



CUSTOMER SOLUTIONS CENTER A COMMITMENT TO SERVICE EXCELLENCE

Canon's award-winning Customer Solutions Center provides advanced services to its vast network of direct and non-direct sales channels. The support team is field-experienced and trained to assist with Canon business imaging solutions in the enterprise and production environments. From cutting-edge technology to industry-leading response times,

Canon takes great pride in delivering a high level of customer service and support excellence to its channel partners and end customers.

Award-Winning Technical Support Center

- BenchmarkPortal "Center of Excellence" Certification 11 years in a row!
- Audited and validated against metrics for efficiency, effectiveness, and customer satisfaction by BenchmarkPortal.
- Rated #1 by office equipment dealers for overall satisfaction with service and technical support.*

Industry-Leading Performance

- Fast first-call resolution.
- Highly skilled, experienced, and dedicated specialists with an average of 25 years' industry experience.
- Ability to reproduce the most complex customer environments for effective troubleshooting.

State-of-the-Art Contact Center

- 100% U.S.-based support located on both the east and west coasts: Melville, NY, and Irvine, CA.
- Direct access to engineering teams and solutions specialists.
- Hours of operation: 9 a.m. 8 p.m. (EST);
 24/7 Production Support for select products.

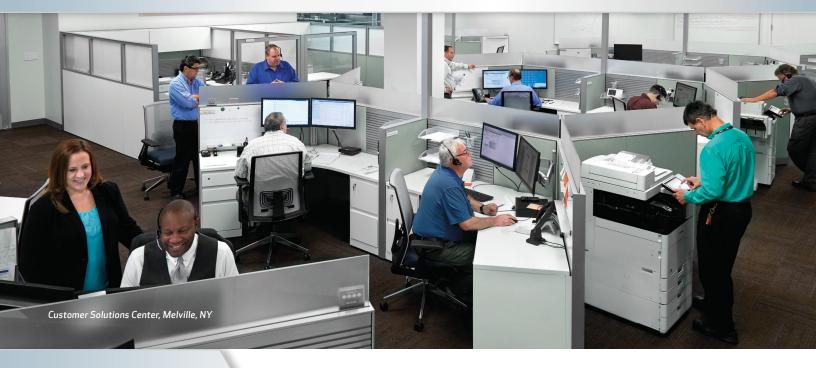


TECHNICAL SUPPORT



A Commitment To Customer Service and Support Excellence





Canon U.S.A. Headquarters

Customer Solutions Center Melville, NY

Canon U.S.A. Regional Offices

Product Showroom, Distribution Center, Parts, Training Centers, Field Support

- · Jamesburg, NJ
 - Itasca, IL
 - · Norcross, GA
 - Irving, TX
 - Irvine, CA

Canon Factory Service and Repair

Parts Refurbishing and Repair Newport News, VA

Canon Authorized Dealer Locations

Over 500 Authorized Dealerships



For more information, call 1-800-OK-CANON.













