

Epson PreferredSM Plus Extended Service Plans

We've got you covered

ColorWorks[®]

Desktop Color Label Printers



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 offer users convenience and peace of mind by providing a way to extend the length of coverage or upgrade to Next-Business-Day¹ Whole Unit Exchange or Next-Business-Day On-site Repair Service² **for up to 5 years of continuous coverage³**. With a full portfolio of Extended Service Plans designed to keep your equipment up and running, Epson's got you covered.

Features



Epson[®] Certified Technicians



Comprehensive genuine Epson service parts coverage, including printheads⁴



Up to 5 years of continuous coverage³

Plan Options

- Next-Business-Day¹ Whole Unit Exchange – Spare-in-the-AirSM
- Next-Business-Day On-site Repair Service²
- Return for Repair plans and standalone services available

Limited warranty and Extended Service Plans

Our ColorWorks label printers come with a 1-year limited warranty with Return for Repair, featuring genuine Epson parts and labor. Simply contact us and we will provide you with instructions to either return the unit for repair or carry it into a local Authorized Service Center to get your unit back up and running.

Within the first year of hardware purchase, there are 3 types of Epson Preferred Plus Extended Service Plans you can choose from for your ColorWorks label printer. Renewals of Extended Services Plans for years 2 through 5 can be purchased anytime as long as you are covered under either your limited warranty or Extended Service Plan³. Select a plan that best meets your coverage needs, while providing a cost-effective way to protect your investment and manage costs. Coverage options vary by model.

Epson Extended Service Plans (ESP's):

Return for Repair

- This Extended Service Plan offers the same level of protection as the limited warranty and covers you for up to a total of 5 years³
- Return for Repair Extended Service Plans are available for years 2 through 5 for all ColorWorks products
- Can be purchased in 1-year increments and can be stacked for a total of 4 plans or 5 years

Return for Repair Extended Service Plans	Products
EPPCWC831R1	C831 Series
EPPCWC3400R1	C3400 Series
EPPCWC3500R1	C3500 Series
EPPCWC6000R1	C6000 Series
EPPCWC6500R1	C6500 Series
EPPCWC7500R1	C7500 Series

Spare-in-the-Air (SITA)

- SITA plans are Next-Business-Day¹ Whole Unit Exchange
- SITA Extended Service Plans are available for years 1 through 5 for select ColorWorks products
- Add this SITA Plan on top of your limited warranty in the first year
- Can be purchased in 1-year increments and can be stacked for a total of 5 plans or 5 years

Spare-in-the-Air Extended Service Plans	Products
EPPCWC831SITA	C831 Series
EPPCWC3400SITA	C3400 Series
EPPCWC3500SITA	C3500 Series
EPPCWC6000SITA	C6000 Series
EPPCWC6500SITA	C6500 Series

On-site Repair Service²

- On-site Extended Service Plans include a Next-Business-Day On-site² visit by an Epson Certified Technician, plus parts, labor and travel
- Extended Service Plans are available for years 1 through 5 for select ColorWorks products
- Add this On-site Repair Plan² on top of your limited warranty in the first year
- Can be purchased in 1-year increments and can be stacked for a total of 5 plans or 5 years

On-site Repair Service ² Extended Service Plans	Products
EPPCWC6000S1	C6000 Series
EPPCWC6500S1	C6500 Series
EPPCWC7500S1	C7500 Series

For further details, please refer to the individual Extended Service Plan Agreement. Purchase within first year of hardware purchase. Extended Service Plans can be renewed as long as a current service plan is in effect.

Standalone and Professional Services Available for Purchase

Type	Description
Time and Material Repair	If you're no longer covered under a warranty or an Extended Service Plan and need product assistance, please call Epson Service and Support for details on time and material repair service options.

Want to learn more about maximizing productivity with Epson Preferred Plus Extended Service Plans? Contact your Epson sales or service representative today.

¹ Expedited shipping not available in all areas. Orders must be in by 1 pm Pacific Time for Next-Business-Day delivery. See limited warranty or service plan for details. ² Geographic limitations may apply. Service request must be received by 1 pm Pacific Time, Monday through Friday, excluding holidays. ³ Product comes with a 1-year limited warranty with the option to purchase Extended Service Plans up to a maximum of five years of continuous coverage. Extended Service Plan can be purchased anytime that you are covered under an Epson limited warranty or Epson Extended Service Plan to avoid product inspection fees. Selected plan can vary from year to year. ⁴ Ink and maintenance box not included. See individual Extended Service Plans for specific details.