

THE SERVICE YOU NEED FOR THE SHOT YOU WANT.



MAINTENANCE SERVICES

Sensor clean and check

A simple service to save you time and stress

The sensor is the heart of your camera and one of the key factors in image quality. The sensor can attract dust and dirt when lenses are changed - so it's essential to make sure it's clean and working perfectly.

Sensors are very sensitive and cleaning them safely and effectively requires considerable experience and expertise. But keeping your sensor in pristine condition can save you hours of touching up images, to remove the blotches that are caused by dust. This job is done to the highest professional standards, by fully trained Canon specialists, for an affordable single payment.

What you need to know

The Sensor Clean & Check service includes cleaning of the imaging sensor, mirror (if applicable), focus screen (if applicable), external LCD surfaces and the camera body.

Important information

Please note that, due to the nature of dust on sensors, there is no warranty on this service. You are advised to ensure that the body cap is fitted when the camera is sent for cleaning, and to check image quality as soon as it is returned.

EOS Services

Stay ahead of the game

You want your equipment to be in the optimum condition, to give you the best possible image quality. But keeping it that way takes work - work best carried out by trained specialists who literally know the equipment inside out.

In safe hands

Our EOS Services offer a comprehensive set-up and checking process, with full function checks and image analysis, which makes sure your cameras and lenses are maintained within the manufacturer's specifications. Performance/tolerance tests are also carried out, to ensure optimal image quality and functionality.

Our tiers

Multi-point check servicing for your EOS camera is available in 2 tiers:

EOS Service - Standard

- Cleaning of the image sensor, mirror (if applicable), focus screen (if applicable), external LCD surfaces and camera body.
- Checking of moving parts (buttons, dials, latches), operation of hot shoe, internal flash, memory card insertion and removal, lens attachment and removal camera/lens communication, operation of terminals and sockets, internal error messages, tightness of external screws, video functions. Exposure and shutter speed are also checked using an image test.
- Verification of camera shutter count and firmware version. Updating of firmware if applicable and requested by you.

EOS Service - Premier

Includes everything in the Standard service plus:

- Pixel mapping for hot or dead pixels
- AF adjustment to default value using a Canon tool Lens or focus match using your own lens.

Important information

If a fault is identified with your product during your requested Maintenance Service, the Canon Service & Repair Centre will contact you to either request a copy of your proof of purchase to validate your Canon warranty (if not already provided) or, if your product is no longer covered by its Canon warranty, to discuss chargeable repair options (i.e. fixed price repair, repair limit or time & cost estimate).

There is no repair warranty on subsequent faults not identified during Maintenance Service.



10% off for CPS members

For CPS Terms and Conditions please visit www.canon.co.za/pro/canon-professional-services

CPS
Canon Professional Services

LENS Services



Our tiers

Multi-point check servicing for your lenses are available in 2 tiers.

Lens Service - Standard

- Cleaning of external lens optics and external lens body.
- Checking of lens attachment and removal, camera/lens communication, external lens barrel, operation of image stabiliser (if applicable), operation of focus and zoom rings (if applicable), operation of tripod collar (if applicable), aperture function, external screws, exposure and resolution using an image test.
- Verification of firmware version. Updating of firmware if applicable and requested by you.

Lens Service - Premier

Includes everything in the Standard service plus:

- AF adjustment to default value using a Canon tool body or focus match using your own camera body.

Important information

- Where a 'Lens Service - Premier' is required and the preference is to select "AF adjustment to default value using a Canon tool body", you are requested to inform the Canon Service & Repair centre, when sending your product, which Canon tool body (model name) you would like to have used.
- If a fault is identified with your product during your requested Maintenance Service, the Canon Service & Repair Centre will contact you to either request a copy of your proof of purchase to validate your Canon warranty (if not already provided) or, if your product is no longer covered by its Canon warranty, to discuss chargeable repair options (i.e. fixed price repair, repair limit or time & cost estimate).
- There is no repair warranty on subsequent faults not identified during Maintenance Service.



Cinema EOS Maintenance Service

Our Cinema EOS Maintenance Service offers a variety of valuable benefits including sensor cleaning, internal fan duct cleaning, full functionality checks and the replacement of wear and tear parts*.

Canon's experienced Cinema EOS camera technicians will ensure your product is operating to its peak specification, allowing you to have confidence in bringing your productions to life.

*Cinema EOS Service - Wear & Tear parts (i.e. Front Mount Glass, Mount Threads, Mount Plates and Port covers) will be checked and replaced at the discretion of the technician.

Canon Service Centres

Canon Professional Service Centre

Canon South Africa, Block C, Southdowns Office Park, cnr John Vorster & Karee street, Centurion.

Call us: 012-6754932 (help desk), 080-0212250 toll-free.

Email us: camera.helpdesk@canon.co.za

Operating hours: Mon to Fri 08:00 until 16:30

Canon Authorised Photographic Service Centre

Western Cape.

ORMS Cape Town, Shop 5 Roeland Square, cnr Roeland & Upper Canterbury street, Gardens, Cape Town.

Call us: 021-4653573

Email us: sales@orms.co.za

Operating hours: Mon to Fri 09:00 to 17:00, Sat 09:00 to 13:00