

SureColor SC-V7000 CoverPlus Plus Packs



Protect your printer investment with the Epson CoverPlus Plus warranty

Epson CoverPlus Plus offers complete peace of mind. This extended warranty service is designed to deliver a flexible and comprehensive service for your Epson printer and ensures that the consistently high output quality is maintained – print after print, day after day. You'll have access to Epson's network of highly trained engineers and benefit from rapid response service and maintenance visits, as standard. The comprehensive level of cover that Epson CoverPlus Plus offers, allows you to control all service and maintenance costs associated with your printer. All service events and maintenance visits included, as described below,¹ and access to rapid response and turnaround times included as standard.

Service benefit	With CoverPlus Plus	Without CoverPlus Plus/no Epson commercial warranty (statutory rights unaffected) ⁶
Printhead replacements at end of life ²	♦	Not included
Printhead replacements in the event of defect	♦	♦
Maintenance and lifetime parts included	♦	Not included
1x maintenance visit per year included	♦	Not included
Warranty replacement on faulty parts (failure before end of life)	♦	♦
Epson Cloud Solution PORT	♦	♦
First response time (phone/online) ^{3,5}	3 hours	No target
Response time - engineer to site ^{4,5}	1 day (3pm cut-off)	No target

SC-V7000 CoverPlus Packs	
1yr CoverPlus Plus service for SC-V7000 (max. 8 printheads)	CP01OSSPCH89
2yr CoverPlus Plus service for SC-V7000 (max. 8 printheads)	CP02OSSPCH89
3yr CoverPlus Plus service for SC-V7000 (max. 8 printheads)	CP03OSSPCH89
4yr CoverPlus Plus service for SC-V7000 (max. 8 printheads)	CP04OSSPCH89
5yr CoverPlus Plus service for SC-V7000 (max. 8 printheads)	CP05OSSPCH89

SC-V7000 printhead	Warranty term	Note
SC-V7000 printhead	12 months	In all cases any claims for defective heads or spares need to be returned to Epson for investigation and are valid for manufacturing defect only, not physical damage or associated misuse and abuse.

Lifetimes or replacement frequencies, when mentioned, are only expected durations but are never guaranteed as they can be affected by a number of factors including but not limited to the production environment, print quantity, material selection or maintenance.

Maintenance parts and replacement included in CoverPlus Plus packs	Maintenance cycle
15 point check (all maintenance parts, lubrications and software updates)	Every 12 months
+ Replacement ⁷ of lifetime parts – pumps, filters and tubing	Every 12 months
+ Replacement ⁷ of printheads ² as a maintenance provision.	Every 24 months
+ Replacement ⁷ of lifetime parts – pumps, filters, tubing, valves and cables.	Every 24 months

¹ Please visit your local EPSON support page <https://www.epson.eu/support>

² Up to a total of 8 printheads during CoverPlus Plus term.

³ Initial telephone contact by Epson support or contracted partner.

⁴ Working days (subject to parts availability) – cut off time 3pm.

⁵ Response times are a target Epson works to not a guarantee of service.

⁶ Duration of legal warranty dependant on local regulations and guidelines for B2B products.

⁷ Only if required.

Technical support

Europe			
Albania	www.epson.eu/contact-us	Lithuania	www.epson.eu/contact-us
Austria	01 – 364 23 00	Luxembourg	www.epson.eu/contact-us
Belgium	02 792 0447	Macedonia	www.epson.eu/contact-us
Bosnia & Herzegovina	www.epson.eu/contact-us	Malta	www.epson.eu/contact-us
Bulgaria	+359 2 448 6390	Netherlands	020-7085099
Croatia	www.epson.eu/contact-us	New Caledonia	www.epson.eu/contact-us
Cyprus	www.epson.eu/contact-us	Norway	+47 21 93 95 04
Czech Republic	+420 246037281	Poland	+48 22 2953725
Denmark	32 72 92 10	Portugal	www.epson.eu/contact-us
Estonia	www.epson.eu/contact-us	Romania	+4021 4025024
Finland	09-3158 3267	Russian Federation	8 800 100-64-20
France	09 7475 04 04	Serbia	www.epson.eu/contact-us
Germany	02159 92 79 500	Slovakia	+421 232786682
Greece	211 199 0089	Slovenia	www.epson.eu/contact-us
Hungary	www.epson.eu/contact-us	Spain	+421 232786682
Iceland	www.epson.eu/contact-us	Sweden	46850513701
Ireland	01436 7742	Switzerland	022 592 7923
Israel	www.epson.eu/contact-us	Turkey	+90 (0) 2129008941
Italy	6.60521502	United Kingdom	0343 90 37766
Latvia	www.epson.eu/contact-us		
Africa			
Angola	www.epson.eu/contact-us	Martinique	www.epson.eu/contact-us
Algeria	www.epson.eu/contact-us	Mauritius	www.epson.eu/contact-us
Botswana	www.epson.eu/contact-us	Mayotte	www.epson.eu/contact-us
Ethiopia	www.epson.eu/contact-us	Morocco	www.epson.eu/contact-us
Egypt	www.epson.eu/contact-us	Reunion	www.epson.eu/contact-us
French Polynesia	www.epson.eu/contact-us	Senegal	www.epson.eu/contact-us
Ghana	www.epson.eu/contact-us	South Africa	www.epson.co.za/contactus
Guadeloupe	www.epson.eu/contact-us	Tanzania	www.epson.eu/contact-us
Guyana	www.epson.eu/contact-us	Tunisia	www.epson.eu/contact-us
Ivory Coast	www.epson.eu/contact-us	Uganda	www.epson.eu/contact-us
Kenya	www.epson.eu/contact-us	Zimbabwe	www.epson.eu/contact-us
Nigeria	www.epson.eu/contact-us		
Middle East			
Middle East (UAE only)	800035703910	Kuwait	97316568366
Middle East (Dubai)	97142677638	Lebanon	97316568366
Middle East (spare parts Dubai)	97148838828	Libya	97316568366
Bahrain	97316568366	Oman	97316568366
Egypt	97316568366	Qatar	97316568366
Iraq	97316568366	Saudi Arabia	966114626296
Jordan	97316568366	Yemen	97316568366

Onsite

No service available

