

Kodak Scanner Hotline Support

For Kodak Scanners: Scan Station 100, Scan Station 100 PLUS, Scan Station 500, i30, i40, ScanMate i1120, i55, i65, i1200, i1300

Quick, easy and efficient.

The Kodak Scanner Hotline is established in many European countries. Customers in these countries will be provided with a dedicated national rate telephone number. End users in other countries can access an international telephone number of their preference.

- First-level support through dedicated product specialists
- Problem diagnosis
- Advisory help for hardware installation or driver issues
- Initiate the despatch of an Advanced Unit Replacement or an on-site visit if appropriate. (Depending on scanner model)

The 'Worry-Free' Scanner Hotline

The Scanner Hotline Support for Kodak Scan Station 100, Scan Station 100 PLUS, Scan Station 500, i30, i40, ScanMate i1120, i55, i65, i1200 and i1300 Series Scanners is the latest innovation for Kodak customers.

Customers can now contact specially trained product specialists to rapidly resolve any technical, installation or driver issues.

For i30, i40, i1120, i1200, i1300 series scanners the hotline will also handle the advanced replacement if necessary, and initiate the shipment of a replacement unit.

For Scan Station 100, Scan Station 100 PLUS, Scan Station 500, i55 and i65 scanners the hotline will initiate the dispatch of a service field engineer.

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.



Scanner Hotline Support & Service Enhancements

Scanner Hotline Services

- Support from Monday to Friday, 0900-1700hrs (CET and GMT)
- Many languages supported
- National rate telephone numbers (in most countries)
- End users in other countries have the possibility to call the telephone number of their preferred language
- Perform first-level diagnosis and fix the problem if possible
- Dispatch of a limited number of specific parts. For broken or missing parts such as feeder, trays, CD, or USB cables
- All shipping costs are covered by the warranty and the warranty enhancement
- Provide information to the end user on how he can purchase a warranty enhancement
- **For i30/i40, i1120 and i1200/i1300 series scanners:** Initiate the dispatch of an unit replacement if appropriate; Next business day unit replacement if service call is placed before 4.45pm CET or 3.45pm in UK or Portugal
- **For Scan Station 100, Scan Station 100 PLUS, Scan Station 500 and i55/i65 scanners:** Initiate the dispatch of a Kodak field engineer if appropriate; Next business day on-site visit if service call is placed before 4.45pm CET or 3.45pm in UK or Portugal

Kodak Scanner	Warranty	Warranty Enhancement
Scan Station 100 Scan Station 100 PLUS Scan Station 500	12 months on-site 4 business day response	36 months on-site next-business day response parts, labour and travel included
i30 / i40	12 months Advanced Unit Replacement (AUR) in 4 business days	24 or 36 months Advanced Unit Replacement (AUR) next business day replacement
ScanMate i1120 / i1200 / i1300	36 months Advanced Unit Replacement (AUR) next business day replacement	36 months on-site next business day response parts, labour and travel included
i55 / i65	12 months on-site 2 business days response minimum	36 months on-site PerformancePlus 8 hours response time parts, labour and travel included

Kodak Scanner Hotline Support

Country	Telephone Number	Supported languages
Austria	+49 (0) 69 5007 1886	German
Belgium, Luxembourg Netherlands	+33 (0) 1 71 23 02 46 +44 (0) 870 240 5263	French Dutch, English
Czech Republic	+44 (0) 870 240 5263	English
Denmark, Finland, Sweden, Norway	+46 (0) 858 769 412	Swedish, Danish, English
France	+33 (0) 1 71 23 02 46	French
Germany	+49 (0) 69 5007 1886	German
Greece	+44 (0) 870 240 5263	English
Hungary	+44 (0) 870 240 5263	English
Italy	+39 0 269 682 861	Italian
Poland	+44 (0) 870 240 5263	English
Portugal, Spain	+34 (0) 914 534 305	Portuguese, Spanish
Slovakia	+44 (0) 870 240 5263	English
Slovenia	+44 (0) 870 240 5263	English
Switzerland	+49 (0) 69 5007 1886 +33 (0) 1 71 23 02 46 +44 (0) 870 240 5263	German French English, Italian
United Kingdom, Ireland	+44 (0) 870 240 5264	English
International	+44 (0) 870 240 5263	Danish, Dutch, English, French, German, Italian, Spanish, Swedish, Portuguese
E-mail Support	scanner@support.kodak.com	
Fax enquiries	+44 (0) 870 242 3458	

The list of all Hotline Support telephone numbers is also available at www.kodak.com/go/scannerhotline.

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

Kodak Service & Support

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
Norway	(+47) 66 81 60 13	norway-gcg-service@kodak.com
Portugal	(+351) 21 316 4180	pt-gcg-kodakservice@kodak.com
Spain	(+34) 902 19 03 98	es-gcg-kodakservice@kodak.com
Sweden	(+46) 2007 73535	se-gcg-service@kodak.com
Switzerland	(+41) 021 631 0235	de-di-dach-service@kodak.com
United Kingdom, Ireland	(+44) 870 850 8800	DI-GB@kodak.com

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CAT NO. E-DI.015.0209.en.01

