

Kodak

INfuse AX Scanner

User's Guide



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Safety

User Precautions

- Place the scanner on a sturdy, level work surface capable of supporting 3.2 kg (7 lbs).
- Do not install the scanner in a location subject to dust, humidity or steam. This may cause electrical shock or a fire. Only use the scanner and power supply indoors in a dry location.
- Make sure the electrical power outlet is located within 1.52 meters (5 feet) of the scanner and is easily accessible in case of an emergency.
- Plug the power adapter securely into the wall outlet. Failure to do so may cause electrical shock or fire.
- Do not damage, knot, cut or modify the power cord. This may cause electrical shock or fire.
- Use only the AC adapter that is supplied with the scanner. Do not use the scanner's AC adapter with any other product. This may cause electrical shock or fire.
- Do not use the scanner if it becomes inordinately hot, has a strange odor, emits smoke, or makes unfamiliar noises. Immediately stop the scanner and disconnect the power cord from the power outlet. Contact *Kodak* Technical Support.
- Do not disassemble or modify the scanner or the AC power adapter.
- Do not move the scanner with the power cord and interface cable attached. This may cause damage to the cord/cable. Remove the power cord from the wall outlet before moving the scanner.
- Follow the *Kodak* Alaris recommended cleaning procedures. Do not use air, liquid or gas spray cleaners. These cleaners displace dust, dirt and debris to another location within the scanner, which may cause the scanner to malfunction.
- Safety Data Sheets (SDS) for chemical products are available on the *Kodak* Alaris website at: www.AlarisWorld.com/go/ehs. When accessing the SDS from the website, you will be required to provide the catalog number. Contact your solution provider for supplies and consumables catalog numbers.
- This device is not intended for use in the direct field of view at visual display workplaces. To avoid incommoding reflexions at visual display workplaces this device must not be placed in the direct field of view.

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).]

1 Overview

KODAK INFuse AX Scanner



This User's Guide provides information and procedures for using and maintaining the KODAK INFuse AX Scanner.

The KODAK INFuse AX Scanner is a standalone network-connected scanning device (PC-less) designed to efficiently submit content into a business process. It scans 80 A4/letter size pages per minute (duplex scanning of portrait-oriented pages, 150/200/300 dpi in black and white, grayscale, and color). The input tray holds 80 pages. The dual LED indirect illumination provides excellent image quality.

The KODAK INFuse AX Scanners have *built-in* embedded image processing capabilities, to process images within the scanner electronics.

The KODAK INFuse AX Scanners offer wired (Ethernet) or wireless connection to your network. The scanners let you monitor and direct the scanner using a 3.5 inch display touch screen on the scanner itself.

Illustrations in this guide

This User's Guide provides information and procedures for all the KODAK INFuse AX Scanners. The illustrations in this guide may look slightly different based on the model. The information in this guide applies to all the KODAK INFuse AX Scanner models unless otherwise noted.

Supporting documentation

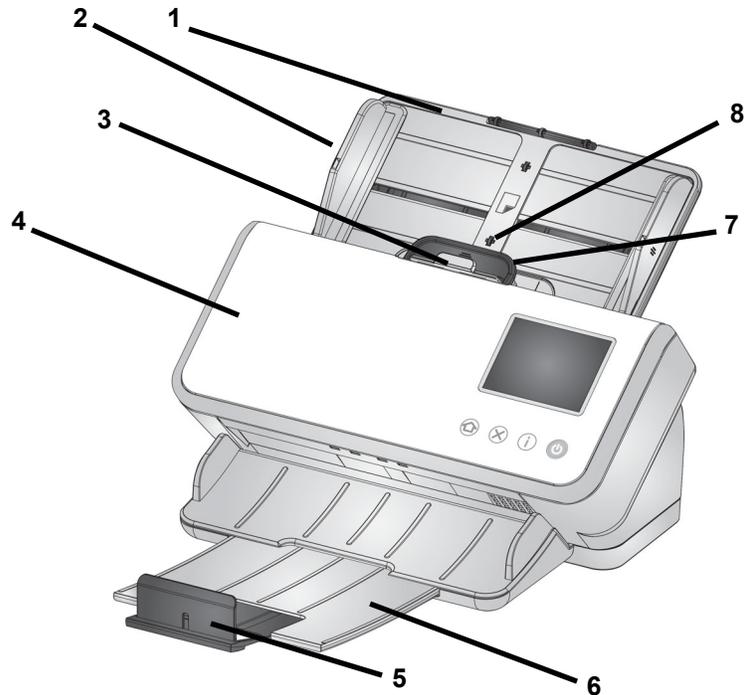
In addition to this User's Guide, the following documentation is also available:

- **Installation Guide** — quick visual steps for installing your scanner.
- **Reference Guide** — easy visual steps for cleaning your scanner. Download this guide and keep it close to the scanner.

Scanner components

Front view

This illustration shows the KODAK INFUSE AX Scanner.

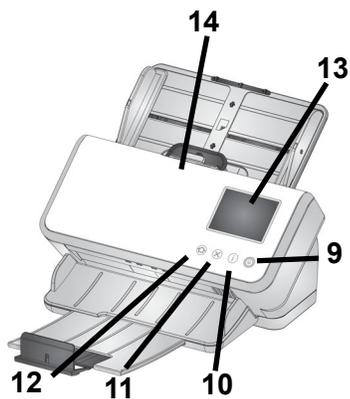


- 1 **Input tray** — the input tray holds up to 80 pages of A4 80 g/m² paper and can be extended to accommodate pages up to tabloid size (17 in. / 432 mm). See “Getting your scanner ready to scan” on page 12 for an illustration of the input tray extension.
- 2 **Side guides** — the side guides can be moved in and out to accommodate the size of pages you are scanning. Side guides may be locked in place for letter size or A4 size paper. See “Getting your scanner ready to scan” on page 12.
- 3 **Gap release** — allows you to manually adjust the space between the feed roller and separation roller for pages that require special handling (e.g. thick paper, envelopes, hard cards). When using the gap release, pull the gap release out to feed special pages. When finished, push the gap release back in place.
- 4 **Scanner cover** — when opened, provides access to internal components such as the imaging area and the feed and separation rollers.
- 5 **End Stop** — can be lifted up when scanning, for better stacking of output pages

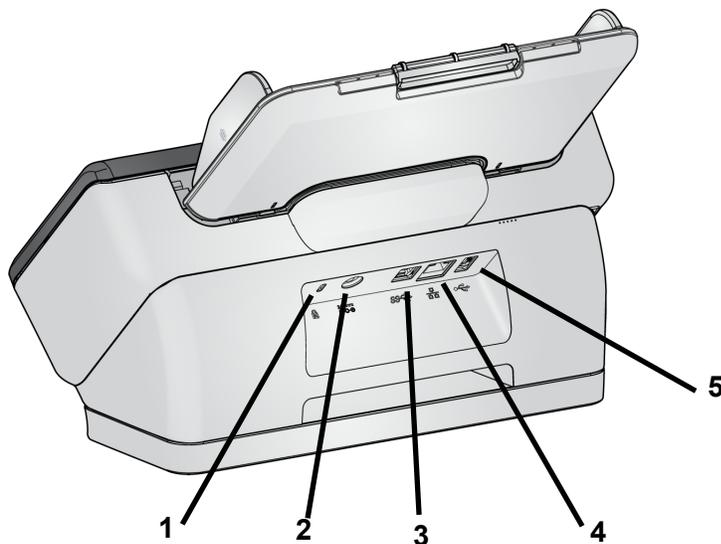
NOTE: Some of the items on this page refer to the illustration on the previous page.

- 6 **Output tray** — collects the scanned pages. The output tray can be pulled out and extended to accommodate pages up to 17 in. / 432 mm in length.
- 7 **Scanner cover release lever** — opens the scanner to allow access to the paper path for cleaning or for clearing a document jam.
- 8 **ID card positioning** — for scanning one small card (such as US driver's license or other credit card sized ID cards) in landscape orientation. See "Scanning small items" on page 18 for precise positioning of credit card.
- 9 **Power button** — touch this button to turn the scanner on or off. The power button is lighted when the scanner is powered on. The lighted button blinks when a situation requires your attention: for example, to close the scanner cover. It blinks more slowly when the scanner is in low power mode.
- 10 **i button** — takes you to a display of scanner information.
- 11 **X button** — this multi-function button can **End** or **Pause** a scanning job or **Cancel** out of a menu. Its function varies at different times during scanner operation.
- 12 **Home button** — returns you to the scanner home display.
- 13 **Scanner screen** — a larger touch screen with color graphic display of scanner information and controls. The Play, Up, and Down functions are available using the scanner touch screen.
- 14 **Close scanner cover by pressing here.**

