



## Kodak Service and Support for the i780 Scanner

### 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 i780 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.

Include **Kodak Care Kits** for Installation and Training with your i780 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 i780 Scanner.

#### Features that keep you on the fast track.

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 i780 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.

#### Kodak Care Kits

**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 i780 Scanners

CAT No.	Service Type	Description
190 0356	Install and Training	Install and Training Care Kit
192 7508	i780 Care Kit 1 Year Extended Warranty	Provides 1 year of on-site service from the date of scanner installation, including 1 Periodic Maintenance
864 7810	i780 Care Kit 2 Year Extended Warranty	Provides 2 years of on-site service from the date of scanner installation, including 1 Periodic Maintenance
164 9839	i780 Care Kit 3 Year Extended Warranty	Provides 3 years of on-site service from the date of scanner installation, including 1 Periodic Maintenance
802 8862	i780 Care Kit Post Warranty	Provides same-day, on-site service coverage after the warranty expiration or current coverage, plus 1 Periodic Maintenance



Service and Support

#### For more information:

Visit [www.kodak.com/go/service](http://www.kodak.com/go/service)

Eastman Kodak Company  
343 State Street  
Rochester, NY 14650 USA

Terms and conditions apply. Programs subject to change without notice.  
©Kodak is a trademark. Eastman Kodak Company, 2008.  
A-8063 Rev 6/08

