Prinergy Connect Refine Start-up Assistance Overview and Deliverables

Kodak® Prinergy® Connect™ Refine start-up assistance (SUA) is a two-day on-site service that allows customers to get up and running faster. With on-site coaching and a workflow configured for specific production needs, customers are able to reach full production in less time. A Kodak product expert will work directly with the customer's prepress manager and trained staff to ensure they are able to successfully apply the skills acquired in the product training courses.

Services

Suggested durations are only a starting point; they can be changed, depending on the customer's needs.

- Explore your Prinergy system (approximately four hours)
- Establish an efficient workflow system (approximately eight hours)
- Problems solving and getting help (approximately four hours)

Service Prerequisites and Customer Responsibilities

Before Starting SUA Service Delivery

To obtain maximum value from the SUA service, the installation (including the installation test checklist) and entitled product training must be completed before the start of the SUA service. Any uncompleted installation issues will not result in a longer SUA service period.

During SUA Service Delivery

Everyone participating in the SUA should be available at all times during the SUA service.

After SUA Service Delivery

See the Prinergy Connect Refine documentation and Help for further information on how to maximize the configuration. Check Kodak eCentral®, the Internet portal, frequently for software, training, and documentation updates.

Limitations and Exclusions

This is a fixed duration service. If additional time is required on-site, it will be provided on a chargeable basis, subject to limitations of scheduling and local availability.

Prinergy Connect Refine start-up assistance does not include installation, calibration, or fine-tuning of proofing or output devices.

The services described in this statement of work are provided on an "as is" and "best efforts" basis. Except as may be stated specifically in this statement of work, Kodak expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to, any implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

Professional Services
Kodak Response Center: +1.800.472.2727; +1.800.800.2500
http://graphics.kodak.com