

# EPSON CoverPlus

## Conditions

### 1. Definitioner

På disse betingelser:

Er "Registrering" den proces på **EPSON** CoverPlus-registreringswebstedet, hvor du angiver aktiveringsnummeret, som købt af (eller på anden måde givet til) dig, og indgår en kontrakt med Epson for et bestemt Epson CoverPlus-serviceprodukt på disse betingelser.

"Løbetid" er den periode, der starter på den dato, hvor Produktet blev købt af den første slutbruger af Produktet og fortsætter i det antal år, der er angivet i Beskrivelsen. *Perioden starter ikke fra købet af en **EPSON** CoverPlus-pakke eller aktiveringskode og heller ikke fra afslutningen af den kommercielle standardgaranti, der tilbydes af Epson for Produktet.* Udtrykket kan også omfatte en maksimal Udskriftsmængde. I disse tilfælde er den relevante CoverPlus-pakke gyldig enten op til den maksimale Udskriftsmængde eller det antal år, der er angivet i Beskrivelsen, uanset hvad der kommer først.

"Produktet" er den individuelle **EPSON** model af printer, scanner eller anden hardware, der er angivet i Beskrivelsen, hvis serienummer er angivet under Registreringen, eller ethvert andet erstatningsprodukt, der er leveret af Epson som en del af Servicen.

"Servicen" er den service, der er beskrevet i "CoverPlus Service Level guide", og som skal leveres i Løbetiden af Epson eller Epsons forhandler. Den leverede Service tilsidesætter og har forrang for enhver standardgarantiperiode eller ethvert serviceniveau.

"Beskrivelsen" er den erklæring om nøgleelementer af Servicen (herunder Løbetiden og typen af Service), der skal leveres for det pågældende **EPSON** CoverPlus-serviceprodukt, der er valgt under Registrering.

"Epson" betyder det firma i Epsons gruppe af firmaer, der oprindeligt leverede **EPSON** CoverPlus-pakken eller det aktiveringskodenummer, som du købte. Dette firmas identitet er som angivet under registreringen. En liste over Epsons firmaer og deres adresse til eventuel korrespondance vedrørende **EPSON** CoverPlus vises i afslutningen af dette dokument.

"**EPSON**" angiver brugen af et registreret varemærke tilhørende Seiko Epson Corporation i Japan.

### 2. Det Produkt, som CoverPlus-servicen gælder for

I løbetiden leverer Epson eller dennes leverandør Servicen til dig i forbindelse med Produktet. Servicen ydes kun for Produktet og ikke for noget andet produkt.

### 3. Hvornår kan servicen købes

CoverPlus-garantiudvidelsespakker, medmindre andet er angivet, skal købes og registreres senest 60 dage fra datoen for installationen af Epson produktet, som garantien også registreres for. Vilkår og betingelser for CoverPlus-pakker gælder fra produktets installationsdato og tilsidesætter enhver kommerciel garanti, der tilbydes på produktet - alle juridiske garantibetingelser gælder stadig.

#### 4. Service, der leveres

Nøgleelementerne i Servicen samt typen og niveauet af service, Epson leverer, er angivet i Beskrivelsen. Yderligere oplysninger om type og serviceniveau findes i appendiks 1 i "CoverPlus Service Level guide". Med forbehold for disse specifikke nøgleelementer (som er forskellige fra et **EPSON** CoverPlus-serviceprodukt til et andet) er Servicen som beskrevet i disse betingelser.

Hvor Servicen leveres involverer dette efter Epsons eget skøn justeringer, reparation eller udskiftning af Produktet.

Justeringer eller reparationer foretages, så dit Produkt efter justeringen eller reparationen giver tilfredsstillende resultater i overensstemmelse med dets alder og brug. Erstatningsprodukter kan være renoverede enheder.

Hvis der leveres et erstatningsprodukt, vil den resterende periode af Løbetiden og din udskriftsmængde blive overført til det nye produkt.

