

WF-C878/9R series warranty and extended warranty



Maintenance agreements main unit / options	CoverPlus	CoverPlus+	Part Warranty+ Lite	Standard warranty
Service engineer visits included	included	included		included
Replacement / supply of broken parts	included	included	included	included
Replacement / supply of print head	included	included	included	included
Replacement of lifetime parts when they reach end of life (except feed rollers and filters)		included	included	
Replacement of feed rollers and filters		included		
Engineering labour cost for authorised service partner included	included	included		included
Onsite response time / spares delivery dispatch from order	2 days	2 days	2 days	2-5 days

CoverPlus Packs WF-C878/9R/C529/C579	SKU	SKU	Standard warranty	
WF-C878/9 R 3Y OSSE CoverPlus		CP03OSSECH60	12 months onsite engineer – If a CP pack is purchased, it overrides the standard warranty service	
WF-C878/9 R 4Y OSSE CoverPlus		CP04OSSECH60		
WF-C878/9 R 5Y OSSE CoverPlus		CP05OSSECH60		
WF-C878/9 R 5Y PW+Lite 600k				CP05SPONCH60
WF-C579R 3Y OSSE CoverPlus	CP03OSSECG77			
WF-C579R 4Y OSSE CoverPlus	CP04OSSECG77			
WF-C579R 5Y OSSE CoverPlus	CP05OSSECG77			
WF-C579R 3Y Spares Only CoverPlus				CP03SPONCG77
WF-C579R 4Y Spares Only CoverPlus				CP04SPONCG77
WF-C579R 5Y Spares Only CoverPlus				CP05SPONCG77
WF-C529R 3Y OSSE CoverPlus	CP03OSSECG79			
WF-C529R 4Y OSSE CoverPlus	CP04OSSECG79			
WF-C529R 5Y OSSE CoverPlus	CP05OSSECG79			
WF-C529R 3Y Spares Only CoverPlus				CP03SPONCG79
WF-C529R 4Y Spares Only CoverPlus				CP03SPONCG79
WF-C529R 5Y Spares Only CoverPlus				CP03SPONCG79

WF-878/9R Consumable and lifetime parts		
Service consumable item	Average page life	Part number
Maintenance box	Life depends on printing type	C13T671400
Maintenance roller C1~C4	200,000	Paper Cassette 1: C13S210048 Paper Cassette 2 to 4: C13S210049

Service replacement parts for optional HCF and folder finisher		
Service consumable item	Average page life	Counter reset
ADF roller unit	200,000	Manual reset (panel menu)
Ink system assy	300,000	
Rear ASF unit	50,000	

WF-579/529R Consumable and lifetime parts		
Service consumable item	Average page life	Part number
Maintenance box	Life depends on printing type	C13T671600

Service replacement parts for optional HCF and folder finisher		
Service consumable item	Average page life	Counter reset
Maintenance roller for 1st cassette	150,000	Manual reset (panel menu)
Maintenance roller for 2nd / 3rd cassette	150,000	
Rear ASF Unit	50,000	

Replacement part life varies according to usage and coverage, and stated life above is an indication of expected prints before replacement using standard print settings and usage, and is not a guarantee of life. Parts can only be purchased by Epson Authorised service partners.

PW+Lite packs can only be purchased by Authorized service partners.

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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/contact-us
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

