

SELF-MAINTENANCE PROGRAM



BRINGING PRODUCTION INKJET SOLUTIONS TO ANY LOCATION

As opportunities in the Production Inkjet market continue to grow, Canon is continually evolving services to better meet customer needs. For businesses situated far from our local service centers, we work closely with customers to implement a Self-Maintenance Program tailored to their facility. This proactive approach enables our customers to maintain their equipment, to allow optimal performance and efficiency, regardless of their location.

Even if a client is located far from a service center, our Self-Maintenance Program brings the support to their doorstep. This program includes comprehensive phone support to access expert assistance when needed. Should on-site service be required, our team is ready to travel to a customer's facility at an additional cost, providing the hands-on support necessary to keep their operations running smoothly. With these resources at a customer's disposal, they can confidently maintain their

equipment to allow optimal performance, no matter where their business is located.

Take Control of Your Service Activity

Customers enrolled in the Self-Maintenance Program take on the role of decision-makers for their service activities. Your facility functions as a customized service center, giving you full control over the parts you keep in inventory, the timing of replacements, the number of trained technicians on your team, and the availability of

support. This hands-on approach integrates service support management and budgeting into your daily operations, empowering you to make informed decisions that align with your business goals. With remote support from Canon Service available during critical moments to help you be successful in your service initiatives, our dedicated team is here to provide expert assistance, empowering you to navigate challenges with confidence and achieve your operational objectives.

Eligibility Requirements

- Canon Service approval required for Self-Maintenance Program participation
- Operator experience with a minimum of six months operating a digital press
- On-site Technician 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.



Remote Support:

Canon Service will be available to help resolve issues via phone support



Technical Documentation:

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



Parts Ordering:

Customers will have direct access to ordering parts needed to support their press, paying for parts as you need them.

Program Availability

Self-Maintenance 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 Self-Maintenance 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.

Canon is a registered trademark of Canon Inc. in the United States and elsewhere. ColorStream, ProStream, and varioPRINT are trademarks or registered trademarks of Canon Production Printing Netherlands B.V. All other referenced product names and marks are trademarks of their respective owners and are hereby acknowledged.

©2025 Canon U.S.A., Inc. All rights reserved.