**For visse CoverPlus Self Repair-serviceprodukter - som angivet i CoverPlus Service Level Guide, som bør kontrolleres før køb - er følgende obligatorisk for at kunne udnytte garantien:**

- en internetforbindelse til produkt-
- registrering på **EPSON Cloud Solution PORT**
- returnering af udskiftet printhead til Epson,
- uddannelse af dit udvalgte servicepersonale. Denne leveres af autoriserede Epson forhandlere

#### 5. Sådan benyttes Servicen

For at anmode om reparation eller udskiftning af dit produkt i henhold til denne Service skal du kontakte den lokale Epson helpdesk. Før du foretager nogen anmodning, skal du først udføre de anbefalede servicekontroller, som beskrives på Epsons websted for support på adressen [www.epson.da/support](http://www.epson.da/support). Her finder du også oplysninger om, hvilken Epson helpdesk du skal kontakte i det land, hvor Produktet anvendes.

**CoverPlus-registrering:** Din CoverPlus-pakke skal registreres for at modtage servicen. Dette kan gøres via [www.epson.eu/support](http://www.epson.eu/support). Du kan også bede din autoriserede Epson partner om at gøre det. For visse CoverPlus-serviceprodukter - som angivet i CoverPlus Service Level Guide - skal din CoverPlus-pakke også registreres via EPSON Cloud Solution PORT.

#### 6. Dit ansvar

Hvis Servicen omfatter arbejde på Produktet, mens det er tilsluttet et computersystem, datalagringsudstyr eller andet udstyr, skal du sørge for at sikkerhedskopiere registreringer, oplysninger, filer, software til operativsystemer eller programmer samt andet udstyr, der kunne blive påvirket, hvis noget går galt (samlet kaldet "Data"), før du tillader påbegyndelse af noget arbejde. Epson påtager sig kun arbejde som del af Services på dette grundlag.

Denne handling, som skal udføres af dig, er nødvendig for at sikre, at hvis noget slettes fra eller ødelægges i systemet eller udstyret som et direkte eller indirekte resultat af udførelse af Epson Servicen, så har du (og/eller ejerne og brugerne af systemet eller udstyret) de kopier, du skal bruge for at erstatte det.

## 7. Grænser for Standard CoverPlu

Der leveres kun Service, hvis Produktet ikke virker i overensstemmelse med dets specifikationer. **EPSON** CoverPlus-kontrakten og Servicen dækker ikke:

- opsætning af Produktet på stedet eller produktsupport
- rutinemæssig vedligeholdelse, rengøring eller udskiftning af forbrugsstoffer (f.eks. blækpatroner, lamper) som beskrevet i Produktets brugervejledning
- kalibrering af andre produkter, der kan være forbundet med eller anvendes sammen med Produktet, og Epson påtager sig ikke ansvar for at sikre en bestemt ydelse, når Produktet bruges sammen med andet udstyr eller software
- udskiftning af dele (andre end dem, der er specifikt angivet i Beskrivelsen), som normalt kræver udskiftning i Produktets levetid, eller en del, (som på grund af deres niveau af normal slitage) har nået slutningen af dens normale, brugbare levetid.

Nogle pakker kan omfatte de ovennævnte komponenter og vedligeholdelsestjenester. Dette vil tydeligt blive angivet i beskrivelsen af den købte pakke, og der leveres en oversigt over de relevante tjenester i CoverPlus Service Level Guide.

Servicen leveres ikke, hvis problemet ifølge Epson skyldes:

- eksternt forårsaget skade
- brug uden for specifikation (som defineret af producenten hvis afgørelse om, hvorvidt et produkt er anvendt uden for dets specifikation eller ej, er endelig)
- udstyr, dele eller forbrugsmaterialer, som ikke er fremstillet af **EPSON**, eller som Epson ikke har godkendt.
- ændringer foretaget på dit Produkt, som det oprindeligt blev leveret af Epson
- drivere eller anden software, som blev leveret sammen med Produktet. Hvis der foretages ændringer eller rettelser af disse, er det underlagt den licens, der blev leveret sammen med softwaren, og er ikke omfattet af Servicen
- uautoriseret eller ukyndig reparation eller forsøg på reparation
- misbrug, overdreven eller uhensigtsmæssig brug eller anvendelse i et ugunstigt eller unormalt miljø eller
- brug af Produktet sammen med hardware eller programsoftware, der ikke er fra Epson.

