

Roland Care INKJET WARRANTY PROGRAM

Buying a printer is an important decision, one that can affect how smoothly and profitably your business runs. With Roland, you can be confident that you're not only getting the best printer available, you're also getting the best support.

A key component of the Roland Care Program is your machine's warranty. All Roland products are of the highest quality craftsmanship and are warranted against defects in materials, circuitry, and/or workmanship. Roland inkjet warranties begin from the date of purchase and are for a period of two years* and include parts and labor. The second year only applies if you register your machine within 60 days of purchase and use Roland inks exclusively.

Registration of your warranty takes only a minute of your time, but offers several important benefits. We will notify you of product updates, including free software downloads, and advise you of other important news, such as technical support and maintenance tips that could improve the performance of your device. And should you ever need to call us for technical support, having your product information already on hand will better enable us to provide prompt service.

A second key component is your dealer. All Roland Authorized Resellers have been trained and certified to sell, install and service Roland printers. Should you have a question about Roland media and ink, maintenance procedures or servicing your machine, they're there to help.

 Roland®
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www.rolanddga.com



Your Ticket to First-Class
Customer Care



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The Roland Care service program is built on our unmatched commitment to your business success. With Roland Care, you get a full range of support programs, including software updates, media profiles, FAQs, classes, and even User Forums where you can share tips and tricks with other Roland users.

User Forums: To join this valuable online community and exchange tips or ask a question about Roland products, go to www.rolanddga.com/forums.

Technical Support: Everything we've learned about how to make our products work better, including Media Profiles, Machine Settings, Software Updates, FAQs and much more are located at www.rolanddga.com/support.

Roland University: RU offers professional workshops for users of Roland equipment. Since 1999, we've trained hundreds of people like you to get the most from their equipment and become more successful. For a current schedule, visit www.rolanddga.com/training.

Telephone Support: Call toll-free at (800) 542-2307 for technical expertise from Roland experts. Quick email support is available through Rxpess@rolanddga.com.

Web site: Visit www.rolanddga.com for the latest product news, gallery stories, how-to information, media profiles, and much more.

R-Mail: R-Mail is an electronic newsletter designed to keep you informed about all the latest in Roland news, from products and promotions to tips and techniques. To subscribe, go to www.rolanddga.com/rmail.

"I work as a service technician for different technologies from several printer manufacturers. Roland is #1 in customer service and the equipment is very reliable. It is always a pleasure to work with Roland personnel and Roland equipment."

Jaime Romero

Calcomp Graphic Solutions, Cypress, California

Roland Care Protection Plus Extended Warranties

Roland Care Protection Plus extended warranties provide you with easy, cost effective long-term maintenance and support for your Roland inkjet device.



Enjoy Peace of Mind and Longer Machine Life When You Extend Your Inkjet Warranty.

Three Levels of Coverage

Choose from three levels of service to fit your needs. Protection Plus Extended Warranties are highly affordable and include valuable preventative maintenance services that make our extended warranties the best value in the industry. Each plan requires exclusive use of Roland inks, formulated to optimize your printer performance.

Silver: Our basic warranty plan extends coverage for an additional year beyond the original period for your Roland inkjet. Coverage includes:

- All parts and labor excluding consumables and customer replacement items
- Print head replacement when you use Roland inks exclusively

Gold: Gold plan customers get all the coverage of our Silver plan, plus:

- Two preventative maintenance calls performed by your Roland authorized dealer in the 6th and 11th months

Platinum: Our premium warranty contract includes Silver-level coverage plus:

- Three preventative maintenance calls performed by a Roland authorized dealer in the 4th, 8th and 11th months
- One complimentary pass to a Roland University Workshop held during the program year

Imagine.  Roland®