



For capture, storage and micrographics

One world-class supplier of service and support for a vast array of capture, storage and micrographics equipment from Kodak and over 100 other manufacturers: **Kodak Service and Support**—we support *your* world.

Capture equipment/scanners

Böwe Bell + Howell	Entire portfolio supported
Canon	Entire portfolio supported
Contex	Entire portfolio supported
Fujitsu	Entire portfolio supported except ScanSnap models
IBML	Entire portfolio supported
Kodak	Entire portfolio supported
Panasonic	Entire portfolio supported
Panini	S1 Series
Ricoh	Entire portfolio supported
Sunrise	Entire portfolio of microfilm scanners supported
Vidar	Entire portfolio supported
Zeutschel	Entire portfolio of book scanners supported

Listings in **bold** type indicate a product where Kodak is the manufacturer's service provider. Contracts must be purchased through that manufacturer.



Storage equipment

ADIC	Entire portfolio supported
Brocade	SilkWorm
DataCore	Implementation services for SANmelody
Dell	PowerVault Storage, PowerEdge
Digi-Data	Entire portfolio supported
EMC	Celerra, CLARiiON, Connectrix, Symmetrix
FalconStor	Entire portfolio supported
Hitachi Data Systems	Freedom, Lightning, Thunder
HP/Compaq/DEC	APX Series, StorageWorks, 9000, Blade, Net, Integrity, 3000, ProLiant
IBM	TotalStorage, Express, Blade, Cluster, Power, pSeries, iSeries, xSeries
Microtech Systems	Entire portfolio supported
NetApp	Data Access Server, F7X0 Series Filers, F8XX Series Filers, FAS200 Series, FAS3000 Series, FAS6000 Series, FAS900 Series Filers, NetCache Network Appliance, NetStore
Nexsan	Entire portfolio supported
Overland	LibraryXpress Series, LXM Series, MiniLibrary Series, NEO Series, PowerLoader, REO Series, RLS Series Tape Libraries, TLS Series Tape Libraries
Plasmon	Entire portfolio supported, except V-Series
Promise	All RAID modules
Qualstar	TLS and RLS Series Automated Tape Libraries
Quantum/ATL/ADIC	ACL Series, AML Series, FastStor Series, M Series Library, P Series Library, PX Series, Scalar Tape Libraries
Rackable Servers	Half-depth servers
Spectra Logic	Entire portfolio supported
STK/SUN	BladeStore, Cisco MDS 9500 Series Supervisor, Cisco MDS Fabric Switch, PowderHorn Library, StorageTek Tape Drives and Libraries, StorageTek Timberline, StorageTek WolfCreek Tape Library, Sun StorEdge, SunFire, Enterprise, E10K, Ultra
Texas Memory Systems	Entire portfolio supported

Storage service and support offerings overview

Kodak provides a variety of service and support capabilities for storage devices from many manufacturers in terms of firmware updates, remote monitoring, software support and bin file changes/reconfigurations. Please see the notes below the chart for specific details.

Manufacturer	Firmware ¹	Remote Monitoring ²	Software Support ³	Bin File Changes ⁴
SUN Servers	●		●	
SUN Storage	●	●	●	●
HDS	●	●	●	●
EMC		●	●	●
HP Servers	●		●	
Compaq	●		●	
Dell	●		●	
NetApp		●		

Details on service aspects

¹ If a manufacturer releases a mandatory firmware release, Kodak will coordinate with the original equipment manufacturer who will go on site and install the firmware. The cost is covered by Kodak if the firmware is needed due to a component repair. If a firmware upgrade is needed due to software upgrade, performance enhancement or reasons other than component repair, Kodak will assist in coordinating the manufacturer service call; however, the customer will be billed for the upgrade.

² Kodak's support center provides 24x7 remote monitoring on equipment for customers utilizing remote monitoring.

³ Kodak's support center provides 24x7 administrative help desk software support for software products that are included in the HW support. Any time the customer detects an error and is unsure where it resides, Kodak's support center is the first contact point. The support center will determine the hardware status and when the integrity of the hardware is verified, Kodak will work with the customer to determine the source of the error and recommend the resolution. We have worked with OEMs in the past to resolve problems for customers that were mutual to the software and the OEM, assisting them in determining where the error had occurred. Support does not include patches, version changes or upgrades to the software.

⁴ Kodak includes four bin file or reconfiguration changes per serial number, per quarter, at no additional charge. Unused changes are not transferable and do not roll over. Reconfigurations required as a result of new hardware installed in the array are not included and are chargeable as part of the hardware installation.

Call on Kodak, count on Kodak

At Kodak, we are continuously adding to our service portfolio. Please contact us if you don't see your equipment listed.

To learn more:

Call 1-800-225-6325

Visit www.kodak.com/go/productswebservice

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Micrographics equipment

AGFA	Scangate, 800 Microfiche Reader Printer
Allen	F6, F10, F20, M20, M30, M70 Processor, M30, M70R Refrigeration System, APG Processor, Replenishment System, Sump Pump
Androcles	500C, 500CD, 1000C, 2000C Replenishment System
Bell + Howell	Entire portfolio of microfilm capture, microfilm retrieval, 2400D & 3000D, ABR 300, 350 Processor, Filemaster I, II, III Processor, ABR Processor, ABR 510/511T Printer/Processor, ABR 505, ABR 506, Diazo Processor, 404/504 & 405 Diazo Printer, ABR 520T Printer Processor, Universal Film Scanner
Canon	Entire portfolio of microfilm capture, microfilm retrieval (except NP 880 model), MS100, MS400, MS500, MS800, Auto Processor 165
Consolidated Micrographic	Gemini GEM PD Duplicating Set, Gemini 2-up n/a Developer Unit, Gemini GEM SD Developer
Cordell	Replenishment System, 240, 3500E, 3500EP Processor, MAP 3000 Processor
Indus	Super Carrell, Super Carrell Motorized
Infographix	ScanPro, Digital Film Scan, Infographix Reader/Printer, Microprint 350 Reader/Printer, PMS 4000
Kodak	Entire portfolio of microfilm capture, microfilm scanners, microfilm retrieval (except Reliant Intelligent Microfilmer 1000), Prostar I, II & Archive Processor, Mini Microfilm Processor
Mekel	625GS, MACH III, MACH IV, MACH VI, MACH VII and Model 665
Minolta	Entire portfolio of microfilm capture, microfilm retrieval (except 500 Series), 105, MicroSP2000, SP3000, MS2000, MS3000, MS6000, MX6000II, MS7000, MS7000II

Related imaging equipment

Bri Lin	3K, 5K, 7K, 7K Plus, 11K, 20K, AIS, LMQ
Kodak	Document Archive Writer Model 4800, i9610 Writer, i9620 Writer, Intelligent Microimage Scanner, i7300 Scanner, IMS+ Node Module Software, Image Server Software, Enhanced Printer Module Software, Ivory System, +6000 Server Software for Image Archive, Application Capture Software, Kofax, all Adrenaline & Image Processing Products



It's time for you **AND** Kodak