

Voorwaarden

1. Definities

In deze voorwaarden geldt het volgende:

“Registratie” is het proces op de **EPSON** CoverPlus-registratiewebsite, waar u het activeringsnummer invoert dat aan u is verstrekt bij aankoop (of anderszins), en waarbij u een overeenkomst aangaat met Epson betreffende een bepaald Epson CoverPlus Service Product onder deze voorwaarden.

De “Termijn” is de periode die begint op de datum dat het Product werd aangeschaft door de eerste eindgebruiker van het Product en loopt af na het aantal jaren dat is vermeld in de Beschrijving. *De Termijn begint niet op de aanschafdatum van een **EPSON** CoverPlus-pakket of activeringscode, noch na het verlopen van de standaard commerciële garantie die door Epson wordt gegeven op het Product.* De Termijn kan eveneens een maximum printvolume omvatten. In dat geval is het relevante CoverPlus-pakket geldig tot het maximum printvolume is bereikt of voor het aantal jaren dat is vermeld in de Beschrijving, wat het eerst het geval is.

Het “Product” is de specifieke **EPSON** printer, scanner of ander hardware-artikel, van het model dat is vermeld in de Beschrijving en waarvan het serienummer wordt gegeven tijdens de Registratie, of het is een vervangend product dat door Epson is geleverd als onderdeel van de Service.

De “Service” is de service die, zoals beschreven in de “CoverPlus Service Level guide”, wordt geleverd door Epson of de Epson-dealer gedurende de Termijn. De geleverde service heeft voorrang en overtreft alle bestaande standaard garantieperiodes of serviceniveaus.

De “Beschrijving” bevat een overzicht van de hoofdonderdelen van de Service (inclusief de Termijn en welk type Service) die wordt geleverd voor het specifieke **EPSON** CoverPlus Service Product dat is geselecteerd tijdens de Registratie.

Met “Epson” wordt bedoeld het bedrijf in de Epson-groep van bedrijven dat het **EPSON** CoverPlus-pakket of de activeringscode oorspronkelijk aan u bij aankoop heeft verstrekt. De identiteit van dat bedrijf is dezelfde als aan u werd medegedeeld tijdens de Registratie. Aan het einde van dit document vindt u een lijst van Epson-bedrijven en adressen voor het geval u wilt corresponderen over **EPSON** CoverPlus.

“**EPSON**” is een gedeponeerd handelsmerk van Seiko Epson Corporation in Japan.

2. Het Product waarvoor de CoverPlus Service wordt geleverd

Gedurende de Termijn zal Epson of de Epson-dealer Service aan u leveren voor het desbetreffende Product. De Service wordt alleen voor het Product geleverd en niet voor enig ander product.

3. Wanneer kan de service worden aangeschaft

CoverPlus-pakketten voor garantie-uitbreiding moeten, tenzij anders vermeld, niet meer dan 60 dagen na de datum van aanschaf en installatie van het Epson-product worden geregistreerd. De garantie moet eveneens worden geregistreerd. De algemene voorwaarden voor CoverPlus-pakketten gelden vanaf de installatiedatum van het product en hebben voorrang op elke vorm van commerciële garantie die wordt aangeboden voor het product. Alle wettelijke garantievoorwaarden zijn nog steeds van toepassing.

4. De Service

De hoofdonderdelen van het type en niveau van de service die Epson zal leveren als de Service, zijn nader gespecificeerd in de Beschrijving. Meer informatie over het type en niveau van de service is te vinden in Bijlage 1 "The CoverPlus service level guide". Onder voorbehoud van de genoemde specifieke hoofdonderdelen (die kunnen variëren, afhankelijk van het **EPSON** CoverPlus Service Product) is de Service zoals beschreven in deze voorwaarden.

Als er Service wordt geleverd, zal dit betrekking hebben op, naar Epsons eigen goeddunken, de aanpassing, reparatie of vervanging van het Product.

Aanpassingen of reparaties zullen zodanig worden uitgevoerd dat uw Product na de aanpassing of reparatie naar tevredenheid functioneert overeenkomstig met de leeftijd van het Product en de mate waarin het is gebruikt. Vervangende producten zijn mogelijk gereviseerde apparaten.

Als een vervangend product wordt geleverd, worden het niet-verlopen gedeelte van de Termijn en het printvolume overgedragen op het vervangende product.

