

Kodak
Service & Support



Kodak Care Kits for Kodak Ngenuity Series Scanners

Protect your investment, help ensure your productivity

Your new **Kodak Ngenuity** Series Scanner is built to deliver real-world productivity advantages and allows you to benefit from Kodak's capture platform — scanner, software, service and support. Now you can proactively extend your initial warranty, protect your investment and help ensure ongoing productivity with a **Kodak** Care Kit from **Kodak** Service & Support.

You can upgrade your warranty to provide on-site service for 1, 2 or 3 years now, protecting your budget from price increases and surprise repair bills. Obtaining a Care Kit helps ensure continuous, world-class service from Kodak. When you're covered, you can call at the first hint of trouble instead of waiting for a full-blown problem to shut down your scanning operation. Plus, your operators can call for help without having to get approval or requesting a purchase order. Care Kits are service agreements delivering comprehensive options for greater peace of mind for information-dependent businesses.

Select the coverage you need in a Care Kit

You can select the length of coverage and response time needed for your **Kodak Ngenuity** Series Scanner to enhance, extend or upgrade your warranty. Note: These Care Kits can also be purchased for **Ngenuity** Scanners sold under the **Böwe Bell + Howell** name.

Service includes:

- > Situation update within one hour of your initial call
- > Fast problem assessment and scheduling of a visit by a Field Engineer
- > Four hour on-site response times within a 100-mile radius of specified cities
- > All labor, repair parts and travel included
- > Unlimited service calls
- > Priority response time, plus an automated escalation process when necessary
- > Help desk expertise, offering over-the-phone or online resolution for many hardware and software issues
- > Full inspection and cleaning of equipment to spot and troubleshoot potential problems before they develop



**See back for Care Kit options for your
Ngenuity Series Scanner**



Kodak Service & Support delivers more

- > Over 1,100 badged, highly trained, certified professional Field Engineers — no subcontractors
- > Strategically located parts depots across the U.S and Canada to ensure timely access for repairs
- > One call does it all, from installation to break/fix and beyond
- > Valuable support services, including installation, training, relocation, data conversion and others
- > Award-winning, customer approved service with 98% of customer responding rating us as good/very good/excellent*

Kodak Service & Support Care Kit options for Kodak Ngenuity Series Scanners**

CAT No.	Service Type	Description
Kodak Ngenuity 9090DB		
842 5563	Kodak Care Kit 1-Year Extended Warranty	Provides 1-year on-site service, 4HR Response, 1 Periodic Maintenance
100 0181	Kodak Care Kit 2-Year Extended Warranty	Provides 2-years on-site service, 4HR Response, 1 Periodic Maintenance
818 3261	Kodak Care Kit 3-Year Extended Warranty	Provides 3-years on-site service, 4HR Response, 1 Periodic Maintenance
103 5831	Kodak Care Kit 1-Year Post Warranty	Post warranty for the 9090DB for 1-year on-site, 4HR, 1 Periodic Maintenance
Kodak Ngenuity 9090DC		
120 4957	Kodak Care Kit 1-Year Extended Warranty	Provides 1-year on-site service, 4HR Response, 1 Periodic Maintenance
859 5555	Kodak Care Kit 2-Year Extended Warranty	Provides 2-years on-site service, 4HR Response, 1 Periodic Maintenance
882 0052	Kodak Care Kit 3-Year Extended Warranty	Provides 3-years on-site service, 4HR Response, 1 Periodic Maintenance
882 0854	Kodak Care Kit 1-Year Post Warranty	Post warranty for the 9090DC for 1-year on-site, 4HR, 1 Periodic Maintenance
Kodak Ngenuity 9125DC		
106 0466	Kodak Care Kit 1-Year Extended Warranty	Provides 1-year on-site service, 4HR Response, 1 Periodic Maintenance
856 2886	Kodak Care Kit 2-Year Extended Warranty	Provides 2-years on-site service, 4HR Response, 1 Periodic Maintenance
108 3146	Kodak Care Kit 3-Year Extended Warranty	Provides 3-years on-site service, 4HR Response, 1 Periodic Maintenance
167 6964	Kodak Care Kit 1-Year Post Warranty	Post warranty for the 9125DC for 1-year on-site, 4HR, 1 Periodic Maintenance
Kodak Ngenuity 9150DC		
835 3534	Kodak Care Kit 1-Year Extended Warranty	Provides 1-year on-site service, 4HR Response, 1 Periodic Maintenance
873 5979	Kodak Care Kit 2-Year Extended Warranty	Provides 2-years on-site service, 4HR Response, 1 Periodic Maintenance
126 5321	Kodak Care Kit 3-Year Extended Warranty	Provides 3-years on-site service, 4HR Response, 1 Periodic Maintenance
183 1247	Kodak Care Kit 1-Year Post Warranty	Post warranty for the 9150DC for 1-year on-site, 4HR, 1 Periodic Maintenance

* Customer satisfaction surveys conducted by Kodak. Data on file.

** **Ngenuity** Series Scanners come with an initial 90-day on site, 4 hour response service warranty.

Kodak's Periodic Maintenance service includes cleaning the equipment, checking for proper operation, making adjustments if needed, verifying optimum image quality, and replacing parts that show significant wear.

Now's the time to call

Find out more about **Kodak** Care Kits and all their beneficial options today. Maximize your uptime, productivity and image quality while you protect your investment and control costs. Visit www.kodak.com/go/service or phone **1.800.944.6171** (U.S.) or **1.800.465.6325** (Canada).

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It's time for you **AND** Kodak