Canon | MyCanon Business



QUICK START INSTRUCTIONS

HOW TO PLACE A SERVICE CALL

Video tutorials available on Request Service page.

- Go to the “Service” tab and select “Request Service”.
- Choose your serial number from the list of assigned devices or use the search on the left.
- Confirm your device address.
- Review your contact information and indicate the specific room, floor, or suite where the machine is located.
- From the drop-down box provided, choose an appropriate “Problem Summary” then choose an appropriate “Problem Description”.
- Include any additional details about the error you are experiencing in the “Additional Instructions” field, and then click “Continue”. *If prompted please indicate if the device is operational, Yes or No, then click “Continue”.*
- Verify the submitted information, then click “Submit”.

Please Note: *You may check the status of an existing service request by selecting the “Open Service Request” option under the “Service” tab, or you may contact Canon Dispatch Center at 800-613-2228.*

If you would like to CANCEL an open service request, please contact Canon Dispatch Center at 800-613-2228.

Standard service hours are Monday through Friday, 8:00 AM to 5:00 PM local time. If your service contract includes after-hours service coverage, when placing a service request you will have the option to have the service call scheduled during the standard service hours rather than after-hours, if preferred.

For any questions or concerns, please contact MyCanon Business Support at MyCanonBusiness@cusa.canon.com or call 800-613-2228.



MyCanonBusiness.usa.canon.com

Canon is a registered trademark of Canon Inc. in the United States and elsewhere.
All other referenced product names and marks are trademarks of their respective owners and are hereby acknowledged.
© 2025 Canon U.S.A., Inc. All rights reserved.

12/25-0013-10314