Front view

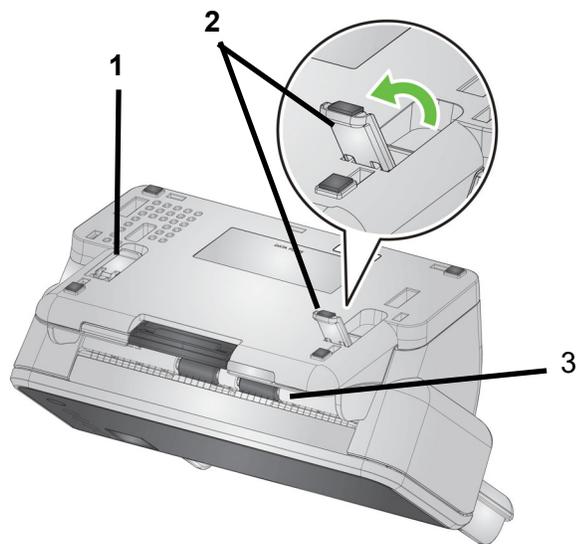


Back view



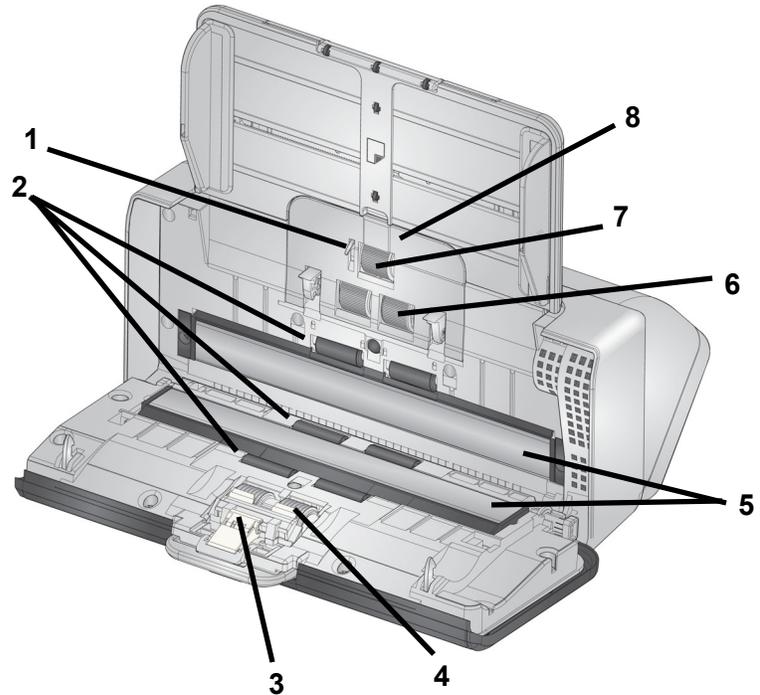
- 1 Security lock port** — allows you to connect a security lock to the scanner. You can purchase a standard security lock at an office supply store.
- 2 Power port** — connects the power supply to the scanner.
- 3 USB 3.1 Super Speed port** — not enabled for INfuse AX.
- 4 Ethernet port** — connects the scanner to the network.
- 5 USB 2.0 High Speed port** — not enabled for INfuse AX.

Underside view



- 1 **Tilt stand leg** — recessed into scanner base.
- 2 **Tilt stand leg** — fully extended to lift front edge of scanner — assists output of long pages.
NOTE: In operation, either recess or fully extend both legs.
- 3 **Transport rollers** — six transport rollers should be cleaned from inside the scanner (see “Inside view” on page 6); these two should be cleaned from the underside.

Inside view



- 1 **Paper present sensor** — detects the presence of paper in the input tray.
- 2 **Transport rollers** — (three pairs) these six rollers, plus the two visible on the “Underside view” on page 5, help move paper smoothly through the scanner.
- 3 **Pre-separation pad** — helps to feed one page at a time from the input tray.
- 4 **Separation roller** — provides smooth page feeding and separation of various sizes, thicknesses and textures of input pages.
- 5 **Image glass** — the area of the scanner where imaging takes place.
- 6 **Feed roller** — provides smooth feeding and separation of various sizes, thicknesses and textures of pages.
- 7 **Urging roller** — pulls next page into scanner from the input tray.
- 8 **Feed roller cover** — provides access to feed rollers.

Scanner Specifications

This section provides scanner specifications and system requirements.

Recommended Daily Volume	Up to 8,000 pages per day
Throughput Speeds	Black-and-white/grayscale/color: up to 80 ppm/160 ipm at 150, 200 and 300 dpi
Scanning Technology	Dual CIS; Grayscale output bit depth is 256 levels (8-bit); color output bit depth is 24 bits (8 x 3)
Processor	Embedded Dual Core Cortex A15 Processors (1.5GHz) with Dual DSP (750 MHz) Image Processors with Multiple Cortex M4 Sub-processors
Operator Control Panel	3.5-inch/89 mm color touch screen LCD
Optical Resolution	600 dpi
Illumination	Dual RGB LEDs
Output Resolution	150 / 200 / 300 dpi
Max./Min. Document Size	216 mm x 432 mm (8.5 x 17 in.) / 52 mm x 52 mm (2.08 in. x 2.05 in.)
Paper Thickness & Weight	27–433 g/m ² (7.2–160 lb. cover stock) ID card thickness: up to 1.4 mm (0.55 in.)
Feeder	Up to 80 sheets of 80 g/m ² (20 lb.) paper Handles small documents such as A8, ID cards, embossed hard cards, and insurance cards (portrait and landscape orientations)
Connectivity	Wireless Network 802.11 b/g/n and 10/100 Ethernet WLAN Security- WEP 64/128 Bit, WPA-PSK, WPA2-PSK, MSCHAPv2, EAP-TLS
Imaging Features (On)	Perfect Page Scanning, deskew, autocrop, automatic orientation, image edge fill, streak filtering, sharpening, automatic brightness/contrast, automatic white balance, automatic color balance, iThresholding, lone-pixel noise removal, 432-mm (17-inch) document scanning
Imaging Features (Selectable)	Customizable metadata, customer data entry at touch screen, controlled stacking, dual stream scanning, content-based blank page removal, automatic color detection, barcode reading, electronic color dropout, multicolor dropout, output compression, ultrasonic multifeed technology
File Format Outputs	Single and multi-page TIFF, JPEG, single and multi-page PDF

Accessories (Optional)	KODAK Integrated A4/Legal Flatbed, KODAK Passport Flatbed 150 / 200 / 300 Accessory, KODAK A3 Size Flatbed Accessory, KODAK S2000 Series Stacking Deflector Accessory
Electrical Requirements	100-240 V (International); 50-60 Hz
Power Consumption	Off: < 0.5 watts; Sleep mode: < 5.0 watts; Running: <36 watts
Environmental Factors	EPEAT Registered; ENERGY STAR Qualified; Operating Temperature: 10-35° C (50-95° F); Operating Humidity: 15% to 80% RH
Acoustical Noise (operator position sound pressure level)	Off or Ready mode: <20 dB(A) Scanning: <50dB(A)
Approval & Product Certifications	AS/NZS CISPR 32 (Class B RCM mark), CAN / CSA – C22.2 No 60950-1 (TUV C mark), Canada CSA-CISPR 32 / ICES-003 (Class B), China GB4943.1; GB9254 Class B (CCC S&E mark), EN55032 ITE Emissions (Class B), EN55024 ITE Immunity (CE mark), EN60950-1 (TUV GS mark), IEC60950-1:2005, Taiwan CNS 13438 (Class B); CNS 14336-1 (BSMI mark), UL 60950-1 (TUV US mark), CFR 47 Part 15 (FCC Class B)
Consumables Available	KODAK S2050/2070/2060w/2080w Feed Roller Kit, KODAK S2050/S2070/S2060w/S2080w Pre-Separation Pad and Roller Kit, roller cleaning pads, STATICIDE Wipes, transport cleaning sheets, Brillianize Detailer Wipes
Dimensions	Weight: 3.3 kg (7.2 lbs.) Depth: 204 mm (8.0 in.), not including input tray and output tray; Width: 312 mm (12.3 in.) Height: 182.5 mm (7.2 in.), not including input tray; Depth with Input Tray: 269 mm (10.6 in.); Height with Input Tray: 231.6 mm (9.1 in.)

2 Installation

The following is a list of steps you will need to perform in order to get your scanner set up and connected to your computer.

1. Unbox your scanner.
2. Set up your scanner for the first time.
3. Scan the EasySetup sheet.

Unboxing the scanner

Follow these steps to unbox your scanner and get it ready to be set up.

1. Open the scanner box.
2. Remove all the contents from the scanner box.
3. Remove all the shipping tape from the scanner.
4. Find the *Installation Guide* and open it.
5. Verify the contents of scanner box. (See the left panel of the *Installation Guide*.)

Setting up your scanner

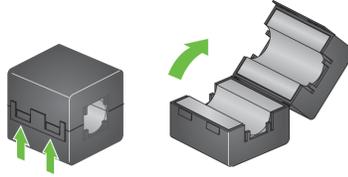
Follow these steps from the *Installation Guide*.

1. Install the input tray.
2. Attach the correct AC plug adapter to the power supply. Attach the power supply to the scanner, and then to a power outlet.
3. Unless you are using a wireless network, attach the Ethernet cable to the scanner and to the network connector.
4. Turn the scanner on by pressing the power button  on the front of the scanner.
5. Select the desired language from the list.
6. Scan the EasySetup sheet.

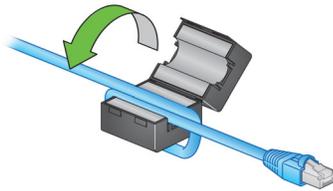
Install ferrite core (Ethernet connection only)

If you are using an Ethernet cable, you will want to install the provided ferrite core. Without a properly attached ferrite core, the scanner may cause interference to nearby wireless devices.

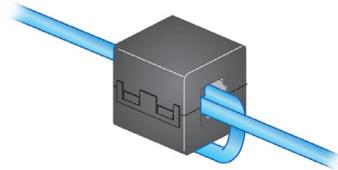
1. Open the ferrite core that came with the scanner.



2. Wrap the Ethernet cable around the ferrite core as shown. Place it approximately 3 in./7.6 cm from the end of the Ethernet cable that will be plugged into the scanner.



3. Close the ferrite core, being careful not to pinch the Ethernet cable.



3 Scanning

Basic scanning

Scanner controls

The cover of the KODAK INFUSE AX Scanner contains a touch screen with a 3.5" diagonal color display and four buttons.

