



**COLORADO proCARE
AFTER-SALES
SERVICE PROGRAMME**

Canon

STAY IN POLE POSITION



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

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



COLORADO proCARE

Top performance. With Colorado proCARE

Your Colorado is one of our most innovative, industrial roll-to-roll production printer. 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 Colorado must be delivering top performance.

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 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 Colorado in the first place.



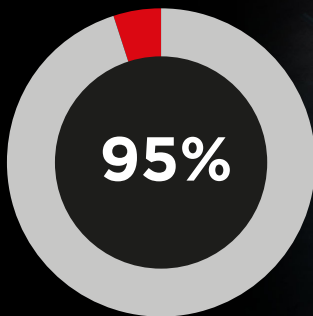
GET THE BEST OUT OF YOUR COLORADO

Uptime is key

Cost effectiveness is key

Quality is key

Live phone or on-site support customer satisfaction



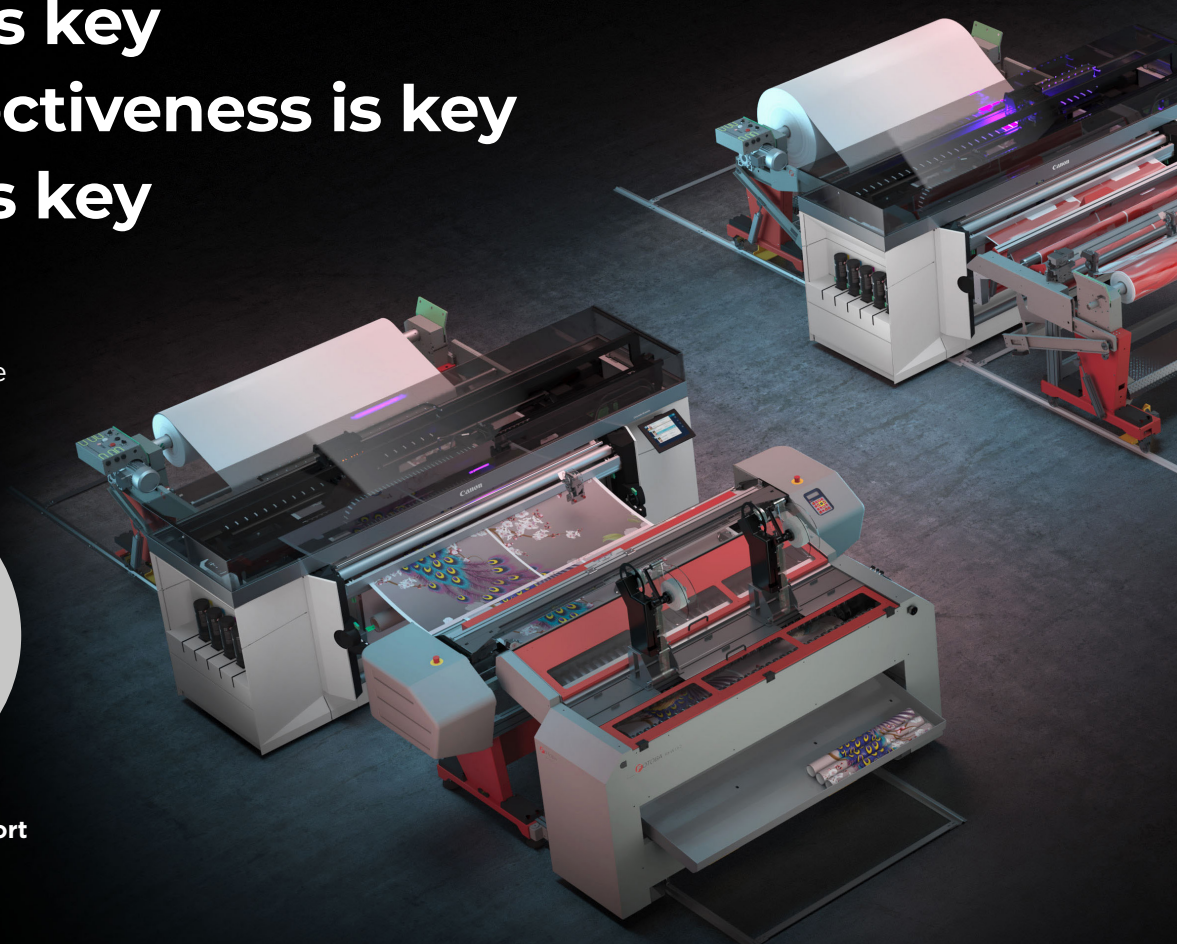
Canon after-sales support survey EMEA 2022

