

# Superior service & support

brother  
at your side

## with Brother Managed Print Services

We will cover the cost of service and anything associated with keeping your printers running smoothly, even on weekends



### Brother 24/7 New Zealand helpdesk

If you ever need to talk to an expert, Brother's 24/7 support team based in Auckland, Tauranga, Wellington and Christchurch are just a phone call away. We make a commitment to answering calls from business customers within 2 minutes.



### 4 year on-site warranty

Brother will support you every step of the way with our 4 year on-site warranty commitment, unrivalled by other print brands. This means that if we can't solve your problem over the phone, we'll send someone out to repair your machine – free of charge. Our technicians are located throughout the regions to ensure that you get excellent service. T&Cs apply.



### Free delivery and installation

Brother will deliver and set-up your machines free of charge, so you can focus on your day-to-day operations. Your machines will come preconfigured too, so you're up and running with minimal downtime. Our technician will also take the time to train you on key features and set-up shortcuts.



### Proactive maintenance & servicing

We will proactively notify and manage any printer issues to maximise your uptime. We will cover the cost of all maintenance services and parts if issues arise. We'll also schedule preventative maintenance visits to prevent any future problems. There is no cost to you.



### Automated consumables replenishment

When your ink or toner is getting low, Brother will automatically send replacements to you – so it's one less thing to worry about and you're never caught out. You'll get an advance email notification telling you that your new consumables are on their way. We cover the cost of shipping.



### No hooks or hidden costs

Pay for the pages you print. It's that simple. You don't pay additional cost for freight – which is a real bonus of Brother MPS. What you see is what you get with your cost per page from Brother.



### Balanced Deployment approach

Brother's print assessment helps you to understand your current print environment to identify your needs. Brother uses a Balanced Deployment methodology which looks at your entire printing infrastructure – your devices, usage patterns, workflows and staff movements. It then calculates the right printers for workgroup needs and where they should be placed to optimise productivity.

Staff workflows will be more efficient because they're not spending time walking across the office and getting distracted on the way. Bottlenecks at the printer are eliminated and there's always a backup printer if one goes down.



### Free recycling

Brother offers free recycling nationwide for all our printers, inks, toners and drums. We've partnered with experienced providers Croxley Recycling to bring this service to you.



### Local Warehousing – ensuring quick response times

We hold stock and spare parts in New Zealand at our Tauranga and Christchurch warehouses. Everything is locally stored and locally shipped to ensure we can react quickly. This also means we can guarantee overnight shipping for both the North and South Islands.



### Award winning printers

Brother printers consistently win awards for their reliability and performance. Our mono laser range won the 2017 BLI Line of the Year award – which is like the Michelin Star of the printing industry.

[CLICK HERE](#)   
TO LEARN MORE ABOUT BROTHER MPS



**Rated #1 print brand for service and support by New Zealanders**  
(Perceptive research 2018)

 **best for business**