The power button  is always active and is used to turn the scanner on and off.

The information button  takes you to a display of scanner information.

The X button  is a multi-function button that can **End** or **Pause** a scanning job or **Cancel** out of a menu. Its function varies at different times during scanner operation.

The home button  returns you to the scanner home display.

See "Scanner display and buttons" on page 13 for more information.

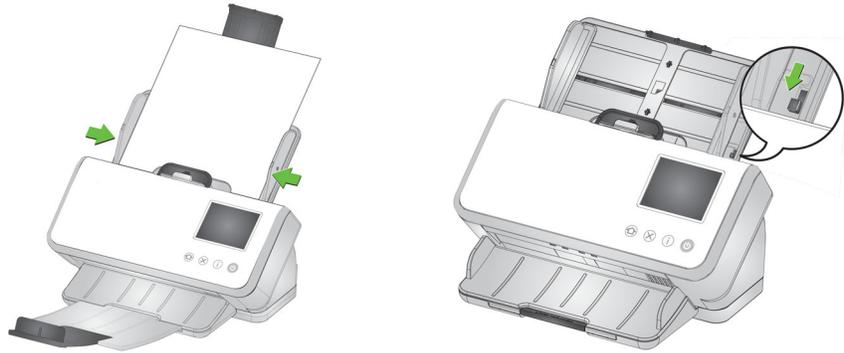
NOTES:

- An X button  is also provided on the scanner display screen.
- The Play / Select  button is only available on the scanner display screen.

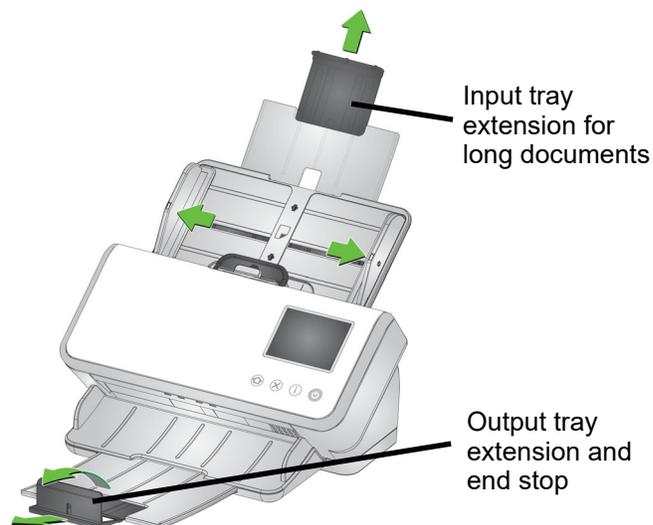


Getting your scanner ready to scan

1. Be sure the scanner is on and ready to scan. The power button must be illuminated and not blinking, and the server icon must be displayed on the status bar, see “Ready” on page 14.
2. Move the side guides in or out to fit the size of pages you are scanning. If scanning letter or A4 size paper, the side guides may be restricted to the maximum width of the paper using the switch in the inset below on right. The switch is shown in the letter size position. See “Preparing documents for scanning” step number 6 on page 30.



3. If necessary, adjust the input and output trays for the length of your pages. The output tray can be extended to accommodate pages up to 17 in. / 432 mm in length. An end stop is available to assist output page stacking. Lift this end stop as needed for scanning pages up to 17 in. / 432 mm.



Getting your pages ready to scan

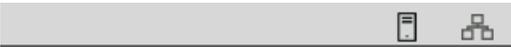
See the following sections for detailed help:

- “Input tray capacity” on page 16
- “Preparing documents for scanning” on page 16

Later sections of this chapter provide advice on how to scan hard cards, batches of mixed size paper, NCR paper, etc.

Scanner display and buttons

Conventions in the display screens

The status bar  on the display screen contains two icons.

The server icon  shows the status of the connection to the INFuse Management Service.

The network icon  shows the status of the connection to the wired or wireless network.

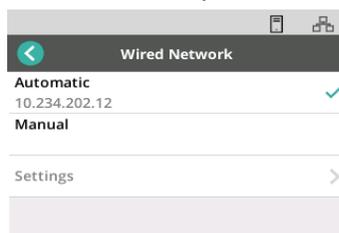
The color of these icons indicates the connection status. Black shows that the scanner is connected, yellow shows that the scanner is connecting, and red shows that the scanner cannot connect.

The Back  button goes back once.

The Next  button advances to the next screen.

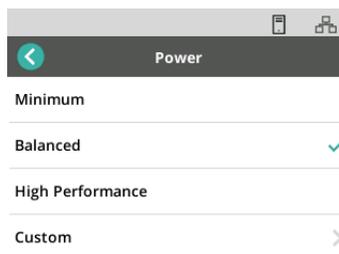
The menu  icon leads to network and power Settings.

This icon  beside a menu option means you have a choice of “on” or “off” for the option:



The colored icon means “on” and the gray icon means “off.”

A check mark means the option is selected:

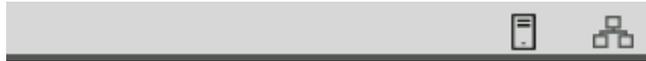


When more options are available than the screen can display, a scroll bar is provided:



Ready

When the scanner is ready to begin scanning, the server and network icons on the status bar appear in black.



Scanning

When you are scanning, the display shows the page count for this scan session and whether any special settings are enabled. It also allows you to pause scanning or end the job.



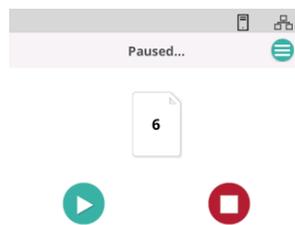
Pause

Pause the scanner with the **X** button or Pause  on the scanner screen.

The scanner screen indicates the pause and waits for you to either resume  or stop scanning, **X** or .

Pause the scanner by pressing the **X** button or Pause  on the scanner screen.

The scanner screen indicates the pause and waits for you to either resume  or stop scanning, **X** or .

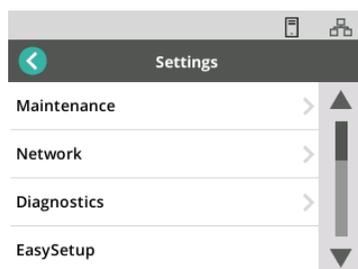


Scanner settings

From the Settings screen, you can view the operator log by selecting **Diagnostics > Operator Log**.

These other functions of the Settings screen are password-protected when the Scanner Admin Access Password is enabled:

- Record maintenance events such as when the scanner was cleaned or parts replaced.
- Review or change network settings.
- Access calibrations.
- Scan an EasySetup sheet created through the INfuse Management Service.
- Review or change the power choices for the scanner.
- Choose the language for the display.
- Perform a factory reset.



For more information about:

- The Scanner Admin Access Password and the settings it protects on the Settings screen and Information screen, see the *KODAK INfuse Management Application Administrator's Guide, A-61946*
- Creation of the EasySetup sheet, see the *KODAK INfuse Management Service Administrator's Guide, A-61918*

Paper handling challenges and solutions

Input tray capacity

Paper weight and size determine how much paper can feed smoothly from the input tray. The input tray will accommodate 80 pages of 20 lb (75 g/m²) paper. Even if you use thinner paper, do not load more than 80 sheets:

Paper weight — g/m ²	Paper weight — lb	For A4, letter, or shorter size	For legal size
27 - 80	7.2 - 21	80 sheets	50 sheets
> 80 - 104	> 21 - 28	60 sheets	50 sheets
> 104 - 157	> 28 - 42	40 sheets	30 sheets
> 157 - 256	> 42 - 69	25 sheets	20 sheets
> 256 - 413	> 69 - 110	15 sheets	10 sheets

Preparing documents for scanning

The pages being scanned and physical setup of the scanner affect how smoothly your input pages will feed into the scanner and stack after passing through the scanner. Standard paper size pages feed easily.

Be sure your pages conform to size, weight, and type of documents that the scanner can handle, see “Scanner Specifications” on page 7.

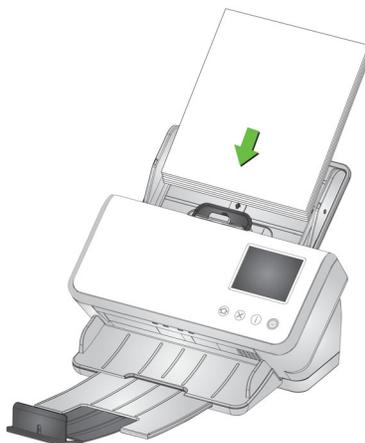
Follow these “good practices” tips to ensure good feeding:

1. Remove all staples and paper clips from the pages. Staples and paper clips may damage the scanner and your pages.
2. All inks and correction fluids on the paper must be dry before scanning is started.
3. If your pages stick together, they may have trouble feeding one by one. Fan the pages to help them separate, before putting them in the input tray. It can be helpful to fan them in two directions if they stick tightly together (e.g. because of static or because they are very smooth).
4. After fanning, straighten the stack of pages. If the pages have mixed sizes, straighten just at the edge that will lead them into the scanner. If the pages are all the same size, straighten them first on a side edge and then on the lead edge.
5. Place the pages centered in the input tray, between the side guides. Position the front side of your pages face down against the input tray and the top of the pages into the input tray, lead edge first. Extend the input tray so it supports the input stack.

6. Slide the side guides so they touch the sides of your input stack. If your paper is standard letter or A4 size, the input tray has a switch to restrict the side guides from opening wider, as shown.



