

KODAK RELIABLE IMAGE TIP # 32

Keeping “The Rock” solid

Kodak has many Authorized Processing Labs around the world. Each is unique and, yet in other ways, they are very similar. A common situation in many Labs is the lack of competent service on the most important piece of equipment, the processor. The processor is referred to as “The Rock” of the operation. If the processor is not operating to specification, you cannot produce consistent quality microfilm. Worn rollers, gears and pumps can lead to disasters such as film jams, inconsistent chemical temperatures, etc. This may ultimately lead to film damage, customer dissatisfaction and loss of your time and money.

Many Labs perform their own maintenance or PM's on their processors. This is fine, however, at the very least, there should be a formal annual PM performed by a qualified equipment service provider. As an Authorized Kodak Lab, you are required to perform both daily and monthly testing to ensure the processor is always within photographic specifications.

Unfortunately, too many processors are not operating properly and are rubber-banded together creating film output that is less than desirable. Service packages and parts can be expensive and there are many unqualified service providers. Kodak can help you find a competent and fair priced provider for both service and parts. We may even be able to show you a way to get that service at a minimum or, in some cases, at no cost to you.

For further information and/or to discuss the above in detail, please call Kathy Wolf at 585-724-2194.