



EPSON SPARE-IN-THE-AIR®



Spare-In-The-Air. The fast, cost-effective alternative to on-site repair service.

HIGHLIGHTS

- Fast, overnight replacement units for your Epson POS products
- Pricing as low as 35% of cost of typical on-site service
- Service representatives are available 7:00 am to 5:00 pm Monday through Friday
- Program offers coverage of two years or more
- Covers most TM printers and DM pole displays
- Must be purchased within 90 days of product purchase

Spare-In-The-Air is an extremely affordable service solution for companies that cannot afford to have their systems out of service for longer than 24 hours. This quick, overnight replacement program bridges the gap between the turn-around time of depot repair and the higher cost of on-site service. Make one phone call to Epson and a replacement unit is express-shipped overnight to arrive the next day. Then just return the damaged unit to Epson. It's that easy. And shipping both ways is always on us.

Rely on Epson service

With Spare-In-The-Air, you can be assured that your replacement unit will arrive on time and be ready to go. We will send you an Epson refurbished unit that is just like new, which means you'll benefit from longer product life and lower total cost of ownership.



Getting started is simple

To receive Spare-In-The-Air service coverage, contact your authorized Epson reseller for forms and pricing information. When you are registered, we'll mail you a confirmation packet with program information,

instructions on how to receive service and a unique profile number. Once you are enrolled, one call is all it takes to get a replacement unit in 24 hours.

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 Spare-In-The-Air 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:

How is Spare-In-The-Air service performed?

When you purchase Spare-In-The-Air coverage, you will receive a confirmation packet that includes a toll-free telephone number and a unique profile number. If a unit requires service, Epson will ship a replacement unit to you overnight. Epson pays for shipping both ways.

What do I do with the failed unit?

When you receive the replacement unit, send the failed unit back in the same box. Epson will provide all the shipping supplies and information you need.

What is the price for Spare-In-The-Air coverage?

Epson offers competitive pricing for Spare-In-The-Air service. Pricing varies by product model, but can be as low as 35% of the cost of typical 7x24 on-site coverage. For a complete listing of covered point-of-sale products and prices contact your Epson reseller.

How do I purchase Spare-In-The-Air?

Spare-In-The-Air can be purchased directly from an authorized reseller, distributor or an Epson sales representative. Visit pos.epson.com for a complete list of Epson Envision resale partners. New agreements for 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 the serial numbers and models you want covered under the program.

How do I check for status on my registration?

For information on your order, contact our Enrollment Representative at (562) 290-5402.

How do I renew my Spare-In-The-Air coverage?

Epson sends a notification to you within 30 days of the certificate expiration date. To ensure uninterrupted coverage, we encourage you to contact an authorized reseller to renew the agreement.

FEATURES	BENEFITS
Overnight replacement of failed POS equipment	➤ Quick resolution at much less cost than typical on-site service
Upfront pricing instead of per-incident charges	➤ Simplified budgeting and greater control of maintenance expenses
Products replaced with Epson refurbished units	➤ Epson "A-Prime" rating means your replacement unit is like new
One call is all it takes to request your spare unit	➤ Employees spend less time resolving equipment issues