

FIELD SUPPORT

FAST, EXPERT SUPPORT FOR YOUR BUSINESS IMAGING SOLUTIONS

All Canon Authorized Dealerships are backed by Canon U.S.A.'s Engineering Services and Solutions team. By providing complete support throughout the life cycle of its products, Canon helps its customers maximize uptime, increase productivity, and reduce total cost of ownership.

An Extensive Dealer Network, Backed by Canon

- Over 10,000 Canon-certified dealer service personnel in the field.
- Canon field support personnel include Digital Solutions Engineers and Systems Engineers to help augment dealer services and provide next-level escalation assistance.

Canon Remote Services Offerings

- Remote diagnostics capabilities and service automation tools help provide important efficiencies for service providers.
- Customer benefits include increased uptime, quicker resolutions, and optimal performance.
- Service provider benefits include decreased site visits and improved first-call resolutions.

U.S.-Based Factory Support

- Canon's U.S.-based manufacturing center—located in Newport News, VA—facilitates a number of service, repair, and recycling programs to support the company's service network.
- Cross-functional teams, comprised of engineering and supply chain experts, focus on Canon's commitment to environmental responsibility while maintaining rigorous quality standards.

**FIELD
SUPPORT**



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.



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