

Epson® SureColor® F10070H

Important Information

Contact your sales representative for product installation. The product must be installed by an Epson authorized installer. Damage to the product from unauthorized installation will not be covered by your Epson warranty. To download software and drivers specifically for your printer, visit:

- <https://epson.com/support/f10070h> (U.S.)
- <https://epson.ca/support/f10070h> (Canada)

You can also view user manuals, get FAQs, or contact Epson.

Epson Preferred Limited Commercial Warranty Program for the Epson SureColor F10070H Series Printers

Welcome and Congratulations

Congratulations on your purchase of the Epson SureColor F10070H Series printer. Your printer is designed to provide consistent high-quality output in the dye sublimation printing environment. To ensure your complete satisfaction with its performance, Epson is pleased to include the Epson Preferred Limited Commercial Warranty described in this document.

Note: Your printer is designed to use UltraChrome® DS ink and delivery systems. Any damage caused by the use of other inks or ink delivery systems, will not be covered under this warranty.

Any damage due to installation by anyone other than an Epson-authorized installer is not covered by this warranty.

This limited warranty includes priority toll-free technical phone support and other services as noted under “Terms and Conditions—Limited Warranty for Commercial Products.” Should you have a question or experience a problem with your printer, simply call the exclusive Epson toll-free number and select the technical support option as described in this booklet. Please have your serial number available for the technical support specialist. Since it’s an exclusive number, your call will be answered promptly.

Important Notice: This limited warranty contains important legal terms and conditions, including an arbitration provision. Please review carefully.

Once again, congratulations and welcome to the Epson Family.

For Epson Technical Support

Follow these easy steps to obtain technical support.

1. Have your serial number available: _____
2. Call toll-free (888) 377-6611 or call (562) 276-1305 (U.S. and Canada).
3. Follow the voice prompt instructions.
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 without notice).

Terms and Conditions—Limited Warranty for Commercial Products

A. What Is Covered: Epson America, Inc. (“Epson”) warrants to the first end-user customer that the Epson SureColor F10070H Series Printer (“Printer” or “Product”) 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 either (1) a period of ninety (90) days

from the date of original purchase, (2) 24,600,000 carriage passes, or (3) replacement of a maximum of one print head, whichever occurs first (“Warranty Period”). This warranty is not transferable. Epson also warrants that the consumable ink included with the Printer will perform to the manufacturer’s specified usage. The warranty for the ink shipped with the Printer may expire before the expiration of the limited warranty for the Printer.

B. What Epson Will Do To Correct Problems: Should your Epson SureColor F10070H Series Printer prove defective during the 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. If service is required, the on-site service program may be utilized. The technician will provide additional instructions about the program at the time this service is being set up. At its sole discretion, Epson may instead elect to perform exchange service. For more details, 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. Replacement items assume the remaining Warranty Period of the original Product. Parts and Printers exchanged may be new or remanufactured to Epson standards.

C. On-Site Response: If Epson determines that a warranted hardware defect requires repair, Epson may elect to use on-site service. If this is the case, and if Epson determines that 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 1:00 PM Pacific Time. If that determination is made after 1:00 PM Pacific Time, 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 guarantee that replacement is required.

D. Printer Exchange: Epson may, at its sole discretion, elect to replace a Printer that for whatever reason appears to require repair due to a warranted hardware defect. 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.) You 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 online *User’s Guide* 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 returned within seven (7) business days of receipt of the replacement Printer, you will be invoiced at the price of the replacement Printer. If the Product is returned damaged because you have not properly packed or shipped it, you will be billed for the damage. It is your responsibility to unpack, reinstall optional components, and set up the exchange Printer at your location. Epson does not cover damage caused by improper installation.

E. What This Warranty Does Not Cover:

1. Standard Exclusions:

- a) Any damage caused by misuse, abuse, improper installation, or neglect; disasters such as fire, flood, or lightning; or improper electrical currents, software, or interaction with non-Epson products.
- b) Any damage caused by using inks or ink delivery systems other than the Epson UltraChrome DS ink system for which the Printer was designed.
- c) Any damage caused by using unsuitable media or garments (see your online *User’s Guide* for details).
- d) Any damage caused by, or any service for, third-party software, applications, parts, components, or peripheral devices added to the Product after its shipment from Epson, such as dealer or user-added boards, components, or cables.

- e) Any damage caused by installing the Printer next to a heat source or directly in the path of an air vent or air conditioner.
- f) Service when the Printer is used outside the U.S., Canada, or Puerto Rico.
- g) Service if the Printer label, logo, rating label, or serial number has been removed.
- h) Any damage from service performed by anyone other than an Epson Authorized Servicer.
- i) Any service or replacement of consumable items or maintenance consumables, such as ink cartridges, ink supply units, ink packs, or pick-up rollers.
- j) Any cosmetic damage or wear to Product casings or covers.
- k) Any color change or fading of printed media or garments, or reimbursement of materials or services required for reprinting.
- l) Any Product or parts purchased as used, refurbished, or reconditioned.
- m) Service required to return the Printer to operation if it has been turned off for an extended period and pre-storage maintenance was not performed (see your online *User's Guide* for details).
- n) Any damage caused by using improper packaging materials or improper packaging and shipping when returning a Product for repair or replacement. You will be invoiced for such shipping damages to the Product.

