

Villkor

1. Definitioner

Dessa villkor omfattar:

“Registrering” avser proceduren på registreringssidan för **EPSON** CoverPlus, där du anger det aktiveringsnummer som du köpt (eller som på annat sätt tillhandahållits dig), och ingår ett avtal med Epson för en viss Epson CoverPlus-serviceprodukt i enlighet med dessa villkor.

“Perioden” avser den period som inleds det datum då Produkten inköptes av Produktens första slutanvändare, och fortsätter sedan under det antal år som anges i Beskrivningen. *Den varar inte från köpet av ett **EPSON** CoverPlus-paket eller en aktiveringskod, samt heller inte från slutet på den vanliga produktgaranti som Epson erbjuder.* Termen kan även omfatta en maximal utskriftsvolym – i dessa fall är det relevanta CoverPlus-paketet giltigt antingen upp till den maximala utskriftsvolymen eller det antal år som anges i Beskrivningen, beroende på vilket som kommer först.

“Produkten” utgörs av en enskild **EPSON** -skrivare, -skanner eller annan maskinvaruartikel av i Beskrivningen angiven modell, vars serienummer anges i samband med registreringen, eller av ersättningsprodukt som tillhandahålls av Epson som en del av service.

“Servicen” är service såsom angiven i "Nivåguide för CoverPlus-service" som ska tillhandahållas av Epson eller dess leverantör i enlighet med villkoret. Tillhandahållen service har företräde över samtliga eventuella standardgarantiperioder och -serviceivårer.

"Beskrivningen" utgörs av beskrivningen av viktiga delar av service (inklusive period och typen av service) som ska tillhandahållas i enlighet med den specifika **EPSON** CoverPlus-serviceprodukten som väljs i samband med registrering.

“Epson” betyder det företag inom Epson-företagsgruppen som ursprungligen tillhandahöll **EPSON** CoverPlus-paketet eller det aktiveringsnummer som du köpt. Detta företags identitet tillhandahålls till dig i samband med registreringen. En lista över Epson-företag och dessas adresser för all korrespondens som berör **EPSON** CoverPlus anges i slutet av detta dokument.

“**EPSON**” anger användning av ett registrerat varumärke tillhörande Seiko Epson Corporation i Japan.

2. Produkten för vilka CoverPlus-servicen tillhandahålls

Under Perioden ska Epson eller dess leverantör tillhandahålla Service kopplad till Produkten. Service tillhandahålls endast för Produkten, inte för någon annan produkt.

3. När kan tjänsten köpas

CoverPlus-garantiförlängningspaketet måste köpas och registreras inte mer än 60 dagar efter dagen för installation av Epson-produkten som garantin gäller, om inget annat anges. CoverPlus-paketets villkor gäller från produktens installationsdatum och ersätter alla kommersiella garantier som erbjuds för produkten. Alla rättsliga garantivillkor gäller fortfarande.

4. Tillhandahållen Service

I Beskrivningen anges de viktigaste delarna i den servicetyp och -nivå som Epson tillhandahåller. Mer information om servicens typ och nivå finns i bilaga 1 "Nivåguide för CoverPlus-service". Med förbehåll

för dessa specifika nyckelelement (som varierar från en **EPSON** CoverPlus-tjänsteprodukt till en annan) utgörs service av det som anges i dessa villkor.

Där Service tillhandahålles kommer denna att omfatta, efter Epsons eget gottfinnande, justering, reparation eller byte av Produkten.

Justeringar eller reparationer kommer att utföras på så sätt att Produkten, efter utförd justering eller reparation, levererar en tillfredsställande prestanda som är i enlighet med dess ålder och användning. Ersättningsprodukter kan bestå av reoverade enheter.

Om en ersättningsprodukt tillhandahålles, kommer kvarvarande del av villkoren och vår utskriftsvolym att tillfalla ersättningsprodukten.

För vissa CoverPlus-egenreparationsserviceprodukter – som anges i nivåguiden för CoverPlus-service och som du bör kontrollera före köpet – är följande saker obligatoriska:

- En internetanslutning för produkten
- Registrering i EPSON Cloud Solution PORT
- Retur av det utbytta Epson-skrivarhuvudet
- Utbildning av servicepersonal du har valt ut genomförd av Epsons auktoriserade återförsäljare

5. Få service

För att begära reparation eller byte av din Produkt under Serviceavtalet, kontakta ditt lokala Epson-supportcenter per telefon. Innan du begär hjälp bör du se till att ha utfört rekommenderade självkontroller såsom anges på Epsons supportwebbplats, www.epson.se/support, där du också hittar uppgifter som berör det Epson-supportcenter som du måste kontakta för det land där Produkten finns.

CoverPlus-registrering: CoverPlus-paketet måste registreras om du ska erhålla denna tjänst. Detta kan du göra via www.epson.eu/support, men du kan även be din auktoriserade Epson-partner. För vissa CoverPlus-serviceprodukter – som anges i nivåguiden för CoverPlus-service – behöver ditt CoverPlus-paket också registreras via EPSON Cloud Solution PORT.

