

TECHNICAL EXCELLENCE CENTER

Real support... straight from the manufacturer

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



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.

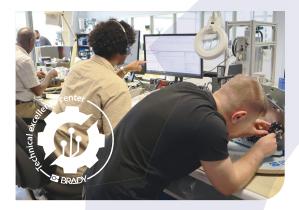


Our experienced engineers know every component of your Brady printer, from printhead, drivers and software, down to the smallest rivet. They will solve your issue, no matter how unique it might be. Because that is what happens when you have direct manufacturer support.



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.

ONLINE TELEPHONE EMAIL

+44 333 333 1111 Bradyeurope.com/tec 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.

Priority Support Access
Business days to solution
Printer shipping cost / Call out charges
Installation & training
Yearly preventive maintenance
Wear & Tear parts**
Spare parts (excl. Print Head)
Print Head when used with Brady label materials
Working hours included
Replacement loaner printer included
Supported printers

Maintenance			
Yes			
5			
Included			
No			
Brady or customer site*			
Yes			
No			
No			
1			
No			
Brady /Non-Brady***			

Lite	Standard
Yes	Yes
5	2
Included	Included
No	No
Brady or customer site*	Brady or customer site*
Yes	Yes
Yes	Yes
No	Yes
2	All
No	Shipped on request
Brady	Brady

Illtro			
Ultra			
Yes			
2			
Included			
Yes			
Customer site, with refresh training on site upon request			
Yes			
Yes			
Yes			
All			
Accessible at your premises			
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.



Belgium & Luxembourg

+32 (0) 52 45 78 11 benelux@bradycorp.com

Czech Republic

+420 776 302 229 czechrepublic@bradycorp.com

Denmark

+45 66 14 44 00 denmark@bradycorp.com

France

+33 (0) 3 20 76 94 48 france@bradycorp.com

Germany, Austria & Switzerland

+49 (0) 6103 7598 660 germany@bradycorp.com

Hungary

+36 23 500 275 hungary@bradycorp.com

Italy

+39 02 26 00 00 22 italy@bradycorp.com

Netherlands

+31 (0)70 323 62 98 benelux@bradycorp.com

Norway

+47 70 13 40 00 norway@bradycorp.com

Poland

+48 22 104 6262 poland@bradycorp.com

Qatar, Saudi Arabia & UAE

+971 4881 2524 me@bradycorp.com

Slovakia

+421 902 939 406 slovakia@bradycorp.com

South Africa

+27 11 704 3295 africa@bradycorp.com

Spain & Portugal

+34 900 902 993 spain@bradycorp.com portugal@bradycorp.com

Sweden, Finland, Estonia, Latvia, Lithuania

+46 (0) 8 590 057 30 sweden@bradycorp.com

Turkey

Istanbul +90 212 264 02 20 turkey@bradycorp.com

UK & Ireland

+44 (0) 1295 228 288 uk@bradycorp.com

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.

Updated versions are always available for download on www.bradyeurope.com.



Search for: EUR-M-372-EN



Y5624267

Your distributor