

Kodak

i1860 Scanner

Installation Planning Guide

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Safety Information

Warning labels



CAUTION: Moving parts, avoid contact.



CAUTION: Hot surface, avoid contact.

Safety and regulatory agency approvals

The *Kodak i1860* Scanner conforms to all applicable national and international product safety and electronic emission regulatory requirements. This includes, but is not limited to, the following:

Country or Region	Safety Approval	Safety Mark	Electromagnetic Compatibility	EMC Mark
Australia/New Zealand			AS/NZS CISPR 22 Class A	C-Tick
Canada	CAN/CSA-C22.2 No. 60950-1-03	c TUV us	Canada ICES - 003 Issue 3 Class A	
China	GB4943	CCC "S&E"	GB 9254 Class A GB 17625.1 Harmonics	CCC "S&E"
European Union	EN 60950-1:2003	CE TUV GS	EN 55022 ITE Emissions Class A EN 61000-3-2 Powerline harmonics EN 61000-3-3 Flicker EN 55024 ITE Immunity	CE
International	IEC 60950-1		CISPR 22 Class A	
Japan			VCCI Class A	VCCI
Taiwan	CNS 14336	BSMI	CNS 13438 Class A	BSMI
United States	UL 60950-1:2003	c TUV us	CFR 47 Part 15 Subpart B FCC Class A	FCC

Environmental information

- The product packaging is recyclable.
- The i1860 Scanner is Energy Star compliant.

European Union



This symbol indicates that when the last user wishes to discard this product, it must be sent to appropriate facilities for recovery and recycling. Please contact your local Kodak representative or refer to www.kodak.com/go/recycle for additional information on the collection and recovery programs available for this product.

EMC statements

Compliance with regulations governing radio frequency emissions requires that the installation of your Kodak i1860 Scanner use the shielded data cable provided. Any data cable the user may choose to substitute also must be shielded to assure continued compliance.

United States

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Japan

This is a Class A product based on the standard of the Voluntary Control Council for interference by information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective action.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波障害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

Taiwan

WARNING: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

Peoples Republic of China

WARNING: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

声明，该产

此为A级产品，在生活环境中品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施

Korean

Please note that this equipment has obtained EMC registration for commercial use. In the event that it has been mistakenly sold or purchased, please exchange it for equipment certified for home use.

이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이점을 주의하시기 바라며, 만약 잘못 판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

European Union

WARNING: THIS IS A CLASS A PRODUCT. IN A DOMESTIC ENVIRONMENT THIS PRODUCT MAY CAUSE RADIO INTERFERENCE IN WHICH CASE THE USER MAY BE REQUIRED TO TAKE ADEQUATE MEASURES.

Acoustic emission

Maschinenlärminformationsverordnung – 3, GSGV
Der arbeitsplatzbezogene Emissionswert beträgt <70 db(A).

[Machine Noise Information Ordinance — 3, GSGV
The operator-position noise emission value is <70 dB(A).]

Power system connection

This product is also designed for Norwegian IT power system with phase-to-phase voltage 230V.

Netzanschluß

Das Gerät ist auch für die Verwendung im norwegischen IT-Stromsystem mit einer Leiterspannung von 230 V geeignet.

Connexion aux systèmes d'alimentation électrique

Ce produit est également conçu pour les systèmes norvégiens d'alimentation électrique informatique, dont la tension par phase est de 230 V.

Preparing the Site

The *Kodak* i1860 Scanner is a new high speed, dual stream scanning platform which provides advanced image processing and superior throughput. The i1860 Scanner is designed to handle mixed document batches for any production scanning workflow.

This manual provides site specification and installation information for the *Kodak* i1860 Scanner.

IMPORTANT: The Kodak i1860 Scanner must be uncrated and installed by a qualified Kodak Service Representative. Do not open the packaging or attempt to uncrate the scanner. Unpacking the scanner by non-qualified personnel may be dangerous and may void your warranty.

Before delivery

Before your *Kodak* i1860 Scanner is delivered review and implement the following:

1. Thoroughly review this Installation Planning Guide with your site personnel.
 - **Shipping and receiving:** shipping and receiving personnel should review the specifications in this guide for the packed weight and size of the pallet to be sure there is adequate space available to receive the scanner.
 - **Building management:** be sure there is adequate space for unpacking the scanner and that the power requirements meet the specifications outlined in this guide.
 - **Site department management:** be sure that the computer system administrator and all operators that will use the *Kodak* i1860 Scanner are available for training on installation day.
 - **Computer administration department:** be sure the host computer meets the system requirements and that the administrator has administrative authority. Plan for installation needs (i.e., installing the FireWire card and drivers).
 - **Integrator:** be sure the Integrator is available on installation day and has planned adequately for site training.
2. Contact Kodak to schedule the installation and review other needs (e.g., power audit, training, professional services, etc.)

