

EPSON[®] *Preferred*SM

**Limited Warranty Program for the
Epson[®] SureColor[®] T7000, SureColor[®] T5000, and
SureColor[®] T3000 Printers**

*Priority
Technical
Support*

*Toll-Free
Phone
Number*

*Security
and
Peace of
Mind*

*On-Site
Repair*

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

Welcome and Congratulations

Congratulations on your purchase of the Epson® SureColor® T7000, SureColor® T5000, or SureColor® T3000 printer. Your printer is designed to provide consistent high quality output in the demanding technical printing 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 one-year limited warranty plan includes priority toll-free 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 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 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 PreferredSM Plus 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 Plan – Epson's extended service contracts for the Epson® SureColor® T7000, SureColor® T5000, and SureColor® T3000 printers. Just purchase a Preferred Plus Plan during the one-year limited warranty period and you'll continue to have access to our toll-free priority technical support line, plus our on-site hardware service.

You may purchase a two-year or one-year Preferred Plus 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.
EPPT753B2

One-Year Preferred Plus Option: This plan is available for purchase only during the one-year limited warranty period, and, under certain conditions, after that period as explained below.
EPPT753B1

Special Conditions Applicable to the One-Year Preferred Plus Option

Purchasing an Additional Year

If you purchase our one-year Preferred Plus 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 at its discretion allow you to renew your extended service for one additional

year (for a total of three years of coverage), subject to the conditions described in the next paragraph. No further renewal of service is available after the second year of extended service.

In order to qualify for a one-year renewal of extended service, at the time you apply for renewal the Total Prints counter on the printer must be less than the following:

SureColor® T7000 - 238,000 Square Feet
SureColor® T5000 - 107,000 Square Feet
SureColor® T3000 - 52,708 Square Feet

The information on the Total Prints counter can be obtained from the printer control panel by pressing the Menu button: **Menu > Settings > Printer Status > Show Total Prints**. Even if the total prints on the printer does not exceed the specified square footage, Epson may still at its discretion not allow the renewal based on the printer's service and usage history.

Purchasing a One-Year Preferred Plus Plan After Expiration of the Warranty

Epson may at its discretion allow you to purchase our one-year extended service plan after expiration of your printer's original warranty, subject to the conditions described below. No renewal is available after the one year of extended service.

In order to qualify for purchase of our one-year Preferred Plus Plan after expiration of the warranty:

- The printer must be no more than two years old based on the initial shipment data from Epson's warehouse.
- The Total Prints counter on the printer must be less than the maximum square footage shown above.
- 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 Plan must be purchased within 30 days this service or repair.

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 Pacific Time (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. This phone number provides access to the same EPSON Preferred Technical Support Staff as the toll-free number.

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® SureColor® T7000, SureColor® T5000, and SureColor® T3000 printers 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® T7000, SureColor® T5000,

or SureColor® T3000 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 — 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, 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, in its sole discretion Epson may instead elect to exchange the unit. Please see below for highlights of the 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. Parts may be new or remanufactured to Epson standards.

On-Site Response: If the printer needs hardware repair and 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, 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 imply that replacement is required.

Printer Exchange: Epson may, at its sole discretion, elect to replace a printer that for whatever reason appears to require technical services beyond the capability of field repair. 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.) 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 described in the user manual 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 prepared for return within seven business days of receipt of the replacement printer, the customer will be invoiced at the then current manufacturer's suggested retail price for the replacement printer. It is your responsibility to unpack, re-install optional components (interface cards, roll paper spindle, etc.), and set up the exchange printer at your location.

What This Warranty Does Not Cover:

This warranty does not cover:

- 1) Any damage caused by neglecting or improperly performing user-level maintenance as documented in the Epson® SureColor® T-Series *User's Guide*. The user-level maintenance includes the following items:
 - a) Check and clean the platen (recommended: once a month or as needed when there is media dust buildup)
 - b) Remove, shake and reinsert all installed ink cartridges (recommended: once every three months)
 - c) If cartridges are cold, let them warm to room temperature before using (recommended: 4 hours or more)
 - d) Do not touch the green IC chip on cartridges

Note: See the Maintenance section of your *User's Guide* for in-depth maintenance instruction to best maintain your investment.

- 2) 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). Any damage caused by using non-Epson media (except for media expressly recommended by Epson).

- 3) Any damage caused by third-party 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).
- 4) 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.
- 5) Any damage from service performed by other than an Epson Authorized Servicer.
- 6) Service when the printer is used outside the U.S., Canada or Puerto Rico.
- 7) Service where the printer label, logo, rating label, or serial number has been removed.
- 8) Any damage to used, refurbished, or reconditioned products.
- 9) Any color change or fading of prints, or reimbursement of materials or services required for reprinting.
- 10) Any damage caused by using improper packaging materials or improper packaging and shipping.

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, 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 this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.



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