Subject: Advent Touch printer ....
From: Barry Drake <b.drake@ntlworld.com>
Date: 28/04/13 12:27
To: jeffrey.hayzlett@kodak.com

Hi there ....   I am surprised and very disappointed to have received no acknowledgement whatsoever to the message below. Do you have any thoughts on this please?

Kind regards,   Barry Drake.

-------- Original Message --------
Subject: Advent Touch printer ....
Date: Thu, 18 Apr 2013 12:44:44 +0100
From: Barry Drake <ubuntu-advertising@gmx.com>
To: jeffrey.hayzlett@kodak.com

I'm writing to you because I understand that the product sold by PC
World as the Advent Touch Print printer is a badged version of your
Kodak ESP C310 printer/scanner. I purchased my Advent Touch all-in-one
printer from PC World, and whilst I am delighted with the product, I was
appalled at the lack of support for my system both from Advent, and from
Dixons/PC World. I have been told that this results from the lack of
support for these products that Kodak offers.

Please can I bring to your attention that more and more of your
potential customers use one of the many flavours of Linux, and this has
of course been increased greatly by the Android operating system, itself
a Linux based product. Your products represent excellent quality at a
very affordable price. It seems to me very short sighted on Kodak's
part to avoid giving support to Linux based systems when HP, Brother and
many other manufacturers go out of their way to offer us good support.

It would cost nothing for you to offer this, as the Linux community
already gives good support unofficially for this and many other printers
and we would happily work with you on this.

Please consider helping this potentially large market in the future.

Kind regards,   Barry.

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Barry Drake is a member of the the Ubuntu Advertising team.