



# COLORADO PROCARE AFTER-SALES SERVICE PROGRAMME

Stay in pole position

**Canon**

---

# COLORADO PROCARE

## After-sales service programme

You've chosen the best there is in large format graphics printing. Colorado ProCare will ensure you stay in pole position.



“Canon service engineers are smart people who understand what service means.”

A customer's comment during the  
Canon after-sales service survey EMEA 2019



## Top performance. Always. With Colorado ProCare



Your Colorado is not only the best and most innovative, industrial roll-to-roll production printer there is, it's your partner for bringing new artwork to life, for meeting the tightest deadlines and fulfilling even your most critical customers' needs. You rely on it on a daily basis and its performance is vital for your business. That's why your Colorado must deliver top performance. Always.

Whether you've got one Colorado printer, or several, like Michael Hiemann at Siepro KG, Germany, you know how important your printer is to your business. The unrivalled quality ensures your customers come to you with their projects time after time. Often with challenging media and demanding deadlines. That's why you chose your Colorado in the first place.

# GET THE BEST OUT OF YOUR COLORADO

The best uptime  
The best cost effectiveness  
The best quality

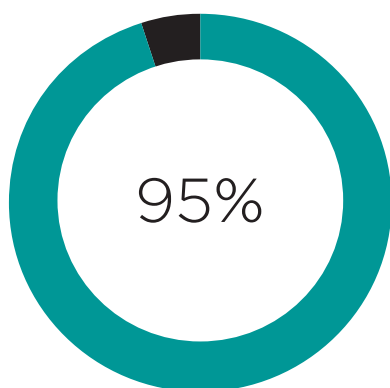
With Colorado ProCare this is exactly what we promise you. Colorado ProCare is a best-in-class after-sales service programme, to keep your Colorado printer performing at its very best. Today, tomorrow and in years to come. With Colorado ProCare you are ensured of being able to print tens of thousands of square meters, and more, well into the future.

Protect your investment and utilise your Colorado printer to the full, with maximised uptime. You benefit from the fastest on-site response times, preventive maintenance and remote application support. No worries about spare parts, labour or travel costs. With Colorado ProCare, you are fully covered. Do the maths and be amazed how cost effectively you can run your Colorado printer during its entire lifetime, with Colorado ProCare!

With the Colorado ProCare service programme, we make sure your Colorado printer keeps on printing, so you can focus on what really matters: growing your business, increasing your profit and keeping your customers delighted.

Canon after-sales service received an average satisfaction rating of 95% for live phone and onsite support from our customers.

Live phone or onsite support  
customer satisfaction





You made a cost-efficient investment and want to stay on top of all your production-related expenses. You want full cost transparency and predictability.

## Colorado ProCare: predictable, reliable uptime and great cost performance



### Maximised uptime

**Maximise your output**  
The Colorado's unrivalled productivity can be fully harvested thanks to optimally managing the uptime of your printer with Colorado ProCare. Minimise downtime and safeguard steady, continuous production at the highest and consistent quality levels from your Colorado!



### Full cost transparency

**No unpleasant surprises**  
Transparent Service Level Agreements with all related costs ensure that there are no unpleasant surprises: Know what to expect, thanks to clear, competitive costs.



### Highest return on investment

**Realise the lowest TCO**  
Do the maths and realise the lowest total cost of ownership over the lifetime of your Colorado. Enabled by the winning combination of an industrial printer with the highest productivity standards and a world-class after-sales service programme that ensures maximum uptime for the lowest costs.

# COLORADO PROCARE: YOUR BENEFITS IN A NUTSHELL

Colorado ProCare is your premium after-sales service programme. Benefit from free maintenance and spare parts, preventive maintenance, remote application support and the fastest onsite response times.

Colorado ProCare is your choice for hassle-free operation with 100% cost predictability. Clear terms and conditions! No hidden costs! You know exactly what you get. With Colorado ProCare, you maximise uptime, secure your investment and can focus on boosting your business with your Colorado!



