

ING 

SERVICE REPORT 

DATE	09/01/2018	JOB REFERENCE	000034596
ACCOUNT	JD0034	CUSTOMER NAME	J. D. JONES
JOB DESCRIPTION		ANNUAL SERVICE/MAINTENANCE	
WORK CARRIED OUT			

Brother field workforce solutions

Technology to empower teams
on the move

Mobile print solutions built for the field

There is an increasing demand for field operations to become more efficient with automated systems and workflows.

In the field, processes can be challenging. Whether you need full-page contracts or smaller format labels, invoices and receipts, without a mobile print solution handwritten documents are time consuming and prone to error.

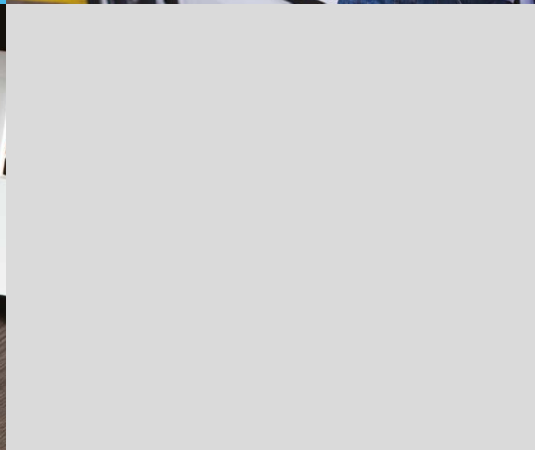
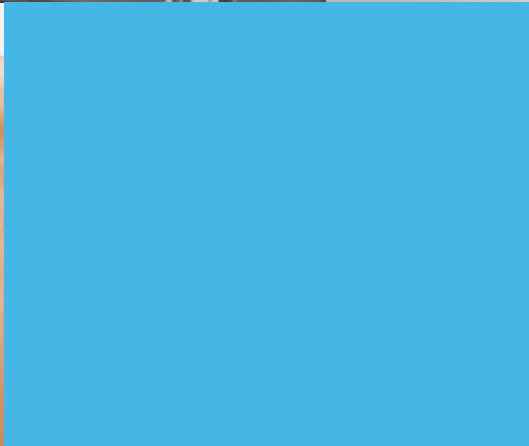
That's why most businesses are empowering their workforce with mobile technology, meaning they complete tasks on the move, professionally and on schedule.

Brother's mobile printing solutions are about more than just printing on the go. You can free your workforce to complete a deal or finish a task on the spot, with professional documentation, whatever the output.

Brother's line-up of mobile printers features models which are small, lightweight and versatile enough to be mounted in your car or carried on body.

There's a wide range of connectivity options including USB, Bluetooth and WiFi as well as a variety of accessories to help integrate with your existing systems.

- Produce receipts, invoices, service documentation, labels and more wherever the location
- Fast mobile technology enables workers to complete more calls, increasing productivity
- Eliminate errors from handwritten documents
- Improve customer experience with documents that have a professional finish
- Close deals there and then with immediate document printing - ideal for contracts, invoices and certificates



Car Inspection & Breakdown



It is critical for breakdown recovery agents to be fast and mobile. The ability to print up to A4 professional standard documentation roadside is imperative.

Allowing for a quicker workflow prevents the need for hand written reports which are time consuming and cause more back office work.

Key applications:

- Policy documentation
- Service documentation
- Safety reports
- Compliance reports

Public safety



Increase operational efficiency by allowing law enforcement officers to document and report incidents more accurately and efficiently, at the point of interaction.

With their rugged design, fast print speeds & reliable operation, Brother mobile printers offer a competitive combination of performance and features.

Key applications:

- Parking violations
- Electronic citations
- Warning notices

Pest control



Pest control agents are required to leave various documents to qualify the work carried out and the dangerous chemicals that may have been used.

Using a Brother mobile printer empowers agents to provide all the correct legible documentation on-site, reducing back office workloads and delays in service.

Key applications:

- Service reports
- Chemical reports
- Invoices
- Receipts
- Safety data sheets

Direct Store Deliveries



Direct store deliveries managed by distributors serve convenience stores, offices, warehouses and many more. They use route accounting systems to manage direct sales from their trucks to the business.

As such, agents on duty need to be equipped with a seamless solution to help streamline their workflow and minimise downtime.

