



BROTHER INTERNATIONAL CORPORATION
INDUSTRIAL PRODUCTS DIVISION

Dear Valued Embroidery Customer,

First and foremost we would like to thank you for your continued business throughout the years.

As most of you are aware, we discontinued our industrial embroidery equipment line in 2011. Our discontinued embroidery equipment is now 5-20 years old and we continue to support these machines via phone support. At this time, Brother will continue to support these machines with phone support, however, starting June 1, 2016 there will be a one-time fee to continue with phone support service. Below are the terms of the service.

New Terms of Service for Phone Support

Starting June 1, 2016, we will charge a one-time fee of \$129.00 for embroidery phone support. In order to receive phone support you will need to pay this fee. If you so choose to opt out of this arrangement then it will be noted in our database and the support item will go unanswered until the time that you decide to opt into this arrangement.

How to Contact Us for Phone Support

In order to purchase phone support for the upcoming year you may contact us in the following two ways:

- You can call our phone support line **1-877-427-6843** at any time and will receive a call back from a customer service rep that will take your payment information and then enact your continued service plan under the yearly term within our customer database.
- You can click on https://help.brother-usa.com/app/ask_ipd. It will take you to a page for you to fill out your information and the question you need answered. This will then be submitted into our phone support queue. Please be sure to search for your model under the **Industrial Sewing category** under Model- Select a product.

Models Affected

Models that will fall under this are any and all embroidery equipment that Brother manufactured before 2011. The only exclusion to these models will be BAS models 40 through 46.

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|------------|------------|------------|------------|------------|
| • BAS-401 | • BAS-416A | • BAS-423 | • BES-961 | • BE-1204C |
| • BAS-401A | • BES-1210 | • BAS-423A | • BES-962 | • BE-1206B |
| • BAS-410 | • BES-116 | • BAS-1230 | • BES-963 | |
| • BAS-411 | • BES-916 | • BAS-940 | • BES-1260 | |
| • BAS-412 | • BES-1216 | • BES-941 | • BES-1261 | |
| • BAS-412A | • BE-0101 | • BES-1240 | • BES-1262 | |
| • BAS-415 | • BE-0901 | • BES-1241 | • BES-1263 | |
| • BAS-416 | • BE-1201 | • BES-960 | • BE-1204B | |

We appreciate your continued loyalty to our product and if you have any questions concerning this fee, please email your concerns or questions to ipd.csg@brother.com.

Brother IPD Service Team

www.brother.com

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