Voor bepaalde CoverPlus Self Repair-serviceproducten, zoals aangegeven in de CoverPlus Service Level Guide, die vóór aankoop moet worden gecontroleerd, is het volgende verplicht om gebruik te kunnen maken van de voordelen:

- **een internetverbinding voor product**
- **registratie bij Epson Cloud Solution PORT**
- **retourzending aan Epson van vervangen printkop**
- **de levering van training aan uw geselecteerde servicepersoneel door een door Epson erkende wederverkoper**

5. Service verkrijgen

Voor het indienen van een verzoek om reparatie of vervanging van uw Product onder deze Service, neemt u telefonisch contact op met de lokale Epson-helpdesk. Voordat u een verzoek indient, dient u eerst de aanbevolen eigen checks te hebben uitgevoerd. Een beschrijving hiervan vindt u op de Epson Support-website, www.epson.eu/support. Hier vindt u ook alle informatie over de betreffende Epson-helpdesk die u dient te contacteren voor het land waarin het Product zich bevindt.

Registratie CoverPlus: Uw CoverPlus-pakket moet worden geregistreerd om de service te kunnen ontvangen. Dit kan worden gedaan via www.epson.eu/support. U kunt echter ook uw door Epson erkende partner vragen. Voor bepaalde CoverPlus-serviceproducten, zoals aangegeven in de CoverPlus Service Level Guide, moet uw CoverPlus-pakket tevens worden geregistreerd via de EPSON Cloud Solution PORT.

6. Uw verplichtingen

Als werkzaamheden aan het Product, terwijl aangesloten op een computersysteem, gegevensopslag of andere apparatuur, zijn inbegrepen in de Service, dan bent u verplicht ervoor te zorgen dat er een back-up is gemaakt van alle documenten, informatie, bestanden, besturings- of toepassingssoftware, gegevens of enig ander materiaal op het genoemde systeem of apparatuur dat mogelijk wordt aangetast als er iets misgaat (gezamenlijk "Gegevens"). Werkzaamheden die zijn inbegrepen in de Service worden door Epson uitsluitend op deze basis uitgevoerd.

U bent vereist deze handeling uit te voeren, zodat indien er iets van uw systeem of apparatuur wordt verwijderd of beschadigd raakt als direct of indirect gevolg van het leveren van de Service door Epson, u (en/of de eigenaars en gebruikers van het systeem of de apparatuur) over een kopie beschikt die kan dienen ter vervanging van de beschadigde gegevens.

7. Beperkingen van de standaardgarantie van CoverPlus

De Service wordt alleen geleverd als het Product niet functioneert overeenkomstig de specificaties ervan. Het **EPSON** CoverPlus-contract en de Service bieden geen dekking voor het volgende:

- installatie van het Product op locatie of het bieden van productondersteuning
- routine-onderhoud, reiniging of vervanging van verbruiksmaterialen (bijvoorbeeld inktcartridges of lampen) zoals wordt beschreven in de gebruikershandleiding van het Product
- kalibratie van andere producten die mogelijk zijn aangesloten op of worden gebruikt met het Product, waarbij Epson geen aansprakelijkheid aanvaardt voor het waarborgen van bepaalde prestaties als het Product wordt gebruikt in combinatie met andere apparatuur of software
- vervanging van onderdelen (uitgezonderd de onderdelen die expliciet worden vermeld in de Beschrijving) die normaal gesproken tijdens de levensduur van het Product moeten worden vervangen of van onderdelen waarvan (afhankelijk van het gebruiksniveau, door normale slijtage) de normale gebruiksduur is verstreken.

Sommige pakketten omvatten mogelijk de bovenstaande onderdelen en onderhoudsservices. Dit wordt duidelijk aangegeven in de beschrijving van het aangeschafte pakket en een samenvatting van de relevante services is te vinden in de CoverPlus Service Level Guide.

De Service wordt niet geleverd als het probleem naar de mening van Epson te wijten is aan:

- van buitenaf veroorzaakte schade
- gebruik buiten de specificaties (zoals gedefinieerd door de fabrikant van het product, wiens beslissing of een product al dan niet buiten de specificaties is gebruikt doorslaggevend is);
- accessoires, onderdelen of verbruiksmaterialen van andere leveranciers dan **EPSON** of die niet door Epson zijn goedgekeurd;
- wijzigingen aangebracht aan uw product zoals dat oorspronkelijk door Epson is geleverd;
- driversoftware of andere software die bij het Product is meegeleverd. Het wijzigen of herstellen hiervan is onderhevig aan de bij de software behorende licentie en valt buiten het toepassingsgebied van de Service;
- ongeautoriseerde of ondeskundige reparaties of reparatiepogingen;

- misbruik, bovenmatig of onjuist gebruik of gebruik in een ongunstige of abnormale omgeving; of
- gebruik van het Product met hardware of toepassingssoftware van andere fabrikanten dan Epson.

