

Epson Preferred 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-Day (NBD) Whole Unit Exchange¹ or NBD On-Site Repair Service² **for up to a total of 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.

Plan Features

-  Comprehensive genuine Epson service parts coverage, including printheads⁴
-  Up to a total of 5 years of continuous coverage³
-  Discounts on multiyear plans
-  Multiple service types available⁵

Plan Benefits

- Helps lower total cost of ownership
- Get maximum coverage and peace of mind
- Maximum savings on 5-year plans
- Select a plan that best meets your coverage needs

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 take it to 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 the Epson 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 (ESPs):

Return for Repair

- Offers the same level of protection as the limited warranty and covers you for up to a total of 5 years³
- Available for years 2 through 5 for all ColorWorks products
- 1-year or multiyear plans available

Products	Return for Repair		
	1-Year	2-Year	4-Year
C3500 Series	EPPCWC3500R1	EPPCWC3500R2	EPPCWC3500R4
C4000 Series	EPPCWC4000R1	EPPCWC4000R2	EPPCWC4000R4
C6000 Series	EPPCWC6000R1	EPPCWC6000R2	EPPCWC6000R4
C6500 Series	EPPCWC6500R1	EPPCWC6500R2	EPPCWC6500R4
C7500 Series	EPPCWC7500R1	EPPCWC7500R2	EPPCWC7500R4
C8000 Series	EPPCWC8000R1	EPPCWC8000R2	EPPCWC8000R4
D3800 Series	EPPCWD3800R1	EPPCWD3800R2	EPPCWD3800R4

Spare-in-the-Air™ (SITA)

- Next-Business-Day Whole Unit Exchange¹ (C7500, C8000 Series plans are Second-Business-Day)
- Available for years 1 through 5 for select ColorWorks products
- Can be added on top of your limited warranty in the first year
- 1-year or multiyear plans available

Products	SITA		
	1-Year	3-Year	5-Year
Next-Business-Day Whole Unit Exchange			
C3500 Series	EPPCWC3500SITA	EPPCWC3500SITA3	EPPCWC3500SITA5
D3800 Series	EPPCWD3800SITA	EPPCWD3800SITA3	EPPCWD3800SITA5
C4000 Series	EPPCWC4000SITA	EPPCWC4000SITA3	EPPCWC4000SITA5
C6000 Series	EPPCWC6000SITA	EPPCWC6000SITA3	EPPCWC6000SITA5
C6500 Series	EPPCWC6500SITA	EPPCWC6500SITA3	EPPCWC6500SITA5
Second-Business-Day Whole Unit Exchange			
C7500 Series	EPPCWC7500SITA	EPPCWC7500SITA3	EPPCWC7500SITA5
C8000 Series	EPPCWC8000SITA	EPPCWC8000SITA3	EPPCWC8000SITA5

Next-Business-Day (NBD) On-Site Repair Service²

- Includes a next-business-day on-site² visit by an Epson Certified Technician, parts, labor and travel
- Available for years 1 through 5 for select ColorWorks products
- Can be added on top of your limited warranty in the first year
- 1-year or multiyear plans available

Products	NBD On-Site Repair Service ²		
	1-Year	3-Year	5-Year
C6000 Series	EPPCWC6000S1	EPPCWC6000S3	EPPCWC6000S5
C6500 Series	EPPCWC6500S1	EPPCWC6500S3	EPPCWC6500S5
C7500 Series	EPPCWC7500S1	EPPCWC7500S3	EPPCWC7500S5
C8000 Series	EPPCWC8000S1	EPPCWC8000S3	EPPCWC8000S5

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—call (800) 925-9587 or visit epson.com/esp today.

¹ Expedited shipping not available in all areas. Orders must be placed and processed by 1 p.m. Pacific Time for Next-Business-Day delivery. C8000 Series plans are Second-Business-Day. See limited warranty or service plan for details. | ² Geographic limitations may apply. Service request must be received and processed by 1 p.m. Pacific Time, Monday through Friday, excluding holidays. | ³ Product comes with a 1-year limited warranty with the option to purchase extended service plans for up to a total of 5 years of continuous coverage. Extended service plans 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. | ⁵ Extended service plan options vary by model.