tamním právním systémem. Takovou výjimku nemusí být možné vyloučit na základě smlouvy. Tento dokument byl společností Epson sepsán v angličtině a je

určen k použití v oblasti EMEA. Překlad do jiných jazyků je poskytován jen pro lepší srozumitelnost a nemá vliv na interpretaci anglické verze, jejíž text má rozhodující charakter.

Adresy a kontaktní údaje místních prodejních společností najdete na adrese www.epson.eu/support. Po výběru příslušné oblasti z uvedeného seznamu se zobrazí místní stránka podpory.

Úplný popis dostupné služby a úrovní služeb naleznete v Průvodci úrovní služeb CoverPlus.

CoverPlus

Service level guide

How to use this service

The following tables describe the services offered when a CoverPlus support pack has been purchased.

CoverPlus is the name for all post-sales support options to extend the standard warranty supplied, and to also add extra services like maintenance, installation or upgrade a standard warranty on Epson products. To be able to see what service level and what is included in a customer's CoverPlus, the SKU is created with a system that indicates the duration and type of service the customer has purchased. This is in addition to the description also provided.

Please note not all services described are available in all Epson EMEAR regions. Please refer to your local support teams for more information.

For terms and conditions please refer to your local Epson website or helpdesk who will be able to provide them.

In order to explain we will use a **CoverPlus SKU** number as an example:

CP03RTBSCC70

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service description by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

Term description

Extended warranty duration example

When a CoverPlus is purchased the service provided overrides the standard warranty.

The service applied from Year 1 will be the service described on the pack. When describing the contract length this includes any standard warranty period: for example a 3-year contract length CoverPlus will include in its term the standard warranty year(s) and any extended warranty period to 3 years in total.

Standard Warranty + Extended warranty = Term indicated on CoverPlus pack.

All products the CoverPlus is being registered to must be in a working condition and within their product lifetime specified in the product specifications.

In order to explain we will use a **CoverPlus SKU** number as an example:

CP03RTBSCC70

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service description by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12


Service description

Service type example

The four characters here describe the type of service being delivered which have specific terms, all of which are explained by using the lookup table on the following pages. For example, RTBS stands for **Return To Base Service** where the customer sends or takes the faulty product into an Epson repair centre and the product is repaired and returned by courier. Other examples are OSSE which stands for **On Site Service Engineer** where a service engineer visits the customer's premises and fixes the product onsite.

There are many other types of service delivered, so please use the following pages based on the product type to get the details of the service level and service delivery type.

In order to explain we will use a **CoverPlus SKU** number as an example: **CP03RTBSCC70**



SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service description by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

Term description

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

Contract length	SKU Description	Description	Additional notes
1 year extension	1E	Provides an additional 1-year service adding on to the last warranty expiration date on the Epson service system. The pack can be applied up to the 5th year of service to extend to a maximum of 6 years in total.	Can only be purchased and registered within 30 days of the existing warranty expiring. Pack can only extend the product warranty up to a maximum of 6 years in total from the first registration of the product.
2 year extension	02	Provides 2 years in total from the original product installation date the CoverPlus pack is being registered against.	For newly installed product.
3 year extension	03	Provides 3 years in total from the original product installation date the CoverPlus pack is being registered against.	For newly installed product.
4 years extension	04	Provides 4 years in total from the original product installation date the CoverPlus pack is being registered against.	For newly installed product.
5 year extension	05	Provides 5 years in total from the original product installation date the CoverPlus pack is being registered against.	For newly installed product.
4th year extension	4E	Provides a additional 1-year service adding on to year 3 of a existing Epson extended warranty.	Can only be purchased and registered on Epson Products within their existing 3-year warranty term. Product must be in a working condition and within its product lifetime specified in the product specifications.
4/5 year extension	45	Provides a additional 2-year service adding on to year 3 of a existing Epson extended warranty.	Can only be purchased and registered on Epson Products within their existing 3-year warranty term. Product must be in a working condition and within its product lifetime specified in the product specifications.
5th year extension	5E	Provides a additional 1-year service adding on to year 4 of a existing Epson extended warranty.	Can only be purchased and registered on Epson Products within their existing 4-year warranty term. Product must be in a working condition and within its product lifetime specified in the product specifications.
One-time event	OT/1T	Provides a one-time service such as installation, maintenance, training or fiscal printer inspection. To book please call your local Epson support centre.	To book please call your local Epson support centre who will be able to help with booking the service. Repair is guaranteed for 3 months for failure to the items replaced only, any repair not associated with the original fault may incur another charge.

