

# CUSTOMER TECHNICIAN PROGRAM



## Accelerated Responses and Proactive Solutions

The Customer Technician Program enables faster response times by empowering your own employees to resolve service issues independently. This service model can eliminate the need to wait for Canon Service Technicians to arrive on-site for common problems. Your technicians will have access to an on-site parts kit, so they are prepared to address issues quickly and effectively. With parts automatically replenished after usage is documented in Prisma Service, your team can quickly tackle common problems, to maintain operational continuity and minimize downtime. This proactive approach enables your business to maintain efficiency, all while leveraging your own skilled employees.

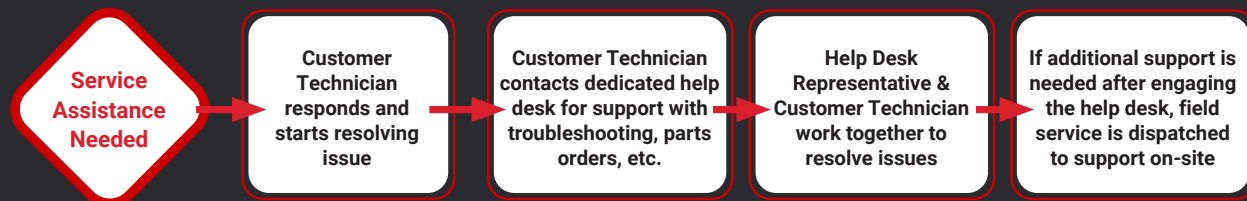
## Strategic Resources Enabling Your Technician's Success

In the initial stages of implementing the Customer Technician Program at your business, your employees will attend a comprehensive training course like the training that Canon Service Technicians receive. This training equips them with the foundational knowledge necessary to perform advanced service tasks and effectively address issues as

they arise. Delivered by factory-certified professionals, these courses help ensure that your team is well-prepared to address technical challenges with confidence.

After successfully completing their training, your technicians will have access to comprehensive advanced service documentation to support troubleshooting at your location.

Furthermore, they will benefit from a dedicated help desk, providing expert phone support whenever needed. This help desk is designed as a centralized resource for all your technicians' needs, offering guidance on effective resolutions, assistance with ordering and tracking parts shipments, and much more.



## Collaborative Resolutions for Critical Issues

We recognize that delivering consistently high-quality output is essential for your business's success. If you encounter a print quality issue, our help desk will promptly dispatch a Canon Service Technician to assist you. Your on-site technician will collaborate directly with a Canon expert to help facilitate the most effective solution for resolving your challenges efficiently.

While our Customer Technicians are trained to handle a variety of service needs, some situations may require additional on-site support. If you are still having difficulties resolving an issue after consulting with our help desk, a Canon Service Technician will be dispatched to help you restore your equipment to a proper running state. Through the seamless collaboration between your Customer Technician, the help desk representative, and our Canon Field Service Technicians, we aim to provide rapid resolutions to your challenges, to help minimize downtime and enhance your overall satisfaction.

## Eligibility Requirements

- Canon Service approval required for Customer Technician Program participation
- Operator experience with a minimum of six months operating a digital press
- On-site technicians must have the ability to follow technical service procedures, replace/remove parts, color management and calibration skills, etc.
- Fundamental mechanical, electrical, and software knowledge required
- Technicians must successfully complete Canon Service Technician Training

## On-Site Technician Resources



### Training Course:

Customer's employees will attend a training course like the training that Canon's service technicians go through to learn how to support and maintain their equipment.



### Dedicated Help Desk:

Your single point for phone support, parts ordering, and onsite support requests, only available for Customer Technician program.



### Essential Parts Kit:

Access to many commonly used parts stored at your own location, and replenished automatically based on your usage entries in PRISMAService.



### Technical Documentation:

Service support documentation will be readily available for technicians to reference when responding to issues on site.

## Program Availability

Customer Technician Program offerings are available for the ProStream series, ColorStream 6000 series, ColorStream 8000 series, and the varioPRINT iX-3200. Canon Service approval is required to participate in this program. Engage your sales representative to explore whether this solution aligns with your business needs. They can help you assess the best fit and discuss how it can be tailored to support your goals.

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