



Celebrating 150 YEARS

### **ITS Support Policy for Epson Projectors Purchased By Departments**

- **Training** – Training can be scheduled with Classroom Technology at their office in Cowell G4. Call extension 6646 to schedule a 15-minute appointment and please bring your projector to the appointment.
- **Hardware Failure** – If you experience trouble with your projector:
  1. It can be dropped off at your convenience at the Classroom Technology office. Please attach a note with your name, phone number, and a description of the problem. A technician will call you back with an analysis and advice.
  2. You can contact Epson directly at 1.800.637.7661 for technical support. For your convenience, the USF Epson PIN # (670466200) as well as the Epson phone number will be listed on the USF Inventory tag affixed to your projector.
  3. In the event that it is hardware failure and the projector requires a repair, the unit will need to be sent directly to Epson. You will need to:
    - Pick up the Projector from Classroom Technology office.
    - Contact Epson directly at 800.637.7661 to get an RMA (Return Merchandise Authorization) number.
    - Ship the Projector to the address provided by Epson. The repaired unit will be mailed directly back to you.
- **Lamp Replacement** – You can identify the appropriate replacement lamp to buy if you have your projector's model number, which is usually located at the bottom of the projector. After you have purchased the lamp, you can drop off the projector and the new lamp at Classroom Technology office at Cowell G4. A technician will call you when the projector is ready to be picked up.

The EPSON logo is displayed in a bold, blue, sans-serif font. A registered trademark symbol (®) is located at the top right of the letter 'N'.