



News Release

FOR IMMEDIATE RELEASE

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Brother® Introduces Garment Printer Print Head Cleaning Service to Help Customers Maintain Productivity and to Save Money!

BRIDGEWATER, NJ – July 22, 2009. The Brother International Corporation Industrial Products Division, a global leader in the industrial sewing market, announced they are now offering a new print head cleaning service for their GT-541 and GT-782 garment printers that would help to virtually eliminate production down time, and in some cases, the expense of having to purchase new print heads.

This new head cleaning service allows Brother® inkjet garment printer owners to ship their print heads to Brother to be cleaned to enhance printer performance. This service only covers print heads for the GT-541 and GT-782 that are two years old or less from the date of installation. In addition, you must be a registered Brother customer to apply for this offer (if not, additional charges may apply).¹ Registration is quick and easy - simply visit www.brother.com and follow the directions. Brother is offering two types of service: 1) print head inspection and cleaning²; or 2) to avoid losing production days, customers can receive an advanced replacement refurbished print head shipped to them during the inspection and cleaning process. There is a 45-day warranty on both the cleaned or refurbished print head. The cost is \$295 for the cleaning if the print head can be recovered, and \$695 for the advanced-shipped refurbished head in the event the print head cannot be recovered. Failure to return the damaged/defective print head to Brother within seven business days after receiving the advance replacement print head will result in the retail charge of \$1138.79.

To take advantage of this special service, customers should contact Brother technical support at 877-427-6843 or email tsupport@brother.com for eligibility and full details of the service. Customers must contact Brother prior to shipping any parts to them.

“With the new Brother head cleaning service, our garment printer customers won’t have to worry about production downtime as a result of head clogging issues, and in many cases, they may save money by not having to purchase a new head. This is just another example of the Brother commitment to the “at your side®” philosophy. We’re

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continually looking for those products and services that will help our customers become more profitable and successful in the garment decorating industry,” said Peter Holland, Senior Director and General Manager, Brother International Corporation.

¹ *A registration fee will apply to any unit purchased third party from a non-Brother authorized distributor.*

² *This service could take 3 business days to complete.*

Brother offers a full line of industrial sewing and embroidery machines, software, accessories, parts (PAS Store) and training from the single head to multi-head models. The company is recognized for its high-quality, state-of-the-art machines and accessories – offering ease-of-use and flexibility at competitive prices.

About Brother International Corporation

Bridgewater, New Jersey, is the corporate headquarters for Brother in the Americas, (from Canada to South America) and has fully integrated sales, marketing services, manufacturing, and research and development capabilities located here in the U.S. In addition to its headquarters in New Jersey, Brother has facilities in California, Illinois, Massachusetts, and Tennessee as well as subsidiaries in California, Ohio, Canada, Brazil, Chile, Mexico and Argentina.

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