



Limited Warranty Program for the
Epson® SureColor® 17-inch P-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 an Epson® SureColor® 17-inch P-Series printer. To ensure your complete satisfaction with its performance, Epson is pleased to include the Epson PreferredSM 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:

Step 2: Call toll-free 888-377-6611 (U.S. and Canada). Or call 562-276-1305 (U.S.) or 905-709-3481 (Canada).

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 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 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 SureColor 17-inch P-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. Shipments to more remote locations and to residential addresses, and shipments to Canada or Puerto Rico, may be shipped for later delivery. 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 provided by Epson with your exchange unit or email to the email address on file. For Epson to process a Whole Unit Exchange, you must secure return of the defective product by providing Epson with a valid credit card number with sufficient credit to cover the price of the replacement product. You will be billed at the Manufacturer’s Suggested Retail Price for the printer if the defective product is not returned to Epson within seven business days of shipment of the replacement product from Epson. If the unit is returned damaged because you have not properly packed or shipped it, you will be billed for the damage. 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 (SpectroProofer®, etc.), and set up the replacement printer at your location. Epson does not cover damage caused by improper installation.

What This Warranty Does Not Cover:

1. Any damage caused by using non-Epson inks or ink cartridges, or any ink delivery system other than the system built into the printer (for example, any bulk ink system), or non-Epson media.
2. Any damage caused by third-party media, 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, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.
4. Any damage from service performed by other than an Epson Authorized Servicer.
5. Service when the printer is used outside the U.S., Canada, or Puerto Rico.
6. Service where the printer label, logo, rating label, or serial number has been removed.
7. Any damage to used, refurbished, or reconditioned products.
8. Any color change or fading of prints, or reimbursement of materials or services required for reprinting.
9. Any damage caused by using improper packaging materials or improper packaging and shipping. Under the Whole Unit Exchange or Repair Programs you may be billed for these damages.

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.

Epson's sole and exclusive liability and your exclusive remedy for breach of warranty shall be limited to either, at Epson's option, repair or replacement as set forth above. If the above remedy fails for any reason, Epson's entire liability shall be limited to the price paid for the Epson product.

EXCLUSION OF DAMAGES, EPSON'S MAXIMUM LIABILITY: IN NO EVENT SHALL EPSON OR ITS AFFILIATES BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR ANY LOST PROFITS RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. IN NO EVENT SHALL EPSON OR ITS 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 (3) 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 Service and Support 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 Service and Support Plan—Epson's extended service contract for the Epson SureColor 17-inch P-Series printer. Just purchase the Preferred Plus Service and Support plan during your initial 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- or Two-Year Epson Preferred Plus Plans

You may purchase a one-year or a two-year Preferred Plus Service and Support Plan. The conditions for purchase are stated immediately below.

One-Year Preferred Plus Option: EPP49B1

This plan is available for purchase during the initial one-year limited warranty period, and, under certain conditions, after that period.

Two-Year Preferred Plus Option: EPP49B2

This plan is available for purchase only during the initial one-year limited warranty period. It provides you with two additional years of service after the end of your original warranty, for a total of three years of coverage. No renewal of extended service is available after that time.

Purchase During the One-Year Warranty Period

If you purchase our one-year extended service 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. You may purchase another one year of extended service plan as long as your printer's initial warranty has not lapsed or become void, allowing you total of three (3) years of total coverage, subject to the conditions described in the next paragraph. No further renewal of extended service is available after that time.

Purchase After the One-Year Warranty Period

Under limited circumstances and at Epson's sole discretion, Epson may allow you to purchase our one-year extended service plan after expiration of your printer's original 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 (2) years old based on initial shipment data from Epson's warehouse.
- At your expense, maintenance service (or, if the printer is currently malfunctioning, then 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 Service and Support 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 Service and Support Plan, from your participating Epson SureColor dealer or from the Epson StoreSM.

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

