



# Assure Service Program

## EXTENDED WARRANTY SOLUTIONS

Get the most out of your printer investment with extended limited warranty service offerings from Brother.

## ASSURE SERVICE PROGRAM

Meet one of the industry's most comprehensive out-of-box and extended limited warranty programs. With industry leading two-year coverage on most models, including printheads<sup>1</sup>, to optional five-year coverage, your investment is protected and your business is secure with Brother "at your side."

### Avoid the cost of unexpected repairs

Extend the useful life of your printer and dodge pricey repairs. Add any one of our Brother Assure Service programs to get leading service and support after the life of your standard limited warranty.

### Rest assured... You're covered

Rest easy knowing your printer is in the hands of industry experts. We provide personalized support to get your printer back on the job as quickly as possible.

### Expect unprecedented service

Count on Genuine Brother Parts, a state-of-the-art depot repair facility, and experienced service technicians to return your printer to top performance standards.



### TECH SUPPORT FOR LIFE

Get free phone and email support for the life of your product. Call [800.255.0415](tel:800.255.0415) or [email us](#).



### PRINTHEAD PERKS

Expect unlimited printhead replacements for your Brother mobile and desktop printers while under warranty. And for your high-volume industrial tabletop printers, get replacement printheads at up to 70% off the list price while under warranty<sup>2</sup>.



### INDUSTRY LEADING COVERAGE

Get superior two-year coverage on both the printer **and** the printhead with most Brother models<sup>1</sup>. It's coverage you won't find elsewhere.



### THE FREEDOM OF FLEXIBILITY

Add up to five years of total coverage at **any time** while your printer is still covered under warranty. You get to decide when and what is right for you.



### 24-HOUR EXCHANGE PROGRAM

Receive a working printer within 24 hours with Standard Overnight<sup>3,4</sup> outbound freight – absolutely free! This Select Plus and Premier Plus benefit bridges the gap between the turn-around time of depot repair and the higher cost of onsite service.



### CONVENIENT ONSITE SERVICE

Upgrade your limited warranty plan to minimize downtime and keep your operation moving. Get expert repair service for your Brother *Titan Industrial Printer* right from your site – in 48 hours or less.<sup>3</sup>

<sup>1</sup> Printheads must reach 1 million linear inches and be under warranty to be eligible for a discounted replacement. Discount prices vary by printhead.

<sup>2</sup> On Brother Titan Industrial Printer models, the printhead is covered up to 2 years or 1 million linear inches, whichever comes first.

<sup>3</sup> Service times may be impacted by part availability.

<sup>4</sup> Same day by 3PM Central Time within the contiguous U.S.; 48 hours shipment for Canadian customers.

## EXPLORE THE ASSURE SERVICE OPTIONS

### SELECT SERVICE

- Warrants the printer to be free from manufacturer defects in material and workmanship
- Free phone support for the life of your product
- 5-day turnaround repair time from when the printer is received
- Includes all parts, labor, cleaning and adjustment
- Outbound shipping via Ground at no cost<sup>1</sup>

### SELECT PLUS SERVICE

- Warrants the printer to be free from manufacturer's defects in material and workmanship
- Free phone support for the life of your product
- PLUS Standard overnight<sup>2,3</sup> shipment of loaner printer
- Loaner units meeting Brother's high quality standards (including Brother owned and managed pool of new or nearly new printers)
- Includes all parts, labor, cleaning and adjustment
- Inbound and outbound shipping via Standard Overnight<sup>2,3</sup> at no cost



### PREMIER SERVICE

- Comprehensive coverage for all on-the-job accidents, plus accidental damage to internal and external components that occur during normal use
- 2-day turnaround<sup>2</sup> repair time from receipt of the printer
- Includes all parts, labor, cleaning and adjustment
- Inbound and outbound shipping via Ground shipping at no cost

### PREMIER PLUS SERVICE

- Comprehensive coverage for all on-the-job accidents, plus accidental damage to internal and external components that occur during normal use
- Standard overnight<sup>3</sup> shipment of loaner printer
- Special VIP 1-800 Technical Support Hotline
- Loaner units meeting Brother's high quality standards (including Brother owned and managed pool of new or nearly new printers)
- 24-hour exchange program
- Includes all parts, labor, cleaning and adjustment
- Inbound and outbound shipping via Standard Overnight<sup>2,3</sup> at no cost

### ONSITE SERVICE UPGRADE

- Technician dispatched within 48 hours to repair printer at the customer's site
- Includes dispatch of technician with all tools and parts necessary to make repair
- If service is not scheduled within 48 hours Brother will overnight<sup>2,3</sup> ship loaner printer until repair can be completed
- Available upgrade only on Brother *Titan Industrial Printer* series with Premier or Premier Plus limited warranty

<sup>1</sup> Customer is responsible for inbound shipment cost to Brother Mobile Solutions with Select Service.

