



Warranty Program for the EPSON Stylus® Pro Large Format Printers



*Priority
Technical Support*

*Toll-Free
Phone Number*

On-Site Repair

*Security and
Peace of Mind*

CPD-15016

*Please open this booklet and record your unique Unit ID Number.
You will need it to take full advantage of the Preferred Warranty.*

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Welcome and Congratulations

Congratulations on your purchase of an EPSON Stylus Pro large format ink jet printer. Your printer is designed to produce large format, amazingly photo-realistic output using genuine Epson inks, cartridges and media. To ensure your complete satisfaction with the printer's performance, Epson is pleased to include the EPSON Preferred limited warranty plan.

This 1 year limited warranty plan includes priority toll-free technical support and on-site response for the hardware repair of your printer. Should you have a question or experience a problem with your printer, simply call the exclusive EPSON Preferred toll-free number, select the technical support option, and enter your Unit ID Number as described in this booklet. Since this is an exclusive line, your call will be answered promptly.

Please review the information contained in this booklet. You'll find your personal Unit ID Number, which enables access to the exclusive EPSON Preferred Toll-Free Number. You will need this number along with your printer's serial number to take advantage of our Preferred Service. For your convenience, we've included a sheet of labels for you to use as an easy reminder of how to access the Preferred Service. Simply write in the Unit ID and serial numbers and place the label in plain view on your printer, and in your business card file for reference; keep the rest for future use. You'll find our complete terms and conditions for this 1 year limited warranty at the end of this booklet, under "Terms and Conditions – Limited Warranty for Commercial Products."

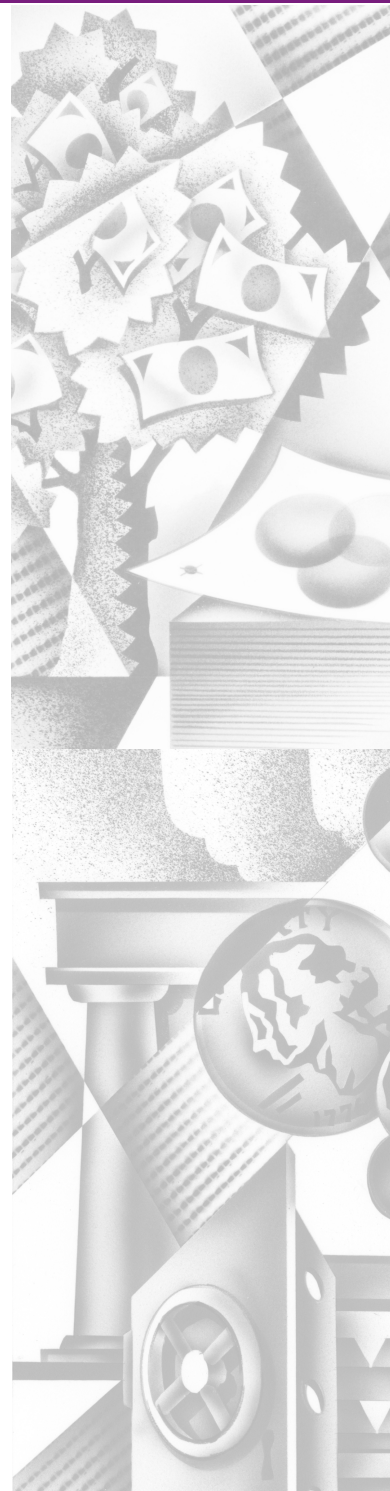
Once again, congratulations and welcome to the EPSON Preferred Family.

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Purchasing Extended Service: the EPSON Preferred Plus Plan

The EPSON Preferred Plan offers premium warranty service for 1 year. We'd like to inform you of the opportunity to extend that premium level of service for an additional 1 or 2 years through the EPSON Preferred Plus Plan – Epson's extended service contracts for the EPSON Stylus Pro large format printers. Just purchase the Preferred Plus Plan and you'll continue to have access to our toll-free priority technical support line and on-site hardware service. You may purchase the Preferred Plus Plan at any time while your printer is covered under the standard warranty.

You can obtain detailed terms and pricing information, and purchase a 1 or 2 year Preferred Plus Plan, from your participating EPSON Stylus Pro dealer or from the Epson Store at www.epson.com.



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For EPSON Preferred Technical Support

**Follow these easy steps to
obtain technical support.**

Step 1: Have your serial number available:

Step 2: Call toll-free 888-377-6611.*

Step 3: Follow the voice prompt instructions.

