



EXPECT
EXCELLENCE.
EXPERIENCE
SUCCESS.

Exceptional Service and Support
Provided by Expert Technicians







MAXIMIZE YOUR EQUIPMENT PERFORMANCE

with the support of Canon's complete service program.
Our state-of-the-art remote device management systems enable us to
benchmark, track, and analyze the performance of your devices to help
ensure optimum productivity.



DELIVERING
EXCEPTIONAL
SERVICE AND
SUPPORT

**COMMITMENT
TO EXCELLENCE**



**COMPREHENSIVE
SERVICE**



**NATIONWIDE
COVERAGE**



**CERTIFIED
PROFESSIONALS**



**QUALITY
ASSURANCE CHECKS**



**DEVICE
MANAGEMENT TOOLS**





COMMITMENT TO EXCELLENCE AND CUSTOMER SATISFACTION

At Canon, we understand that your investment in our products and solutions is mission critical to your success. In order to meet your needs, we make significant investments in logistic systems, regional parts warehouses, and computer-modeled technician inventories to help maximize uptime and minimize restore time for your equipment.

Through extensive training for our field and support professionals, we ensure that all Canon technical employees are certified in the products and software they support. Additionally, they participate in ongoing skill enhancement and development training to help provide you with a high quality of service and support that ensures your ultimate satisfaction.

Serving as your primary point of contact, our expert team proactively provides you with information and solutions to keep you moving forward. Whether it's finding a solution for third-party or customized equipment, troubleshooting installation services, or supplying CAD drawings to illustrate layout optionality, we provide you with answers.

Over 94% of our customers would recommend our Service to a friend or colleague.¹

Our mission is to help you maximize productivity, achieve your business goals, and support you with the best possible solution. With periodic review processes in place, we support your efficiency goals with data-driven information which allow you to make strong, informed decisions.

¹ *Confirmit, average for 2024*



COMPREHENSIVE SERVICE

EXCEPTIONAL HELP

Canon is committed to excellence, efficiency, and service quality. We offer outstanding direct service and support through a state-of-the-art automated dispatching system where calls are answered by a live, U.S.-based Technical Support Agent. Our Solution Support Centers consistently achieve high customer satisfaction results by resolving most customer issues within only a few minutes, resulting in maximum production time for Canon equipment.

GENUINE EQUIPMENT

We use only genuine Canon parts and supplies designed exclusively for your devices to help enhance the quality and performance of your Canon equipment. This is your best assurance against equipment damage and possibly voiding your equipment warranty with non-Canon parts. Utilizing genuine Canon parts helps you to experience longer machine life, higher yields, superior performance, minimal malfunctioning, and high quality output.

We have several parts distribution warehouses nationwide and an end-to-end supply system providing “factory to customer” part delivery with full status visibility every step of the way. Common parts are carried by service technicians, and, in fact, much of the time they have exactly what they need on hand. Virtually all parts are available by the next day, to help your machines be up and running for minimal downtime.

PROACTIVE MAINTENANCE

Our service technicians regularly perform preventative maintenance at every service visit to address any technical issues before they become an operational problem. This proactive

approach helps ensure that any potential issues are identified and appropriately resolved to help avoid any unnecessary downtime. Whether it’s within an office setting, a location with a large format device, or within your production print environment, our attentive team follows stringent performance standards in its commitment to keeping your operations up and running.