7. Extend the output tray so it is longer than the input stack by about 1/2 in/1 cm. Raise the end stop of the output tray, if the paper is shorter than 14 in/35 cm.
8. For pages that are difficult to feed or separate, feather the lead edges of the stack, as shown. Hold the back of the stack and bend the stack so the lead edges of the bottom documents are forward of the top documents. Maintain this shape in the stack when you place the pages into the input tray.



9. Some paper types can affect feeding and separation performance:
 - Thermal papers
 - Coated papers
 - Glued edge papers
 - Perforated pages
 - Carbonless paper
 - Pre-folded paper
 - Papers with static charge
 - Photographs (glossy)
 - Rough textured paper
 - Previously stapled documents

You may need to experiment with these tips to find the preparation steps and input stack size that work well for your documents.

Mixed paper

If your pages are of varying sizes, follow the tips in “Preparing documents for scanning” on page 16. Try to stack the input paper so it is centered, side to side in the input tray. Lead edges should align or be feathered.

If you want output pages to align at the trailing edge (which can be useful when input pages are different lengths), raise the scanner on its tilt stand:

1. Tip the scanner backwards.
2. Pull the tilt stand legs down until they snap into their extended position. See “Underside view” on page 5.
3. Tip the scanner forward until it rests on the tilt stand legs. This configuration will encourage output pages to settle against the scanner.

Lightweight paper

Straighten the stack of input paper, then fan pages, before placing them in the feeder, lead edge first.

Do not push lightweight paper too far into the input tray. The scanner needs to detect the pages, but pushing too far may crumple delicate paper.

NCR paper

“No carbon required” (NCR) paper is coated with chemicals that affect the scanner rollers and can degrade scanner feeding performance. After scanning NCR paper you should clean the scanner. See “Cleaning procedures” on page 22.

Scanning small items

If you are scanning small items such as a driver’s license or credit card — especially hard cards that are relatively thick — they should be scanned with the embossed side up and ideally one at a time. You may need to assist them by hand.

One card may be scanned first in a batch with larger pages.

Feed hard cards in landscape orientation.

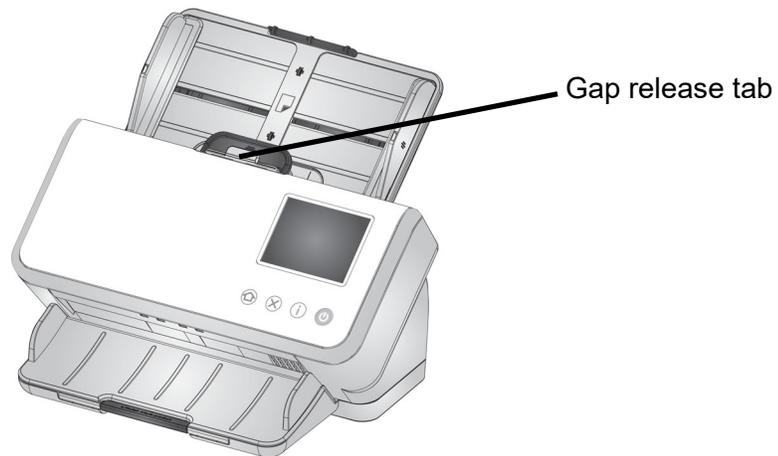


Fragile or oversize paper

Handle with care

If you are concerned that delicate pages might crumple as they pass through the scanner, using gap release is an option to handle with care. Some pressure is used to separate the first (bottom) page in a stack from the rest of the stack. If you want to feed one delicate page or a photo with no pressure on it, pull up the gap release tab, put your page into the input tray, and scan it.

Return the gap release tab to its normal position for scanning a stack of pages. Handle with extra care



If you still have trouble

If you have tried the other suggestions in this section and still have trouble, then check the scanner:

- See “Cleaning procedures” on page 22 for how to clean the scanner. Roller cleanliness and wear affect how well pages feed.
- See “Replacement procedures” on page 28 to be sure that feed rollers, separation rollers, and pre-separation pad are installed correctly.
- See “Problem solving” on page 35 for more suggestions.

NOTE: Certain options you may select, such as feeding documents with more care or improved output stacking, will slow scanning throughput.

Turning the scanner off

To turn the scanner off, touch the power button for 1 second.

NOTE: The *Power Off* energy saver feature will also turn the scanner off after an extended period of time in power saver mode. The default is 15 minutes. The period can be adjusted on the scanner touch screen.

“Wake up” actions

From off

- Press the scanner power button. 

From standby/sleep

Any of the following will wake the scanner from low power mode:

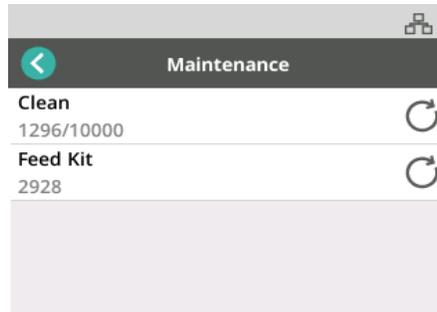
- Press the scanner power button.
- Put paper into the input tray.
- Touch the scanner screen.

4 Maintenance

Scanner meters

Your scanner has meters with information about when to clean and replace various scanner parts. Using the meters will help to maintain image quality and scanning performance.

To see the meters display, choose Maintenance at the scanner screen.



Choosing **Meters** from this screen will display:

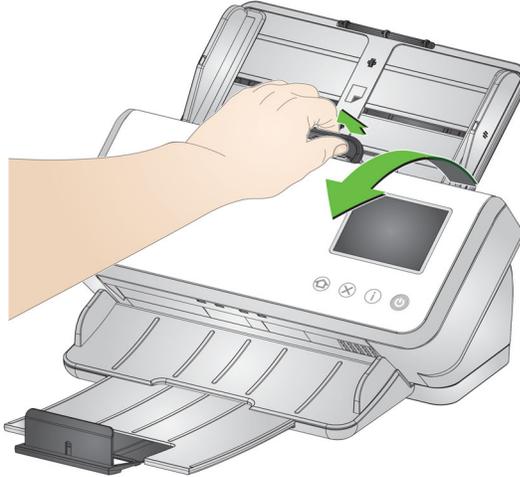
- **Clean** - the number of scans since the last cleaning, and the number at which cleaning of the scanner is needed.
- **Feed Kit** - the number of scans since the last parts replacement.

 Choosing Reset for *Clean* or *Feed Kit* will turn the count back to 0 (number of scans since the last cleaning/replacement).

NOTE: For parts replacement guidelines, see "Replacement procedures" on page 28.

Opening the scanner cover

1. Pull the scanner cover release lever to release and open the scanner cover.



2. When you finish cleaning the scanner or replacing a part, close the scanner cover.

Cleaning procedures

Your scanner needs to be cleaned periodically. For any of these issues you should first clean your scanner:

- your pages do not feed easily
- several pages feed at the same time
- streaks appear on your images
- pages exiting the scanner have roller/tire marks

Transport cleaning sheets, roller cleaning pads, and Staticide and Brilliantize wipes are all available for purchase from *Kodak Alaris*.

IMPORTANT: Use only cleaners recommended by *Kodak Alaris*. Do not use household cleaners. Do not use alcohol or products containing alcohol.

Allow surfaces to cool to ambient temperature before cleaning. Do not use cleaners on hot surfaces.

Use adequate ventilation. Do not use cleaners in confined areas.

After cleaning, allow rollers to dry before resuming scanning.

Clean in this order

1. Before cleaning, disconnect the electrical power.
2. Use a transport cleaning sheet several times to remove residue from the rollers. This cleaning technique is simpler for you and helps preserve the rollers. See “Running a transport cleaning sheet”.
3. If the rollers do not come clean with the transport cleaning sheet, then clean them with roller cleaning pads. See “Cleaning the separation roller” and “Cleaning the feed rollers”.
4. When the rollers are clean, clean the imaging area. See “Cleaning the imaging area”.
5. Wash your hands with soap and water after performing maintenance procedures.
6. Go to *Maintenance* on your scanner screen display and choose **Clean > Reset**. See “Scanner meters” on page 21.

Running a transport cleaning sheet

1. Remove the wrapping from the Transport Cleaning Sheet.
2. Adjust the side guides to fit the cleaning sheet.
3. Place a transport cleaning sheet in the input tray (adhesive side up, toward you) in portrait orientation.
4. Using your scanning application, scan the transport cleaning sheet.
5. After the transport cleaning sheet is scanned, turn it over (adhesive side down, toward the input tray) and scan it again.
6. Open the scanner cover and wipe the imaging area with a lint-free cloth.
7. Close the scanner cover.
8. Scan a few pages. Check that ink or toner from the rollers is not visible on scanned pages or on images.
9. If necessary, repeat this procedure.

NOTE: When a transport cleaning sheet gets very dirty, discard it and use a new one. If the sheet is not dirty, put it back into its wrapping to save for re-use.

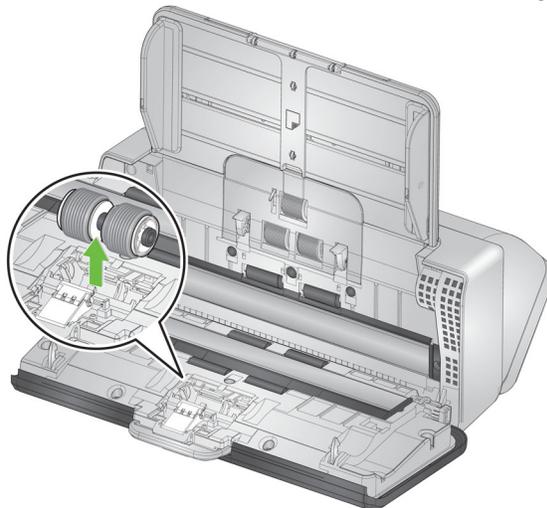
Cleaning the separation roller

The separation roller should be removed from the scanner for best cleaning results.