6. Ditt ansvar

Om Servicen omfattar arbete på Produkten när denna är ansluten till någon form av datasystem, datalagring eller annan utrustning, måste du, innan du tillåter några som helst arbeten att äga rum, säkerställa att du har säkerhetskopierat alla sparade data, information, filer, drifts- eller nyttoprogramvara, samt allt annat som finns lagrat i systemet/utrustningen och som skulle kunna påverkas om saker och ting skulle gå fel (sammantaget "Data"). Epson utför endast arbete som en del av Servicen på denna basis.

Du måste utföra detta i syfte att säkerställa att om något skulle raderas från eller skadas i ditt system eller din utrustning (som ett direkt eller indirekt resultat av att Epson tillhandahåller Servicen), så kommer du (och/eller systemets eller utrustningens ägare eller användare) att ha de kopior som behövs för att ersätta det förlorade.

7. Gränser för standard CoverPlus

Service tillhandahålles endast om Produkten ej fungerar i enlighet med sina specifikationer. **EPSON** CoverPlus-kontraktet och -service täcker inte:

- installation av Produkten på plats, eller tillhandahållande av produktsupport
- rutinunderhåll, rengöring eller byte av förbrukningsartiklar (t.ex. bläckpatroner eller lampor) så som angivet i Produktens användarmanual

- kalibrering av andra produkter som anslutits till eller används tillsammans med Produkten, och Epson påtar sig inget som helst ansvar för att säkerställa någon som helst specifik prestanda när Produkten används tillsammans med annan utrustning eller programvara
- Byte av delar (andra än delar officiellt specificerade i Beskrivningen) som normalt sett kräver utbyte under Produktens livslängd, eller byte av del som (på grund av användnings- och slitagegrad) nått slutet av sin normala livslängd.

Vissa paket kan omfatta ovanstående delar och underhållstjänster. Detta kommer att anges tydligt i beskrivningen av det inköpta paketet, och en sammanfattning av de relevanta tjänsterna finns i nivåguiden för CoverPlus-service.

Service tillhandahålles inte om problemet, enligt Epsons åsikt, beror på:

- Skada genom yttre åverkan
 - användning utanför produktens specifikationer (som definierats av tillverkaren av produkten, vars beslut om användningen uppfyller specifikationerna eller inte är slutgiltigt);
 - tillbehör, delar eller förbrukningsartiklar som inte är av märket **EPSON** eller godkända av Epson;
 - modifieringar på din produkt så som den ursprungligen var när den levererades av Epson;
 - drivrutiner eller annan programvara som medföljer Produkten. Modifieringar eller korrigeringar av dessa betingas av den licens som medföljer programvaran, och faller utanför ramarna för Servicen.
 - reparation eller reparationsförsök utfört av icke-auktoriserad eller icke-kvalificerad person;
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- missbruk, överdriven eller felaktig användning, eller användning i skadlig/onormal miljö; eller
 - hårdvara från annan tillverkare än Epson som används med Produkten, eller nyttoprogramvaror som används med Produkten.

8. Begäran som ej omfattas

EPSON CoverPlus-service tillhandahålles enbart för Produkten. Om en annan produkt (eller en produkt där serienumret har avlägsnats eller manipulerats) uppvisas av dig för reparation eller byte, eller om felet förvrängts och de facto ej täcks, kommer ingen Service att tillhandahållas, och Epson kommer att debitera dig för eventuellt uppståndna kostnader. Om dessa kostnader ej betalas inom 28 dagar, kommer detta avtal att avslutas och Produkten inte längre täckas.

9. Personuppgifter

För att du ska kunna registrera dig för Epson CoverPlus kommer Epson att uppmana dig att tillhandahålla dina personuppgifter, exempelvis namn, efternamn, adress, e-postadress och telefonnummer (för att kontrollera de data som Epson redan samlar in). Dessa data är nödvändiga för att Epson ska kunna tillhandahålla tjänsten enligt beskrivningen i dessa villkor.

Med ditt medgivande kan Epson komma att använda dina personuppgifter för att kontakta dig rörande din användning av tjänsten, för att utföra undersökningar som rör tjänsten och olika Epson-skrivarprodukter, samt för att skicka reklammaterial från Epson. Epson ger dig flera möjligheter att välja bort att erhålla kommersiell e-postinformation från Epson. Mer information om detta finns på www.epson.se.

10. Epsons ansvar

Om Produkten skadas som ett direkt resultat av att Epson eller dess leverantör tillhandahåller Servicen på ett oaktsamt sätt, kommer Epson att reparera eller byta ut den. Om någon annan av din egendom skadas som ett direkt resultat av oaktsamhet från Epsons eller dess leverantörs sida, kommer Epson att betala ett belopp på maximalt €500 000 för reparation eller byte av denna egendom mot egendom av motsvarande värde, skick och specifikationer.

