

# Epson Preferred<sup>SM</sup> Plus Extended Service Plans

We've got you covered



## There is no time for downtime when running your business.

That's why we offer a variety of Extended Service Plans, representing worry-free solutions that will help you maximize productivity and protect your investment.

Epson Preferred Plus Extended Service Plans provide the convenience and peace of mind you need with various On-site Service levels and optional, continuous support for up to 7 years<sup>1</sup>. From parts and labor to the cost of travel, Epson® Extended Service Plans have you covered.



**Priority service by Epson Technicians**



**Comprehensive service parts coverage<sup>2</sup>**



**Multiple plan levels to best fit your needs**



**Up to 7 years of continuous coverage<sup>1</sup>**

## Standard limited warranty and Extended Service Plans

Our SurePress® label presses come with a standard 1-year limited warranty featuring comprehensive coverage for the first year, comparable to the Elite option. This includes on-site technical support, parts, labor and travel, as well as preventative maintenance visits<sup>3</sup>.

While you are covered under the limited warranty, you can choose to continue your service coverage<sup>1</sup> by purchasing one of these Epson Preferred Plus Extended Service Plan options: Elite, Enhanced or Essential.

With three options available, you are able to select a plan that best meets your coverage needs, while providing a cost-effective way to protect your investment and manage costs. We offer both monthly and yearly payment options, giving you greater control over cash flow.

## Epson Extended Service Plan coverage options

Criteria	Standard Limited Warranty (Included)	Essential Service Plan	Enhanced Service Plan	Elite Service Plan
<b>Length</b>	1 year from date of purchase	1-year increments for up to 6 additional years	1-year increments for up to 6 additional years	1-year increments for up to 6 additional years
<b>Telephone Support Hours</b>	Monday through Friday, 6 am to 6 pm PST	Monday through Friday, 6 am to 6 pm PST	Monday through Friday, 6 am to 6 pm PST	Monday through Friday, 6 am to 6 pm PST
<b>Service Type</b>	On-site and remote	On-site and remote	On-site and remote	On-site and remote
<b>Responsiveness Service Level<sup>4</sup></b>	Next Business Day	2nd Business Day	Next Business Day	Next Business Day
<b>Coverage Includes<sup>5</sup></b>	Parts, labor, travel	Parts, labor, travel	Parts, labor, travel	Parts, labor, travel
<b>L65 Series Printhead Replacement<sup>6</sup></b>	Covered	Up to 10 per plan year	Up to 15 per plan year	Covered
<b>L45 Series Printhead Replacement<sup>6</sup></b>	Covered	Up to 5 per plan year	Up to 10 per plan year	Covered
<b>Preventative Maintenance Service Visits<sup>3</sup></b> (based on usage)	Up to 2 per year	N/A	Up to 1 per plan year	Up to 2 per plan year
<b>Payment Options</b>	N/A	Annual or monthly	Annual or monthly	Annual or monthly

For further details, please refer to the individual Extended Service Plan Agreement.

## Standalone and professional services available for purchase

Type	Description
<b>Installation Service</b>	Install equipment and get it up and running in your facility
<b>Preventative Maintenance</b>	On-site visit by Epson Technicians
<b>Workflow Training</b>	On-site or virtual workflow training of your staff by an Epson expert
<b>4-Hour On-site Support Upgrade</b> Only available with Enhanced or Elite service plans	Upgrade to 4-hour response time; parts, labor and travel included <sup>7</sup>
<b>Relocation Services</b>	Assistance from an Epson Technician in relocating your equipment to a different location
<b>Time and Material Repair</b>	<p>Epson Technicians can provide diagnostic service, assistance and options to resolve your issue and minimize expenses. If parts are required, they will utilize genuine Epson parts.</p> <p>Note: Epson will make every effort to respond within 72 hours. However, prior to starting any work, a quote must be obtained and agreed upon; for a Next-Business-Day response<sup>4</sup>, you can upgrade to Expedited Out-of-warranty Repair.</p>

**Want to learn more about maximizing productivity with Epson Preferred Plus On-site Service? Contact your Epson sales or service representative today.**

<sup>1</sup> Product comes with a 1-year limited warranty with the option to purchase Extended Service Plans for a total of 6 additional years of extended service coverage. Extended Service Plan can be purchased anytime that you are covered under an Epson limited warranty or Epson Extended Service Plan. Each year of extended coverage can be either Epson Preferred Plus Essential, Epson Preferred Plus Enhanced or Epson Preferred Plus Elite. Selected plan can vary from year to year. | <sup>2</sup> Coverage varies by model. Maintenance parts not included. See individual Extended Service Plans for specific details. | <sup>3</sup> Based on usage. | <sup>4</sup> Request must be placed by 1 pm Pacific Time; geographic limitations apply. See Extended Service Plan for details. | <sup>5</sup> Coverage varies based on Extended Service Plan selected. | <sup>6</sup> Printheads and maintenance parts, replaced as needed. Necessity of replacement determined at Epson's sole discretion. | <sup>7</sup> Geographic limitations may apply. Upon request, Epson will determine if 4-hour On-site Support is available in your area. Service request must be received by 1 pm Pacific Time, Monday through Friday, excluding holidays. Epson Service Availability period is from 8 am to 5 pm (local time), Monday through Friday, excluding holidays.