1. Open the scanner cover.
2. Remove the pre-separation pad by grasping it and pulling it straight out.



3. Grasp the separation roller and pull it straight out.



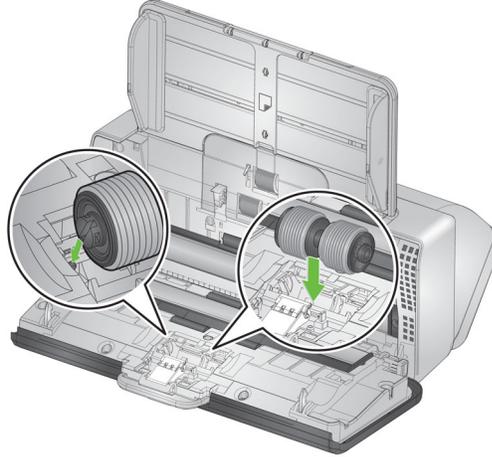
4. Wipe the separation roller tires with a roller cleaning pad. If there are grooves in the tires, wipe in the direction of the grooves. The tires on your model may look different than the tires in this illustration.



5. Inspect the separation roller.

If the separation roller tires show signs of wear or damage, replace the separation roller assembly. See “Replacement procedures” on page 28 for more information.

6. Reinstall the separation roller by aligning the tab with the slot and snapping it into position.



7. Reinstall the pre-separation pad by aligning the slots with the holes on the pre-separation pad and snapping it into place.

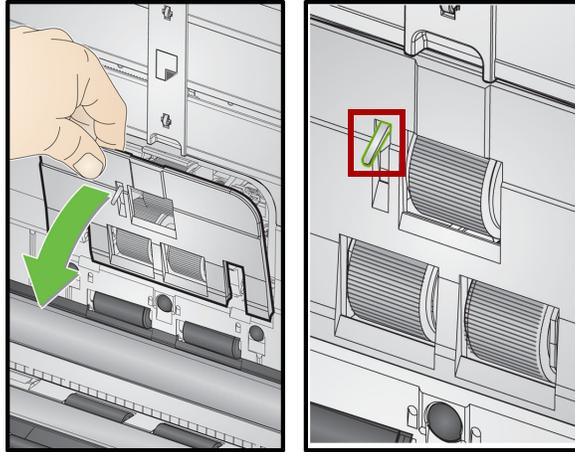


8. Close the scanner cover.

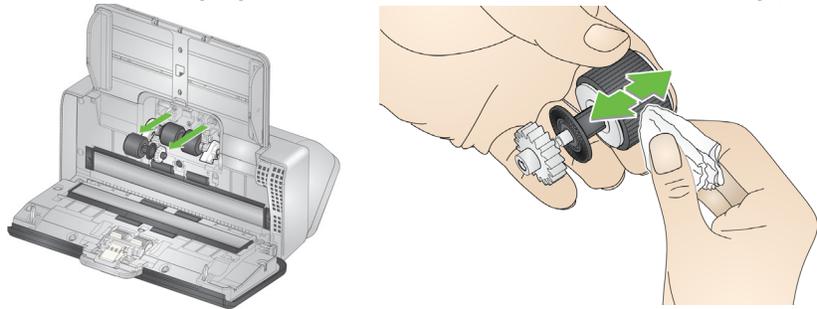
Cleaning the feed rollers

1. Open the scanner cover.
2. Grasp the top edge of the feed roller cover and lift it out of position.

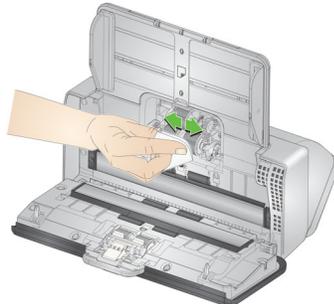
NOTE: Be careful not to damage the paper present sensor when removing the feed roller cover or cleaning around the feed roller.



3. Remove the urging roller, then clean it with a roller cleaning pad.

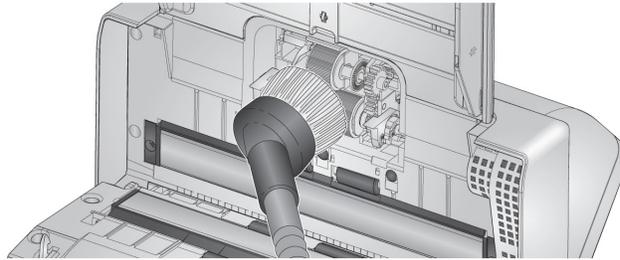


4. Replace the urging roller.
5. Clean the lower feed roller tires without removing them. Rotate the roller in place with one hand and wipe with the other, using a roller cleaning pad.

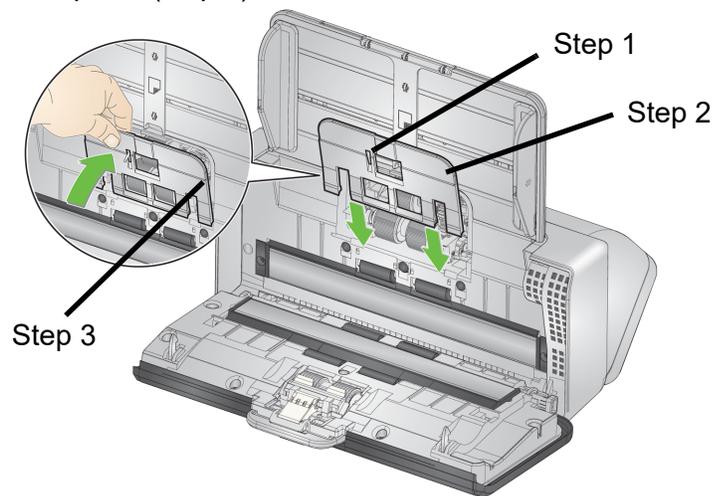


6. Inspect the feed rollers. If the feed roller tires show signs of wear or damage, replace the feed roller. See “Replacement procedures” on page 28 for more information.

7. Look at the cavity in which the feed rollers are housed. If it seems to contain excessive dust, wipe out the dust with a folded roller cleaning pad. You may also use a vacuum to clean this area.



8. Reinstall the feed roller cover by positioning it around the paper present sensor (step 1), aligning the bottom edge of the cover with the scanner (step 2), and pushing it back into position until it snaps into place (step 3).



Cleaning the transport rollers

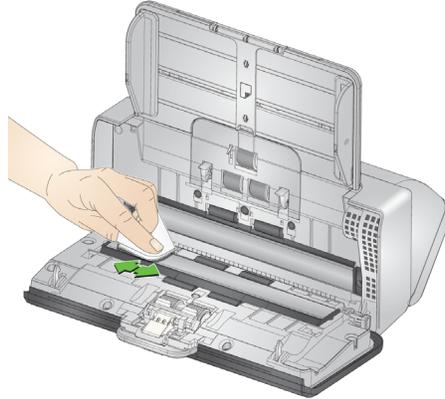
Use a roller cleaning pad to clean the transport rollers. Six are accessible from inside the scanner (shown below). Two are more easily reached from the underside. See "Underside view" on page 5.



Cleaning the imaging area

1. Wipe the upper and lower imaging area using a Brilliantize Detailer wipe (Step 1) or Staticide wipe. Be careful not to scratch the imaging area when cleaning.

IMPORTANT: Staticide wipes contain isopropanol which can cause eye irritation and dry skin. Wash your hands with soap and water after performing maintenance procedures. See the Safety Data Sheet for more information.



2. Wipe the upper and lower imaging area again using a Brilliantize wipe (Step 2) or an almost dry Staticide wipe to remove any streaks.
3. When finished, close the scanner cover.

Replacement procedures

KODAK Scanners use replaceable feed roller modules that can feed a wide range of document types, sizes and thicknesses. The nominal feed roller module life is approximately 200,000 pages. Operating environment, document type, the condition of pages being scanned, the frequency of cleaning paper path and tires, and not following the recommended schedule for changing the feed roller module can cause the life of consumables to vary. Change the feed roller module if you notice an increase in multiple feeds or stoppages, or a decrease in feeder performance that is not resolved by following the cleaning procedures.

NOTES:

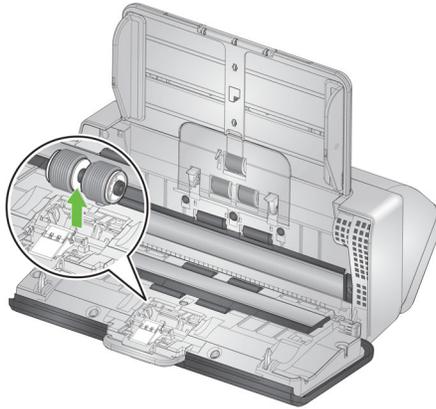
- Before replacing parts, disconnect the electrical power.
- Certain paper types (such as carbonless paper or newsprint), failure to clean regularly, and/or use of non-recommended cleaning solvents can shorten roller life.

Replacing the separation roller

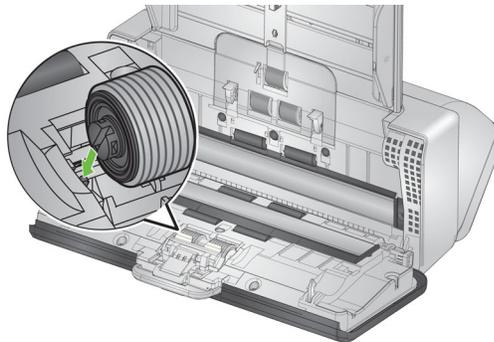
1. Open the scanner cover.
2. Remove the pre-separation pad by grasping it and pulling it straight out.