## 8. Anmodninger uden for anvendelsesområde

**EPSON** CoverPlus-servicen gælder kun for Produktet. Hvis et andet produkt (eller et produkt, hvorfra serienummeret er blevet fjernet eller manipuleret) indleveres af dig til reparation eller udskiftning, eller hvis fejlen udlægges forkert og i virkeligheden ikke er dækket, vil der ikke blive leveret Service, og Epson vil opkræve dig for eventuelle omkostninger. Hvis disse omkostninger ikke er betalt inden 28 dage, vil denne aftale ophøre, og Produktet vil ikke længere være dækket.

## 9. Personlige data

For at tilmelde dig til Epson CoverPlus vil Epson bede dig om at angive dine personlige data, som navn, efternavn, adresse, mailadresse og telefonnummer (for at kontrollere de data, som Epson aktuelt indsamler). Disse data er nødvendige for Epson for at kunne levere den service, der er beskrevet i disse vilkår.

Med dit samtykke vil Epson måske bruge dine personlige data til at kontakte dig med hensyn til din brug af servicen, til at foretage undersøgelser vedrørende servicen og forskellige Epson printerprodukter og sende dig reklamer fra Epson. Epson giver dig måder til at framelde dig modtagelse af eventuelle kommercielle oplysninger fra Epson. Hvis du ønsker flere oplysninger, kan du finde dem i Epsons Erklæring om beskyttelse af personlige oplysninger på [www.epson.eu](http://www.epson.eu)

## 10. Epsons ansvar

Hvis Produktet beskadiges som et direkte resultat af, at Epson eller Epsons leverandører har leveret Services på en uforvarlig måde, vil Epson reparere eller erstatte det. Hvis anden ejendom, der tilhører dig, beskadiges som et direkte resultat af, at Epson eller Epsons leverandører har leveret Services på en uforvarlig måde, betaler Epson op til maks. euro 500.000 for reparation eller udskiftning af ejendommen med ejendom af en tilsvarende alder, tilstand og specifikationer.

Hvis der som følge af uagtsomhed fra Epsons side (eller fra Epsons medarbejdere eller leverandører, som er involveret i Servicen) forårsages nogen personskade eller dødsfald, accepterer Epson ansvaret for dette.

Hvis Data (der henvises til i afsnit 5) på dit system er berørt som en direkte følge af, at Epson har leveret Services på en uforvarlig måde, vil Epson forsøge at genoprette de berørte Data på dit system ud fra de sikkerhedskopier, du har taget (som krævet ovenfor). Alternativt kan du gendanne disse oplysninger selv, for hvilket Epson vil kompensere dig til en fornuftig pris. Epson accepterer ikke nogen anden form for ansvar for noget beskadiget, ødelagt eller mistet fra dit system, der ikke er blevet sikkerhedskopieret korrekt, eller for noget tab som følge af en sådan skade, korrupsion eller tab, eller fordi du ikke har taget sikkerhedskopier som påkrævet.

Epson påtager sig ikke noget ansvar ud over dette. I særdeleshed accepterer Epson ikke noget ansvar (for misligholdelse af kontrakten, uagtsomhed eller andet) for følgetab eller skader, tab af brug af dit produkt eller andre genstande eller tab af omsætning, overskud eller forretningsmulighed, du kan lide. Hvis du mener, at Epsons manglende levering af Servicen korrekt, kan give dig tab af denne art, og det er vigtigt for dig at beskytte dig mod dem, skal du enten tegne en passende.

