

A pit crew in red and grey racing suits is working on a race car tire on a track. The crew members are wearing helmets and are focused on the task. The background shows a clear blue sky and a blurred crowd in the stands.

# ARIZONA proCARE AFTER-SALES SERVICE PROGRAMME

Stay in pole position

**Canon**

# ARIZONA proCARE

After-sales service programme

You've chosen the best there is in Large Format Graphics printing. Arizona proCARE will ensure you stay in pole position.



Top performance. Always.  
With Arizona proCARE



Your Arizona is not only the best and most innovative, industrial flatbed 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 Arizona must be delivering top performance. Always.

Whether you've got one Arizona printer or several, 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 Arizona in the first place.

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

A customer's comment during the  
Canon after-sales support survey EMEA 2021

# GET THE BEST OUT OF YOUR ARIZONA



The best uptime  
The best cost effectiveness  
The best quality

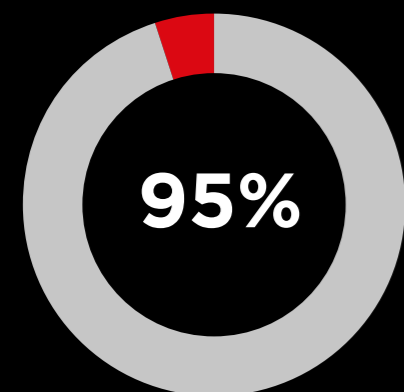
With Arizona proCARE this is exactly what we promise you. Arizona proCARE is a best-in-class after-sales service programme to keep your Arizona printer performing at its very best. Today, tomorrow and in years to come. With Arizona proCARE you are ensured of being able to print tens of thousands of square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

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

With the Arizona proCARE programme, we make sure your Arizona 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 customer.

Live phone or on-site support  
customer satisfaction



Canon after-sales support  
survey EMEA 2021

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.

## Arizona proCARE: predictable, maximised uptime and great cost performance



Maximised uptime

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



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 Arizona. 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.



Arizona proCARE is your premium after-sales service programme. Benefit from free maintenance and spare parts, preventive maintenance, remote support and the fastest on-site response times.

Arizona 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 Arizona proCARE, you maximise uptime, secure your investment and can focus on boosting your business with your Arizona!

#### Arizona proCARE

- Option for 36, 48 or 60-month contract ●
- Travel and labour cost ●
- Spare parts ●
- Preventive maintenance ●
- Same business day remote support ●
- Second-next business day onsite support ●
- Next business day onsite support ○
- Printheads included<sup>4</sup> ○

- included
- optional

## Why Arizona proCARE?

-  **Skilled team** Approximately 500 certified Canon service technicians, plus hundreds of Canon certified 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

**BECAUSE DOWNTIME  
IS NOT AN OPTION**



# A LIFELONG PARTNERSHIP

## Canon Large Format Graphics 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 support survey EMEA 2021



### 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 support survey EMEA 2021



## Manage

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

proCARE after-sales 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 support survey EMEA 2021

## Develop

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

Application support

Advanced operator training

Membership Canon 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 expert 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 support survey EMEA 2021

# SERVICE CONCEPT

Service concept	Time & Material	proCARE	proCARE+
<b>Supported printers<sup>1</sup></b>			
Arizona 135 GT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arizona 1300 series	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arizona 2300 series	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arizona 6100 series	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Contract duration<sup>2</sup></b>			
36 months	-	<input type="radio"/>	<input type="radio"/>
48 months	-	<input type="radio"/>	<input type="radio"/>
60 months	-	<input type="radio"/>	<input type="radio"/>
12-month contract extension	-	<input type="radio"/>	<input type="radio"/>
24-month contract extension	-	<input type="radio"/>	<input type="radio"/>
<b>Specifications<sup>3</sup></b>			
Remote support	<input type="radio"/>	Same day	Same day
Onsite support	<input type="radio"/>	Second business day	Next Business day
Preventive maintenance	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Safety- & mandatory modifications	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Spare parts	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Labour	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Printheads included <sup>4</sup>	-	-	<input checked="" type="radio"/> <sup>1</sup>
Ink included	-	-	-
Consumables included	-	-	-

<sup>1</sup> proCARE after-sales services are available for selected Arizona printers  
Check with your account manager the latest product list

<sup>2</sup> Contracts terms start from installation date of the printer

<sup>2</sup> proCARE can only be offered for Arizona printers, using genuine inks, parts and consumables

<sup>2</sup> Customer must keep active the connection to On Remote Service (ORS) as from the installation of the printer

<sup>3</sup> Services offering and pricing might vary according to the territory.  
Contact your service organization for further details

<sup>4</sup> Includes accidental damage coverage, allowed carry over up to two replacements in the next year, depending on printer- and model series





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**Canon**