



Limited Warranty Program for the  
Epson® SureColor® P6000 Series, P7000 Series,  
P8000 Series, and P9000 Series Printers

Toll-Free Phone Number

Priority Technical Support

Security and Peace of Mind

On-Site Repair

## Welcome and Congratulations

Congratulations on your purchase of the Epson SureColor P6000 Series, P7000 Series, P8000 Series, or P9000 Series printer. Your printer is designed to provide consistent high quality output in the demanding professional graphics environment. To ensure your complete satisfaction with its performance, Epson is pleased to include the Epson Preferred Limited Warranty Plan described in this document.

This one-year limited warranty plan includes priority toll-free technical phone support and on-site hardware service for your printer. Should you have a question or experience a problem with your printer, simply call the exclusive Epson Preferred toll-free number and select the technical support option as described in this booklet. Please have your serial number available for the answering technical support specialist. Since it's an exclusive number, your call will be answered promptly.

The Epson SureColor P6000 Series, P7000 Series, P8000 Series, or P9000 Series printers are designed to be used exclusively with the specified Epson inks. Note that warranty coverage for the print head and ink delivery system is terminated if the printer is ever used with new or refilled ink cartridges, inks, or ink delivery systems other than the Epson UltraChrome HD or UltraChrome HDX system for which the printer was designed.

Please review the information contained in this booklet. You'll find the exclusive Epson Preferred toll-free number. You'll need this number to take advantage of our Preferred Service. You'll find our complete terms and conditions for this one-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.

## 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 or call 562-276-1305.

**Step 3:** Follow the voice prompt instructions.

**Step 4:** Be prepared to work with the Technical Support Specialist to diagnose the problem.

Operating hours: Currently Monday through Friday, 6 AM to 6 PM Pacific Time (subject to change)

## 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 SureColor P6000, P7000, P8000 or P9000 printer covered by this limited warranty statement, if purchased and used in the United States, Canada or Puerto Rico, will conform to the manufacturer’s specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase (proof of purchase required). Epson also warrants that the ink enclosed with the engine will perform to the manufacturer’s specified usage, which usage may expire before the expiration of the limited warranty for the Epson printer.

**What Epson Will Do To Correct Problems:** Should your Epson SureColor P6000, P7000, P8000 or P9000 printer prove defective during the limited warranty period, please call the toll-free Epson Preferred support line identified in this booklet. This line will be answered during Epson’s regular support hours (currently 6:00 AM to 6:00 PM Pacific Time, Monday through Friday — subject to change). When you call, please be prepared to provide the service technician with Proof of Purchase information including the unit serial number and original date of purchase. You may also need to provide proof of purchase if warranty coverage cannot be verified by the serial number. An Epson service 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 service is required, the On-Site Response service program will be utilized in almost all cases. The technician will provide additional instructions

about the program at the time this service is being setup. In rare cases, in its sole discretion Epson may instead elect to exchange the unit. Please see below for highlights of the programs. When service involves the exchange of a unit or its parts, the items replaced become the property of Epson. The new items assume the remaining warranty period of the original product. Parts may be new or remanufactured to Epson standards.

**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 1 PM Pacific Time. If that determination is made after 1 PM, dispatch will usually 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.

**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 rare circumstances, Epson will replace the printer with the same or a 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 or documentation provided by Epson. The repacked defective printer will be picked up by a

carrier designated by Epson. If the defective product is not prepared for return within seven business days of receipt of the replacement printer, the customer will be invoiced at the then current manufacturer's suggested retail price for the replacement printer. It is your responsibility to unpack, re-install optional components (SpectroProofer, auto take-up reel unit, etc.), and set up the exchange printer at your location.

### What This Warranty Does Not Cover:

This warranty does not cover:

1. **Service of the print head or any other part of the ink delivery system, if the printer is ever used with new or refilled ink cartridges, inks, or ink delivery systems other than the Epson UltraChrome HD or UltraChrome HDX system for which the printer was designed. In case of such use, coverage of the print head and ink delivery system under this limited warranty is immediately terminated.**
2. Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson (for example, dealer or user-added boards, components, or cables).
3. Any damage caused by misuse, abuse, improper installation, neglect, failure to maintain, improper packing or shipping,
  - a. Perform periodic nozzle checks and nozzle cleanings to prevent ink build up around the print head and cap unit area (recommended: as needed)

