

# Ehdot

## 1. Määritelmät

Näihin ehtoihin liittyvät määritelmät:

”Rekisteröinti” on **EPSON** CoverPlus -rekisteröintisivustossa käytettävä prosessi, jonka avulla syötät ostamasi (tai muutoin saamasi) aktivointinumeron ja teet Epsonin kanssa sopimuksen Epson CoverPlus -palvelutuotteesta näiden ehtojen mukaisesti.

”Voimassaoloaika” on jakso, joka alkaa siitä päivästä, jona tuotteen ensimmäinen loppukäyttäjä on tuotteen ostanut, ja joka jatkuu niin monta vuotta kuin kuvauksessa määritetään. *Voimassaoloaika ei ala EPSON CoverPlus -paketin tai -aktivointikoodin ostosta eikä Epsonin tuotteelle myöntämän kaupallisen vakiotakuun päättymisestä.* Voimassaoloaika saattaa sisältää myös enimmäistulostusmäärän, jolloin asianmukainen CoverPlus-paketti on voimassa joko enimmäistulostusmäärään asti tai niin monta vuotta kuin kuvauksessa määritetään, sen mukaan, kumpi ehto täyttyy ensiksi.

”Tuote” on yksittäinen **EPSON** -tulostin, -skanneri tai muu -laite, jonka malli määritetään kuvauksessa ja jonka sarjanumero annetaan rekisteröinnin yhteydessä, tai palvelun yhteydessä Epsonin toimittama korvaava tuote.

”Palvelu” tarkoittaa CoverPlus-palvelutaso-oppaassa kuvattua palvelua, jota Epson tai sen alihankkija tarjoaa palvelun voimassaoloajan. Tarjottava palvelu korvaa kaikki vakiotakuujaksot tai palvelutasot ja menee niiden edelle.

”Kuvaus” on palvelun keskeisten osien (mukaan luettuna palvelun voimassaoloaika ja tyyppi) määrittäminen, joka koskee rekisteröinnin yhteydessä valittua **EPSON** CoverPlus -palvelutuotetta.

”Epson” tarkoittaa sitä Epson-konsernin yritystä, joka alun perin toimitti ostamasi **EPSON** CoverPlus -paketin tai -aktivointikoodin. Yrityksen nimi ilmoitettiin sinulle rekisteröinnin aikana. Tämän asiakirjan lopussa on luettelo, joka sisältää **EPSON** CoverPlus -palvelusta vastaavat yritykset ja niiden osoitteet.

”**EPSON**” on japanilaisen Seiko Epson Corporationin rekisteröity tavaramerkki.

## 2. Tuote, jota varten CoverPlus-palvelua tarjotaan

Epson tai sen alihankkija tarjoaa tuotteeseen liittyvää palvelua palvelun voimassaoloajan. Palvelua tarjotaan vain kyseistä tuotetta varten.

## 3. Milloin palvelu voidaan ostaa

Jos toisin ei ole ilmoitettu, CoverPlus-takuulaajennukset on ostettava ja rekisteröitävä 60 päivän kuluessa sen Epson-tuotteen asennuksesta, jolle takuu rekisteröidään. CoverPlus-pakettien käyttöehtoja sovelletaan tuotteen asennuspäivästä alkaen, ja ne korvaavat kaikki tuotteelle tarjottavat kaupalliset takuut. Kaikki lakisääteiset takuehdot pysyvät kuitenkin edelleen voimassa.

## 4. Tarjottava palvelu

Epsonin tarjoaman palvelun tyyppin ja palveluntason perustiedot määritetään kuvauksessa. Lisätietoja Epsonin tarjoaman palvelun tyypistä ja tasosta on liitteenä 1 olevassa CoverPlus-palvelutaso-

oppaassa. Perustietojen (jotka voivat vaihdella **EPSON** CoverPlus -palvelutuotteittain) mukaan palvelu vastaa näissä ehdoissa esitettyä kuvausta.

Kun palvelu suoritetaan, tuote säädetään, korjataan tai vaihdetaan Epsonin oman harkinnan mukaan.

Korjauksilla tuotteelle varmistetaan tyydyttävä toimintakyky, joka vastaa tuotteen ikää ja käyttöä. Korvaavat tuotteet saattavat olla kunnostettuja laitteita.

