

LiqueColor Lifetime Ink Warranty Statement

Warranties Definition:

This form and its information shall become effective upon the delivery of LiqueColor Inks by the company or its authorized dealer/representative to the end user.

Warranty:

LiqueColor warrants its ink products to perform in the intended equipment according to the specifications of the specific product purchased. Should it be determined that the ink is a direct cause of a printer breakdown LiqueColor will provide the following.

LiqueColor will provide warranty repair or replacement (at its sole discretion and approval) of any print head(s) / parts that fail as a direct result of LiqueColor's Ink products provided for the period covering OEM manufacturer's warranty coverage excluding consumable parts (Ex. Wipers / S-dampeners/ filters/ pumps). Company or person requesting warranty repair shall contact LiqueColor for pre-authorization and selection of a qualified repair technician to service the equipment prior to performing service on the equipment. Failure to request pre-authorization for service repair and selection will result in denial of a warranty claim.

Machines out of OEM warranty will also qualify for replacement of any print head(s)/ parts that fail as a direct result of LiqueColor's Inks products and or systems provided, excluding consumable parts (Ex. Wipers/ S-dampers filters/pumps).

LiqueColor's liability under this limited warranty is limited to (a) cost of replacement parts directly damaged by the use of LiqueColor Ink, and (b) \$500 in expenses directly associated with a technician's labor in the replacement of damaged parts

Warranty period will be in effect as long as customer is using LiqueColor Inks on an exclusive basis and adheres to normal maintenance requirements stated in the OEM Printers Users Manual. LiqueColor Inks used in conjunction with any other inks other than the OEM inks will not be subject to this warranty statement.

LiqueColor will not be liable for labor or material costs associated with graphic production, graphic application, equipment downtime or any other consequential damages including loss of profits or potential business sales, arising out of a warranty claim. It is the user's responsibility to secure the equipment and surrounding area to prevent damage from potential ink spills, or other damages arising from a warranty claim. LiqueColor is not responsible for damages that may arise from ink spills outside of the printer or from improper care, maintenance or repair of equipment associated with normal operation.

LiqueColor further warrants its ink cartridge to function as intended and in a normal fashion in its' designated printer. Should a cartridge fail for any reason other than mishandling, misuse, abuse or negligence, LiqueColor will replace the cartridge through its dealer representative, or company representative where applicable, with a new cartridge of like kind.

In order to qualify for this warranty the customer must complete the following:

NO PRINT HEAD WARRANTY CLAIM CAN BE MADE IN ABSENCE OF THE COMPLETED WARRANTY REGISTRATION FORM.

1. An acceptable print sample according to LiqueColor Installation instructions and a Nozzle Test Pattern from the printer whose heads are the subject of the warranty before installation of inks (with OEM or other ink installed in printer) and after installation with LiqueColor. Nozzle Test Print and Installation Procedure Test Print is to be mailed to:

Send the prints to: LiqueColor Inkjet Group
2108 Research Park Blvd.
Norman, OK. 73069
Attention: LiqueColor warranty program

For registration for free telephone technical support and limited warranty coverage, please note on the prints, your Company Name, Address, Phone Number, contact person and which colors were changed according to the test print. Also include the Machine Model, Serial Number and Service Configuration Report.

2. Serial# of printer where inks are to be installed.

Serial#: _____
The serial number for your printer is located on the back of your device close to the main power switch on the rear of your device. Record this number on space provided.

3. Purchase Date of printer where inks are to be installed.

Purchase Date: ____/____/____ Record the purchase date of your plotter on the space provided.

4. Customer / Dealer has provided Company with a signed copy of Warranty Authorization Form.

5. Customer/Dealer acknowledges that printheads, dampeners, wipers and pumps are considered consumables and agree to replace and or maintain such parts that fail or are consumed due to normal wear and tear and use of the machine.

IN WITNESS WHEREOF, and intending to be legally bound, the parties have executed this Standards & Practices agreement under seal, effective the date first written below.

Dealer / Company: _____ Date: _____
(must be officer or owner: _____
Signature: _____

Customer: _____ Date: _____
(must be officer or owner: _____
Signature: _____

**This warranty supersedes all previous warranties
January 2009**



LiqueColor Inkjet Group-2108 Research Park Blvd-Norman, OK. 73069
888-256-7446 (Main) 888-453-1526 (fax)

Solaris Max-Life Eco-Sol Inks Conversion Recommendations

Replacement Procedure and Tips for the Genesis Inkset For Machines Currently Running Roland Branded Eco-Sol Max Ink Converting to Solaris Max-Life Eco-Sol Inks (Genesis Inkset)

- 1: Inks do not have to be changed as a complete set. They may be replaced as the existing Roland Eco-Sol Max Inks run out.
- 2: Before installation, run two nozzle test prints consecutively in a row. Design and print a 2", 4" & 6" circle. Each of the three circles should contain the same color ink being replaced as a reference point for comparison purposes.
- 3: Install the 220 ml or 440 ml Solaris Max-Life ink cartridges and run two powerful cleaning cycles. Note: Dampers do NOT have to be changed if the machine has never been used with any aftermarket ink or third party ink. **If the machine has been used with any other ink than Roland Eco-Sol Max Inks the dampeners will have to be changed.**
- 4: Design and print a 6" high rectangle (the width of your loaded media) and print out Qty 1 rectangle per color of ink that is being converted over. This will purge the line of any remaining Roland Eco-Sol Max Ink and replace it with the Solaris Max-Life Eco-Sol Ink. **Never drain the lines to accomplish this task. You will introduce air into the lines and printheads if you try this and could possibly damage your printhead!**
- 5: Run two nozzle test prints consecutively in a row. Reprint the 2", 4" & 6" circles you printed in step #2. Each of the three circles should contain the same color as a reference point for comparison purposes.
- 6: **For registration for free telephone technical support and limited warranty coverage, please note on the prints, your Company Name, Address, Phone Number, contact person and which colors were changed according to the test print. Also include the Machine Model, Serial Number and Service Configuration Report.**