For the CoverPlus Extension packs 1E/ 4E/ 45/ 5E these can only be purchased for a EPSON product while it is still in standard or extended warranty.

Service descriptions by product

Inkjet CoverPlus

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

SKU service type description	CoverPlus descriptions by product range	Packs only for Epson servicing reseller	Packs available for Epson reseller & end-user	Labour	Warranty parts included	Maintenance* and lifetime parts included	Maintenance* and lifetime parts included except feed rollers and filters	Heads included***	Standard response time** days /hrs subject to parts available	Additional terms
OSSE	Onsite engineer		✓	✓	✓			✓	2 days	Engineer will visit the site and repair the product at its installation site.
4HMF / OS4H	Onsite engineer 4Hr M/F		✓	✓	✓			✓	4Hrs	Onsite service, target is for an engineer to be onsite to repair the customer's product within 4 hours of a call being received Monday to Friday. Limited to non-remote locations**.
4HWE	Onsite engineer 4Hr WE		✓	✓	✓			✓	4Hrs	Onsite service reseller, target is for an engineer to be onsite to repair the customer's product within 4 hours of a call being received Monday to Sunday. Limited to non-remote locations**.
OSSW	Onsite double swap		✓	✓	✓			✓	2 days	Faulty unit is swapped with a temporary product of equivalent age and condition, the original unit is then taken away for repair and returned and installed and the temporary unit removed.
OS**	CP+ onsite		✓	✓	✓	✓		✓	2 days	Engineer will visit the site and repair the product at its installation site. OS** last 2 digits depend on the print volume selected.
OSA*	CP+ lite onsite		✓	✓	✓		✓	✓	2 days	Engineer will visit the site and repair the product at its installation site. OSA* last digit depend on the print volume selected.
OSSW	Onsite swap		✓	✓	✓			✓	2 days	Product is swapped onsite with a refurbished product of similar condition and age (DACH territories the unit is picked up onsite by Epson and repaired and the original unit returned to the customer site).
OSSE	Onsite engineer excluding heads		✓	✓	✓				2 days	Heads are not included in this pack except for the standard warranty period where they are covered.
OSRP	Onsite reseller	✓		✓	✓			✓	2 days	Packs available to Epson Authorised servicing resellers only.
SP**	Parts warranty/ spares only	✓			✓			✓	2 days	Packs available to Epson Authorised servicing resellers only. SP** last 2 digits depend on print volume selected.
SP**	Part warranty +	✓			✓	✓		✓	2 days	Packs available to Epson Authorised servicing resellers only.
SP0*	Part warranty + lite	✓			✓		✓	✓	2 days	Packs available to Epson Authorised servicing resellers only. SP0* last digit depends on print volume pack selected.
RTBS	Return to base		✓	✓	✓			✓	5 days	Customer sends or takes the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. It is the customer's responsibility to drop in or send the product into the repair centre, Epson will then repair and return the product or advise of any other steps.
OSCH / EPSF	Fixed price repair onsite		✓	✓	✓			✓	2 days	Fixed price repair with 30 days warranty on items repaired. After purchase please contact your local EPSON helpdesk to book the service.
INS*	Installation		✓	✓						After purchase please contact your local EPSON helpdesk to book the service, installation of hardware only.
OSMK	Maintenance pack/life extension kit		✓	✓		✓				Fixed price fitting of maintenance parts and resetting of any maintenance counters. After purchase please contact your local EPSON helpdesk to book the service.
TRAI	Training		✓	✓						After purchase please contact your local EPSON helpdesk to book the service.

*Maintenance parts are parts that have a lifetime and may require replacing, they are defined in the end user guides or you can find out the parts and their lifetime by calling your local EPSON support desk <https://www.epson.eu/support>. CoverPlus does not cover replacement of items designated as maintenance items or life parts that have reached the end of their life unless they are specified as being included.

**Response times are targets that EPSON work to and are not a guarantee of service unless specifically stated in the terms and conditions and are subject to a cut-off time of 15.00 to book a service call.

The service varies according to your location and not all service types are available in all countries please check with the local Epson service team.

***Replacement of heads has a fair usage limitation of 1 set of heads per year of the product maximum unless specifically stated otherwise in the full description of the service.

