

**Kodak**  
Service & Support

# Kodak Scanner Hotline Support

**Quick, easy and efficient.**

**The Kodak 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 500
- i30, i40
- PS410, PS810, PS50, PS80
- **ScanMate i920, ScanMate i940, ScanMate i1120**
- i1200 Plus/i1300 Plus Series
- i2400, i2600, i2800
- i2900, i3200, i3400 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** 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 PS410, PS810, PS50, PS80, ScanMate i920, ScanMate i940, ScanMate i1120, i1200-/i1300-Plus Series, 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 500, i30/ i40, i2900, i3200, i3400 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 500	12 months. Advance Unit Replacement (AUR) in 4 business days*	12, 24 or 36 months. Advance Unit Replacement (AUR) Next Business Day*
i30 / i40	12 months. Advance Unit Replacement (AUR) in 4 business days*	12, 24 or 36 months. Advance Unit Replacement (AUR) Next Business Day*
PS410 / PS810 PS50 / PS80	12 months. Advance Unit Replacement (AUR) Next Business Day*	36 months. Advance Unit Replacement (AUR) Next Business Day*
ScanMate i920 / ScanMate i940 / ScanMate i1120 / i1200 Plus / i1300 Plus Series / i2400 /i2600 /i2800	36 months. Advance Unit Replacement (AUR) Next Business Day*	n.a.
i2900, i3200, i3400	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 Netherlands	+33 1 71 23 02 46 +44 870 240 5263	French 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 +33 1 71 23 02 46 +44 870 240 5263	German French 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	scanner@support.kodak.com	
Fax enquiries	+44 870 242 3458	

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

For more details about the Kodak service offerings please contact your Reseller of Kodak products or your local Kodak Service & Support representative.

United Kingdom, Phone: +44 870 8502351, Fax: +44 870 850 2352  
 Nordic, Phone: +46 (8) 555 638 31, Fax: +46 (8) 555 995 04  
 Africa, Phone: +44 1442 846547, Fax: +44 1442 846606  
 Germany, Austria and Switzerland, Phone: +49 711 406 2535, Fax: +49 711 406 3619  
 Eastern Europe and Near East, Phone: +36 1 454 3031, Fax: +36 1 387 9113  
 Middle East, Phone: +971 4 3444910, Fax: +971 4 3441564  
 France, Phone: +33 1 40 01 31 80, Fax: +33 1 40 01 39 81  
 Spain and Portugal, Phone: +34.913.753.375 Fax: +33.140.01.34.98  
 Italy, Phone: +39 0266028338, Fax: +39 0266028358  
 The Netherlands, Phone: +31 33 2998751, Fax: +31 20 6545227  
 Belgium and Luxembourg, Phone: +32 2 352 27 04, Fax: +32 2 352 30 28

For more information visit: [www.kodak.com/go/service](http://www.kodak.com/go/service)

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