



PACKING INSTRUCTIONS

If a Consumer Center isn't located near you, you may send your camera or projector through your photo dealer or directly to one of our Service Centers (page 5). Follow the steps below as a guide to packing your equipment for mailing.

1. Include a note with your equipment giving all details: product name, date and place of purchase, and description of the problem.
2. Use a sturdy carton, large enough for you to insert packing material, such as newspaper, around the equipment for protection.
3. Securely fasten the carton with tape and string. Clearly write the address of the Service Center and your name and address on the top and bottom of the carton. (Shipping labels are available on request.)
4. Mail the carton to Kodak. (Remember to insure the equipment to replacement value.)



Consumer Markets Division • Rochester, New York 14650

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KODAK is a trademark.

IF YOU NEED

SERVICE

At Kodak, our concern for your enjoyment of photography has just begun. So that you'll enjoy using your equipment, we hope that you'll read your instruction manual thoroughly. If you want additional help or advice on using your equipment, however, write to our staff of photographic experts at Eastman Kodak Company, Photo Information, Department 841, Rochester, New York 14650.

Our warranty for your camera or projector is printed in your instruction manual. To provide service during and after the warranty period, we maintain complete equipment service facilities at many locations (page 5). In addition, photographic information and minor adjustments are provided at the Kodak Consumer Centers located in 35 cities (pages 6 and 7).

So that you won't be without your camera or projector unnecessarily, please consult the appropriate checklist (pages 2 to 4) **before** you request service. Then, if necessary, **contact your photo dealer**, a Kodak Consumer Center, or a Kodak Service Center for additional help.

**Much equipment
returned
DOES NOT
need service.

See checklist
BEFORE
returning
equipment for
service.**

CHECKLIST STILL-PICTURE CAMERAS

1. Cannot advance film:

- ☐ Shutter tripped after inserting cartridge? (Pocket models only)
- ☐ At end of film?
- ☐ Film already advanced?

Models so equipped—

- ☐ Motor fully wound?
- ☐ Pull-tab fully seated in camera recess?

2. Cannot trip shutter:

- ☐ Film fully advanced?

Models so equipped—

- ☐ Motor fully wound?

3. Poor exposure:

- ☐ Inadequate lighting conditions?
- ☐ Recommended flash distance exceeded?
- ☐ Proper film in camera?

Models so equipped—

- ☐ Battery(ies) properly installed?
- ☐ Battery(ies) in satisfactory condition?
- ☐ Battery contacts clean?
- ☐ Electric eye obstructed?
- ☐ Low-light indicator observed?
- ☐ Camera focused for flash?
- ☐ Lens cover closed?

4. No flash:

- ☐ Correct flashbulb used?
- ☐ Unfired bulb in position?

Models so equipped—

- ☐ Battery(ies) properly installed?
- ☐ Battery(ies) in satisfactory condition?
- ☐ Battery contacts clean?

5. Blurred pictures:

- ☐ Camera movement during exposure?
- ☐ Subject movement during exposure?
- ☐ Subject closer than minimum focus distance?
- ☐ Picture-taking lens dirty?

Models so equipped—

- ☐ Lens focused correctly?

6. Subject not centered:

- ☐ Subject properly framed in viewfinder when you took pictures?
- ☐ Viewfinder correction made for close distances (parallax)?

CHECKLIST SLIDE PROJECTORS

1. Cannot focus slide:

- ☐ Slide itself in sharp focus?
- ☐ Lens properly installed?

Models so equipped—

- ☐ Best overall focus manually obtained on first slide with auto-focus projectors?

2. Slide fails to drop into projection position:

- ☐ Tray base plate properly indexed?
- ☐ Tray properly positioned on projector?
- ☐ Slide mount warped or frayed at corners?

3. Cannot project slide:

- ☐ Power cord connected?
- ☐ Lamp burned out?

4. Uneven illumination:

- ☐ Lamp seated fully?
- ☐ Condenser lens installed?
- ☐ Condenser lens properly seated?
- ☐ Slide mount properly seated?

5. Cannot cycle to next slide:

- ☐ Tray properly positioned?
- Auxiliary stack loader—
- ☐ Stack loader properly seated?
 - ☐ Slides fully seated in stack loader?

CHECKLIST MOVIE CAMERAS

1. Camera will not run:

- ☐ Batteries fresh, inserted correctly?
- ☐ Battery contacts clean?
- ☐ Camera battery contacts clean?
- ☐ Battery cover closed tightly?

2. Low-light indicator visible in bright light:

- ☐ Electric eye clear of obstructions?

Models so equipped—

- ☐ Meter battery fresh, clean, inserted correctly?

3. Exposure release (trigger) sticks:

- ☐ Batteries fresh, inserted correctly?
- ☐ Battery contacts clean?
- ☐ Camera battery contacts clean?

4. Movies overexposed:

- ☐ Meter battery contacts clean?
- ☐ Meter battery fresh?
- ☐ Electric eye clear of obstructions?

5. Movies underexposed:

- ☐ Low-light indicator visible in finder?
- ☐ Bright light shining directly into electric eye?

6. Pictures blurred:

- ☐ Lens clean?

Models so equipped—

- ☐ Camera set at correct focus distance?

CHECKLIST MOVIE PROJECTORS

1. Spindles turn in opposite directions before threading:

- ☐ Normal for most self-threading projectors.

