



Brady Technical Service

Europe, Middle East & Africa - GBP

www.bradyeurope.com/services

Our maintenance agreements

BRADYAssist
BASE

BRADYAssist
FIELD

Standard warranty Printer repair flat rate

	BRADYAssist BASE			BRADYAssist FIELD			Standard warranty	Printer repair flat rate	
								In-house	On-site
Field interventions included for the green area on the map	-			Included			-	-	Included
Access to the Brady EMEA Solution Centre	Priority			Priority			Standard	Standard	
Replacement of broken parts	Included			Included			Included	Included	
Free replacement of print head	Included			Included			The first 6 months	Included	
Working hours	Included			Included			Included	Included	
Type of intervention	Repair & Preventive maintenance			Repair & Preventive maintenance			Repair	Repair	
Free loaner machine for customers located in the green area on the map	Included			Included			-	-	
Solution within ... working days, excluding transit time	< 2			< 2			10	Best effort (Ø 15)	
Transport included	2 way			At your premises			1 way	1 way	
	3 years	5 years	1 year / renewal	3 years	5 years	1 year / renewal	24 months	In-house	On-site
BMP41	£135	£215	£80	-	-	-	free	£100	-
BMP51	£145	£230	£85	-	-	-	free	£105	-
BMP61 – M611 – M610	-	-	£95	-	-	-	free	£125	-
BMP71 – M710	-	-	£145	-	-	-	free	£180	-
i5100 – i5300	£475	£730	£265	£640	£970	£355	free	£355	£480
i7100	£510	£780	£285	£680	£1.035	£380	free	£380	£510
i7100 + vial applicator	£595	£910	£330	£895	£1.365	£495	free	£415	£620
	3 years	5 years	1 year / renewal	3 years	5 years	1 year / renewal	12 months	In-house	On-site
BBP11*	-	-	-	-	-	-	free	£125	-
BBP12	£180	£275	£100	-	-	-	free	£125	-
VP600 Basic – J2000 – i3300 – S3000	£315	£485	£175	£420	£645	£240	free	£240	£365
BBP33* – BBP30*	-	-	-	-	-	-	free	£240	£365
BSP41 – VP600 – S3100	£410	£625	£230	£545	£830	£305	free	£305	£430
BBP31*	-	-	-	-	-	-	free	£305	£430
IP printer* – Globalmark Multicolor*	-	-	-	-	-	-	free	£355	£480
BP PR+*	-	-	-	-	-	-	free	£380	£510
J4000 – BBP35	£510	£780	£285	£760	£1.170	£425	free	£355	£480
Globalmark C&C*	-	-	-	-	-	-	free	£395	£525
BBP85 – BBP37 – A6200	£570	£875	£315	£855	£1.305	£475	free	£395	£525
BBP72 – BBP72+ – BSP61 (without applicator)	-	-	£535	-	-	£805	free	£670	£795
VP750	£1.005	£1.530	£555	£1.505	£2.300	£835	free	£695	£1.045
A6500 – A5500 – A8500	£1.410	£2.150	£780	£2.115	£3.230	£1.170	free	£1.100	£1.220
BSP61 (with applicator)	-	-	£780	-	-	£1.170	free	£1.100	£1.220

Prices may be subject to change

*Repair upon availability of parts



- Printheads are included if you exclusively use Brady consumables and if handled with due care and diligence.
- The 1 year agreements don't exist for printers under warranty. The 3 & 5 year Assist agreements will always start at the invoice date of the printer, however during the warranty period an agreement can always be signed in retrospect.
- Preventive maintenance upon request: £ 85 (in-house), £ 245 (on-site). Preventive maintenance of Wraptor and applicators: £ 370 (in-house), £ 535 (on-site), including wear and tear parts.
- Standard warranty terms and conditions can be found on www.bradyeurope.com.

Our training and setup service

BRADY Setup
BASE

Stress free installation of your Brady printer and software by screensharing.
We help you produce your first labels. Price: £ 40 per hour + £ 20 per extra 15 min.

