



Roland DG Care

Maintenance and extended warranty pack

TrueVIS AP-640



Select the payment method : **monthly payment** or **immediate payment**

| SERVICE | SERVICES INCLUDED | | | | | PRICELIST | | | |
|---------------------|--|-------------------|--|---------------------|----------------------|-------------|---------|--------------|---------|
| | Preventive maintenance visits per year | Unlimited visits* | Firmware/ Software/ Roland DG Connect upgrades | Printheads included | Spare parts included | PACK 1 YEAR | | PACK 2 YEARS | |
| | | | | | | IMMEDIATE | MONTHLY | IMMEDIATE | MONTHLY |
| TrueVIS AP-640 PLUS | 2 | ✓ | ✓ | ✓ | ✓ | € 2,453 | € 209 | € 4,416 | € 188 |
| BASIC | 2 | ✓ | ✓ | - | - | € 2,070 | € 176 | € 3,725 | € 158 |
| MAINTENANCE | 2 | - | - | - | - | € 1,177 | | € 2,118 | |

* Interventions are activated according to the product warranty conditions.



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ROLAND DG CARE PROGRAM

The ROLAND DG CARE Program is a service designed for Roland customers who want an extended warranty after the warranty period of one year.

The ROLAND DG CARE Program preserves your investment over time and allows you to keep your product at an optimal level of productivity and efficiency. The user can work better and safely.

Repairs and maintenances are done by Roland certified technicians and cover all phases allowing full recovery of product features, replacement of worn parts or damaged in the best delays (subject to availability of spare parts).

AVAILABLE PACKS

Service packages are divided according to the duration and level of service to be applied after the expiration of the standard product warranty period. You can extend your warranty up to a maximum of five years, first year included. The duration of the packages can be one or two years, depending on your choice, and are respectively called PACK 1 YEAR and PACK 2 YEARS.

For each product, 3 levels of service are available as shown below.

Maintenance Service

The periodic control of the machine is of great importance to guarantee the good performance of the product.

The MAINTENANCE Service includes 2 preventive maintenance visits a year, at 6 months intervals.

Technicians will perform the maintenance ensuring the proper operation of your product. In addition, our technician is available to answer your questions about the use and regular maintenance of the device.

Includes: All spare parts needed for the preventive maintenance. Repairs of the product are excluded from this package.

Basic Service

The Basic Service includes the maintenance already provided by the Maintenance Service.

Includes: all intervention and labor costs to carry out corrective measures. You will be only invoiced with the spare parts or printheads that are necessary for the intervention carried out. This level of service ensures a balance between the cost of a service package and the reduction of risk. It is designed for low to medium use.

It also includes regular software, firmware, Roland DG Connect and features updates to enhance the usability, stability and range of applications available for your device.

The Basic Service is reserved for machines which have benefitted from the Protection Pack during the first warranty year.

Plus Service

The Plus Service is the most inclusive service and offers a full coverage. It contains the maintenance of the Basic Service, plus the cost of spare parts and printheads. This service is meant for users who want to stipulate their operating costs up front.

Includes: full product coverage, including printheads. The Plus Service is available for machines which have benefitted from the Protection Pack during the first warranty year.

Visit [myRoland](#) portal to get the latest Roland DG Care information at your fingertips 24/7/365.