



Limited Warranty Program for the  
Epson® SureColor® P7570 and P9570 Series Printers

Toll-Free Phone Number

Priority Technical Support

Security and Peace of Mind

Exchange/On-Site Repair

## Welcome and Congratulations

Congratulations on your purchase of the Epson® SureColor® P9570 or P7570 Series printer. Your printer is designed to provide consistent high-quality output in the professional graphics environment. To ensure your complete satisfaction with its performance, Epson is pleased to include the Epson Preferred<sup>SM</sup> Limited Warranty described in this document.

**Note that warranty coverage for the print head and ink delivery system is terminated if the printer is ever used with inks or ink delivery systems other than the Epson UltraChrome® Pro12 system for which the printer was designed.**

This one-year limited warranty plan includes priority toll-free technical phone support and other services as noted in “Terms and Conditions—Limited Warranty for Commercial Products.” Should you have a question or experience a problem with your printer, simply call the exclusive Epson Preferred toll-free number and select the technical support option as described in this booklet. Please have your serial number available for the technical support specialist. Since it’s an exclusive number, your call will be answered promptly.

**Important Notice: This Limited Warranty contains important legal terms and conditions, including an arbitration provision. Please review carefully.**

Once again, congratulations and welcome to the Epson Preferred Family.

## For Epson Preferred Technical Support

Follow these easy steps to obtain technical support.

**Step 1:** Have your serial number available: \_\_\_\_\_

**Step 2:** Call toll-free (888) 377-6611 or call (562) 276-1305 (U.S. and Canada).

**Step 3:** Follow the voice prompt instructions.

**Step 4:** Be prepared to work with the technical support specialist to diagnose the problem.

Operating hours: Currently Monday through Friday, 6 AM to 6 PM, Pacific Time (subject to change)

# Terms and Conditions

## Limited Warranty for Commercial Products

- 1. What Is Covered:** Epson America, Inc. (“Epson”) warrants to the first end-user customer that the Epson SureColor P9570 or P7570 Series printer covered by this limited warranty statement, if purchased and used in the United States, Canada, or Puerto Rico, will conform to the manufacturer's specifications and will be free from defects in workmanship and materials. The 44-inch SureColor P9570 is warranted for either a period of one (1) year from the date of original purchase (proof of purchase required), or eighteen thousand (18,000) B0+-size printed sheets, whichever occurs first. The 24-inch P7570 is warranted for either a period of one (1) year from the date of original purchase (proof of purchase required), or eighteen thousand (18,000) A1+-size printed sheets, whichever occurs first. This warranty is not transferrable. Epson also warrants that the consumable ink shipped with or purchased with the printer will perform to the manufacturer's specified usage, which may expire before the expiration of the limited warranty for the printer.
- 2. What Epson Will Do To Correct Problems:** Should your Epson SureColor P9570 or P7570 Series Printer prove defective during the limited warranty period, please call the toll free Epson Preferred support line identified in this booklet. This line will be answered during Epson's regular support hours (between 6:00 AM and 6:00 PM Pacific Time, Monday through Friday - subject to change). When you call, please be prepared to provide the service technician with proof of purchase information including the unit serial number and original date of purchase. You may need to provide proof of purchase if warranty coverage cannot be verified by the serial number. An Epson service technician will work with you to try to resolve the problem, and if your printer needs repair, diagnose the issue and determine which parts may be required. If service is required, the On-Site Response service program will be utilized in almost all cases. The technician will provide additional instructions about the program at the time this service is being setup. In rare cases, at our sole discretion we may instead elect to exchange the unit. Please see the other sections for highlights of the programs. When service involves the exchange of a unit or its parts, the items replaced become the property of Epson. New items assume the remaining warranty period of the original product. Parts may be new or remanufactured to Epson standards.
- 3. On-Site Response:** If your printer needs hardware repair and you are within Epson's on site service territory, we will contact an Epson Authorized Servicer to make the repair at your facility. If we determine repair is required prior to 1 PM Pacific Time, repair parts and a technician will usually be dispatched to your location for the next business day. If that determination is made after 1 PM, dispatch will usually be for the second business day. An adult must be available to accept the parts delivery and be present at all times while a technician is on-site. Epson's shipment of service parts does not imply replacement is required.
- 4. Printer Exchange:** At our sole discretion, we may elect to replace a printer that for whatever reason appears to require technical services beyond the capability of field repair. Under these rare circumstances, we will replace the printer with the same or a comparable printer refurbished to the Epson standard of quality. (The replacement printer will not include promotional materials, accessories,

stands, documentation, manuals, software, or cables.) The customer must be able to receive, unpack, and install the replacement printer; and prepare the defective printer for return shipment by following the procedures described in the user manual or other documentation provided by Epson.

The repacked defective printer will be picked up by a carrier designated by Epson. If the defective product is not prepared for return within seven business days of receipt of the replacement printer, the customer will be invoiced at the then current manufacturer's suggested retail price for the replacement printer. It is your responsibility to unpack, reinstall optional components, and set up the exchange printer at your location.