3. Grasp the separation roller and pull it straight out. Discard it.



4. Install the new separation roller by aligning the tab with the slot and snapping it into position.



5. Re-install the pre-separation pad by aligning the slots with the holes on the pre-separation pad and snapping it into place.



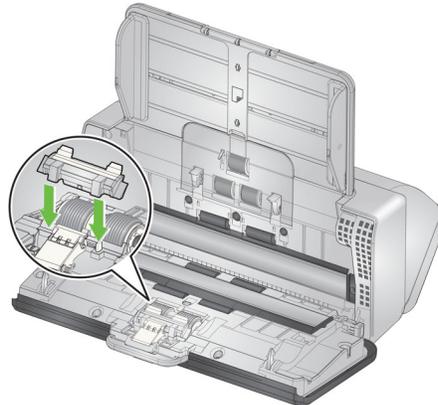
6. Close the scanner cover.
7. Go to *Maintenance* on your scanner screen display and choose **Tires > Reset**. See “Scanner meters” on page 21.

Replacing the pre-separation pad

1. Remove the pre-separation pad by grasping it and pulling it out of position.



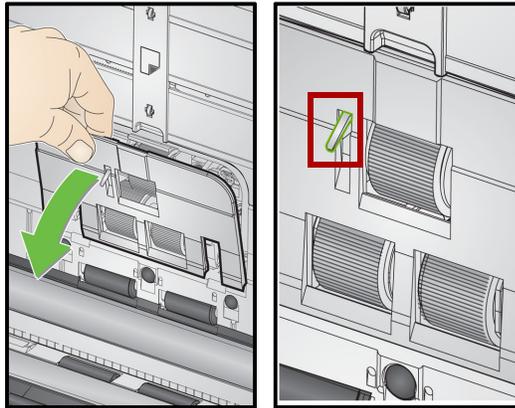
2. Discard the worn pre-separation pad.
3. Install the new pre-separation pad by aligning the slots with the holes on the pre-separation pad and snapping it into place.



4. Go to *Maintenance* on your scanner screen display and choose **Separation pad > Reset**. See “Scanner meters” on page 21.

Replacing the urging roller tire

1. Open the scanner cover.
2. Pull on the edge of the feed roller cover and lift it out of position.



NOTE: Be careful not to damage the paper present sensor when removing or cleaning around the feed roller.

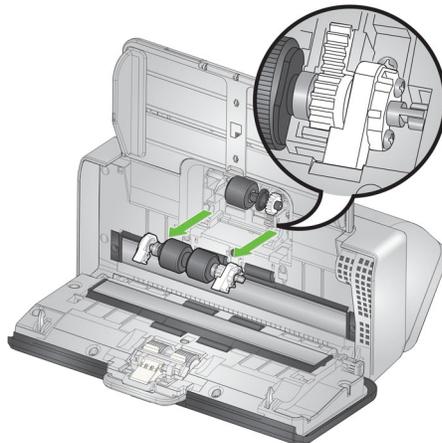
3. Remove the urging roller and replace the tire.



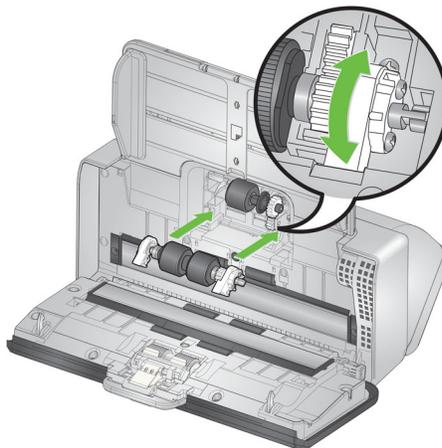
4. Reinstall the urging roller, aligning it correctly.

Replacing the feed roller

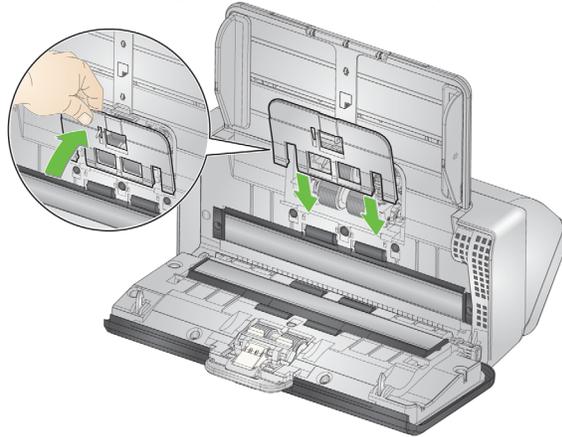
1. Rotate the feed roller so the pin is aligned with the open slot. The roller rotates in only one direction. Use the white bracket at the end to rotate the roller. When the pin is aligned properly, lift the roller out of position.



2. Discard the worn feed roller.
3. Install the new feed roller: align the pins with the open slots and fit the roller into position. Be sure the gears and brackets are aligned and the roller snaps into place.



4. Reinstall the feed roller cover by positioning it around the paper present sensor, aligning the bottom edge of the cover with the scanner, and pushing it back into position until it snaps into place.



5 Troubleshooting

Scanner error indicators

A blinking power button indicates a scanner error or alert condition, which will be displayed on the scanner screen. A yellow alert needs your attention, e.g. if the scanner cover is open. A red alert is a critical error. If you can not correct the problem by following the guidance on the scanner screen, you may need to power-cycle the scanner. If the problem persists, call your solution provider.

NOTE: A slowly blinking power button with a blank scanner screen indicates the scanner is in low power mode. An error situation has a faster blink of the power button.

Problem solving

If your scanner does not function as you expect, this section may help you resolve the situation.

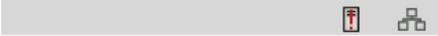
Scanner exception handling

The following user correctable error conditions will be reported on the scanner screen and will remain until you correct them:

- Paper jam — open the scanner cover and remove the jammed pages (see “Opening the scanner cover” on page 22).
- Cover opened — close the scanner cover.

Self-help for problems

Use the chart below as a guide to help resolve issues.

Problem	Possible Solution
Server icon on status bar is red 	The scanner is not connected to the INFuse Management Service. Contact your solution provider.
Scanner will not scan/feed pages	Check that: <ul style="list-style-type: none"> the power adapter is plugged securely into the back of scanner and the wall outlet. the wall outlet is not defective (call a licensed electrician). page(s) are in contact with feed rollers and the paper present sensor. scanner power light is on and the display screen indicates the scanner is ready.
No images are being output	If you are scanning one-sided pages, be sure the side you want to scan is facing the right way — for front side scanning, face down; for back side scanning, face up. For more information, see “Getting your pages ready to scan” on page 12.
Pages are jamming or multiple pages are feeding	To remove a jam: <p>IMPORTANT: Do not pull the jammed page out of the scanner; open the scanner cover first.</p>  <ul style="list-style-type: none"> Remove any jammed page(s) from inside the scanner. Close the scanner cover. <p>To reduce future jamming or multifeeding, see “Paper handling challenges and solutions” on page 16.</p>
Paper is too wide for input tray	<ul style="list-style-type: none"> Move side guide lock to LTR setting, if it is on A4 setting. For oversize pages, see “If you still have trouble” on page 20.
Images are not being cropped correctly	<ul style="list-style-type: none"> See “Cleaning the imaging area” on page 28. Straighten pages in the input tray.
Roller marks appear on the paper after scanning	Clean the rollers. See the procedures in “4 Maintenance” on page 21. <p>Scanning pages with wet ink will cause ink to transfer to the tires, and from the tires to your pages. Do not scan pages unless the ink on them is dry.</p>
Red, green or blue streaks are running through a color photo	The scanner is dirty and needs to be cleaned. See “Cleaning procedures” on page 22.
Scanner is running slow	When scanning wirelessly, other network traffic can slow performance.

Appendix A Regulatory Information

Environmental information

- The KODAK INfuse AX Scanner and the KODAK S2080w Scanner are designed to meet worldwide environmental requirements.
- Guidelines are available for the disposal of consumable items that are replaced during maintenance or service; follow local regulations or contact Kodak Alaris locally for more information.
- Disposal of this equipment may be regulated due to environmental considerations. For disposal or recycling information, contact your local authorities or, in the USA, visit: www.kodakalaris.com/go/scannerrecycling.
- The product packaging is recyclable.
- Parts are designed for reuse and recycling.
- The KODAK INfuse AX Scanner and the KODAK S2080W Scanner are Energy Star compliant and are shipped from the factory with the default time set to 15 minutes.

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 Alaris representative or refer to www.kodakalaris.com/go/ehs for additional information on the collection and recovery programs available for this product.

Please consult www.kodakalaris.com/go/ehs for information about the presence of substances included on the candidate list according to article 59(1) of Regulation (EC) No. 1907/2006 (REACH).

