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Roland Warranty Terms and Conditions

All Roland machines come with a 24 month warranty.

This warranty covers all latent defects.

It is important to remember, that certain parts wear out with use (like the tyres, oil filter and bearings of your car).

These parts have an expected life span, which can be extended if good house keeping rules are followed, such as:

1. Following the instructions in your user's manual to clean your machine throughly once a week.
2. Ensuring the environment in which the machine is operating is kept dust & lint free. (hair, carpet fibers etc.)
3. Replacing the wipers of your machine every 2-3 months.

It is also important to have your machine serviced by a qualified Roland technician every 6 months.

Life expectancy and warranty period of parts:

- Cap tops: 6months
- Dampers: 6months
- Ink tube: 3000 hours
- Battery: 24months
- Print heads: 6 billion dots or 24months
- Motors: 1500 hours or 24months
- Pumps: 50 000 cycles or 24months

Consumable parts (these items are not covered by warranty)

- Cutting blade
- Cutter protection
- Blade holder
- Wiper
- Serge mist and Serge mist under sponges
- Sheet cut blade
- Pinch rollers

Warranty Exclusions:

- Any damage caused by inappropriate use which is not recommended in the user's manual.
- Any repair/modification done on the product by an unauthorised party.
- Any damage caused by improper handling during transportation
- Any damage relating to 3rd party's consumables which are not authorized by Roland DG.
- Failure relating to the reasonable wear and tear of the consumables.
- Any damage caused by inevitable accidents like natural disaster such as earthquake, flood, typhoon and/or civil war, riot, revolution, etc.