8. Verzoeken buiten het toepassingsgebied

EPSON CoverPlus Service wordt uitsluitend geleverd voor het Product. Als u een ander product (of een product waarvan het serienummer is verwijderd of waarvan met het serienummer is geknoeid) aanbiedt ter reparatie of vervanging, of als de storing onjuist wordt omschreven en eigenlijk een storing betreft die is uitgesloten van de dekking, wordt geen Service geleverd en brengt Epson u eventueel ontstane kosten in rekening. Als deze kosten niet binnen 28 dagen worden vergoed, vervalt deze overeenkomst en is het Product niet langer gedekt.

9. Persoonsgegevens

Wanneer u zich registreert voor Epson Coverplus, wordt u door Epson verzocht enkele persoonsgegevens te verstrekken, zoals uw naam, achternaam, adres, e-mailadres en telefoonnummer (ter controle van de gegevens die Epson momenteel verzamelt). Deze gegevens heeft Epson nodig om de Service te leveren zoals beschreven in deze voorwaarden.

Epson kan, na het verkrijgen van uw toestemming, uw persoonsgegevens gebruiken om contact met u op te nemen over uw gebruik van de Service, om enquêtes uit te voeren met betrekking tot de Service en de diverse printerproducten, en om u reclamemateriaal van Epson te sturen. Epson zal u de mogelijkheid bieden om u af te melden voor het ontvangen van commerciële informatie van Epson. Raadpleeg de privacyverklaring van Epson op www.epson.nl of www.epson.be voor meer informatie.

10. Aansprakelijkheden van Epson

Als het Product beschadigd raakt als een direct gevolg van nalatigheid van Epson of de Epson-dealer bij het leveren van de Service, wordt het Product door Epson gerepareerd of vervangen. Als andere eigendommen die u toebehoren, beschadigd raken als een direct gevolg van nalatigheid van Epson of de Epson-dealer, betaalt Epson maximaal € 500.000 voor de reparatie of vervanging van die eigendommen door eigendommen met gelijke leeftijd, conditie en specificaties.

Als door nalatigheid van Epson (of van diens werknemers of dealers tijdens het leveren van de Service) persoonlijk letsel ontstaat of iemand overlijdt, aanvaardt Epson of de Epson-dealer daarvoor de aansprakelijkheid.

Als Gegevens (zie verwijzing in artikel 5) op uw systeem beschadigd raken als een direct gevolg van het leveren van de Service door Epson op nalatige wijze, zal Epson trachten de beschadigde Gegevens op uw systeem te herstellen vanaf de door u gemaakte back-ups (zoals hierboven vereist). U kunt deze informatie ook zelf herstellen, in welk geval Epson u daarvoor een redelijke vergoeding zal bieden. Epson aanvaardt geen enkele andere verantwoordelijkheid of aansprakelijkheid voor zaken op uw systeem die beschadigd raken of verloren gaan en waarvan niet op correcte wijze back-ups zijn gemaakt, of voor enig verlies dat het gevolg is van dergelijke beschadigingen of verliezen, of voor het eventuele verzuim door u om de vereiste back-ups te maken.

Epson aanvaardt geen enkele verdere aansprakelijkheid. Er wordt geen aansprakelijkheid (voor contractbreuk, nalatigheid of anderszins) aanvaard voor enig resulterend verlies of schade, verlies van gebruik van uw product of andere artikelen of verlies van verkopen, winst of verkoopkansen dat u mogelijk ondervindt. Als u van mening bent dat u dergelijke verliezen zou kunnen lijden als Epson nalaat op de juiste wijze Service te verlenen en als het voor u van belang is uzelf tegen deze verliezen te beschermen, moet u zich daarvoor verzekeren of contact opnemen met Epson over de mogelijkheid van individuele voorwaarden tegen extra kosten.

