



TAKE PICTURES. FURTHER.™

# KODAK PROFESSIONAL RP 30 and SRP 30 Laser Printers

## MAXIMIZE PERFORMANCE WITH KODAK SERVICE & SUPPORT

To stay responsive, competitive, and positioned for growth, you invested in a high-performance digital workflow. And to help you realize the full potential of digital efficiency and productivity in your lab, KODAK Service & Support provides on-site service, phone support, remote diagnostics, and more.

### Maximize uptime

All our plans can help enhance your uptime. To help you achieve the highest level of uptime, we created the Gold Plan which gives you priority response to your service and support needs, scheduled preventive maintenance calls, proactive remote diagnostics, and call extension coverage.

### Optimize productivity and image quality

The key to maintaining image quality and meeting tight deadlines and high production schedules is to keep your printer in optimum operating condition. A KODAK Service and Support Plan can help you do just that.

The Gold Plan provides call extension coverage; if a service call runs past 5 p.m.—our field engineer will stay up to 7 p.m. to complete the call, reducing the impact of service on your operations.

### Protect your budget

You can control costs with any of our plans. For maximum cost control with the most complete coverage select the Gold Plan. And, you can also enhance your warranty with a Gold or Silver plan.



Critical deadlines? Protect your production and budget with a KODAK Service & Support Agreement. We offer a range of options that can help you delight your photographers with quality images and dependable turnaround times. To learn more, call us at 1-800-645-6325, extension 40. Or visit us at [www.kodak.com/go/digitalprolab](http://www.kodak.com/go/digitalprolab).

We're here for you.  
**Kodak Service & Support**



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## Warranty Enhancement and Post Warranty Options available in the United States

KODAK PROFESSIONAL RP 30 and SRP 30 Laser Printers come with a 1-year parts, and 90-day phone assistance, on-site service, and reactive diagnostic support warranty.\* To help protect your budget and maximize product performance beyond the warranty coverage, we offer these warranty enhancement and annual post-warranty support options.

HARDWARE SERVICES	GOLD PLAN	SILVER PLAN	BRONZE PLAN
	<b>Maximum uptime and budget protection!</b>	Helps protect budget and uptime	Discounted parts helps to control costs
<b>PHONE SUPPORT</b> 8 a.m. to 5 p.m., Monday to Friday, excluding holidays	X	X	Limited to 30 Hours
<b>PARTS</b>	X	X	10% discount
<b>2 PREVENTIVE MAINTENANCE CALLS</b> (per year)	X		
<b>ON-SITE SERVICE</b> 8 a.m. to 5 p.m., Monday to Friday, excluding holidays	X	X	
<ul style="list-style-type: none"> <li><b>Priority Response Time</b></li> <li><b>Weekday Rate for Overtime Support</b></li> <li><b>Call Extension Coverage</b> Once a call is started, our field engineer will stay up to an additional 2 hours past 5 p.m. at no charge to resolve the problem</li> </ul>	X	X	
<b>REMOTE DIAGNOSTICS</b>			
<ul style="list-style-type: none"> <li><b>Reactive</b> We will run remote diagnostics when you call</li> <li><b>Proactive</b> We access your printer every month to identify and resolve problems proactively</li> </ul>	X	X	X
<b>WARRANTY ENHANCEMENT OPTION</b> Base warranty may be enhanced to this level of coverage for the first year	X	X	

\*See Warranty Terms and Conditions for complete coverage.

\*\*Warranty and Agreement coverage listed here are specific to the United States only. Call Kodak in your country for local coverage options.

For more information on how a KODAK Service & Support Agreement can help maximize your photofinishing production, call us at:  
**1-800-645-6325, extension 40.**

Or visit us on the Web:  
[www.kodak.com/go/digitalprolab](http://www.kodak.com/go/digitalprolab)