2. Will not thread film:

- ☐ Projector set for correct film type?
- ☐ Film perforations damaged?
- ☐ End of film square?
- ☐ Pressure pad positioned properly?
- ☐ Film track obstructed?
- ☐ Projector operating in forward?
- ☐ Perforations in film toward you?

Models so equipped—

- ☐ Rewind lever disengaged?

3. Projected movies jumpy:

- ☐ Film perforations damaged?
- ☐ Pressure pad positioned properly?
- ☐ Supply reel damaged?
- ☐ Film properly lubricated?

4. Take-up reel fails to catch end of film:

- ☐ Correct reel used?
- ☐ Reel placed on spindle correctly?
- ☐ Reel damaged?
- ☐ End of film square?

IMPORTANT: The instruction manual for your equipment will be of help in solving the problem.

If you find that your equipment still does not operate correctly, take it to your photo dealer, a Kodak Consumer Center (pages 6 and 7), or one of the Service Centers listed here for help. (Make a note of the equipment serial number for your records.)

SERVICE CENTERS

in Rochester:

**Eastman Kodak Company
Central Equipment
Service Center**

800 Lee Road
Rochester, New York 14650

regional centers:

**Eastman Kodak Company
Regional Equipment
Service Center**

9100 Alcosta Boulevard
San Ramon, California 94583

12100 Rivera Road
Whittier, California 90606

5315 Peachtree
Industrial Boulevard
Chamblee, Georgia 30341

1122 Mapunapuna Street
Honolulu, Hawaii 96819

1901 West 22nd Street
Oakbrook, Illinois 60521

1334 York Avenue
New York, New York 10021

2800 Forest Lane
Dallas, Texas 75234

KODAK CONSUMER CENTERS

Kodak Consumer Centers offer photographic information on Kodak equipment and film. Also, the centers can perform minor service on Kodak amateur equipment. The centers will advise you on the nature of serious problems and the cost of repairs which may be necessary.

Alabama

720 South 37th Street
Birmingham 35222
(205) 322-4417

California

1017 North Las Palmas Avenue
Los Angeles 90038
(213) 465-7151

3250 Van Ness Avenue
San Francisco 94119
(415) 776-6055

9100 Alcosta Boulevard
San Ramon 94583
(San Francisco area)
(415) 828-7000

12100 Rivera Road
Whittier 90606
(Los Angeles area)
(213) 685-5610

Colorado

5555 South Trenton Street
Englewood 80110
(Denver area)
(303) 771-5440

Connecticut

23 Professional Park
Farmington 06032
(Hartford area)
(203) 677-8551

District of Columbia

1015 Wisconsin Avenue, N.W.
Washington, D.C. 20007
(202) 554-9300

Florida

1001 Ponce de Leon Boulevard
Coral Gables 33134
(Miami Area)
(305) 445-0511

2715 Atlantic Boulevard
Jacksonville 32207
(904) 398-8643

Georgia

1775 Commerce Drive, N.W.
Atlanta 30318
(404) 351-6510
5315 Peachtree Industrial Blvd.
Chamblee 30341
(Atlanta area)
(404) 457-5211

Hawaii

1122 Mapunapuna Street
Honolulu 96819
(808) 833-1661

Illinois

600 Michigan Avenue South
Chicago 60605
(312) 427-8727
1901 West 22nd Street
Oak Brook 60521
(Chicago area)
(312) 654-5300

Indiana

4760 Kingsway Drive
Indianapolis 46205
(317) 257-6581

Kansas

7301 Frontage Road
Interstate 35
Shawnee Mission 66204
(Kansas City area)
(913) 831-4000

Louisiana

3040 33rd Street
Metairie 70001
(New Orleans area)
(504) 837-3562

Maryland

7115 Ambassador Road
Baltimore 21207
(301) 265-5400

Michigan

21600 Greenfield Road
Oak Park 48237
(Detroit area)
(313) 564-5190

Minnesota

2412 Nicollet Avenue
Minneapolis 55404
(612) 339-3061

Missouri

2121 South 59th Street
St. Louis 63110
(314) 781-5513

Nebraska

7262 Mercy Road
Omaha 68124
(402) 393-4000

New Jersey

240 Sheffield Street
Mountainside 07092
(Newark/Elizabeth area)
(201) 233-8650

New York

1133 Avenue of the Americas
New York City 10036
(212) 262-6170
1334 York Avenue
New York City 10021
(212) 879-1500

800 Lee Road
Rochester 14650
(716) 458-6143

North Carolina

501 East Morehead Street
Charlotte 28202
(704) 377-4585

Ohio

14 Knollcrest Drive
Cincinnati 45237
(513) 761-9343

4545 West 160th Street
Cleveland 44135
(216) 267-0300

Oklahoma

121 N. W. Sixth Street
Oklahoma City 73102
(405) 236-4587

Oregon

0234 S. W. Bancroft Street
Portland 97201
(503) 222-3831

Pennsylvania

425 Maryland Drive
Ft. Washington 19034
(Philadelphia area)
(215) 242-3200

2857 Banksville Road
Pittsburgh 15216
(412) 563-6733

Tennessee

2225 Union Avenue
Memphis 38104
(901) 278-5800

Texas

2800 Forest Lane
Dallas 75234
(214) 241-1611

610 Gray
Houston 77002
(713) 223-4281

509 South Main Street
San Antonio 78204
(512) 225-7552

Utah

837 East 4th South
Salt Lake City 84102
(801) 363-5713

Washington

9675 Sunset Highway
Mercer Island 98040
(Seattle area)
(206) 232-7770