Jos korvaava tuote toimitetaan, jäljellä oleva voimassaoloaika ja tulostusmäärä siirtyvät korvaavaan tuotteeseen.

**Kuten ennen tuotteiden hankintaa tarkistettavassa CoverPlus-palvelutasojen oppaassa on esitetty, tiettyjen CoverPlus Self Repair -palvelun tuotteiden tapauksessa palvelun käyttö edellyttää**

- internetyhteyden muodostamista tuotelle
- rekisteröintiä **EPSON** Cloud Solution PORT -palveluun
- korvatun tulostuspään palauttamista Epsonille
- valitun huoltohenkilökunnan osallistumista Epsonin valtuutetun jälleenmyyjän järjestämään koulutukseen.

## 5. Palvelun käyttäminen

Ota yhteyttä paikalliseen Epson-asiakaspalveluun puhelimitse, kun tuote kaipaa korjausta. Ennen pyyntöä on tehtävä suositeltavat omatoimiset tarkistukset Epsonin tukisivuston ohjeiden mukaisesti: [www.epson.fi/support](http://www.epson.fi/support). Sivustossa on myös sen Epson-asiakastukikeskuksen yhteystiedot, johon sinun on otettava yhteyttä.

**CoverPlus-rekisteröinti:** CoverPlus-paketti on rekisteröitävä palvelun käyttöä varten. Tämä voidaan tehdä osoitteessa [www.epson.fi/support](http://www.epson.fi/support) tai ottamalla yhteyttä Epsonin valtuutettuun kumppaniin. Kuten CoverPlus-palvelutasojen oppaassa on esitetty, tiettyjen CoverPlus-palvelun tuotteiden tapauksessa CoverPlus-paketti on myös rekisteröitävä **EPSON** Cloud Solution PORT -palveluun.

## 6. Velvollisuudet

Jos palvelu edellyttää tuotteeseen liittyvää työskentelyä tuotteen ollessa kytkettynä tietokonejärjestelmään, tietovarastoon tai muuhun laitteistoon, varmista ennen työn sallimista, että olet ottanut varmuuskopiot arkistoista, tiedoista, tiedostoista, käyttöjärjestelmistä, sovellusohjelmista ja muusta järjestelmän tai laitteiston sisällöstä, joka voi vahingoittua vikatilanteessa (yhteisesti "tiedot"). Epson suorittaa palvelujen mukaisen työn vain tällä edellytyksellä.

Tämän tarkoituksena on varmistaa, että jos järjestelmän tai laitteiston sisältöä tuhoutuu tai vioittuu suoraan tai epäsuorasti Epsonin palvelusuorituksen vuoksi, sinulla (ja/tai järjestelmän tai laitteiston omistajilla ja käyttäjillä) on tietojen palauttamiseen tarvittavat kopiot.

## 7. CoverPlus-vakiotakuun rajoitukset

Palvelua tarjotaan vain silloin, kun tuote ei toimi määrätyksiään vastaavalla tavalla. **EPSON** CoverPlus -sopimus ja -palvelu eivät kata

- tuotteen asennusta käyttöpaikalla tai tuotetukea
- säännönmukaista huoltoa, puhdistamista tai kulutusosien uusimista (esim. mustepatruunat, lamput) tuotteen käyttöohjeessa kuvatulla tavalla
- sellaisten muiden tuotteiden kalibrointia, jotka voidaan yhdistää tuotteeseen tai käyttää tuotteen kanssa. Epson ei vastaa toimivuudesta, kun tuotetta käytetään muiden laitteiden tai ohjelmistojen kanssa

- vaihto-osia, joita tavallisesti on uusittava tuotteen eliniän aikana (muut kuin kuvaukseen sisältyvät osat), tai tulostimen komponentteja, joiden normaali käyttöikä on päättynyt tavanomaisen kulumisen vuoksi.

Jotkin paketit saattavat sisältää edellä mainitut osat ja ylläpitopalvelut. Tämä osoitetaan selvästi ostetun paketin kuvauksessa, ja CoverPlus-palvelutaso-opas sisältää yhteenvedon olennaisista palveluista.

