



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.



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 be delivering top performance. Always.

Whether you've got one Colorado printer, like Dutch customer De Resolutie, 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.

“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 COLORADO

The best uptime
The best cost effectiveness
The best quality

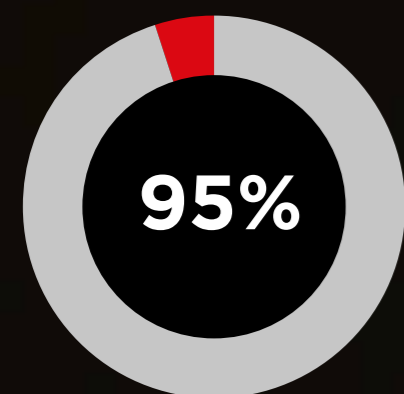
With Colorado proCARE this is exactly what we promise you. Colorado proCARE is a best-in-class after-sales service programme to keep your Colorado printer performing at its very best. Today, tomorrow and in years to come. With Colorado proCARE you are ensured of being able to print tens of thousands 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 and preventive maintenance support. No worries about spare parts, labour or travel costs. With Colorado proCARE, you are fully covered. Do the math and be amazed how cost effectively you can run your Colorado printer during its complete lifetime with Colorado proCARE!

With the Colorado proCARE 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 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.

Colorado proCARE: predictable, maximised 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 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.

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 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 included⁴ ○

- included
- optional

Why Colorado 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 ⁺	proCARE ^{ELITE}	proCARE ^{ELITE PLATINUM}
Supported printers¹					
Colorado 1630	○	○	○	-	-
Colorado 1650	○	○	○	○	○
UVgel Wallpaper Factory	○	○	○	○	○
UVgel Print Factory	○	○	○	○	○
Contract duration²					
36 months	-	○	○	○	○
48 months	-	○	○	○	○
60 months	-	○	○	○	○
12-month contract extension	-	○	○	○	○
24-month contract extension	-	○	○	○	○
Specifications³					
Remote support	○	Same day	Same day	Same day	Same day
Onsite support	○	Second business day	Next Business day	Next business day	Next business day
Preventive maintenance	○	●	●	●	●
Safety- & mandatory modifications	●	●	●	●	●
Spare parts	○	●	●	●	●
Labour	○	●	●	●	●
Travel time	○	●	●	●	●
Printheads included ⁴	-	-	● ¹	●	●
Ink included ⁵	-	-	-	●	●
Consumables included ⁶	-	-	-	●	●
1 st line support by customer, accredited by Canon	-	-	-	-	●
Minimum number of printers	-	-	-	3	5
Minimum print volume per printer	-	-	-	30.000 m ² /year 325.000 ft ² /year	50.000 m ² /year 540.000 ft ² /year

¹ proCARE after-sales services are available for selected Colorado printers
Check with your account manager the latest product list

² Contracts terms start from installation date of the printer

² proCARE can only be offered for Colorado printers, using genuine inks, parts and consumables

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

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

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

⁵ Unit of measure for invoicing is the number of of square meters or square fee of media printed (Counter 218508, corresponding to counter (A) in meter reads)

⁶ Filters, matrix plate cleaning foam, swabs, maintenance trays, cleaner, knives, lubrication sets, gloves, etc.



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