



Customer service and support to ensure the smooth operation of customers' businesses

Care provides a broad range of customer services from pre- to post-purchase. Established with customers' business requirements in mind, we provide ongoing maintenance and real-time information updates, ensuring that professional users and beginners alike can use Roland DG products for many years with complete peace of mind.



Three Commitments

1

Help our customers feel comfortable and confident when using Roland Products.

2

Assist our customers when they need help.

3

Contribute to the growth and success of our customer's businesses.



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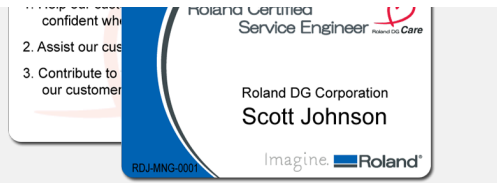
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Roland DG offers a certification program for its service engineers in order to provide uniform high-quality service to our customers worldwide. SEs are instructed in how Roland DG products are built and receive in-depth training on how to carry out product installation, make repairs, conduct inspections and maintenance. Only after passing the certification program proving that they possess appropriate knowledge and skills can trainees be approved as certified SEs. Roland DG customers all over the world rely on certified SEs to provide quality service and assist in the growth of their businesses by continuously maintaining and improving their knowledge level.



Global SE Awards 2018

Roland DG Spirit

Service Engineers (SEs) work closely in the field with our customers around the world and embody the spirit of Roland DG, which is “maintaining and enhancing customer confidence by providing high-quality service and support.” The goals of the Global SE Awards competition are to recognize SE technical skills and abilities, both regionally and globally, as well as to increase their personal pride and motivate them to raise the standards of Roland DG Care, a comprehensive customer service and support resource. The competition also aims to challenge the knowledge and technical skills that SEs have cultivated and encourage them to share their best practices with their peers.

The third global contest to be held following similar events in 2013 and 2015, Global SE Awards 2018 saw 28 finalists from around the world putting their knowledge and skills to the test to be crowned winner in two categories: inkjet printers, and the new 3D devices category that includes digital dental milling machines.

[Global SE Awards 2018](#) >





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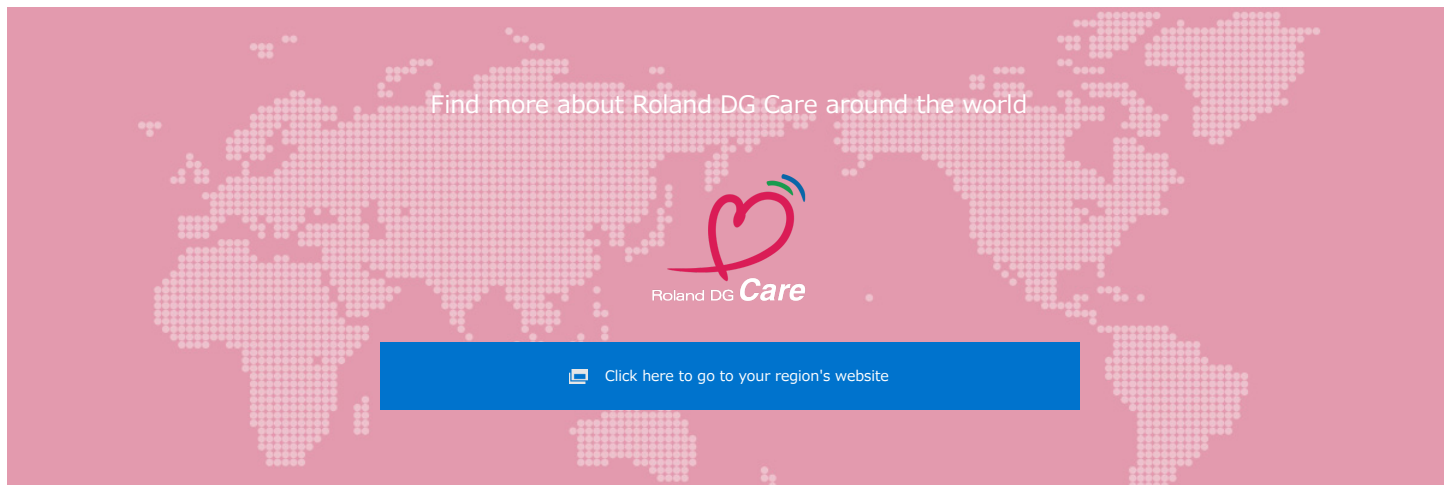
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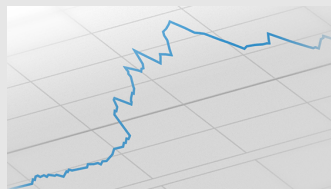
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Brand Message



Investors

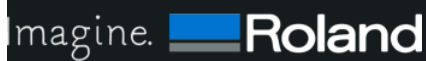


Imagine. BLOG - Exhibit Features Create Your Own One-Of-A-Kind Items Inspired by Renowned Architect



Imagine. BLOG - Making One-of-a-kind Souvenir Cookie Boxes Using UV Printers

Home / SUPPORT / Roland DG Care



NEWS

- Product News
- Corporate News
- Investors News

PRODUCTS

- Brand Stories
- Product Lineup

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- Corporate Activities
- Events & Tradeshows
- Digital Printing
- Dental
- 3D Digital Fabrication
- COTO-ZUKURI

SUPPORT

- Roland DG Creative Center
- Roland DG Academy
- Roland DG Care

ABOUT US

- Brand Message
- Business Summary
- Leadership
- Corporate Timeline
- Corporate Profile
- Environmental Activities
- Offices in Japan and Group Companies

INVESTORS

- Management
- Business Summary
- Historical Financial Data
- Financial Information
- IR Calendar
- Stock Information
- IR News

About Roland DG Corporation

Roland DG Corporation is the world's leading provider of digital printing solutions. The company's inkjet printers, printer/cutters and cutting machines are widely used to create a broad range of promotional items including banners, signs, vehicle graphics, stickers and labels, and to provide customization services for apparel and personal items like smartphone cases. Recently, Roland DG has embarked on a promising new retail frontier by capitalizing on individuals' increasing desire to create their own, uniquely designed and decorated items. The company's COTO business division has developed proprietary design and print management software which enables customers to design their own gifts, apparel and treasured mementos, and to enjoy an unforgettable creative experience.

> Our Brands





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