

EPSON[®] PreferredSM

Limited Warranty Program for the Epson Stylus[®] Pro 17-inch Wide Format Printers



*Priority
Technical Support*

*Toll-Free
Phone Number*

*Security and
Peace of Mind*



Limited Warranty Program for the Epson Stylus® Pro 17-inch Wide Format Printers



Welcome and Congratulations

Congratulations on your purchase of the Epson Stylus® Pro 17-inch wide format ink jet 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 PreferredSM Limited Warranty Plan described in this document. This document applies to the following printer model(s) (all configurations): Epson Stylus Pro 4900.

This one-year limited warranty plan includes priority toll-free technical phone support and expedited repair or whole unit exchange, when required, for your printer. Should you 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. Please review the information contained in this booklet. You'll find the exclusive Epson Preferred toll-free number you need to take advantage of our Preferred Service. You'll also 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.

Purchasing Extended Service: the 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 extend that premium level of service through the Epson Preferred Plus Service and Support Plan – Epson's extended service contracts for the Epson Stylus Pro wide format printers. Just purchase the Preferred Plus Service and Support Plan and you'll continue to have the same service and support we provide under the limited warranty, including access to our toll-free priority technical support line and our repair or whole unit exchange service.

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

Two-Year Preferred Plus Option:

This plan is available for purchase only during the 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.

One-Year Preferred Plus Option:

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

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. Epson may in its discretion allow you to renew your





extended service 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.

In order to qualify for a one-year renewal of extended service, the Total Prints counter on the printer must be at 7500 pages or less. The information on the Total Prints counter can be obtained from the printer control panel by pressing the Menu button: **Menu > Printer Status > Total Prints**. Even if the total number of prints on the printer does not exceed the specified 7500 pages, 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 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 years old based on initial shipment data from Epson's warehouse.
- 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 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 Stylus Pro dealer or from the Epson StoreSM at epson.com/proimaging.

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)



A vertical decorative graphic on the left side of the page, composed of various geometric shapes, patterns, and textures in shades of gray, including what appears to be a stylized printer component at the bottom.

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 Stylus Pro 17-inch wide format ink jet printer covered by this limited warranty statement, if purchased and used in the United States or Canada, 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 Stylus Pro 17-inch wide format ink jet 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). 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. The service technician will provide telephone diagnostics to determine whether your unit needs repair.

If service is required, the technician will advise you which service program will be utilized (the Repair Program or the Whole Unit Exchange Program) and provide detailed instructions for the program. Printers that are less than 30 days old will qualify for replacement with a new product. For printers 30 or more days old, you may receive an exchange unit or parts refurbished to the Epson standard of quality. At Epson's option, an exchange unit (new or refurbished) may be another model of like kind and quality. Exchange units and parts assume the remaining warranty period of the original Product covered by this limited warranty.

When service involves the exchange of a unit or its parts, the items replaced become the property of Epson. Please see below for highlights of the two service programs.

Repair Program: Under the Repair Program, (a) Epson can refer you to an Epson-authorized Customer Care Center near you, or (b) you can choose to ship your defective unit directly to Epson's central service facility. If you choose (a), it will be your responsibility to contact the Customer Care Center and make arrangements to carry your printer in for service or (if offered by the Customer Care Center) to obtain on-site service.

If you choose method (a) above, you can transport the unit without packaging. (For details about proper packing, shipping, and carry-in procedures, please see "Repackaging and Transportation Instructions" below.) If you choose method (b) above, you must first contact an Epson support technician, who will explain the details and times for pick-up of the defective unit from your location. You will need to package the unit in its original box and packing materials and prepare it for shipping. If you do not have the box or packing materials you may obtain them through Epson. Please allow five to seven business days after pick-up for the repaired unit or a replacement unit to be sent to you.

Whole Unit Exchange Program: 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 10 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. Upon verification of security, Epson will ship the replacement unit promptly, typically via next business day delivery for most business locations. Shipments to more remote locations and to residential addresses, and shipments to Canada, may be shipped for later delivery. For calls completed prior to 1:00 PM Pacific Time the exchange unit will usually ship the same day. For calls completed after 1:00 PM PT the exchange unit will usually ship on the following business day.

It is your responsibility to unpack, re-install optional components (spectroproofers, etc.), and set up the exchange product at your location. It is also your responsibility to properly repack the defective product in the exchange unit box and return it to Epson within 10 business days using any instructions provided by Epson. You will need to remove all optional components prior to its



return. (For details on packaging and shipping, please see “Repackaging and Transportation Instructions” below.)

Repackaging and Transportation Instructions: To avoid permanently damaging the printer, it is extremely important that you follow the instructions below when preparing to ship or transport the printer. (Please refer also to the additional instructions in your *User’s Guide*.)

NOTES:

- In case shipment of the printer for service becomes necessary, to prevent un-repairable damage to the printer, the printer should be packaged in its original box and packaging materials and secured to a pallet. If you do not have these items, you must contact Epson and Epson will supply appropriate items for your shipment.
- Have at least two people lift the printer when packaging or transporting it.

INSTRUCTIONS:

- 1) Turn on the printer.
- 2) Remove any paper or other media in the printer. Remove the roll paper spindle and paper tray.

Note: Remove any partially used cartridges. To store any partially used cartridges that you take out before shipment, tape over the needle valve hole until you are ready to use the cartridges again.

