

Third Party Inks:

Choices:

Roland believes in customer choices and its important for us who support the creative industries that these choices are made with a good understanding of the consequences of these choices. We really don't mind what you want to put in your printer, it is your choice, but these choices can lead to our printer not performing up to specification.

Some of you have compared the choice of using any ink in a printer that you have bought, to putting petrol in your car, you should be able to use any brand, Shell, Total etc.

However this is not the case with ink, as petrol is made to an international standard. There is no standard for inks, so it like taking your brand new BMW Diesel and using Sunflower Oil or Kerosene (Paraffine) in this beautiful marvel of modern engineering, it will run and will maybe perform better or worse, but BMW developed this feat of engineering using Diesel and tested and evaluated it and created service schedules on this basis. If you now ask BMW to service this vehicle they will simply tell you you are in experimental territory and you are on your own.

Tried and tested solution:

This is the case with our printers, our engineers have also produced a marvel of modern engineering, and have tested and evaluated it with the inks they developed, and have discovered the necessary precautions for both the machine, the customer and the engineer when dealing with our ink. From this we get maintenance schedules and the machine performs the necessary self cleaning at the times they have tested and evaluated with a minimum amount of waste. They have also developed an ink that lasts three years outdoor and has proved its weight in gold world wide.

So if you now choose to use another ink, we are not obliged to look after your machine as it exposes you, your machine and our engineers to chemicals we have no clue about. The first lie from a third party supplier.

Counterfeiting:

Chip on Cartridge, if the chip tells our machine that its Eco Sol Max, then the chip is lying to our machine, its like me giving you Ten Rand note and telling you I made it myself and it has the silver strip and the water mark but selling it to you for Five Rand, this is counterfeiting. Now you would not normally accept a counterfeit would you? Makes you wonder about the integrity of the manufacturer does it not?

Finally, please understand we are a machine manufacturer and our primary concern is the quality and longevity of your print. Which translates into the longevity of your business. We make our profit on our printer and the profit on ink is very low. One must ask the question, what has been removed from the product for these guys to manufacture a cheaper product. Distribution, warehousing, freight costs are the same for both of us. How can you make a cheaper ink? If you look at the MSDS of their ink some of the secrets are revealed, cheaper pigments containing lead etc. I leave this for you to ponder.

So I hope you can make the choice, and whatever it is, we respect it.

Finally:

It is important that you ask the supplier of the third party ink.

1. Who is going to look after my printer when it breaks.
2. A list of at least 10 reference sites who are using the ink, phone these people and get a detailed account of maintenance issue since converting.
3. The chemicals you and your staff are exposed to, and the safety page on the Center for Disease Control and their sister organisation National Institute of Safety and Health web site in the USA www.cdc.gov/niosh/ and take the proposed steps to protect yourself and you staff, to do less will mean you can be charged with negligence, or much worse if a staff members health is involved.

Return:

Please remember, we are always willing to convert you back to original ink at any time, and we have many customers who have done this, you are after all a member of the Roland family and we welcome you back anytime. (for reference sites who have converted back please give us a call)

Have a beautiful day
Bob