

Kodak Service and Support for i1840 and i1860 Scanners



Extreme performance and exceptional support

Optimize efficiency, quality, and productivity.

Kodak offers a wide variety of service options to help you get the most out of your i1840 and i1860 Scanner. You can extend your 90-day, on-site warranty with a **Kodak** Care Kit, and protect your budget from price increases and unplanned service bills for 1, 2, or 3 years. And obtaining a service plan while still under warranty helps ensure continuous, uninterrupted service coverage.

Include **Kodak** Care Kits for Installation and Training with your i1840 and i1860 Scanner purchase, and maximize productivity right from the start. Our pros will install your scanner quickly, and a certified, technical trainer will teach your operators how to get the most out of your scanner and reduce their learning

curve. Training is an excellent investment in your people, and the productivity gains can offset the cost of training.

For post-warranty coverage, we offer **Kodak** Maintenance Agreements to help maximize your equipment uptime, minimize your service costs, and maintain image quality throughout the life of your i1840 and i1860 Scanner.

Features to keep you going.

Our on-site coverage includes priority response (4 hours in most metropolitan areas), repair parts, phone support, and one Periodic Maintenance (PM) call per year. PMs are important because they help prevent downtime. We clean and adjust your i1840 and i1860 Scanner for optimal performance, and look for potential problems and remedy them before they cause you any inconvenience.

Industry-certified, customer acclaimed.

Award-winning **Kodak** Service & Support

is one of the largest, most experienced service organizations in the industry. Our industry-certified field engineers are committed to your satisfaction and give you one-on-one attention. No wonder customers have been giving us some of the highest customer satisfaction ratings for years.

We support you with over 3,000 people. Repair parts are there when you need them because we stock them locally and can ship same day if needed—and we're just one phone call away, 24 hours a day, 7 days a week, 365 days a year.

Kodak Care Kits are available to enhance, extend and renew your warranty protection with on-site service by Kodak. A **Kodak** Care Kit includes information on how to activate your coverage, how to call for service, and the terms and conditions of the service purchased.

On-Site Service Plans.

You can uplift your warranty so you have on-site coverage for the full first year. And, you can purchase coverage for a year or more beyond your warranty. On-site service includes:

- All travel, labor, and repair parts
- Unlimited number of service calls
- Modifications
- Preferred response—Our computerized dispatch system prioritizes calls and

assures we'll get to you quickly. A field engineer returns your call within an hour and, in metropolitan areas, should be there within 4 hours.

- Phone support—Our technical specialists can help you resolve many issues over the phone, and this often eliminates the need for further service.
- Total Service Call—We clean, inspect, and repair any potential problems that we suspect may cause you further downtime.

Additional support services.

We can provide installation and training service to help ensure your scanner will work properly from the start and that your operators know how to get the full benefit of your equipment investment.

Call your reseller of **Kodak** Document Imaging Products today, and ask how a Care Kit can help protect your bottom line!

Kodak Service & Support options for i1840 and i1860 Scanners

CAT No.	Service Type	Description
863 3877	Operator Training	Operator Training Care Kit
148 3825	i1840 Care Kit 1 Year Extended Warranty	Provides 1 year of on-site service from the date of scanner installation, including 1 Periodic Maintenance.
168 5684	i1840 Care Kit 2 Year Extended Warranty	Provides 2 years of on-site service from the date of scanner installation, including 1 Periodic Maintenance.
193 4322	i1840 Care Kit 3 Year Extended Warranty	Provides 3 years of on-site service from the date of scanner installation, including 1 Periodic Maintenance.
872 8651	i1840 Care Kit Post Warranty	Provides same-day, on-site service coverage after the warranty expiration or current coverage, plus 1 Periodic Maintenance
195 5327	i1860 Care Kit 1 Year Extended Warranty	Provides 1 year of on-site service from the date of scanner installation, including 1 Periodic Maintenance.
162 6373	i1860 Care Kit 2 Year Extended Warranty	Provides 2 years of on-site service from the date of scanner installation, including 1 Periodic Maintenance.
814 0469	i1860 Care Kit 3 Year Extended Warranty	Provides 3 years of on-site service from the date of scanner installation, including 1 Periodic Maintenance.
885 1065	i1860 Care Kit Post Warranty	Provides same-day, on-site service coverage after the warranty expiration or current coverage, plus 1 Periodic Maintenance



For more information:

Visit www.kodak.com/go/service

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