Delivery day

On delivery day:

- Inspect the scanner packaging for any damage.
- Move the scanner to the unpacking area.
- Notify Kodak of a successful delivery.

Installation day

- On installation day, in addition to the Kodak Field Engineer, the following people need to be available:
 - Site Computer Administrator
 - Integrator
 - All scanner operators. If there are more than three operators, an additional fee may be charged for extra operators. Contact Kodak prior to training.
- The Kodak Field Engineer will unpack the scanner and verify functionality.
- The scanner will be moved to its final location.
- The Computer Administrator will install the FireWire card and drivers.
- The Kodak Field Engineer will train up to three operators on the operation of the scanner. Kodak will not train on the host scanner application.
- The operators may also be trained by the Integrator following the Kodak-provided training.

Layout considerations

The following should be considered when selecting a site for the i1860 Scanner.

Position the scanner to allow for:

- Clearance space between other equipment and doorways.
- The scanner is height adjustable. Therefore, a minimum of 4 inches of clearance is required on all sides to avoid potential injury as the workspace table is raised or lowered. More space will be required for service access.
- When positioning the scanner, make sure the electrical power outlet is located within 1.52 meters (5 feet) of the scanner and is easily accessible.

Position the scanner away from:

- Potential flooding and dampness areas, especially in basement areas.
- Open flame, excessively dusty areas or direct sunlight.

- Any combustible or corrosive atmosphere caused by volatile liquids or solvents.
- Heat sources, such as windows, baseboard heating units, heat ducts, space heaters, or any heat-generating equipment.
- Transmitted interference, such as that generated by electronic air cleaners, communication transmitters, radar (FAA and military), or power lines.
- Locate air conditioning outlets so the scanner will receive optimum air circulation.
- Avoid carpets and any static-generating areas.

Dimensions and weight

PACKED

Height: 137.1 cm (54 in.)
Width: 96.5 cm (38 in.)
Length: 121.9 cm (48 in.)
Weight: 306.1 kg (675 lbs.)

UNPACKED

Height: 101.6 cm (40 in.) with workspace table down
 127 cm (50 in.) with workspace table up
Width: 82.5 cm (32.5 in.) with touchscreen out
 78.7 cm (31 in.) with touchscreen in
Length: 99 cm (39 in.)
Weight: 217.7 kg (480 lbs.)

Scanner clearance

Place the i1860 Scanner in a location where there is sufficient space to allow for proper air flow and access for maintenance and repairs.

Minimum clearances around the scanner

	Front	Rear	Right side	Left side	Top
Normal operation	101.6 cm (40 in.)	10.16 cm (4 in.)	10.16 cm (4 in.)	10.16 cm (4 in.)	60.96 (24 in.)
Maintenance	182.9 cm (72 in.)	91.4 cm (36 in.)	91.4 cm (36 in.)	91.4 cm (36 in.)	213.4 cm (84 in.)

NOTE: The leveling feet of the scanner must always be accessible. In the normal operating location, any furniture within 91.4 cm (36 in.) of the left and right sides of the scanner must be easily movable.

Unpacking area

The Kodak Field Engineer who ununpacks and installs your scanner will need an area around the packed scanner 3.05 x 4.57 m (10 x 15 ft) wide to safely remove the scanner from the shipping pallet. When the packed scanner is delivered to your facility, the packed scanner should be moved to this location. The unpacking area must be near the final location of the scanner and any doorways or space-restricted areas between the unpacking area and the final location must be at least 78.7 cm (31 inches) wide. The unpacking area should be on the same floor as the final location of the scanner.

Requirements

Operating requirements

The scanner can operate in a typical office environment under the following conditions:

Temperature range: 15 to 35°C (59 to 95°F)

Relative humidity: 15 to 76% (dry bulb)

Static electricity — buildup of static electricity near the i1860 Scanner may cause operating problems. If the area is carpeted, it is recommended that the carpet is treated with an anti-static material or a conductive static mat is used.

Line voltage and frequency

Acceptable operational voltage:

- 100-130 V, 7 A, 50/60 Hz
- 200-240 V, 3.5 A, 50/60 Hz

The scanner is shipped with a package of line cords to accommodate all worldwide installations.

CAUTION: Make certain nothing obstructs or is placed on power cords. Do not use extension cords; they can cause voltage loss. This may result in unreliable equipment performance or equipment damage.