- 3) Turn off the printer. Make sure the print head is in the home (far right) position.

CAUTION: Do not turn off the printer by unplugging it or turning off a power strip. You will not be able to lock the print head in the home position, and ink left inside the reservoir will leak out, damaging the printer.

- 4) If you have installed any optional components, remove them before shipping.

WARNING: Components may be hot. After turning off and unplugging the printer, make sure you allow each component to cool before handling it.

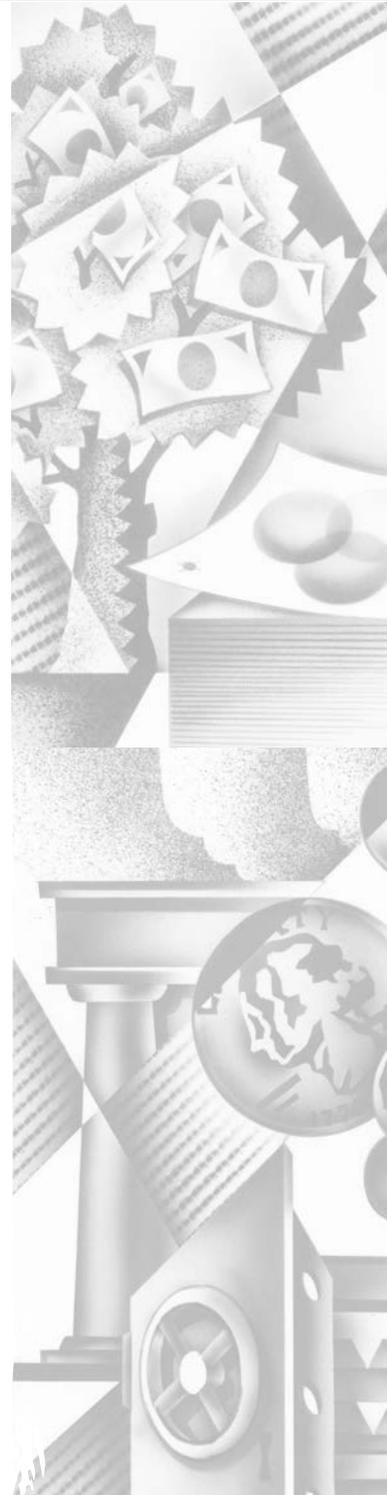


- 5) If you need to ship the printer, repack it using the original box and packing materials. If you do not have the original box or packaging, contact Epson to arrange to obtain these. You will be charged a shipping and handling fee.
- 6) If you are transporting the printer for carry-in service, leave the ink cartridges installed. For carry-in service, you do not need to package the printer, but you must transport it in a horizontal position on a flat, stable surface. If you are transporting the printer in your own vehicle without the original packaging, make sure you wrap and pack the printer securely.

What This Warranty Does Not Cover:

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. and Canada.
- 6) Service where the printer label, logo, rating label, or serial number has been removed.
- 7) Any damage to used, refurbished, or reconditioned products.



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- An abstract collage of various geometric shapes, including triangles, circles, and squares, in shades of gray and white. The shapes are layered and overlapping, creating a complex, textured background.
- 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.

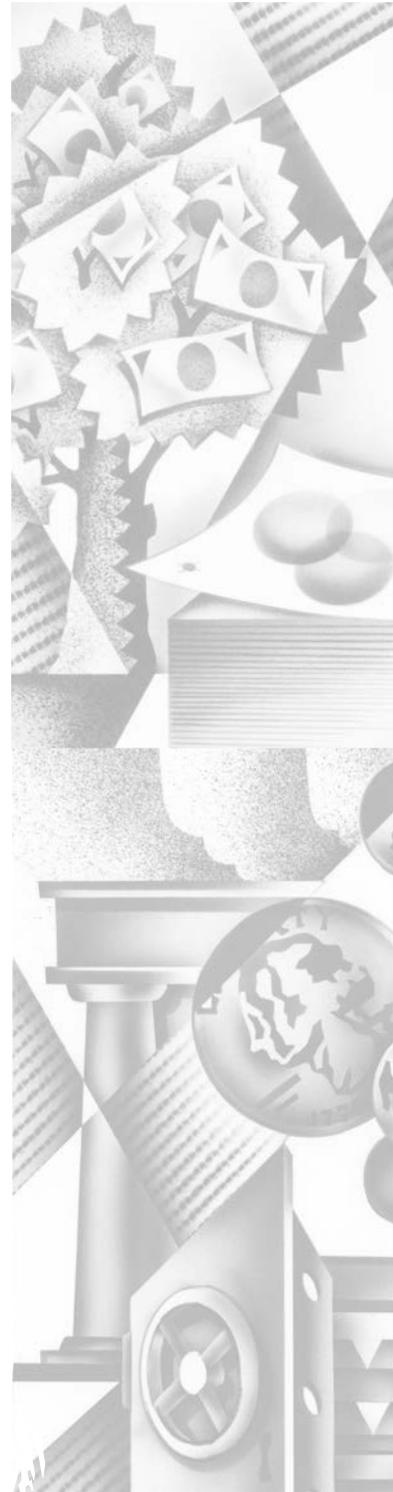
DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. UNLESS STATED HEREIN, ANY STATEMENTS 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 to be conducted in Los Angeles, California, before a single arbitrator, 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.





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