



EPSON EXTENDED CARESM



ExtendedCare. The cost-effective solution that continues your service coverage.

HIGHLIGHTS

- Extends Epson's industry-leading standard warranty coverage
- Two-year pricing saves you up to 40%
- Repairs done in three business days
- Covers TM printers, IM POS terminals and DM customer displays
- Must be purchased within 90 days of product purchase
- 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 your standard 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 agreement.

Rely on Epson service

With ExtendedCare, your Epson products are serviced and repaired by a nationwide network of authorized Epson Customer Care Centers in three business days. Covered repairs are performed free of charge, including parts and labor and are available for all current Epson POS products.



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 in POS solutions. 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 warranty to overnight Spare-In-The-Air® to Virtual On-Site® replacements to on-site repairs with ExpressSite®, Epson has the answer.

For more information

To find out more about Epson ExtendedCare and other ExpressCare services, contact your Epson reseller or go to pos.epson.com for a complete list of Epson Envision Resale Partners and distributors in your area.

Questions & Answers:

What does ExtendedCare service cover?

ExtendedCare coverage is available for DM, IM, and TM products and covers all Epson components originally sold and/or installed by Epson including power supplies, memory modules, hard disk drives and more. 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, distributor or an Epson sales representative. For a list of distributors and direct resellers visit pos.epson.com. New agreements for point-of-sale products must be purchased within 90 days of the original product purchase.

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 your order, contact our Enrollment Representative at 562.290.5402.

How do I renew my ExtendedCare coverage?

Epson sends a notification to you within 30 days of certificate expiration date. 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 or go to pos.epson.com.

FEATURES	BENEFITS
Extends warranty beyond product standard warranty	➤ Guarantees continuous coverage for your Epson POS products
Service performed by Epson Customer Care Centers	➤ Product repaired by the manufacturer to ensure quality workmanship
Repair done in three business days	➤ 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