Two outlets are required:

One individual dedicated branch AC circuit employing two standard 3-prong, grounded duplex outlets. These outlets are designated for the scanner and service diagnostic equipment.

The outlets should meet the following standards:

Amperage: 15 amp

Wire size: 12-gauge

Phase: 1 (single)

Receptacle: NEMA5-15R IG

NOTE: Receptacles should be placed within 5 feet (1.5 meters) of the equipment.

Voltage requirements

- Impedance between neutral and ground wires: less than 2 ohms
- Neutral to ground voltage: less than 1 volt AC maximum
- Voltage drop across circuit breaker: less than 0.1 volts
- Impulse voltage spikes and transients: less than 50% of nominal line voltage
- Surge voltage: less than 5% of nominal line voltage

AC power quality and conditioning

In some locations, even though recommended wiring practices have been followed, the power reaching the scanner may exhibit unstable power quality characteristics. System errors and intermittent data loss could result.

Power conditioning equipment may be required to overcome the power quality problems. Kodak can make arrangements for an on-site power analysis in an area with exceptionally unstable power at an additional cost.

Consult with your electrical contractor or utility company to ensure that on-site wiring complies with the specifications and that wall outlets have isolated grounds and comply with codes.

Environmental requirements

Heat Dissipation: approximately (2866 BTU/hr or 3024 kJ/hr) maximum

Acoustic noise

- Operator position standby mode:
 - Sound Pressure Level (L_A): 42.3 dB(A)
- Operator position full system operating mode:
 - Sound Pressure Level (L_A): 63.4 dB(A)
- Sound Power Level (L_{WA}):
 - Standby 55.1 dB(A)
 - Full System 71.0 dB(A)

NOTE: All data was measured in accordance with DIN 45635, ANSI S12.10-1985, and ISO 7779 in a hemi-anechoic chamber.

Grounding requirements

The i1860 Scanner can be on the same line as the host PC. The power cord must be used with a properly grounded outlet (15 amp duplex outlet). No devices other than the host PC should be on the same outlet as the scanner.

Power extension cords should not be used with the scanner or the host PC.

An Uninterruptable power supply is acceptable as long as it meets the minimum power requirements.

System requirements

Following is the minimum recommended system configuration to run a *Kodak i1860* Scanner.

NOTE: The actual performance of the system depends on the scanning application, choice of scanning parameters, and the host computer configuration. If the scanner is not performing at the optimal speed, a faster computer and/or more RAM may be necessary to obtain the rated throughput.

- Intel PC (or compatible) with a Pentium IV 2 GHz processor
- An available PCI slot (for FireWire card)
- Microsoft Windows 2000 Service Pack 4 and Windows XP Service Pack 2
- 512 MB RAM

Installation Procedures

Follow the instructions for installing the 1394a (FireWire) card and the *Kodak Driver Software* before you connect the scanner to the host computer.

If you want, Kodak Service will install the 1394a (FireWire card) in the host computer. Kodak takes no responsibility for problems that may be caused by the installation of this hardware. If the host computer has a built-in 1394a (FireWire) port, the i1860 Scanner can be connected using this interface but it is **not** recommended. Any connectivity or other problems encountered with this configuration will require that the card provided by Kodak be installed.

You must install the software on the host computer before you connect the scanner.

Installing the 1394a (FireWire) card in the host computer

Before connecting the FireWire cable, be sure that power to the scanner is off. See the FireWire instructions packed with the scanner for connection instructions.

IMPORTANT: Use proper precautions to avoid static when you install the 1394a card in your computer. Make sure the computer power cord is disconnected.

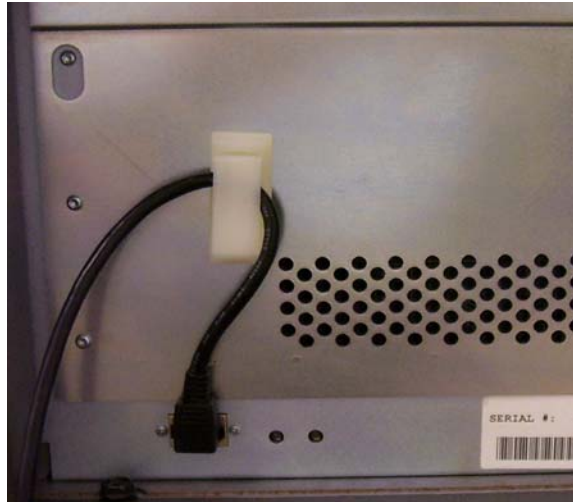
Installing the driver software

1. Insert the installation CD in the CD-ROM drive. The installation program starts automatically.
2. Follow the on-screen instructions to install the TWAIN Data Source, ISIS Driver and the *Kodak Scan Validation Tool*.
3. Shutdown the host computer.

