



## **Roland *Trouble-Free* Inkjet Warranty FAQ**

**Q: What is the warranty period for Roland DGA Inkjets?**

**A:** In April, 2007 Roland DGA announced the *Trouble-Free* 2-year Warranty Program for current inkjet printers – except the SP-series. The *Trouble-Free* 2-Year Warranty Program consists of two parts:

1. Roland DGA Standard Limited Warranty – 1 Year
2. Free additional year of Limited Warranty coverage, provided two conditions are met
  - a. End-user customer registration within 60 days of purchase of the printer
  - b. Exclusive use of Roland Ink throughout the entire two-year warranty period.

**Q: What happens if those two conditions (registration or Roland Ink use) are not met?**

**A:** Then the product has only the 1-year Roland DGA Standard Limited Warranty – *except* in cases where non-Roland inks are used, then even during the first year of Standard Limited Warranty, repairs made necessary by the use of non-Roland ink are excluded from coverage.

**Q: Roland DGA announced the program in April, 2007. What if I bought my printer before that?**

**A:** Roland DGA applies the *Trouble-Free* warranty eligibility retroactively to January 1, 2007. Any printers purchased after January 1, 2007 (again, except the SP-series) and meet the registration and Roland Ink conditions are eligible for the free second year of coverage. Printers purchased prior to January 1, 2007 receive the 1-year Standard Limited Warranty.

**Q: I have purchased a Roland DGA Refurbished printer. How long is the warranty?**

**A:** Refurbished printers have a 6-month Standard Limited Warranty (same coverage and conditions as the normal warranty, just shorter).

**Q: When an end-user customer sells their printer to another customer, is the Roland DGA Warranty transferrable?**

**A:** Yes, but only under the following conditions:

1. The printer is packed, transported, and setup by a Roland DGA Authorized Dealer or Technician. This is a billable service, not covered by Roland DGA.
2. Once set up for the new owner, the Authorized Dealer or Technician must complete the Warranty Qualification Checklist (available on Rnet) and submit that, along with the printer's Service and History Report, to Roland Customer Service.
3. The new customer must register the printer with Roland DGA within 30 days.

**Q: How does the *Trouble-Free* 2<sup>nd</sup> year of Warranty work when I buy a Demo unit?**

**A:** Assuming the buyer meets the above requirements, Roland DGA will make the *Trouble-Free* 2<sup>nd</sup> year available for Demo units that are sold to end-user customers within one year. This will be added to the Standard Warranty term applicable to the Demo unit.

<u>Demo Unit Sale</u>	<u>Standard Limited Warranty</u>	<u>Trouble-Free Warranty</u>	<u>Total</u>
Within 6 months	12 months	12 months	24 months
7 - 12 months	6 months	12 months	18 months
12 - 24 months	90 days	(Not available)	90 days
Over 24 months	(None)	(Not available)	(None)

**Q: How often does *Passport* Extended Warranty pricing change?**

**A:** We reserve the right to make changes in our pricing without prior notification, but we will publish and distribute new pricing before it becomes effective. We have been updating it approximately twice a year. Look for new *Passport* Extended Warranty pricing to be released whenever we launch a new Printer.

***For details regarding warranty coverage and registration, please read the Roland DGA Standard Limited Warranty terms and conditions published in your Roland Passport booklet that came with your printer.***