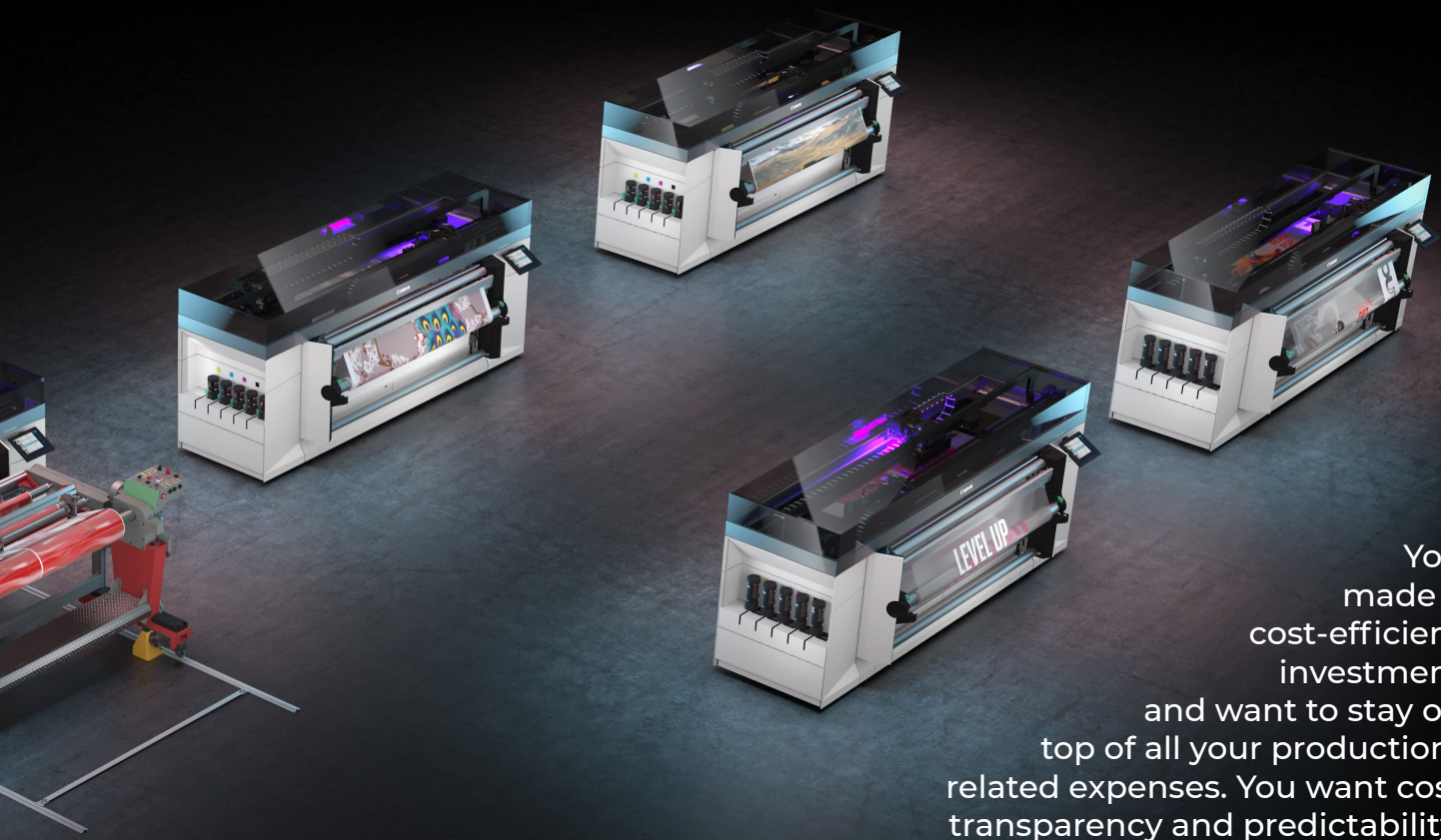
With Colorado proCARE this is precisely what we offer you. Colorado proCARE is a best-in-class after-sales service programme to keep your Colorado printer performing at its very best. Today, tomorrow and in years to come. With Colorado proCARE you are ensured of being able to print tens of thousands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

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

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





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

Colorado proCARE: predictable cost performance and optimised uptime



Optimised uptime

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



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 investment

Realise low TCO
Do the maths and realise low total cost of ownership over the lifetime of your Colorado. 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 COLORADO proCARE?

Colorado 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, on-site response as well as spare parts.

Colorado 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 Colorado proCARE you can maximise uptime to get most from your investment. So that you can focus on boosting your business with your Colorado printer!

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 included ⁴	○

● 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**







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



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.

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 PROGRAMME

Service concept	Time & Material
Supported printers¹	
Colorado 1630 M3/M3W	○
Colorado 1650 M5/M5W	○
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	○
Onsite support	○
Preventive maintenance	○
Safety- & mandatory modifications	●
Spare parts	○
Labour	○
Travel time	○
Printheads included ⁴	–
Ink included ⁵	–
Consumables included ⁶	–
1 st line support by customer, accredited by Canon	–
Minimum number of printers ⁷	–
Minimum print volume per printer	

proCARE		proCARE ⁺		proCARE ^{ELITE}		proCARE ^{ELITE PLATINUM}	
	○	○		–		–	
	○	○		○		○	
	○	○		○		○	
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	○	○		○		○	
	○	○		○		○	
Same day		Same day		Same day		Same day	
Second business day		Next Business day		Next Business day		Next Business day	
	●	●		●		●	
	●	●		●		●	
	●	●		●		●	
	●	●		●		●	
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	–	–		●		●	
	–	–		–		●	
	–	–		3		5	
				30.000 m ² /year		50.000 m ² /year	
				325.000 ft 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 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

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

⁶ Aerosol filter kit, other filters, knives, cleaning tools, lubrication sets, maintenance trays, tissue cassette, swaps, cleaner, gloves, etc.

⁷ Minimum number of printers to qualify for this programme



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