Product Disclosure Table - KODAK INFUSE AX Scanner and KODAK S2080w Scanner

有毒有害物质或元素名称及含量标识表

Table of hazardous substances' name and concentration

部件名称 Component name	有毒有害物质或元素 hazardous substances' name					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
适配器 (AC Adapter)	X	O	O	O	O	O
电路板 Circuit Board	X	O	O	O	O	O
<p>O: 该有毒有害物质在该部件所有均质材料中的含量均在 SJ/T 11363-2006 规定的限量要求以下。 X: 该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T 11363-2006 规定的限量要求。 O: indicates hazardous substance concentration lower than MCV X: indicates hazardous substance concentration higher than MCV</p> <p>环保使用期限 (EPUP) </p> <p>在中国大陆，该值表示电子信息产品中含有的有毒有害物质或元素在正常使用的条件下不会发生外泄或突变，用户使用此产品不会对环境造成严重污染或对人身、财产造成严重损害的期限（以年计）。 该值根据操作说明中所规定的产品正常使用条件而定</p> <p>Environmental Protection Use Period (EPUP)</p> <p>In mainland China, this number indicates the time period (calculated by year) within which any hazardous substances present in the product are not expected to be released such that there is risk to human health, property, or the environment.</p> <p>This value is assigned based on normal use of the product as described in the operating instructions.</p>						

Taiwan:

設備名稱：掃描器 Equipment name		· 型號 (型式) KODAK INFUSE AX Scanner, KODAK S2080w Scanner Type designation (Type)				
單元Unit	限用物質及其化學符號 Restricted substances and their chemical symbols					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr ⁺⁶)	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
外殼 Covers	○	○	○	○	○	○
電路板 Circuit Boards	—	○	○	○	○	○
掃描模組 Scan Module	—	○	○	○	○	○
取紙模組 Feed Module	○	○	○	○	○	○
配件 Accessories	—	○	○	○	○	○
備考1. “超出0.1 wt %” 及 “超出0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準值。 Note 1 : “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.						
備考2. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2 : “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.						
備考3. “—” 係指該項限用物質為排除項目。 Note 3 : The “—” indicates that the restricted substance corresponds to the exemption.						

EMC Statements for KODAK INFUSE AX Scanner and KODAK S2080w Scanner

Notice to users in South Korea: As this equipment has obtained EMC registration for household use, it can be used in an area including residential areas.

이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.



Notice to users in the US: FCC: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

Notice to users in Japan: This is a Class B product based on the standard of the Voluntary Control Council for interference by information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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B情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

EMC and Wireless Regulatory Statements for KODAK INFUSE AX Scanner and KODAK S2080w Scanner

This device contains a preinstalled 2.4 GHz Wireless LAN module (Model: WN4615L)

For Indoor Use: This device is intended for indoor use only.

Radio Frequency Exposure

CAUTION: When using this product, it should be installed and operated with a minimum distance of 7.9 in. (20 cm) for 2.4 GHz operations between the radiator and your body. This transmitter must not be collocated or operated in conjunction with any other antenna or transmitter. The radiated output power of this device is far below radio frequency exposure limits during normal operation.

Notice to users in Argentina: Acceso Inalambrico de Red
CNC C-20571, CNC C-20572



Notice to users in Brazil: “Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.”(ANATEL 282/2001)

Anatel: 07890-17-02458

Notice to users in Canada/Note à l'attention des utilisateurs canadiens:

For Indoor Use. This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Utiliser à l'intérieur. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The radiated output power of this device is below the Industry Canada (IC) radio frequency exposure limits. This device has been evaluated for and shown compliant with the IC Radio Frequency (RF) Exposure limits. The device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been certified for use in Canada. Status of the listing in the Industry Canada's REL (Radio Equipment List) can be found at the following web address:

<http://www.ic.gc.ca/app/sitt/reletel/srch/nwRdSrch.do?lang=eng>

La puissance rayonnée de sortie de cet appareil est inférieure aux limites d'exposition à la fréquence radio d'Industry Canada (IC). Cet appareil a été évalué et jugé conforme aux limites d'exposition à la fréquence radio (FR) d'IC. Cet appareil devrait être utilisé de manière à ce que le risque de contact humain au cours d'un fonctionnement normal soit réduit.

Cet appareil est homologué pour l'utilisation au Canada. Pour consulter l'entrée correspondant à l'appareil dans la liste d'équipement radio (REL - Radio Equipment List) d'Industry Canada, rendez-vous https://sms-sgs.ic.gc.ca/equipmentSearch/searchRadioEquipments?execution=e1s1&lang=fr_CA

IC: 4491A-WN4615L

Notice to users in China: CCC; SRRC certification CMIIT ID: 2015DP0826



Notice to users in EU/EFTA: We, Kodak Alaris Inc. hereby declare that this equipment type (document scanner) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.kodakalaris.com/go/ehs.



Notice to users in Japan: Japan Telecom:  201-170777

■ Cautions prior to use of this product

When using this product in locations where use of radio waves is restricted (such as medical facilities, etc.), comply with the instructions from the location, and set the wireless switch to off. This product may affect electronic and medical equipment, or implanted medical devices (artificial pacemakers, etc.). Please take sufficient care, as this is a general characteristic of devices that utilize radio waves. For detailed information see the website of the Ministry of Internal Affairs and Communications.

<http://www.tele.soumu.go.jp/j/sys/ele/index.htm>

■ Cautions when using this product in a wireless LAN environment

- Please install this product and wireless access points/routers in locations with as few obstacles present as possible. The presence of obstacles that block radio waves (walls, metal sheets, etc.) may prevent communication or slow down communication speeds.
- Please use this product in a wireless LAN environment that you deem, at your responsibility, to be secure. Use in a non-secure wireless LAN environment may result in the disclosure of important data such as personal information to other parties. This company will bear no responsibility for any damage or disclosure of information occurring in a wireless LAN environment when this product is used in a non-secure environment or when security is breached using special methods. We would ask for your understanding on this matter.
- This product utilizes the 2.4GHz frequency band. This frequency band is utilized by microwave ovens, industrial/scientific/medical devices, factory production lines, and amateur radio stations.
 - Before using this product, check that there are not devices utilizing this frequency band close by.
 - In the unlikely event that radio frequency interference occurs when using this product, take measures required to avert jamming (change the channel used or the installation location, etc.), stop using the device, or set the wireless to "off" to stop radio wave emissions.
 - Additionally, when radio wave interference is causing difficulties, inquire at the distributor/store from which the product was purchased, or contact Kodak Alaris service and support.

This product contains wireless equipment that has received technical standards compliance certification based on the Radio Law, and features a certification label on the wireless equipment.

2.4 DS4 / OF4

The 2.4 DS4 / OF4 listings on the label on the wireless equipment have the following meaning.

Listing	Content
2.4	This is a wireless device utilizing the 2.4 GHz (2400MHz) frequency band.
DS / OF	This device utilizes the DS-SS and OFDM modulation methods.
4	Assumed interference distance is 40 m or less.
■■■■	Able to utilize the full band, and to avoid bands used by mobile identification equipment.

- Use in the following circumstances may prevent communication or slow down communication speeds.
 - When this product and the wireless access point/router are separated by extreme distance.
 - When used in close proximity to devices that cause radio wave interference (microwave ovens, etc.).
 - When multiple wireless LAN access points are located close by, and using the same channel.

■ The Radio Law

This product is equipped with wireless equipment that has received technical standards compliance certification based on the Radio Law. Disassembling this product or modifying its internal circuitry for use is prohibited by law, and may incur penalties for the customer. Additionally, this company bears no responsibility for any injuries occurring due to disassembly or modification of this product. We would ask for your understanding on this matter.

Notice to users in Mexico: “Este equipo opera a titulo secundario, consecuentemente, debe aceptar interferencias perjudiciales incluyendo equipos de la misma clase y puede no causar interferencias a sistemas operando a titulo primario.”
 IFETEL: 223

Notice to users in Singapore: Complies with IDA Standards: (DA106764)

Notice to users in South Africa: ICASA APPROVED: TA-2017/1931

Notice to users in South Korea:

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음

Notice to users in Taiwan:

台灣: 國家通訊傳播委員會
 低功率電波輻射性電機管理辦法
 第十二條經型式認證合格之低功率射頻電機, 非經許可, 公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。
 第十四條低功率射頻電機之使用不得影響飛航安全及干擾合法通信; 經發現有干擾現象時, 應立即停用, 並改善至無干擾時方得繼續使用。前項合法通信, 指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

CCAF17LP0860T6

Notice to users in Thailand: This wireless communication equipment has the electromagnetic field strength in compliance with the Safety Standard for the Use of Wireless Communication Devices on Human Health announced by the National Telecommunications Commission.



Notice to users in the US: FCC: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed or used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 1) reorient or relocate the receiving antenna;
- 2) increase the separation between the equipment and the receiver;
- 3) connect the equipment to an outlet on a circuit different from that to which the receiver is connected;
- 4) consult the dealer or an experienced radio/TV technician for additional suggestions.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Where shielded interface cables have been provided with the product or specified additional components or accessories elsewhere defined to be used with the installation of the product, they must be used in order to ensure compliance with FCC regulation.

FCC ID: PPQ-WN4615L

Networking Performance Statement, notice to users: It should be understood that wireless networks and, therefore, system performance, are impacted negatively by a number of factors including: interference from other RF sources; physical obstructions; distance between devices; and relative location. Competing network traffic will additionally degrade performance for both wired and wireless interfaces.

Appendix B Warranty - US and Canada only

Congratulations on the purchase of a KODAK Scanner. KODAK Scanners are designed to provide end users with the highest performance and reliability. All KODAK Scanners are covered by the following Limited Warranty.

Limited Warranty for KODAK Scanners

Kodak Alaris Inc. provides the following Limited Warranty on KODAK Scanners (excluding spare parts and consumables) distributed by Kodak Alaris or through Kodak Alaris' authorized distribution channels:

Kodak Alaris Inc. warrants that a KODAK Scanner, from the time of sale through the Limited Warranty period applicable to the Product, will be free of defects in materials or workmanship and will conform to the performance specifications applicable for the particular KODAK Scanner.

All KODAK Scanners are subject to the Warranty Exclusions described below. A KODAK Scanner found to be defective or which does not conform to the product specifications will be repaired or replaced with new or refurbished product at Kodak Alaris' option.

