

Kodak
Service & Support



Kodak PerformancePlus Contract

For Kodak i1400 Series • i4000 Series • i600 Series • i700 Series • Ngenuity Series Scanners

The PerformancePlus service contract is designed to meet your specific business needs. It helps protect your productivity, avoids unexpected charges and, keeps your scanner performing optimally while protecting your business processes.

Kodak Service & Support is efficient, professional, and fast. We service your scanner at your location and give you priority response time, arriving on-site within eight working hours often sooner.

And, not only are labour and parts covered at no charge, but a usual amount of scanner consumables are also covered! In the unlikely event that the scanner cannot be repaired Kodak will replace it with a brand new scanner free of charge. If you have not required service during your 3 years of coverage, PerformancePlus provides you with an additional year of Kodak's award winning standard service at no extra charge.

You can purchase PerformancePlus at the same time you purchase your scanner or during the first two months of the warranty. It is offered in selected markets through authorised partners in European countries with a Kodak Service & Support organisation.

PerformancePlus provides you with:

- **3 years on-site manufacturer's service and support**
- **Parts & labour total coverage**
- **Scanner consumables are included (see conditions)**
- **A Kodak engineer will visit the site within 8 hours**
- **If the scanner cannot be fixed, it will be replaced with a brand new scanner at no charge**
- **Free 4th year service coverage if there have been no service calls in first three years**

Only with a **Kodak PerformancePlus** contract will you get the service and support you need to keep your equipment running at peak performance while avoiding unexpected additional charges.

Can you afford not to cover your equipment with a **Kodak PerformancePlus** service contract?



Kodak PerformancePlus Contract

The industry benchmark for service. Today's competitive business environment demands maximum productivity and efficiency. Equipment downtime can keep you from achieving business objectives and have a direct impact on your bottom line. With **Kodak Service & Support** you have the protection of a global team of more than 3,300 employees dedicated to the quality service you need to keep your equipment and business running at peak performance.

Kodak PerformancePlus service summary								
Kodak Document Scanners	i1405	i1420	i1440	i4200 / i4600	i610 / i620	i640 / i660	9090DB/DC	9125DC
					i730	i750 / i780		9150DC
On-site manufacturer's service & support parts & labour included	3 years	3 years	3 years	3 years	3 years	3 years	3 years	3 years
Response time (engineer to arrive within 8 working hours 9am - 5pm, Mon - Fri except local bank holidays)	8 hours	8 hours	8 hours	8 hours	8 hours	8 hours	8 hours	8 hours
Included Scanner Consumables Kits¹	1 small Feeder Consumables Kit	1 large Feeder Consumables Kit	1 small & 1 large Feeder Consumables Kits	1 extra-large Feeder Consumables Kit	2 small & 1 large Feeder Consumables Kits	2 large Feeder Consumables Kits	1 small, 1 medium & 1 large Feeder Consumables Kits	1 medium & 2 large Feeder Consumables Kits
Consumables Kit Part No.	1x SP 1241066	1x SP 8215808	1x SP 1241066 1x SP 8215808	1x SP 8387938	2x SP 1084755 1x SP 8426157	2x SP 8426157	1x CNS 1100 1x CNS 1101 1x CNS 1102	1x CNS 1101 2x CNS 1102
Single kit has the potential to scan up to... documents	500,000	2,500,000	500,000 2,500,000	8,750,000	1,750,000 8,750,000	8,750,000	7,200,000 3,600,000 1,200,000	7,200,000 3,600,000
Documents in total	500,000	2,500,000	3,000,000	8,750,000	12,250,000	17,500,000	12,000,000	18,000,000
Free 4th year standard service coverage, if no service visit in first three years	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New replacement unit² if scanner cannot be repaired within ... (working days)	... 2 days	... 2 days	... 2 days	... 3 days	... 3 days	... 3 days	... 3 days	... 3 days

¹ Document printer consumables are not included and have to be ordered separately. Consumables Part Numbers and quantities may vary over time and have to be ordered at your local **Kodak Service Centre**.

² In the event of a new replacement scanner being supplied, the warranty will expire after 3 years from the date of purchase of the original replaced scanner. A replacement scanner will not have any additional warranty beyond that of the original supplied scanner. There may be geographical limitations to the availability of PerformancePlus.

For more details about the Kodak service offerings please contact your Reseller of Kodak products or your local Kodak Service & Support representative.

Country	Telephone Number	E-mail address
Austria	(+43) 01 97 00 13 83	de-di-dach-service@kodak.com
Belgium, Luxembourg	(+32) 02 352 2806	be-gcss-dispatch@kodak.com
Denmark	(+45) 7026 0606	dk-gcg-service@kodak.com
Eastern Europe, Africa, Near and Middle East	(+36) 01 454 3031	eemea-di@kodak.com
Finland	(+358) 0800 30399	fi-gcg-service@kodak.com
France	(+33) 01 40 01 43 43	savdi@kodak.com
Germany	(+49) 0711 406 5505	de-di-dach-service@kodak.com
Italy	(+39) 02 6602 8338	it-di-service@kodak.com
Netherlands	(+31) 0206 545579	be-gcss-dispatch@kodak.com
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For more information visit: www.kodak.com/go/service

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