



HASSLE-FREE SERVICE FROM A BRAND YOU CAN TRUST

Canon

AN EASY SERVICE PLAN (ESP) IS A PACKAGED SERVICE THAT OFFERS TOTAL COVER – INCLUDING INSTALLATION, PARTS AND LABOUR – WITH NOTHING MORE TO PAY

Keeping your equipment in full working order is key to a smooth-running business. With an Easy Service Plan, you can benefit from extra peace of mind with Canon's first-class expertise on hand. Best of all, you can select the plans based on your requirements to ensure you get the right help and support.

Like any purchase, a new piece of equipment is an investment. We can significantly reduce your down-time in the unfortunate event of a technical issue. Instead of spending your valuable time handling warranty claims, an Easy Service Plan frees you up to enable you to focus on what really matters – your business.

Got it covered

If you would like to benefit from Canon's expert maintenance services, we have Easy Service Plans for a wide range of products:

- i-SENSYS laser printers and fax machines
- imageFORMULA scanners
- imagePROGRAF large format printers
- imageRUNNER multi-functional printers

DON'T JUST TAKE OUR WORD FOR IT...

85% OF BUSINESS CUSTOMERS WHO HAVE UPGRADED TO AN EASY SERVICE PLAN SAY THEY ARE 'VERY SATISFIED' WITH THE OVERALL LEVEL OF SERVICE* THEY HAVE RECEIVED.

* Source: KANTAR TNS, Loyalty Survey data - H1 2018

So how can an Easy Service Plan help your business?



Cost Control: Fixed-term cover, a single upfront cost and cover for all service parts** and labour*** means complete cost transparency for your business. No nasty surprises!



Productivity: Keeping your equipment in great shape, ensures a smooth operation and ongoing availability.



Efficiency: Access to the Canon Service Desk for remote problem-solving and enhanced engineer response times keep you up and running for longer.



Flexibility: Tailor your Easy Service Plan to fit your business needs with a wide variety of service options. We offer separate plans for installation and training, and maintenance and repair services.

Simplicity is at the heart of the plan. Any devices bought under the plan are maintained by Canon for high-quality, flexible maintenance and support that can be relied upon.

Advice about your Canon devices is on tap too. An Easy Service Plan gives you unrestricted access to the Canon Service Desk; your dedicated resource to help you with any issues you may be experiencing with your covered Canon equipment. If we cannot help you resolve your issue over the phone quickly and easily, then we will either send a qualified engineer, repair your equipment at a Canon Service Centre or exchange the product to rectify it for you in a timely manner (for guaranteed response times, please refer to the terms and conditions).

**Consumables such as some rollers, ink, cartridges and toners are not included.

***Subject to fair use policy. Please see terms and conditions for more information.



CUSTOMISABLE COVER, TAILORED FOR YOUR BUSINESS

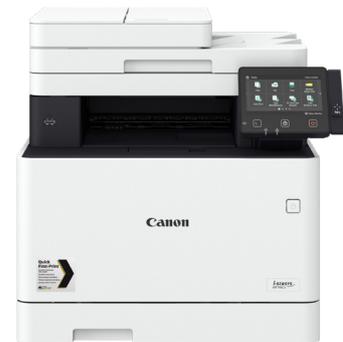
AN EASY SERVICE PLAN HAS GREAT FLEXIBILITY TO SUIT YOUR BUSINESS NEEDS. ALL YOU NEED TO DECIDE IS WHICH ONE IS THE PERFECT MATCH.

Easy Service Plans can be tailored to suit you. Choose our most comprehensive offering, which includes installation, training, maintenance and repair, for a one-stop shop for all your service needs.

What can an Easy Service Plan cover? i-SENSYS

Laser printers and fax machines

- **installation and training service:** Available with most models, this service includes a service engineer to load up all appropriate software and set up a network connection.
- **3-year return-to-base service:** The device will be repaired for free at an authorised Canon Service Centre. You can also call the support help desk and enjoy a free maintenance service in the plan's second year.
- **3-year on-site next-day service:** If a problem cannot be sorted out remotely by the Canon Service Desk, you can get a qualified Canon Service Engineer or Authorised Service Partner sent in to help by the next business working day.



imageFORMULA

Scanners

- **Installation and training service:** a qualified Service Engineer will attend onsite to set up and install the scanner. This plan includes user training on the operation of the device, its primary scanning functions and security features.
- **Installation service:** Get up and running quickly with a hassle-free installation that includes basic training so users can start scanning as soon as possible.
- **3-year exchange service:** If the Canon Service Desk can't help you fix your scanner over the phone or remotely, Canon will replace it with either a brand new scanner or one that has been reconditioned. We aim to deliver and pick-up the faulty scanner within 48 hours.
- **3-year on-site next-day service:** In the event of a fault, customers can call the Canon Service Desk. If the issue can't be resolved over the phone or remotely, a qualified Service Engineer will be dispatched to your site by the next business working day.



