



Limited Warranty Program for the EPSON Stylus® Pro 4000



*Priority
Technical Support*

*Toll-Free
Phone Number*

Whole Unit Exchange

*Security and
Peace of Mind*

CPD-17574R1

*Please open this booklet and record your unique Unit ID Number.
You will need it to take full advantage of the Preferred Warranty.*



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Welcome and Congratulations

Congratulations on your purchase of the EPSON Stylus® Pro 4000 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.

This 1-year limited warranty plan includes priority toll-free technical phone support and whole unit exchange or repair, when required, for your printer. Should you experience a problem with your printer, simply call the exclusive EPSON Preferred toll-free number, select the technical support option, and enter your Unit ID Number 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 your personal Unit ID Number and the exclusive EPSON Preferred toll-free number. You'll need these numbers to take advantage of our Preferred Service. You'll find our complete terms and conditions for this 1-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.

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Purchasing Extended Service: the EPSON Preferred Plus Plan

The EPSON Preferred plan offers premium warranty service for 1 year. We'd like to offer you the opportunity to extend that premium level of service for an additional 1 or 2 years, through the EPSON Preferred Plus Plan – Epson's extended service contract for the EPSON Stylus Pro 4000 printer. Just purchase the Preferred Plus Plan and you'll continue to have access to our toll-free priority technical support line and printer exchange services. You may purchase the Preferred Plus Plan at the time you purchase your printer, or any time your printer is covered under the standard warranty.

You can obtain pricing information and detailed terms, and purchase a 1- or 2-year Preferred Plus Plan, from your participating EPSON Stylus Pro 4000 dealer or from the EPSON StoreSM at www.epsonstore.com.

EPSON Preferred Plus Options

1 year EPSON Preferred Plus Stylus Pro 4000 Printer

2 year EPSON Preferred Plus Stylus Pro 4000 Printer

Product Code

EPP40EX1

EPP40EX2



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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.*

Step 3: Follow the voice prompt instructions.

Step 4: Enter your Unit ID Number.

Step 5: Be prepared to work with the Technical Support
Specialist to diagnose the problem.

Operating Hours: Currently Monday through Friday, 6 AM to 6 PM
(Subject to change)

* If you experience difficulty using your Unit ID Number to access the Toll-Free Preferred line,
please call 562-276-1305 during normal business hours so we may resolve the problem.

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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 4000 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 4000 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 Whole Unit Exchange Program or the Repair Program) and provide detailed instructions for the program. Please see below for highlights of the two service programs.

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. Exchange printer and repair parts may be new or remanufactured to Epson standards.

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 may be shipped for later delivery. For calls completed prior to 2:00 PM Pacific Time the exchange unit will usually ship the same day. For calls completed after 2:00 PM PT the exchange unit will usually ship on the following business day.

It is your responsibility to unpack, re-install optional components (interface cards, paper tray, roll paper spindle, 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.)

Repair Program: Under the Repair Program, you must either (a) ship your defective unit directly to Epson's central service facility, or (b) carry in the unit to an Epson-authorized Customer Care Center near you. The defective unit will either be repaired and sent back to you, or, if it is determined that repair is not practical, you will be sent a replacement unit.

If you choose method (a) 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. If you choose method (b) 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.)

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 *Printer Guide*.)

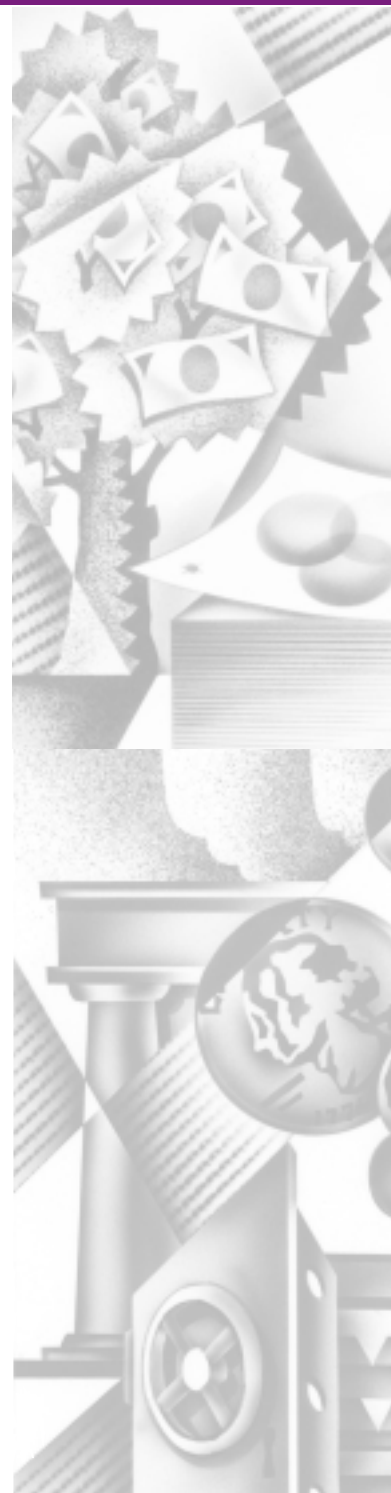
NOTES:


- 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.
- To prevent ink from spilling and damaging the printer during shipping or other transport, the printer must be shipped or transported with 110 ml ink cartridges installed. The printer is equipped with a valve system that closes and seals all ink supply lines. In order for this valve system to properly close, the 110 ml ink cartridges must be installed and the ink lever secured in the locked (up) position. Empty cartridges can be used for transportation purposes.
- 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.
- 3) Make sure that 110 ml ink cartridges are installed in the printer. If you are using 220 ml cartridges, remove them and install 110 ml cartridges.

Note: If you have the original 110 ml cartridges that came with the printer (even if they are empty), install them before shipping the printer. 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.





4) Make sure the print head is in the home (far right) position. Lock the print head by pushing the green tab to the right.

5) Raise the ink levers. Turn off the printer and unplug the power cord.

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.

6) If you have installed any optional components (for example, the EpsonNet print server card), 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.

7) 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.

8) If you are transporting the printer for carry-in service, leave the ink cartridges installed and raise the ink levers. 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 improper packaging materials or improper packaging and shipping. Under the Whole Unit Exchange or Repair Programs you may be billed for these damages.

2) Any damage caused by using unsuitable inks or ink delivery systems in the printer.

3) Any damage caused by use of non-Epson inks, ink cartridges, or media.

- 4) Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson, e.g. dealer or user-added boards, components, or cables.
- 5) 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.
- 6) Any damage from service performed by other than an Epson Authorized Servicer.
- 7) Service when the printer is used outside the U.S. and Canada.
- 8) Service where the printer label, logo, rating label, or serial number has been removed.
- 9) Any damage to used, refurbished or reconditioned products.

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 OR FITNESS FOR A PARTICULAR PURPOSE. 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.

Governing Laws: Any disputes arising out of this Agreement will be settled by arbitration to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) 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 the arbitration clause that shall be enforced pursuant to the Federal Arbitration Act.





Limited Warranty Program for the EPSON Stylus® Pro 4000

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