KODAK Service & Support

We have you covered
Support your growth

The Kodak prepress technologies you use each day are much more than just boxes; they are the foundation of your business success. KODAK Service and Support can help you strengthen that foundation, and extract maximum value from your equipment and software investments:

• Maximize prepress productivity
• Control costs
• Minimize business risk
• Maximize uptime and investment

Kodak offers several levels of support to meet a wide variety of business objectives, and you can customize your plan to get the most comprehensive support for your needs. By selecting the plan with features and entitlements that are right for your specific production environment, you can ensure a cost-effective uptime program with significant bottom-line impact.

Plan ahead with Kodak

If you want to ensure that your operation runs smoothly and leaves you time to concentrate on running your business, then you need a KODAK Support Plan. With service professionals in 150 countries, more than 25,000 customers around the world rely on our expertise and resources every day.

PREPRESS SOLUTIONS

<table>
<thead>
<tr>
<th>Description of Entitlements</th>
<th>KODAK Advanced Support Plan</th>
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</thead>
<tbody>
<tr>
<td>Online Support to Knowledge Base (Kodak Partner Place)</td>
<td>●</td>
</tr>
<tr>
<td>Telephone Support</td>
<td>●</td>
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<tr>
<td>Onsite Support</td>
<td>●</td>
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<tr>
<td>Preventive Maintenance</td>
<td>●</td>
</tr>
<tr>
<td>Maintenance Supplies/Consumables</td>
<td>Depends on equipment type and usage plan</td>
</tr>
<tr>
<td>Equipment Repair Parts</td>
<td>●</td>
</tr>
<tr>
<td>Mobile CTP App</td>
<td>●</td>
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<tr>
<td>Software Updates and Patches</td>
<td>●</td>
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● Included in the support plan

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!

Kodak’s new Mobile CTP Application is now included in most service plans, providing convenient uptime and monitoring features for CTPs.
### PLUS SUPPORT PLAN:
This plan combines the benefits of the Parts and Remote plans to cover all parts on the machine, along with unlimited phone support and access to Kodak’s online Knowledge base.

### 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.

### 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. 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.

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

**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.

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Isn’t it time for you to experience the advantages of KODAK Service and Support?
Online support 24 x 7 x 365
www.partnerplace.kodak.com

Whether you manage one site or one hundred sites, Kodak’s online support portal can save you time, improve accuracy, and increase uptime for your equipment:

- Submit support requests online
- Access Kodak’s Knowledge Base
- Review service history
- Request changes to your base of Kodak-installed products
- View equipment by location
- View support plan entitlements

If you are not enrolled in Partner Place, go to www.partnerplace.kodak.com to register. It’s easy.

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

WWW.KODAK.COM/GO/KODAKSERVICES