Epson ei tarjoa palveluita, jos Epson katsoo ongelman johtuvan seuraavista syistä:

- ulkoisesti aiheutettu vaurio
- määrittämättä poikkeava käyttö (tämän ratkaisee tuotteen valmistaja - valmistajan päätös siitä, onko käyttö ollut poikkeavaa, on lopullinen)
- varusteet, osat tai kulutustarvikkeet, jotka eivät ole **EPSON** -merkkisiä tai Epsonin hyväksymiä tai
- muutokset Epsonin toimittaman tuotteen alkuperäiseen kokoonpanoon tai
- ongelmat laiteohjaimessa tai muussa tuotteen mukana toimitetussa ohjelmistossa. Näiden muuttamiseen tai korjaamiseen sovelletaan ohjelmiston mukana toimitettua lisenssiä, eivätkä ne kuulu palvelujen piiriin.
- luvaton tai muun kuin ammattilaisen suorittama korjaus tai korjausyritys
- väärä, kohtuuton tai sopimaton käyttö, tai käyttö haitallisessa tai epänormaalissa ympäristössä
- tuotteen käyttö muun kuin Epsonin laitteiston kanssa tai sovellusohjelmiston kanssa.

## 8. Vaatimukset, joita palvelu ei koske

**EPSON** CoverPlus -palvelua tarjotaan vain tuotetta varten. Jos muu tuote (tai tuote, jonka sarjanumero on poistettu tai väärennetty) esitetään korjattavaksi tai vaihdettavaksi, tai jos vika kuvataan väärin, eikä takuu tosiasiasa kata sitä, palvelua ei tarjota, ja Epson veloittaa sinulta kaikki syntyneet kulut. Jos näitä kuluja ei makseta 28 päivän kuluessa, sopimus päättyy, eikä takuu enää koske tuotetta.

## 9. Henkilötiedot

Jotta voisit rekisteröidä Epson Coverplus -palvelun, Epson pyytää sinua antamaan henkilötietoja, kuten etunimi, sukunimi, osoite, sähköpostiosoite ja puhelinnumero (Epsonin tällä hetkellä keräämien tietojen tarkistamiseksi). Nämä tiedot tarvitaan, jotta Epson voi tarjota palvelun näissä ehdoissa esitetyllä tavalla.

Hyväksyntäsi jälkeen Epson saattaa käyttää henkilötietojasi ottaakseen yhteyttä palvelun käyttöön liittyen, tehdäkseen kyselyitä palveluun ja eri tulostintuotteisiin liittyen sekä lähettääkseen Epsonin mainoksia. Epson tarjoaa mahdollisuuden peruuttaa kaupallisten tietojen lähettämisen Epsonilta. Lisätietoja on osoitteessa [www.epson.fi](http://www.epson.fi).

## 10. Epsonin velvollisuudet

Epson korjaa tai vaihtaa tuotteen, jonka vahingoittuminen johtuu suoraan Epsonin tai sen alihankkijan huolimattomasti toteuttamasta palvelusta. Jos muuta omaisuuttasi tuhoutuu Epsonin tai sen alihankkijan huolimattomuuden vuoksi, Epson maksaa enintään 500 000 euroa omaisuuden korjaamisesta tai vaihtamisesta omaisuuteen, joka on samanikäistä, samassa kunnossa ja samojen määrittysten mukaista.

Epson hyväksyy vastuunsa henkilövahingosta tai kuolemasta, joka on johtunut Epsonin (tai sen palvelun tarjoamiseen osallistuneiden työntekijöiden tai toimittajien) huolimattomuudesta.

Jos järjestelmäsi tietoja (kohta 5) vahingoittuu suoraan Epsonin toteuttaman huolimattoman palvelun seurauksena, Epson pyrkii palauttamaan tiedot järjestelmään ottamistasi varmuuskopioista (kuten yllä edellytetään) Vaihtoehtoisesti voit palauttaa tiedot itse, jolloin Epson suorittaa siitä kohtuullisen

korvauksen. Epson ei vastaa eikä suorita korvausta järjestelmän vahingoittuneesta, vioittuneesta tai kadonneesta sisällöstä, jota ei ole varmuuskopioitu tällaisten vahinkojen, vioittumisen, katoamisen tai varmuuskopioinnin laiminlyönnin aiheuttamien menetysten varalta.

