



**ARIZONA proCARE
AFTER-SALES
SERVICE PROGRAMME**

Canon

STAY IN POLE POSITION



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.



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

A customer's comment during the Canon after-sales support survey EMEA 2022

Top performance. With Arizona proCARE

Your Arizona is one of our most innovative, industrial flatbed production printers. It's your partner for bringing new artwork to life, for meeting deadlines and fulfilling your customers' needs. You rely on it on a daily basis and its performance can be key for your business. That's why your Arizona must be delivering top performance.

Whether you've got one Arizona printer or several, you know how important your printer is to your business. The excellent 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.



GET THE BEST OUT OF YOUR ARIZONA

Uptime is key
Cost effectiveness is key
Quality is key

With Arizona proCARE this is precisely what we offer 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.

Protect your investment and utilise your Arizona printer to the full, with optimised uptime. You benefit from fast on-site response times and preventive maintenance support. With Arizona proCARE, spare parts, labour and travel costs 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 matters: staying competitive 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.



Canon after-sales support survey EMEA 2022



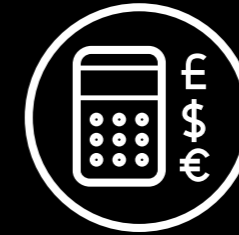
You made a cost-efficient investment and want to stay on top of all your production-related expenses. You want cost transparency and predictability.

Arizona proCARE: predictable cost performance and optimised uptime



Optimised uptime

Optimise your output
The Arizona's excellent productivity can be harvested thanks to optimally managing the uptime of your printer with Arizona proCARE. Minimise downtime and safeguard steady, continuous production at very high and consistent quality levels from your Arizona!



Predictable cost performance

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, predictable costs.



High return on invest

Realise low TCO
Do the maths and realise low total cost of ownership over the lifetime of your Arizona. Enabled by the winning combination of an industrial printer with our highest productivity standards and a world-class after-sales service programme that provides a maximised uptime at low costs.



WHY ARIZONA proCARE?

Arizona proCARE is your premium after-sales service programme. Benefit from an all-in-one service support package that includes remote support, preventive and general maintenance with rapid, onsite reponse as well as spare parts.

Arizona proCARE is your choice for hassle-free operation with 100% cost predictability. Thanks to the clear terms and conditions, you know there will be no hidden costs! With Arizona proCARE you can maximise uptime to get the most from your investment. So that you can focus on boosting your business with your Arizona printer!

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*
- included
○ optional



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 its 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 help you 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 your business.

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 2022

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 2022



Manage

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

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 2022

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 manage your business by sharing their extensive knowledge of applications and market opportunities. In addition to dedicated training programmes, we also offer you access to our unique worldwide Canon Large Format Graphics expert community. Stay ahead of your competition and unlock the full potential of digital technology for your business.

The result: continuous inspiration to manage your business.

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

A customer's comment during the Canon after-sales support survey EMEA 2022

SERVICE CONCEPT

Service concept	Time & Material	proCARE	proCARE ⁺
Supported printers¹			
Arizona 135 GT	○	○	○
Arizona 1300 series	○	○	○
Arizona 2300 series	○	○	○
Arizona 6100 series			
Contract duration²			
36 months	–	○	○
48 months	–	○	○
60 months	–	○	○
12-month contract extension	–	○	○
24-month contract extension	–	○	○
Specifications³			
Remote support	○	Same day	Same day
Onsite support	○	Second business day	Next Business day
Preventive maintenance	○	●	●
Safety- & mandatory modifications	●	●	●
Spare parts	○	●	●
Labour	○	●	●
Travel time	○	●	●
Remote support	○	●	●
Printheads included ⁴	–	–	● ¹
Ink included	–	–	–
Consumables included	–	–	–

¹ proCARE after-sales services are available for selected Arizona 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 Arizona printers, using genuine inks, parts and consumables

² Customer must keep active the connection to PRISMAservice via 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



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