



## Service and Support

### Full Service Plan



- ▶ Full on site support
- ▶ You'll receive next business day response for any necessary on site support
- ▶ Preventive maintenance
- ▶ Replacement parts coverage
- ▶ Maintenance supplies
- ▶ Telephone coverage: 13 hours a day, 5 days a week
- ▶ eCentral Web support

If your business success and that of your customers relies on maintaining high quality production day after day, then our Full Service Plan was designed for you. This comprehensive support plan gives you complete coverage for all your needs and is backed by the unrivalled expertise of Kodak's extensive service team. Your calls are given priority response to ensure prompt resolution and maximize uptime.

First, a team of skilled service engineers is available in our Technical Response Center (TRC) in North America to assist you, whatever the issue. On average, they resolve over 50% of all CTP hardware problems, eliminating the need for an on site visit. We aim to get you running as soon as possible. If a site visit is necessary, all costs are covered during business day hours,

including travel. You'll receive next business day response for any necessary on site support.

The Full Service Plan entitles you to complete software upgrades, including full versions of new releases, enabling you to benefit from Kodak's ongoing development on a continual basis.

The Full Service Plan also provides you with complete parts coverage for whatever is needed. In addition, this contract also covers maintenance supplies or items likely to wear out through usage. Regular preventive maintenance will be performed in accordance with manufacturing guidelines, so that you will continue to receive optimum performance from your system.

Description of Services	Service Plans from Kodak				
	Full	Remote Plus Parts	Remote	Parts	Pay As You Go
Preventive Maintenance (PM)*	●				
Maintenance Supplies *	●				
Software Upgrades	●				
On Site Support Labor (8am-5pm M-F local time)	●	Preferred Pricing	Preferred Pricing	Preferred Pricing	
Travel Expenses	●				
Remote Support (8am-9pm M-F local time) **	●	●	●		
eCentral Online Support (24 hour access)	●	●	●	●	●
Replacement Parts	●	●		●	
Field Change Orders (FCO)	●	Parts only		Parts only	
On Site Response Time	Next business day	Next business day	Next business day	Next business day	Based on availability
Remote Response Time	1 hour	1 hour	1 hour	1 hour	4 hours

\* Not including plate line equipment

\*\* Coverage for plate line equipment and Kodak Approval Digital Color Imaging Systems is 8am-5pm local time

You receive unlimited access both to our remote support teams and to eCentral, Kodak's Internet support portal. eCentral gives you access to the expertise, support, and management tools that keep you and your staff productive, with the ability to place service calls 24 x 7 x 365. eCentral also offers software updates and patches. Our aim is to make it easy for you to keep pace with change.

In addition to standard 8 am to 9 pm weekday remote support, 24 x 7 remote coverage is available as an option. Kodak's response center is staffed 24 x 7 by technical experts to fully support your round-the-clock production needs.

All replacement parts are genuine Kodak parts shipped next day from warehouses across North America. Kodak maintains special thermal head warehouses close to key business centers.

**Kodak** Service and Support was awarded top honors for Service Delivery at the 2008 WBR Field Service Conference. Kodak's team includes more than 3,000 professionals in 120 countries, who are fully qualified to help customers control costs, maximize productivity and minimize business risk.

## Program Features

### Investment protection

- Required preventive maintenance
- Remedial maintenance
- Maintenance supplies

### Parts and labor

- All replacement parts
- All labor during on site hours of coverage
- All travel expenses for the Kodak Service Engineer

### Uptime features

- Diagnostic phone support from the Technical Response Center
- Remote resolution of technical problems
- Next business day on site response

### Online support

eCentral - [ecentral.graphics.kodak.com](http://ecentral.graphics.kodak.com)

- Place Service calls online 24 x 7 x 365
- Knowledgebase for troubleshooting technical issues
- Web-based training modules
- Reports and management tools
- Information sharing, proactive email notifications and forums

## Features - Options

- Start Up Assistance (SUA)
- Advanced customer training
- Uplift to 24 x 7 remote coverage
- Spare Parts Uptime kit

## Hours of coverage

### Remote support

- 8 am to 9 pm local time (Monday to Friday, excluding holidays)

### On site support

- 8 am to 5 pm local time (Monday to Friday, excluding holidays)

#### To learn more about solutions from Kodak:

Visit [graphics.kodak.com](http://graphics.kodak.com)  
Or in North America, call +1-866-563-2533

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The Kodak logo is displayed in its signature red font. To the right of the logo, a yellow graphic element consisting of two lines forming a large right-pointing arrow shape is visible.

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