

**Roland GX-300/400/500  
CAMM-1 Pro Cutter**

**Frequently Asked Questions**

**Release & Pricing:**

Q. What are the list prices of the GX-300/400/500?

A. 2009 list price for the GX-300 is \$3,495, the GX-400 is \$4,495 and the GX-500 is \$5,495. All three models are currently shipping to Roland Authorized Dealers in the US, Canada and Latin America. All GX Pro models come with a stand and have optional catch baskets and covers for sale as accessories.

Q. What is the key sales message for the CAMM-1 Pro GX Series?

A. The GX Pro series represents the latest generation of Roland's hugely popular vinyl cutters. The GX series combines ease of use, legendary Roland reliability, and Versaworks compatibility, all in a compact, sleek design. Now incorporating laser optical registration of crop marks, the GX series brings high performance contour cutting capability. Increased productivity, offline cutting of pre-printed graphics, bundled software, and affordability differentiate the GX series from the competition. With a maximum cut speed of 33 in/s, independent pinch roll lockdown system, USB plug and play support, integrated cut functionality with Versaworks, and Roland's Three-Year Trouble-Free Warranty, the GX series cutters are ideal devices for unattended production of contour cut graphics.

Q. What are some of the key features and benefits of the GX series?

A. The CAMM-1 Pro GX series offers several major enhancements designed to maximize cut quality, productivity and versatility for indoor and outdoor durable graphics production.

1. *Legendary Roland reliability.* The CAMM-1 has been known as the workhorse of the vinyl cutting industry for over 20 years-- all the way back to the first PNC-1000 20" desktop cutter. Born from Roland pen plotting technology, the evolution of the CAMM-1 Pro from the PNC-1200 to the GX Pro has seen the addition of servo motors, USB plug and play connectivity, and the same interchangeable parts and accessories across all Roland cutting and printer/cutter devices. With an industry standard 3 year warranty and an included stand, Roland GX Pro cutters are the perfect solution for a business that needs reliability and consistency in their output.
2. *2MB Memory Buffer.* For jobs that need repetition, the Replot function allows the same job to be sent over and over again from the cutter's memory without any assistance from the computer.
3. *Intuitive Control Panel.* With **Speed**, **Force** and **Sheet Cut** buttons on the front control panel, there's no need to frantically search through complex menus on the control panel to find the most often used functions on the machine.

4. *Custom Quality Settings.* Any experienced user can describe the differences between sandblast mask, calendared vinyl and window film, but how does the cutter know? The Quality setting under the Condition submenu offers options for the user to customize the cutter's output between "HEAVY" materials like sandblast and laminated floor graphics, "NORMAL" for Window Tint and Paint Protection Films, and "HI-SPEED" for efficient high production of sign and t-shirt vinyl. Let the cutter know what material it's working with and watch as the cutting settings are automatically changed to reflect the properties of that substrate.
5. *Bundled CutStudio Software.* This powerful entry-level software package includes the latest Adobe CS4 and CorelDRAW X4 plugins for faster design and throughput of custom graphic designs. It also works great as a standalone vector output software by importing all True Type windows fonts on the computer and Roland's patented "Image Outline" vectorizing tool for tracing raster images in .jpg and .bmp format. This software, coupled with your GX cutter and any commercially available printer with a Windows based print driver, offers a seamless print/cut workflow all out of the box.
6. *Quadralign Optical Registration System.* Roland's patent-pending optical registration system automatically reads crop marks for contour cutting of pre-printed graphics through Versaworks as well as CutStudio and other 3<sup>rd</sup> party print/cut applications.
7. *Autocut function for unattended sheet cuts.* The GX Pro series can automatically perform a sheet cut after completion of a job. This helps for complete unattended cutting of thicker substrates. Up to 2 sheet cuts can be performed at once to handle thicker media, laminated substrates and reflective vinyl including some security films. The margin function within the Autocut menu allows for a pre-determined feed amount after Sheet Cut for consistency between jobs.
8. *Optional accessories available.* GXBASKET-XX (-30, -40, -50) is available as a bolt on option using existing drilled holes in the stand to catch media coming off the cutter and keep it off the floor. GXCOVER-XX (-30, -40, -50) is a nylon cover for the machine to protect it from dust and moisture while not in use. The media catch basket is \$260 MSRP and the cover is \$100 MSRP. Both are available at [www.rolanddgastore.com](http://www.rolanddgastore.com)
9. *OVERCUT function.* Also known as "Tangential Emulation" this function cuts an excess margin of 1mm from the first and last line segments of a vector object. Most useful when dealing with thicker materials and when attractive corners are desired.
10. *AREA prefeed.* Material can be fed up to 50 ft in either direction to test tracking of materials, as well as remaining material on the roll. Windows driver can automatically prefeed entire length of job before sending to ensure enough media is available and to avoid motor errors.
11. *Front and rear loading.* All GX Pro cutters have the capability of loading from the front or the rear and can be adjusted using the Windows driver.

## General Information:

### Q. What similarities and differences exist between the GX series and the CX series?

A. The CX series is the previous generation CAMM-1 technology. While the structural elements are very similar, the key difference is Quadralign optical registration and advanced USB plug and play connectivity. CX cutters have an elementary USB port and Parallel port while GX cutters have a more advanced USB port and serial port. Both units use servo motors and include stands. The control panel commands are slightly different to make navigation easier in the GX.

