



TECHNICAL EXCELLENCE CENTER

Real support... straight from the manufacturer

DO YOU HAVE A SUDDEN TECHNICAL ISSUE WITH ONE OF YOUR LABEL PRINTERS?

Call us and get a solution. **We are here to support you**

Technical excellence



REAL SUPPORT

We understand how important label printers can be.

We appreciate the vital role label printers play in enabling track and trace capabilities, quality control, fraud prevention, enhanced safety, and operational efficiency. That is why we will deliver a solution to any technical issue, as fast as possible.

No matter which label printer you are using:

► Give us a call +44 333 333 1111

Easy to reach, anywhere

If you have a problem with a label printer, just call Brady.

Our highly experienced Technical Excellence Centre Engineers are on standby to solve your issue.

VIA PHONE, VIA EMAIL, OR IN PERSON AT YOUR PREMISES.

Offer any technical label printer challenge you are facing, and you will get a first response for free within 24 hours, in your own language.

We are here to reduce complexity, not add to it.



Customer focused, from design to support

You have a technical label printer issue, but not sure if it is covered by your Brady Service Contract? **Reach out anyway to get a solution from our experts.** We'll sort the details in full transparency.



We deliver complete solutions and complete support, tailored to the needs of your workplace. If fast response times and troubleshooting are what you need, that's what we will deliver. If you want to include professional label printer installation and programming, training, preventive maintenance, loaner printers or even standby loaners at your premises, that's what we will enable. Give us a call, tell us about your needs, and we will suggest an ideal service level.



We design, manufacture and offer excellent label printers and identification solutions. We are proud of what we make, we stand by our products. And just like our labels, we stick with our customers.



Our experienced engineers know every component of your Brady printer, from printhead, drivers and software, down to the smallest rivet. They will solve your issue, no matter how unique it might be. Because that is what happens when you have direct manufacturer support.

Better with Brady

The world isn't perfect. **But it does get better with Brady.**



Our Technical Excellence Centre

Will also solve issues with any non-Brady printers you might have inherited. We will put them back in your solution column. Because that is how we interpret real, customer-focused support.

In addition, all our service levels are offered in full transparency, complete with intervention time, repair time, and cost. You will be able to calculate the total cost of ownership before you decide.

GET A SOLUTION

Even without a contract, or for non-Brady printers, reach out and get a solution.

TELEPHONE

+44 333 333 1111

ONLINE

Bradyeurope.com/tec

EMAIL

Tech_Support@bradycorp.com

View other languages at Bradyeurope.com/tec

Explore Brady Technical service levels

Which technical service level do you need? Check out all options, or contact us with a specific challenge.

	Maintenance	Lite	Standard	Ultra
Priority Support Access	Yes	Yes	Yes	Yes
Business days to solution	5	5	2	2
Printer shipping cost / Call out charges	Included	Included	Included	Included
Installation & training	No	No	No	Yes
Yearly preventive maintenance	Brady or customer site*	Brady or customer site*	Brady or customer site*	Customer site, with refresh training on site upon request
Wear & Tear parts**	Yes	Yes	Yes	Yes
Spare parts (excl. Print Head)	No	Yes	Yes	Yes
Print Head when used with Brady Label materials	No	No	Yes	Yes
Working hours included	1	2	All	All
Replacement loaner printer included	No	No	Shipped on request	Accessible at your premises
Supported printers	Brady /Non-Brady***	Brady	Brady	Brady

*Most Service Contracts include a Brady or customer's site option, in which printers are either shipped to our specialists, or our specialists visit you on-site to service printers at your premises.

**For older Brady printer models that have been replaced with a newer version, we will check if wear & tear parts can be made available.

***We offer Maintenance Service Contracts for non-Brady printers with priority access to our specialists and a preventive maintenance on request. We agree with you on the number of spare parts to source at the start of the contract to avoid spare part availability issues.

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Our mission is to identify and protect people,
products and premises



To help minimise our impact on the environment,
Brady limits its number of reprints.

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download on www.bradyeurope.com.



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