Purchasers may determine the applicable Limited Warranty period for the KODAK Scanners purchased by visiting www.AlarisWorld.com/go/imsupport.

Proof of purchase is required to demonstrate eligibility for warranty service.

Warranty exclusions

Kodak Alaris' Limited Warranty does not apply to a KODAK Scanner that has been subjected to physical damage after purchase, caused, for example, by casualty, accident, acts of God or transportation, including (a) by a failure to properly package and ship the Scanner back to Kodak Alaris for warranty service in accordance with Kodak Alaris' then current Packaging and Shipping Guidelines, including failure to replace the shipping restraint prior to shipping, or by a failure to remove the shipping restraint prior to use; (b) resulting from the user's installation, system integration, programming, re-installation of user operating systems or applications software, systems engineering, relocation, reconstruction of data, or removal of the product or any component (including breakage of a connector, cover, glass, pins, trays or seal); (c) from service, modification or repair not performed by Kodak Alaris or a service provider authorized by Kodak Alaris or by tampering, use of counterfeit or other non-Kodak Alaris components, assemblies, accessories, or modules; (d) by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance, including use of cleaning products or other accessories not approved by Kodak Alaris or use in contravention of recommended procedures or specifications; (e) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the product or failure to provide electro-static discharge (ESD) protection; (f) by failure to install firmware updates or releases available for the product and (g) by such other supplemental exclusions published from time to time online at www.AlarisWorld.com/go/imsupport.

Kodak Alaris provides no Limited Warranty for products purchased from countries other than the United State and Canada. Purchasers of products from foreign distribution channels must seek warranty coverage, if any, through the original source of purchase.

Kodak Alaris provides no Limited Warranty for products that are purchased as part of a third party manufacturer's product, computer system or other electronic device.

Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer's product or system.

The replacement product assumes the remainder of the Limited Warranty period applicable to the defective product or thirty (30) days, whichever is longer.

Installation Warning and Disclaimer

KODAK ALARIS WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THE SALE, INSTALLATION, USE, SERVICING OR IMPROPER FUNCTIONING OF THIS PRODUCT, REGARDLESS OF THE CAUSE. SUCH DAMAGES FOR WHICH KODAK ALARIS 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 OR CLAIMS OF CUSTOMERS FOR SUCH DAMAGES.

If there is any conflict between other sections of this appendix and the Limited Warranty, the terms of the Limited Warranty prevail.

How to obtain Limited Warranty service

KODAK Scanners are supplied with information on unpacking, setup, installation and operation. Careful reading of the User's Guide will answer most of the technical questions the end user might have regarding proper installation, operation and maintenance of the product. However, should additional technical support be required, you may visit our website at: www.AlarisWorld.com/go/imsupport or contact: Kodak Alaris' Response Center: (800) 822-1414

The Response Center is available Monday – Friday (excluding Kodak Alaris holidays) 8 a.m. to 5 p.m. EST.

Before placing the call, the eligible purchaser should have the KODAK Scanner model number, part number, serial number and proof of purchase available. The eligible purchaser should also be prepared to provide a description of the problem.

Response Center personnel will assist the end user in resolving the problem over the phone. The end user may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist the Response Center in determining if the problem is the KODAK Scanner or another component and if the problem can be resolved over the phone. If the Response Center determines a hardware problem exists that is covered either under the Limited Warranty or a purchased Maintenance Agreement, a Return Material Authorization Number (RMA) will be assigned as needed, a service request will be initiated and repair or replacement procedures will follow.

Packaging and shipping guidelines

Purchaser must ship all warranty returns in a method that guarantees full protection of the product from shipping damage. Failure to do so will void the KODAK Scanner warranty. Kodak Alaris advises the purchaser to keep the original box and packing materials for storing or shipping. Kodak Alaris is not responsible for issues related to shipping damage. The purchaser must return only the KODAK Scanner. Prior to shipment, purchaser must remove and retain all “add-on” items, (i.e. adapters, cables, software, manuals, etc.). Kodak Alaris accepts no responsibility for these items and they will not be returned with the repaired or replacement KODAK Scanner. All products should be returned to Kodak Alaris in the original shipping container, or an authorized packaging box for the units being returned. Purchaser must install the shipping restraint before the KODAK Scanner is shipped. When the original packaging is not available, contact Kodak Alaris’ Response Center at (800) 822-1414 for part numbers and replacement packaging ordering information.

Return procedure

Eligible purchasers seeking services for KODAK Scanners covered under this Limited Warranty must obtain a Return Material Authorization Number (“RMA”) by calling (800) 822-1414 and within ten (10) business days from the date of issuance of the RMA must return the KODAK Scanner to the address designated in the RMA at the end user’s own expense and risk, in compliance with Kodak Alaris’ current Packaging and Shipping Guidelines.

Any defective products or parts replaced by Kodak Alaris become the property of Kodak Alaris.

Customer responsibility

BY REQUESTING SERVICE, THE ELIGIBLE PURCHASER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. KODAK ALARIS IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR LOST OR DAMAGED DATA OR FILES.

Warranty Service descriptions

Kodak Alaris offers a range of service programs to support its Limited Warranty and to assist with the use and care of the KODAK Scanner (“Service Methods”). A KODAK Scanner represents an important investment. KODAK Scanners provide the productivity needed to stay competitive. The sudden loss of this productivity, even temporarily, could seriously affect the ability to meet commitments. Downtime can be very expensive, not just in the cost of the repair but also in time lost. To help alleviate these problems, Kodak Alaris may use one of the service methods listed below, depending upon product type, in providing service under its Limited Warranty.

Information about the product, including warranty, service program information, and restrictions, can be obtained online at www.AlarisWorld.com/go/imsupport.

To avoid service delays, Kodak Alaris urges end users to complete the Limited Warranty Registration process online at www.AlarisWorld.com/go/imsupport.

Product model and product serial number are required to complete the registration process.

Kodak Alaris also provides a variety of service programs that may be purchased to assist with the use and care of the KODAK Scanner.

Kodak Alaris is committed to providing its customers with quality, performance, reliability and service under the Limited Warranty.

We expect to have a supply of spare parts and consumables for at least 5 years after product manufacture has been discontinued.

Advanced Unit Replacement (AUR)

AUR may be one of the easiest and most comprehensive service offerings in the industry. In the unlikely event of a product defect, for eligible purchases of certain KODAK Scanners, Kodak Alaris will replace that product within two business days.

The AUR provides advance replacement on specific failed or broken KODAK Scanners. If Kodak Alaris determines a product is not operating consistently within manufacturer's specifications, Kodak Alaris 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. The replacement product may be a refurbished unit. When AUR support is necessary, Kodak Alaris will ship the replacement unit to Customer's location, transportation prepaid. Upon delivery of a replacement unit, Customer must remove all options and accessories (which include power cord, documentation, etc.) that are not covered by the Limited Warranty, then place the entire malfunctioning unit in the shipping case, apply the enclosed labels and call the carrier for pickup within 5 business days after receiving the AUR. Kodak Alaris will pay the return transportation charges. If parts are missing from the returned unit, Customer may be charged for the parts at prevailing per call rates. If the Customer has not returned the malfunctioning unit within 10 business days, Customer will be invoiced the list price of the unit and becomes responsible for such charge.

Depot service

If the KODAK Scanner is not eligible for AUR or On-Site Service, an eligible purchaser may utilize our Depot Repair Service. The eligible purchaser will be instructed to ship the product to the nearest authorized Depot Repair Center. Product must be shipped at the eligible purchaser's risk and expense to the repair center. Before the product is returned to the repair center, be sure to remove all options and accessories (which include power cord, documentation, etc.) not covered by the Limited Warranty. All products should be returned to Kodak Alaris in the original shipping container, or in a recommended packing box. The KODAK Scanner must have the shipping restraint installed before it is shipped. When the original packaging is not available, contact Kodak Alaris' Response Center at (800) 822-1414, for ordering information. Eligible purchasers seeking services for KODAK Scanners must obtain a Return Material Authorization number ("RMA") by calling (800) 822-1414, and within ten (10) business days from the date of issuance of the RMA must return the KODAK Scanner to the address designated in the RMA at the end user's own expense and risk. The Return Material Authorization Number ("RMA") must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product.

Upon receipt of the product, the repair center will repair product within ten (10) business days. The repaired product will be shipped back two-day express mail at no expense to the eligible purchaser.

Important restrictions

Eligibility: The Advance Exchange Program and the Depot Repair Service are available to eligible purchasers in the fifty (50) United States for products purchased from authorized distributors of Kodak Alaris. The KODAK Scanner will be ineligible for any service under warranty if the product falls under any of Kodak Alaris' then-current Warranty Exclusions, including a purchaser's failure to return defective products to Kodak Alaris in compliance with Kodak Alaris' then current Packaging and Shipping Guidelines. Persons are only considered "eligible purchasers" or "end users" if they originally purchased the KODAK Scanner for their own personal or business use, and not for resale.

Consumables: Consumables are items that wear out under normal use and must be replaced by the end user as needed. Consumables, supplies, other expendable items and those items identified as being the user's responsibility in the User's Guide are not covered under the Limited Warranty.

Any defective products or parts replaced by Kodak Alaris become the property of Kodak Alaris.

Contacting Kodak Alaris

For Information on KODAK Scanners:

Website: www.AlarisWorld.com/go/IM

For U.S. contact Technical Support by telephone:

Telephone technical support is available Monday-Friday between the hours of 5 a.m. to 5 p.m. excluding Kodak Alaris holidays.

Phone: (800) 822-1414

For technical documentation and FAQs available 24 hours a day:

Website: www.AlarisWorld.com/go/IM

For Service Program information

Website: www.AlarisWorld.com

Phone: (800) 822-1414

