

A true industry leader understands that reputations are earned one customer at a time, which is why Canon has at its foundation an uncompromising dedication to product reliability, service, and support. From cutting-edge technology to industry-leading response times, Canon U.S.A. takes pride in delivering complete customer satisfaction. Canon warranty, eCarePAK extended service, and Out-of-Warranty service and support options have been created to save costs associated with scanner maintenance, maximize uptime throughout the life of the product, and make you feel confident in your Canon scanning investment for years to come. You will be afforded the following benefits:

- Parts and labor coverage under all packages, to protect from unforeseen repair costs, and limit post-purchase expenses
- Prompt service, responsive to user needs
- Highly developed repair facilities, where product storage, maintenance, and exchange occurs, ensures comprehensive management and upkeep of products
- Repairs performed by Canon-certified personnel using genuine Canon parts
- Quick turnaround for repairs
- 60 years of industry leadership and quality repairs are assured with all post-purchase service plans



Customer Contact Center

Canon U.S.A. maintains a world-class 100% U.S.-based call center staffed with over 500 Canon employees. Through your toll-free telephone access, highly trained and experienced specialists stand ready to assist Canon customers. Committed to quick and easy resolution of all support issues, our specialists deliver industry-leading response times and quality support, and possess the expertise to rectify scanner hardware issues.



Get more information at:
www.scanningsuccess.com

**Canon Partner
Graphic Imaging
Services, Inc**
(702) 222-3590
www.graphicimaging.net

Warranty Service

Warranty service is bundled with every imageFORMULA scanner purchase. Warranty Service can take on one of two types, Advanced Exchange or On-Site, depending on the imageFORMULA scanner model purchased, and can vary in duration.

Advanced Exchange Warranty Service exchanges your Product with a replacement Product (if required), which will usually be shipped the same business day. Parts, labor, and shipping are covered. Return shipment instructions, carton, packaging, and shipping label are provided with the replacement unit.

On-Site Warranty Service provides you with a convenient and professional method of getting your product repaired. A service engineer (if required) will usually be dispatched the next business day. Parts, labor, and service engineer travel expenses are covered.



Canon eCarePAK Extended Service Plan is a cost-effective and easy-to-use extended service program that provides service and support coverage beyond the initial warranty period at a very attractive price. eCarePAK Extended Service Plan offers toll-free Canon technical support and includes either Advanced

Exchange or On-Site Service, depending on the imageFORMULA scanner model purchased. Protect against unforeseen repair costs and excessive downtime, and enjoy peace of mind for years to come knowing your new equipment is fully covered. The initial eCarePAK Extended Service Plan must be purchased during your original scanner warranty period. Variable durations are available, up to a maximum of five years total of coverage, and coverage becomes effective on the date the original warranty expires. Renewals are also available, and must be purchased during your eCarePAK Extended Service Plan coverage period.

eCarePAK Installation and Training Service Plan

For select currently available imageFORMULA scanner models, eCarePAK Installation and Training service packages are available at a very attractive price. Canon eCarePAK Installation Service provides installation of the imageFORMULA scanner, including accessories, by a Canon-trained field service engineer at your site. Installation and Training Service combines Installation Service with operator training, for items including basic maintenance, diagnostics, drivers, and Canon bundled software.

Out-of-Warranty Service

If an imageFORMULA scanner is no longer under warranty or is not covered under a Canon eCarePAK Extended Service Plan, Canon can still assist you with Out-of-Warranty Service. Out-of-Warranty Service can take on one of two types, Exchange or On-Site.

Out-of-Warranty Exchange Service exchanges your product for a replacement product. You would first call Canon for assistance. Canon will diagnose the problem, and if an exchange is required, you will be charged a one-time fee plus any applicable taxes required for the exchange. Parts, labor, and shipping are included.

Out-of-Warranty On-Site Service provides you with a convenient and professional method of getting your product repaired at your location. You would first call Canon for assistance. Canon will diagnose the problem, and if repair is required, a service engineer will usually be dispatched the next same business day. You will be charged a one-time fee plus any applicable taxes required for the repair. Parts, labor, and service engineer travel expenses are included.



All information and availability are subject to change without notice. Please check with your point-of-purchase for current information.