



# Epson P20570 Large Format Printer User Manual

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## Notices

Please see the safety instructions in the online User's Guide.

## Limited Warranty

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## Limited Warranty for Epson® Products

Epson products are covered by warranty against defects in workmanship and materials when operated under normal use and handling conditions, as indicated in the product documentation, for the period specified in section "Limited Warranty Coverage." Coverage begins as of the date of delivery to the purchaser by Epson or by an authorized Epson dealer (see "Epson Subsidiaries and Offices in Latin America"), in the country of purchase. Epson also guarantees that ink cartridges and inks included with the product will perform according to the usage specifications as long as they are used prior to the expiration of their warranty period.

## Scope of Warranty

Should Epson receive notice of a defect during the warranty period, it may, at its discretion, either undertake on-site repair of the product, or replace the defective product at no cost to the purchaser. In the event of on-site repair, Epson will send an Epson Authorized Servicer to make the repair at the location registered for the printer. You may be required to pay a fee to cover the service representative's transportation cost if the printer is in a remote area. In the event of a replacement, the replaced equipment will become property of Epson. The replaced item may be new or previously repaired to the Epson standard of quality, and will assume the remaining warranty period of the product that was originally purchased.

This warranty does not include any compensation or damages whatsoever, resulting from the operating failures of the Epson product. In any event, Epson's maximum liability toward the purchaser will be limited to the purchase price paid to Epson or to the authorized Epson dealer.

Epson's warranty does not cover any software not manufactured by Epson, even when delivered with an Epson product. The software may have a warranty provided by the manufacturer, as indicated in the documentation attached thereto.

This warranty is not transferable and no other warranties or guarantees, expressed or implied, are made under this warranty unless specifically stated above.

## Limitations and Exclusions

The warranty will be invalid in the following cases:

**3.1** When the product's serial number has been removed or altered.

**3.2** When the product has been misused, has undergone unauthorized modifications, has been used or stored in ways that are not in compliance with the environmental specifications of the product.

**3.3** When damages resulted from the use of refilled supplies or consumables, or when damages are the result of use of media that does not meet the product's specifications.

**3.4** When damages resulted from the inappropriate transport of the equipment (packaging, installation, maintenance, transportation).

**3.5** When damages were caused by natural or intentional disasters (fire, floods, lightning, earthquakes, etc.), power surges, or interaction with other brand products.

**3.6** When the product has been totally or partially disassembled, or has been repaired other than by an Authorized Epson Service Center.

**3.7** When substances have been spilled on the product.

**3.8** When the external plastic case has been scratched or abused.

**3.9** When damages resulted from inappropriate tests, installation, maintenance or adjustments.

Your printer is designed to use Epson UltraChrome® PRO12 ink and delivery systems. Any damage caused by the use of other inks or ink delivery systems will not be covered under this warranty.

The warranty does not extend to accessories (lids, covers, roll adapters, blades, trays, stands, paper baskets) or replenishing supplies and consumables (inks, ink cartridges, and knobs), which, due to their nature, must be regularly purchased through authorized dealers.

## How to Obtain Warranty Service

Please refer to the user documentation to ensure that the product settings have been properly set and to perform the diagnostic tests indicated therein. Furthermore, in order for the unit to operate optimally, always use original Epson supplies and consumables.

To obtain warranty service, the purchaser should call any of the Epson Technical Assistance Centers (see country list on page 8).

Upon calling an Authorized Epson Service Center, the purchaser will be asked to provide the product model and serial numbers, and may be asked to provide information on the location and the date of purchase (the warranty is only valid in the country of purchase).

If there are no Authorized Epson Service Centers in your area, call the Epson Technical Assistance Center for service referral.

## Responsibilities of Purchaser

The purchaser is responsible for the safety of all confidential and proprietary information stored on the product, as well as for recovery backup files in case of damage. Any activity related with the reinstallation or resetting of the software that was delivered with the equipment, will be billed to the purchaser at the rates in effect at the Authorized Epson Service Center. This also applies if the failure was the result of a defect in the purchaser's proprietary software or of a computer virus.

In order to obtain on-site service, the purchaser will be required to provide: access to the product; an appropriate working area; access to electrical facilities; access to the resources that may be necessary for the installation, repair or maintenance of the unit; a safe environment for Epson staff and their work tools.

## **ARBITRATION**

ANY DISPUTE, CLAIM, OR CONTROVERSY ARISING OUT OF OR RELATING TO THIS AGREEMENT, OR THE BREACH, TERMINATION, ENFORCEMENT, INTERPRETATION, OR VALIDITY THEREOF, INCLUDING THE DETERMINATION OF THE SCOPE OR APPLICABILITY OF THIS AGREEMENT TO ARBITRATE, SHALL BE DETERMINED BY ARBITRATION IN ORANGE COUNTY, CALIFORNIA, BEFORE ONE ARBITRATOR. THE ARBITRATION SHALL BE ADMINISTERED BY JAMS PURSUANT TO ITS COMPREHENSIVE ARBITRATION RULES AND PROCEDURES OR PURSUANT TO JAMS' STREAMLINED ARBITRATION RULES AND PROCEDURES, AS APPLICABLE. THE ARBITRATOR SHALL FOLLOW ANY APPLICABLE FEDERAL LAW AND CALIFORNIA STATE LAW IN RENDERING AN AWARD. JUDGMENT ON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THIS CLAUSE SHALL NOT PRECLUDE PARTIES FROM SEEKING PROVISIONAL REMEDIES IN AID OF ARBITRATION FROM A COURT OF APPROPRIATE JURISDICTION.