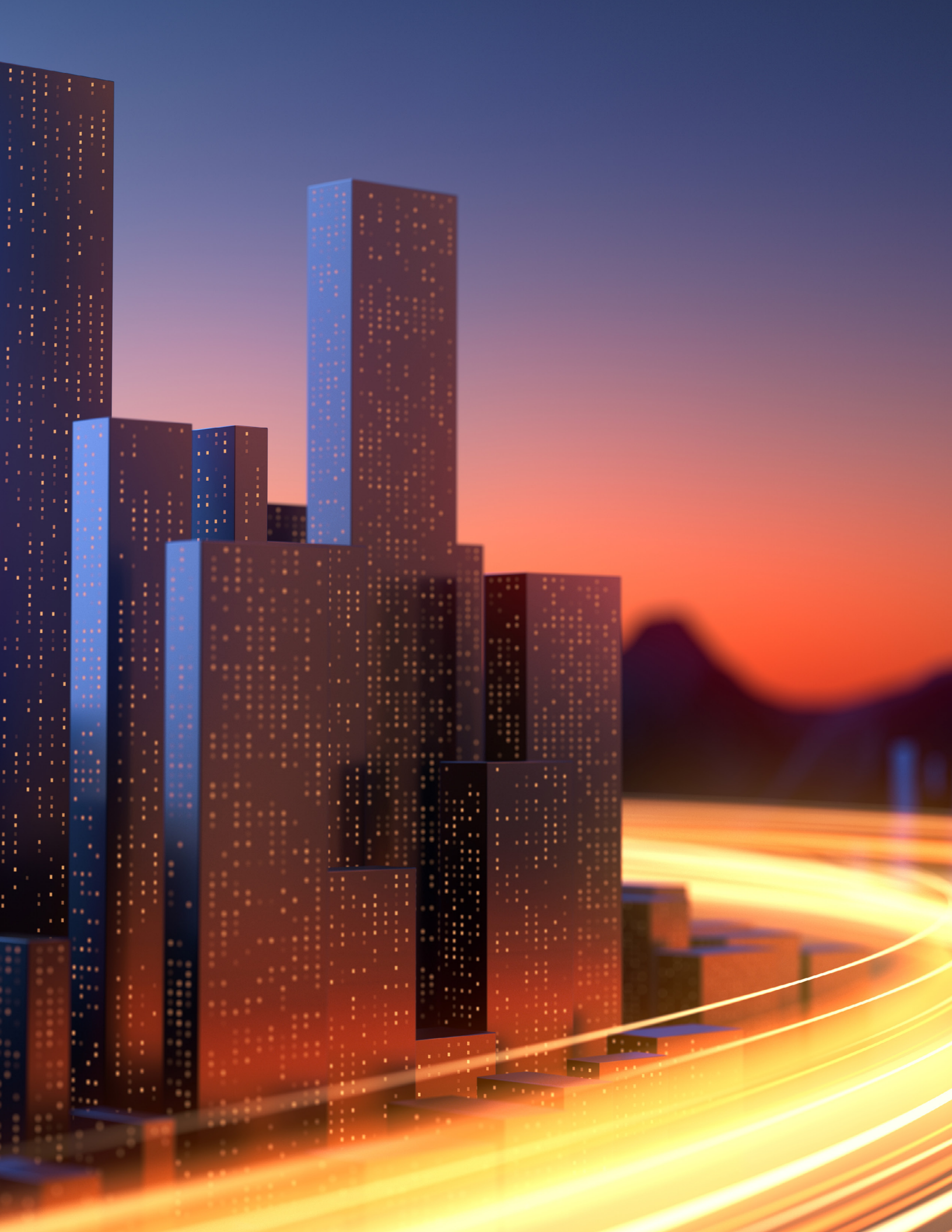
Our comprehensive remote device management systems enable us to benchmark, track, and analyze your device’s performance to support exceptional efficiency. With Canon’s imageWARE Remote servers, device activity oversight provides yet another layer to help achieve high uptime. With this powerful remote tool, we can predict problems, push updates, and deploy service to your device with no effort needed on your end.

