

KODAK NEXPRESS PRESSES and KODAK DIGIMASTER SOLUTIONS



SUPPORT PLAN NAME	ADVANCED	
PRODUCT GROUP	NEXPRESS PRESSES	DIGIMASTER SYSTEMS
PLAN TYPE	<ul style="list-style-type: none"> Meter (click plan) Instant rebate 	Meter (click plan)
ONLINE SUPPORT (partnerplace.kodak.com)	Included	Included
TELEPHONE SUPPORT	Included	Included
Response Target	1 hour	1 hour
Principal Period of Maintenance (PPM)	9x5 (M-F, 8AM-5PM, Excluding holidays)	9x5 (M-F, 8AM-5PM, Excluding holidays)
ONSITE SUPPORT	Included	Included
FIELD CHANGE ORDERS	Included	Included
PREVENTIVE MAINTENANCE	Included	Included
EQUIPMENT REPAIR PARTS	Included	Included
MAINTENANCE SUPPLIES/ CONSUMABLES	Varies by plan	Varies by plan
SOFTWARE UPGRADES*	Included	Included
SOFTWARE UPDATES AND PATCHES*	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) 16x7 (M-SUN, 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) 16x7 (M-SUN, 8AM-12AM, Excludes holidays) 24x5 (M-F, 24 Hrs, Excludes holidays) 24x7H (M-SUN, Includes holidays)

NOTES: Additional contract terms apply.
PPM is local time and excludes Kodak Holidays.
*Kodak applications only.

To learn more about Support Plans from Kodak:

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

Produced using Kodak Technology.

Eastman Kodak Company
343 State Street
Rochester, NY 14650 USA

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Value of a Kodak Support Plan

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



LEARN MORE AT
KODAK.COM/GO/KODAKSERVICES

