



Roland DGA Product End-of-Life Policy

As of September 1, 2020

In order to deliver innovative products that create value for our customers, Roland DG and DGShape periodically release new products or new product versions. Therefore, as part of a product's lifecycle, older products eventually reach their natural end of life. While this is an established part of the overall product lifecycle, Roland DGA recognizes that it is important that we make this process as transparent as possible to our customers and partners so that they may make strategic plans for upgrades and purchases associated with their use of Roland DG and DGShape products.

This product end-of-life policy sets forth the general guidelines and estimated timeframes related to product that is the subject of an end-of-life announcement and is intended to assist our customers understand the milestones that we typically follow during a product's lifecycle.

Summary of Milestones: Definitions

Once Roland DGA has announced that a product is—or has been—discontinued, its end-of-life (EOL) begins. The EOL process consists of a series of technical and business milestones that culminate with the affected products no longer being supported.

Life Cycle Milestone	Definition
Generally Available Date (GA Date)	The date when a product or service is made generally available.
End of Life Announcement (EOLA)	Public notification that commences the announcement that a product has been discontinued and which identifies the product's EOS and/or EOL dates.
End-of-Sale (EOS)	The last date when the related product or service is available for purchase from Roland DGA.
Last Renewal Date	The last date when an existing extended warranty/service contract for the related product or service can be renewed. Extended warranty/service contract renewals may not extend beyond the EOL date.
End-of-Life (EOL)	The date on which Roland DGA will cease support for the related product or service.

General Support and Maintenance.

After a product has been released and made generally available to the public (the GA Date), Roland DGA generally provides support and maintenance services in accordance with any applicable product warranties, extended warranty/service contracts, and Roland DGA Service Terms and Conditions.

End of Life Announcement.

Roland DGA will publicly communicate the discontinuance of a Roland DG or DGShape product in an End of Life Announcement. Roland DGA will use commercially reasonable efforts to provide

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timely notice regarding a product's EOS and EOL. These EOLAs are communicated on a product-by-product basis and posted in the EOL Schedule below and on Roland's public website. (<https://www.rolanddga.com/support/product-lifecycle-policy> where this policy is also posted). It is the customer's responsibility to stay informed of notifications regarding a Product's lifecycle. A product's EOLA marks the beginning of the EOL process for the product.

Typical Timeline.

Generally, Roland DGA will issue an EOLA 30-60 days before we remove a hardware product from our ordering system and public website. End of Life/Support will generally occur 5 years after the End of Sale. NOTE: Actual dates and milestones may vary by discontinued product. There may be instances where this timeline cannot be followed. Please be sure to refer to each product's specific EOLA for specific dates and milestones.

Support of EOS Products.

Once a product is the subject of an EOLA, Roland DGA will provide support services on such EOS products as follows:

Products Without an Extended Warranty/Service Contract. Consistent with and subject to the terms and conditions of any applicable product warranty statement, Roland DGA will provide product warranty services for the remainder of the applicable warranty term.

Products Under an Extended Warranty/Service Contract. For affected products that are under an extended warranty/service contract, the following terms shall apply:

- Consistent with and subject to the terms and conditions of any applicable extended warranty/service contract, Roland DGA will provide the covered services for the remainder of the contract's term.
- Customer may renew its extended warranty/service contract after the EOS, provided the term of such renewal does not exceed the EOL date.

Availability of Consumable, spares and replacement parts.

After the EOS, Roland DGA will stock for that product a quantity of consumables, spares and replacement parts that will adequately support customer requirements or source a suitable replacement. Generally, Roland DGA maintains stock as follows:

- "A" rank items: Items that are top moving parts (heads, mainboards, etc.), will generally be stocked or available for up to 5 years after the EOS.
- "B" rank items: Items that are secondary parts (cables, etc.), will generally be stocked or available for up to 4 years after the EOS.
- "C" rank items: Items that are more obscure, and less prone to needing replacement (items like covers and frames, etc.), will generally be stocked or available for up to 2 years after the EOS.

Effective Date

This Policy, and any amendments thereto, shall take effect on the date listed herein. This End of Life Policy only applies to EOLAs published on or after the effective/revision date. This Policy does

not apply to any products that are already subject to a previous EOLA and should not be construed as a repudiation of any previous contractual commitment Roland DGA has made regarding end-of-life for particular products or customers.

