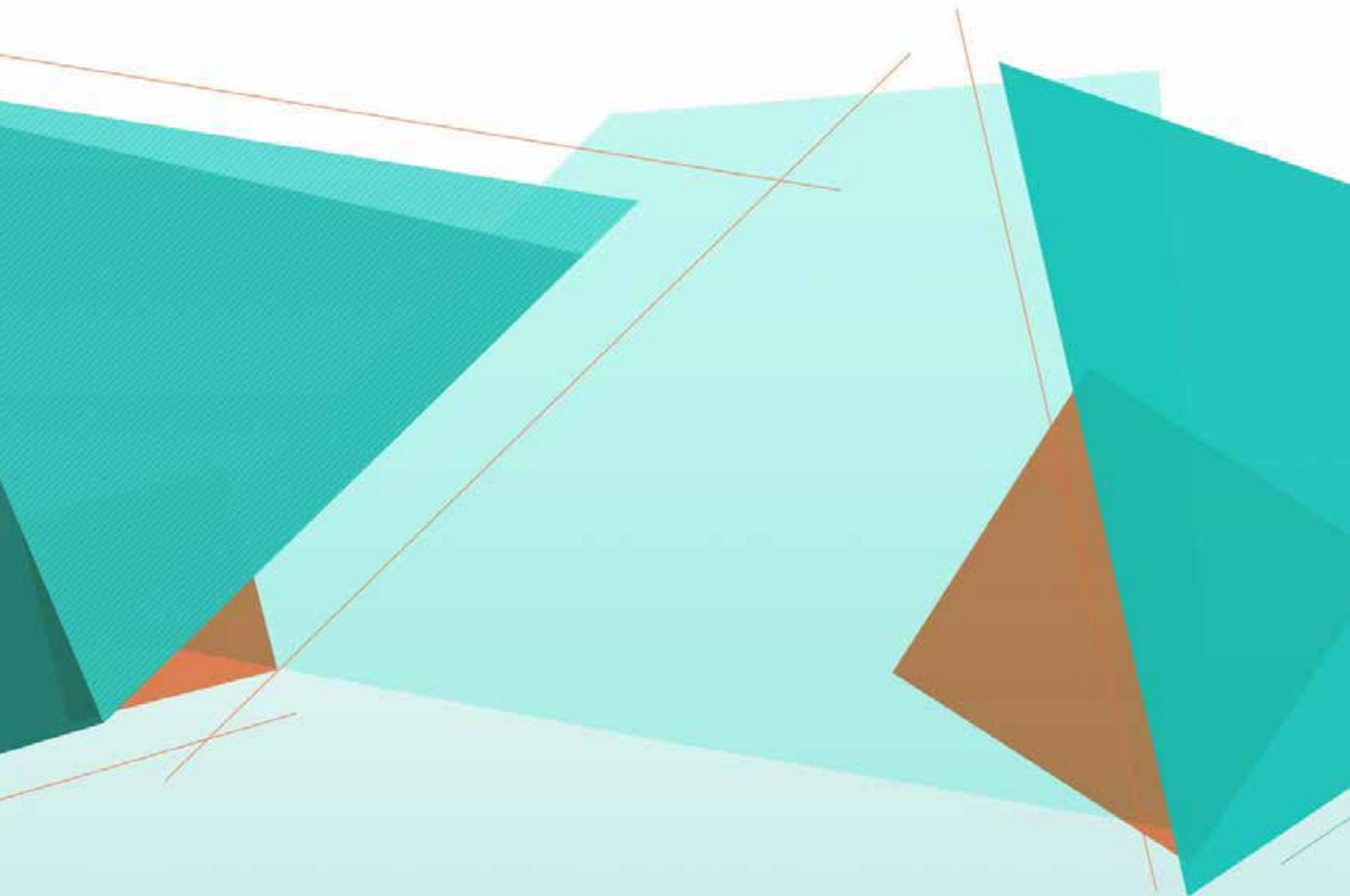# E1000 Series Scanners

User's Guide

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Open Source Software Licensing

Additional information about open source software licensing for firmware in the scanner can be found in the Scan Validation Tool:

Setup > Settings > Device

General tab > Diagnostics

Logs tab > choose License from the drop-down menu.

Contents

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 Alaris 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. See "Supplies and Consumables" on page 40 for supplies and 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

Scanner models

This User's Guide provides information and procedures for using and maintaining the Alaris E1025 and E1035 Scanners.

The Alaris E1000 Series Scanners are compact, duplex color document scanners perfect for personal and workgroup use. They scan 25-35 A4/letter size pages per minute (200/300 dpi black and white, grayscale, and color). The input tray holds 80 pages. These scanner models are entitled to use a freely downloadable Alaris scanning application, available at the support page for your model, for example www.AlarisWorld.com/go/E1025support. Alaris scanning applications allow you to scan your documents and send them to various destinations with the touch of a button, then search for and view your digitized documents based on different search criteria.

The E1000 Series Scanners may also be used with other computer-based scanning applications by means of the TWAIN or ISIS driver interface.

The E1000 Series Scanners also support the following flatbed accessories:

• Alaris Passport Flatbed
• Alaris A4/Legal Flatbed

The E1000 Series Scanners connect to your computer over a USB cable. They offer a 1.5 inch seven-segment display screen so you can monitor the scanner and buttons for selecting and initiating scanner functions.

The E1025 model scans A4/letter-size documents at 25 pages per minute, the E1035 scans at 35 pages per minute (duplex scanning of portrait oriented pages, 200/300 dpi, in black and white, grayscale, or color).

Scanner Specifications

Current scanner specifications may be found here:

www.AlarisWorld.com/go/E1025

www.AlarisWorld.com/go/E1035

NOTE: Specifications on the web site refer to the latest scanner driver and firmware versions.

Illustrations in this guide

This User's Guide provides information and procedures for the Alaris E1000 Series Scanners. The illustrations in this guide show either the Alaris E1025 Scanner or the Alaris E1035 Scanner; your model may look slightly different from a specific illustration.

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.

- **User Guides for Alaris scanning applications** — information on how to use freely downloadable Alaris scanning applications.

- **Help for TWAIN and ISIS** — information on how to use the TWAIN Datasource and ISIS Driver is available in Help. Use the help button or help icon after you have selected a driver and the user interface appears. This information is also available in the Scanning Setup Guides on the support page for your scanner model.

- **Videos** — some operations are explained using videos.

