

# INDUSTRY LEADER IN PRODUCT RELIABILITY, SERVICE AND SUPPORT



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.



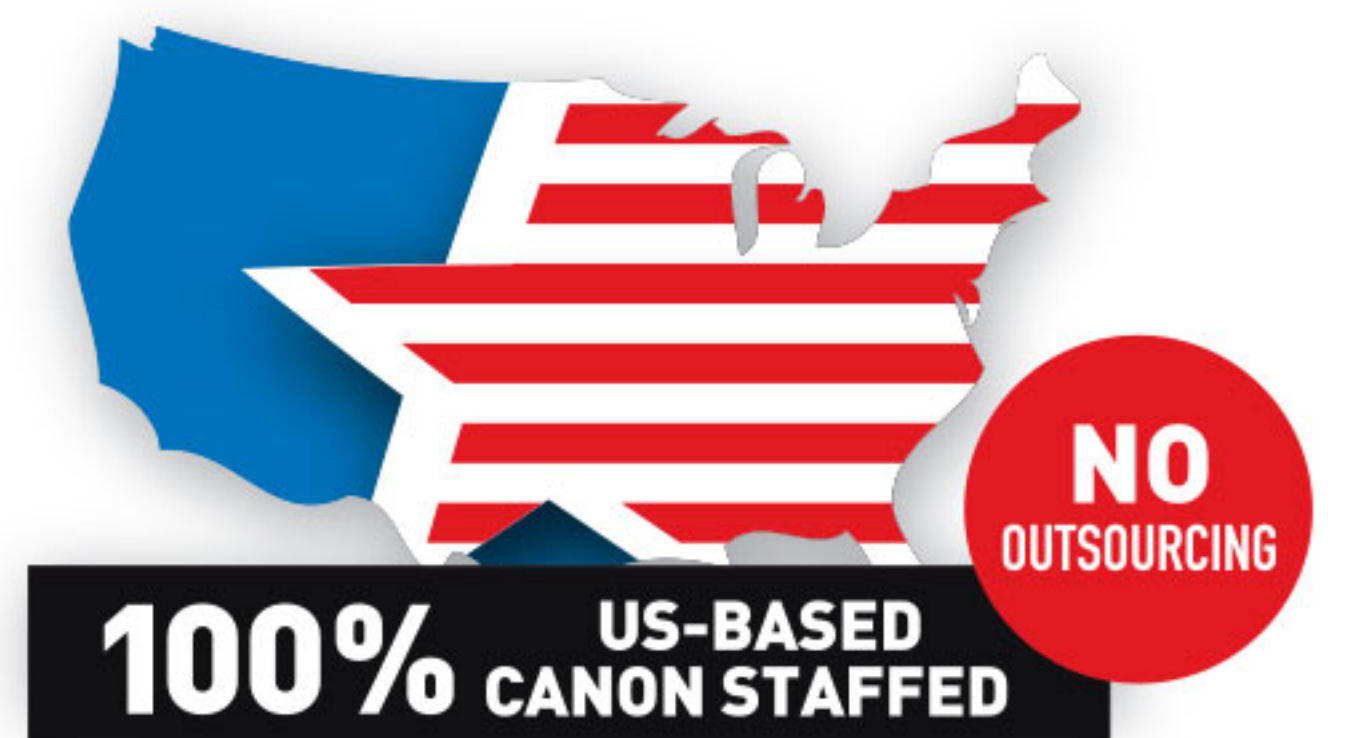
## National Service Network

The Marketing Engineering Technology Center (METC) provides true factory-level service right here in the United States. Staffed by Canon factory-trained technicians, our service operations achieve industry-leading turnaround times and quality of repair. Our state-of-the-art facilities include a precision lens center and a climate- and particulate-controlled clean environment for the handling of sensitive equipment. Our service operation extends its reach through the Canon Regional Factory Service Centers and the National Authorized Service Network located from coast to coast. Canon supports a number of environmental and recycling initiatives including a Zero Landfill Product Re-use & Recycling Program.



## Customer Contact Center

Canon U.S.A. maintains a 100% U.S.-based call center staffed with over 500 Canon employees. Whether by telephone, e-mail or the Web, highly trained specialists stand ready to assist Canon customers at every level of expertise. Committed to quick and easy resolution of all support issues, our specialists deliver industry-leading response times and quality support. Canon is further committed to continual service improvement and investment in customer support technologies.



## Service Offerings

### CANON MAINTENANCE SERVICE

#### Canon Maintenance Service (CMS)

Canon Maintenance Service will help ensure your Canon EOS Digital SLR camera and EF lenses maintain optimal condition and performance. Your equipment will be serviced by Canon Factory Trained Technicians, to help ensure excellent image quality.



#### Canon Professional Services (CPS)

Multiple membership levels are available for individual, full-time working professionals who use qualifying Canon equipment. Available benefits include 24/7 technical support, expedited and discounted repair service, on-site event support, loaner equipment and more.