Applicability

This Policy extends only to Roland DG and DGShape hardware products purchased and used within North America and South America (excluding Brazil) and which were initially purchased from Roland DGA or from a Roland DGA authorized dealer.

This policy shall not be interpreted to create any contractual obligation by Roland DGA to provide support for any specific customer.

Modification

Roland DGA may, at any time, further modify this Policy in its sole discretion; provided, however, that no such modification shall affect the obligations under the then-current term of extended warranty/service contracts ordered and accepted prior to the effective date of such modification.

Your Next Steps

Once an EOLA has been published, follow these steps to make sure that you are doing what's best for your operations.

- Determine if the affected product is in use in your operations.
- Review your existing extended warranty/service contracts to understand your remaining coverage, then contact us if you have any questions.
- Contact Roland DGA or authorized dealer to determine which alternative or comparable product offering best benefits your operations.
- Breathe easy knowing that you will have expert support to help you during your transition to an alternative or comparable product offering.

End of Life Schedule

The End-of-Life schedules for Roland DG and DGShape products are presented in the table below.

Cutters

Product Name	End of Sale	End of Life
CAMM-1 PRO GX-300/400/540/640	December 2016	December 2021
CAMM-1 Servo GX-24 Vinyl Cutter	November 2015	November 2020
SX-8/12/15	June 2005	June 2010
CX-300/400/500	June 2005	June 2010
CX-12/24	March 2005	March 2009
STX-7/8	September 2000	September 2005

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CM-300/400/500/300S/400S/500S	June 2000	June 2005
CM-12/24	May 2000	May 2005
PNC-1610	February 2000	February 2005
PNC-1210/1410/1860 PNC-1910	December 1998	December 2003
PNC-910/960	December 1997	December 2002
PNC-1510/1510HS	August 1996	August 2001
PNC-900/950	February 1996	February 2001
PNC-1200/1850	December 1995	December 2000
PNC-1100/1100A	October 1994	October 1999
PNC-1000A/1000AA	July 1994	July 1999
PNC-1800	July 1994	July 1999
PNC-1600/1900	May 1994	May 1999
PNC-1000	November 1992	November 1997
SCP-85	November 1991	November 1996

Dental Machines

Product Name	End of Sale	End of Life
DWX-50/50N	August 2015	August 2020
DWX-30	July 2014	July 2019

Engraving Machines & Metal Printers

Product Name	End of Sale	End of Life
EGX-20	December 2015	December 2020
EGX-360	May 2014	May 2019
MPX-80	October 2012	October 2016
MPX-70	January 2009	January 2013
EGX-30	January 2009	January 2013
EGX-300	August 2007	August 2011
MPX-60	October 2005	October 2009

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MPX-50	February 2004	February 2008
PNC-2300A	July 2001	July 2005
PNC-2300	March 1998	March 2002
PNC-2100A	April 1996	April 2000
PNC-2200A	April 1996	April 2000
PNC-2100	March 1994	March 1998
PNC-2200	February 1994	February 1998
PNC-2000	November 1990	November 1994

3D Machines

Product Name	End of Sale	End of Life
IM-01	April 2015	April 2019
JWX-30	March 2013	March 2017
LPX-1200	January 2013	January 2017
MDX-5000R	September 2012	September 2016
MDX-40A	February 2012	February 2016
MDX-15/20	February 2012	February 2016
MDX-40	July 2009	July 2013
RX-50	March 2008	March 2012
MRX-400	November 2006	November 2010
MDX-500/650/650A	August 2006	August 2010
PNC-3200	December 2005	December 2009
PIX-4/30	October 2005	October 2009
LPX-250	October 2005	October 2009
PNC-300/300G	August 2002	August 2006
MDX-3	November 2001	November 2005
PIX-3	May 1999	May 2004
PNC-3100/3100G	January 1999	January 2003

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PNC-2700/2700M/2700E	December 1995	December 1999
PNC-2500G/2500HG/G	June 1994	June 1998
PNC-3000	June 1994	June 1998

