

# EPSON®

## EXTRA CARE<sup>SM</sup> TWO YEAR ROAD SERVICE



## IT'S LIKE HAVING A TECHNICAL EXPERT WITH YOU AT EVERY TURN.

### IT COULD HAPPEN.

You could have a breakdown on the road. We know how valuable time is, especially when you're traveling. Now you can leave your home or office with confidence, knowing that EPSON'S Extra Care Road Service provides you with the projector support you need.

### WE AIM TO PLEASE.

We're committed to customer satisfaction. Our Extra Care Road Service offers a level of support unsurpassed in the industry—it's easy, fast, and free. No other projector manufacturer offers a service package so in tune with your needs.

### A NEW LEVEL OF SECURITY.

Our program has been specifically designed to cover our projectors in the unlikely event of a failure. Because of this feature, you don't have to wait for your unit to be repaired. Instead, we'll ship you a replacement projector anywhere in the United States or Canada via overnight delivery. When the replacement unit arrives, simply return the original unit to us within three days, using the pre-paid airway bill and packaging we provide—and you're ready to go!

Note: In most cases, the replacement unit is not new, but EPSON-refurbished. If it is important to receive your original unit back, please use the basic carry-in service instead of Road Service.

### IT'S EASY.

Wherever you are, we're just a phone call away. To reach us, call (800) 922-8911 or (562) 276-4394 (in Canada call (905) 709-3839) from 6:00 AM to 6:00 PM (Pacific Time), Monday through Friday. You'll speak to one of our expert technical support representatives to see if you need a replacement unit to get up and running again.

### IT'S FAST.

We'll ship your replacement unit via overnight delivery. We will do our best to ship the same day if we receive your call before 3:00 PM (Pacific Time). We will ship on the following business day for calls received after 3:00 PM.

### ALL YOU NEED IS A CREDIT CARD.

To provide this service, all we need is your Master Card, Visa, Discover Card, or American Express number as a security deposit\* for the return of your original unit. Original units not returned will be charged to your credit card.

If you choose not to use a credit card, please let the technical support representative know and he or she will refer you to your nearest authorized service center for carry-in service.

### IT'S FREE.

While under EPSON's two-year limited warranty, replacement units are free. And the overnight shipping is always on us, both ways.

### FOR YOUR CONVENIENCE.

An Extra Care Road Service sticker is located on the bottom of your projector, so our 800 number and hours of operation are always with you.

### LIMITATIONS.

The Road Service Program is for emergency situations which occur when you are away from home or office. It covers the principal components of the projector. All other options and accessories will be handled through the basic carry-in warranty service. The Road Service Program does not cover third party options and accessories and is limited to the terms and conditions stated in this brochure. The Road Service Program does not vary the terms and conditions of the basic carry-in warranty except as expressly stated in this brochure.

\* You must have \$3,500 of available credit so that EPSON may charge your account \$3,500 to secure the returning of the original unit. Upon receipt of the original unit, this charge is reversed.

### BASIC CARRY-IN WARRANTY

This product's limited carry-in warranty, as detailed on the back of this brochure, includes two years of carry-in service.

### 90-DAY LAMP WARRANTY

The basic carry-in warranty includes a limited 90-day lamp warranty, as detailed on the back of this brochure.

### EXTRA CARE ROAD SERVICE

EPSON also offers its projector customers FREE Extra Care Road Service, which runs concurrently with the two year basic warranty, based on the terms and conditions described in this brochure. *IN ORDER TO RECEIVE ROAD SERVICE, YOU MUST REGISTER ONLINE.* Without prior registration, EPSON will be delayed in responding to your Road Service request.

# EPSON AMERICA, INC. **LIMITED WARRANTY**

## (Basic Carry-In Warranty)

### EPSON EXTRA CARE



#### TWO YEAR ROAD SERVICE

For Support and Service  
Requests call

In the US  
(800) 922-8911  
(562) 276-4394

In Canada  
(905) 709-3839

6:00 AM to 6:00 PM PST  
Monday-Friday.

#### WHAT IS COVERED

Epson America, Inc., ("EPSON") warrants to the first end user customer of the EPSON product enclosed with this limited warranty statement that the product, if purchased and used in the United States or Canada, conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of two years from the date of original purchase (except that the warranty period is 90 days for projector lamps).

#### WHAT EPSON WILL DO TO CORRECT PROBLEMS

If you elect carry-in warranty service, please bring the product securely packaged in its original container or an equivalent, along with proof of the date of original purchase, to your EPSON Dealer or EPSON Customer Care Center. EPSON will, at its option, repair or replace on an exchange basis the defective unit, without charge for parts or labor. When warranty service involves the exchange of the product or of a part, the item replaced becomes EPSON property. The exchanged product or part may be new or previously repaired to the EPSON standard of quality. Exchange or replacement products or parts assume the remaining warranty period of the product covered by this limited warranty. However, each replacement lamp carries the limited 90-day warranty stated above.

#### WHAT THIS WARRANTY DOES NOT COVER

This warranty covers only normal consumer use in the United States and Canada. For lamps, 24-hour-per-day use causes unusual strain and is not considered normal use. This warranty does not cover consumables (e.g., fuses), other than lamps. EPSON is not responsible for warranty service should the EPSON label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-EPSON products, or service other than by an EPSON Authorized Servicer. Postage, insurance, or shipping costs incurred in presenting your EPSON product for carry-in warranty service are your responsibility. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

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 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. EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY, NEITHER EPSON AMERICA, INC., NOR ITS AFFILIATES SHALL BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. IF THE REMEDY ABOVE FAILS, EPSON'S ENTIRE LIABILITY SHALL BE LIMITED TO A REFUND OF THE PRICE PAID FOR THE EPSON PRODUCTS COVERED BY THIS LIMITED WARRANTY.

In Canada, warranties include both warranties and conditions.

Some jurisdictions do not allow limitations on how long an implied warranty lasts and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

To locate the Authorized EPSON Servicer nearest you, call the EPSON Connection at:

(800) 922-8911 or (562) 276-4394 in the U.S.  
and (905) 709-3839 in Canada

or write to:

Epson America, Inc., P. O. Box 93008  
MS: 9985, Long Beach, CA 90806