

# EPSON CoverPlus

## Conditions

### 1. Definitions

In these conditions:

“Registration” is the process on the **EPSON** CoverPlus registration website by which, you input the activation number as purchased by (or otherwise provided to) you and enter into a contract with Epson for a particular Epson CoverPlus Service Product on these conditions.

The “Term” is the period beginning on the date the Product was purchased by the first end-user of the Product and continuing for the number of years specified in the Description. *It does not run from the purchase of an **EPSON** CoverPlus pack or activation code, nor from the end of the standard Commercial Warranty offered by Epson for the Product.* The Term may also include a maximum Print volume, in these cases the relevant CoverPlus pack is valid either up to the maximum Print volume or the number of years specified in the Description, whichever comes first.

The “Product” is the individual **EPSON** printer, scanner or other hardware item, of the model specified in the Description, whose serial number is given during Registration, or any replacement product supplied by Epson as part of the Service.

The “Service” is the service as described in the “CoverPlus Service Level guide” to be provided during the Term by Epson or its contractor. The service provided overrides and prevail over any standard warranty period or service level.

The “Description” is the statement of key elements of the Service (including the Term and the type of Service) to be provided under the particular **EPSON** CoverPlus Service Product selected at Registration.

“Epson” means the company within the Epson group of companies that originally supplied the **EPSON** CoverPlus pack or activation code number that you purchased. The identity of that company is as advised to you during Registration. A list of Epson companies and their address for any correspondence concerning **EPSON** CoverPlus is shown at the end of this document.

“**EPSON**” indicates the use of a registered trademark of Seiko Epson Corporation of Japan.

### 2. The Product for which CoverPlus Service is provided

During the Term, Epson or its contractor will provide the Service to you in connection with the Product. Service will be provided only for the Product and not for any other product.

### 3. When can the service be purchased

CP warranty extension packs unless stated otherwise need to be purchased and registered not more than 60 days from the date of the installation of the EPSON product the warranty is being registered too. CoverPlus packs terms and conditions apply from the install date of the product and override any commercial warranty offered on the product- All legal warranty conditions still apply.

#### 4. The Service provided

The key elements of the type and level of service which Epson will provide as the Service are specified in the Description. More information about the type and level of service is contained in Appendix 1 “The CoverPlus service level guide”. Subject to those specific key elements (which vary from one **EPSON** CoverPlus Service Product to another) the Service is as described in these conditions.

Where Service is provided this will involve, at Epson’s sole discretion, the adjustment, repair or replacement of the Product.

Adjustments or Repairs will be made such that following the adjustment or repair the Product is providing satisfactory performance consistent with its age and usage. Replacement products may be refurbished units.

If a replacement product is provided, the unexpired part of the Term and our print volume is applied to the replacement product.

**For certain CoverPlus Self Repair Service Products - as indicated in the CoverPlus Service Level Guide which should be checked before purchase – the following shall be mandatory in order to benefit:**

- **an internet connection for Product**
- **registration to EPSON Cloud Solution PORT**
- **return to EPSON of replaced print head**
- **the undertaking of training by your selected service-personnel provided by Epson authorised reseller**

#### 5. Obtaining Service

To request repair or replacement of your product under the Service, contact your local Epson helpdesk centre by phone. Before making any request you should have first performed the recommended self-checks as described in the Epson support website, [www.epson.eu/support](http://www.epson.eu/support), which also contains details of the relevant Epson helpdesk centre you need to contact for the country in which the Product is situated.

**CoverPlus Registration:** Your CoverPlus pack needs to be registered to receive the service this can be done via [www.epson.eu/support](http://www.epson.eu/support) or ask to your Epson Authorised Partner. For certain CoverPlus Service Products - as indicated in the CoverPlus Service Level Guide - your CoverPlus pack also needs to be registered via EPSON Cloud Solution PORT.

#### 6. Your Responsibilities

If the Service includes working on the Product while it is connected to any computing system, data storage or other equipment you must ensure, before you permit any work to begin, that you have backed up any records, information, files, operating or application software, data, or anything else on that system or equipment that could be affected if things go wrong (together “Data”). Epson only undertakes work as part of the Services on this basis.

This action by you is required to ensure that, if anything is deleted from or corrupted within your system or equipment as a direct or indirect result of Epson providing the Services, you (and/or the owners and users of the system or equipment) have the copies you need to replace them. The same action by you should be undertaken if you are undertaking self-repairs under certain CoverPlus Service Products.

## 7. Limits to the Standard CoverPlus

The Service will be provided only if the Product fails to operate in accordance with its specification. The **EPSON** CoverPlus contract and the Service do not cover:

- setting up the Product on site or providing product support
- routine maintenance, cleaning or replacing consumables (e.g. ink cartridges, lamps) as described in the Product's user manual
- calibration of other products which may be connected to or used with the Product and Epson does not accept responsibility for ensuring any particular performance when the Product is used with other equipment or software
- Replacing parts (other than parts specifically identified in the Description) which normally require replacing during the life of the Product or of any part which has (by reason of its level of use, wear and tear) reached the end of its normal useable life.