Installing the FireWire cable

A six-pin connector is provided on the rear panel of the scanner for FireWire connectivity.

1. Plug the end of the cable with the right angle into the scanner.



2. Connect the other end of the cable into the 1394a card outlet in the host computer. Be sure that it is installed correctly and properly seated.

CAUTION: DO NOT FORCE THE CONNECTOR. If the cable is not properly connected, it could cause damage to the scanner.

Attaching the power cord

The *Kodak i1860* Scanner is packed with a set of power cords.

1. Select the power cord which complies with your electrical requirements and attach it.
2. Turn on the main power switch on the back of the scanner.
3. Turn on the scanner and wait until the operator control panel touchscreen indicates that the scanner has completed the power-up self-test and is in the idle state.

Powering up the system

1. Turn the power on to the host computer.

NOTE: The first time the host computer communicates with the scanner, Windows will request an STI driver through the "Add New Hardware" function. Follow the prompts to load the Windows STI driver.

2. Connect the scanner.
3. Power up the scanner.

Supplies and Consumables

The following supplies are available. Order them in the United States by calling DI Supply at 1-888-247-1234 or contact your local Kodak Reseller.

Outside of the United States, contact your local Kodak dealer.

Supplies/Consumables	CAT No.
<i>Kodak</i> Feeder Consumables Kit for i600/i1800 Series Scanners	108 4755
<i>Kodak</i> Feeder Kit for Ultralightweight Paper for i600/i1800 Series Scanners	896 5279
<i>Kodak</i> Extra-Large Feeder Consumables Kit for i600/i1800 Series Scanners	842 6157
<i>Kodak</i> Extra-Extra-Large Feeder Consumables Kit for i600/i1800 Series Scanners	134 3680
<i>Kodak</i> Imaging Guide Set / for i600/i1800 Series Scanners	197 6703
<i>Kodak</i> Printer Ink Blotters, Front Side for i1800 Series Scanners	125 7633
<i>Kodak</i> Printer Ink Blotters, Rear Side for i1800 Series Scanners	114 1472
Enhanced Printer Black Ink Cartridge for <i>Kodak</i> i800/i1800 Series Scanners	818 3386
Enhanced Printer Red Ink Cartridge for <i>Kodak</i> i800/i1800 Series Scanners	159 6832
<i>Kodak Digital Science</i> Transport Cleaning Sheets (qty 50)	169 0783
<i>Kodak Digital Science</i> Roller Cleaning Pads (qty 24)	853 5981
Staticide Wipes for <i>Kodak</i> Scanners (qty 144)	896 5519
<i>Kodak</i> Calibration Targets (qty 5)	127 1436
Accessories	CAT No.
<i>Kodak</i> White Background Accessory	894 9000
<i>Kodak</i> Manual Feeder for the i1860 Scanner	874 1894
<i>Kodak</i> High Resolution Printer Accessory	815 0237
High Resolution Printer Black Ink Cartridge for <i>Kodak</i> i800/i1800 Series Scanners and <i>Kodak Imagemlink</i> Microimager 70	822 1376
High Resolution Printer Red Ink Cartridge for <i>Kodak</i> i800/i1800 Series Scanners and <i>Kodak Imagemlink</i> Microimager 70	145 6532

Delivery and Installation Setup

The period between the placement of the order and the installation of the equipment may vary. During this time, you should prepare the installation site. This will help prevent unexpected problems on installation day

NOTE: All site preparation should be completed in advance of the equipment delivery.

Kodak must be notified in advance of any special site requirements. These requirements include special delivery procedures, time restrictions and security clearance.

Inspecting shipment

The customer is responsible for inspecting the shipment and signing the Bill of Lading. The following inspections should be performed:

- Check for complete shipment
- Inspect the carton(s) for damage
- Check for signs of pilferage
- Note any concerns and sign the Bill of Lading

Partial shipment — when the shipment arrives, check the number of pieces against the number of pieces specified in the Bill of Lading. If a portion of the shipment is missing, this must be noted in the *Exceptions* column on the Bill of Lading. The driver should sign the same *Exceptions* column on the customer copy of the Bill of Lading. A copy of the Bill of Lading must be retained for claims purposes.

Inspection of cartons — while the equipment is still crated, carefully inspect each carton for signs of damage. Examples of shipping damage include: cuts, dents, crushed cartons, punctures, scrapes or wet cartons (including those that were wet but have dried out and have watermarks).

Signs of pilferage — if any carton shows signs of pilferage at the time of receipt, (i.e., the carton was opened, resealed, torn, or had a hole at the time of delivery), the customer should also state this in the *Exceptions* column on the Bill of Lading.