BRADY Setup
FIELD

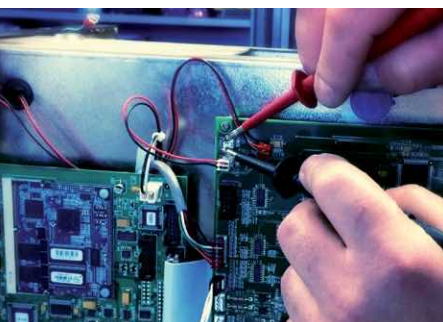
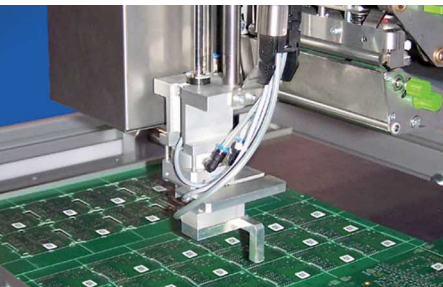
Stress free installation of your Brady printer and software by a Brady specialist at your premises.
We help you produce your first labels. Price: £ 205 + £ 40 per extra printer.

BRADY Training
HALF/WHOLE DAY

Hands-on training by a Brady specialist at your premises. Price: £ 420 (half day), £ 680 (whole day).

Services in countries in the red & yellow areas on the map are subject to quotation.

Please contact us for an appointment!



Brady Solution Centre

+44 333 333 1111
@tseurope@bradycorp.com



Brady EMEA Repair Centre

Return address:

WH Brady nv
Industriepark C/3
Lindestraat 7
9240 Zele
Belgium

Return address

Turkey:
BRADY ETİKET VE İŞARETLEME TİCARET LİMİTED ŞİRKETİ
Orta Mah. Cengizhan Cad. No:3 A İç Kapi No: 1
34956 Tuzla / İstanbul
Türkiye

Brady EMEA – Local Technical Service numbers

Full support in native language

België / Belgique	02 404 06 76
Deutschland	0610 38343 999
France	01 76 75 32 57
Ireland	01 447 5269
Italy	02 36009972
Luxembourg	+32 2 404 06 76
Nederland	020 7091207
Österreich	01 928 75 52
Schweiz / Suisse	044 583 06 06
United Kingdom	0208 865 0438

Opening hours:

Monday-Thursday: 9 am - 5 pm CET
Friday: 9 am - 4 pm CET

Opening hours Turkey:

Monday-Friday: 9 am - 6 pm GMT+3

Opening hours United Kingdom:

Monday-Friday: 8 am - 4 pm GMT

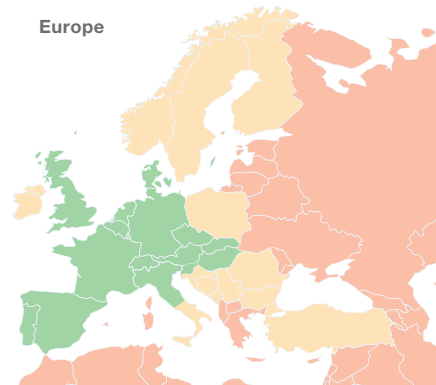
Occasional support in native language, Backup in English / French

Czech Republic	2 39 01 69 85
Denmark	36 92 76 62
Hungary	01 778 9513
Poland	22 295 37 00
Slovakia	02 3278 6671
Spain	91 114 7460
Sweden	08 566 425 38
Turkey	0850 390 1825

Support in English / French

Estonia	622 5702
Finland	9 231 955 59
Norway	21 03 40 39
(occasional support in Swedish)	
Portugal	308803162
Romania	021 5291389
All other countries	+44 333 333 1111

Europe



- BASE & FIELD** programs available
Call out charge / loan machines = included in the package
- FIELD** programs available but with limitations
Call out charge / loan machines = subject to quotation
- Only **BASE** programs are available