



EPSON SPARE-IN-THE-AIR®



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

HIGHLIGHTS

- Fast, whole unit replacement usually by the next business day, for your Epson DiscProducer product
- Pricing as low as 15% 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 up to three years
- Must be purchased during the one-year standard warranty period

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, next business day 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 to arrive typically the next business 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 a unit refurbished to Epson's standard of quality, 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 usually by the next business day.

Epson ExpressCareSM Service Program

When you choose Epson, you get the world-class service you'd expect from a leader. 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 next business day Spare-In-The-Air[®], Epson has the answer.

For more information

To find out more about Spare-In-The-Air and other ExpressCare services, contact your authorized Epson reseller.

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. Service representatives are available 7:00 am to 5:00 pm Monday through Friday PT (hours are subject to change). If a unit requires service, Epson will ship a replacement unit to you usually by the next business day. 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 for the return of the product.

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

Epson offers competitive pricing for Spare-In-The-Air service. Contact your authorized Epson reseller for pricing details.

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

Spare-In-The-Air can be purchased directly from an authorized reseller. Contact your Epson reseller for pricing information on ExpressCare service. New service agreements for Epson products must be purchased during the one-year standard warranty period.

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 warranty_service@ea.epson.com.

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

Spare-In-The-Air coverage is available for an initial two-year term. Service is renewable for an additional one-year period, for a total of three-year coverage. Must be purchased during the one-year standard warranty period. Prices and terms are subject to change without notice. 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 ExpressCare.

FEATURES	BENEFITS
Replacement of failed equipment usually by the next business day	➤ 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	➤ Units refurbished to Epson's standard of quality
One call is all it takes to request your spare unit	➤ Employees spend less time resolving equipment issues