

Brady360® 5 Year Warranty for Benchtop Printers

www.BradyID.com/brady360



We have you covered.

We always stand behind our products to make sure they exceed your expectations and to deliver you an unrivaled customer experience. We've strengthened our commitment to you with a 5-year printer warranty standard on our benchtop printer models.* With a team of 30 certified tech support and repair technicians and our 5-year warranty backing you up, you can rest assured you'll have the support you need — every step of the way.

Free 5-year warranty standard on benchtop models* covers:

- Repair parts & labor
- One print head replacement
- Free loaner printer during repairs
- Free return shipping on any printer repair
- Free Brady 360® stress-free printer setup session
- Free lifetime technical support via phone and email
- Free lifetime printer firmware upgrades
- One free Brady 360® preventative maintenance service

Access to additional fee-based support:

- On-site repair service
- On-site custom set-up and training
- Additional print head coverage (after the first free replacement)
- Advanced custom integration, programming support and template creation

* Excludes repairs due to negligence. Excludes Wraptor™ model and handheld models – see www.BradyID.com/brady360 for full details & restrictions

Wraptor™ Warranty & Protection Plan

The Wraptor™ Printer/Applicator is a unique hybrid system that faces additional and more complex technical support requirements not found with typical benchtop printers. The Wraptor™ Wire Marking Systems come standard with a Brady 360® 1 Year Warranty & Care Plan. Additional years of coverage are available for purchase at the end of each 1 year coverage period. Coverage has provisions for on-site set-up and preventive service that will extend the life of your printer.

Free 1-year Wraptor Printer/Applicator warranty & care plan includes:

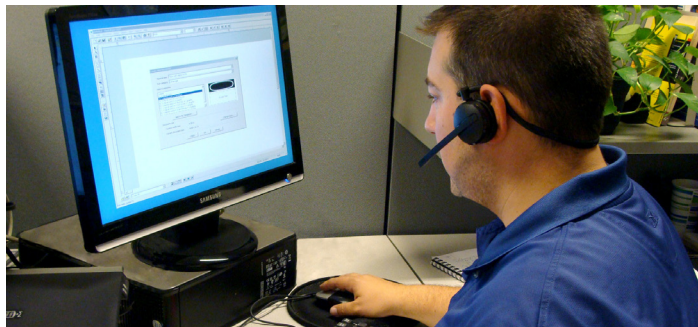
- Repair parts & labor
- Loaner Wraptor during repairs
- One on-site Wraptor set-up assistance & basic training visit
- One on-site Wraptor Preventive Maintenance Service visit
- Extension coverage plans available for purchase (contact Brady for details)

* Excludes repairs due to negligence. Other geographic and coverage restrictions apply – contact Brady tech support for details



WRAPTOR™
WIRE ID PRINTER APPLICATOR

TECHNICAL SUPPORT SERVICES



Stress-Free Printer Set-up

All purchasers of Brady benchtop printers have access to our free Stress-Free basic setup service. Call Brady tech support and a Brady technician will walk you through the initial set-up and start-up of your Brady label printer & software.

	Catalog #	List Price
Stress-Free Basic Printer Set-up & Orientation Session	Free	Free*

* (1 hour, 1-time offer)

Template Creation Service

Most templates are simple stand-alone templates or templates designed for importing data from a spreadsheet and are included in this flat-rate service. For highly complex templates & label importation requirements, Brady's Advanced Tech Services is the best choice.

	Catalog #	List Price
Basic Template Creation	114623	\$100
Complex Template Creation	See "Advanced Technical Services"	

Preventive Maintenance Service

Avoid downtime and ensure your Brady printing system keeps working for you. At the 2-year service mark of your printer, we'll evaluate the operation of your printer, clean all its moving parts, replace any wearable parts other than the printhead, and upgrade your printer to the latest firmware-only revision. Peace of mind to keep your investment in top-running condition.

	Catalog #	List Price
Preventive Maintenance Service	114628	\$350

Print Head Extended Warranty

For users who wish to purchase additional print head coverage beyond the 1 print head covered in the standard warranty. Must be purchased at time of printer purchase. Contact Brady tech support for further details.

	Catalog #	List Price
1 Additional Print Head Coverage - 300 dpi	134357	Avail. Oct 1
1 Additional Print Head Coverage - 600 dpi	134359	Avail. Oct 1

Lifetime Repair & Troubleshooting Service

It's free and it always has been. When things don't go as they should, you're a phone call away from accessible, highly trained, factory-based technicians. Available to all Brady label printer owners, this is where you turn for phone troubleshooting, and to initiate warranty and non-warranty repairs on all actively supported printers. To schedule repair service, contact Brady Technical Support at **1-800-643-8766**.

	Catalog #	List Price
On-Phone Troubleshooting	N/A	Free



Advanced Printer Set-up & Install Service

For users needing extended set-up assistance that goes beyond the free Stress-Free set-up session. For complex label printer installs involving integration of user's Brady printer, software, or collection device and assistance with set-up within user's IT environment.

	Catalog #	List Price
Advanced Printer Set-up & Install Service - Phone	114621	\$150/hr
Advanced Printer Set-up & Install Service - On-Site	114622	\$1500/day + T&E

Advanced Technical Service

Advanced services for the advanced user. Brady technicians will program custom front-end software interface, convert your existing label library into files for use in Brady label printer systems, create high-level complex template files, integrate complex databases, and assist you in integrating your Brady system with third-party software. Hourly fee-based service — contact Brady tech support for a free consultation on your requirements.

	Catalog #	List Price
Advanced Technical Services	114624	\$150/hr

USA
 Customer Service: 1-888-272-3946
 Technical Support: 1-800-643-8766
www.BradyID.com

Canada
 Customer Service: 1-800-263-6179
 Technical Support: 1-888-262-7576
www.BradyCanada.ca

Mexico
 Customer Service: 1-800-262-7777
 Technical Support: 1-866-748-4424
www.BradyLatinAmerica.com