

Extend and Upgrade your manufacturer's warranty with Brother Assure Services

Select Service Feature	Select	Select PLUS	Premier	Premier PLUS
Term Extension	1-4 yr	1-4 yr	1-4 yr	1-4 yr
Free Phone Technical Support for the life of your printer	●	●	●	●
VIP 1-800 Technical Support Hotline		●		●
Covered parts and labor	●	●	●	●
Cleaning and Preventative Maintenance	●	●	●	●
2-day turnaround for repairs			●	
5-day turnaround for repairs	●			
Same day shipment*		●		●
BMS Managed exchange pool of printers		●		●
Accidental Physical Damage			●	●
Free Inbound Shipment		●	●	●
<b>Coverage**</b>				
Manufacture Defects (all parts and labor)	●	●	●	●
Mechanical Failure	●	●	●	●
Liquid Spills			●	●
Physical Damage (cosmetic, drops, breakage)			●	●
Wear and Tear			●	●
<b>Model</b>				
TD-2000	●	●	●	●
RuggedJet			●	●
TD-4 inch			●	●
PocketJet	●	●	●	●
MPrint	●	●	●	●

\*Same day by 3PM Central Time

\*\*Maximum combined service period is 5 years

Standard Manufacturer's Warranty Coverage

RuggedJet 2  
2 year Premier

RuggedJet 3  
2 year Premier

RuggedJet 4200  
2 year Premier

\*RJ-3050 receipt printer model has a 1 year warranty

PocketJet  
1 year Select

MPrint  
1 year Select

TD-2000  
2 year Select

TD-4 inch  
Direct and Thermal Transfer  
2 year Premier

TD-4520TN  
Thermal Transfer  
2 year Premier

**brother**  
at your side

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**Assure Service Program**



**Brother Assure Service Limited Extended Warranty**

Get the most out of your investment with Brother Assure Offerings

## Assure Service Program



Brother Mobile Solutions is not only at your side with innovative products helping today's on-the-go businesses, we now offer Brother Assure Extended Warranty Services to ensure that you minimize downtime and maximize productivity. We offer a variety of programs that will allow you to continue receiving our highest level of service and support after your standard manufacturer's warranty period has ended. Choose from a wide selection of cost-effective service options to fit your business needs.

### Avoid the cost of unexpected repairs

Brother Assure Service is the ideal way to extend the useful life of your printer as well as avoid the cost of unexpected repairs. During the standard manufacturer's warranty, your Brother Mobile Solutions product is backed by our leading level of service and support. To continue receiving this level of support after the life of the warranty, you can add any one of our Brother Assure Service programs to safeguard your printer and return it to you in top working condition.

### Rest assured... You're covered

With Brother Assure Service, you can rest easy knowing your printer will be cared for by industry experts. We guarantee personalized support to get your printer back on the job as quickly as possible.

### Unprecedented level of service

Our state-of-the-art depot repair facility and experienced service technicians provide quality service and support for all product lines. Genuine Brother Parts are used to ensure you receive maximum compatibility and performance...guaranteed.

## Service Program Offerings

### Select Service

- Warrants the printer to be free from manufacturer defects in material and workmanship
- Free phone support for the life of your product
- 5 day turnaround repair time from receipt of the printer
- Includes all parts, labor, cleaning and adjustment
- Outbound via Ground at no cost\*

### Select PLUS Service

- Warrants the printer to be free from manufacturer's defects in material and workmanship
- Free phone support for the life of your product
- PLUS Standard overnight\* shipment of loaner printer
- Exchange units meeting Brother's high quality standards include Brother owned and managed pool of new or nearly new printers
- Includes all parts, labor, cleaning and adjustment
- Outbound via Standard Overnight at no cost

\*Customer is responsible for inbound shipment cost to Brother Mobile Solutions with Select Service.

\*Overnight shipment if called in by 3PM Central Time

### Premier Service

- Comprehensive coverage protects the printer from all on the job accidents. Accidental damage to internal and external components that occur during normal use.
- 2 day turnaround repair time from receipt of the printer
- Includes all parts, labor, cleaning and adjustment
- Outbound via Ground shipping at no cost



### Premier PLUS Service

- Comprehensive coverage protects the printer from all on the job accidents. Accidental damage to internal and external components that occur during normal use.
- Standard overnight\* shipment of loaner printer
- Special VIP 1-800 Technical Support Hotline
- Exchange units meeting Brother's high quality standards include Brother owned and managed pool of new or nearly new printers
- Includes all parts, labor, cleaning and adjustment
- Outbound via Standard Overnight at no cost

## 24 Hour Exchange Program

Brother Premier PLUS service is your ultimate coverage. This quick, overnight printer exchange program assures you receive a working printer within 24 hours with standard overnight outbound freight absolutely free! The Premier PLUS program bridges the gap between the turn-around time of depot repair and the higher cost of on-site service. Tap into Brother's managed printer pool inventory when your printer is down, with no need for you to buy extra printers.