## 5. What This Warranty Does Not Cover:

- A. Service of the print head or any other part of the ink delivery system, if the printer is ever used with new or refilled ink cartridges, inks, or ink delivery systems other than the Epson UltraChrome Pro12 system for which the printer was designed. In case of such use, coverage of the print head and ink delivery system under this limited warranty is immediately terminated.
- B. Service if the printer has reached the maximum number of printed sheets: eighteen thousand (18,000) B0+-size printed sheets for the 44-inch SureColor P9570, or eighteen thousand (18,000) A1+-size printed sheets for the 24-inch P7570.
- C. Any damage caused by third-party software, applications, parts, components, or peripheral devices added to the product after its shipment from Epson (for example, dealer- or user-added boards, components, or cables).
- D. Any damage caused by misuse, abuse, improper installation, or neglect; disasters such as fire, flood, or lightning; or improper electrical currents, software, or interaction with non-Epson products.
- E. Any damage caused by neglecting or improperly performing user-level maintenance as documented in the User's Guide. The user-level maintenance includes the following items:
  - 1) Clean platen, rollers, and paper-feed sensor (recommended monthly or as needed).
  - 2) Clean around the print head caps and wipers. (See your User's Guide for the recommended interval.)
  - 3) Remove and shake ink cartridges (recommended every three months or as needed).
  - 4) If ink is cold, let it warm to room temperature before using (recommended: 4 hours or more).
  - 5) Do not touch the green IC chip on the side of the cartridge.
  - 6) Replace ink cartridges immediately when a message appears on the front panel.

**Note:** See the maintenance section in the User's Guide for in-depth maintenance instructions to best maintain your investment.
- F. Any damage from service performed by other than an Epson Authorized Servicer.

- G. Service when the printer is used outside the U.S., Canada, and Puerto Rico.
  - H. Service if the printer label, logo, rating label, or serial number has been removed.
  - I. Any damage to used, refurbished, or reconditioned products.
  - J. Any color change or fading of prints, or reimbursement of materials or services required for reprinting.
  - K. Any damage caused by using improper packaging materials or improper packaging and shipping.
- If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

**6. DISCLAIMER OF OTHER WARRANTIES:** THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

**7. EXCLUSION OF DAMAGES; EPSON'S MAXIMUM LIABILITY:** Epson's sole and exclusive liability and your exclusive remedy for breach of warranty shall be limited to either, at Epson's option, repair or replacement as set forth above. If the above remedy fails for any reason, Epson's entire liability shall be limited to the price paid for the Epson product. Any action for breach of warranty must be brought within 15 months of the date of original purchase. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

**8. Disputes, Arbitration, Governing Laws:**

- A. Any controversy or claim arising out of or relating to Epson products or services or this agreement, shall be resolved by arbitration, rather than in court, in Los Angeles County. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis, available at <http://www.jamsadr.com> or by calling 1-800-352-5267, and under the rules set forth in this agreement. Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this agreement.

- B. Pre-Arbitration Steps and Notice. Before submitting a claim for arbitration, you agree to try, for sixty (60) days, to resolve any dispute informally by contacting us at customer.inquires@ea.epson.com. Please include your name, address and contact information, the facts giving rise to the dispute, and the relief requested. You agree to act in good faith to resolve the dispute, but if you and Epson do not reach a resolution within the sixty (60) days, you may commence an arbitration.
- C. Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this agreement by sending a written letter to Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806, within thirty (30) days of your purchase of the Epson products and/or services that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 8. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.
- D. Judgment on the award may be entered in any court having jurisdiction. There is no judge or jury in arbitration and your grounds for appeal are limited; however, the arbitrator is empowered to grant relief and award you the same damages as a court could, including declaratory or injunctive relief.
- E. Notwithstanding the foregoing, you may bring an individual action in a small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.
- F. Any action must be brought within three (3) months of the expiration of the warranty.
- G. If any provision in this Section 8 is found to be unenforceable, that provision shall be severed with the remainder of this agreement remaining in full force and effect. The foregoing shall not apply to the prohibition against class or representative actions. This means that if Section H (below) is found to be unenforceable, the entire Section 8 (but only Section 8) shall be null and void.
- H. **We each agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated or representative action. If for any reason a claim proceeds in court rather than in arbitration we each waive any right to a jury trial. We also both agree that you or we may bring suit in court to enjoin infringement or other misuse of intellectual property rights.**
- I. Except for this section, which is governed by the Federal Arbitration Act, in the event of a dispute in which the provisions in this arbitration section are inapplicable, severed from the remainder of this agreement, or you opt-out, you and Epson both consent to the jurisdiction of your state of residence.

## 9. Other Provisions:

- A. **Other Rights You May Have:** This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow limitations on how long an implied warranty lasts, or allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
- B. **Warranties in Canada:** In Canada, warranties include both warranties and conditions.
- C. **Governing Law:** This warranty shall be governed by the internal laws of the State of California, except for Section 8, which is governed by the Federal Arbitration Act. In the event of a dispute in which the provisions of Section 8 are inapplicable, or severed from the remainder of this agreement, or you opt out pursuant to Section 8C, you and Epson both consent to the governing law and jurisdiction of your state of residence.

## Purchasing Extended Service — The Epson Preferred Plus Plan

The Epson Preferred Limited Warranty Plan offers premium warranty service for one year. We'd like to inform you of the opportunity to continue enjoying Epson service after the end of your warranty through our Preferred Plus Plan - Epson's extended service contracts for the Epson SureColor P9570 and P7570 Series printers. Just purchase a Preferred Plus Plan during the one-year limited warranty period and you'll continue to have access to our toll-free priority technical support line, plus the on-site hardware service offered under the plan you choose:

**One Year** EPP900B1

**Two Year** EPP900B2

You may purchase a plan any time during the one-year limited warranty period. You may also purchase a second one-year plan to follow your initial one-year plan, if the purchase is made during the warranty period or while the first plan is still in effect. All plans include parts and labor. No further renewal of service is available after the second year of extended service.