- The manuals and videos for your scanner model can be found on the Support page for your model:

E1025: www.AlarisWorld.com/go/E1025support
E1035: www.AlarisWorld.com/go/E1035support

Accessories

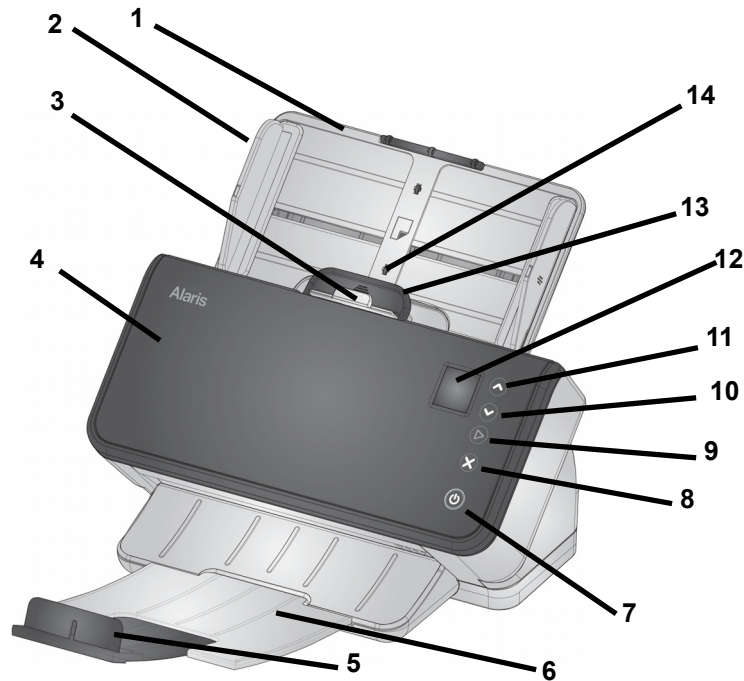Accessories, including flatbeds of different sizes, can be found on the following support pages:

E1025: www.AlarisWorld.com/go/E1025
E1035: www.AlarisWorld.com/go/E1035

Scanner components

Front view

This illustration shows the scanner display and buttons for the E1025/E1035 scanners.

1 **Input tray** — the input tray holds up to 80 pages of A4 80 g/m^2 paper and can be extended to accommodate pages up to legal size (14 inches/355.6 mm). In long document mode it will accept pages up to 118 inches/3 m. (Long documents need additional support to hold them up so they don't droop off the back of the input tray. See "Getting your scanner ready to scan" on page 16 for illustration of 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 16.

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

6 **Output tray** — collects the scanned pages. The output tray can be pulled out and extended to accommodate pages up to 35.56 cm (14 inches) in length. For longer pages, keep the end stop down. See "Long paper" on page 22.

7 **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.

8 **X button** — this multi-function button can **end** or **pause** a scanning job or **clear** some types of flashing codes.

9 **Play button** — this button launches the scanning application in order to begin scanning.

10 & 11 **Down and Up buttons** — allow you to scroll through functions 1 to 9.

Front view — continued

15

12 **Function window** — displays 1-9. These numbers correspond to a predefined function. U or E is displayed if an error is encountered.

13 **Scanner cover release lever** — opens the scanner to allow access to the paper path for cleaning or for clearing a document jam.

14 **ID card positioning** — for scanning one small card (such as US driver's license or other credit card sized ID cards) in landscape orientation. Refer to "Scanning small items" on page 21 for precise positioning of credit card.

15 **Close scanner cover by pressing here**.

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

Back view
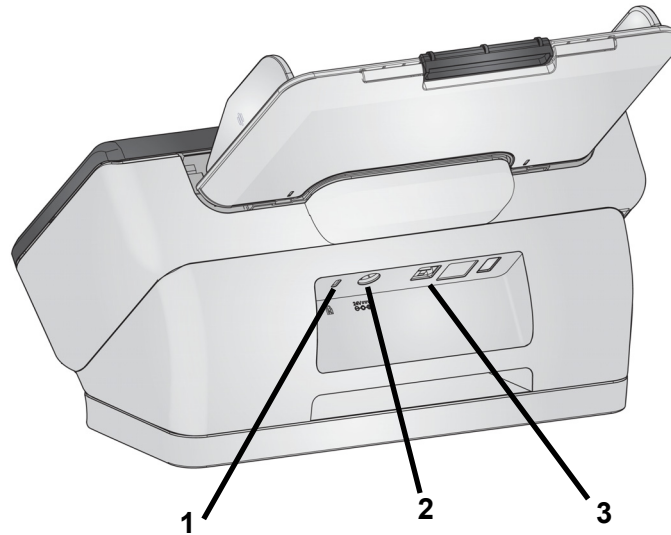
1. **Security lock port** — allows you to connect a security lock to the scanner. You can purchase a standard security lock at an office supply store

2. **Power port** — connects the power supply to the scanner.

3. **USB 2.0 High Speed port** — connects the scanner to the computer. (Computer USB port must be USB 2.0 or USB 3.0 compatible.)

Inside view
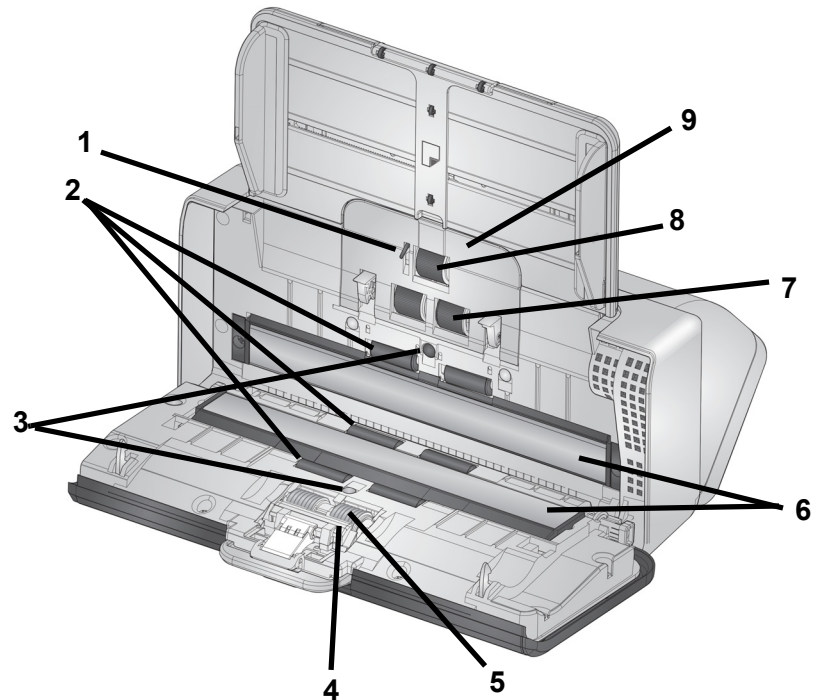
1 **Paper present sensor** — detects the presence of paper in the input tray.

2 **Transport rollers** — (three pairs) these six rollers, plus the two visible on the "Inside view" on page 7, help move paper smoothly through the scanner.

3 **Multifeed and intelligent document protection sensor** — detects multifed pages and pages that are crinkling in the scanner.

4 **Pre-separation pad** — helps to feed one page at a time from the input tray.

5 **Separation roller** — provides smooth page feeding and separation of various sizes, thicknesses and textures of input pages.

6 **Image glass** — the area of the scanner where imaging takes place.

7 **Feed roller** — provides smooth feeding and separation of various sizes, thicknesses and textures of pages.

8 **Urging roller** — pulls next page into scanner from the input tray.

9 **Feed roller cover** — provides access to feed rollers.

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. Install driver software.

4. Verify the scanner's firmware.

5. Optionally update scanner's firmware.

6. Optionally install available Alaris scanning software.

NOTE: When installing updates, update the driver software before updating the scanner's firmware.