2. Product-Specific Exclusions:

- a) Any damage caused by improper use, neglect, or improper performance of user-level maintenance as documented in the online *User's Guide*. See the Maintenance section of your online *User's Guide* for in-depth maintenance instructions.
- b) **Print head coverage is limited to the replacement of a maximum of one print head.**
Note: If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

F. ARBITRATION: ANY DISPUTE, CLAIM, OR CONTROVERSY ARISING OUT OF OR RELATING TO THIS WARRANTY, OR THE BREACH, TERMINATION, ENFORCEMENT, INTERPRETATION, OR VALIDITY THEREOF, INCLUDING THE DETERMINATION OF THE SCOPE OR APPLICABILITY OF THIS WARRANTY TO ARBITRATE, SHALL BE DETERMINED BY ARBITRATION IN ORANGE COUNTY, CALIFORNIA, BEFORE ONE ARBITRATOR. THE ARBITRATION SHALL BE ADMINISTERED BY JAMS PURSUANT TO ITS COMPREHENSIVE ARBITRATION RULES AND PROCEDURES OR PURSUANT TO JAMS' STREAMLINED ARBITRATION RULES AND PROCEDURES, AS APPLICABLE. THE ARBITRATOR SHALL FOLLOW ANY APPLICABLE FEDERAL LAW AND CALIFORNIA STATE LAW IN RENDERING AN AWARD. JUDGMENT ON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THIS CLAUSE SHALL NOT PRECLUDE PARTIES FROM SEEKING PROVISIONAL REMEDIES IN AID OF ARBITRATION FROM A COURT OF APPROPRIATE JURISDICTION.

G. REMEDIES; DISCLAIMER OF WARRANTIES: EPSON'S SOLE AND EXCLUSIVE LIABILITY AND YOUR EXCLUSIVE REMEDY FOR EPSON'S FAILURE TO PERFORM IS THAT EPSON WILL, AT EPSON'S OPTION, REPERFORM THE SERVICE. THE WARRANTY AND REMEDY PROVIDED 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. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE TERM OF THIS WARRANTY. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG IMPLIED WARRANTIES LAST, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

H. EXCLUSION OF DAMAGES; EPSON'S MAXIMUM LIABILITY: IN NO EVENT SHALL EPSON OR ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOST PROFITS OR REVENUE, COST OF SUBSTITUTE EQUIPMENT, DOWNTIME, DIMINUTION OF VALUE, LOST DATA, CLAIMS OF THIRD

PARTIES, INCLUDING END USERS OR CUSTOMERS, OR INJURY TO PROPERTY, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT OR OBTAIN SERVICE UNDER THIS WARRANTY, WHETHER RESULTING FROM BREACH OF WARRANTY, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL THEORY, REGARDLESS OF WHETHER SUCH DAMAGE WAS FORESEEABLE AND WHETHER OR NOT EPSON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. 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. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

I. Other Provisions:

1. **Force Majeure:** No party shall be liable or responsible to the other party, nor be deemed to have defaulted under or breached this warranty, for any failure or delay in fulfilling or performing any term of this warranty (except for any obligations to make payments to the other party hereunder), when and to the extent such failure or delay is caused by or results from acts beyond the impacted party's ("Impacted Party") reasonable control, including, without limitation, the following force majeure events: (a) acts of God; (b) flood, fire, earthquake, or other potential disasters or catastrophes, such as epidemics, pandemics, quarantines, or explosion; (c) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest; (d) government order, law, or actions; (e) embargoes or blockades in effect on or after the date of the issuance of this warranty; (f) national or regional emergency; (g) strikes, labor stoppages or slowdowns, or other industrial disturbances; (h) shortage of adequate power or transportation facilities; and (i) any other similar events or circumstances beyond the reasonable control of the Impacted Party.
2. **Other Rights You May Have:** The warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
3. **Choice of Law:** This warranty and all matters arising out of or relating thereto, whether sounding in contract, tort, or statute are governed by, and construed in accordance with, the laws of the State of California including its statutes of limitations and Cal. Civ. Code § 1646.5, without giving effect to the conflict of laws provisions thereof to the extent such principles or rules would require or permit the application of the laws of any jurisdiction other than those of the State of California.

Purchasing Extended Service: the Epson PreferredSM Plus Plan

The Epson Preferred Limited Commercial Warranty offers warranty service during your warranty coverage period of (1) ninety (90) days from the date of original purchase, (2) 26,400,000 carriage passes, or (3) replacement of a maximum of one print head, whichever occurs first. We'd like to inform you of the opportunity to continue enjoying Epson service after the end of this warranty through our Preferred PlusTM Plan—Epson's extended service contract. Ask your dealer for details or call Epson at (888) 377-6611. The Preferred Plus Plan must be purchased before expiration of your original warranty coverage.

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