

# EPSON Warranty Information for Projectors

## Bring-in warranty / On-site warranty / Claim processing

### What does the Epson warranty VI include?

The warranty includes the EPSON product with all EPSON parts. Within the frame of this warranty, EPSON warrants that the device is free of manufacturing and material defects as could impair or suppress the functionality of the device insofar as the operating manual information enclosed with the projector upon purchase was observed, and the indicated product maximum capacity was not exceeded. The warranty does not apply to consumables and any exchange thereof, like e.g. projector filters.

The warranty shall include the elimination of all projector damage or defects occurring within the warranty period and falling under the warranty by means of exchange against a projector of equal value or repair. The exchanged projector or exchanged parts become EPSON's property. EPSON shall bear all material and labour costs as well as the device transport costs to EPSON and back to the customer. This warranty is limited to the area of the European Union, Switzerland, Liechtenstein, and the Eastern European countries.

### What are the standard warranty times granted by Epson?

The warranty shall begin on the purchase date of the projector. All warranty claims that were directly asserted against EPSON Service within the warranty term shall be considered. The warranty shall end 24 months following the purchase of the device, even if warranty works were performed within this period.

### What is Cover Plus? (additional warranty)

Epson Cover Plus packages are standard warranty extensions. These warranties may vary according to product and purchased Cover Plus package.

- Extension of manufacturer's warranty
- Any changes and/or additions to the service supplied, from bring-in warranty to on-site service (collection by our authorised service partner)

## The Cover Plus option can be purchased in the Epson Store and/or from a specialist dealer/distributor

The lamp warranty is also extended to the period specified in the Cover Plus package; however, this extension shall not affect the maximum number of assured operating hours. The registration for the warranty extensions purchased in the Epson Store is carried out online via the Epson Store. If you purchase from a specialist dealer/distribution, you will receive a registration number.

### How is the lamp warranty processed?

In the case of a lamp defect within the lamp warranty period, returning the projector for technical inspection is necessary. (see Point 3.) This inspection is necessary to exclude a technical defect in the projector or any glass splinter located in the device (e.g. caused by a bursting lamp).

### How are warranty claims processed by Epson?

Warranty claims can only be processed if an invoice including all necessary information on purchase date, projector, seller and projector serial number is enclosed with the projector. EPSON may ask you to submit the original.

Each request for warranty work is to be made by phone via the EPSON Service. The purchaser must check the projector via self-test programmes or eliminate error messages according to the telephone instructions. He/she shall only be entitled to performance of service if the fault cannot be eliminated remotely. During the period of repair there is no entitlement to a loan unit.

Please contact our Service Department on the following telephone number:

#### For devices with a bring-in warranty:

**Hotline:** +41 (0) 44 782 28 29

**Bring-in warranty:** The device is sent by the customer at his/her own to an Authorised Service Centre for repair.

In the case of a bring-in warranty, please send your device to our repair centre.

#### For devices with an on-site warranty:

**Hotline:** +41 (0) 44 782 28 29

Email: [onsite@esag.ch](mailto:onsite@esag.ch)

In the case of an on-site warranty, Epson picks up the device at the customer's location, repairs the device at the Service Centre, and returns it to the customer.

(In the case of on-site service, please provide the defective device packed and ready for collection.)

Telephone support is provided by our specialists that will arrange for an on-site appointment if necessary.

### What is excluded from the warranty?

The warranty shall exclude any faults and damage due to incorrect use, faulty installation or setup, external influences, e.g. transport damage, damage through shocks or blows, repairs or alterations that were carried out by unauthorised third parties. De-installation, installation, application, network and driver software support are not included in the warranty.