If you need additional assistance with any scanner issues, go to the troubleshooting website for your scanner model:

E1025:
www.AlarisWorld.com/go/E1025-troubleshooting

E1035:
www.Alarisworld.com/go/E1035-troubleshooting

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. Open the scanner cover and remove shipping tape and foam insert

4. Find the *Installation Guide* and open it.

5. Verify the contents of scanner box. (Refer to 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.

   NOTE: Do not attach any other cables to the scanner at this time (e.g. USB). You will be instructed when to do that, at the proper time.

3. Turn the scanner on by pressing the power button ⏻ on the front of the scanner.

Install driver software

While the driver software on the provided disc will work with your scanner, to assure you have the latest software, please download it from the scanner's product support website.

You should only use the disc from the scanner box if your computer does not have access to the internet or you are unable to download executable files.

NOTE: The disc only contains driver software for Windows Operating Systems. You must go to the scanner's product support website (below) to get drivers for other Operating Systems.

1. If your computer has access to the internet, obtain the driver software from scanner's product website:

   -Go to your scanner's product support website:

   E1025:
   www.AlarisWorld.com/go/E1025support

   E1035:
   www.AlarisWorld.com/go/E1035support

   -Scroll to the driver section that matches your computer's Operating System.

   -Select the file to download. For Windows, "Windows – EXE". For Linux, pick the package that is appropriate for your distribution.

   -Run the driver software installer.

2. If you are unable to download from the scanner's product website, and your computer is running a Windows Operating System:

   -Place the disc from the scanner box into the disc drive of your computer.

   -If your computer does not automatically start the installer, browse to the disc and run set_up.exe.

3. Follow the steps of the "Alaris E1000 Scanners" driver software installation. Be sure to follow the 'Typical' installation in order for your computer to be properly connected to your scanner and to verify the scanner is working.

Verify scanner's firmware

1. Determine your scanner's firmware version by doing the following on a Windows computer:

   -Find your scanner in Program Files.

   -Run "SVT Diagnostics."

   -On the first screen, select "TWAINDSM" and "Alaris Scanner: E1000", then click OK.

   -On the main window, select "Setup" from the "Driver" menu.

   -Click the "i" button.

   -The version is listed next to "Firmware."

2. Determine the version of the firmware that is on the scanner's product website:

   -Go to your scanner's product support website:

   E1025:
   www.Alarisworld.com/go/E1025install

   E1035:
   www.AlarisWorld.com/go/E1035install

   -Scroll to the Firmware section that matches your scanner's model name.

   -If the version is not shown, then click the 'Release Notes' link.

3. If the firmware version number on the website is higher than the scanner's firmware version, then you should update the firmware version.

Update scanner's firmware

Computer with driver software installed

Follow these steps to update your scanner's firmware from a Windows computer that already has the driver software installed.

The scanner must be connected/available to the computer. If you can scan from the computer, then it can be used to update the scanner's firmware.

1. Go to your scanner's product support website:

   E1025:
   www.Alarisworld.com/go/E1025install

   E1035:
   www.AlarisWorld.com/go/E1035install

2. Scroll to the Firmware section that matches your scanner's model name.

3. Download the firmware installer that matches your computer's Operating System.

4. Make sure your scanner is turned on, is connected/available to your computer and not showing any errors.

5. Run the firmware installer.

6. Follow the steps of the firmware installer.

Available Alaris Scanning Software

Easy-to-use Alaris scanning applications have been customized to work with your scanner (see descriptions below). They can be downloaded from your scanner's product support website:

E1025:   www.AlarisWorld.com/go/E1025support
E1035:   www.AlarisWorld.com/go/E1035support

Training information can be found at:

www.AlarisWorld.com/go/scanningsoftware

Smart Touch

Easy to use application that allows you to scan your paper documents, then search for and view the digitized documents.

Capture Pro LE

Application allows you to quickly scan large, high resolution, or uncompressed documents. Capture, edit and output batches to repository or other applications.

Available Alaris Scanning Software

A-61904 September 2018

3 Scanning

Basic scanning

Scanner controls

The cover of the E1000 Series Scanners contains a 1.5" function window and five buttons.

Function window

If you installed an Alaris scanning application, the **function window** displays 1-9. These numbers correspond to predefined functions. See "Scanning functions" on page 18.

U or E is displayed if an error occurs.

Buttons

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

The **Up** ⌃ and **Down** ⌄ **Scroll buttons** allow you to select or scroll through predefined functions by pressing the Up or Down buttons.

The **Play** button ▷ initiates the scanning function.

The **X** button ✖ will stop or pause the scanning function:

• press once to temporarily pause scanning (press the play button ▷ to resume scanning)

• press twice to stop scanning

The button can also be used to clear some types of flashing codes.

NOTE: Throughout this chapter, the ⌃ , ⌄ , ▷ and ✖ button illustrations represent the buttons on your scanner.

Getting your scanner ready to scan

1. Be sure the scanner is on and ready to scan (power button on and not blinking).

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 20.
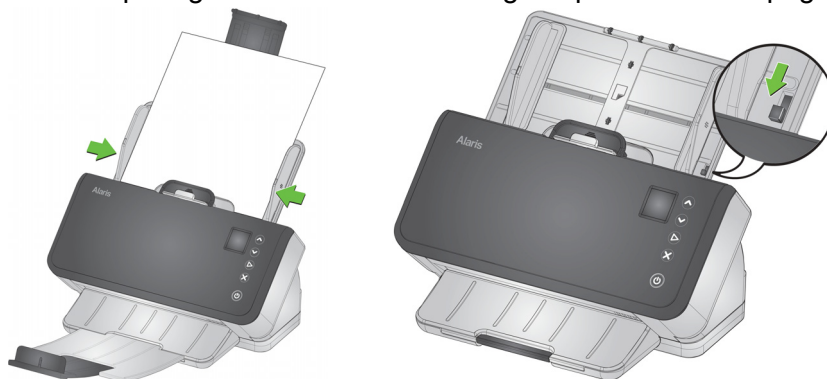
3. If necessary, adjust the input and output trays for the length of your pages. The output tray can be extended to accommodate pages up to 35.56 cm (14 inches) in length. An end stop is available to assist output page stacking. Lift this end stop as needed for scanning pages up to 14 in/35.6 cm. Keep the end stop *down* when scanning longer pages. See "Long paper" on page 22.

Input tray extension for long documents

Output tray extension and end stop
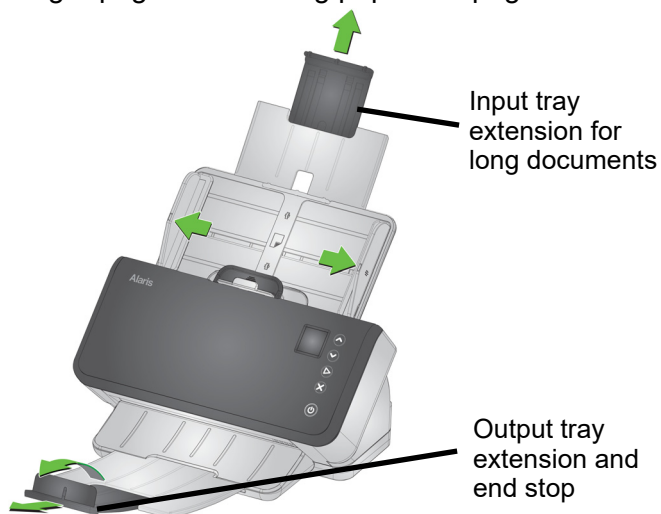
Getting your pages ready to scan

Refer to the following sections for detailed help:

*   "Input tray capacity" on page 19

*   "Preparing documents for scanning" on page 19

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

Scanning Applications

Initial scan with an Alaris scanning application

Alaris scanning applications are available for download with your scanner purchase and will allow you to quickly and easily perform common scanning tasks, such as:

- create a searchable PDF of a printed report

- scan an invoice and store it with your other invoices

- scan a photo to add to a presentation

If you installed an Alaris scanning application, the following steps show you how to create an output file of your document. For more information about the scanning options enabled by Alaris scanning applications, refer to the documentation for your specific application.