Om, som ett resultat av oaktsamhet från Epson (eller dess anställda eller dess leverantörer inblandade i tillhandahållandet av Servicen), Epson eller dess leverantör förorsakar någon som helst personskada eller dödsfall, påtar sig Epson ansvaret för detta.

Om Data (såsom angivet i paragraf 5) i ditt system påverkas som ett direkt resultat av att Epson tillhandahåller Servicen på ett oaktsamt sätt, så kommer Epson att försöka återställa påverkad Data i ditt system utifrån de säkerhetskopior du har tagit (enligt erfordrat ovan). Alternativt kan du själv återställa denna information – i detta fall kommer Epson att kompensera dig med en rimlig summa. Epson åtar sig inget annat ansvar eller annan ansvarsskyldighet för någon som helst skada, fel eller förlust som berör ditt system och som inte har säkerhetskopierats korrekt, samt heller inte för förlust som uppstår av sådan skada, fel eller förlust, eller som ett resultat av att du inte har skapat erforderliga säkerhetskopior.

Epson påtar sig inget som helst ansvar utöver detta. Man påtar sig i synnerhet ingen ansvarsskyldighet (på grund av kontraktsbrott, oaktsamhet eller av annat skäl) för någon som helst påföljande förlust eller skada, förlorad produkt- eller annan objektanvändning, eller förlust som berör försäljning, vinst eller möjlighet du drabbas av. Om du anser att Epson misslyckats med att tillhandahålla Service på ett korrekt sätt, att du därigenom kan drabbas av förluster av ovanstående slag, samt anser det viktigt att skydda dig mot sådana förluster, bör du antingen teckna en lämplig försäkring eller kontakta Epson i syfte att diskutera enskilt förhandlade villkor till ett högre pris.

11. CoverPlus beskrivs i dessa villkor

Villkoren i detta avtal mellan dig och Epson beskrivs utförligt i detta dokument. Inga andra villkor eller garantier gäller avtalet eller omfattas av det (förutom villkor angivna av stadga som inte får exkluderas). Tillhandahållen Service är så som angiven i detta dokument, och du bör inte förlita dig på någon som helst framställning du ser som antyder något annat.

I synnerhet: EPSON CoverPlus hänvisas till, av Epson och andra (i marknadsförings- och andra material), som en tilläggsgaranti eller en förlängning av den produktgaranti Epson erbjuder. Även om detta är en praktisk, kortfattad beskrivning, existerar **EPSON CoverPlus**-avtalet och den Service som ska tillhandahållas under avtalet oberoende av sådan produktgaranti. Den Service som tillhandahålles under Perioden liknar de facto dem som erbjuds, vanligtvis under en kortare period, under Epsons kostnadsfria produktgaranti. Den service som omfattas av **EPSON CoverPlus**-avtalet tillhandahålles emellertid i enlighet med, och enbart i enlighet med, de villkor som anges i detta dokument, och inte via referens till någon som helst fras i någon som helst produktgaranti som Epson erbjuder.

12. Detta kontrakts natur

EPSON CoverPlus är ett avtal mellan dig och Epson som avser leverans av specifika servicetjänster, om Produkten slutar fungera eller överskrider sina driftspecifikationer. Genom detta avtal påtar sig Epson ingen ytterligare ansvarsskyldighet med avseende på defekter i Produkten, undantaget skyldighet att tillhandahålla Servicen enligt vad som anges. Det utgör inte någon policy eller försäkring. Det utgör heller inte någon garanti eller annat löfte att Produkten inte kommer att gå sönder, att den uppfyller någon specifik kvalitetsstandard, eller att den kontinuerligt kommer att arbeta inom ramarna för sina specifikationer. Det förlänger inte de rättigheter du i detta avseende erhöll då du köpte produkten. Detta avtal påverkar inte några som helst juridiska rättigheter du åtnjuter gentemot den person som tillhandahållit Produkten eller gentemot Epson (oavsett om detta avser under den produktgaranti Epson tillhandahållit, eller därutöver).

13. Tolkning och jurisdiktion

Förutom i de länder där det är ett erforderligt juridiskt krav att detta avtal med dig omfattas av det landets juridiska system, ett krav som inte får exkluderas via avtal, ska detta avtal tolkas i enlighet med

engelsk lagstiftning. Detta dokument har framställts på engelska av Epson, för användning över hela EMEA-regionen. Översättning till andra språk sker enbart av praktiska skäl, och påverkar inte tolkningen av det engelska dokumentet, som utgör den definitiva texten.

Adress och kontaktinformation till lokala säljföretag finns på www.epson.se/support där en nationslista finns – vänligen välj ditt land för att vidarebefordras till din lokala support sida.

Fullständiga beskrivningar av den tillgängliga service och servicenivåerna finns i nivåguiden för CoverPlus-service.

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

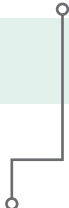
Service type example

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 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
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.