

Extended Warranty Information

Extended Warranty Terms and Conditions

The Roland DGA Corporation's Passport plan offers premium service for one year. You have the opportunity to extend that premium level of service for additional one, two, or three years, through the Roland DGA Corporation's Roland Care Service Program – Roland DGA Corporation's extended service contract for its full line of Professional Printers, Engravers, Vinyl Cutters, and 3D Products. The Extended Warranty agreement is a fix and repair coverage plan identical to the original equipment warranty and covers all labor, travel time, and required parts (excludes software, RIP's, and consumable/cosmetic pieces), as specified to the Authorized Roland Service Technicians.

Contract Renewals

All extended warranties are to be purchased during the standard manufacturer's warranty period. Machines that fall out of warranty will require re-certification prior to the contract renewal. Costs associated with re-certification are not covered under the new agreement, and the customer will be responsible for any additional re-certification charges. All repairs to re-instate the printer to original working condition are the responsibility of the customer.

Extended Warranty Agreements can be purchased for a maximum up to four years commencing from the end date of the standard manufacturer's warranty. Warranty extensions are not offered on some models. Call your local Dealer for details.

Extent of Warranty Service

Roland DGA Corporation warranty service is not a guarantee of uninterrupted or error free functioning of the machine. Service does not include repair of failures caused by: misuse, neglect, accident, modification, operation outside of the specified operating environment, improper maintenance by customer, failure caused by service from non-authorized service providers, or failure caused by a product, including supply products, for which Roland DGA Corporation is not responsible.

The Roland DGA Corporation printer warranty does not cover damage caused by using unsuitable inks or ink systems in the printers. It also does not cover any damage caused by the use of non-Roland DGA Corporation inks or ink cartridges, damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Roland DGA Corporation, e.g. dealer- or user- added boards, components, or cables.

Printer Maintenance Kits

Certain service parts require periodic replacement based on usage and yield in order to maintain optimum performance of the product. Replacement of these items is a customer responsibility. Roland DGA Corporation warranty and extended warranty offerings do not include the cost of maintenance kits. Roland DGA Corporation Dealers provide installation of maintenance kits at an additional charge.

Payment / Cancellation

The extended warranty contract will not go into effect until Roland DGA Corporation receives payment. The customer or Roland DGA Corporation can terminate the extended warranty coverage at any time with three (3) months prior written notice. Roland DGA Corporation can terminate extended warranty coverage at any time for non-payment. When the extended warranty coverage is canceled, Roland DGA Corporation will refund to the customer the remaining portion of the warranty price paid on a prorated basis.

Items Not Covered Under Warranty

- Service related to periodic maintenance of the ink delivery system on printing devices. The need for this service is explained in the printer's User's Manual.
- Any damage caused by using unsuitable inks or ink delivery systems in the ink jet printers.
- Any damage caused by the use of non-Roland DGA Corporation inks or ink cartridges.
- Any damage done by third-party software, applications, parts, components, or peripheral devices added to the product after its shipment from Roland DGA Corporation, e.g. dealer- or user-added boards, components, or cables.
- Any damage caused by misuse, abuse, improper installation, neglect, lack of use, improper shipper, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Roland DGA Corporation products.
- Any damage from service performed by any person other than an Authorized Roland Service Technician.
- Service when the printer is used outside the territories established by Roland DGA Corporation.
- Service where the printer label, logo, rating label or the serial number has been removed.
- Any consumables such as but not limited to: pinch roller wheels, wiper blades, all sponges and pads, cap top pads, cap tops, cutter protection strips, scrappers, cutter blades, blade holders, and sheet cutter blades for printing devices. Pinch roller wheels, cutter protection strips, cutting blades, and blade holders on vinyl cutting devices. Print head cartridges on MPX-70/80 metal impact printing devices. Spindle, spindle motor, spindle belt after factory specified time limits are reached on engraving and milling products. Cutting and engraving tooling for engraving and milling products.