1. Put paper in the scanner input tray, face down and lead edge first.

1. Using the ∧ or ∨ buttons, scroll until number **1** is displayed in the function window. You may scroll up or down to the desired function depending on which Scroll button is used.

2. Press the ▷ button.

   The document will be scanned. When you output it, the PDF file with your image(s) will be sent to a folder. Refer to the documentation for your Alaris scanning application to see details of the folder location.

Other scanning applications

Alaris offers scanning options, such as Capture Pro Software and Info Input Solution. These applications have other capabilities that can improve your data capture, processing, and retrieval. Contact your reseller for more information, or go to www.AlarisWorld.com/go/software. You may already have a different scanning application that accesses your scanner using its TWAIN or ISIS driver.
In addition, you may access SVT Diagnostics. SVT Diagnostics offers access to the TWAIN and ISIS driver user interface. It is intended to be used for diagnostic purposes, not for normal scanning.

Function window

Scanning functions

If an Alaris scanning application is installed on your computer, the following predefined task shortcuts are available for you to use. During normal scanning, the window will display 1-9, indicating the different tasks. You can modify and rename any of the shortcuts to create your own custom tasks.

Color PDF — scans a color document(s) and saves it as a PDF file.

Black and White PDF — scans a document(s) and saves it as a black and white PDF file.

Black and White RTF — scans a black and white document that can be opened using a word processing application. The document will be saved as a RTF file.

Color JPEG — scans a color photograph(s) and saves it as a JPG file.

Black and White Single-page TIFF — scans a black and white document and saves the images to individual single-page TIFF files.

Black and White Multi-page TIFF — scans a black and white document and saves all of the images in a multi-page TIFF file.

E-mail Black and White PDF — scans a document(s) and sends a black and white PDF to an email recipient.

Custom Color PDF — scans the document and launches the Smart Touch Editing window. When you have finished editing the image and clicked **Done**, the image will be displayed as a PDF file.

Custom Color File(s) — allows you to setup the scanner settings before the document is scanned. The document will be saved as a color JPG file.

Error codes

If an error is encountered, the window will display either E or U, followed by a number. For more information on error codes see "Scanner error indicators" on page 41.

Energy Star

When the scanner has gone into Energy Star sleep, the scanner window is dark.

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 (80 g/m^2) 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 the scanner specifications for your scanner model, at

| **E1025:** | www.AlarisWorld.com/go/E1025 |
| **E1035:** | www.AlarisWorld.com/go/E1035 |

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. See "Long paper" on page 22.

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.

E1025:   www.AlarisWorld.com/go/E1025

E1035:   www.AlarisWorld.com/go/E1035

Mixed paper

In addition to the tips in ."Preparing documents for scanning" on page 19, try to stack the input paper so it is centered, side to side, in the input tray. Lead edges should align or be feathered.

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 29.

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.

Long paper

1. Provide support to the input stack. For long paper, extend the input tray as far as possible. Give additional support to very long paper by hand, if needed.

2. Set the output tray length at the maximum. Do not raise the end stop.

3. If you gently pull the output tray past its detent, the far end will drop, which enhances stacking of long pages.
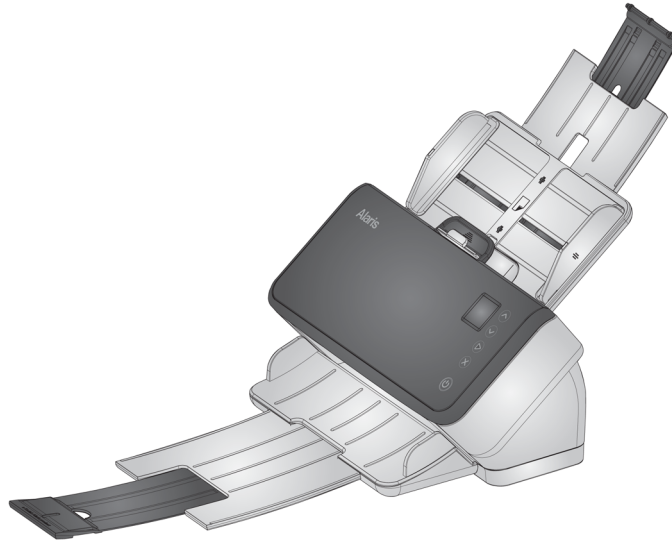
Fragile or oversize paper

Handle with care

If you are concerned that delicate pages might crumple as they pass through the scanner, you can try gap release. 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.

Gap release tab
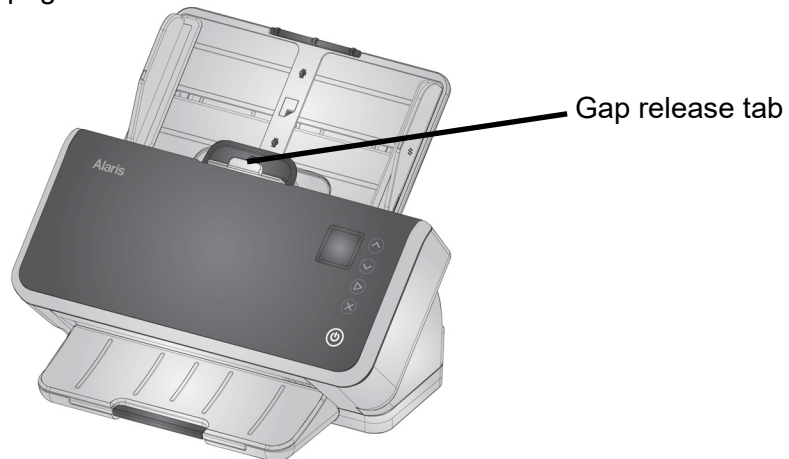
Handle with extra care

If you regularly scan fragile paper, you should consider adding an Alaris flatbed accessory. To see Alaris flatbed accessories available, refer to the link for your scanner in "Supplies and Consumables" on page 40.

Handle with extra care

Multifeeds

A multifeed is more than one page passing through the imaging area together. It results in either one or more images not being captured, or an image that combines content from more than one page.

If a multifeed occurs when you are scanning, the function window will display a U8 error code:

- Open the scanner cover.

- Separate the multifed pages and put them back at the bottom of the stack.

- Shuffle the stack into good feeding form again.

- Close the scanner cover.

- Put stack into the input tray.

- Press the ▷ button.

NOTE: If you installed a TWAIN or ISIS driver, you can adjust multifeed sensitivity settings.

Paper jams

A paper jam occurs when one or more pages become lodged in the paper path.

If a jam occurs when you are scanning, the function window will display a U9 error code:

• Open the scanner cover.

• Remove any jammed pages.

