Frequently Asked Questions

Q: What is the price of the EGX-360?

A: The EGX-360 MSRP is $17,995.00

Q: What is the warranty on the EGX-360?

A: The EGX-360 comes with a one year warranty, but upon product registration an additional one year is given for free to provide a total of 2 years of warranty (a $1,700 value).

Q: Where can I get objects to engrave?

A: You can purchase materials from just about anywhere online that sells; glassware, jewelry, gift, awards and standard engraving stock. Just ensure that the materials purchased are of a size that will fit and work with the EGX-360.

Q: What kind of material is the EGX-360 capable of engraving?

A: The EGX-360 is capable of engraving the following materials:
- Glass and Crystal
- Metals (scribing or burnishing)
- Plastics
- Soft Woods
- Acrylics
- Wax

Q: What applications can the EGX-360 be used for?

A: The EGX-360 can be used for the following applications:
- Cylindrical engraving of glass and metals including wine bottles, tankards, wine glasses, vases, parts, and just about anything else you can fit into the EGX-360.
- Inside and outside ring engraving using the optional ring attachment.
- Gift and awards
- Namebadges, serialization
- Safety signs
- ADA signage using optional EngraveLab or FlexiEngrave software and Raster Pen Starter Kit from Accent Signage Systems.
- Rhinestone motif template creation using optional R-WearStudio software which retails for $499.00
- 3D reliefs using bundled 3D Engrave software

Q: Does the EGX-360 require a dedicated water line?

A: The EGX-360 does not require a dedicated water line. The EGX-360 comes with an environmentally friendly recirculating water system that uses plain water that can be safely removed when engraving is done.

Q: Does the EGX-360 have a safety cover?

A: Unlike other gift engravers on the market, the EGX-360 is the only gift engraver with a fully integrated and enclosed safety cover.

Q: What is the work size of the EGX-360?

A: The EGX-360 has a table size of 12" x 9" with a Z travel of 1.57". When using the rotary axis you can load up to an 18" wide item with an 8" diameter. The EGX-360 vise can also tilt +/- 10 degrees to the left and right.

Q: What software comes with the EGX-360?

A: The EGX-360 comes with Roland Dr. Engrave, 3D Engrave, Virtual Modela and EngraveStudio. The software is compatible with Windows® Vista/XP/2000.

Q: Will Roland R-WearStudio support the EGX-360?

A: The EGX-360 will be supported by Roland R-WearStudio software. R-WearStudio allows you to produce custom rhinestone motif templates for use in the gift and garment applications.

Q: How easy is setting up materials for engraving?

A: The EGX-360 incorporates a laser pointer that makes setup a breeze. Once the laser pointer is used to set the reference points for the engraveable area, the data can be read back to the software automatically (when connected via USB). This will ensure that engraving is performed in the specified area.

Q: What type of connectivity does the EGX-360 have?

A: The EGX-360 comes with a USB and Serial port.

Q: Is the ring attachment included with the machine?

A: The ring attachment is an optional accessory. There are 3 components that make up the ring attachment:
- Ring Chuck, part # ZRC-36 ($1199.99)
- Inside Ring Tool Holder, part# ZTH-36 ($129.99)
- Inside Ring Diamond Drag Cutter, part# ZDC-N8000 (159.99)

There is also a kit part number of RINGKIT-EGX360 with a cost of $1399.99 which offers a savings of over $100 compared to purchasing the items individually.

Q: What tools are required to engrave glass and crystal?

A: The optional burnishing adapter and rotating diamond cutter are required for cutting glass and crystal. The cost of the burnishing attachment is $79.99 (part# BT-BA1M) and the rotating diamond cutter cost is $79.99 (part# C2-125-RDC).