



Limited Warranty Program for the  
Epson® ColorWorks® Label Series Printers

Dedicated Phone Number

Priority Technical Support

Security and Peace of Mind

On-Site Repair

## Welcome and Congratulations

Congratulations on your purchase of an Epson® ColorWorks® Label Series printer. To ensure your complete satisfaction with its performance, Epson is pleased to include the Epson Preferred<sup>SM</sup> Limited Warranty Plan described in this document. This one-year limited warranty plan includes priority direct 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 Epson Preferred direct phone number and select the technical support option as described in this booklet. Please have your serial number available for the answering technical support specialist.

Please review the information contained in this booklet. You'll find the Epson Preferred direct phone number under "For Epson Preferred Technical Support." You'll also find our complete terms and conditions for this one-year limited on-site warranty under "Terms and Conditions — Limited Warranty for Commercial Products."

## For Epson Preferred Technical Support

Follow these easy steps to obtain technical support.

**Step 1:** Have your serial number available:

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**Step 2:** Call 562-276-1340.

**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 purchaser of the Epson ColorWorks Label Series printer that the product, 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 consumable ink cartridges 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 ColorWorks Label Series printer need service during the limited warranty period, please call the dedicated phone number for the Epson Preferred support line identified in this booklet. This line will be answered during Epson’s regular support hours (currently 6 AM to 6 PM Pacific Time, Monday through Friday, subject to change).

When you call, please be prepared to provide the service technician with 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. The 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 set up. In rare cases, at its sole discretion, Epson may instead elect to exchange the unit. For highlights of the programs, please see “On-Site Response” and “Printer Exchange.” 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 Epson determines that the printer needs on-site service and you are within Epson’s on-site service territory, an Epson Authorized Servicer will be contacted to make the repair at your facility.

If that determination is made prior to 12:00 PM Pacific Time on the day of the call, Epson will usually dispatch repair parts and a technician to your location within the next business day. If that determination is made after 12:00 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 rather than perform on-site repair. Under these circumstances, which are expected to be rare, 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 price originally paid for the replacement printer. It is your responsibility to unpack, re-install optional components (platens, etc.), and set up the replacement printer at your location.

#### **What This Warranty Does Not Cover:**

This warranty does not cover:

1. Ink replacement
  2. Maintenance tank replacement
  3. Printer software usability training
  4. Firmware updates
  5. Any damage arising from your failure to do routine maintenance
- Note:** Refer to the Technical Reference Guide for maintenance requirements and troubleshooting
6. Label layout adjustment for custom or standard labels
  7. Print quality issues or damage due to use of third party inks
  8. Control panel functionality training

9. Functions and adjustments that can be performed via the Printer Setting Utility
10. Removing all visible stuck labels
11. Any damage caused by using non-supported labels
12. 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 modifications, components, or cables)
13. 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
14. Any damage from service performed by other than an Epson Authorized Servicer
15. Service when the printer is used outside the U.S., Canada, or Puerto Rico
16. Service where the printer label, logo, rating label, or serial number has been removed
17. Any damage to used, refurbished, or reconditioned products
18. Any color change or fading of printed labels or reimbursement of materials or services required for reprinting
19. Any damage caused by using improper packaging materials or improper packaging and shipping
20. Any damage caused by installing the printer next to a heat source or directly in the path of an air vent or air conditioner

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 OTHER WARRANTIES:** THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

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AFFILIATES BE LIABLE FOR DAMAGES OF ANY KIND IN EXCESS OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.

In Canada, warranties include both warranties and conditions.

**Arbitration, Governing Laws:** Any dispute, claim or controversy arising out of or relating to this warranty shall be determined by arbitration in Los Angeles County, California before a single arbitrator. The arbitration shall be administered by JAMS pursuant to its Comprehensive Arbitration Rules and Procedures. Judgment on the award may be entered in any court having jurisdiction. Any action must be brought within three months of the expiration of the warranty. This clause shall not preclude parties from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. This warranty 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.

**Other Rights You May Have:** This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow limitations on how long an implied warranty lasts, or allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

## Purchasing an 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 service after the end of your warranty through our Preferred Plus Plan — Epson's extended service contract for the Epson ColorWorks Label Series printers. Just purchase the Preferred Plus plan during the one-year limited warranty period and you'll continue to have access to our direct priority technical support line and on-site hardware service for the printer, as described in the terms and conditions for the plan.

### **One-Year Epson Preferred Plus Plan: EPPC7500S1**

You may purchase an extended service plan any time during the one-year limited warranty period. Purchase of future plans must be made while a service plan is still in effect. Up to four plans may be purchased, for total potential coverage of five years (one year of warranty plus four years of extended service).

All plans include parts and labor. No renewal of extended service is available after expiration of your fourth plan.





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