• Close the scanner cover.

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 29 for how to clean the scanner. Roller cleanliness and wear affect how well pages feed.

- See "Replacement procedures" on page 35 to be sure that feed rollers, separation rollers, and pre-separation pad are installed correctly.

- See "Problem solving" on page 41 for more suggestions.

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

Improving image quality

Your scanner is able to produce images optimized for your purpose. Here are some of the commonly used enhancements. These and more features are described in the Help system for your driver (TWAIN or ISIS). These features are set up through the driver, so your scanning application may be able to use them in programmed scanning profiles or settings.

Recommended settings

Black and White Perfect Page and Color Perfect Page shortcuts in your driver provide our recommended settings for document scanning.

Other Perfect Page settings

The following settings can improve the appearance of your images or documents:

1. Auto blank page removal: Images with little or no data can be automatically removed from output, saving manual editing and storage.

2. Hole fill: Black holes from paper punches can be changed to the background color of the image.

3. Background color smoothing: In color images, uneven image background color can be changed to a more uniform background, for a cleaner looking image.

4. Noise reduction (despeckle): Black and white images may have noise (black specks) because of uneven paper thickness. Noise reduction options can make the image look cleaner. They also have some risk of removing information from the image, so if automated data recognition is your primary purpose, noise reduction may not be a good choice.

5. Image border: To remove all background at the image border, turn on edge fill (either automatic or automatic with tears).

6. Color dropout: Unneeded form data, in one or multiple colors, can be eliminated from the image.

7. Image merge: Front and back images can be merged into one —

e.g. the front and back of a check can become one image.

8. Dual stream: You can receive both a black and white and a color (or grayscale) image of the scanned page, for front, back, or both sides.

Turning the scanner off

To turn the scanner off, hold down the power button for 3 seconds.

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. You can configure this time period using your scanning application.

4 Maintenance

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 Brillianize wipes are all available for purchase from Kodak Alaris. Refer to the link for your scanner in "Supplies and Consumables" on page 40 for supplies required to clean your scanner.

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.

Running a transport cleaning sheet

1. Use a transport cleaning sheet several times to remove residue from the rollers. This cleaning technique helps preserve the rollers and is recommended before cleaning by hand.

2. Remove the wrapping from the Transport Cleaning Sheet.

3. Adjust the side guides to fit the cleaning sheet.

4. Place a transport cleaning sheet in the input tray (adhesive side up, toward you) in portrait orientation.

5. Using your scanning application, scan the transport cleaning sheet.

6. After the transport cleaning sheet is scanned, turn it over (adhesive side down, toward the input tray) and scan it again.

7. Open the scanner cover and wipe the imaging area with a lint-free cloth.

8. Close the scanner cover.

9. Scan a few pages. Check that ink or toner from the rollers is not visible on scanned pages or on images.

10. If necessary, repeat this procedure.

11. When the rollers are clean, disconnect the electrical power and clean the imaging area. Refer to "Cleaning the imaging area".

12. Wash your hands with soap and water after performing maintenance procedures.

13. Reconnect the electrical power.

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.

Clean in this order

1. If the rollers do not come clean with the transport cleaning sheet, clean them with roller cleaning pads..

2. Disconnect the electrical power.

3. Clean in this order. Refer to "Cleaning the separation roller", "Cleaning the feed rollers" and "Cleaning the transport rollers"

4. When the rollers are clean, clean the imaging area. Refer to "Cleaning the imaging area".

5. Wash your hands with soap and water after performing maintenance procedures.
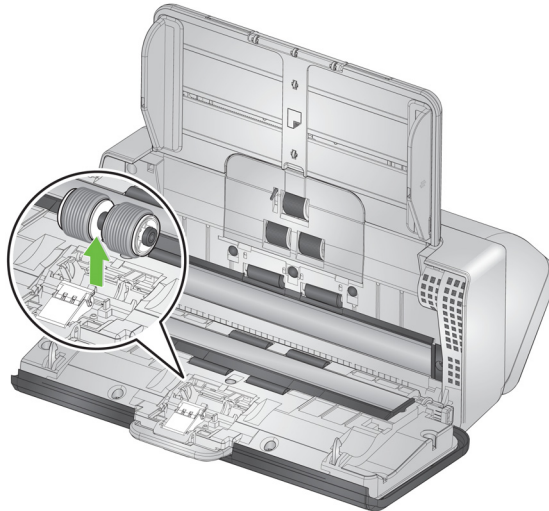
6. Reconnect the electrical power.

Cleaning the separation roller

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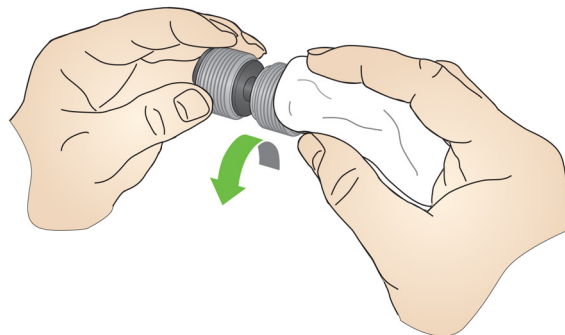
1. Open the scanner cover.

2. Remove the pre-separation pad by grasping it and pulling it straight out.
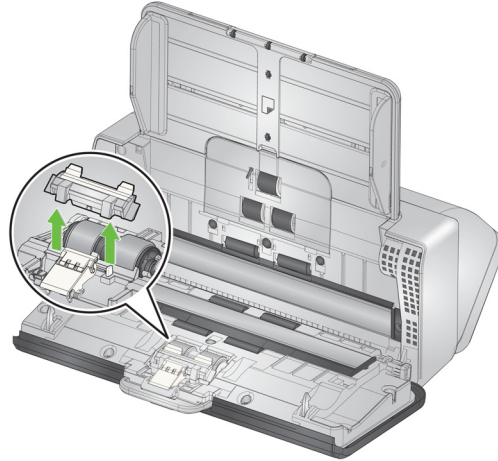
3. Grasp the separation roller and pull it straight out.

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 35 for more information.

6. Reinstall the separation roller by aligning the tab with the slot and snapping it into position.
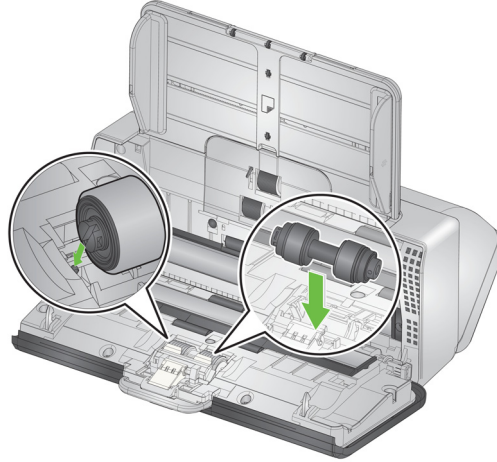
7. Reinstall the pre-separation pad by aligning the slots with the holes on the pre-separation pad and snapping it into place.
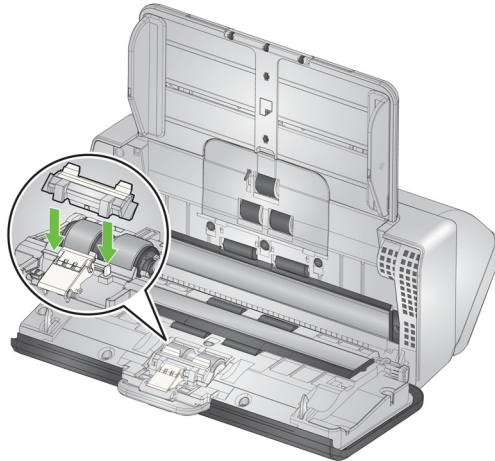
8. Close the scanner cover.