Color Printers & Printer/Cutters

Product Name	End of Sale	End of Life
XR-640	November 2020	November 2025
LEJ-640FT	October 2020	October 2025
LEF-200	May 2019	May 2024
FP-740	May 2015	May 2020
RE-640	May 2014	May 2019
VS-300/420/540/640	November 2013	November 2018
LEC-300A	September 2013	September 2018
XJ-540/640/740	May 2013	May 2018
XC-540/540W/540MT	October 2012	October 2017
SJ-1045EX/IS-1000	June 2012	June 2017
AJ-740i/1000i	April 2012	April 2017
VP-300i/540i	January 2012	January 2017
RS-540/640	January 2012	January 2017
FJ-540	December 2010	December 2015
LEC-300	March 2010	March 2015
SP-300V	June 2009	June 2014
AJ-1000/740	March 2009	March 2014
VP-300/540	March 2009	March 2014
SJ-545EX/645EX/745EX	January 2008	January 2013
CJ-540	June 2007	June 2012
SC-545EX/545EXW	June 2007	June 2012
SP-300VS/540V/540VS	March 2007	March 2012

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SC-540/540EX/540EXW	March 2005	March 2010
SJ-540/740/540EX/740EX	March 2005	March 2010
SP-300/300W/300S	March 2005	March 2010
SJ-1000	November 2004	November 2009
PC-12	August 2004	August 2009
FJ-500/600	March 2004	March 2009
CJ-500	March 2004	March 2009
SC-500	March 2004	March 2009
PC-600	December 2003	December 2008
FJ-400	August 2002	August 2007
FJ-42/52	August 2002	August 2007
CJ-400	August 2002	August 2007
SJ-500	June 2002	June 2007
SJ-600	February 2002	February 2007
PC-60	September 2001	September 2006
FJ-40/50	March 2000	March 2005
PC-50	October 1998	October 2003
CJ-60/60A	September 1998	September 2003
CJ-70/70A	September 1998	September 2003
VI-225	August 1998	August 2003
PNC-5000	August 1996	August 2001

Digital Signage

Product Name	End of Sale	End of Life
RDS1	November 2015	January 2019
RDS1-S32-K	November 2015	January 2019
RDS1-S46-K	November 2015	January 2019
RDS1-S55-K	November 2015	January 2019
RDS1-S40-K	November 2015	January 2019

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Other Hardware

Product Name	End of Sale	End of Life
(I include the auxiliary equipment) LC-100/100A	December 1999	December 2005
CS-20	November 1998	November 2004
(Including auxiliary equipment) PNC-4125/4150	March 1997	March 2003
PN-200	September 1994	September 2000
SYA-550	June 1994	June 2000
PN-102/105/10T	February 1993	February 1999
SYA-350	June 1989	June 1995

Pen Plotters

Product Name	End of Sale	End of Life
DPX-2700/3700/2700A/3700A	April 1999	April 2005
DPX-4700LS	December 1998	December 2004
DXY-1350A	November 1998	November 2004
GRX-3500/4500	January 1998	January 2004
DXY-1150/1250/1350	August 1997	August 2003
GRX-310/410	November 1994	November 2000
GRX-350/450	September 1994	September 2000
GSX-3000/4000	April 1994	April 2000
DPX-2600/3600/4600A	February 1994	February 2000
RP-21G/21W/22G/22W	February 1994	February 2000
RP11PG/11PW/11SG/11SW/12G/12W	September 1993	September 1999
DXY-1100/1200/1300	April 1993	April 1999
GRX-300A/300AR/300AG	November 1992	November 1998
GRX-400A/400AR/400AG	November 1992	November 1998
DPX-4600	March 1992	March 1998

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DPX-2500/3500	January 1992	January 1998
GRX-330/400	August 1989	August 1995
DPX-2200/3300	July 1989	July 1995
DXY-880/880A/880GP/980/980A	December 1987	December 1993
DXY-885/990	December 1987	December 1993
DXY-100/101/101RS/800/800A	November 1987	November 1993
DPX-2000/2000R	December 1986	December 1992
DXY-1150A	August 1999	August 2005

Raster Plotter

Product Name	End of Sale	End of Life
PLX-140/160	October 1994	October 2000
PLX-340	July 1994	July 2000
RSX-340/440	April 1993	April 1999
LTX-2341/2441	April 1993	April 1999
PLX-440	March 1993	March 1999
LTX-2121/2141	February 1993	February 1999
LTX-320/321/420	March 1992	March 1998
LTX-120	December 1991	December 1997
LTX-100	July 1989	July 1995

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