- b. Clean the platen and pressure roller (recommended: daily, or as needed when there is media dust buildup)
- c. If ink is cold let it warm to room temperature before using (recommended: 4 hours or more)
- d. Do not touch green IC chip on the chip unit

**Note:** See the Maintenance section of your user's guide for in-depth maintenance instructions to best maintain your investment

- 4. Any damage caused by misuse, abuse, improper installation, neglect, failure to maintain, improper packing or shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.
- 5. Any damage from service performed by other than an Epson Authorized Servicer.
- 6. Service when the printer is used outside the U.S., Canada and Puerto Rico.
- 7. Service where the printer label, logo, rating label, or serial number has been removed.
- 8. Any damage to used, refurbished, or reconditioned products.
- 9. Any color change or fading of prints, or reimbursement of materials or services required for reprinting.
- 10. Any damage caused by using improper packaging materials or improper packaging and shipping.
- 11. Service required to change the printer from Violet to Light Light Black cartridges, or from Light Light Black to Violet after the printer has been set up.

This warranty is not transferable. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

**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, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. 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 Agreement. 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.

**Arbitration, Governing Laws:** Any disputes arising out of this Agreement will be settled by arbitration, before a single arbitrator to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.

## Purchasing Extended Service: the Epson Preferred Plus Plan

The Epson Preferred Limited Warranty Plan offers premium warranty service for one year. We'd like to inform you of the opportunity to continue enjoying Epson on-site service after the end of your warranty through our Preferred Plus Plan – Epson's extended service contract for the Epson SureColor P6000 Series, P7000 Series, P8000 Series, or P9000 Series printer:

**One-year Preferred Plus Plan**      EPP900B1  
(One year of extended coverage; may be renewed under certain circumstances)

**Two-year Preferred Plus Plan**      EPP900B2  
(Two years of extended coverage; cannot be renewed)

You can obtain details about the Preferred Plus Plan from an Epson Authorized Dealer or Servicer. Key terms and features of the plan are these:

- The Plan provides you with an additional one or two years of service after the end of your original limited warranty, depending on which plan you purchase.
- To extend coverage a Plan must be purchased before the end of your original limited warranty.
- Preferred Plus Plans may be purchased, for a total potential coverage of three years (one year of warranty plus two years of extended

service). In any case, total coverage including the limited warranty cannot exceed three years.

### **Purchase During the One-Year Warranty Period**

If you purchase our one-year Plan during the warranty period, the Plan provides you with one additional year of service after the end of your original warranty, for a total of two years of coverage. Epson may at its discretion allow you to renew your Plan for one additional year (for three years of total coverage), subject to the conditions described in the next paragraph. No further renewal of extended service is available after that time. If you purchased a one-year Plan, in order to qualify for a one-year renewal of that service the Total Prints counter on the printer must be at 9000 prints or less. The information on the Total Prints counter can be obtained from the Printer Status Sheet by pressing the Menu button: Menu > Printer Status > Printer Status Sheet. Even if the total number of prints on the printer does not exceed the specified 9000 prints, Epson may still at its discretion not allow renewal based on the printer's service and usage history.

### **Purchase After the One-Year Warranty Period**

Epson may at its discretion allow you to purchase our one-year extended Plan after expiration of your printer's original limited warranty period, subject to the conditions described below. No renewal is available after that one year of extended service.

In order to qualify for purchase of our one-year Plan after expiration of the warranty:

- The printer must be no more than two years old based on initial shipment data from Epson's warehouse.
- The Total Prints counter on the printer must be at 9000 prints or less. See above (under "Purchase During the One-Year Warranty Period") for how to check this.
- At your expense, maintenance service (or, if the printer is currently malfunctioning, then a time and material repair) must be performed by an Epson Authorized Customer Care Center, to be sure that the printer is in good working condition and meets Epson's field repair specifications. The one-year Preferred Plus Plan must be purchased within 30 days of this service or repair.

You can obtain detailed terms and pricing information, and purchase a one- or two-year Preferred Plus Plan, from your participating Epson Pro Imaging dealer or from the Epson Store at [epson.com](http://epson.com).



EPSON, SureColor, and UltraChrome are registered trademarks, EPSON Exceed Your Vision is a registered logomark, and UltraChrome HDX is a trademark of Seiko Epson Corporation.

Epson Preferred and Epson Store are service marks of Epson America, Inc.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

Epson America, Inc. – P.O. Box 93012 – Long Beach, CA 90809-9941 – MS: 2-55

© 2015 Epson America, Inc., 8/15

CPD-50158