

EPSON[®] *Preferred*SM

**Limited Warranty Program for the
EPSON[®] SureLab[™] D3000 System**

*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® SureLab™ D3000 System (the "System"). This System is designed to provide a complete in-studio printing system for portrait and wedding professionals. To help ensure your complete satisfaction with the System's performance, Epson is pleased to include the EPSON PreferredSM Limited Warranty Plan described in this document.

This one-year limited warranty plan covers the components of the System, and includes priority toll-free technical phone support, on-site hardware service for the printer and sorter units, and whole unit exchange for the Printer PC. Should you experience a problem with the System covered by this warranty, simply call the exclusive EPSON Preferred toll-free number, select the technical support option and enter the Unit ID Number included in the warranty documentation that came with your System. 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 contract for the EPSON SureLab D3000 System. Just purchase the 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, on-site hardware service for the printer and sorter units, and whole unit exchange for the Printer PC.

One-Year Preferred Plus Option – EPPSLD3B1

Provides one year of coverage or two on-site service calls, whichever occurs first; in either case the print head will be replaced only once.

You may purchase an extended service plan any time during the one-year limited warranty period. You may purchase up to three additional plans to follow your first plan (for a total of four extended service plans), if each purchase is made during the warranty period or while a service plan is still in effect. All plans include parts and labor. No renewal of extended service is available after expiration of your fourth plan.

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 SureLab D3000 System covered by this limited warranty statement, if purchased and used in the United States, Puerto Rico, 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 used with the System 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 SureLab D3000 System 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 AM to 6 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. 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 for the printer or sorter, the On-Site Response service program will be utilized in almost all cases. If service is required for the Printer PC, the Whole Unit Exchange service program will be utilized. The technician will provide additional instructions about the program at the time this service is being set up.

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 or sorter 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 PM Pacific Time. If that determination is made after 1 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.

Whole Unit Exchange: If it is determined that a whole unit exchange of a Printer PC is necessary, 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 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, via next business day delivery for most business locations. For calls completed prior to 1 PM Pacific Time the exchange unit will usually ship the same day. For calls completed after 1 PM Pacific Time the exchange unit will usually ship on the following business day.

It is your responsibility to unpack, re-install optional components (cables, 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 the repackaging and transportation instructions included with the exchanged Product.)

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 SureLab D3000 Operation Manual. The user level maintenance includes the following items:
 - a) Visually check that no paper particles or ink are stuck to the printing mount (platen). Wipe away any paper particles or ink residue with a damp cloth or cotton swab (recommended: daily)
 - b) Visually check that no paper particles are stuck to the ink absorber. Gently wipe away any paper particles with a cotton swab (recommended: daily)
 - c) When using the top tray, visually check that there is no dust or any foreign objects on the top tray. Wipe off any dirt with a soft cloth. (recommended: as needed)
 - d) Visually check that the paper roller has no dust accumulated. Wipe off any dust with a soft cloth (recommended: once a month)
 - e) Visually check that there are no paper particles stuck to the prints. If you do notice any paper particles, use a vacuum cleaner to clean the paper feed path (recommended: once a month) and clean the roller with a cleaning sheet (recommended: every six months)
 - f) Store ink cartridges in the same environment as the printer's installation environment. Also, avoid direct sunlight
 - g) Replace ink cartridges when the power is on
 - h) Do not remove ink cartridges and leave them out of the printer for extended periods of time
 - i) Do not touch green IC chip on cartridges
- j) If cartridges are cold let them warm to room temperature before using (recommended: for 4 hours or more)
- k) If the printer is not going to be used for a long time, after performing "Post-Operation Check" as normal, leave the ink cartridges installed when storing
- 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), or non-EPSON media.
- 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 United States, Puerto Rico, and Canada.
- 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, including environmental or post-print processing causes, 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.



EPSON is a registered trademark and SureLab is a trademark of Seiko Epson Corporation.

EPSON Preferred is a service mark of Epson America, Inc.

© 2012 Epson America, Inc.

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