

Title	3rd Party Product FAQ - Canon Lenses
Audience	Tech Support, Demo Artists, Commissioning, Purchasing

Products covered in this version of the document

Lenses

HJ18eX7.6B IASE

HJ17eX6.2B IASE

HJ14eX4.3B IASE

HJ22eX7.6B IASE

KJ10eX4.5B IASE

KJ17eX7.7B IASE

KJ22eX7.6B IASE

1. Support Instructions

For issues with the lenses themselves, this is a support issue for Canon. The support group to contact is the closest regional support based on the location of the customer, not necessarily from Canon Canada Inc.

2. Warranty Instructions

For warranty issues with the lenses themselves, this is an issue for Canon. The warranty group to contact is the closest support based on the location of the customer, not necessarily from Canon Canada Inc.

Encourage the customer to register the product for warranty purposes with the closest regional Canon office.

3. Documentation

Documentation for the lenses has been placed in SpringCM, under Ross Video / Sales & Marketing / Manuals / Third Party Products / Canon

4. Ordering Instructions

We are not maintaining stock on any of the lenses, they are ordered on a per shipment basis. The lead time will vary based on whether the unit is in stock with Canon Canada Inc. If it is not in stock, shipment may take some time.

The intention is to order from Canon Canada and have them shipped to Ross Video where they will be added to the customer shipment

Canon Canada Inc has requested information on any lens we are to ship to a customer for warranty and support reasons. So when ordering the lenses from Canon Canada Inc, please advise them at the time of ordering, the destination for the lens. That is, customer info, address and suggested contact info.



3rd Party Product FAQ

5. Tax & Customs Info

Country of manufacturing: Japan

Ordering information, also in Agile

Name:

Canon Canada Inc

Address:

6390 Dixie Road
Mississauga, Ontario
L5T 1P7

Phone:

905.795.2164

URL:

<http://www.canon.ca>

Contact:

Carlo Beltrano
T 905.795.2164
C 416.419.3735

Email:

carlo_beltrano@canada.canon.com

Revision History

- 2015-01-05, Steve Bland, ver 0.1, initial draft
- 2015-01-07, Steve Bland, ver 0.2, updated contact info
- 2015-01-20, Steve Bland, ver 0.3, two new lenses added
- 2015-04-01, Steve Bland, ver 0.4, country of origin/production, shipping instructions.