Signing the Bill of Lading — inspect all cartons before signing the Bill of Lading. The exceptions should be reviewed with the driver, the driver should sign the customer copy.

The Field Engineer who installs the scanner is responsible for uncrating the equipment and checking for hidden damages.

Hidden damage — if the installer discovers damage to the equipment, a claim can still be made (See *Claims Process*).

If the installer finds any parts missing, they should notify the appropriate broker to obtain the parts from Distribution.

Claims process

The following steps should be taken before making a claim.

Outside the United States

- Contact your local Kodak dealer or Kodak representative.

Within the United States

- Save all packing materials from the carton in question.
- Do not move damaged equipment any farther than necessary (equipment should be moved no farther than an immediately adjacent area).
- Do not attempt any repairs until authorized by Kodak's Equipment Customer Relations in Rochester, New York.
- Obtain and keep a copy of the Bill of Lading.
- If possible, take photographs of damages.

Either you or the installer should notify Kodak's Equipment Customer Relations (1-800-421-6633) in Rochester to handle the claim. Provide the following information when you call:

- Date and time of delivery.
- Estimated value of the damage.

Equipment Customer Relations will notify the carrier. The carrier's claim representative will be dispatched to the customer site for inspection of the damaged merchandise.

NOTE: It is important to report damage immediately. A damage claim must be submitted to the carrier within 15 days of equipment delivery. The carrier is not legally responsible for any claims for equipment loss or damage after 15 days of equipment delivery.

If either you or the installer discovers portions of the shipment damaged or missing after the carrier has left and the Bill of Lading was signed, a claim can still be made.

Either you or the installer should notify Kodak's Equipment Customer Relations (1-800-421-6633) in Rochester to handle the claim. Provide the same information as already noted.

In this case, claims may be made for:

- Fewer pieces delivered than stated on the invoice.
- Concealed damages not evident from carton inspection.
- Missing items in a carton due to pilferage.

There is no minimum value for making a claim.

Equipment delivery/ removal survey

An Equipment Delivery/Removal Survey is not required by Kodak Distribution for the i1860 Scanner. If your site has unique or difficult installation considerations, your Kodak representative must complete the Equipment Delivery/Removal Survey.

Training

Scanner operation and maintenance training is provided by the Kodak Field Engineer.

NOTE: Training on the host application is **not** provided by Kodak.

Supporting documentation

The following documentation is available to support the *Kodak i1860* Scanner:

- **User's Guide**, A-61555 — provides basic user instructions for using the *Kodak i1860* Scanner including cleaning and customer-replaceable part procedures.
- **Quick Tips Guide**, A-61556 — is a summary of this User's Guide and is intended to be used as a quick reference for basic scanner use.
- **Brightness and Contrast Control Reference Guide**, A-61506 — provides information and procedures for using the Brightness and Contrast Control which allows you to create your own custom color tables.
- **Image Processing Guide**, A-61580 — provides information on the *Kodak* Scan Validation Tool as well as descriptions of the features available for the i1860 Scanner that can be configured using the TWAIN Data source or ISIS Driver.
- **On-line help** — available when using the TWAIN Data source and ISIS Driver.
- **Patch Code Information**, A-61599 — provides detailed specifications for patch codes and includes camera-ready patches.
- **Key Operator Training Guide**, A-61579 — after installation of your *Kodak i1860* Scanner, the Field Engineer will use this guide to train operators on scanner usage and maintenance.
- **White Background Accessory Instructions**, A-61576 — when you purchase the White Background Accessory, these instructions are included and provide a description of how to install the accessory.
- **Ultra-Lightweight Feeder Kit Instructions**, A-61577 — when you purchase the Ultra-Lightweight Feeder Kit these instructions are included and provide a description of how to use the Ultra-Lightweight Feed Module.
- **Kodak Manual Feeder for i1860 Scanner**, A-61559 — when you purchase the manual feeder this document provides instructions on how to install and use the manual feeder.

Standard Maintenance Service Terms and Conditions

Eastman Kodak Company ("Kodak") and you, the customer ("Customer") agree that the following terms and conditions will apply to the provision of services by Kodak for the products defined below located in the United States, Hawaii and Alaska (where a ten percent (10%) premium applies).

Generally, the mainframe and all components of a Product that are mechanically, electronically, or remotely interconnected must be inspected, tested and adjusted as one operating unit to diagnose and correct malfunctions effectively. Therefore, if a Product is covered under a Kodak Equipment Maintenance Agreement the ("Agreement"), all interconnected components of that Product must also be covered by warranty or the same level Agreement.