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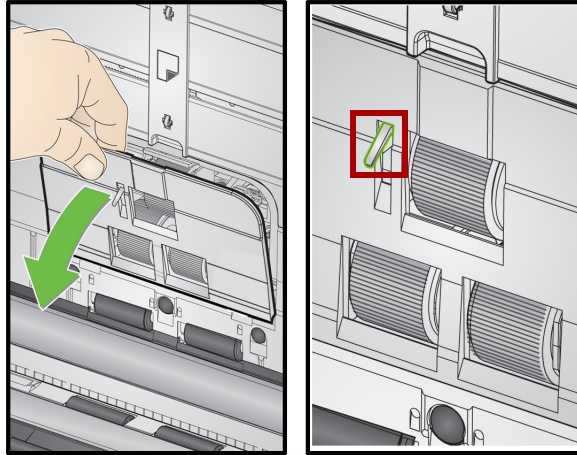
3. Remove the urging roller, then clean it with a roller cleaning pad.
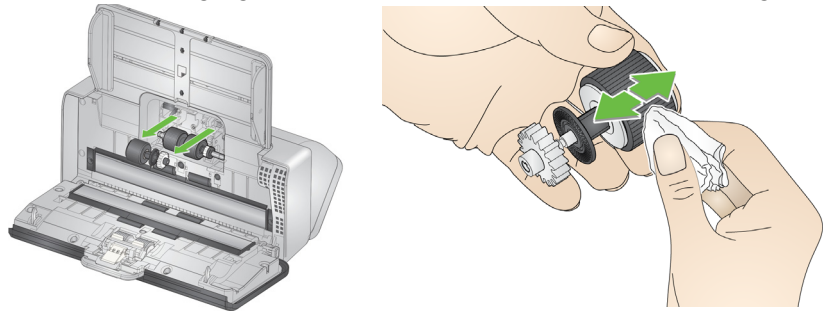
4. Replace the urging roller.

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.
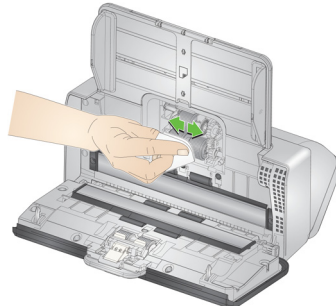
6. Inspect the feed rollers. If the feed roller tires show signs of wear or damage, replace the feed roller. See "Replacement procedures" on page 35 for more information.

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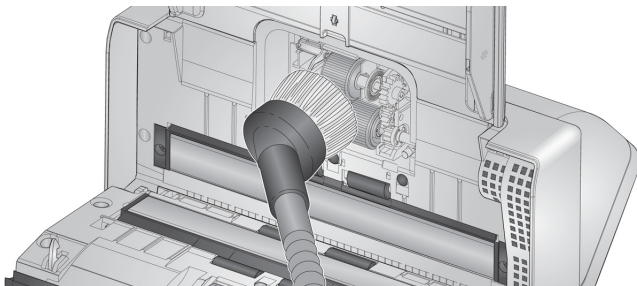
8. Reinstall the feed roller cover by positioning it around the paper present sensor (step 1), aligning the bottom edge of the cover with the scanner (step 2), and pushing it back into position until it snaps into place (step 3).
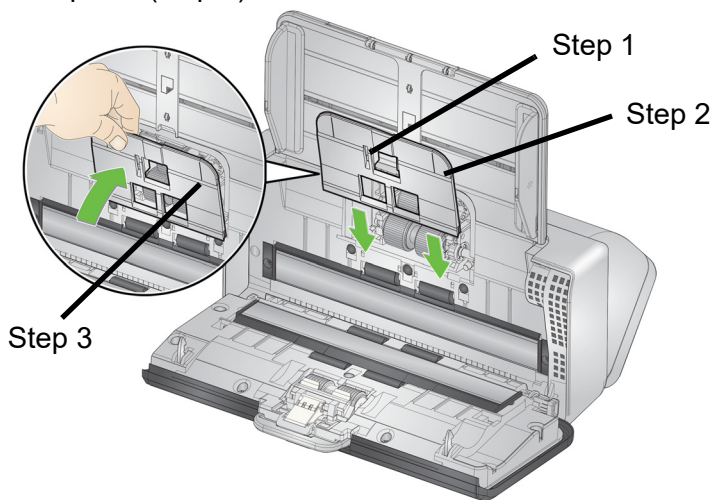
Cleaning the transport rollers

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 "Inside view" on page 7.
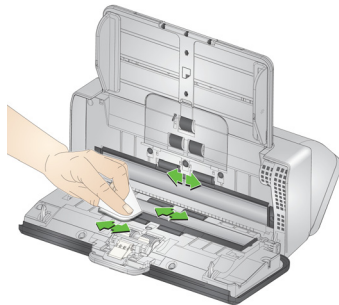
Cleaning the imaging area

1. Wipe the upper and lower imaging area using a Brillianize 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. Refer to the Safety Data Sheet for more information.*
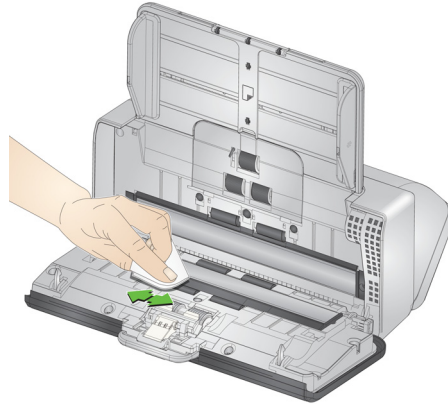
2. Wipe the upper and lower imaging area again using a Brillianize wipe (Step 2) or an almost dry Staticide wipe to remove any streaks.

3. When finished, close the scanner cover.

Replacement procedures

Alaris 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.
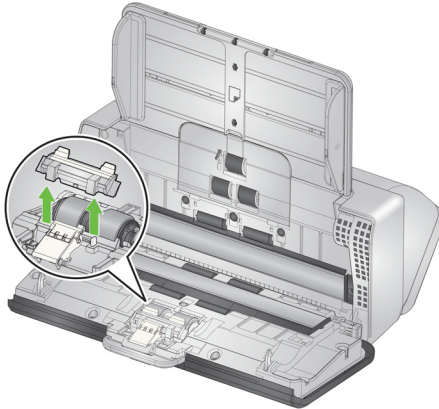
3. Grasp the separation roller and pull it straight out. Discard it.
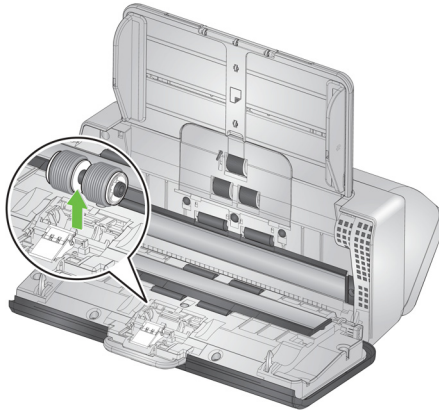
4. Install the new separation roller by aligning the tab with the slot and snapping it into position.
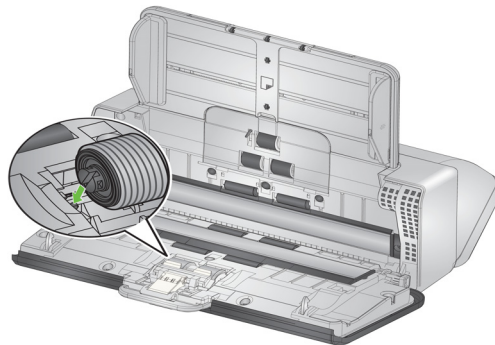
5. Re-install the pre-separation pad by aligning the slots with the holes on the pre-separation pad and snapping it into place.