Step 4: Enter your Unit ID Number.

Step 5: Be prepared to work with the Technical Support
Specialist to diagnose the problem.

Operating Hours: Monday through Friday, 6 AM to 8 PM
Saturday, 7 AM to 4 PM (Pacific Time)

Note: Weekend support hours are subject to change without notice.

* While your printer is under warranty, if you experience difficulty using your Unit ID Number to access the Toll-Free Preferred line, please call 562-276-1305 during normal business hours so we may resolve the problem.

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Terms and Conditions

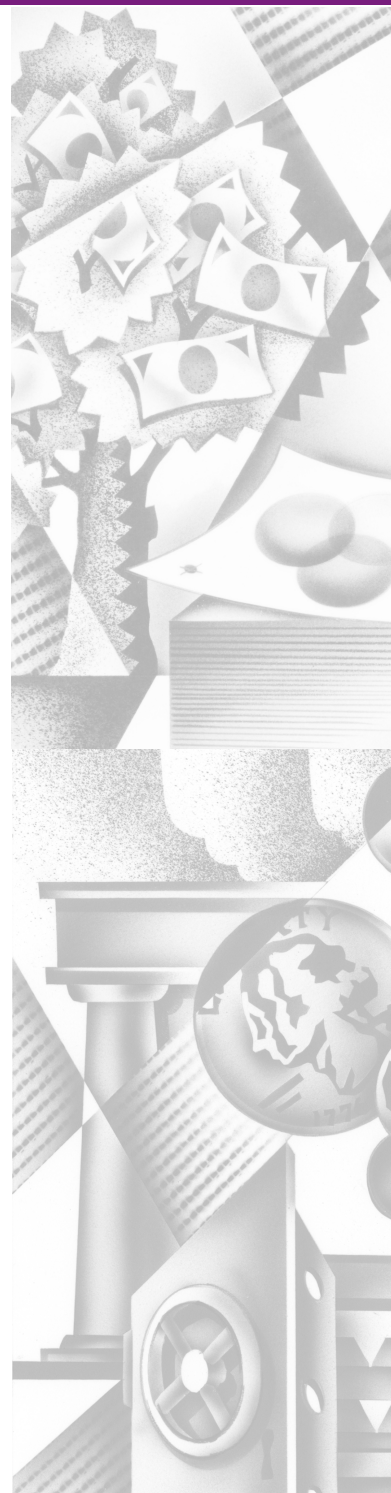
Limited Warranty for Commercial Products

What Is Covered: Epson America, Inc. ("Epson") warrants to the first end-user customer that the EPSON Stylus Pro large format ink jet printer covered by this limited warranty statement, if purchased and given normal use in the United States or Canada, will conform to manufacturer's specification and will be free from defects in workmanship and materials for a period of one year from the date of original purchase. Epson also warrants that the consumable ink cartridges enclosed with the printer will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty of the Epson printer.

What Epson Will Do To Correct Problems: Should your large format printer prove defective during the warranty period, please call the toll-free support line identified in this booklet. This line will be answered between 6:00 AM and 8:00 PM Pacific Time, Monday through Friday, and between 7:00 AM and 4:00 PM Pacific Time on Saturday (excluding Epson recognized holidays). Weekend hours are subject to change without notice. When you call, please be prepared to provide your printer's serial number, which is needed to verify that the printer is still under warranty. (You may also need to provide proof of purchase if warranty coverage cannot be verified by the serial number.) An Epson call center technician will work with you to try to resolve the problem, and if your printer needs repair, diagnose the issue and determine what parts may be required. If hardware repair is required, Epson will arrange for the service of your printer.

On-Site Response: If the printer needs hardware repair and you are within Epson's on-site service territory, an Epson Authorized Servicer will be contacted to make the repair at your facility. Epson will usually dispatch repair parts and a technician to your location for the next business day if determination that repair is required occurs prior to 2:00 PM Pacific Time. If that determination is made after 2:00 PM, or during weekend hours, dispatch will be for the second business day. An adult must be available to accept the parts delivery and be present at all times while a technician is on-site. Epson's shipment of service parts does not imply that replacement is required. For both on-site and depot repair, parts may be new or remanufactured to Epson standards. Repair parts (until installed) and replaced parts are the property of Epson. Repair parts assume the remaining warranty period of the original product.

