



## **Warranty Support for Epson Projectors**

**Epson Projector: 3-year warranty**

**Epson Projection Lamp: 90-day warranty**

**Should your projection system need to be serviced or repaired while under warranty please follow the steps below.**

Step 1 - Gather the required documentation:

- a) Contact name, address, phone number, email address of projector owner
- b) Copy of invoice
- c) PIN number (or projector serial number)
- d) Reason for warranty service or credit claim

Step 2 – Call the Epson support line at 1-800-637-7661 + PIN number

Epson will replace the projector with a new or refurbished system within 24 – 48 hours if the request is placed prior to 3PM. The replacement projector may be another model of like kind or quality. The defective projector must be returned to Epson. A credit card will be required as security.

Epson will cover all shipping costs.

Lamp warranties are handled on a case-by-case basis by Epson Canada; contact Judy Burns at (905) 209-9126 or by email to [epcantech@ea.epson.com](mailto:epcantech@ea.epson.com)

When sending the defective projector to Epson it should ideally be shipped in its original packaging materials and box. If this is not possible, the projector can be shipped in its carry bag. It should be placed in a box surrounded by packing material at least 2" thick on all sides. Suitable packing materials are bubble wrap, 'popcorn' chips, or shredded paper. The projector should not be able to shift around inside the box.

**Please contact Duplicom if you have any questions regarding this process.**