6. Close the scanner cover.

Replacing the pre-separation pad

1. Remove the pre-separation pad by grasping it and pulling it straight out.
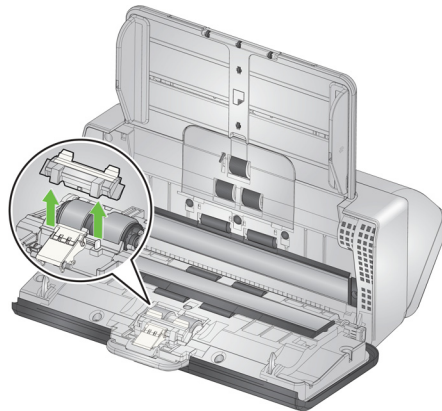
2. Discard the worn pre-separation pad.

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

Replacing the urging roller tire

An animation of this process is available at our on-line support for your scanner model:

E1025:   www.AlarisWorld.com/go/E1025support
E1035:   www.AlarisWorld.com/go/E1035support

1. Open the scanner cover.

2. Pull on the edge of the feed roller cover and lift it out of position.
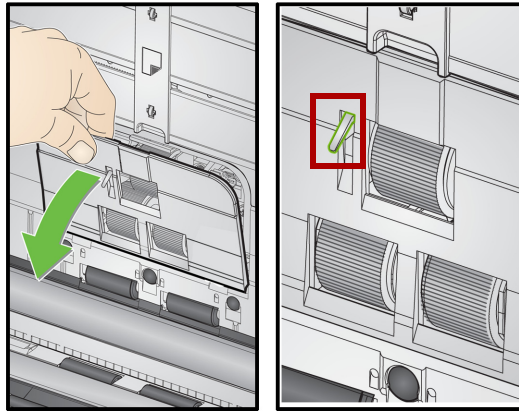
> NOTE: Be careful not to damage the paper present sensor when removing or cleaning around the feed roller.

3. Remove the urging roller and replace the tire.
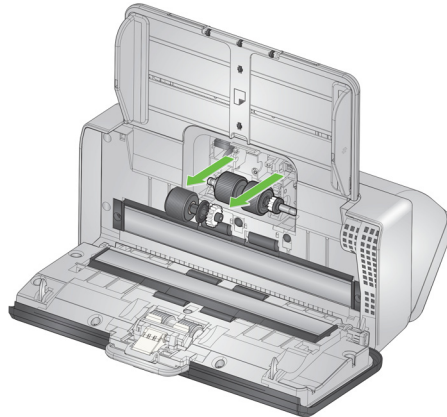
4. Reinstall the urging roller, aligning it correctly.

Replacing the feed roller tires

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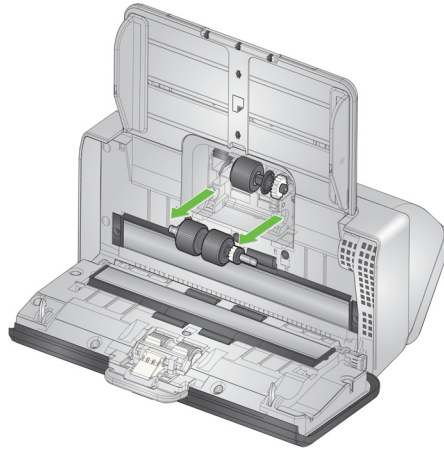
2. Remove the feed roller and replace the tires.

3. Reinstall the new feed roller: align the pins with the open slots and fit the roller into position. Be sure the gears are aligned and the roller drops into place.
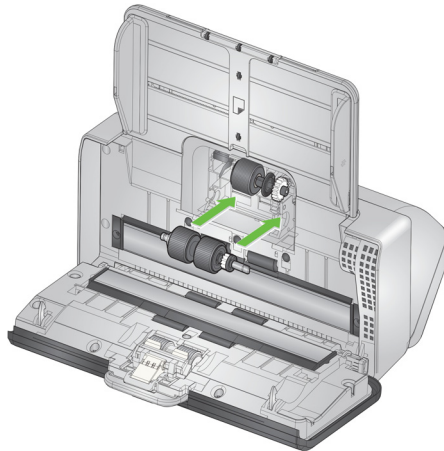
4. Reinstall the feed roller cover by positioning it around the paper present sensor, aligning the bottom edge of the cover with the scanner, and pushing it back into position until it snaps into place.
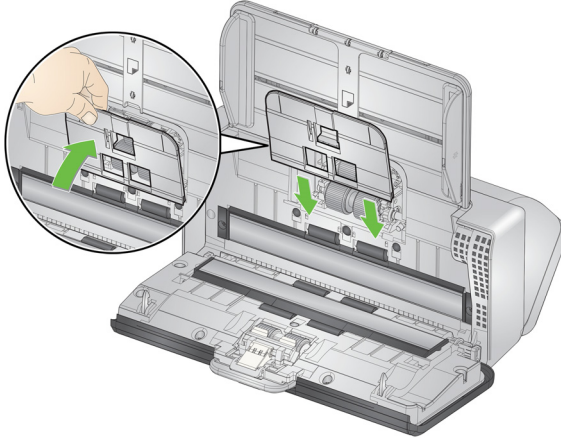
Supplies and Consumables

Customer Replaceable Parts and Accessories

For a full list of scanner cleaning supplies, consumables, accessories, and maintenance guidelines; refer to the support page for your scanner (below) and click on "Supplies."

E1025:   www.AlarisWorld.com/go/E1025support
E1035:   www.AlarisWorld.com/go/E1035support
Contact your scanner supplier to order supplies.

Updates

The drivers and internal firmware for your scanner can be updated by you. Find the latest driver and scanner firmware downloads here:

E1025:   www.AlarisWorld.com/go/E1025support
E1035:   www.AlarisWorld.com/go/E1035support
Go to the **About** screen in the TWAIN or ISIS driver to find the driver version installed on your computer. More recent versions normally contain problem fixes and may also have feature enhancements.

5 Troubleshooting

Scanner error indicators

Following is a list of the codes that may be displayed in the Function Window.

