

Dear Valued Customer,

RE: CHANGE OF LARGE FORMAT PRINTER SIGNAGE SERIES SUPPORT CHANNEL

This letter serves to inform you that as of 1st December 2020, USC Solutions Pte Ltd will cease to be an Authorized Service Partner of Epson Singapore Pte. Ltd. for the **SureColor Signage Printers (SC-S80670, SC-S60670, SC-S40670)** (collectively "**Epson SS Printers**").

Moving forward, should you require any hardware support for any of our Epson SS Printers, please reach out to us directly via the following channels:

1. Call our Helpdesk at 800 120 5564; or
2. Log in an email request via our online feedback form at <https://www.epson.com.sg/feedback-form>

An Epson Engineer will then be assigned to assist you.

Kindly be advised that:-

- A. Support rendered for units that are no longer within the warranty period or outside of warranty scope is chargeable based on the then current applicable rate; and
- B. Epson's support is limited only to hardware-related issues and does not cover any third party software troubleshooting and/or media profiling services, such as printer colour management and calibration.

For your continued genuine Epson consumables supplies, the following are our authorised dealers:-

1. CAS Technology Pte. Ltd. located at
10 Ubi Crescent #05-52
Ubi Techpark (Lobby C)
Singapore 408564
Tel: +65 6742 8355, Fax: +65 6742 9897; and
2. Fuji Xerox Singapore Pte. Ltd. located at
80 Anson Road #01-01
Fuji Xerox Towers
Singapore 079907
Tel: +65 6766 8888

Thank you for choosing Epson products. We look forward to serving you directly and ensuring your satisfaction as an Epson valued customer.

Yours faithfully,
For and on behalf of **Epson Singapore Pte. Ltd.**



Lionel Gan
Service Delivery Manager