

Kodak

Service & Support
for Document Imaging Solutions

Performance Plus Offerings

The Performance Plus suite of contracts 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 for Document Imaging Solutions is efficient, professional, and fast. We service your scanner at your location and give you priority response time, arriving onsite within four or eight working hours. And, not only are labour and parts covered at no charge, a usual amount of scanner consumables are also covered!

The Performance Plus suite caters for all types of organisation and needs from occasional to heavy usage. It brings a new meaning to "Total Service Coverage".

In the extremely unlikely event that the scanner cannot be repaired we will replace it free of charge.

You can purchase Performance Plus at the same time you purchase your scanner or during the first two months of the warranty. It is offered in

countries where service is provided by us. Performance Plus is only available from authorised channels.

The Performance Plus suite provides you with options such as:

- **1 or 3 years on-site manufacturer's service**
- **Parts, labour and travel covered**
- **Priority 'Response' and 'Repair'**
- **Scanner consumables included (see conditions)**
- **Disaster Recovery services**
- **Firmware upgrades to ensure your scanners are working at optimum performance**
- **Asset fleet management tools**
- **Preventative maintenance visits**
- **Extended business hours**
- **Installation and operator training**
- **Replacement scanner at no charge should we not meet our commitments to you.**

If the above does not fit your needs, tell us and we will build a unique Service Level Agreement for you!

Only with our Performance Plus contract will you get the service and support you need to keep your equipment and business processes running at peak performance while avoiding unexpected additional charges. Can you afford not to cover your equipment with a Performance Plus service contract?

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 for Document Imaging Solutions you have the protection of a global team of employees, providing the quality service you need to keep your equipment and business running at peak performance.

Performance
Plus
SERVICE
CONTRACT

Performance Plus Offerings

Which type of Scanner user are you? >>	Lite users are those performing non mission-critical scanning where other scanners exist for use within the office space. Users want to avoid unexpected high service costs from equipment breakdowns and, are happy to purchase consumables as required. Annual manufacturer equipment service ensures scanners are working to optimal performance.	In addition to Lite level, Standard users have non mission critical scanning equipment where other scanners exist. Users want to avoid unexpected service and inflationary costs over the anticipated scanner life. Consumables costs are included and the business requires a replacement unit for prolonged issues.	In addition to Standard level, Advanced Users form part of business critical processes. Fast response to issues is required during extended working days. In the event of an issue or disaster within the environment effecting the scanner, the user needs to be up and running fast with the facility of a replacement loan scanner. Occasional operator training is required from the manufacturer.	Please contact us if you have requirements not covered by these levels.
	Lite	Standard	Advanced	User Defined
Response Time	8 Hour	8 Hour	4 Hour	As Required
Target Repair Time	+ 2 Day	+ 1 Day	+ 1 Day	As Required
Duration	1 Year	3 Year	3 Year	As Required
Coverage (excluding public holidays)	Mon - Fri 9am - 5pm	Mon - Fri 9am - 5pm	Mon - Fri 8am - 6pm	As Required
Consumables	No	Yes (2)	Yes (2)	As Required
Replacement Unit	No	Yes (1)	Yes (1)	Option
Preventative visits	1	1	up to 4 per year (3)	As Required
Scanner Hotline	Yes	Yes	Yes	Yes
Disaster Recovery	No	No	DR Lite*	DR Professional
Firmware updates	Yes	Yes	Yes	Yes
Asset Management Software	No	No	Yes	As Required
Installation and Training	No	No	Yes	As Required

*(DR Lite) A Disaster Recovery Lite unit is loaned for a maximum period of 2 weeks to a nominated recovery site location, following the complete loss of the main unit and its location, after which the unit can be rented from us or replaced from our channels - DR Lite can only be activated when both the environment and the scanner(s) have failed and are beyond timely and economical repair.

All Performance Plus Service plans are available to be renewed for the serviceable life of the equipment & include all Parts, Labour and Travel.

Firmware upgrades are performed (if required) during a Preventative Maintenance or Service visit

- (1) Replacement unit is provided on the basis of the main unit failing to the point of not being able to perform the functions required. A nearest compatible unit maybe supplied. Excludes KODAK i5800 Scanner as unit is large to ship.
- (2) Consumables are limited to "normal usage" on scanners operating for 40 hours max per week.
- (3) Preventative Maintenance (PM) visits vary by scanner type. Low Volume production scanners have minimum one PM per annum. Mid Volume production scanners up to three PM visits per annum and High Volume production scanners up to four PM visits per annum.



For more details about our service offerings please contact your Reseller of KODAK Document Imaging Solutions or your local KODAK Service & Support for Document Imaging Solutions representative at www.kodak.com/go/dicontact.



For more information visit: www.kodak.com/go/service