Codes	Condition	Explanation/Action
0	No USB cable connection	Check the USB cable. Cable is missing or is not securely attached.
	Computer has a USB 1.1 connection	Computer must be USB 2.0 or USB 3.0 compatible
	Firmware update has completed successfully	Power button will be flashing. Turn power off and then on again.
U5	An operation has timed out or a calibration has failed	Retry operation or calibration
U6	Cover open or paper path blocked	Open the scanner cover and verify that all documents are removed from the paper path. Then close the scanner cover.
U8	Multifeed	• A multifeed document has been detected. Clear the multifeed condition. • The document you are trying to scan is too long.
U9	Paper jam	Document jam or the paper path is blocked. Clear the documents from the paper path. Check documents for staples.
E2, E4	Power cycle required	Turn power off and then on again. If the problem persists, call Service.

If you cannot correct the problem, you may need to power-cycle the scanner. If the problem persists, call Technical Support.

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 29).

- Multifeed — open the scanner cover and removed the multifed pages.

- Cover opened — close the scanner cover.

Self-help for problems

Use the chart below as a guide to help resolve the situation, before calling Alaris Technical Support. The self-help page for your scanner is also a good resource:

www.AlarisWorld.com/go/E1025support

www.AlarisWorld.com/go/E1035support

Problem	Possible Solution
Scanner will not scan/feed pages	Check that: • 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). • the computer was restarted after installing the software. • page(s) are in contact with feed rollers and the paper present sensor. • scanner power light is on solid and a task number, 1-9, is displayed
No images are being displayed	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 16.
Pages are jamming or multiple pages are feeding	To remove a jam: *IMPORTANT: Do not pull the jammed page out of the scanner; open the scanner cover first.* • Remove any jammed page(s) from inside the scanner. • Close the scanner cover. To reduce future jamming or multifeeding, see "Paper handling challenges and solutions" on page 19.
Paper is too wide for input tray	• Move side guide lock to LTR setting, if it is on A4 setting. • For oversize pages, see "Multifeeds" on page 25.
Images are not being cropped correctly	• If the cropping options (**Automatically Detect and Straighten** or **Automatically Detect)** are enabled and your images are not being cropped correctly, clean the imaging area. See "Cleaning the imaging area" on page 35. • 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 29. 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.

Images have black background bleed-through	If scanning in Black and White, adjust the contrast setting or change to **Draft** (**Fixed**) in TWAIN or **Fixed Processing** in ISIS and adjust contrast and threshold. If scanning in grayscale or color, see "Improving image quality" on page 26.
Red, green or blue streaks are running through a color photo	The scanner is dirty and needs to be cleaned. Refer to "Cleaning procedures" on page 29.
Images have speckles	Speckles happen because paper thickness is not uniform. See "Improving image quality" on page 26.
Scanner is running slow	• Your computer may not meet the minimum requirements for the scanner. Refer to the page for your scanner model: www.AlarisWorld.com/go/E1025 www.AlarisWorld.com/go/E1035 • Paper size or settings can slow the scanner. Experiment to find the settings that work best for you.
Dot is illuminated in the function window	The scanner is in emulation mode. NOTE: Downloading firmware is not supported with Emulation Mode enabled and host drivers other than the E1000 drivers will be required for scanning. Contact Support for more information.
Trouble accessing the scanner or downloading firmware from the computer to the scanner	Check to see if Emulation Mode has been enabled on the scanner. (See above)

Calibrations

Scanner multifeed calibration requires assistance from Alaris Technical Support personnel.

Contacting Technical Support

1. Visit www.AlarisWorld.com/go/IM to obtain the most current phone number for your country.

2. When calling, please have the following information ready:

   - A description of your problem.

   - The scanner model and serial number.

   - Computer configuration.

   - Scanning application you are using.

Appendix A   Regulatory Information

Environmental information

- The Alaris E1025 and E1035 Scanners 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.AlarisWorld.com/go/scannerrecycling.

- The product packaging is recyclable.

- Parts are designed for reuse and recycling.

- The Alaris E1025 and E1035 Scanners 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.AlarisWorld.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 - Alaris E1025/E1035 Scanners

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**

O: 该有毒有害物质在该部件所有均质材料中的含量均在 S J/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

环保使用期限（EPUP）

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

Environmental Protection Use Period (EPUP)

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.

This value is assigned based on normal use of the product as described in the operating instructions.

Taiwan:

設備名稱：掃描器 Equipment name	，型號（型式） Type designation (Type)	E1025/E1035			
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 E1025/E1035 Scanners:

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.

미 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。

Appendix B Warranty — US and Canada only

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

Limited Warranty for Alaris Scanners

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

Kodak Alaris Inc. warrants that an Alaris 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 Alaris Scanner.

All Alaris Scanners are subject to the Warranty Exclusions described below. An Alaris 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 Alaris Scanners purchased by visiting www.AlarisWorld.com/go/imsupport or by reviewing the Limited Warranty Summary Card enclosed with the Alaris Scanner.

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

Warranty exclusions

Kodak Alaris' Limited Warranty does not apply to an Alaris 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

Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris Scanner ("Service Methods"). An Alaris Scanner represents an important investment. Alaris 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.

Included with selected Alaris Scanners is a Limited Warranty Registration card and a Limited Warranty Summary card. The Limited Warranty Summary card is specific by model. The Limited Warranty Summary card contains important warranty information, including the model number and the Limited Warranty. Refer to the Limited Warranty Summary card to determine the available Service Methods applicable to the particular Alaris Scanner.

If the Limited Warranty Registration card or Limited Warranty Summary card cannot be located, additional information may be obtained about the product, including updated warranty and service program information and restrictions, online at www.AlarisWorld.com/go/imsupport.

To avoid service delays, Kodak Alaris urges end users to complete and return the enclosed Limited Warranty Registration Card at the first opportunity. If you cannot locate the Limited Warranty Registration card, you may register online at www.AlarisWorld.com/go/imsupport.

Kodak Alaris also provides a variety of service programs that may be purchased to assist with the use and care of the Alaris 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 purchasers of certain Alaris Scanners, Kodak Alaris will replace that product within two business days.

The AUR provides advance replacement on specific failed or broken Alaris Scanners. To be eligible to take advantage of the AUR, the eligible purchaser must obtain an RMA number, sign an Advance Replacement Agreement and provide a credit card deposit to secure the replacement product. The RMA number should be kept in the event that the status of the replacement product needs to be checked. The eligible purchaser will be asked for the address where the replacement product is to be shipped. The eligible purchaser will also be faxed packing and shipping instructions for the malfunctioning product. The eligible purchaser will then receive a replacement product within 2 business days after the service call initiation and Kodak Alaris' receipt of the signed agreement. The malfunctioning product must be received by Kodak Alaris within ten (10) days of the end user's receipt of the replacement product or the end user's credit card will be charged the list price of the replacement product. Shipment of replacement Imaging Product will be made at Kodak Alaris' expense and choice of freight carrier. Shipments not made under Kodak Alaris' directions and choice of freight carrier may void the Limited Warranty.

Before the product is returned to Kodak Alaris, be sure to remove all options and accessories (which include power cord, documentation, etc.) that are not covered by the Limited Warranty. The box and packaging in which the replacement product was shipped must be used to return the malfunctioning product. If the malfunctioning product is not returned in the box and packaging in which the replacement product was shipped the Limited Warranty may be voided. 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.

Depot service

If the Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris 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 Alaris 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

Alaris