

SureColor SC-R5000 and SC-R5000L CoverPlus Packs



Maintenance agreements main unit / options	CoverPlus (without heads)	Self-repair CoverPlus (one head included)	Standard commercial warranty
Quick printhead replacement with self repair heads		♦	
End user training for printhead replacement and maintenance		♦	
1 self repair printhead head kit included with CoverPlus Self Repair supplied to end user.		♦	
Discounted self repair printheads		♦	
Epson Cloud Solution PORT and ERMS remote service monitoring		♦	
Epson Cloud Solution PORT and production monitor	♦	♦	♦
First response time ^{1, 3}	1 day	3 hours	No target
Response time to customer install location ^{2, 3} . Working days subject to parts available for non head warranty repair	1-2 days	1 day	No target

SC-R5000 CoverPlus Packs			
SC-R5000 1Y OSSE w/out Heads CoverPlus	CP01OSWHCH28		
SC-R5000 1Y OSSE COVERPLUS SELF REPAIR		CP01OSCRCH28	
SC-R5000 2Y OSSE COVERPLUS SELF REPAIR		CP02OSCRCH28	
SC-R5000 3Y OSSE COVERPLUS SELF REPAIR		CP03OSCRCH28	
SC-R5000 5Y OSSE COVERPLUS SELF REPAIR		CP05OSCRCH28	

¹ Initial telephone contact by Epson support or contracted partner

² Working days (subject to parts availability) – cut off time 3pm

³ Response times are a target Epson works to, not a guarantee of service

CoverPlus Self Repair Key Benefits
CoverPlus Self Repair offers users replaceable printheads, maximising production time for busy print environments.
Upon successful registration of CoverPlus and Epson Cloud Solution PORT, one printhead kit (printhead and gloves) will be supplied at the beginning of the contract.
The service includes access to Epson Cloud Solution PORT and Epson Remote Managed Service which allows Epson engineers to remotely monitor the health of your printer

In addition to the service supplied by the technicians, there are a number of additional end user periodic maintenance and cleaning requirements that need to be performed to keep your Epson product performing to specification. Below is a list of maintenance, cleaning items and options available for the SC-R5000/R5000L products, which you can order from your reseller.

SC-R5000 Series Consumables and Options	Part Number
Cleaning stick (50 pcs)	C13S090013
Waste ink bottle	C13S210071
Wiper unit	C13S210100
Maintenance kit	C13S210103

Technical support

Europe			
Albania	www.epson.eu/contact-us	Lithuania	www.epson.eu/contact-us
Austria	01 – 364 23 00	Luxembourg	www.epson.eu/contact-us
Belgium	02 792 0447	Macedonia	www.epson.eu/contact-us
Bosnia & Herzegovina	www.epson.eu/contact-us	Malta	www.epson.eu/contact-us
Bulgaria	+359 2 448 6390	Netherlands	020-7085099
Croatia	www.epson.eu/contact-us	New Caledonia	www.epson.eu/contact-us
Cyprus	www.epson.eu/contact-us	Norway	+47 21 93 95 04
Czech Republic	+420 246037281	Poland	+48 22 2953725
Denmark	32 72 92 10	Portugal	707 222 111
Estonia	www.epson.eu/contact-us	Romania	+4021 4025024
Finland	09-3158 3267	Russian Federation	8 800 100-64-20
France	09 7475 04 04	Serbia	www.epson.eu/contact-us
Germany	02159 92 79 500	Slovakia	+421 232786682
Greece	211 199 0089	Slovenia	www.epson.eu/contact-us
Hungary	www.epson.eu/contact-us	Spain	902 49 59 69 (93 550 53 95)
Iceland	www.epson.eu/contact-us	Sweden	46850513701
Ireland	01436 7742	Switzerland	022 592 7923
Israel	www.epson.eu/contact-us	Turkey	+90 (0) 2129008941
Italy	02.30578341	United Kingdom	0343 90 37766
Latvia	www.epson.eu/contact-us		
Africa			
Angola	www.epson.eu/contact-us	Martinique	www.epson.eu/contact-us
Algeria	www.epson.eu/contact-us	Mauritius	www.epson.eu/contact-us
Botswana	www.epson.eu/contact-us	Mayotte	www.epson.eu/contact-us
Ethiopia	www.epson.eu/contact-us	Morocco	www.epson.eu/contact-us
Egypt	www.epson.eu/contact-us	Reunion	www.epson.eu/contact-us
French Polynesia	www.epson.eu/contact-us	Senegal	www.epson.eu/contact-us
Ghana	www.epson.eu/contact-us	South Africa	www.epson.co.za/contactus
Guadeloupe	www.epson.eu/contact-us	Tanzania	www.epson.eu/contact-us
Guyana	www.epson.eu/contact-us	Tunisia	www.epson.eu/contact-us
Ivory Coast	www.epson.eu/contact-us	Uganda	www.epson.eu/contact-us
Kenya	www.epson.eu/contact-us	Zimbabwe	www.epson.eu/contact-us
Nigeria	www.epson.eu/contact-us		
Middle East			
Middle East (UAE only)	800035703910	Kuwait	97316568366
Middle East (Dubai)	97142677638	Lebanon	97316568366
Middle East (spare parts Dubai)	97148838828	Libya	97316568366
Bahrain	97316568366	Oman	97316568366
Egypt	97316568366	Qatar	97316568366
Iraq	97316568366	Saudi Arabia	966114626296
Jordan	97316568366	Yemen	97316568366

Onsite

No service available

