



# READ ME FIRST!

Kodak Alaris Inc. provides a Limited Warranty on **Kodak** Scanners distributed by Kodak Alaris or through authorized distribution channels for Kodak Alaris. Product Warranty details are included with the contents of the **Kodak** INFuse Management Software download. The warranty excludes cleaning, consumable replacement, and damage.

Advanced Unit Replacements **do not** include:

- an Input Tray
- a Power Cord



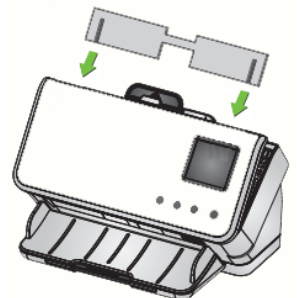
## Partner's Responsibility

### Scanner Operation

1. Do the following procedures before contacting Kodak Alaris for limited warranty support. See the instructions in the Reference Guide provided with the **Kodak** INFuse AX Scanner.
  - a. Clean the separation roller (both tires), feed rollers, transport rollers, and imaging area.
  - b. Replace worn consumables: pre-separation pad, separation roller assembly, separation roller tires, urging roller tire, and feed roller assembly.
  - c. If multi-feed errors occur, do the UDDS Calibration.
2. Verify the scanner operation. If the scanner does not operate correctly, complete the **Problem Report** (see page 2) and include it with the scanner when you return it to Kodak Alaris.

### Advanced Unit Replacement (AUR) Procedure

1. To prevent damage, package the defective scanner in the shipping materials and box for the AUR (replacement) scanner, or use equivalent shipping materials:
  - a. Open the cover, place the foam insert across the two latches, then close the cover. The cover will not latch.
  - b. Place the scanner in the plastic bag, then position the scanner in the right and left cushions.
  - c. Place the scanner in the box, and place the filler box on top.
2. Place your completed **Problem Report** in the box and seal it.
3. If a Return Shipping Label was provided, affix the label to the box.
4. Return the defective scanner within 10 days of receiving the AUR scanner.


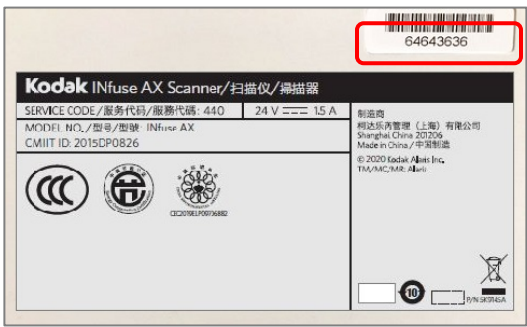


## Problem Report – Complete and Return with Defective Scanner

Scanner Serial Number:	
Case Number:	

Select the problem that best describes the issue with this scanner

- Poor Image Quality
- Image Cutoff
- Lines in Images
- Can't Detect / Read Barcodes
- Documents Won't Feed
- Documents Jam
- Buttons Do Not Work when Pressed
- Issues with Operator Control Panel
- Wi-Fi / Ethernet Connectivity
- Control Panel Error Code: provide Code \_\_\_\_\_
- Other (describe) \_\_\_\_\_

 <p>AUR Configuration</p>	 <p>Scanner serial number (underside of scanner base)</p>
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