



Kodak Service & Support for Canon Scanners

The advantages of Kodak Service & Support over manufacturer-provided service really add up!

One-call-does-it-all service

- > One proven provider, one number to call
- > Extensive experience with Original Equipment Manufacturer (OEM) scanners (over 40% of our contracts!)
- > *Does your service provider support scanners from multiple manufacturers?*

Comprehensive geographic coverage

- > 1,100 experienced, highly trained, badged Field Engineers (FEs)
- > Service coverage in 95 cities with the majority supporting 24/7 (with four-hour response)
- > *Does your service provider have comparable coverage?*

Kodak-certified, badged FEs—no subcontractors

- > Kodak employees dedicated to serving and servicing customers' equipment
- > *Does your service provider use subcontractors who, in turn, subcontract to regional service providers?*

Local management that stays on top of every situation

- > Each FE's service duties are monitored by their local District Service Manager (DSM), who in turn reports to one of eight field-based Zone Managers to ensure consistently outstanding performance and timely escalation of service when necessary
- > Within five minutes of service notification, Kodak can tell customers who their FE and DSM will be
- > One primary FE that your customers know and trust
- > *Does your service provider have a consistent field technician assigned to your business who knows you and your systems from call-to-call?*

Clearly defined escalation process

- > Incorporating various levels of technical expertise and management within Kodak
- > Additional resources via our Channel Service Sales Managers (CSSMs)
- > *Does your service provider have a simple escalation process?*

Extensive, ongoing training and commercialization

- > Multi-Vendor Service (MVS) commercialization process
- > On-site and Computer Based Training (CBT)
- > Dedicated Level 2 tech support and Level 3 engineering
- > *Does your service provider/technician have required training and technical certification for the products they are servicing?*

Proven customer success

- > 80+ years of customer-acclaimed award winning performance
- > 98% of customers rate Kodak in the top 3 boxes as "excellent/very good/good"*
- > 87% first time fix rate
- > *Does your service provider survey their customers as to their satisfaction and share their results?*

Flexible, affordable options from Care Kits to Support Services

- > Maintenance agreements can include on-site service or Advanced Unit Replacement (AUR)
- > Service can be customized to meet production needs and include preventive maintenance
- > Benefits: convenience, cost control, maximized uptime, reduced loss of productivity
- > *Does your service provider offer you lower costs, a single point-of-contact and flexible options for your service needs?*

Kodak Service & Support for popular Canon Scanner models

CAT #	Full Description of Kodak Care Kits
Canon 3020, 5010, 6080	
155 7842	Uplifts the warranty to 1 year, onsite, Next Business Day response, 1 Periodic Maintenance
830 9551	Uplifts the warranty to 1 year, onsite, 4 Hour response, 1 Periodic Maintenance
815 7190	Post warranty for 1 year, onsite, Next Business Day response, 1 Periodic Maintenance
851 6064	Post warranty for 1 year, onsite, 4 Hour response, 1 Periodic Maintenance
Canon 5080	
894 7681	Post warranty for 1 year, onsite, Next Business Day response, 1 Periodic Maintenance
169 7333	Post warranty for 1 year, onsite, 4 Hour response, 1 Periodic Maintenance
Canon DR-X10C	
182 1024	Uplifts the warranty to 1 year, onsite, Next Business Day response, 1 Periodic Maintenance
809 9442	Uplifts the warranty to 1 year, onsite, 4 Hour response, 1 Periodic Maintenance
848 1111	Post warranty for 1 year, onsite, Next Business Day response, 1 Periodic Maintenance
146 5590	Post warranty for 1 year, onsite, 4 Hour response, 1 Periodic Maintenance
Canon DR-7080, DR-7580, DR-9080, DR-4580	
140 3872	Uplifts the warranty to 1 year, onsite, Next Business Day response, 1 Periodic Maintenance
873 7983	Uplifts the warranty to 1 year, onsite, 4 Hour response, 1 Periodic Maintenance
163 4286	Post warranty for 1 year, onsite, Next Business Day response, 1 Periodic Maintenance
167 9828	Post warranty for 1 year, onsite, 4 Hour response, 1 Periodic Maintenance
Canon 6010, 6050, 7550	
103 2176	1 Year Warranty, onsite, Next Business Day Response, 1 Periodic Maintenance
121 4238	Post warranty for 1 year, onsite, Next Business Day response, 1 Periodic Maintenance
121 4790	Extended warranty for 3 years, onsite, Next Business Day Response, 3 Periodic Maintenances

Warranty Uplifts or Extended Warranties

One-year contracts offering enhanced or extended service beyond the manufacturer's warranty.

Post Warranty

Contracts that begin after the manufacturer's warranty or warranty uplift /extended warranty/post warranty expires.

Advanced Unit Replacement (AUR)

Delivery of a replacement scanner the next business day, shipped at no charge.

Maintenance Agreements are available on these and older scanner models. Ask for information about specific models if not listed as a Care Kit.

Add up *your* advantages

Compare the details and pricing of **Kodak** Service & Support for your scanner model to the plan offered by the OEM. You'll see even more advantages from Kodak, including —

- Preventative maintenance service that cleans, checks, and adjusts equipment in a proactive manner to help stop issues from becoming problems
- Co-terminus contracts without added charges
- Protection against downtime, lost productivity and budget-breaking surprises
- Extended product life and protection

To learn more:

Call 1.800.944.6171 today
Or visit www.kodak.com/go/service

Printed using **Kodak** Technologies.

Eastman Kodak Company
343 State Street
Rochester, NY 14650 USA
1.800.944.6171

Kodak Canada, Inc.
Toronto, Ontario
M9R 0A1
1.800.465.6325



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