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Welcome to the Canon USA, Inc DIR Knowledge Center



DIR contract vehicle that satisfies statewide procurement requirements for printers, scanners, facsimile, MFD and Related Services and MPS contracts and improves the efficiency of the procurement process by shortening the time required to procure these products and services.

Canon Contract Website: [DIR Contract Website](#)

Contract Website: [DIR Cooperative Contracts](#)

Contract Number: DIR-CPO-4437

Contract Term: September 19, 2019 to September 19, 2024

Eligible Users: State agencies, higher education, K-12, independent school districts, local governments

Products: [Office MFPs](#), [TXRAMP MPS](#), [Desktop Printers](#), [Document Scanners](#), [Large Format](#), [Digital Production Print](#)

Voluntary Product Accessibility Template: [List of Canon's Available VPATs](#)

Ordering Instructions:

All Customer Purchase Orders should be placed directly with your [Canon Authorized Dealer](#).

Please reference State of Texas DIR Contract # DIR-CPO-4437 on all orders.

Please reference the Order Instructions found [here](#).

Orders for lease may be issued to:

Canon U.S.A., Inc.
c/o Canon Financial Services
158 Gaither Drive Suite 200
Mt. Laurel, NJ 08054

Lease Remit to:

Canon Financial Services
14904 Collections Center Drive
Chicago, IL 60693

Warranty Policies:

For ninety (90) days after the date of the original delivery of Canon brand Equipment, Canon U.S.A., Inc. warrants that under normal use and maintenance conditions all such Equipment will be free from defects in material and workmanship. Warranty claims must be made in writing by you to Canon U.S.A., Inc. no later than five (5) business days after the expiration of the warranty period. Canon U.S.A., Inc.'s obligations under this warranty are limited solely to repair or replacement (at Canon U.S.A., Inc.'s sole option) of such parts as are proven to be defective upon Canon U.S.A., Inc.'s inspection. This warranty does not extend to, and you shall pay, Canon U.S.A., Inc.'s labor, parts, and supply charges for (a) repairs resulting from service visits required as a result of inadequate operation of the Listed Items (e.g., Canon U.S.A., Inc. technician is dispatched to rectify a problem described in the operator manual, (b) repairs necessitated by factors other than normal use including, without limitation, (i) any willful act, negligence, abuse, or misuse of the relevant Equipment, (ii) the use of parts, supplies, or software not supported by Canon U.S.A., Inc. and which cause abnormally frequent service calls or service problems, (iii) service performed by personnel other than Canon U.S.A., Inc. service technicians, (iv) transportation of the Equipment, (v) accident or casualty, and (vi) electrical power malfunction or heating, cooling, or humidity and ambient conditions, or (c) reinstallation of Equipment..

Return Policies:

If the incorrect product is shipped by Canon USA, based upon the customer's order, Canon or its authorized dealer will pick up the items upon notification by the customer. The customer shall only be responsible for notification of the error.

DIR Contract Pricing

For more information about the products and their pricing, **please see below.**

- [Main Pricelist](#)
- [MPS Pricing](#)
- [Imaging Services Pricing](#)
- [Miscellaneous Services Pricing](#)

Canon Contacts**Customers**

Please contact your Canon Authorized Reseller for assistance. If you do not have a dealer/reseller, please contact Frank Carroll at 214.354.3315 or Wendy Wang at (469) 616-9334 or email at isgbidadmin@cusa.canon.com to be routed to a reseller.

Dealers

Dealers can find the latest contract documents on Canon's Partner Portal. For all other inquiries, please reach out to your assigned Technical Sales Executive

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