Service descriptions by product

EPP CoverPlus

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

SKU service type description	CoverPlus descriptions by product range	Labour	Warranty parts included	Maintenance* and lifetime parts included	Maintenance* and lifetime parts included except feed rollers and filters	Heads included***	Standard response time** days /hrs subject to parts available	Additional terms
OSSE**	CP+ onsite	✓	✓	✓		✓	2 days	Engineer will visit you on-site to repair your Epson product the service includes all options and lifetime parts excluding items described as consumables.

**Response times are targets that EPSON work to and are not a guarantee of service unless specifically stated in the terms and conditions and are subject to a cut-off time of 15.00 to book a service call.

***Replacement of heads has a fair usage limitation of 1 set of heads per year of the product maximum unless specifically stated otherwise in the full description of the service.

Service descriptions by product

Self Repair

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

SKU service type description	Labour and parts included for non print head warranty repair	Self Repair CoverPlus printhead ***	Labour for fitting printheads	Key User Training for head replacement, adjustment and general maintenance	Additional print heads discount available ****	Maintenance* and lifetime parts included	Epson Cloud Solution PORT registration and use required	User print heads returned to Epson	Standard response time** working days subject to parts available for non head warranty repair	Additional terms
Inkjet printers										
OSCR	✓	✓ First head kit supplied on contract registration and key user training		✓	✓		✓	✓	1 day	Self Repair CoverPlus offers the user the ability to replace the heads themselves in their EPSON printer - One head is supplied per contract - additional heads supplied above this number will be on a discounted chargeable basis. The service requires the user to register and have the main unit connected to the EPSON Cloud Solution PORT as part of the conditions of support in order for EPSON to monitor the number of heads replaced in the printers. Other warranty failures will be covered under the standard terms and conditions. It is the end user's responsibility to store the supplied head until it is to be fitted to the printer. EPSON will not be liable for any lost heads or heads damaged while at the customer site.

*Maintenance parts are parts that have a lifetime and may require replacing, they are defined in the end user guides or you can find out the parts and their lifetime by calling your local EPSON support desk <https://www.epson.eu/support>. The First print head is excluded from this term after that the heads can be purchased at a discount.

**Response times are targets that EPSON work to and are not a guarantee of service unless specifically stated in the terms and conditions and are subject to a cut-off time of 15.00 to book a service call.

***Machine must be connected and logging via Epson cloud Solution PORT to qualify for this Extended warranty pack.

****Maximum amount of discounted self repair heads that can be purchased must not exceed the number of print heads installed in the printer from new in any 12 month period. Print heads purchased under contract should only be used for that contracted printer.

Service descriptions by product

Laser and Dot Matrix CoverPlus

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

SKU service type description	CoverPlus descriptions by product range	Labour	Warranty parts included	Maintenance* and lifetime parts included	Heads included***	Response time** working days subject to parts available	Additional terms
Laser Printer							
OSSE	Onsite Engineer	✓	✓			2	Engineer will visit the site and repair the product at its installation site.
OSSW	Onsite Swap	✓	✓			2	Product is swapped onsite with a refurbished product (DACH territories the unit is picked up onsite by Epson and repaired and returned to the customer site).
RTBS	Return to Base	✓	✓			5	Customer sends or takes the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. It is the customer's responsibility to drop in or send the product into the repair centre. Epson will then repair and return the product or advise of any other steps.
OS**	Fixed price repair Onsite	✓	✓			2	Fixed price repair with 30 days warranty on items repaired. After purchase please contact your local EPSON helpdesk to book the service.
OSA*	Installation	✓					After purchase please contact your local EPSON helpdesk to book the service.
OSMK	Maintenance pack	✓		✓		✓	Fixed price fitting of maintenance parts and resetting of any maintenance counters. After purchase please contact your local EPSON helpdesk to book the service.
TRAI	Training	✓					After purchase please contact your local EPSON helpdesk to book the service.
Dot Matrix Printer							
OSSE	Onsite Engineer	✓	✓		✓	2	Engineer will visit the site and repair the product at customer's location.
OSSW	Onsite Double swap	✓	✓		✓	2	Faulty unit is swapped with a temporary product and then swapped again with the original product after being repaired.
OSSW	Onsite Swap	✓	✓		✓	2	Product is swapped onsite with a refurbished product (DACH territories the unit is picked up onsite by Epson and repaired and returned to the customer site).
RTBS	Return to Base	✓	✓		✓	5	Customer sends or takes the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. It is the customer's responsibility to drop in or send the product into the repair centre Epson will then repair and return the product or advise of any other steps.
OSCH / EPSF	Fixed price repair Onsite	✓	✓		✓	2	Fixed price repair with 30 days warranty on items repaired. After purchase please contact your local EPSON helpdesk to book the service.
INS*	Installation	✓					After purchase please contact your local EPSON helpdesk to book the service.
TRAI	Training	✓					After purchase please contact your local EPSON helpdesk to book the service.
OSMK	Maintenance pack	✓		✓			Fixed price fitting of maintenance parts and resetting of any maintenance counters. After purchase please contact your local EPSON helpdesk to book the service.