Epson ei vastaa muista vahingoista. Epson ei etenkään ole vastuussa (sopimusrikkomuksena, huolimattomuuden vuoksi tai muulla perusteella) seurannaismenetyksistä tai -vahingoista, Tuotteen tai muiden tuotteiden käytön keskeytymisestä tai menetetyistä myynnistä, voitosta tai myyntitilaisuudesta. Mikäli uskot, että tällaisia menetyksiä voi aiheutua Epsonin epäasianmukaisesti suorittamien palvelujen vuoksi ja vahingoilta suojautuminen on tärkeää, suosittelemme soveltuvan vakuutuksen ottamista tai neuvottelemaan Epsonin kanssa yksilöllisistä ehdoista erityismaksua vastaan.

#### **11. CoverPlus selostetaan näissä ehdoissa**

Tämä asiakirja sisältää kaikki sinun ja Epsonin väliset sopimusehdot. Sopimukseen ei sovelleta muita ehtoja tai takuita, mukaan lukien hiljaiset tahdonilmaisut (poikkeuksena pakottavan lainsäädännön sisältämät määräykset). Tarjottava palvelu on kuvattu tässä asiakirjassa. Siitä poikkeavat lupaukset eivät ole sitovia.

**Erityistä:** **EPSON** CoverPlus mainitaan Epsonin ja muiden markkinointi- ja muissa materiaaleissa laajennettuna takuuna tai Epsonin myöntämän kaupallisen takuun laajenuksena. Vaikka tämä on kätevä viittaus niiden kuvaukseen, **EPSON** CoverPlus -sopimus ja sopimuksen mukainen palvelu ovat erillään kaupallisesta takuusta. Voimassaoloaikana tarjottavat palvelut ovat samoja palveluita, joita tarjotaan yleensä lyhyemmän aikaa ilmaisen kaupallisen takuun perusteella. **EPSON** CoverPlus -sopimuksen mukaista palvelua tarjotaan kuitenkin vain tässä asiakirjassa asetettujen ehtojen mukaisesti ilman viittauksia Epsonin tarjoamiin kaupallisiin takuisiin.

#### **12. Tämän sopimuksen luonne**

**EPSON** CoverPlus on sinun ja Epsonin välinen sopimus määritettyjen palveluiden tarjoamiseksi silloin, kun tuote ei toimi tai ei toimi sille määritetyllä tavalla. Epson ei tällä sopimuksella sitoudu mihinkään lisävastuuseen tuotteen vioista, joihin kuvattu palvelujen tarjontavelvollisuus ei liity. Tämä sopimus ei ole vakuutuskirja. Tämä sopimus ei ole takuu, vakuutus tai muu lupaus siitä, että tuotteeseen ei tule vikoja, että se vastaa tiettyjä laatuvaatimuksia ja että se toimii jatkuvasti tuotekuvauksensa mukaisesti. Sillä ei laajenneta Tuotteen ostohetkellä saatuja oikeuksia. Tämä sopimus ei vaikuta laillisiin oikeuksiisi tuotteen toimittajaa tai Epsonia kohtaan (perustuvatpa oikeudet Epsonin kaupalliseen takuuseen tai muuhun).

#### **13. Tulkinta ja oikeudenkäyttöalue**

Tähän sopimukseen sovelletaan Englannin lakeja lukuun ottamatta niitä maita, joiden pakottavien lakien mukaan sopimukseen on sovellettava kyseisen maan oikeusjärjestelmää. Epson on laatinut tämän asiakirja englanniksi EMEA-alueella käytettäväksi. Asiakirja on käännetty muille kielille ainoastaan käytön helpottamiseksi, eikä se vaikuta englanninkielisen asiakirjan tulkintaan. Englanninkielinen versio ratkaisee tulkintakysymyksissä.

Paikallisten jälleenmyyjien osoitteet ja yhteystiedot löydät osoitteesta [www.epson.fi/support](http://www.epson.fi/support). Valitse oma alueesi sivustossa olevasta maiden luettelosta, niin siirryt paikalliselle tukisivulle.

Käytettävissä olevan palvelun ja palvelutasojen täydelliset kuvaukset löydät CoverPlus-palvelutaso-oppaasta.

# 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 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.