## **REMEDIES; DISCLAIMER OF WARRANTIES**

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. THE WARRANTY AND REMEDY PROVIDED 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 TERM OF THIS AGREEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG IMPLIED WARRANTIES LAST, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

## **EXCLUSION OF DAMAGES; EPSON'S MAXIMUM LIABILITY**

IN NO EVENT SHALL EPSON OR ITS AFFILIATES BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR ANY LOST PROFITS, COST OF SUBSTITUTE EQUIPMENT, DOWNTIME, CLAIMS OF THIRD PARTIES, INCLUDING END USERS OR CUSTOMERS, OR INJURY TO PROPERTY, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT OR OBTAIN SERVICE UNDER THIS AGREEMENT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. IN NO EVENT SHALL EPSON OR ITS AFFILIATES BE LIABLE FOR DAMAGES OF ANY KIND IN EXCESS OF THE ORIGINAL RETAIL PURCHASE PRICE OF THE PRODUCT. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

## **Other Provisions**

**9.1 Other Rights You May Have:** This Epson limited warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

**9.2 Governing Law:** Except for claims subject to arbitration pursuant to Section 6, "ARBITRATION", you and Epson agree that the law of the state or country where you reside shall govern.

**9.3 Jurisdiction:** Except for claims subject to arbitration pursuant to Section 6, "ARBITRATION", in the event of a dispute you and Epson both consent to the jurisdiction of the courts in your state of residence or, if you do not

reside in a state, then of the courts in Orange County, California.

## Limited Warranty Coverag

Product	Model	Warranty Period	Conditions
Large Format Printer	SureColor® P2 0570	1 year (0 to 90 days, of unlimited carriage passes, plus the remaining 275 days) or 3,500,000 carriage passes, whichever occurs first	On-site

## Technical Support Service

Epson offers technical assistance through electronic and telephone services. Before calling Epson, refer to the documentation included with your product. If you do not find the solution to your problem, visit Epson's website at: <http://latin.epson.com/support> or call the local Epson office or an authorized dealer.

## Technical Assistance Centers

Country	Phone number	Country	Phone number
Argentina	(54 11) 5167-0300 0800-288-37766	Guatemala*	1- <a href="tel:800-835-0358">800-835-0358</a>
Bolivia*	800-100-116	Mexico Mexico City	800-087-1080 (52 55) 1323-2052
Chile	(56 2) 2484-3400	Nicaragua*	00-1- <a href="tel:800-226-0368">800-226-0368</a>
Colombia Bogota	018000-915235 (57 1) 602-4751	Panama*	00-800-052-1376
Costa Rica	<a href="tel:800-377-6627">800-377-6627</a>	Paraguay	009- <a href="tel:800-521-0019">800-521-0019</a>
Dominican Republic	1- <a href="tel:888-760-0068">888-760-0068</a>	Peru Lima	0800-10126 (51 1) 418-0210
Ecuador*	1-800-000-044	Uruguay	00040-5210067
El Salvador*	800-6570		

\* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear on the preceding list, please contact the dealer where you purchased the product. You may receive help or consult information online for all Epson products. Go to Epson's website at <http://latin.epson.com/support> and search for your product.

## Extended Service and Support Plans

In some countries, Epson offers warranty extension services. For information on the extended service plans, please contact Epson.

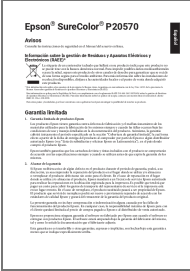
## Epson Subsidiaries and Offices in Latin America

Epson Argentina S.R.L. San Martín 344, Piso 4 (C1004AAH), Buenos Aires Argentina Tel: (54 11) 5167-0300 Fax: (54 11) 5167-0333	Epson Colombia Ltda. KM 1.8 Autopista Medellín Sector Costado Sur de la Calle 80 Parque Industrial SOKO Oficina 301 Cota, Colombia Tel: (57 1) 602-4750	Epson México, S.A. de C.V. Blvd. Manuel Ávila Camacho No. 3 89 Col. Irrigación, Delg. Miguel Hidalgo C.P. 11500 Ciudad de México, México Tel: (52 55) 1323-2000
Epson Chile S.A. La Concepción 322 Providencia, Santiago, Chile Tel: (56 2) 2484-3400 Fax: (56 2) 2484-3413	Epson Costa Rica S.A. 102 Avenida Escazú Torre 1, Piso 4, Suite 401/402 Escazú, San José, Costa Rica Tel: (506) 2588-7855 Fax: (506) 2588-7888	Epson Perú S.A. Av. Canaval y Moreyra 590 San Isidro, Lima 27, Perú Tel: (51 1) 418-0210 Fax: (51 1) 418-0220

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Documents / Resources

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References

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