imagePROGRAF

Large format printers

- **Installation and training:** Have hardware and utility software installed, inks and media loaded, and network and USB connections established for a no-fuss start. Training covers your new printer's functions and features as well as maintenance and trouble-shooting.
- **Advanced training:** Get more in-depth training with a half-day training session. The session will cover trouble-shooting, printer menus, printhead cleaning and replacement, basic and advanced functions on the Windows/Mac printer driver and loading media.
- **3-, 4- or 5-year on-site next-day service:** The Service Desk will try to fix any fault over the phone or remotely but, if you need extra help, a qualified Service Engineer can be with you by the next business working day.

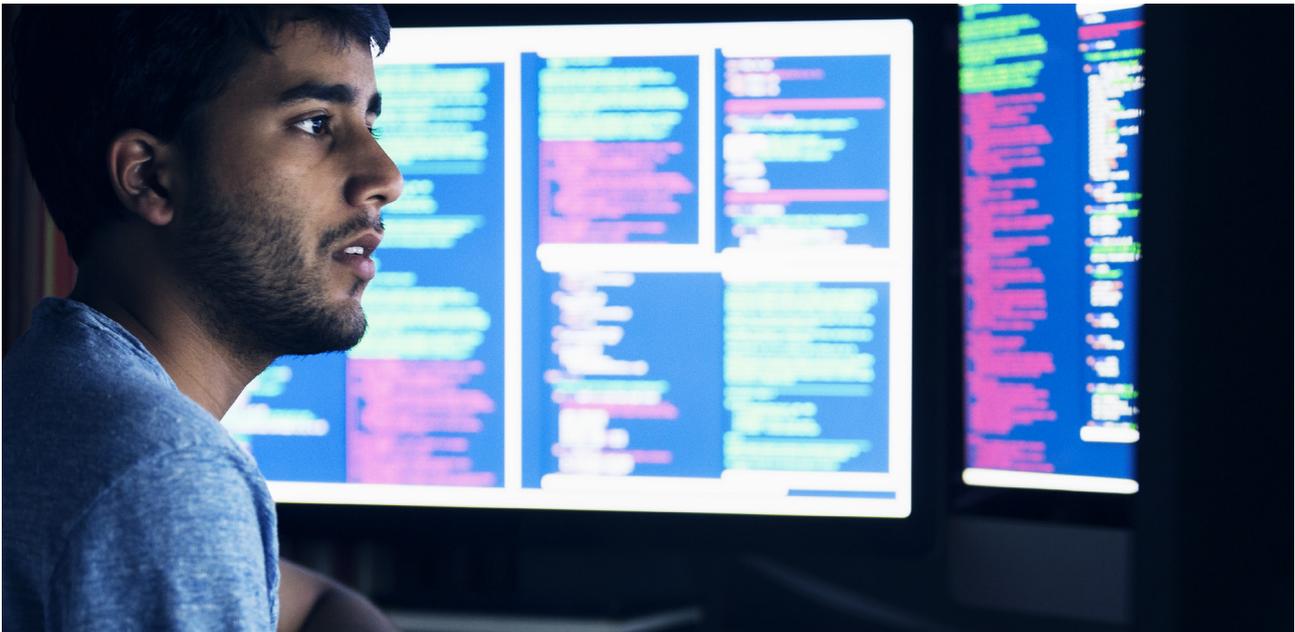


imageRUNNER

Multi-functional printers

- **Installation, training and network connection service:** Get a qualified Service Engineer to set up the hardware, provide basic training and connect your new printer to your network.
- **3- and 5-year on-site next-day service:** If your problem can't be sorted remotely or over the phone by our Service Desk, we'll send a qualified Service Engineer to you by the next business working day.





GO BEYOND A BASIC OR EXTENDED WARRANTY

SECURITY, SUPPORT AND SIMPLICITY COMBINED

An Easy Service Plan goes further than a warranty and offers far greater and more dependable security and support.



Contact The warranty covers the support you need when the product has a fault and an Easy Service Plan offers additional peace of mind as you run your business. With an Easy Service Plan, you can also call up to ask for support with your device's functions.



Hardware repair An Easy Service Plan will cover all repairs, including parts that have been worn from use and all labour.



Response You'll benefit from on-site visits the next working day if your problem can't be fixed over the phone. If your plan includes a return to base policy, you can expect a response within five business days.



Duration Most warranties will expire after a year but, with an Easy Service Plan, you can enjoy greater security thanks to cover that lasts 3, 4 or 5 years from the day of the activation (depending on the length of the contract).

For further information, please visit www.canon-europe.com/easyserviceplan or contact your IT Advisor or Account Manager.

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