The term of the Agreement between Customer and Kodak shall be for one year, unless otherwise specified in writing. The terms and conditions set forth below plus the description of services and charges contained in the Kodak invoice and the provisions of the Agreement shall govern the relationship between the parties. Any additional or inconsistent terms and conditions included in the Customer's purchase orders shall be deemed null and void and of no effect.

1. **Products.** Products covered by this Agreement are commercial office equipment manufactured by Eastman Kodak Company ("Kodak Products") or by Other Manufacturers ("OEM Products" and together with the Kodak Products, the "Products"), non-make or model specific, used by customers in an office environment.
2. **Customer Responsibilities.** Customer will designate an authorized representative for the purpose of interacting with Kodak's service personnel. The Customer representative and the Customer must:
 - A. provide initial problem-solving assistance to site users;
 - B. coordinate all requests for assistance and act as liaison with Kodak service personnel;
 - C. perform appropriate problem analysis and corrective actions by following troubleshooting instructions and remedial actions as prescribed by Kodak;
 - D. maintain system and Product documentation and install software updates, maintenance upgrades and patches supplied by manufacturers;
 - E. perform preventative maintenance and error recovery procedures as defined in the individual Products' users manual;
 - F. supply consumable items or other components that are replaced due to normal wear and/or as specified in the relevant manufacturer's manual(s);
 - G. provide service personnel with immediate access to the Products when service is requested;
 - H. when necessary, supply and maintain a modem and communication software approved by Kodak which satisfies the respective manufacturer's Product specifications.

- I. keep the site environmental ranges within the specifications set forth by the manufacturer of the relevant Product;
- J. provide continuous and appropriate resource availability during problem resolution.

NOTE: Failure to meet these obligations may result, at Kodak's sole option, in the imposition of additional charges at prevailing Per-Call rates.

- 2.1 *Customer Software.* Prior to service commencing on computers with hard drives, Customer is responsible for creating a back-up copy of the file from the hard drive. Kodak is only responsible for formatting (if required) and transferring those files deemed necessary for formatting as more precisely outlined in the formatting procedures for specific Products. Customer is responsible for restoring data. Kodak shall not be held liable for any damages arising from or relating to the loss of data, any software or any other information contained on a computer or similar device, or contained in or stored on a Product.
- 2.2 *Product Condition.* Customer warrants that the Product covered by this Agreement (a) is in proper operating condition, (b) is without any unauthorized modifications, (c) has all safety features in working condition, and (d) has been maintained in accordance with manufacturer's Product performance specifications. Kodak reserves the right to inspect the Product and site installation to confirm that Products meet those conditions. At Kodak's discretion, the inspection and any repairs necessary to bring the Product up to those conditions shall be treated as Per-Call Service. If at any time Customer fails to maintain the Product in proper operating condition as described above, Kodak may cancel this Agreement immediately upon written notice to Customer.
- 3. **How to Obtain Service.** In order to obtain service, Customer must call Kodak's Customer Support Center at 1-800-356-3253 and provide the Product's K-number or serial number, which number shall be located on the respective Product(s).
- 4. **Types of Service.**
 - A. *Telephone Support.* Kodak will provide toll-free telephone support between 8:00 a.m. and 5:00 p.m., Customer local time.
 - B. *On-Site Service.* Kodak will provide on-site service between 8:00 a.m. and 5:00 p.m. Customer local time. On-site Service includes adjustments and/or replacement of parts required to maintain the Product operating consistently within individual manufacturer's published specifications.
 - C. *Periodic Maintenance.* Periodic Maintenance ("PM") services will consist of routine maintenance services required to keep the Products in proper operating condition. The actual number of PMs to be performed is dependent upon the service plan purchased by Customer and is indicated on the service invoice. Additional scheduled PMs may be purchased to supplement coverage.

- D. *Extended Hours*. Depending upon local service capabilities, available extended hour plans include 5-, 6-, and 7-day, 8-, 16-, and 24-hour options at additional cost. Kodak will use commercially reasonable efforts to provide Service outside of Agreement Hours as shown below. Any such service performed will be billed at prevailing Kodak Per-Call Overtime rates.
- E. *Holidays*. Services will not be provided on holidays (including, but not limited, to New Years, Memorial, Independence, Labor, Thanksgiving and Christmas days; however service may be available on a best efforts basis at prevailing Per-Call Holiday rates.
- F. *Response Time*: Kodak's objective is to provide service during Kodak's normal working hours, within the following time frames:

Kodak Product

Distance from Kodak Service City	Within Agreement Hours
Zone 1 (0 to 50 miles)	4 hours
Zone 2 (51 to 100 miles)	4 hours
Zone 3 (over 100 miles)	Next business day