Send the prints to: LiqueColor Inkjet Group
2108 Research Park Blvd.
Norman, OK. 73069
Attention: Solaris Max Life Warranty Registration

General Information & Tips

A: Roland Printers Use Piezo Printheads. These printheads have a fixed life and will wear out even if they do not appear to be failing due to nozzle drop out (also known as clogging) Most users will see a 18-24 month life of a printhead before it needs to be replaced. The piezo crystal in the printhead eventually will weaken in its cycling and will cause a malformed drop to come out of a nozzle. This can appear as "ghosting" on a print. If your printheads have not been replaced in the past 24 months, you should examine your prints carefully for printhead satellites. This will often show up in a reduction of "crispness" in text and other vector images.

B: We recommend using Roland VersaWorks for your rip software. VersaWorks will give you great color while conserving ink. When using FlexiSign Pro, Onyx Poster Shop, or any other RIP software, you can export the file from that software as an EPS file. Be sure that your cut lines have been filled in with white or some other color in order for VersaWorks to recognize them as a cut line. VersaWorks Profiles for many medias can be found at <http://dg4.roland.co.jp/en/3rdmedia/max/index.html>

C: Humidity levels are critical in many shops for proper drying and static control. We recommend 35-45% optimum humidity for proper drying and control of static.

D: On machines set to pre-feed before printing and cutting, make sure that the media does not back feed onto a dirty shop floor or carpet. The media will pick up this dirt and lint and will attach it self to the printhead carriage. Put a clean piece of cardboard or some other material for the back feed to land on.

E: Please follow Roland's suggestions and schedule for keeping your printer clean. Over cleaning is worse than under cleaning. Avoid the temptation to unnecessarily touch or clean the printhead. If anything, clean and well conditioned wipers will help more in making a printhead last than anything else.



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Solaris Max-Life Eco-Sol Inks Conversion Recommendations

Replacement Procedure and Tips for the Genesis Inkset **For Machines Currently Running Aftermarket (Third Party) Inks** **Converting to Solaris Max-Life Eco-Sol Inks (Genesis Inkset)**

- 1: Inks MUST BE changed as a complete set. They MAY NOT be replaced as the existing After Market or Third Party Inks run out.
- 2: Before installation, run two nozzle test prints consecutively in a row. Design and print a 2", 4" & 6" circle. Each of the three circles should contain the same color ink being replaced as a reference point for comparison purposes.
- 3: Change the dampeners with Solaris approved dampeners or Roland branded dampeners. Other off brand dampeners have "O" rings that may or may not hold up to the solvents and co-solvents used in Solaris Max Life Eco-Sol Ink. **If the machine has been used with any other ink than Roland Eco-Sol Max Inks the dampeners will have to be changed.**
- 4: Check and make sure the drain bottle is less than half full. If not, we suggest you drain it prior to flushing as a precaution.
 - A: Flush the system and lines completely using the "ink fill mode" on the Printer menu. The machine will prompt you to remove the current ink cartridges you are using on the machine.
 - B: It will then drain all of the ink in the lines and then prompt you to install the 220 ML Solaris Flush Cartridges. Install the 220 ML Solaris Flush Cartridges as prompted.
 - C: After filling the lines with flush fluid (The Solaris Max-Life Flush Fluid) the machine will prompt you to install the 220 ml or 440 ml Solaris Max-Life Ink cartridges. Install the 220 ML or 440 ML Solaris Max-Life Ink Cartridges as prompted.

It is always recommended that you start with full (never used before) flush cartridges, to prevent the introduction of air into the ink train.
- 5: Design and print a 6" high rectangle (the width of your loaded media) and print out Qty 1 rectangle per color of ink that is being converted over.
- 6: Run two nozzle test prints consecutively in a row. Reprint the 2", 4" & 6" circles you printed in step #2. Each of the three circles should contain the same color as a reference point for comparison purposes.
- 7: **For registration for free telephone technical support and limited warranty coverage, please note on the prints, your Company Name, Address, Phone Number, contact person and which colors were changed according to the print test. Also include the Machine Model, Serial Number and Service Configuration Report. Please also note when and if the printheads have ever been changed and or services.**

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E: Please follow Roland's suggestions and schedule for keeping your printer clean. Over cleaning is worse than under cleaning. Avoid the temptation to unnecessarily touch or clean the printhead. If anything, clean wipers will help more in making a printhead last than anything else.

F: The ink vacuum pump on all Roland & Mimaki machines will eventually wear down the peristaltic pump tubing they use in their mechanisms. Consequently, the pumps lose the ability to accurately move air/fluid out of the lines which also includes ink. If you notice a drop in the amount of volume that has normally accumulated in the waste ink bottle the pump needs to be changed.