



MEDIA RELEASE

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**BROTHER ANNOUNCES INDUSTRY-FIRST 24/7 NZ HELPDESK
FOR CONSUMERS**

Brother has taken its commitment to service and support to new heights, by announcing the launch of a 24/7, 365 days a year NZ based consumer helpdesk. This is the first, and only, of its kind for a New Zealand print brand.

In August this year Brother launched its unique 'always on' model to its Kiwi business customers operating under its Managed Print Services programme. This latest announcement positions Brother as the only NZ print brand to offer a 24/7 local helpdesk for all consumer and business customers.

"As technology evolves in both our professional and personal lives, people's habits and routines continue to change. Whatever the need, wherever our customers are based, we want to provide them with unrivalled support and service exactly when they need it," Brother NZ Executive Chairman, Graham Walshe said.

"You may be a student working late on an assignment, or working from home finalising a document that needs to be printed for a breakfast meeting at 7am - our customers don't go offline at 5pm, so neither do we."

This announcement further cements Brother's position as the number 1 NZ print brand for service and support¹ with its industry-leading 4 year onsite warranty commitment when you use Brother genuine inks and toners. This means that if Brother can't solve an issue over the phone, they will send a technician to you free of charge.²

¹ According to Perceptive research 2018

² T&Cs apply, see brother.co.nz for details

The Brother consumer 24/7 helpdesk can be reached 7 days a week (public holidays included) on 0800 329 111. They are based in Auckland, Tauranga, Wellington and Christchurch.

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Notes to the Editor:

About [Brother International \(NZ\) Limited](#)

With a 60 year heritage, Brother International (NZ) is a market leading print and technology brand with a vision to become the #1 brand for SMB and ME business in New Zealand.

Servicing retail, corporate and business-to-business markets, Brother offers a full range of solutions from smaller A4 devices to high spec A3 MFDs (multi-function devices). With Managed Print Services (MPS) at the heart of its business, Brother is committed to ongoing, transparent relationships with customers, delivering them exceptional support while managing all their print needs.

Brother combines excellence in technology and innovation with exceptional customer service and genuine care for the environment. Rated as the number 1 print brand for service and support*, Brother paves the way with its 7-day Kiwi-operated helpdesk and extended 4 year on-site warranty.

www.brother.co.nz

0800 329 111

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*According to Perceptive Research 2018