

brother
at your side

**Authorized
Service
Center**

Authorized Service Center
Program

How to Become a Brother Authorized Service Center

Guidelines For Approval

- Must agree to and be able to provide depot warranty service to Brother customers
- Locations must be an acceptable storefront, easily accessible to customers and non-residential
- Must have a minimum of one full-time, Brother trained and certified technician per location
- Internet access required
- Complete and pass all applicable service and administrative training
- Complete credit application and approval from Brother Credit Department required
- Must be at least five (5) miles from an existing ASC (some exceptions maybe apply) NOTE: Brother does not offer exclusive service territories

Note: Additional requirements maybe apply. All requirements are subject to change without notice. Final approval is given at the sole discretion of Brother.

APPROVAL
PROCESS



Why Become a Brother Authorized Service Center?



Receive work orders and requests for service through a customized Web portal



Receive additional discounts on parts purchased when orders are placed online



Various levels of Service Training available for each product category



Web enabled warranty processing to streamline warranty claims reimbursement



Authorized to provide service on products after completing applicable training



Access to Brother's Technical Support website for technical documentation on both current and historical product



Additional types of Authorization available. Contact us at technicaltraining@brother.com to learn more.



Brother Authorized Service Center Benefits

Opportunities & Benefits

- **Discounted Online Parts Ordering** - Brother Authorized Service Centers (ASCs) receive significant discounts off Suggested Retail Price of parts when orders are placed online. This is in addition to the standard discount Brother ASCs receive on parts orders.
- **Warranty Claims Reimbursement** - Brother offers competitive rates for all warranty repair work. Submitting claims is quick and easy with Brother's online claim system which streamlines the process and speeds up reimbursement.
- **Repair Referral** - Customers calling for repair on their Brother equipment are referred to ASCs in the customer's local area. Direct Referrals from Brother can increase an ASC's service revenue, accessory and supply sales, customer base and store traffic. Only Brother ASCs may receive direct referrals from Brother.

Brothersupport Home Page

Total Number of Courses

0

Enrolled Courses

3

Completed Courses



Color InkJet Series

Passed · Score 100% · Completed on 14 Jun 2023



 Certificate

Recent Activity

Brother Authorized Service Center Benefits

Training



Training is provided via Online Self-Paced training, field seminars and on-location training. (NOTE: On-location training is available on a case by case basis.)



Product Service Training is required to become a Brother Authorized Service Center with access to Brother's Technical Support website and technical staff. Brother offers technical training through various methods to accommodate the ASC's busy schedule.

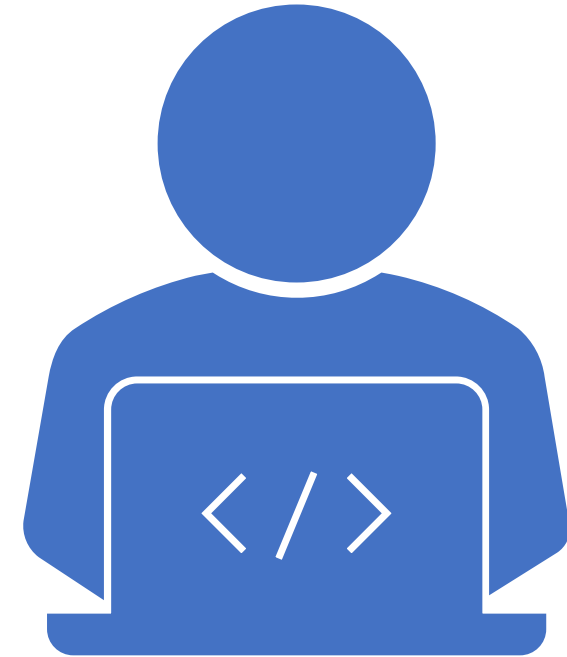



Online self-paced training is an excellent and flexible way for Authorized Service Center technicians to learn about servicing Brother products at their convenience and with no out of pocket expenses.

Brother Authorized Service Center Benefits

Support

- **Online Support & Email Support** - Brother offers online technical support through its Authorized Service Center website. Full access to technical information, parts information, service updates and email support are just some of the features of this information center which is available only to Brother Authorized Service Centers. Our technical support website is updated with the most current information on both new and historical products.
- **Brother Technical Support** - As technology develops, and customers keep their equipment for longer periods of time, we recognize the need to support older models and provide you with the ability to do so. Whether you need parts, software drivers and utilities, ROM upgrades or even an Owner's Manual, you'll find it all at brothersupport.com.





How to become a
Brother ASC

Visit us at:

www.brothersupport.com

and click Apply Now!

