

Brother MPS Essential FAQs



Brother MPS Essential is perfect for any business looking for a simple solution to their printing requirements. Here are the answers to some of our most frequently asked questions about MPS Essential – so you have everything you need to make the most informed decision about your business' printing.

01

Do I need a large number of printers to have MPS?

No, MPS Essential is designed for all businesses that print day-to-day, even if you only have one printer.

02

Why should I get Brother MPS instead of MPS from another vendor?

At Brother, we've been investing in and refining our MPS offer since 2014 – growing at an annual rate of 200% across Europe. Plus, our MPS customers tend to stick around: **95% of them are still with us after 5 years.**

03

Do I save more on supplies with an MPS contract than from buying transactionally?

You'll get genuine supplies at the best value delivered automatically before you run out, with no time wasted shopping around for one-off purchases.

04

Will I ever need to buy ink or toner?

With Brother MPS Essential, you automatically receive Brother's highest yield cartridges, which last longer - reducing the number of individual supplies you need.

05

If I have an issue, is it quicker if I call my own engineer to fix the printer?

Lifetime support and maintenance is included on all MPS Essential contracts. This means you'll get support over the phone within four business hours, or if your issue isn't resolved this way, we'll send an engineer the next business day to get you back up and running quickly.

06

Can we **only** have managed print services on our large, multifunction devices?

No, our compact, single function printers can be part of your managed print service too.

07

Will I waste money on being in an MPS contract but not printing that much?

You can choose a fixed plan based on your typical print usage, even if it's small, or pay as you print to only pay for the pages you use.

08

What if I need to print more pages than the amount stated on the MPS contract?

You can simply pay for any additional pages you print at your standard rate.

09

Do Brother recycle my supplies?

Thanks to our recycling programme, you'll be choosing a more sustainable way to print. If you exit your agreement, you can return your hardware so your printer won't end up in landfill.

10

Am I able to track my print use?

Monitoring your usage is simple in the Brother MPS Portal – where you can also request support, track your supplies order, check your bill, and find out more about returning used supplies.



Find out more about Brother MPS Essential at
<https://www.brother.co.uk/mps-essential>