



March 16, 2010

Dear Valued Canon Customer:

During 2009 Canon U.S.A. continued our growth and expansion in the Large Format Printer (LFP) marketplace. This success is due in large part to our products' reputation for having the highest degree of image quality and reliability. Another contributor to our success is the quality and value of our imagePROGRAF sales and service partners.

Our imagePROGRAF Authorized Dealers, Authorized Servicer resellers, and Canon's independent nationwide servicer combine for a Triple-Play when it comes to providing service and support for your Canon imagePROGRAF. Only Canon authorized service partners can reach virtually anywhere in the U.S.A. and have access to:

- the latest technical information,
- factory training,
- Canon-genuine service parts

ImagePROGRAF Customers know that help is just a toll-free call away at 1-800-423-2366. The Canon Call Center is a Canon-owned facility located here in the U.S.A. and staffed with Canon U.S.A. employees. ImagePROGRAF technical experts at the Call Center are available Monday through Friday during the hours of 8:00 am to 8:00 pm Eastern Time, (excluding Canon holidays). Our experts can assist with any aspect of Canon imagePROGRAF support, from installation and operational questions, through troubleshooting assistance and "pre-purchase" inquiries. Should an in-warranty or CarePAK extended service plan-covered occurrence require an on-site visit, they will dispatch a member of our Triple-Play team to quickly and effectively resolve the problem for you.

In the event your Canon imagePROGRAF is out of warranty or you wish to purchase a CarePAK extended service plan, our experts can help with this as well. CarePak takes over at the end of the product warranty and ensures that the service labor and service parts your imagePROGRAF may require are provided without additional charges.

As a valued Canon imagePROGRAF customer, we want you to know that no matter where you are located in the United States, Canon U.S.A. and our authorized partners are ready to serve your needs for the highest image quality and the best service support in the Large Format Printer industry! If you should ever need assistance with your imagePROGRAF LFP, or need to confirm whether or not the services or supplies being offered to you are Canon-genuine, feel free to contact us at the Canon Call Center.

Thank you for selecting Canon imagePROGRAF products and services; we truly appreciate your business.

Sincerely,

Andy Falsetta  
Director, Systems & Technical Support Division  
Canon U.S.A., Inc