

For more than
1,000 different models
made by more than
100 manufacturers

**IT ONLY
TAKES 1 CALL**

**TO GET
THE SUPPORT
YOU NEED.**

We're here for you.

Kodak Service & Support



US Service Locations



- 4-Hour Response within 100 miles (8 AM to 5 PM Monday – Friday Customer Local Time)
- 24/7 service available within 100 miles (in most metropolitan areas)

Canadian Service Locations





WE SUPPORT YOUR CHOICE.

You need world-class service and support that covers every piece of equipment you own.

We service and support equipment made by Kodak – and by more than 100 other manufacturers.

Kodak has more than 4,000 highly-trained professionals standing by to service:

- document imaging products
- storage systems
- printing equipment

Kodak Service & Support

One source. One phone call away.



Peace of mind.

To compete, meet your business objectives and achieve a healthy bottom line, it's critical to maximize uptime. Your equipment has to operate at peak performance day in, day out.

That's where KODAK Service & Support comes in. Our factory-trained, skilled professionals know all about KODAK products. They also know how to repair and service hundreds of products from more than one hundred manufacturers.

And you get everything – people, processes, and technology – from a single source. Our commitment to excellence ensures that the parts and services we offer will help you achieve your performance goals.

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WE MAKE IT EASY FOR YOU TO PROTECT YOUR INVESTMENT.

Quality People
Fast Response Times
Exceptional Capabilities

With our flexible programs, you optimize your operations, taking advantage of fast response times, preventive maintenance, our huge parts inventory, and extensive local and global coverage areas.

Service Offerings

KODAK Maintenance Agreements

Get preferential response time with no additional charges for repair parts, labor or travel (in most locations). KODAK Maintenance Agreements may include on-site service, advanced exchange programs, or depot repair.

Warranty Enhancements

Help protect your budget from unplanned expenses. Kodak can enhance many manufacturer's basic warranties to include on-site labor and parts coverage in addition to advanced exchange.

KODAK Care Kits

Your choice of easy-to-use pre-packaged services for KODAK and BÖWE BELL & HOWELL products. Available in selected regions for Extended Warranty, Maintenance Agreements, and Enhancement Services.

Enhancement Services

Maximize uptime and help your employees work effectively. Services include installation, training, relocation and other support services customized to meet your specific business requirements.

Help Desk Support

Our telephone support team can provide integrated hardware and software support on many manufacturers' products and applications software. This support can include several levels of assistance tailored to meet your business needs.

Conversion Services

The Conversion Services portfolio includes both Film to Digital and Digital to Digital Conversion. These services offer exceptional solutions providing dramatic improvements in your productivity, security and efficiency for your data. Transfer microfilm, microfiche and aperture cards to flexible digital formats and media. Update outdated media to contemporary formats and merge disparate systems into one versatile operation.

ASIMUS*
BANCTEC
BÖWE BELL & HOWELL

CANON
COLORTAC
CONTEX/VIDAR

FUJITSU
GEI CALGRAPH

IBML*
KODAK

MIRU
PANASONIC

PANINI
RICOH

* Service agreements
sold through the
manufacturer only.

Some manufacturers
and model numbers
serviced vary by region.

A3000					
B1000					
COPISCAN 2137A 500FB Spectrum 8080S Spectrum 8080D Spectrum 8100D	Spectrum 8125D COPISCAN 8100D COPISCAN 6338 COPISCAN 2138A COPISCAN 2135	COPISCAN 3338 COPISCAN 8080D 4040D COPISCAN 8100D COPISCAN 8125D	2020D COPISCAN 8100S 1500FB 1000FB COPISCAN 6300	2000FB COPISCAN 8050D 730DC FB Sidekick 1200 Sidekick 1400	
DR-3020 DR-3080	DR-5020 DR-5080	DR-4580U DR-3060	DR-2080C DR-6080	DR-9080C	
360GX	380GX				
All Chameleon Chroma	Cougar Crystal	FSC FCC	Magnum Panorama		
SP-10 SP-15C	SP600C M3093	M3096 M3097	M3099 M4097	M4099 FL-4750C	FL-4860 FL-4990C
S4-625C S4-825C	S4-736C S4-936C	S4-940C S4-625T	S4-825CE		
ImageTrac I	ImageTrac II				
Departmental/ Workgroup: i30 i40 i50 i60 i80 Low Volume: 1500	2500 i250 i260 i280 Mid Volume: i620 i640 i660 3500 simplex	3500 duplex 3510 simplex 3510 duplex 3520 duplex 3520 DP 3590C 4500 simplex 4500 duplex 4500 DP	High Volume: 500 simplex 500 duplex 5500 simplex 5500 duplex 7500 simplex 7500 duplex 7520 simplex 7520 duplex	900 simplex 900 duplex 923 simplex 923 duplex 990 simplex 990 duplex 9500 simplex 9500 duplex 9520 simplex	9520 duplex 9520DP 9520DP i810 i820 i830 i840
MDS 2120					
KV-SS25 KV-SS25D KV-SS50EX	KV-SP500 KV-S2025C KV-S2045C	KV-2046C KV-2055L & W KV-S6040	KV-S6045 KV-S2065L & W KV-S6050W	KV-S6055W KV-SS855D KV-SS905C	
S1-RPS S1-IC23	S1 Vision 80 S1 Vision 120	S1 Vision 120E S1 Vision 170			
IS-01 IC-330DC	IS-420 IS-430	IS-450SE IS-450DE	IS-450DE VRS		