<sup>2</sup> Service times may be impacted by part availability.

<sup>3</sup> Same day by 3PM Central Time within the contiguous U.S.; 48 hours shipment for Canadian customers.

## STANDARD & ASSURE EXTENDED LIMITED WARRANTIES AT A GLANCE

SERVICE FEATURE	SELECT	SELECT PLUS	PREMIER	PREMIER PLUS	ONSITE SERVICE
Term extension <sup>1</sup>	1-4 yr	1-4 yr	1-4 yr	1-4 yr	
Free phone technical support for the life of your printer	●	●	●	●	
VIP 1-800 technical support hotline		●		●	
Covered parts and labor	●	●	●	●	
Cleaning and preventative maintenance	●	●	●	●	
48-hour technician dispatch					●
2-day turnaround for repairs			●		
5-day turnaround for repairs	●				
Same-day <sup>2</sup> shipment of loaner printer		●		●	
BMS managed exchange pool of printers		●		●	
Accidental physical damage <sup>6</sup>			●	●	
Free inbound shipment		●	●	●	
Printhead perks <sup>4</sup>	●	●	● <sup>6</sup>	● <sup>6</sup>	
COVERAGE <sup>5</sup>	SELECT	SELECT PLUS	PREMIER	PREMIER PLUS	ONSITE SERVICE
Manufacturer defects (all parts and labor)	●	●	●	●	●
Mechanical failure	●	●	●	●	●
Liquid spills <sup>5</sup>			●	●	●
Physical damage (cosmetic, drops, breakage)			●	●	●
Wear and tear <sup>5</sup>			●	●	●

<sup>1</sup> Maximum combined service period is 5 years.

<sup>2</sup> Service times may be impacted by part availability

<sup>3</sup> Same day by 3PM Central Time within the U.S.; 48 hours shipment for Canadian customers.

<sup>4</sup> Get a discounted replacement printhead when the old one reaches 1 million linear inches and is under warranty.

<sup>5</sup> "Liquid spills" and "Wear and tear": Refer to warranty statement at [brothermobilesolutions.com/warranty](http://brothermobilesolutions.com/warranty) for details.

<sup>6</sup> Printhead not covered for physical damage

# STANDARD MANUFACTURER'S LIMITED WARRANTY COVERAGE

What comes standard with your Brother printer? Take a look.

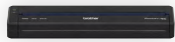
## POCKETJET AND MPRINT<sup>1</sup> SERIES

Standard 1-year **SELECT** limited warranty

Upgrade options: ● Select Plus, ● Premier, ● Premier Plus



MPrint<sup>1</sup>



PocketJet

## TD AND RUGGEDJET SERIES

Standard 2-year **PREMIER** limited warranty

Upgrade options: ● Premier Plus



TD 2-inch  
Direct Thermal



TD 4-inch  
Direct Thermal



TD 4-inch  
Thermal Transfer



RuggedJet 2



RuggedJet 3



RuggedJet 4

## BROTHER TITAN INDUSTRIAL PRINTER SERIES

Standard 2-year **PREMIER** limited warranty<sup>2</sup>

Upgrade options: ● Premier Plus, ● Onsite Service



Brother Titan Industrial Printer Series

## UPGRADE YOUR BROTHER PRINTER LIMITED WARRANTY.

800-543-6144

[BrotherMobileSolutions.com](https://www.brothermobilesolutions.com)

[Sales@BrotherMobileSolutions.com](mailto:Sales@BrotherMobileSolutions.com)

<sup>1</sup>MPrint printers are not sold in Canada.

<sup>2</sup>On Brother Titan Industrial Printer models, the printhead is covered up to 2 years or 1 million linear inches, whichever comes first.

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