*Maintenance parts are parts that have a lifetime and may require replacing, they are defined in the end user guides or you can find out the parts and their lifetime by calling your local EPSON support desk <https://www.epson.eu/support>.

CoverPlus does not cover replacement of items designated as maintenance items or life parts that have reached the end of their life unless they are specified.

**Response times are targets that EPSON work to and are not a guarantee of service unless specifically stated in the terms and conditions and are subject to a cut-off time of 15.00 to book a service call.

***Replacement of heads has a fair usage limitation of 1 set of heads per year of the product maximum unless specifically stated otherwise in the full description of the service. The service varies according to your location and not all service types are available in all countries please check with the local Epson service team

Service descriptions by product

Projection CoverPlus

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

SKU service type description	CoverPlus descriptions by product range	Labour	Warranty parts included	Lamp standard warranty length and usage only	****Lamp warranty extended claim period	***Unlimited lamp	*Response time working days subject to parts available	Additional terms
OSSE	Onsite engineer	✓	✓	✓			2	Engineer will visit the site and repair the product at its installation site.
OSSP	Onsite double swap	✓	✓	✓			2	Faulty unit is swapped with a temporary product of equivalent age and condition, the original unit is then taken away for repair and returned and installed and the temporary unit removed.
OSSW	Onsite swap	✓	✓	✓			2	Product is swapped onsite with a new or refurbished product of similar condition (DACH territories the unit is picked up onsite by Epson and repaired and the original unit returned to the customer site).
OSSL	Onsite engineer including lamp	✓	✓		✓		2	Engineer will visit the site and repair the product at the customer's location. The lamp is included and will be replaced if it has failed within the stated lamp warranty life hours for the duration of the term of the contract.
OSA*	Onsite double swap including lamp	✓	✓		✓		2	Engineer will visit the site and repair the product at the customer's location. The lamp is included and will be replaced if it has failed within the stated lamp warranty life hours for the duration of the term of the contract.
OSSW	Onsite swap including lamp	✓	✓		✓		2	Product is swapped onsite with a new or refurbished product of similar condition (DACH territories the unit is picked up onsite by Epson and repaired and the original unit returned to the customer site). The lamp is included and will be replaced if it has failed within the stated lamp warranty life hours for the duration of the term of the contract. If the lamp is replaced the lamp hours warranty will reset to the original contracted hours until the original product installation date has exceeded the life in years. A fair usage policy also applies which means that the lamps provided will not total more than the life of the projector divided by the low brightness lamp life.
ULPW	Onsite engineer unlimited lamp	✓	✓			✓	2	Engineer will visit the site and repair the product at its installation site. The lamp is included and will be replaced when it has failed or reached its stated end of life for the duration of the contract. Unlimited lamp pack has a fair usage policy which means that the lamps provided will not total more than the life of the projector divided by the low brightness lamp life.
OSUL	Onsite swap unlimited lamp	✓	✓			✓	2	Product is swapped onsite with a refurbished product. The lamp is included and will be replaced when it has failed or reached its stated end of life for the duration of the contract (DACH territories the unit is picked up onsite by Epson and repaired and the original unit returned to the customer site). Unlimited lamp pack has a fair usage policy which means that the lamps provided will not total more than the life of the projector divided by the low brightness lamp life.
RTBS	Return to base	✓	✓	✓			5	Customer sends or takes the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. It is the customer's responsibility to drop in or send the product into the repair centre. Epson will then repair and return the product or advise of any other steps.
RTBL	Return to base including lamp	✓	✓		✓		5	Customer sends or take the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. The lamp is included and will be replaced when it has failed before its stated warranty hours. It is the customer's responsibility to drop in or send the product into the repair centre. EPSON will then repair and return the product or advise of any other steps.
RTUL	Return to base unlimited lamp	✓	✓			✓	5	The customer sends or takes the product into an Epson repair centre and the product will be repaired and then returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. The lamp is included and will be replaced when it has failed or reached its stated end of life for the duration of the contract. Unlimited lamp pack has a fair usage policy which means that the lamps provided will not total more than the life of the projector divided by the low brightness lamp life.
OSMK	Maintenance	✓	✓					Fixed price fitting of maintenance parts and resetting of any counters and cleaning of the optical engine.
INS*	Installation	✓						After purchase please contact your local EPSON helpdesk to book the service.
TRAI	Training	✓						After purchase please contact your local EPSON helpdesk to book the service.
LWP1	Lamp pack				✓			This pack can be used to provide extended warranty on the lamp only to increase the claim period but not the stated lamp warranty life hours for the duration of the standard or extended warranty on the projector. Lamp needs to be fitted by the customer and will be delivered by courier or engineer.