Printer Exchange: Epson may, at its sole discretion, elect to replace a printer that for whatever reason appears to require technical services beyond the capability of field repair. Under these circumstances, Epson will replace the printer with the same or comparable printer refurbished to the Epson standard of quality. (The replacement printer will not include promotional materials, accessories, stands, documentation, manuals, software, or





cables.) The customer must be able to receive, unpack, and install the replacement printer, and prepare the defective printer for return shipment by following the procedures described in the user manual. The repacked defective printer will be picked up by a carrier designated by Epson. If the defective product is not prepared for return within 7 business days of receipt of the replacement printer, the customer will be invoiced at the prevailing manufacturer's suggested retail price for the replacement printer. The replacement printer assumes the remaining warranty period of the original product.

Epson Depot Repair Response: If your location is outside Epson's on-site service territory, you must ship your printer to Epson for repair. Areas outside the on-site service territory include, for example, U.S. territories and possessions. It is your responsibility to properly prepare the printer for shipping as described in your documentation and securely package it in its original container or equivalent. Epson will repair your printer within 7 business days following receipt and then return it to you via best available method. It is your obligation to re-assemble the repaired printer.

What This Warranty Does Not Cover:

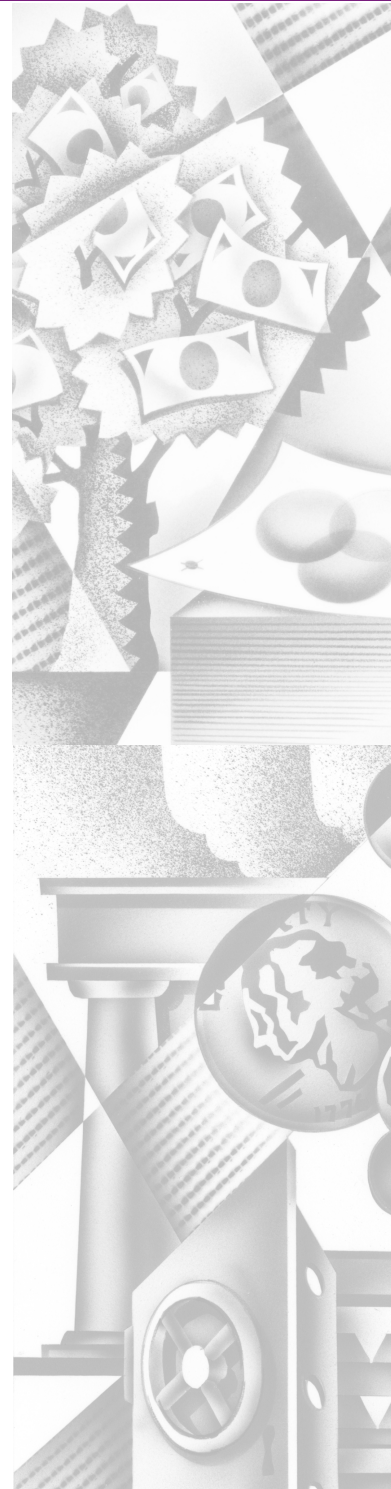
- 1) Any damage caused by using unsuitable inks or ink delivery systems in the printer. Please note that your printer is set up for use with a specific kind of ink. Use of the wrong kind of ink (for example, use of dye ink in a printer set up for pigment ink) may cause damage not covered by the warranty. Also, use of bulk ink delivery systems may cause damage not covered by the warranty.
- 2) Any damage caused by use of non-Epson inks, ink cartridges or media.
- 3) Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson, e.g. dealer or user-added boards, components, or cables.
- 4) Any service activity related to correcting or improving print quality (such as reducing print artifacts) resulting from use of unsuitable inks or ink delivery systems, non-Epson inks, ink cartridges or media, or third-party items added after product shipment from Epson.
- 5) Any damage caused by misuse, abuse, improper installation, neglect, improper shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.
- 6) Service and parts related to periodic routine maintenance.
- 7) Any damage from service performed by other than an Epson Authorized Servicer.
- 8) Service when the printer is used outside the U.S. and Canada.
- 9) Service where the printer label, logo, rating label, or serial number has been removed.

DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

Remedies: Your exclusive remedy and Epson's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this warranty. Any action for breach of warranty must be brought within 15 months of the date of original purchase. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

In Canada, warranties include both warranties and conditions.

Governing Laws: Any dispute arising out of this Agreement will be settled by arbitration to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and Judgement upon award rendered by arbitrator(s) may be entered into any court having jurisdiction thereof. This agreement shall be construed in accordance with the laws of the State of California, except that the arbitration clause shall be enforced pursuant to the Federal Arbitration Act.





Warranty Program for the EPSON Stylus® Pro Large Format Printers

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