



SERVICE TRAINING PROGRAMS

PROVIDING THE KNOWLEDGE AND EXPERTISE TO HELP YOUR BUSINESS SUCCEED

Canon-authorized service and technical support professionals undergo extensive training to develop the skills required to support Canon business imaging products. This in-depth training helps ensure that customers receive a high level of service and support excellence.

Dealer Partner and Service Provider Training Programs

- Courses covering hardware, software applications, and connectivity are required prior to sales and service authorization.
- Blended learning strategies include on-line training and instructor-led/virtual instructor-led classroom training in each of five Canon Training Centers.
- Various soft-skills training includes customer relationship skills, non-product-specific troubleshooting training, color optimization, networking, and security.

Canon Association of Technical Service Professionals (ATSP) Program

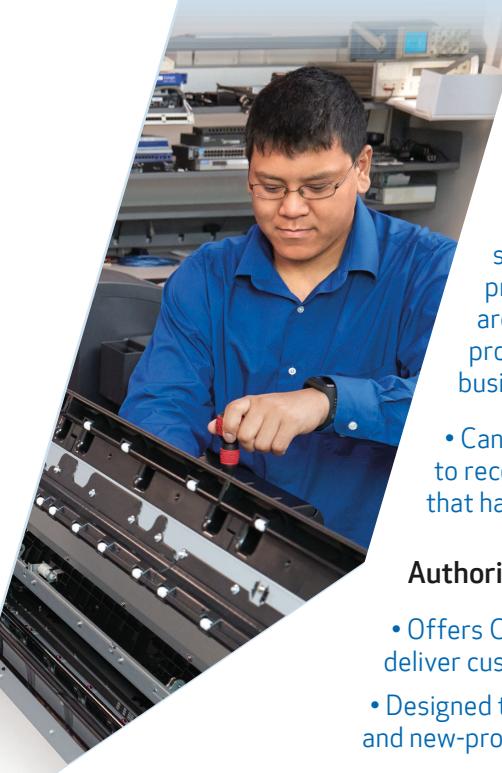
- Through exhaustive exams that go beyond standard support authorization, the ATSP program certifies that service personnel are prepared to perform at a high level when providing service and support on Canon business imaging products.
- Canon U.S.A. offers its ATSP Program to recognize technicians and dealerships that have achieved ATSP certification.



SERVICE TRAINING

Authorized Training Provider (ATP) Program

- Offers Canon Authorized Dealers the ability to deliver custom training programs at their locations.
- Designed to help accelerate service authorization and new-product readiness.



A Commitment To Customer Service and Support Excellence



Customer Solutions Center, Melville, NY



Canon U.S.A. Headquarters

Customer Solutions Center
Melville, NY

Canon Factory Service and Repair

Parts Refurbishing and Repair
Newport News, VA

Canon U.S.A. Regional Offices

Product Showroom, Distribution
Center, Parts, Training Centers,
Field Support

- Jamesburg, NJ
- Itasca, IL
- Norcross, GA
- Irving, TX
- Irvine, CA

Canon Authorized Dealer Locations

Over 500 Authorized Dealerships



For more information, call 1-800-OK-CANON.



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0121R2-SSTS-PDF-IH

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