## Colorado ProCare

Option for 3, 4 or 5-year contract	●
Travel and labour cost	●
Spare parts	●
Preventive maintenance	●
Remote application support	●
Second-next business day onsite support	●
Next business day onsite support	○
One printhead included / year	○

- included
- optional

## Because downtime



# Clear terms and conditions, no hidden costs!

## Why Colorado ProCare?



**Skilled team** Approximately 500 Canon service technicians trained in Canon Production Printing, plus hundreds of partner service technicians



**Call us** Remote support available during business hours



**World-leading experience** 30+ years' experience in developing and manufacturing high-quality industrial inkjet printers



**Award-winning** Canon Services are first class: Our service organisations are repeatedly honoured with awards for the best service quality



**Global logistics network** The spare parts you need are nearby thanks to our global logistics network



**State-of-the-art communication and diagnostics tools** Our trained support staff have access to state-of-the-art tools to help you quickly and effectively

## is not an option for your business

# A LIFELONG PARTNERSHIP

## Canon Large Format Graphics (LFG) Services

Canon values our partnership and wants to maximise your return on our Large Format Graphics products and solutions. ProCare is part of Canon's Large Format Graphics Services portfolio, specifically designed to support you during every stage of your business growth.

### Discover

The Canon Large Format Graphics technology and workflow solutions that fit your business

Application benchmarking

Media testing

Workflow assessment



#### Discover

When you're looking for new ways to further boost your Large Format Graphics business, we assess which Canon Large Format Graphics technology and solutions can best meet your needs. We look carefully at your production environment, customers and any plans you may have to explore new markets. We then propose the most suitable solution, set up the necessary work processes and test your media.

The result: a dependable production environment optimised for your Large Format Graphics applications.

“We got expert help and quickly reached the desired end result”

A customer's comment during the  
Canon after-sales service survey EMEA 2019



## Implement

Integrate your Canon solution seamlessly into your operations

Installation, delivery and operator training

Workflow integration

Media and colour management



### Implement

Thanks to our many years' experience in planning installations and integrating our systems in different printing environments, we keep production interruption to a minimum. We train your staff in how to operate the system and how to carry out small maintenance tasks.

We stay around during the initial stages of operation, finetuning the system as necessary. If required, we stay longer to give additional support.

The result: a smooth operational build-up under strict project supervision.

“Everything went perfectly:  
from commissioning the system, to  
solving any problems we had”

A customer's comment during the  
Canon after-sales service survey EMEA 2019



## Manage

Keep your Canon equipment in optimal shape  
and maximise uptime with ProCare

### ProCare after-sales support service programme



#### Manage

Canon award-winning service engineers use preventive maintenance and remote support to minimise downtime. Our remote support teams speak your language and are available across the globe. Aided by the latest communications and diagnosis technologies, they advise you and make sure you get the spare parts you need in the shortest time possible from our extensive global service logistics network.

The result: optimal customer support to maximise uptime.

“Canon complies with all the  
agreements we made.”

A customer's comment during the  
Canon after-sales service survey EMEA 2019



## Develop

Further develop your offering with application support, training and knowledge exchange

Application support

Advanced operator training

Membership Canon LFG community



### Develop

Canon Large Format Graphics experts will help you grow your business by sharing their extensive knowledge of applications and market opportunities. In addition to dedicated training programmes, we also offer you unique access to our worldwide Canon Large Format Graphics community. Learn how to stand out from the competition and unlock the full potential of digital technology for your business.

The result: continuous inspiration to further grow your business.

“Experienced, knowledgeable and friendly engineer. Excellent level of customer care.”

A customer's comment during the  
Canon after-sales service survey EMEA 2019

A person wearing a red racing suit and helmet is working on a car tire. The person is using a red tool to adjust the tire. The background is blurred, showing other parts of the car and the person's legs.

# COLORADO PROCARE

- Keeps you in pole position  
in Large Format Graphics

Contact your local account manager  
for more information

Copyright 2019 Océ. Illustrations and specifications do not necessarily apply to products and services offered in each local market. No part of this publication may be reproduced, copied, adapted or transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language in any form or by any means, electronic, mechanical, optical, chemical, manual, or otherwise, without the prior written permission of Océ.

Océ makes no warranty of any kind with regard to the contents of this publication, either express or implied, except as provided herein, including without limitation, thereof, warranties as to marketability, merchantability, fitness for a particular purpose of use or non-infringement. Océ shall not be liable for any direct, incidental, or consequential damages of nature nature, or losses or expenses resulting from the use of the contents of this publication.

Océ reserves the right to revise this publication and to make changes from time to time in the content hereof without obligation to notify any person of such revision or changes.

Canon Inc.  
[canon.com](http://canon.com)  
Canon Europe  
[canon-europe.com](http://canon-europe.com)  
English edition  
© Canon Europa N.V., 2019

**Canon**