

Epson TM-P60 Printer 3 Year Service Plan

The Epson TM-P60 printer is being sold by MICROS with a 3-Year Spare-In-The-Air (SITA) overnight replacement Service Plan provided directly from Epson to the End User. Once the problem has been diagnosed as an Epson TM-P60 hardware problem, the End user will need to follow the directions below to receive a replacement unit.

Troubleshooting the problem down to the hardware should be done using by following normal procedures for software support. For most customers, this is done through the DCRS Solutions help desk. DCRS Solutions will help you determine if your software is properly programmed and if you have a hardware failure.

Note: DCRS Solutions and MICROS are not directly involved in this service. DCRS Solutions and MICROS are reselling an Epson service plan, since this was determined to be the most cost effective program for end customers.

A copy of the Epson Program Enrollment form, including Terms and Conditions, is located on the MICROS website at:

<http://portal.micros.com/sites/hardware/3rdparty/pages/Epson%20Printers.aspx>

Summary of the Spare-In-The-Air process:

1. **For each Epson TM-P60 printer, fill out the registration form packaged with the printer and mail or fax it to Epson at the address listed. This should be done when you install the printer.** Also packaged with the printer is a welcome letter explaining how to get support from Epson.
 - a. **How to request a product exchange:**
 - b. Call your helpdesk to first troubleshoot the printer. If your helpdesk cannot solve the problem over the phone, contact Epson at:
1-800-442-2083
Monday – Friday, 7:00 a.m. to 4:00 p.m. PST
Excluding Epson recognized holidays
 - c. Identify yourself to Epson and provide:
 - Profile Number (A profile number is contained with your registration form)
 - Payment information. Epson will require payment in advance to ensure that the failed printer is returned. If the damaged printer is returned to Epson, no payment will be required. Please see the terms and conditions posted on our website at the link above.
 - Product Serial Number
 - Epson Product Model Name
 - Shipping Information (Contact Name, Complete Address, and Phone #)
 - d. Epson will provide a return authorization number for each unit requiring a replacement to Help Desk and ship the unit via overnight delivery. Orders received after 2:00 p.m., PST will be shipped next business day.

2. Follow the instructions from the Epson helpdesk which will include a location to ship your bad printer as well as when you will receive your replacement.
 - a. **How to return the defective unit to Epson:**
 - b. A prepaid return shipping document and instructions on how to return the defective unit will arrive with the replacement unit.
 - c. Save the packing list, box and packing materials and use to ship defective unit to Epson within **3** days. **Unreturned product will result in a charge for the replacement cost.**
 - d. Follow the instructions for packaging the defective unit and complete the return shipping document with all the necessary information as provided on the instructions.
 - e. Retain a copy of the shipping document for your records and affix to the box.
 - f. Properly place the return authorization number on the box and call carrier for pickup.
3. If the issue is determined to be out of scope and not covered by the service plan, Epson may require a method of payment in order to repair the unit.