

August 5, 2019

Kayla Dawson  
Biomedical Engineer  
VA Maryland Health Care System

Re: Canon Medical Systems, USA – Service Provider Letter

Dear Kayla,

Per your inquiry, please be advised that Canon Medical Systems USA (CMSU), who represents the Original Equipment Manufacturer (OEM), Canon Medical Systems Corporation (CMSC), provides service delivery on Canon diagnostic imaging equipment exclusively.

Canon trains its Customer Engineers (CEs) per manufacturer standards and upon successful completion of system training receives certification accordingly. Canon's CEs are also provided proprietary documentation and diagnostic tools that support them in troubleshooting Canon systems, allowing for expedited repair times.

Canon CEs also have a network of support engineers and specialists that range from local to Zone to the USA, CMSU Headquarters and CMSC Headquarters, where those systems are designed and manufactured. All CEs and Specialists can be networked through a proprietary remote connectivity tool, InnerVision Plus, which allows for enhanced troubleshooting, error log review and image review. Additionally, InnerVision Plus provides a high-level of proprietary Cybersecurity tools that protects the system from malware and viruses. InnerVision is only available to service contract customers and will be removed if an active service agreement isn't in place.

CMSU also has a network of more than forty (40) Forward Parts Depots, across the USA, that house system replacement parts inventory. Replacement parts can be ordered and delivered expeditiously to minimize system downtime.

Please contact me if you have any questions regarding CMSU service delivery.

Sincerely,

*Keith Dickens*

**Keith Dickens** Mgr Area Svc

**Canon Medical Systems USA, Inc.** | Service

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