### Q. Are there any other costs associated with purchasing one of these machines?

A. Because the GX Pro cutters come with software out of the box, there are no other costs required for operation outside of the given substrate to be cut. Some substrates may require a specific blade for optimum results (e.g. Twill, Window Tint). Those blades and other accessories can be found at [www.rolanddgastore.com](http://www.rolanddgastore.com)

### Q. What is the warranty availability and what does it cover?

A. As proof of unmatched reliability, the GX Pro series is backed by Roland's Three-Year Trouble-Free Warranty.

The Three-Year Trouble-Free Warranty Program consists of two parts:

1. Roland DGA Standard Limited Warranty – 1 year
2. Free additional two years of Warranty coverage, provided one condition is met:
  - end-user customer must register the cutter within 60 days of purchase

When the above condition is not met, the cutter is only eligible for the 1-year Roland DGA Standard Limited Warranty.

The Roland Warranty includes parts, labor and one-way shipping for non-consumable items.

### Q. What are the consumable parts and how much do they cost?

A. The following parts are the only consumable spare parts that require replacement. Frequency of replacement depends on cut volume and machine use.

- Cutter protection strip \$15.00
- Blade Holders - \$50 for plastic, \$70 for alloy
- Blades, starting at \$14 when purchased as part of a 5 pack
- Pinch Roll wheels - \$30 each

### Q. What is the cost of the extended warranty coverage?

A. Effective April 1<sup>st</sup>, 2009, users can purchase extended warranty coverage for the GX Pro priced at \$400 for the 4<sup>th</sup> year. This represents the best value in the industry for 4 year warranty coverage on a cutter.

Q. What is unique about CutStudio software?

A. CutStudio is a bundled vector output software on par with Flexi Starter and SignLab Entry which both sell for up to \$1200 retail. It has all the basic features of a standalone vector software-- rotate, skew, mirror, import vector .AI and .EPS, import raster .BMP and .JPG, and uses all TrueType fonts already in Windows. CutStudio also has the ability to vectorize raster images and trace them. This is useful for single color decals in vinyl, CAD-Cut, window tint, etc. Or it can trace raster images and then send the print data to a printer. CutStudio assigns crop marks that can be read using the optical laser found in the GX series. CutStudio brings a full print/cut solution right out of the box, for free!

Q. What blades do the GX series support?

A. Roland sells a full line of blades for the GX series for use with many specialized applications including twill for decorated apparel and film for window tinting. The blades are 2mm in diameter and are the same blades used for all cutting and print/cut devices.

Q. What types of substrates are compatible with the GX series cutters?

A. Any two-ply substrate can be cut in the GX series cutter. Some thicker materials such as automotive and residential security films, and 3M's diamond grade reflective are more difficult to cut. However, with rare exception, all other popular pressure sensitive adhesive (PSA) materials will work in the GX Pro series.

Q. Do cuts require any additional finishing?

A. Most cuts will require some weeding and application tape for attractive results, but when using the print cut function or cutting window tint patterns, typically no finishing is necessary.

Q. What type of maintenance does the GX series require?

A. Over time, blades and cutter protection strips will need to be replaced. After many years, the pinch roll wheels may also need to be replaced. There is no periodic cleaning or maintenance necessary. Protective covers are optional accessories to protect from dust and moisture. This will help prolong the life of the GX.

**CAMM-1 Pro GX Specifications:**

Q. How many cutting heads are used in the GX series?

A. The GX series uses one cutting head and holds one blade holder.

Q. How fast are the GX cutters?

A. The GX Pro cutters have a maximum speed of 33.5 inches per second (85 centimeters per second). This is in all directions. Other cutters on the market will give diagonal speed maximums, this is purely a fastest recorded speed and not a realistic expectation of contour cutting ability. Acceleration on the GX Pro is 4g which is the fastest in the industry.

Q. What is the maximum media width that the GX can accommodate as well as cut?

A. The GX-300 holds 36" media and cuts 29" wide. The GX-400 holds 46" media and cuts 39". The GX-500 holds 54" media and cuts 47".

Q. What is the maximum media thickness that the GX models support?

A. The maximum media thickness is 40 mil (.04 inches or 1.0mm) including the liner.

Q. How do I connect the GX series cutter to my computer?

A. The GX Pro series has both a USB and Serial port to connect to a PC or Mac. The bundled driver is plug and play through both the PC and Mac platforms. The serial cable is easily installed through the serial (COM) port.

Q. What is the cutting pressure of the GX units?

A. The GX models have a range of cutting pressure from 30 grams to 350 grams of force in 10 gram increments.

Q. What is the blade offset range that the GX units support?

A. The GX units support blades from the standard 45 degree blade with a .25 offset to blades with as much as a 1.0 offset. Plotter pens are supported with an offset of 0.00.

Q. What are the advantages of "Print & Cut"?

A. While integrated print/cut systems are the best value in the industry, sometimes the need for more productivity may require a separate cutter to increase throughput. By using a separate cutter, the printer can continue printing while GX-Pro is cutting. Roland provides the choice between integrated "Print/Cut" and a separated workflow we refer to as "Print & Cut."

Q. Can I use the GX Pro cutter my Roland Printer/Cutter and RS VersaArt printer?

A. Yes, through Versaworks 3.1, and the latest firmware update, all GX cutters can be output directly through Versaworks using the same popular file formats – .AI, .EPS, .PDF, etc.

Q. What are the differences between the GX-300/400/500 cutters?

A. The specs are identical for all models with the exception of shipping weight and the ability to hold wider substrates. All other functions are identical.

Q. How do I know what blade I should be using?

A. The CAMM-1 Accessory Price List has a full listing of blades and their recommended application. The accessory price list can be found on R-Net.