ADIC
ASACA
CIPRICO*
GYGNET
DISC
FILENET*
HEWLETT-PACKARD
IBM
JVC

KANO
KUBOTA
LEFTHAND NETWORKS
MAXOPTIX/BREECE HILL*

NSM
PANASONIC

PIONEER*

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Scalar 100		Scalar 1000				
AM 250		AM 750		AM 1450		
DiMeda 3600		DiMeda 1700				
1802		1803		InfiniDisc		
Orion Series CD		Jukeboxes		DJ and DC Series Libraries		
All OSAR models						
EX Series		MX Series		FX Series StorageWorks ESL9322, ESL9326, ESL9595		
TotalStorage 3583 Tape Library						
JVC CD Duplicator Printer JVC MC-1200 CD-ROM Library JVC MC-1600 CD-ROM Library JVC MC-2100 CD Library		JVC MC-2200 CD Library JVC MC-2600 CD Library JVC MC 7100 Library JVC MC 7200 Library		JVC MC 7600 Library JVC MC 8100 Jukebox JVC MC 8200 Jukebox JVC MC 8600 Jukebox		
All X-Finiti Libraries						
BA Series Jukebox DJ-20 Jukebox		DJ-40 Jukebox SA-1600 Series Jukebox				
NSM100		NSM200				
MAXOPTIX MAXLYB 180-4 JB MAXOPTIX MAXLYB 26 JB MAXOPTIX MAXLYB 26XT 5.25 JB MAXOPTIX MAXLYB 52 JB MAXOPTIX MAXLYB 52XT 5.25 JB MAXOPTIX MAXLYB 60 5.25 JB		MAXOPTIX MX 26XT 5.25 JB MAXOPTIX MX5104 5.25 JB MAXOPTIX MX5156 5.25 JB MAXOPTIX MX520 5.25 JB MAXOPTIX MX5258 5.25 JB MAXOPTIX MX 52XT 5.25 JB		MAXOPTIX MX540 5.25 JB MAXOPTIX MX552 5.25 JB MAXOPTIX MX620 5.25 JB MAXOPTIX MX640 5.25 JB BREECE HILL 8 PAC AIT 1L BREECE HILL 8 PAC AIT 2		BREECE HILL Q2.15 BREECE HILL Q7 BREECE HILL Q47 BREECE HILL 4.30 BREECE HILL 4.50 BREECE HILL 6.100 BREECE HILL 6.210 BREECE HILL 15.350 BREECE HILL 12.420 BREECE HILL 9.140
NSM CDR100 XA CD/CDR Jukebox NSM GALAXY CD Jukebox		NSM MERCURY 20 CD JBX NSM MERCURY 31 CD JBX		NSM MERCURY 40 CD JBX NSM SATELLITE CD Jukebox		
LF-7390A 5.25 Jukebox LF-7390J 5.25 Jukebox LF-5300 A5.25 Jukebox LF-J5000 5.25 Jukebox		LF-J50A PD/CD Jukebox LF-J7000 5.25 Jukebox LF-J7080 5.25 Jukebox LF-J7322 5.25 Jukebox		LF-J7324 5.25 Jukebox LF-J7328 5.25 Jukebox LF-J7330 5.25 Jukebox LF-J7350A 5.25 Jukebox		
DRM 7000 Library 200 MBZ 32MB 2.5GB		DRM624X CD Rom DD-S5101 5.25 WORM S/S		DRM1004 CD Jukebox DRM3000 Jukebox DRM-5004X CD Changer		
D Series Jukebox G Series Jukebox		M Series Jukebox Enterprise D Series Jukebox		V Series Jukebox		



