

Printer Service & Repair Information

Most of our printers do have a “flat fee” repair cost, if the printer is no longer under warranty. The fees listed below include all parts, labour, cleaning, firmware upgrades if available, 90-day after service warranty, and the cost to ship the printer back to you. Accessories, cables and AC power supply are not included.

For all repairs and services, please ensure you obtain a Service Notification Number (S/N) from ID Warehouse.

A purchase order is required upfront for flat fee repairs. For printer repairs where you will require a quote for the final cost of the repair, we will need the purchase order from you once you have approved the repair quote.

To get a repair authorisation, the minimum information we need from you is:

- Your location
- The printer model being repaired
- The printer serial number
- A brief description of the problem
- A purchase order
- End user proof of purchase (only required when claiming under warranty).

Without a purchase order, no service or repair will commence on the printer returned to ID Warehouse. To avoid delays, please ensure the purchase order is placed as soon as possible.

You can request a repair authorisation by calling ID Warehouse Customer Service at 1300 301 748.

| CLASS 1 (2 DAY TURN AROUND)* | IDW CUSTOMER REPAIR | IDW CUSTOMER/ INSPECTION SERVICE |
|------------------------------|---------------------|----------------------------------|
| BMP71 | \$644 | \$176 |
| M610 | \$644 | \$176 |
| M611 | \$644 | \$176 |

| CLASS 2 (5 DAY TURNAROUND)* | IDW CUSTOMER REPAIR | IDW CUSTOMER INSPECTION SERVICE |
|--------------------------------------|---------------------|---------------------------------|
| SMART 51 | \$518 + PARTS | \$388 |
| FARGO DTC SERIES (1250e/4250e/4500e) | \$518 + PARTS | \$388 |
| FARGO HDP SERIES (HDP5000/6600/8500) | \$518 + PARTS | \$388 |
| BMP11/BMP12 | \$439 + PARTS | \$329 |
| PR300/600 PLUS/i7100 | \$439 + PARTS | \$329 |
| IP300/600/I5100 | \$439 + PARTS | \$329 |
| BMP31/33/35/37/ S3100/i3300 | \$439 + PARTS | \$329 |
| BBP85 | \$439 + PARTS | \$329 |
| J5000/J2000 | \$439 + PARTS | \$329 |
| S3700 | \$439 + PARTS | \$329 |
| Wraptor A6200 | \$439 + PARTS | \$329 |
| i5300 | \$439 + PARTS | \$329 |

Please note, the inspection fee includes a general service, this is a charge for all printers. If the printer requires a repair and you choose to proceed, the inspection fee is waived and a repair quote will be provided.

IMPORTANT!!

All repair/service work requires a purchase order & S/N number attached to each printer on delivery to ID Warehouse. End User proof of purchase is also required if the printer is under warranty.

NOTE *: We do not repair the Brady BMP21+/BMP21LAB/BMP41/BMP51/BMP53/M211/M511 printers under any circumstance. We made this decision before we launched the printer because by the time you add the cost of parts, labor and shipping, you could buy a brand new printer for about the same cost as a repair. If the BMP21+/BMP21LAB/BMP41/BMP51/BMP53/M211/M511 is under warranty and defective, we will replace it. You would need to speak to Brady Technical Support to have them determine if the printer is defective, or if it's just a bad label cartridge or something that can easily be fixed over the phone. Transportation Costs: For covered products, Brady will pay freight only to return product to Distributor/End User. If you have any questions about this please contact us for more information.

**Items that have been dropped or have suffered severe handling damage are exempt from fixed price repairs and will be charged according to a Labour and Parts cost which will be quoted before repair commences. Please ensure that your printer can be sent back in original packaging. If this is not possible, please send the printer back in an alternate box with sufficient padding to avoid being damaged in transportation.

Please note: Repair is when any components are being replaced. Service is general maintenance of the printer.

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A BRADY BUSINESS