

KODAK INKJET PRINTING SOLUTIONS



SUPPORT PLAN NAME	ADVANCED		REMOTE	SHARED
PRODUCT GROUP	PROSPER 1000, 5000 & 6000; VERSAMARK 9"	PROSPER S-Series, VERSAMARK 1" and 4"	All Inkjet Products	All Inkjet Products
CONSUMABLE / PRINthead SELECTION	Click/printheads included	STD maintenance / printheads not included. Refer to Refurbishment Schedule.		
ONLINE SUPPORT (partnerplace.kodak.com)	Included	Included	Included	Included
TELEPHONE SUPPORT	Included	Included	Included	Included
Response Target	2 Hours	2 Hours	2 Hours	2 Hours
Principal Period of Maintenance (PPM)	24 hrs., (M-SUN, Includes holidays)	24 hrs., (M-SUN, Includes holidays)	24 hrs., (M-SUN, Includes holidays)	24 hrs., (M-SUN, Includes holidays)
ONSITE SUPPORT	Included	Included	PO required	PO required
Response Target	4 Hours for local service areas Next Business Day	4 Hours for local service areas Next Business Day	Next Business Day	Next Business Day
Principal Period of Maintenance (PPM)	9x5 (M-F, 8AM-5PM, Excludes holidays)	9x5 (M-F, 8AM-5PM, Excludes holidays)	9x5 (M-F, 8AM-5PM, Excludes holidays)	9x5 (M-F, 8AM-5PM, Excludes holidays)
Call Out Charge within PPM	Included	Included	List Price	List Price
Labor Charge within PPM	Included	Included	List Price	List Price
Call Out Charge outside PPM	List Price	List Price	List Price	List Price
Labor Charge outside PPM	List Price	List Price	List Price	List Price
FIELD CHANGE ORDERS	Included	Included	Mandatory*	Mandatory*
PREVENTIVE MAINTENANCE	Included	Included	NA	NA
EQUIPMENT REPAIR PARTS	Included	Included	NA	List price
SOFTWARE UPGRADES	Included	Included	List price	List price
SOFTWARE UPDATES AND PATCHES	Included	Included	Included	Included
OPTIONAL ONSITE SUPPORT COVERAGE	<ul style="list-style-type: none"> • 9x7 (M-SUN, 8AM-5PM, Excludes holidays) • 16x5 (M-F, 8AM-12AM, Excludes holidays) • 24x5 (M-F, 24 Hrs, Excludes holidays) • 24x7H (M-SUN, Includes holidays) 	<ul style="list-style-type: none"> • 9x7 (M-SUN, 8AM-5PM, Excludes holidays) • 16x5 (M-F, 8AM-12AM, Excludes holidays) • 24x5 (M-F, 24 Hrs, Excludes holidays) • 24x7H (M-SUN, Includes holidays) 		

Value of a Kodak Support Plan

- Maximum uptime
- Committed response time
- Operational efficiency
- Predictable expense
- Minimum cost exposure

NOTES: Additional contract terms apply. *Kodak mandatory Field Change Orders only.

To learn more about Support Plans from Kodak:

Visit kodak.com/go/kodakservices
Or in North America, call +1-866-563-2533

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