

Q. Is Canon Medical service operational?

A. Canon Medical service operations are fully functional with contingency plans in place to ensure we continue to deliver the same level of service our customers have come to expect.

Q. Have service response times changed due to the COVID-19 pandemic?

A. Canon Medical has experienced no change in response times during the COVID-19 pandemic. And we are working with customers regarding preventative maintenance calls and any other non-essential activities with the intention of respecting customers' changing requirements.

Q. Is the uptime/call center still being manned and taking calls?

A. Absolutely. We have a full staff in place. We've also taken precautions to protect the health of the call center staff by relocating them to separate working environments. This way we can help protect their health and ensure continued operations for our customers.

Q. Is Canon Medical still offering 24-hour support?

A. Absolutely. There has been no change in our hours of operation as well as in a customer's ability to access support when needed.

Q. Is there any change in spare parts lead time?

A. Canon Medical has not experienced any delay in parts supply. As a precaution, we have increased our in-country inventory to circumvent the impact of any uncertainties related to air travel or customs delays.

Q. Are Canon Medical personnel able to stay up-to-date on training requirements?

A. Canon Medical has been leveraging our investment in training technologies to ensure our engineers and applications staff continue to receive training.

Q. Does Canon Medical have disinfection protocols for its systems as well as a recommended disinfectant list?

A. Absolutely. For details please see Canon Medical Systems USA website, <https://us.medical.canon/service-and-support/covid-19/>, under the Service and Support section for procedures and recommended disinfectants.

CANON MEDICAL SYSTEMS USA, INC.

2441 Michelle Drive, Tustin CA 92780 | 800.421.1968