

The Kodak logo is displayed in a bold, red, sans-serif font.

Service & Support  
for Document Imaging Solutions

# Kodak Alaris Scanner Hotline

**Quick, easy and efficient.**

The Kodak Alaris Scanner Hotline is established in many European countries. Customers in these countries will be provided with a dedicated national rate telephone number. End users in other countries can access an international telephone number of their preference.

- **First-level support through dedicated product specialists**
- **Problem diagnosis**
- **Advisory help for hardware installation or driver issues**
- **Initiate the dispatch of an Advance Unit Replacement if appropriate.**

**The 'Worry-Free' Scanner Hotline for:**

- Scan Station 700, 710
- PS50, PS80
- ScanMate i940, ScanMate i1150, ScanMate i1180
- i2400, i2600, i2800, i2900 Scanners
- Sceye Document Cameras

Customers can now contact specially trained product specialists to rapidly resolve any technical, installation or driver issues.

For all Scanners mentioned above the hotline will also handle the advance replacement if necessary, and initiate the shipment of a replacement unit.

**The industry benchmark for service**

Today's competitive business environment demands maximum productivity and efficiency. Equipment downtime can keep you from achieving business objectives and have a direct impact on your bottom line. With **Kodak** Service & Support for Document Imaging Solutions you have the protection of a global team dedicated to the quality service you need to keep your equipment and business running at peak performance.



# Scanner Hotline Support & Service Enhancements

## Scanner Hotline Services

- Support from Monday to Friday, 0900-1700hrs (CET and GMT)
- Many languages supported
- National rate telephone numbers (in most countries)
- Perform first-level diagnosis and fix the problem if possible
- Dispatch of a limited number of specific parts. For broken or missing parts such as feeder, trays, CD, or USB cables
- All shipping costs are covered by the warranty and the warranty enhancement
- Provide information to the end user on how he can purchase a warranty enhancement
- **For PS50, PS80, ScanMate i940, ScanMate i1150, ScanMate i1180, i2400, i2600, i2800 Scanners:** Initiate the dispatch of a Next Business Day unit replacement if service call is placed before 4.45pm CET or 3.45pm in UK or Portugal
- **For Scan Station 700, 710, i2900 Scanners and Sceye Document Cameras:** Initiate the dispatch of a replacement unit within 4 business days if appropriate

Kodak Scanner	Warranty	Warranty Enhancement
Scan Station 700, 710	12 months. Advance Unit Replacement (AUR) in 4 business days*	12 or 36 months. Advance Unit Replacement (AUR) Next Business Day*
PS50 / PS80	36 months. Advance Unit Replacement (AUR) in 4 business days*	n.a.
<b>ScanMate i940 / ScanMate i1150 / ScanMate i1180 / i2400 / i2600 / i2800</b>	36 months. Advance Unit Replacement (AUR) Next Business Day*	n.a.
i2900	36 months. Advance Unit Replacement (AUR) in 4 business days*	12 or 36 months. on-site through a Kodak engineer Next Business Day* (only available if bought with product and paid in full)
Sceye Document Cameras	36 months. Advance Unit Replacement (AUR) in 4 business days*	36 months. Advance Unit Replacement (AUR) Next Business Day*

\* Geographical limitations apply

## Kodak Scanner Hotline Support

Country	Telephone Number	Supported languages
Austria	+49 69 5007 1886	German
Belgium, Luxembourg	+33 1 71 23 02 46	French
Netherlands	+44 870 240 5263	English
Czech Republic	+44 870 240 5263	English
Denmark, Finland, Sweden, Norway	+46 858 769 412	Swedish, Danish, English
France	+33 1 71 23 02 46	French
Germany	+49 69 5007 1886	German
Greece	+44 870 240 5263	English
Hungary	+44 870 240 5263	English
Italy	+39 0 269 682 861	Italian
Poland	+44 870 240 5263	English
Portugal, Spain	+34 914 534 305	Portuguese, Spanish
Slovakia	+44 870 240 5263	English
Slovenia	+44 870 240 5263	English
Switzerland	+49 69 5007 1886	German
	+33 1 71 23 02 46	French
	+44 870 240 5263	English, Italian
United Kingdom, Ireland	+44 870 240 5264	English
International	+44 870 240 5263	Danish, English, French, German, Italian, Spanish, Swedish, Portuguese
E-mail Support	scanners-eu@kodakalaris.com	
Fax enquiries	+44 870 242 3458	

The list of all Hotline Support telephone numbers is also available at [www.kodakalaris.com/go/scannerhotline](http://www.kodakalaris.com/go/scannerhotline).

## Contact information



For further information, please see how to contact us at:  
<http://www.kodakalaris.com/go/dicontact>

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