

## Roland Care Protection Plus Extended Warranties

### Frequently Asked Questions

Q. What is / isn't covered under the extended warranty?

**A. Covered:**

- Labor, Travel & Parts
- Print Heads [value of \$895 - \$1,312/ea.]
- Boards [value of \$1,521 - \$2,628/ea.]
- Pumps [value of \$73 - \$99ea.]
- Motors [value of \$288 - \$840/ea.]
- Damper [value of \$28 – \$44.40/ea.]
- Cartridge Holder [value of \$136.50/ea.]
- Power Unit [value of \$387.50 – \$630/ea.]
- Shipping cost on select models if any unit needs to be returned to Roland's service center for repairs

**Not covered:**

- Consumables: wiper blades, cutter pad, pinch rollers, sponges, wiper pads, wiper scrapers, and media clamps.
- A print head damaged by misuse, neglect, accident or modification. Example: head crash/strike caused by misuse of media or media clamps.

Q. What does the Silver Plan cover?

A. The Silver Plan is Roland DGA's basic plan and covers all parts and labor, including print heads. Consumables and customer replacement items are not included under the standard warranty or Silver Warranty.

Q. What is the difference between the Gold and Platinum Plan?

A. The Gold Plan includes 1 full year of warranty coverage and 2 Preventative Maintenance (PM) visits. The Platinum Plan includes 1 full year of warranty coverage plus 3 Preventative Maintenance visits and a complimentary tuition voucher for 1 Roland University workshop during the program year.

Q. For how many years beyond the original warranty period can I purchase an extended warranty?

A. Each Protection Plus Extended Warranty can be purchased annually for up to three years.

Q. How long is my printer covered under an extended warranty?

A. Our extended warranties are offered in 1 year increments. We warrant our printers for a maximum 5 years. Multiple year extensions are available upon request.

Q. Does the coverage begin the day the extension is purchased?

A. No, your coverage begins upon expiration of any existing coverage. If your printer was re-certified because it was out of warranty, the coverage will begin on the date the printer was inspected.

Q. Who services my machine and what is the response time?

A. Your local Roland Authorized dealer will be servicing your printer. The average response time ranges from 24 to 48 hours.

Q. What is performed during a preventative maintenance (PM) visit?

A. During a PM visit the dealer will install mist filters, wipers for the heads, scrapers, and cap tops. The dealer will also assess the overall condition of the unit and perform any other required warranty-covered services during the visit.

Q. When are the preventative maintenance (PM) visits performed?

A. Gold Plan benefits include two PM visits. Each PM visit will be scheduled during the 6<sup>th</sup> & 11<sup>th</sup> month of the warranty. Platinum Plan benefits include three PM visits. Each PM visit will be scheduled during the 4<sup>th</sup>, 8<sup>th</sup> & 11<sup>th</sup> month of the warranty.

Q. What is included in the Roland University tuition voucher?

A. Roland waives the tuition fee which is a value of up to \$549. You will be responsible for all transportation costs, lodging fees and meals not offered during the workshop.

Q. Is there a difference if I purchase the extended warranty through my dealer or directly from Roland?

A. You can purchase an extended warranty through your dealer or directly from Roland. Regardless of where you purchase your extended warranty, the benefits will remain the same.

Q. What happens if I use 3<sup>rd</sup> party inks?

A. The Roland warranty does not cover damage caused by third party inks or ink systems. It also does not cover any damage caused by the use of non-Roland DGA ink cartridges, third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Roland.

Q. Can I extend my warranty if I am currently NOT under warranty?

A. Yes. You can extend your warranty if your coverage has expired within the last two years. In some cases, Roland may require an inspection and re-certification of the printer at your expense. Please speak with your dealer to see if the printer needs to be inspected before the extended warranty can be granted. If the printer is out of warranty for more than 2 years, the unit is not eligible for an extended warranty.

Q. If I sell my Roland inkjet, is any remaining warranty transferable?

A. Yes, but only under the following conditions:

1. The printer is packed, transported, and set up by a Roland DGA authorized dealer or technician. This is a billable service, not covered by Roland DGA.
2. Once the inkjet is set up for the new owner, the authorized dealer or technician must complete and submit a Warranty Qualification Checklist along with the printer's Service and History Report to Roland's Warranty Department.
3. The new owner must register the printer with Roland DGA within 30 days.

Q. Can I arrange a payment plan for the purchase of an extended warranty?

A. Unfortunately Roland requires the entire amount at the time of purchase. However, you may want to inquire with your local dealer in regards to a payment plan also.