QUALSTAR*
QUANTUM/ATL
SONY
SPECTRA LOGIC*
STORAGETEK
SUN

TLS and RLS Series Automated Tape Libraries

P1000	P2000	P3000	P4000	P6000	P7000
OSL10000 Jukebox OSL15000 Jukebox OSL25000 Jukebox	OSL-6000 Jukebox SMO-S501 5.25 MO S/S WDA 930 12" Jukebox	WDA 930 Jukebox WDA 3000 12" Jukebox WDA-330 12" Jukebox	WDA-610 12" Jukebox WDAE-610 Jukebox		
10000 SERIES TAPE LIB. SPECTRA 2000 SERIES TAPE LIB.	4000 SERIES TAPE LIB. 5000 SERIES TAPE LIB.	12000 SERIES TAPE LIB. 9000 SERIES TAPE LIB.	64000 SERIES TAPE LIB. DAS/NAS Tape	20000 T950	
L20 L40	L80 L180	L700	Timberwolf 9710, 9714, 9730, 9738, 9740		
StorEdge L180	StorEdge L700	StorEdge L1000	StorEdge L11000		

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3M
BÖWE BELL & HOWELL

CANON

EXTEK

KODAK

MICROBOX

MINOLTA

ZEUTSCHEL

EFS5000

6500AJ

0806-C

3400

ImagR
ImagR Plus
MicroTrak C
MicroTrak CX
ImageTrak

Classic 3000
Classic 600
Classic TDR300
Classic TDR500 ABR100/200
ABR120/220

Straight Shot Recorder
Filemaster III
Filemaster IV
Scandex 200
Intercom Camera

CF100 Planetary Camera
300 Microimager

RF550 Camera 550D
800DDS Rotary Camera

Planetary Camera

IMAGELINK Microimager 30,
30/A, 30/B, 70, 70A, 70B,
70A12, 70AS12, 70B12
Desktop I, II, III Microfilmer
IMAGELINK Microfilmer 2200

RELIANT 450, 475, 550, 700,
700E, 750, 800, 825, 1000,
1200, 2000 Microfilmer
ROTLINE Microfilmer RD3
STARFILE RV-2/RV-3

IMAGELINK Planetary Microimager
Microfile MRD2, MRG1
Document Archive Writer
i9600 Writer

Polycom

DR 1600 & DAR 2800 Recorder RM402
Rotary Camera

AFT 1 Recorder
Micro Auto 16 Base

Micro Auto 16C Camera Unit
0806-C Camera Unit

Microfilmer OL3

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3M
AGFA
ALOS
ANACOMP
BÖWE BELL & HOWELL

CANON

EYECOM
GIDEON
IMTEC
INDUS
INFOGRAPHIX

500 800	7540/30 7580 Reader Printer	664 Plain Paper
800 Microfiche Reader Printer		
Z40 & Z43 Reader Printer		
MC1000 Reader Printer MC100 Bond Reader Printer Datamate 1000	Reader Printer Datamate 2000 Reader Printer Microcopy 750	Reader Printer
ABR 8 Fiche Reader ABR 400, 415, 415E Reader/Filler ABR 600, 610, 616, 650, 690 Reader ABR 717 Reader ABR 950, 990, 995, 1000, 1300, 1400, 1700, 1900, 2000 Reader/Printer ABR 2100, 2300, 2400 Digital Reader Printer ABR 2600, 2700 Reader/Printer Compact 4000, 4000R, 4100 5000, 5100, 5500, 5600, 5700, 6400, 7100,	7500, 7700 Bond Reader/Printer Autoload Reader/Printer Autoload Reader 1600 Reader/Filler DSF 1000 Reader/Printer DSR 2000 Reader/Printer Image Search Reader/Printer Library 100 DX Reader Mark II & III Reader MicroCopy 10/15 Reader/Printer BC100 Briefcase Reader	C.75 Reader C100 Reader EDR100 Engineering Drawing Reader S100 Reader MT 601 Fiche Reader Dataprism Reader Dataview Fiche Reader AR 3 Reader/Printer AR 5 Reader/Printer
MP50 MP60 PC70 PC80 PC80FS Reader/Printer NP580	NP680 NP700 P780 NP780FS NP880	MP80 MP90 MP90FS MP980 CN250 Reader/Printer DMP 100
FSII Reader/Printer File Print 100 & 300 Printer Coin Box		
9000 & 10000 Reader/Printer		
900 Manual Roll Reader	1000 Motorized Roll Reader	
2000 Reader Printer		
Super Carrell	Super Carrell Motorized	
Infographix Reader/Printer	Microprint 350	Reader/Printer DMS 4000

