



# CUSTOMER SERVICE/SUPPORT

ALBUQUERQUE PUBLIC SCHOOLS  
CANON COPIER INFORMATION SHEET



## SUPPLIES & SERVICE



Please contact Canon at **1.800.355.1385** or **csa.canon.com** for **all** service and supply needs. Operator will ask for machine serial number.

## PLACEMENT OF UNIT



Make sure unit is in an area that can easily be accessible by everyone who uses it. Also make sure that it is away from doors and drawers to prevent damage and have adequate ventilation.

## MOVING OF UNIT



Should you need to move any of your **Canon** units for **any** reason, it is imperative that you **contact** Managed Print Services at **505.288.7535**. They will schedule the relocation with the vendor. The vendor is the only authorized personnel to relocate the devices. If devices are moved by school personnel, they will be liable for any damages.

## TRAINING



If you or your staff requires training on how to operate the **Canon** units, you may contact Van Hartley at **vhartley@csa.canon.com** to set up a day and time for Canon to come to your site for training.

# REMINDER

## DO NOT ACCEPT SOLICITED SUPPLY ORDERS FROM "TONER PHONERS"



These vendors make their sales by misrepresenting themselves; if you place an order with an outside vendor, it will be the financial responsibility of the department entering into such an agreement.

Additionally, these imitation supplies may cause severe damage to your **Canon** copier, with resulting repair charges not covered under the Southwest Copy Systems contract with APS. Incurred costs will become the financial responsibility of the department.

