





Epson Preferred Plus™ Installation Service

Successful installation of your equipment is critical to keeping you up and running. Let us help you set up your SureColor printer and ensure it's production ready—on-site¹ at your location.

No-Hassle Expert Installation

Our team is here to help you get up and running quickly and efficiently. Offering a world-class installation experience, you can have peace of mind knowing your equipment has been set up by Epson Certified Technicians. We'll work 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 setup¹	<ul style="list-style-type: none"> • Get up and running quickly—on your schedule², at your location
 World-class installation service	<ul style="list-style-type: none"> • Focus on running your business while we handle the installation

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	
P6570 Series, P7570 Series	EPPP24INS
P8570 Series, P9570 Series	EPPP44INS
P20570 Series	EPPP64INS
SureColor T-Series	
T5770 Series, T3770 Series, T5170M Series	EPPT2436INS
T7770 Series	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 and Scheduling	
	<ul style="list-style-type: none"> Upon receiving the printer at the designated location, the customer should contact Epson for installation² Call us at (888) 377-6611 to schedule your installation; you will need your purchase order information to schedule the appointment Customer assistance required to unpack, unload and move printer to designated location³ 	
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 settings⁴
	<ul style="list-style-type: none"> Ink loading and initialization 	<ul style="list-style-type: none"> Firmware update and Epson driver/software/utilities installation⁵
	<ul style="list-style-type: none"> Print quality sample and confirmation using Epson printer driver 	<ul style="list-style-type: none"> Printer and printhead alignments plus nozzle check

For additional training, please contact your Epson Certified Reseller.

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; and printer must be moved to that area prior to installation, as the tech(s) will only assemble and lift the printer onto 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 (static IP address is preferred), as well as the necessary network⁴ equipment and Ethernet cable⁶
<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^{®7} Account Created — if customer has opted in for optional Epson Cloud Solution PORT, they must have an account with epson.com/port prior to installation
Not included as part of installation*:	
<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 time frame 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 operation 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 cables⁶ 	

* 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 PORT⁷ account, [see links below](#):

P & T Series 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. Geographic limitations may apply. **2** 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. **3** Customer or customer representative must be able to lift/move up to 400 lb (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. **4** For more complex networks, it's recommended the customer provide access to a network admin or technician. **5** Utilities configuration will be finalized by the customer. See utility reference document for additional information. **6** Provide a Hi-Speed USB 2.0 cable or an Ethernet 100Base-TX cable for connection to the printer. **7** All features of this system require an active Internet connection and the use of a supported browser.

EPSON, Epson Cloud Solution Port and SureColor are trademarks of Seiko Epson Corporation. Epson Preferred Plus is a trademark of Epson America, Inc. Mac and OS X are trademarks of Apple Inc., registered in the U.S. and other countries. Windows is a trademark of the Microsoft group of companies. All other product and brand names are trademarks and/or registered trademarks of their respective companies. Epson disclaims any and all rights in these marks. Copyright 2025 Epson America, Inc. CPD-63471R1 4/25