Some packs may include the above parts and maintenance services. This will be clearly indicated in the description of the pack purchased and a summary of the relevant services is provided in the CoverPlus Service Level Guide.

Services will not be provided if, in Epson's opinion, the problem is due to:

- Externally caused damage
- use outside specification (as defined by the product manufacturer, whose decision whether use is outside specification or not is final);
- accessories, parts or consumables which are not **EPSON** branded or Epson approved;
- modifications made to your product as originally supplied by Epson;
- drivers or other software supplied with the Product. Modifying or correcting these is subject to the license supplied with the software and is outside the scope of the Services;
- unauthorised or inexperienced repair or attempted repair;
- misuse, excessive or inappropriate use, or use in an adverse or abnormal environment; or
- non-Epson hardware used with the Product or application software used with the Product.

## 8. Requests outside Scope

**EPSON** CoverPlus Service is provided only for the Product. If another product (or a product from which the serial number has been removed or tampered with) is presented by you for repair or replacement, or if the fault has been misrepresented and is in fact one excluded from cover, no Service will be provided and Epson will charge you for any costs incurred. If these costs are not paid within 28 days, this agreement will terminate, and the Product will no longer be covered.

## 9. Personal Data

To register to Epson CoverPlus, Epson will ask you to provide your personal data, as name, surname, address, email address and telephone number (to check the data that Epson currently collects). These data are necessary to Epson in order to provide the Service as described in these terms.

With your consent, Epson may use your personal data to contact you with regard to your use of the Service, to conduct surveys regarding the Service and various Epson printer products and to send you advertisements from Epson. Epson provides means for you to opt out of receiving any commercial information from Epson. For more information, please find more information on [www.epson.eu](http://www.epson.eu)

## 10. Epson's Liabilities

If the Product is damaged as a direct result of Epson or its contractor providing the Services in a negligent way Epson will repair or replace it. If other property belonging to you is damaged as a direct result of negligence by Epson or its contractor, Epson will pay up to a maximum of €500,000 for the repair or replacement of that property with property of an equivalent age, condition and specification.

If as a result of negligence by Epson (or by its employees or contractors involved in providing the Service) Epson or its contractor causes any personal injury or death, Epson accepts liability for this.

If Data (as referred to in paragraph 5) on your system is affected as a direct result of Epson providing the service in a negligent manner, Epson will attempt to restore the affected Data to your system from the back-ups you have taken (as required above). Alternatively, you may restore this information yourself for which Epson will compensate you at a reasonable rate. Epson does not accept any other responsibility or liability for anything damaged, corrupted or lost from your system that has not been backed up correctly or for any losses arising from such damage, corruption or loss or for any failure by you to take the required back-ups.

Epson does not accept any liability beyond this. In particular it does not accept any liability (for breach of contract, negligence or otherwise) for any consequential loss or damage, loss of use of your product or other items or loss of sales, profits or opportunity you may suffer. If you think a failure by Epson to provide the Service properly may cause you losses of this kind and it is important to you to protect against them, you should either take out appropriate insurance or contact Epson to discuss individually negotiated terms at a premium price.

#### **11. CoverPlus is described in these conditions**

The terms of the agreement between you and Epson are fully set out in this document. No other terms, conditions or warranties apply to the agreement or are implied into it (except any terms implied by statute which cannot be excluded). The service to be provided is as described in this document and you should not rely on any representation made to you which suggests otherwise.

**In particular: EPSON CoverPlus** is referred to, by Epson and others, in marketing and other materials as an Extended Warranty or as an extension to the Commercial Warranty offered by Epson. Although this is a convenient shorthand for describing them, the **EPSON CoverPlus** contract and the Service to be provided under that contract exist independently of any such Commercial Warranty. The Services provided during the Term are indeed similar to those offered, usually for a shorter period, under Epson's free of charge Commercial Warranty. However, the Service under the **EPSON CoverPlus** contract is provided on, and only on, the conditions set out in this document and not by reference to any wording contained in any Commercial Warranty offered by Epson.

#### **12. The nature of this contract**

**EPSON CoverPlus** is an agreement between you and Epson for the supply of specified services if the Product fails to operate or operates outside its specification. By this agreement, Epson accepts no additional liability in respect of defects in the Product beyond a liability to provide the Service as described. It is not a policy of insurance. Nor is it a warranty, guarantee or other promise that the Product will not fail or that it meets any particular quality standard or that it will continually operate within its specification. It does not extend the rights you obtained in this respect at the time you bought the product. This agreement does not affect any existing legal rights you have against the person who supplied the Product or against Epson (whether under an Epson Commercial Warranty offered to you or otherwise).

#### **13. Interpretation and Jurisdiction**

Except in any country where it is a compulsory legal requirement, which may not be excluded by agreement, that this agreement with you should be subject to the legal system of that country, this

agreement shall be interpreted according to English law. This document has been prepared in English by Epson for use across the EMEA region. Translation into other languages is only for convenience and shall not affect the interpretation of the English document which is the definitive text.

Local sales companies address and contact details can be found at [www.epson.eu/support](http://www.epson.eu/support) where there is a list of countries please select your territory to be taken to your local support page.

For full descriptions of the service available and the service levels please see the 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.
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
<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 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
<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.