

# To Obtain Service

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The product you have purchased is supported by one of Canon's service exchange options. If you feel your product might require service, please contact Canon Technical Support to diagnose any issues or to learn about the exchange options available for your product.

Canon USA customer technical support\* options:

- Toll-free live technical support\*\* Monday through Friday 10:00 AM ET to 10:00 PM ET (excluding holidays) at 1-800-OK-CANON
- Toll-free TDD Support Line for the Hearing Impaired Monday - Saturday (excluding holidays) at 1-866-251-3752
- Technical Support for Customers in Canada at 1-800-OK-CANON

## For Products Covered Under Warranty or by CarePAK PLUS

The InstantExchange Warranty Program is available:

- (1) only for certain printer, facsimile, multifunction, and scanner models;
- (2) during the express limited warranty\*\* period for such products; and
- (3) only in the continental United States, Alaska and Hawaii.

## For Products Out of Warranty

Depending on your product, Canon offers service exchange and loyalty upgrade options\*\*\* which are available:

- (1) only for certain printer, facsimile, multifunction, and scanner models;
- (2) after the express limited warranty\*\* period for such products has expired; and
- (3) only in the continental United States, Alaska and Hawaii.

So we may better assist you, please make sure that you can access your Canon product and have the following information available when you call:

- Product model name and serial number.
- Computer's operating system; for example Windows XP.
- Message displayed when the problem occurred.
- Steps you've already done to try to solve the problem.

\* Support program specifics are subject to change without notice.

\*\* Refer to the individual product information for warranty period and details.

\*\*\* Service Exchange and Loyalty Upgrade Options are intended for individual use only (one per customer).