

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 9 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**

* According to the Clearwater Support Quality Survey, 2017.

A Commitment To Customer Service and Support Excellence



Customer Solutions Center, Melville, NY

Canon U.S.A. Headquarters

Customer Solutions Center
Melville, NY

Canon Factory Service and Repair

Parts Refurbishing and Repair
Newport News, VA

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 Authorized Dealer Locations

Over 500 Authorized Dealerships



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

 USA.CANON.COM/SUPPORT



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