HELP DESK TRIAGE

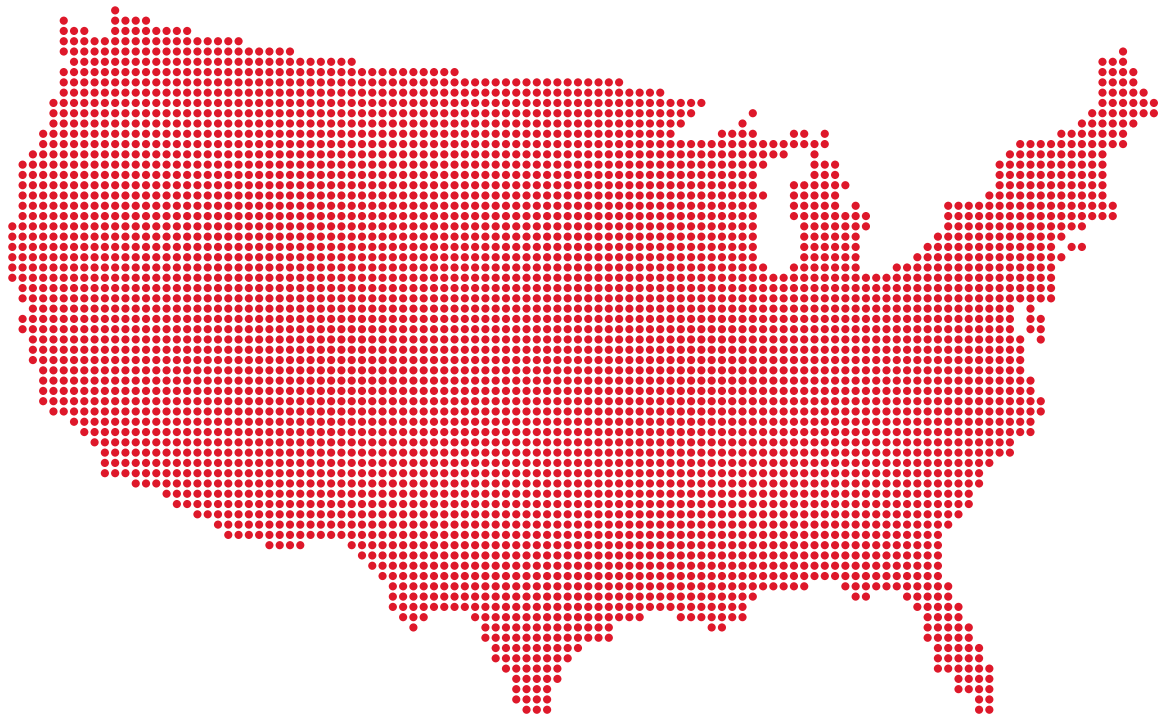
Canon delivers the remote technical support required to resolve disruptive workflow issues quickly, so critical systems can resume normal operations as soon as possible. Our Help Desk services provide a single point of contact for all incidents and service requests.

Canon’s dedicated service team can support your organization with exceptional 24/7 coverage. To help satisfy specific needs, extended service plan options may be available on a device and location basis.²

² Extended service is not available in all locations. Basic service is supported Monday through Friday, 8:30 AM to 5:00 PM, excluding weekends and holidays.



NATIONWIDE COVERAGE



SERVICE AND SUPPORT WHEREVER YOU NEED US

Canon provides customers with excellent service and technical support throughout the United States. A comprehensive web of service professionals supports our growing base of customers in major metropolitan areas. Our technicians, plus a network of Canon-authorized service companies, provide nationwide technical support wherever you need us.

Through thousands of certified field service engineers nationwide, Canon helps ensure access to local, regional, and national level engineers when you need them. Mobile technology allows our field technicians and industry-certified engineers to handle customer calls quickly and efficiently, to help minimize downtime.





