



EPSON EXTENDED CARESM



HIGHLIGHTS

- Extends Epson's industry-leading standard warranty coverage
- Second- and third-year coverage is available, combined two-year pricing saves you up to 10%
- Entire repair or exchange service transaction is completed typically in ten business days or less
- Must be purchased during the one-year standard warranty period
- Service by Epson Customer Care Centers backed up by Epson parts and Fast Turn Depot[®]

Extend the life of your Epson products by ensuring they are repaired and maintained by Epson-trained professionals. With Epson ExtendedCare you can do just that. ExtendedCare is a maintenance program designed to provide you with continued repair coverage beyond the one-year standard limited warranty period and is available for one- or two-year terms. ExtendedCare service covers failures due to defects in materials and workmanship during the term of the extended service agreement.

Rely on Epson service

With ExtendedCare, your Epson products are serviced and repaired by a nationwide network of authorized Epson Customer Care Centers typically in ten business days or less. Covered repairs are performed free of charge, including parts and labor. Replacement parts may be new or refurbished to Epson's standard of quality.



Signing up is simple

To purchase ExtendedCare service, contact your authorized Epson reseller for forms and pricing information. Once you are registered, we'll mail you a confirmation packet with

program information, instructions on how to receive service and a unique profile number. It's that easy. When you need repairs, simply submit a copy of your program confirmation form when you send in your product for service.

Epson ExpressCareSM Service Program

When you choose Epson, you get the world-class service you'd expect from a leader. With ExpressCare, our comprehensive service program, you can choose from the widest selection of cost-effective service options available in the industry today. Whatever your needs, from ExtendedCareSM extended service to next business day Spare-In-The-Air[®], Epson has the answer.

For more information

To find out more about Epson ExtendedCare and other ExpressCare services, contact your Epson reseller.

Questions & Answers:

What does ExtendedCare service cover?

ExtendedCare covers all Epson components originally sold and/or installed by Epson. The maintenance agreement does not cover third party parts, components or peripheral devices not sold by Epson that are added to the product after shipment from Epson.

How is ExtendedCare service performed?

Simply submit a copy of your program confirmation form when you present your product for service at one of our Epson Customer Care Centers.

How can I purchase ExtendedCare service?

ExtendedCare coverage can be purchased directly from an authorized reseller. Contact your Epson reseller for pricing information on ExtendedCare. New service agreements for Epson products must be purchased during the one-year standard warranty period.

How do I place an order for multiple units?

Simply fill out the Sales and Registration form and submit a separate sheet listing all serial numbers and models you want covered under the program.

How can I check my registration status?

For information on the status of your order, contact our Enrollment Representative at warranty_service@ea.epson.com.

How do I renew my ExtendedCare coverage?

ExtendedCare coverage is available for one or two-year terms. Service is renewable and may be extended in one-year increments, for a total of three years. Must be purchased during the one-year standard warranty period. Prices and terms are subject to change without notice. To ensure uninterrupted coverage, we encourage you to contact an authorized reseller to renew the agreement.

For more information:

Contact your authorized Epson reseller for pricing and more information on ExtendedCare.

FEATURES	BENEFITS
Extends warranty beyond product standard warranty	➤ Guarantees continuous coverage for your Epson products
Service performed by Epson Customer Care Centers	➤ Product repaired by the manufacturer to ensure quality workmanship
Service transaction completed within ten business days or less	➤ Ensures fast return of product and less downtime
Upfront pricing instead of per-incident charges	➤ Simplified budgeting and greater control of maintenance expenses
Nationwide network of Epson Customer Care Centers	➤ More convenient locations to serve you

