



Maximize uptime, minimize downtime, and enhance your peace of mind

What is a Care Kit?

A Care Kit is a service contract that is packaged to make it easier for customers to order and benefit from them.

Care Kits —

- Feature a part number for streamlined ordering
- Are offered on our most popular document scanners
- Can provide on-site coverage that includes travel, labor and repair parts or AUR (Advanced Unit Replacement) where Kodak Alaris provides a replacement unit next business day (these coverage aspects depend on the options selected in the specific Care Kit)
- Include standard terms and conditions, meaning they have specific hours of coverage and a certain number of preventative maintenance calls, etc. — they cannot be customized (i.e. prorated, specialized hours of coverage, etc.) but are available with pre-set options
- Cannot be cancelled once in place

What is a Maintenance Agreement?

Maintenance Agreements offer more flexibility for service coverage to ensure every customer gets the coverage they need.

Maintenance Agreements —

- May be prorated for coverage within a fiscal year, or to sync with your other service contracts
- Can be for specific hours of coverage, such as 24x7 or from 8:00 a.m. until 5:00 p.m.
- Available on other manufacturers' scanners
- Allow for additional PMs to be added
- Can be cancelled with 30 days' notice

What's included in Preventative Maintenance (PM) service?

A complete examination and tune-up of your scanners from Kodak Alaris and other manufacturers, including —

- Comprehensive cleaning to protect the investment
- Roller cleaning to ensure superior feeding
- Scanner calibration for highest-quality images
- Complete proactive exam to find potential issues before they become problems

Flexible PM choices are available. Although many on-site service agreements from Kodak Alaris include regular PM visits, you can also purchase PM-only Care Kits for scanners from Kodak Alaris and other manufacturers' scanners that are under warranty, or have an on-site service agreement in place.

Care Kit availability, coverage, and functionality

Advantages and options

Care Kits safeguard hardware investments and are available in three configurations, with each delivering unique benefits. Multi-year Care Kits are available for all configurations and offer built-in discounts that deliver extra savings over single-year purchases.

Care Kit choices —

1) Extended Warranty

- Continues the original warranty for a longer time period
- Upgrades are available to improve the coverage of the original warranty term
- Must be purchased during the warranty period
- Coverage starts at equipment installation (for scanners installed by Kodak Alaris), or date of purchase for customer-installed scanners

2) Post-Warranty

- Provides coverage at expiration of the warranty, extended warranty, or warranty enhancement

3) Support Services Care Kits

- Include services such as installation, training and others

Types of coverage (product-dependent)

Coverage availability is product-dependent with these options available —

1) Advanced Unit Replacement

- You call Kodak Alaris' Help Desk for support
- Help Desk troubleshoots via phone
- Kodak Alaris sends a replacement scanner to you the next business day if needed
- Kodak Alaris pays shipping for replacement unit and return of defective unit

2) On-Site and Phone Support

- Remote Support for expedited resolution via Kodak Alaris experts
- Includes travel, labor, and repair parts (not consumables)
- Preferential response in the queue
- Service by Kodak Alaris-employed Field Engineers
- Preventative Maintenance included on applicable products (product-dependent)

How Care Kits work

Getting started

- You order a Care Kit from your Reseller
- Kodak Alaris will send an e-mail confirmation that contains a unique serial number to identify the specific service coverage
- The Care Kit must be registered with Kodak Alaris and the product is not eligible for service until it is registered
- Register your warranty here:
<https://www.alarisworld.com/go/carekit>

Requesting service

- You will receive a weblink and phone number to call for service
- A web form is available 24x7 and the call center is open 8 AM - 8 PM Eastern
- To request service, have your serial number available
- U.S.A.
[Alarisworld.com/go/servicerequest](https://www.alarisworld.com/go/servicerequest)
1-800-356-3253
- Canada
[Alarisworld.com/go/servicerequest](https://www.alarisworld.com/go/servicerequest) (English)
[Support.alarisworld.com/fr-ca](https://support.alarisworld.com/fr-ca) (French)
1-800-268-1567



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