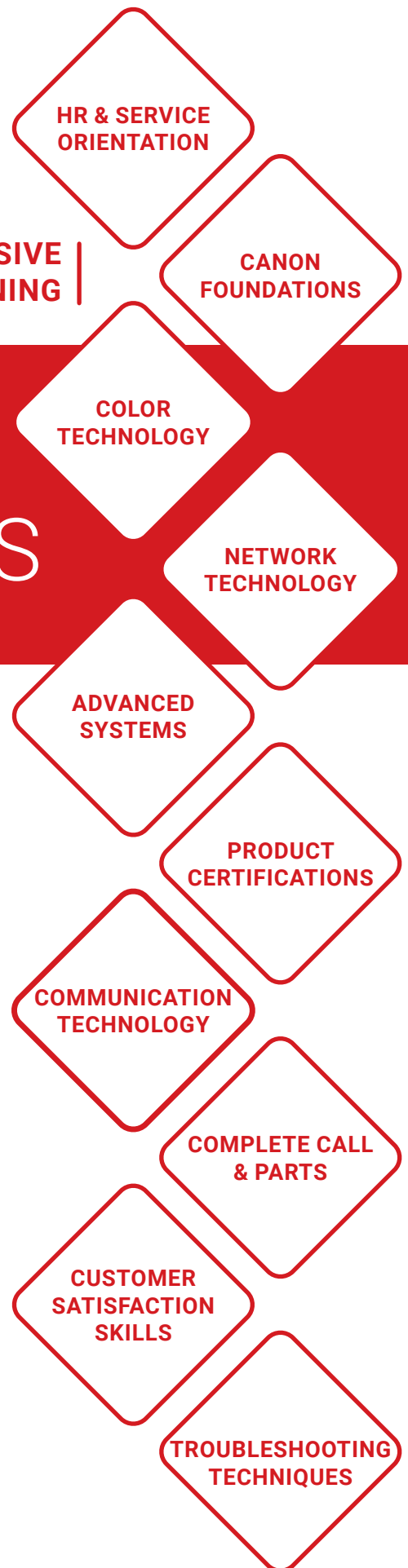
CERTIFIED PROFESSIONALS

COMPREHENSIVE TRAINING

ENHANCED TRAINING, EXPERIENCED TECHNICIANS

Our service technicians are factory-trained on Canon equipment as well as the network support systems and software that drive our sophisticated technology. All new technicians attend extensive training to provide them with the tools to maintain, troubleshoot, and repair Canon products. During the course, all new service technicians receive classroom training as well as hands-on training in the field. But it doesn't end there—ongoing product training and certifications are provided on a continual basis as new technologies emerge.

Service personnel are also trained by the Association of Technical Service Professionals (ATSP) which prepares technicians to perform at a high level when interacting with customers and providing service and support on Canon products. Through certification exams and hands-on challenges, ATSP provides a method that measures an individual's knowledge and whether or not they can apply what they know in real-world situations. By confirming an individual possesses the required skills to service Canon products, ATSP helps prepare Canon service personnel to work effectively to reduce unnecessary expenses and maintain satisfied customers.





QUALITY ASSURANCE CHECKS

CANON TAKES A PROACTIVE APPROACH TO CUSTOMER SERVICE.

We measure and track key performance indicators (KPIs), which allow us to anticipate your needs and identify opportunities for process improvements.



SERVICE PERFORMANCE KPIs

- Response time
- Restore time
- First call fix rate
- Uptime



MACHINE PERFORMANCE

- Maintained by factory certified service technicians
- Only genuine Canon Parts
- Help minimize downtime to get the most value for money



BENCHMARKING

- Canon national KPI measurements
- Third-party analysis of industry KPIs
- Canon global KPI measurements



DEVICE MANAGEMENT TOOLS

MyCanon Business

ONLINE ACCOUNT MANAGEMENT SYSTEM

MyCanon Business is a self-service portal available 24/7 that provides an efficient way to handle day-to-day functions related to your Canon devices. Upon enrollment you can take advantage of the many features of MyCanon Business, such as the ability to view your current fleet status, enter Meter Reads, place Service Requests, order Contract Supplies, or manage machines on our Automatic Toner Replenishment program and retrieve account information from any tablet, laptop, or desktop. MyCanon Business works seamlessly with imageWARE Remote, so you can easily request service for your equipment online. You can also check the status of active service requests as well as review closed requests.

imageWARE Remote³

PROACTIVE DEVICE MAINTENANCE

imageWARE Remote is firmware that is embedded in our imageRUNNER products. The function of imageWARE Remote is to automatically provide accurate meter reads without the need for customer intervention. It helps to reduce administrative costs and increases accuracy. The meters are automatically read every day for the most up-to-date reporting capabilities. The Service Monitoring portion of this tool automatically notifies our Dispatch Department of a hardware/software error. This feature allows our Dispatch Representatives to proactively call you to confirm that service is required. Devices which utilize imageWARE Remote can also be set up on our Automatic Toner Replenishment program (no additional fee for the program).

imageWARE Enterprise Management Console³

DEVICE MANAGEMENT SYSTEM

The imageWARE Enterprise Management Console delivers an easy-to-use centralized point of control for all devices installed across your organization. This expandable console helps reduce downtime by directing low toner, paper jams, and device management alerts via email messages to the designated resource(s) within your organization. It's designed for easy implementation and simplified expandability.

VIRTUAL PRESENCE

REMOTE MIXED REALITY

The first-class service expected from the Canon service team has been retooled and reinforced to adapt to those working in remote environments. With the utilization of virtual presence technology, our service technicians can seamlessly merge real-time environments together and combine local and remote video streams for instant, interactive service sessions to support your efficiency.

ORS³

ON REMOTE SERVICE

With On Remote Service (ORS), a comprehensive productivity-focused toolset, users can increase uptime and utilize preventive capabilities within their devices. Utilizing industry-standard HTTPS connection methods, ORS initiates communication between the product and servers to retrieve device meter and service data, allowing users to benefit from remote meter read collection, diagnostics, and assistance, as well as event forwarding, remote software distribution, content services, and service tools and documentation.

³ Available on select models only. Specific network connections required to support technology.



Canon

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