



## Kodak Service & Support for **Fujitsu** 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 Fujitsu Scanner models

CAT #	Full Description of <b>Kodak Care Kit</b>
<b>Fujitsu fi-4340, fi-5530</b>	
153 6408	Uplifts the warranty to 1-year, onsite, Next Business Day response, 1 Periodic Maintenance
156 7510	Uplifts the warranty to 1-year, onsite, 4 Hour response, 1 Periodic Maintenance
177 6376	Post warranty for 1-year, onsite, Next Business Day response, 1 Periodic Maintenance
838 6443	Post warranty for 1-year, onsite, 4 Hour response, 1 Periodic Maintenance
841 8337	Uplifts the warranty to 1-year, onsite, Next Business Day response, 1 Periodic Maintenance, Consumable Care Kit
847 6251	Uplifts the warranty to 1-year, onsite, 4 Hour response, 1 Periodic Maintenance, Consumable Care Kit
888 0130	Post warranty for 1-year, onsite, Next Business Day response, 1 Periodic Maintenance, Consumable Care Kit
191 3276	Post warranty for 1-year, onsite, 4 Hour response, 1 Periodic Maintenance, Consumable Care Kit
<b>Fujitsu fi-4860, fi-5900</b>	
801 6248	Uplifts the warranty to 1-year, onsite, Next Business Day response, 1 Periodic Maintenance
831 1391	Uplifts the warranty to 1-year, onsite, 4 Hour response, 1 Periodic Maintenance
107 3725	Post warranty for 1-year, onsite, Next Business Day response, 1 Periodic Maintenance
111 3604	Post warranty for 1-year, onsite, 4 Hour response, 1 Periodic Maintenance
186 0543	Uplifts warranty to 1-year, onsite, Next Business Day response, 2 Periodic Maintenances, Consumable Care Kit
853 6955	Uplifts warranty to 1-year, onsite, 4 Hour response, 2 Periodic Maintenances, Consumable Care Kit
862 9438	Post warranty for 1-year, onsite, Next Business Day response, 2 Periodic Maintenances, Consumable Care Kit
840 0368	Post warranty for 1-year, onsite, 4 Hour response, 2 Periodic Maintenances, Consumable Care Kit
<b>Fujitsu fi-5650, fi-5750, fi-6670, fi-6770</b>	
816 5771	Uplifts the warranty to 1-year, onsite, Next Business Day response, 1 Periodic Maintenance
859 5225	Uplifts the warranty to 1-year, onsite, 4 Hour response, 1 Periodic Maintenance
173 1611	Post warranty for 1-year, onsite, Next Business Day response, 1 Periodic Maintenance
817 5465	Post warranty for 1-year, onsite, 4 Hour response, 1 Periodic Maintenance
857 8254	Uplifts the warranty to 1-year, onsite, Next Business Day response, 2 Periodic Maintenances, Consumable Care Kit
128 2847	Uplifts the warranty to 1-year, onsite, 4 Hour response, 2 Periodic Maintenances, Consumable Care Kit
828 5132	Post warranty for 1-year onsite, Next Business Day response, 2 Periodic Maintenances, Consumable Care Kit
840 8619	Post warranty for 1-year onsite, 4 Hour response, 2 Periodic Maintenances, Consumable Care Kit
<b>Fujitsu fi-5120, fi-5220, fi-6230, fi-6240</b>	
182 5629	Advanced Unit Replacement (AUR), 2-year Care Kit
<b>Fujitsu fi-6130, fi-6140, fi-6010N</b>	
835 4383	Advanced Unit Replacement (AUR), 2-year Care Kit

**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](http://www.kodak.com/go/service)

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