*Maintenance parts are parts that have a lifetime and may require replacing. They are defined in the end user guides or you can find out the parts and their lifetime by calling your local EPSON support desk <https://www.epson.eu/support>.

CoverPlus does not cover replacement of items designated as maintenance items or life parts that have reached the end of their life unless they are specified.

**Response times are targets that EPSON work to and are not a guarantee of service unless specifically stated in the terms and conditions and are subject to a cut-off time of 15.00 to book a service call. The service varies according to your location and not all service types are available in all countries please check with the local Epson service team.

***Unlimited lamp pack has a fair usage policy which means that the lamps provided will not total more than the life of the projector divided by the low brightness lamp life.

****Lamp pack has a fair usage policy which means that the lamps provided will not total more than the life of the projector divided by the low brightness lamp life.

Service descriptions by product

Scanners CoverPlus

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

SKU service type description	CoverPlus descriptions by product range	Labour	Warranty parts included	Response time* working days subject to parts available	Additional terms
OSSE	Onsite engineer	✓	✓	2	Engineer will visit the site and repair the product.
OSSW	Onsite swap	✓	✓	2	Product is swapped onsite with a refurbished product.
RTBS	Return to base	✓	✓	5	Customer sends or takes the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. It is the customer's responsibility to drop in or send the product into the repair centre. Epson will then repair and return the product or advise of any other steps.
OSCH / EPSF	Fixed price repair onsite	✓	✓	2	Fixed price rate depend on product and type of service requested
INS*	Installation	✓			After purchase please contact your local EPSON helpdesk to book the service
TRAI	Training	✓			After purchase please contact your local EPSON helpdesk to book the service

*Maintenance parts are parts that have a lifetime and may require replacing, they are defined in the end user guides or you can find out the parts and their lifetime by calling your local EPSON support desk <https://www.epson.eu/support>. CoverPlus does not cover replacement of items designated as maintenance items or life parts that have reached the end of their life unless they are specified.

**Response times are targets that Epson work to and are not a guarantee of service unless specifically stated in the terms and conditions and are subject to a cut-off time of 15.00 to book a service call. For products that are supplied with a scanner option the warranty for the main unit will cover the scanner, for products where the scanner is purchased later and added as a option a separate warranty pack for the scanner will need to be purchased. The service varies according to your location and not all service types are available in all countries please check with the local Epson service team