OEM Product

Distance from Kodak Service City	Within Agreement Hours
Zone 1 (0 to 50 miles)	Next business day
Zone 2 (51 to 100 miles)	Next business day
Zone 3 (over 100 miles)	Next business day @ 12% uplift

OEM Product Priority

Distance from Kodak Service City	Within Agreement Hours
Zone 1 (0 to 50 miles)	4 hours @ 12% uplift
Zone 2 (51 to 100 miles)	4 hours @ 12% uplift
Zone 3 (over 100 miles)	Next business day @ 12% uplift

- G. *Advanced Unit Replacement (AUR) Support (if applicable)*. In some cases, if Kodak determines a Product is not operating consistently within manufacturer's specifications, Kodak will provide next day AUR subject to availability of courier service. The replacement Product will perform at the minimum specifications of the current Product, but may not be the exact make and model. When AUR support is necessary, Kodak will ship the replacement unit to Customer's location, transportation prepaid. Upon delivery of a replacement unit, Customer must place the malfunctioning unit in the shipping case, apply the labels enclosed in the shipping case and call the carrier for pickup within 5 business days after receiving the AUR. Kodak will pay the return transportation charges. If Customer does not return the malfunctioning unit within 10 business days after receipt of the AUR, Customer will be invoiced the list price of the unit and shall immediately pay such invoice.

- H. *Depot Service (if applicable)*. If Kodak determines the Product is not operating consistently within manufacturer's specifications, Kodak will instruct the Customer regarding shipment of the Product to Kodak for repair. Kodak will repair the Product and return the Product to Customer.
- I. *Software Product*. Kodak will provide Maintenance Upgrades, Software Patches and telephone assistance of a technical nature on **licensed Kodak Software Product** only. Kodak may issue Maintenance Upgrades or Patches and/or provide for on-site services necessary to correct errors that significantly affect software performance in accordance with Kodak's Software Product operating specifications. Unless Product documentation states otherwise, support will be provided for the current and previous Version Release of the **licensed Kodak Software Product**. For **licensed Kodak Software Product**, maintenance Upgrades and Patches are at no charge and include one copy of the user's manual and/or changes.

Kodak reserves the right to develop new features and functionality improvements, which will be offered to Customers as Version Releases under a separate price schedule.

Kodak will provide the same revision level of firmware and/or drivers on any replacement hardware part or subsystem (drives, library controller, etc.) within the library, during a "break fix" service call. Kodak will not provide direct software/firmware patches and upgrades for **OEM Products**, including patch analysis, recommendation, management and implementation of software, patches, drivers, and firmware versions for tape storage products and/or systems.

NOTES:

- All software and/or changes are subject to the terms and conditions of the Kodak Software License Agreement that was in effect at the time the software is licensed from Kodak. License Terms are applicable as long as the software is being used, even if maintenance services are no longer available.
 - Some Kodak Software Products are licensed under a Renewable Software License Agreement which includes an annual license fee that grants Customer a "Right to Use" the software and to receive the maintenance services defined above as long as maintenance services are available. Customer shall refer to the applicable software license to determine its exact rights.
- J. *Parts*. Items as referenced in the manufacturer's manual(s) require to maintain Products operating consistently within manufacturer's published specifications may not be included in this Agreement and will be invoiced separately. Parts or components replaced by Kodak will be either new or remanufactured to manufacturer's new product standards. Parts removed from the system and replaced at no charge become the property of Kodak.

NOTE: If Kodak determines that Parts needed to maintain or repair equipment are not available, Kodak will cancel the Agreement and issue a prorated credit for any remaining prepaid coverage.

5. **Property of Kodak.** Maintenance material, tools, documentation, diagnostics and test equipment provided by Kodak shall remain the exclusive property of Kodak.
6. **Limitations.** The Services outlined in these terms are Kodak's only obligation. Kodak will not be responsible for any indirect, incidental, consequential or special damages resulting from the sale, use, improper functioning or inability to use the Products and/or related software, regardless of the cause. Such damages for which Kodak will not be responsible include, but are not limited to, loss of revenue or profit, loss of data, downtime costs, loss of use of the Product, cost of any substitute Product, facilities or services. This limitation of liability will not apply to claims for injury to persons or damage to tangible property caused by the sole negligence of Kodak or by persons under its complete direction or control.
7. **This Agreement does not cover**, and Kodak shall not be responsible for:
 - operating system services (e.g., database maintenance/recovery, product integration or application support);
 - system administration services (e.g., system restarts, error monitoring and reporting basic system matters, including restoring the database);
 - network system administration (e.g., installation of new software packages, maintenance of user and group accounts, solving network problems, performing system maintenance functions, monitoring networks, installing application software, maintaining configurations);
 - consultation services;
 - version release or software support to other than licensed Kodak Software Products;
 - Product installation, set-up, configuration or other non-repair services;
 - cable and installation of cable runs or any acquisition of permits;
 - Customer training;
 - circumstances beyond Kodak's control (such as customer overriding, bypassing or defeating interlock switches on Products or devices sold by Kodak or any other 3rd party);
 - problems due to failure of Customer to conform to site specifications provided in the user documentation, or provided by the manufacturer;
 - time spent in locating Product not at the specified location or waiting for Product availability;
 - relocation of Product or service associated with relocation;