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KODAK MFB MINOLTA NBJ NORTHWEST ZEUSCHEL	IMAGELINK Digital Workstation Digital Workstation 2000 Printer 3 Printer 5	Printer 7 Enhanced Network Node Retrieval Workstation 1000 IMT 50, 100, 150, 200, 250,	350 Microimager Terminal ORACLE & ORACLE II Microimager Terminal STARVUE & STARVUE II Reader/Printer
	1100 Reader Printer 7540, 7530		
	RP502, 503, 504, 504A, 505, 507, 509 Reader Printer RP600Z, RP605Z, RP606Z Bimode Reader Printer	RP600Z, RP603Z, RP605Z, RP606Z Unimode Reader Printer RP607Z, RP609Z Reader Printer 1600 Reader	MicroSP 3000 Digital Reader Printer SP 3000 Laser Printer MicroSP 2000 Digital Reader Printer
	162 Reader Filler II		
	2020 35mm Reader		
	35 Reader Printer		

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AGFA
BÖWE BELL & HOWELL
CANON
FUJI
INFOGRAPHIX
KODAK

MINOLTA
NEXTSCAN
SCREEN SCAN
SUNRISE
WICKS & WILSON

Scangate		
2400D & 3000D Universal Film Scanner		
Microfilm Scanner 100, 400, 800		
M-Drive		
ScanPro	Digital Film Scan	
2400 DSV 3000 DSV	Intelligent Microimage Scanner i7300 Scanner	
MicroSP2000 SP3000	MS2000 MS3000	MS6000 MS7000
Eclipse		
3500	100-DRP	PC Model
P 150	P III	P IV Controller
WW-4001, WW-4002, WW-4100 Roll Film Scanner WW-5100 Microfiche Scanner		WW-1400-95, WW-1400-NT, WW-2400-95, WW-2400-NT, WW-3400, WW-3600, WW-3700 Aperture Card Scanner AA-AC02 Aperture Card Plotter

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3M	FS6 Camera Processor 1500 Diazo Duplicator	262B Fiche Duplicator 262A Fiche Developer	FS6 Camera Processor 938A Card Duplicator
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		
BÖWE BELL & HOWELL	ABR 300, 350 Processor Filemaster I, II, III Processor ABR Processor ABR 510/511T Printer/Processor	ABR 516 Roll Duplicator ABR 505, ABR 506 Diazo Processor 404/504, 405 Diazo Printer	ABR 505T Vesicular Processor ABR 520T Printer Processor
CANON	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
EXTEK	2130, 2150, 2150E, 3100, 3150, 5101, 5400, 5401E, 5402, 5402E, 5441, 5446, 5492 Duplicator Fiche Cutter		
INDUS	2000, 3000 Processor		
KODAK	PROSTAR I, II & Archive Processor	Mini Microfilm Processor	
MICORBA	Microfiche Duplicator A-9VII	Microfiche Developer D-18	
MINOLTA	105 Duplicator		
NBJ	505 Diazo Processor	D15 Developer 1511A	
OZALID	16/35 Diazo R/F	Duplicator HSD	

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REFERENCE
ARCHIVE

Image Server Software
Enhanced Printer Module Software
Ivory System

ITEM PROCESSING

S1 Vision 120E
S1 Vision 170

TS 200
TS 300 / TS 350

TS 400

Prostar System w/ Printer
Satellite Protege System
Satellite Autostar System

CD REPLICATORS

Powerwriter PRO 8 & 12 DR

7850 CADJET 3D 36
7851 CADJET D
7852 CADJET E
7853 NOVAJET 736 36
7854 NOVAJET 750

COMMERICAL PRINT

5000E-II

11K
20K

2708

MAIL PROCESSING



*We are continuously adding to our service portfolio and some
manufacturers and model numbers serviced vary by region.
Please contact us to learn more.*

Let Kodak be your single source service provider.

For more information contact us at:

1-800-944-6171 ext. 76 or visit us at



www.kodak.com/go/CIGService