







Epson PreferredSM Plus Installation Service

Successful installation of your equipment is critical to keeping you up and running. Let us help you set up your Epson® SureColor printer and provide basic training¹ on how to use the equipment and Epson software—on-site² at your location.

No-Hassle Expert Installation

Our team of Epson Certified Technicians is here to help you get up and running quickly and efficiently. Offering a world-class installation experience, we not only install, configure and test your printer, Epson driver software and any Epson accessories you have purchased—we also provide basic training¹ on how to use your new printer and Epson software, so you have peace of mind knowing your equipment has been set up by Epson Certified Technicians.

When you choose Epson Preferred Plus Installation Service, you can work with confidence knowing your printer is installed and optimized for productivity and print quality, according to Epson specifications. From setup to training¹, our team works with you to help ensure your installation is smooth and hassle-free.

Service Features	Service Benefits
 Epson Certified Technicians	<ul style="list-style-type: none"> • Confidence of knowing your installation is completed to Epson specifications
 Convenient and flexible on-site setup²	<ul style="list-style-type: none"> • Get up and running quickly—on your schedule³, at your location
 World-class installation service	<ul style="list-style-type: none"> • Focus on running your business while we handle the installation
 Basic training¹ on your new Epson printer and driver	<ul style="list-style-type: none"> • Hassle-free installation process, managed from start to finish

In addition to installation service, we also offer Epson Preferred Plus Extended Service Plans to cover your equipment beyond the limited warranty. To learn more about Extended Service Plans, contact your Epson reseller, call Epson Customer Service at (800) 925-9587 or visit epson.com/esp

SureColor P-Series and T-Series Printers

Products Covered	Installation Plan
SureColor P-Series	Part Number
24-inch printers	EPPP24INS
44-inch printers	EPPP44INS
64-inch printers	EPPP64INS
SureColor T-Series	Part Number
24 – 36-inch printers	EPPT2436INS
44-inch printers	EPPT44INS

Installation Done Right

The Epson team will work with you and your staff for a smooth and easy installation process. Epson Preferred Plus Installation Service includes:

Step 1:	Pre-Installation
<ul style="list-style-type: none"> Upon receiving the printer at the designated location, the customer should contact Epson for installation³ Customer assistance required to unpack, unload and move printer to designated location⁴ 	
Step 2:	Installation and Configuration
<ul style="list-style-type: none"> Finalize printer assembly and connections and install Epson accessories 	<ul style="list-style-type: none"> Setup and configure basic network settings⁵
<ul style="list-style-type: none"> Ink loading and initialization 	<ul style="list-style-type: none"> Firmware update and Epson driver/software/utilities installation⁶
<ul style="list-style-type: none"> Print quality sample and confirmation using Epson printer driver 	<ul style="list-style-type: none"> Printer and printhead alignment, plus nozzle check
Step 3:	Basic Training ¹
<ul style="list-style-type: none"> Basic printer operation — includes running a nozzle check and performing unidirectional and bidirectional alignment (if applicable) plus other key functions⁷ 	<ul style="list-style-type: none"> Optional Epson Cloud Solution PORT setup and training (Epson Cloud Solution PORT account creation required prior to installation*)
<ul style="list-style-type: none"> On-going printer maintenance training as outlined in the product User's Guide 	

Customer Responsibilities and Installation Service Limitations*:

Customer participation in installation and setup is vital to the installation process.

Customer Responsibilities*:	
<ul style="list-style-type: none"> Installation Site Verification — customer is responsible for identifying a designated installation area that is accessible to the technician; if location involves stairs customer must have the printer moved up or down, as the tech(s) will only assemble and lift the printer on to the stand. The technician will not move the printer from designated installation area; see installation requirements in product User's Guide for more information. 	<ul style="list-style-type: none"> Connectivity — customer to provide a static or dynamic IP address on a network with Internet access, as well as the necessary network⁵ equipment and Ethernet cable⁸
<ul style="list-style-type: none"> Power — customer to provide necessary power requirements, per the printer specifications 	<ul style="list-style-type: none"> Computer — customer to provide PC or Mac[®] computer for the drivers and software to be installed; this includes a Windows[®] 8/10/11 computer with 250GB hard drive, 16GB memory, USB 2.0 and 1 gigabit Ethernet and/or Mac OS X[®] 10.9.5 or later with 32GB hard drive, 16GB memory, USB 2.0 and 1 gigabit Ethernet
<ul style="list-style-type: none"> Packing Materials — customer responsible for removal of trash and packing materials after the installation 	<ul style="list-style-type: none"> Epson Cloud Solution PORT Account Created — if customer has opted in for optional Epson Cloud Solution PORT training, they must have an account with epson.com/port prior to installation
Installation Service Limitations* – (Items Not Included):	
<ul style="list-style-type: none"> Making any network infrastructure changes 	<ul style="list-style-type: none"> Waiting on-site due to unfulfilled customer responsibilities and customer-caused delays that extend install beyond an eight-hour timeframe may result in additional fees
<ul style="list-style-type: none"> Installing or adjusting any third-party hardware or software 	<ul style="list-style-type: none"> Providing instruction beyond basic usage instructions and printer maintenance training; for detailed usage instructions, please see product User's Guide
<ul style="list-style-type: none"> Providing non-Epson accessories, including interface, USB or Ethernet cables⁸ 	<ul style="list-style-type: none"> Training on usage of third-party media

* Installation requirements vary among products. For a full list of customer responsibilities and limitations, please see the SureColor P-Series and T-Series Installation Terms and Conditions. To create an Epson Cloud Solution PORT account, [see links below](#):

[P-Series 24" Printers Installation Terms and Conditions](#)

[P-Series 44" Printers Installation Terms and Conditions](#)

[P-Series 64" Printers Installation Terms and Conditions](#)

[T-Series 24 – 36" Printers Installation Terms and Conditions](#)

[T-Series 44" Printers Installation Terms and Conditions](#)

[Epson Cloud Solution PORT](#)

¹ On the scheduled installation day, an Epson Certified Technician will arrive on-site. Most installations can be completed within an estimated eight-hour period as long as the customer provides the necessary resources and attention during the installation day. Fees may apply at Epson's sole discretion if installation goes beyond eight-hour window. ² Geographic limitations may apply. ³ Installations are done during local Business Hours, 8 a.m. to 5 p.m., Monday through Friday. Excluding holidays. Requests made outside of these times require prior Epson approval. ⁴ Customer or customer representative must be able to lift/move up to 377 lbs (weight varies by model). If unable to provide this assistance, notify Epson at time of pre-installation set-up and an additional installer can get be provided at an additional fee. ⁵ For more complex networks, it's recommended the customer provide access to a network admin or technician. ⁶ Utilities configuration will be finalized by the customer. See utility reference document for additional information. ⁷ See Installation Terms and Conditions for full list of basic training benefits. ⁸ Provide a Hi-Speed USB 2.0 cable or an Ethernet 100Base-TX cable for connection to the printer.

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