- seasonal hibernation (de-installation) and reactivation (re-installation);
- service or parts associated with any unauthorized modifications, attachments or service;
- rebuilding or reconditioning of Product;
- misuse or abuse of Product; and/or
- failure to follow operating instructions provided by the manufacturer.

Kodak may provide, at its sole discretion, service in the above referenced situations under the Per-Call terms and at prevailing Per-Call rates.

8. **Confidentiality of Customer Data.** Kodak does not wish to receive any confidential information of Customer in the course of providing maintenance services, and Customer is expected to take all reasonable precautions to avoid disclosing any of its confidential information or that of its customers, employees or contractors. However, in the event that Kodak's employees or contractors become exposed to Confidential Information, Kodak will ensure that such information is protected against unauthorized disclosure using the same degree of care, but no less than a reasonable degree of care, as Kodak uses to protect its own information of a like nature.
9. **Cancellation.** Except as provided in Section 2.2 and section 4.J above, this Agreement may be canceled by either Customer or Kodak upon 30 days prior written notice. An early cancellation fee equal to any discount received may apply for cancellation. Kodak will issue a prorated credit for any remaining prepaid Agreement coverage. Customer will be charged for any service provided when Product is not covered by an Agreement at prevailing Per-Call rates.
10. **Taxes.** Sales and use taxes will be billed if applicable.
11. **Assignment.** This Agreement is not assignable without the prior written consent of Kodak, which consent will not be unreasonably withheld. The above notwithstanding and with notice to Kodak, Customer may assign the agreement without Kodak's consent to a successor in interest by way of merger, acquisition, change of control or other sale of all, or substantially all, the assets of Customer to which this agreement relates. Any attempt by Customer to assign this agreement in violation of this provision shall be null and void.

12. Billing and Terms of Payment. Commercial and some government billings are in advance and prices will vary depending upon billing arrangements (annual, quarterly, etc.) and a premium may apply. Where government arrears billing is available, billings occur at the end of the cycle, including renewals.

Payment terms are net 30 days from date of invoice, except for renewals, which are due by the renewal date.

If payment has not been received by the due date, Kodak may, at its sole discretion,

- cancel the invoice for non-payment. If the invoice is cancelled for non-payment, Customer shall be liable for the greater of:
 - the prorated value of the annual service rate of the invoice or
 - Per-Call charges for any service performed by Kodak,**OR**
- place the Customer on Service hold.

13. Renewals. Nine (9) weeks prior to the expiration of this Agreement, Customer will be sent an invoice for the renewal of this Agreement. This invoice will be an offer for the same level of coverage as the current Agreement at the prices then in effect, with payment due on the expiration date of the current Agreement. Payment of this invoice will be considered Customer's acceptance of coverage for the new contract term.

14. Product Use. Prices for Agreements based on use will be determined by the previous year's service history. If a year's worth of history is not available, the use will be annualized. The renewal price paid for an Agreement is based on the past year's usage, and will be adjusted accordingly. If use of the Product changes, the price will change accordingly, when applicable. Equipment operated on multiple shift (more than eight hours per day) may be subject to an extra charge and will be re-billed immediately at the pro-rated amount.

15. Force Majeure. With the exception of any payments due hereunder, neither party shall be liable for failure to perform under this Agreement if such failure to perform arises out of cause(s) beyond the control and without fault or negligence of the non-performing party. Such cause(s) may include, but are not limited to, acts of God or the public enemy, fires, floods, epidemics and unusually severe weather, material shortages, strikes or similar labor disruptions.

16. Governing Law. This Agreement will be governed by and construed in accordance with the substantive law of the State of New York as applied to agreements entered into between two residents of the State of New York, without regard to its conflict of laws principles.

17. Additional Terms. These terms may be amended or supplemented only by the express agreement of the parties, in writing and signed by each party.

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343 State Street
Rochester, NY 14650 USA
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