## 11. CoverPlus er beskrevet i disse vilkår

Aftalevilkårene mellem dig og Epson er fuldt beskrevet i dette dokument. Ingen andre vilkår, betingelser eller garantier gælder for aftalen eller er underforstået i den (med undtagelse af eventuelle vilkår underforstået ved lov, som ikke kan udelukkes). Servicen, der leveres, er som beskrevet i dette dokument, og du bør ikke stole på nogen fremstilling, som tyder på andet.

**I særdeleshed: Der refereres til Epson CoverPlus**, af Epson og andre, i marketing og andre materialer som en Udvidet garanti eller som en udvidelse af den kommercielle garanti, der tilbydes af Epson. Selvom dette er en praktisk kortfattet måde at beskrive dem på, findes **Epson CoverPlus**-kontrakten og Servicen, som skal leveres i henhold til kontrakten, uafhængig af en sådan kommerciel garanti. De Services, som leveres i Løbetiden, minder om dem, der tilbydes, sædvanligvis for en kortere periode, under Epsons gratis kommercielle garanti. Servicen under **Epson CoverPlus**-kontrakten leveres i henhold til og udelukkende i henhold til de betingelser, der er angivet i dette dokument, og ikke med henvisninger til formuleringer i nogen kommerciel garanti, der tilbydes af Epson.

## 12. Kontraktens art

**EPSON CoverPlus** er en aftale mellem dig og Epson om levering af specificerede services, hvis Produktet ikke virker eller fungerer uden for specifikationen. Med denne aftale accepterer Epson intet yderligere ansvar i forbindelse med mangler i Produktet ud over en forpligtelse til at levere Servicen, som beskrevet. Den er ikke en forsikringspolice. Den er heller ikke en garanti eller andet løfte om, at Produktet ikke vil fejle, eller at det opfylder en bestemt kvalitetsstandard, eller at det vil fortsætte

med at fungere inden for dets specifikation. Den udvider ikke de rettigheder, du opnåede i denne forbindelse, på det tidspunkt du købte produktet. Denne aftale påvirker ikke nogen eksisterende juridiske rettigheder, du har mod den person, der har leveret Produktet, eller mod Epson (i henhold til en kommerciel garanti fra Epson eller på andre måder).

### **13. Fortolkning og jurisdiktion**

Undtagen i lande, hvor der er et obligatorisk juridisk krav om, som muligvis ikke kan ekskluderes med denne aftale, at denne aftale skal være underlagt retssystemet i det pågældende land, skal denne aftale fortolkes i henhold til engelsk ret. Dette dokument er udarbejdet på engelsk af Epson til brug i hele EMEA-regionen. Oversættelse til andre sprog er kun for nemheds skyld og berører ikke fortolkningen af det engelske dokument, som er den endegyldige tekst.

Du kan finde den lokale salgsfirmaadresse og kontaktoplysninger på [www.epson.da/support](http://www.epson.da/support), hvor der er en liste over lande. Vælg dit område for at blive ført til den lokale supportside.

Hvis du ønsker fuldstændige beskrivelser af den service, der er tilgængelig, og serviceniveauerne, kan du se på CoverPlus Service Level guide.

# 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. If the product is more than 8 months old the customer may be required to provide proof of purchase to verify their installation date.
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. If the product is more than 8 months old the customer may be required to provide proof of purchase to verify their installation date.
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. If the product is more than 8 months old the customer may be required to provide proof of purchase to verify their installation date.
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. If the product is more than 8 months old the customer may be required to provide proof of purchase to verify their installation date.
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.

CoverPlus Packs can only be purchased up to 8 months after the EPSON product it will be registered against was purchased.

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).
OSWH	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

## 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
<b>Laser Printer</b>							
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.
<b>Dot Matrix Printer</b>							
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 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

# 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
<b>Retail Thermal and Inkjet Label printers</b>							
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.
<b>Fiscal Printers</b>							
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.
<b>Label Printers</b>						
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.