

Multi-Vendor Service & Support from Kodak Alaris

World Class Service and Support Provider!

Managing all of your scanner and micrographics equipment needs

Kodak Alaris employs the industry's most highly experienced field engineers, providing its customers the fastest service response possible with an industry leading first-call repair rate. Our flexible service offerings range from Advanced Unit Replacement (AUR) up to 24/7 Onsite coverage with 4-hour response. With Service and Support from Kodak Alaris, we ensure that your equipment is properly maintained for maximum uptime.

Scanner and Micrographic Brands Supported

- Bell & Howell
- Canon
- Fujitsu
- Kodak
- Panasonic
- Various other micrographics brands

Industry Leading Knowledge and Training

Kodak Alaris has a comprehensive multi-vendor commercialization process delivering superior service and support. We follow the same systems and guidelines to support other manufacturers' equipment as we do on our own. This guarantees that we have the right processes, parts, and people in place to deliver the best service possible.

- All field engineers start with extensive product and service training, and continue to enhance their skills through regular updates on new equipment and software.

Fast and Extensive Service Coverage

Kodak Alaris provides service coverage in nearly all major metropolitan areas within the United States and Canada. Most locations offer 24/7 onsite service with 4-hour response time—delivering fast and professional service when you need it.

We provide complete details regarding who will visit and when to expect a technician if our technical support team is unable to quickly resolve your issue remotely.

- Clearly defined escalation process ensures ongoing attention and resolution.
- Continuous monitoring by field managers ensures each piece of equipment that is under coverage is always operational.

First Call Gets it All

Dedicated Field Engineers You Can Trust

All customers are assigned a highly experienced Field Engineer (FE) to service your equipment.

- Each FE assigned is a Kodak Alaris employee and never a third-party subcontractor.
- FE's maintain and carry a wide range of service parts on hand to ensure they will repair your equipment on the first visit over 90% of the time.
- Each FE is backed by a Level 2 technical support team and Level 3 engineering support in the event service escalation is required.

Reduced Downtime with Remote Support

All Kodak and Multi-Vendor service agreements include remote support. When calling for service and support, our experienced staff will initially try and resolve your issue remotely to get you up and running as quickly as possible. In some cases, our team will get you up and running in a matter of minutes through a remote session. If not, your dedicated field engineer will be dispatched or an exchange unit arranged, based on your coverage.



Flexible Service Coverage Options

Get the peace of mind of up to 24/7/365 call placement via the web or through our U.S. based Call Center. Available services include Advanced Unit Replacement (AUR) options and Preventive Maintenance Services that clean, check, and adjust equipment proactively to protect uptime, throughput, and budgets.

- Customized coverage is available to meet your specific needs.
- Co-terminous contracts are available to fit within your company's fiscal needs.
- Add coverage to out-of-warranty scanners as well as providing end-of-life support.

To Learn More or Purchase Coverage

Contact your Kodak Alaris reseller.

How to Request Service

Submit a 24/7 service request online by visiting AlarisWorld.com/go/servicerequest or contact us toll free at 800-356-3253.

Want to learn more?

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