



Advanced Unit Replacement

## You're Covered.

With Advanced Unit Replacement coverage by Kodak Alaris Information Management, your equipment will be covered to help you maximize your productivity.

### Product Support

- Access to the highest levels of Support expertise. A Kodak Alaris representative will work with you remotely to attempt to quickly resolve your scanner issue.
- In the event the scanner issue cannot be remotely resolved, a replacement scanner will be shipped directly to your location.
- Maximize your productivity by receiving a replacement scanner as early as the Next Business Day.
- Access to Frequently Asked Questions and other helpful online information.

## Advance Unit Replacement (AUR) FAQs

**How do I purchase AUR coverage?** AUR coverage from Kodak Alaris can be purchased directly from Kodak Alaris or a Kodak Alaris partner. AUR Service plans may be available in single-year or multi-year lengths.

**Can I purchase AUR coverage for all scanners?** Advanced Unit Replacement coverage is available only on select scanners. Please contact Kodak Alaris or a Kodak Alaris Partner to determine the support plans available for each scanner model.

**How do I obtain AUR support?** Initiate support by contacting your local Kodak Alaris Support Center. Upon the creation of a support case, a Kodak Alaris representative will provide remote technical support to diagnose the customer issue. If a scanner replacement is needed, an AUR request will be submitted.

**How long will it take to ship a replacement scanner after an AUR request is submitted?** AUR requests are generally shipped the same day. Otherwise, the scanner will be shipped the following Business Day.

**Will I receive a new scanner?** Kodak Alaris owns and maintains a pool of replacement scanners that are either new or reconditioned. All scanners in the pool are thoroughly tested to Kodak Alaris specifications.

**Will I receive all of the scanner accessories when I receive the replacement scanner?** No. The replacement scanners are shipped without the power cords, power supplies, assorted cables, feed trays and exit trays. When you receive the replacement scanner, remove the aforementioned accessories from the malfunctioning scanner and install them onto the replacement scanner. The malfunctioning scanner should be returned via the same configuration as the replacement scanner that was received.

**Do I have to return the malfunctioning scanner?** Yes, the return of the malfunctioning scanner to Kodak Alaris is required. Return instructions, along with a return shipping label, will be provided in the replacement scanner container. Failure to return the malfunctioning scanner will result in an invoice being sent for the replacement value for the scanner.



**Are shipping costs included in the coverage?** Yes. An active AUR service plan covers the shipping to the customer location and the return shipping of the scanner. In the AUR shipping container, Kodak Alaris includes a return shipping label that you apply to the outside of the container after the malfunctioning scanner is packed into the container.

**Can I obtain AUR support if I don't have an active AUR Support Agreement?** No. An active AUR Support Agreement or active AUR Warranty Agreement is required to receive replacement scanners. For customers who do not have an active AUR agreement, Kodak Alaris does offer mail-in depot repair. Please contact Kodak Alaris, or a Kodak Alaris Partner for more details and depot repair pricing.

**Want to learn more?**  
[www.kodakalaris.com/go/contactservice](http://www.kodakalaris.com/go/contactservice)