11. CoverPlus wordt beschreven in deze voorwaarden

De voorwaarden van de overeenkomst tussen u en Epson zijn volledig uiteengezet in dit document. Geen andere voorwaarden, bepalingen of garanties zijn op deze overeenkomst van toepassing of worden geacht daarvan deel uit te maken (behalve wettelijk opgelegde voorwaarden die niet kunnen worden uitgesloten). De te leveren Service is zoals die in dit document wordt beschreven en u mag niet vertrouwen op eventuele door u ontvangen verklaringen die iets anders beweren.

In het bijzonder: Naar EPSON CoverPlus wordt door Epson en anderen in marketing- en overige materialen verwezen als een uitgebreide garantie of als een verlenging van de commerciële garantie die door Epson wordt geboden. Hoewel dit een nuttige samenvatting is om ernaar te verwijzen, zijn het **EPSON CoverPlus**-contract en de Service die wordt geboden onder dit contract volledig onafhankelijk van deze commerciële garantie. De Service die gedurende de Termijn wordt geboden lijkt inderdaad op de service die, meestal voor een kortere periode, wordt geleverd onder de gratis commerciële garantie van Epson. Het moet echter worden opgemerkt dat de Service onder het **EPSON CoverPlus**-contract exclusief wordt geleverd onder de voorwaarden zoals uiteengezet in dit document, en niet op basis van verwijzing naar formuleringen in een commerciële garantie die door Epson wordt geboden.

12. De aard van dit contract

EPSON CoverPlus is een overeenkomst tussen u en Epson voor de levering van specifieke services als het Product niet functioneert of niet functioneert conform de specificaties ervan. Met deze overeenkomst aanvaardt Epson geen aanvullende aansprakelijkheid met betrekking tot defecten van het Product buiten de aansprakelijkheid voor het leveren van de Service zoals beschreven. Het is geen verzekeringspolis. Evenmin is het een garantie, waarborg of andere belofte dat het Product storingsvrij functioneert of aan een bepaalde kwaliteitsnorm voldoet, of dat het altijd zal blijven functioneren conform de specificaties. Deze overeenkomst vormt geen uitbreiding van de rechten die u met betrekking hierop hebt verworven op het moment dat u het Product kocht. Deze overeenkomst is niet van invloed op enige bestaande wettelijke rechten die u hebt ten aanzien van de persoon die het Product heeft geleverd of ten aanzien van Epson (ongeacht of het werd geleverd onder commerciële garantie van Epson of anderszins).

13. Interpretatie en jurisdictie

Behalve in landen waar de wet vereist dat deze overeenkomst met u is onderworpen aan het wettelijke systeem van dat land, waarvoor geen uitsluiting mag bestaan op basis van overeenkomst, wordt deze overeenkomst geïnterpreteerd naar Engels recht. Dit document is oorspronkelijk in het Engels opgesteld door Epson voor gebruik in de EMEA-regio. Vertalingen in andere talen worden uitsluitend gemakshalve aangeboden en zijn niet van invloed op de interpretatie van het Engelse document dat de definitieve tekst vormt.

De adres- en contactgegevens van de lokale verkoopkantoren kunt u vinden op www.epson.eu/support. Klik op de naam van uw land om naar uw lokale ondersteuningspagina te gaan.

Raadpleeg de CoverPlus Service Level Guide voor volledige beschrijvingen van de beschikbare Service en serviceniveaus.

CoverPlus

Service level guide

How to use this service

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

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

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

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

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

CP03RTBSCC70

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

Term description

Extended warranty duration example

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

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

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

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

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

CP03RTBSCC70

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

Service description

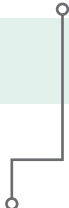
Service type example

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

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

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

CP03RTBSCC70



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

Term description

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

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

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

Service descriptions by product

Inkjet CoverPlus

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

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

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

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

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

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



Service descriptions by product

EPP CoverPlus

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

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

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

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

Service descriptions by product

Self Repair

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

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

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

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

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

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

Service descriptions by product

Laser and Dot Matrix CoverPlus

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

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

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

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

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

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

Service descriptions by product

Projection CoverPlus

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

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

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

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

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

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

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



Service descriptions by product

Scanners CoverPlus

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

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

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

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

Service descriptions by product

Disc Producers / POS printers / Colorworks label printers CoverPlus

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

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

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

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

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

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

Service descriptions by product

Wearable technology and label printers CoverPlus

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

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

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

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

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

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