Service descriptions by product

Disc Producers / POS printers / Colorworks label printers CoverPlus

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

SKU service type description	CoverPlus descriptions by product range	Labour	Warranty parts included	Maintenance and lifetime parts included	Heads included***	Response time* working days subject to parts available	Additional terms
Retail Thermal and Inkjet Label printers							
OSSE	Onsite engineer	✓	✓		✓	2	Engineer will visit the site and repair the product.
OSSW	Onsite swap	✓	✓		✓	2	Product is swapped onsite with a refurbished product (DACH territories the unit is picked up onsite by Epson and repaired and returned to the customer site.
OSSP	Onsite double swap	✓	✓		✓	2	Faulty unit is swapped with a temporary product of equivalent age and condition, the original unit is then taken away for repair and returned and installed and the temporary unit removed.
OSMK	Onsite engineer 1-2 maintenance Kit	✓	✓	✓	✓	2	CoverPlus Onsite service, target is for an engineer to be onsite to repair the product within 2 days of call being received. This pack also covers the fitting of 1 or 2 maintenance kits during the extended warranty period depending on the pack purchased. To book the maintenance kit fitting please contact your local EPSON helpdesk.
RTBS	Return to base	✓	✓		✓	5	Customer sends or take the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. It is the customer's responsibility to drop in or send the product into the repair centre. Epson will then repair and return the product or advise of any other steps.
OSCH / EPSF	Fixed price repair onsite	✓	✓		✓	2	Fixed price repair guaranteed for 1 year on the parts fixed. Epson reserves the right to charge for any unassociated faults.
INS*	Installation	✓					After purchase please contact your local EPSON helpdesk to book the service.
Fiscal Printers							
OSMK	Installation	✓					After purchase please contact your local EPSON helpdesk to book the service.
TRAI	Training	✓					After purchase please contact your local EPSON helpdesk to book the service.
FCDA	Fiscal one-time inspection	✓					After purchase please contact your local EPSON helpdesk to book the service.
FDIN	Fiscal installation / deinstallation	✓					After purchase please contact your local EPSON helpdesk to book the service.
FAAM	3 year onsite service with 3 annual checks Mon-Fri	✓	✓		✓		3-year onsite service with 3 annual checks Monday – Friday. 1 annual check for every year contracted.
FA3S	3 year onsite service with 3 annual checks Mon-Sat	✓	✓		✓		3-year onsite service with 3 annual checks Monday – Saturday. 1 annual check for every year contracted.
FA3M	Fiscal annual check	✓					Fiscal annual printer check and maintenance. 1 annual check for every year contracted.
FAAS	Fiscal and extended warranty	✓	✓		✓	2	Provides a warranty repair cover and an additional scheduled fiscal visit per year for the term of the contract.
OSMK	Maintenance pack/ life extension Kit		✓	✓			Fixed price fitting of maintenance parts and resetting of any maintenance counters. After purchase please contact your local EPSON helpdesk to book the service

*Maintenance parts are parts that have a lifetime and may require replacing, they are defined in the end user guides or you can find out the parts and their lifetime by calling your local EPSON support desk <https://www.epson.eu/support>.

CoverPlus does not cover replacement of items designated as maintenance items or life parts that have reached the end of their life unless they are specified.

**Response times are targets that Epson work to and are not a guarantee of service unless specifically stated in the terms and conditions and are subject to a cut-off time of 15.00 to book a service call.

***Replacement of heads has a fair usage limitation of 1 set of heads per year of the product maximum unless specifically stated otherwise in the full description of the service. The service varies according to your location and not all service types are available in all countries please check with the local Epson service team.

Service descriptions by product

Wearable technology and label printers CoverPlus

SKU	C	P	0	3	R	T	B	S	C	C	7	0
	CoverPlus		Term description Duration 3 years		Service descriptions by product type Service type delivered				Unique reference			
Digit	1	2	3	4	5	6	7	8	9	10	11	12

SKU service type description	CoverPlus descriptions by product range	Labour	Warranty parts included	Maintenance and lifetime parts included	Response time* working days subject to parts available	Additional terms
RTBM	Return to base including misuse and abuse	✓	✓	✓	2	Customer sends or takes the faulty product into an Epson service centre. Includes parts broken by abuse/misuse. Target turn around time is 5 working days from receipt of product. The repair of the product is limited to 1 event of misuse and abuse and 1 battery exchange for the duration of the contract. It is the customer's responsibility to drop in or send the product into the repair centre. Epson will then repair and return the product or advise of any other steps.
RTBS	Return to base	✓	✓		5	Customer sends or takes the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. It is the customer's responsibility to drop in or send the product into the repair centre. Epson will then repair and return the product or advise of any other steps.
Label Printers						
RTBS	Return to base	✓	✓		5	Customer sends or takes the faulty product into an Epson repair centre and the product is repaired and returned by courier. Response time is from the date the unit is received at the repair centre to the date it leaves and does not include any transportation time. It is the customer's responsibility to drop in or send the product into the repair centre. Epson will then repair and return the product or advise of any other steps.

*Maintenance parts are parts that have a lifetime and may require replacing, they are defined in the end user guides or you can find out the parts and their lifetime by calling your local EPSON support desk – contact details at <https://www.epson.eu/support>.

CoverPlus does not cover replacement of items designated as maintenance items or life parts that have reached the end of their life unless they are specified in the CoverPlus descriptions.

**Response times are targets that Epson work to and are not a guarantee of service unless specifically stated in the terms and conditions and are subject to a cut-off time of 15.00 to book a service call.

For products that are supplied with a scanner option the warranty for the main unit will cover the scanner, for products where the scanner is purchased later and added as an option a separate warranty pack for the scanner will need to be purchased. The service varies according to your location and not all service types are available in all countries please check with the local Epson service team.