

# carePAK<sup>®</sup>

Customer Care At Its Finest

Model	Available carePAKs	Item #
Canon CarePAK for model DR-2010C 2 year plan		2865B002AA
Canon CarePAK for model DR-2510C 2 year plan		2865B001AA

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## DR-SCANNERS

DR-2010C

imageFORMULA

DR-2510C

Eliminate **unnecessary downtime**

through **Toll-Free Support**

0115W828

For **More Information** Call **1-800-423-2366**  
or **Contact Your Reseller/Dealer**

**Canon**

**Canon**



**The Canon CarePAK® Extended Service Plan has been created for your Canon DR-2510C and DR-2010C, so that you can feel confident with your scanner purchase even beyond the Canon warranty period.**

Buying a Canon DR Series Scanner was a very smart choice. These scanners offer the highest levels of performance available on a desktop. Your investment will pay off in efficiency and the satisfaction of high quality images.

**What is CarePAK and Why Do You Need It?**

To support these products, Canon offers the CarePAK Extended Service Plan for your DR Series Scanner. This program entitles the owner to all of the benefits of the Advanced Exchange Program. The Advanced Exchange Program is a convenient way for you to obtain a replacement Canon scanner when your scanner requires service – before sending your scanner to Canon for repair. This enables you to minimize your downtime by having the defective product exchanged for a comparable refurbished product usually by the next business day (two business days for Alaska and Hawaii). Once your replacement scanner arrives, simply place the defective scanner in the empty case and send it to us.

The CarePAK comprehensive service package goes into effect on the day the original scanner limited warranty expires. Canon U.S.A. is responsible for servicing your scanner through the Advanced Exchange Program during the life of your CarePAK. See the back panel for item numbers.

**Activation of your CarePAK**

In order to activate the CarePAK Extended Service Plan, you must register on-line at [www.carepak.canon.com/register](http://www.carepak.canon.com/register). When prompted, type in the registration number on the back of the registration card you purchased (scratch-off to reveal number). Canon U.S.A. will then send you a Plan Certificate which identifies your scanner by model and serial number. Once you receive this document, you are under the complete care of the CarePAK Extended Service Plan, and can rest assured that your product will be taken care of for years to come.

**Technical Assistance through the Help Desk**

Canon Information Technology Systems (CITS) is responsible for providing you with state-of-the-art technical support via telephone. The expertise of our technical personnel will serve to assist you with your problem and make every attempt at a resolution. The Help Desk is at your disposal Monday through Friday 8am – 8pm.

If you do not agree with the Terms and Conditions of the CarePAK Extended Service Plan, return the unopened package to your dealer for a refund. CarePAK Service Coverage is subject to certain rules and limitations. Please refer to the CarePAK terms and conditions for full details. Prices and program specifics are subject to change without notice.



**For the Service Location nearest to your place of business, or if you have any questions, please call 1-800-423-2366**  
**Currently, this program is only available in the U.S.A.**