

MAXIMIZING THE FULL VALUE OF YOUR KODAK SOLUTION

KODAK Support Plans

The Kodak technologies you use each day are much more than just the products themselves. They are the fundamental infrastructure for your business success. To help you extract the maximum value from your equipment and software investments, you need the in-depth knowledge and extensive expertise of KODAK Service and Support. A KODAK Support Plan will help you:

- Maximize productivity
- Control costs
- Minimize business risk
- Maximize uptime and investment

Kodak provides several levels of support to meet the varying needs of all our customers. Our support options allow you to customize your plan to get the most comprehensive support for your needs.

Select the plan that has the features and entitlements that ensure a cost-effective uptime program for your production environment:

- KODAK Advanced Support Plan
- KODAK Plus Support Plan
- KODAK Remote Support Plan
- KODAK Parts Support Plan

Plan Ahead with Kodak

If you want to ensure that your operation runs smoothly, leaving you time to concentrate on improving performance, reducing costs and increasing profitability, then you need a KODAK Support Plan. With service professionals in 150 countries, the Kodak team can help you control costs, maximize productivity, and minimize business risks. More than 25,000 customers around the world rely on our expertise and resources every day. Discover the advantages you can realize with KODAK Service and Support.

KODAK Partner Place*

Kodak's online Service Support is accessible through KODAK Partner Place at www.partnerplace.kodak.com. You'll have online access 24 x 7. Whether you manage one site or one hundred sites, Kodak's online support saves you time, improves accuracy, increases uptime and is available anytime you need it. The service portal lets you:

- Submit support requests online
- Access Kodak's Knowledge Base 24 x 7
- Review service history
- Request changes to your Kodak-installed base of products
- View equipment by location
- View Support Plan entitlements

HOW TO ENROLL: Ask your Field Engineer to set you up; all you need is Internet access.

*Some features may only be available in the U.S. and Canada, or with specific support plans.



KODAK Support Plans

- Included in the support plan
- ¹ Not included for UWS server
- ² Included in UWS only

NOTE: Not all Support Plans are available for all products, so work with your Kodak representative to choose the the support plan that's right for you.

ADVANCED SUPPORT PLAN:

If you run a high-volume business that needs maximum uptime and optimum productivity with tight deadlines or technical requirements, you'll want our highest level of support. The Advanced Support Plan from Kodak offers the highest level of response time and cost coverage with scheduled maintenance and upgrades, parts and onsite visits, and maintenance supplies. Simply call or submit an incident online and we'll be there!

PLUS SUPPORT PLAN:

This plan provides parts, hardware and software upgrades, along with all the benefits of the Remote Support Plan, which includes unlimited phone support and access to Kodak's knowledge base. If you use Kodak's workflow solutions, it provides the peace of mind that comes from knowing your workflow system will always have the latest features and the support of Kodak technical experts to keep your systems up and running.

REMOTE SUPPORT PLAN:

This plan provides remote phone and technical support from Kodak and access to Kodak's online Knowledge base so you can troubleshoot and resolve situations without an onsite visit. Typically, 90% of workflow software product issues are resolved within a few hours making onsite dispatch unnecessary. Site visit labor and travel expenses are not covered by the Remote contract but if one is necessary, you receive preferred rates and next day response.

PARTS SUPPORT PLAN:

If you have computer-to-plate (CTP) equipment and you'd like to protect against major parts failure, then consider the Parts Support Plan. The Parts Support Plan provides you with replacement parts coverage for whatever is needed. This lets you budget for parts and anticipate costs, eliminating the risks of a high-production environment. Replacement parts must be installed by a Kodak Service Engineer.

Description of Entitlements	KODAK Advanced Support Plan	KODAK Plus Support Plan	KODAK Remote Support Plan	KODAK Parts Support Plan
Online Support to Knowledge Base (Kodak Partner Place)	●	●	●	●
Telephone Support	●	●	●	PO required
Onsite Support	●	PO required	PO required	PO required
Preventive Maintenance	●	PO required	PO required	PO required
Maintenance Supplies/ Consumables	Depends on equipment type and usage plan	List price	List price	List price
Equipment Repair Parts	●	● ¹	List price	●
Software Upgrades	●	● / List price ²	List price	List price
Software Updates and Patches	●	●	●	●
Optional Support Coverage	●	●	●	●
Product Groups	Inkjet Printing Solutions		Inkjet Printing Solutions	
	KODAK NEXPRESS Presses / KODAK DIGIMASTER Systems			
	Unified Workflow Solutions	Unified Workflow Solutions	Unified Workflow Solutions	
	Prepress Solutions	Prepress Solutions	Prepress Solutions	Prepress Solutions
	Packaging Solutions	Packaging Solutions	Packaging Solutions	Packaging Solutions

Warranty Service: A product warranty, where applicable, gives you the satisfaction of knowing that your new product is supported against defects. Besides the warranty service, you can also choose to uplift the response time by purchasing a service contract when you place your equipment order with Kodak.

Shared Support Plans: Available for Inkjet Printing Solutions and Prepress Solutions Newspaper Customers only. Please contact your Sales Representative for more details.

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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