



## SERVICE & SUPPORT i5000 Care Kit

# Kodak Care Kits Protection. Productivity. Peace of Mind.

### Assure Optimum Performance for Your Kodak i5000 Series Scanners

For your new and existing **Kodak** i5000 Series Scanners, nothing delivers protection, productivity, and peace of mind like a **Kodak** Care Kit.

- Ongoing service you need to protect your investment
- Expert care and knowledge to maintain productivity at peak levels
- Peace of mind, knowing that a world-class service organization is proactively looking after your best interests

**Kodak** Care Kits deliver all this and more -

- Personalized, customized plans for one, two, three or five years, with significant savings built-in
- Budget protection from surprise repair bills
- Protection from annual price increases with multi-year plans
- Trusted coverage that's always there for you - assuring you meet deadlines, avoid loss of productivity, and protect your reputation
- No need to request POs or permission to call for service
- Ability to request assistance at the first sign of an issue

### Coverage Customized to Your Exact Needs

Arrange precisely the coverage you require through our flexible Maintenance Agreements. Extend or uplift your warranty and benefit from a host of on-site advantages that offer great coverage, responsiveness and expertise. Get it all 24/7/365.

Coverage	Response
All parts and labor covered	Situation update within one hour of your initial call
Unlimited number of service calls	Fast problem assessment and scheduling of a Field Engineer visit
Help desk expertise, online or via phone, to resolve many hardware and software issues quickly	Four-hour response times within a 100-mile radius of select cities
Full inspection and cleaning of equipment to diagnose and prevent potential problems before they occur	Priority response times, plus automated escalation process when necessary

See back for Care Kit options for  
your Kodak i5000 Series Scanners

## Six Ways Kodak Service & Support Is Different and Better

### 1 Comprehensive coverage by Kodak Alaris-employed Field Engineers (FEs)

- No subcontractors; only expert, full-time service professionals
- Hundreds of smartly situated FEs nationwide

### 2 Greater knowledge for optimal service

- Kodak Alaris' FEs receive ongoing training on Kodak and OEM scanners
- They have access to key equipment information and software/firmware updates that others simply don't

### 3 Authentic parts from Kodak

- Many original replacement parts are available ONLY through Kodak Service & Support

### 4 ISO 9001:2008 certification

- Only Kodak Service & Support, among scanner service organizations, has met these stringent certification requirements

### 5 Defined escalation process + single-company accountability

- No finger pointing, because one company manages all service, escalations, and customer satisfaction

### 6 Local management, on top of every situation

- Deal with your primary FE, an expert you know and trust, and one who knows and understands your business

## Kodak Care Kit options for Kodak i5000 Series Scanners†

CAT No.	Service Type	Description
<b>Kodak i5200 Scanners</b>		
123 0473	<b>Kodak Care Kit 1-Year Extended Warranty</b>	Provides 1-year on-site service, 4-hour response; 1 PM* visit per year
160 0725	<b>Kodak Care Kit 2-Year Extended Warranty</b>	Provides 2-years on-site service, 4-hour response; 1 PM* visit per year
167 1528	<b>Kodak Care Kit 3-Year Extended Warranty</b>	Provides 3-years on-site service, 4-hour response; 1 PM* visit per year
167 2930	<b>Kodak Care Kit 5-Year Extended Warranty</b>	Provides 5-years on-site service, 4-hour response; 1 PM* visit per year
123 5050	<b>Kodak Care Kit 1-Year Post Warranty, 4-Hour Response</b>	Post warranty for 1-year on-site, 4-hour response; 1 PM* visit per year
108 2387	<b>Kodak Care Kit 2-Year Post Warranty, 4-Hour Response</b>	Post warranty for 2-years on-site, 4-hour response; 1 PM* visit per year
104 4148	<b>Kodak Care Kit 3-Year Post Warranty, 4-Hour Response</b>	Post warranty for 3-years on-site, 4-hour response; 1 PM* visit per year
<b>Kodak i5600 Scanners</b>		
177 4082	<b>Kodak Care Kit 1-Year Extended Warranty</b>	Provides 1-year on-site service, 4-hour response; 1 PM* visit per year
137 3489	<b>Kodak Care Kit 2-Year Extended Warranty</b>	Provides 2-years on-site service, 4-hour response; 1 PM* visit per year
179 0187	<b>Kodak Care Kit 3-Year Extended Warranty</b>	Provides 3-years on-site service, 4-hour response; 1 PM* visit per year
185 3738	<b>Kodak Care Kit 5-Year Extended Warranty</b>	Provides 5-years on-site service, 4-hour response; 1 PM* visit per year
148 9962	<b>Kodak Care Kit 1-Year Post Warranty, 4-Hour Response</b>	Post warranty for 1-year on-site, 4-hour response; 1 PM* visit per year
1532381	<b>Kodak Care Kit 2-Year Post Warranty, 4-Hour Response</b>	Post warranty for 2 years on-site, 4-hour response; 1 PM* visit per year
131 9375	<b>Kodak Care Kit 3-Year Post Warranty, 4-Hour Response</b>	Post warranty for 3 years on-site, 4-hour response; 1 PM* visit per year
<b>Kodak i5800 Scanners</b>		
156 8351	<b>Kodak Care Kit 1-Year Extended Warranty</b>	Provides 1-year on-site service, 4-hour response; 1 PM* visit per year
104 0468	<b>Kodak Care Kit 2-Year Extended Warranty</b>	Provides 2-years on-site service, 4-hour response; 1 PM* visit per year
142 7046	<b>Kodak Care Kit 3-Year Extended Warranty</b>	Provides 3-years on-site service, 4-hour response; 1 PM* visit per year
199 2130	<b>Kodak Care Kit 5-Year Extended Warranty</b>	Provides 5-years on-site service, 4-hour response; 1 PM* visit per year
165 7063	<b>Kodak Care Kit 1-Year Post Warranty, 4-Hour Response</b>	Post warranty for 1-year on-site, 4-hour response; 1 PM* visit per year
195 5749	<b>Kodak Care Kit 2-Year Post Warranty, 4-Hour Response</b>	Post warranty for 2 years on-site, 4-hour response; 1 PM* visit per year
103 1590	<b>Kodak Care Kit 3-Year Post Warranty, 4-Hour Response</b>	Post warranty for 3 years on-site, 4-hour response; 1 PM* visit per year
129 7373	PM Care Kit	Provides one additional preventive maintenance to your Care Kit coverage
190 0356	Professional Services - Installation and Training	Kodak Alaris provides scanner installation and employee training

† Every Kodak i5000 Series Scanner comes with a 90 day on-site warranty with NBD response.

\* PM = Preventative Maintenance

## One Call Gets Great Coverage:

Learn more about **Kodak Care Kits**, flexible options, customized coverage and more today. For ultimate protection, productivity and peace of mind for your **Kodak i5000 Series Scanners**, call 1-800-944-6171 or visit [www.kodakalaris.com/go/i5000service](http://www.kodakalaris.com/go/i5000service).

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