Key applications:

- Receipts
- Service instructions
- Invoices
- Delivery notes
- Inventory reports

Brother printers out in the field

Utilities Inspection



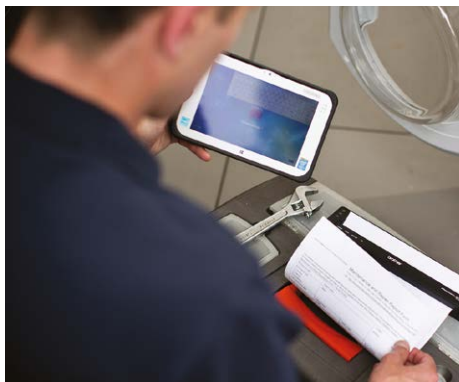
Gas and water inspections are subject to a range of printing applications, from durable 2 inch labels to A4 size documentation.

Using a mobile solution, your agents have the tools to handle any situation on site, with no need for central office processing.

Key applications:

- Compliance reports
- Invoices
- Receipts
- Maintenance & service reports

White Goods Servicing



Service technicians need to be equipped with the necessary tools to receive payment, produce invoices and provide clients with professional documentation for their work.

Brother's range of mobile printers provide a solution to cover any requirement.

Key applications:

- Invoices
- Receipts
- Quotations
- Maintenance & service reports

Field Sales



It is becoming increasingly vital for sales representatives to have the ability to take their office on the road.

Whether it's for meeting existing clients or engaging with new business prospects, a mobile solution allows for a more efficient workflow and the ability to close deals on-site.

Key applications:

- Invoices
- Receipts
- Contracts
- Product quotes

We take a consultative approach to your mobile printing solution. Our knowledge and experience in field workforce gives us the insight to find the best possible solution for your business.



Peace of mind with our 3 year warranty programme

We are always available to provide any help or support you need. You can also rest assured with our 3 year warranty programme, which comes as standard for all Brother mobile printing solutions.

Easy to integrate

Brother provides all the necessary tools required for software developers to integrate printing into their mobile applications. Printer drivers are available for Windows OS, and Software Development Kits can be provided to support Windows Mobile, Android and iOS operating systems.

In addition, with support for ZPL II emulation, CPCL emulation and Brother ESC/P commands, developers can easily integrate mobile printing into existing legacy systems.

Label design software

Create your own custom labels with pixel precision by using this powerful software solution. With features such as support for over 15 barcode protocols, advanced image dithering to print high quality greyscale images, and the ability to link to data contained in Excel™ spreadsheets for batch printing of labels, any label design is possible.

AirPrint and MFi support*

Easily connect to, and print from, Apple devices thanks to AirPrint and MFi support.

* Only available on selected models

Direct thermal printing

Brother's mobile print solutions use thermal printing technology, which has many advantages over traditional printing processes. Field agents and companies are increasingly considering thermal printers as the only reliable solution for field professionals.

Thermal printers are fast, clean, quiet, reliable and easy to maintain. There are no ribbons, toners or ink and the devices have a limited number of mechanical parts. They only have one or two moving components, which makes them very reliable and economical to operate.

A further bonus is that maintenance costs are extremely low and the entire system is compact, simple to operate and can be used in nearly all applications. With a simple mechanical design, thermal printers print directly on the paper as it passes through, with no ink cartridges or toners.

Compact

Available in a variety of sizes, they are mobile and easy to carry around

Fast

Thermal printers have the ability to print at much faster speeds than other printers

Affordable

With no need to pay for consumables, you save money and reduce downtime for your business

Brother mobile printers

RJ Series

These mobile printers are lightweight, compact and extremely rugged, printing up to 4" receipts, quotes, invoices and labels with ease improving efficiency, productivity and customer service.

- **Versatile connectivity - compatible with a wide range of mobile devices and operating systems including iOS, Windows and Android**
- **Fast, intuitive and easy to use**
- **Lightweight and durable**



PJ Series

The PJ Series' smart design was inspired by the evolution of the mobile workforce. Workers out in the field are able to mount the PJ within their vehicle, carry in a case or simply stow in a backpack or briefcase... it really is that small.

- **High-resolution thermal print technology at up to 300dpi**
- **Produce crisp text at a print speed of up to 8 pages per minute**
- **Print on the go without the need for ink or toners**



Looking for an extra light and compact mobile printer?

Our lightest printers are perfect for workers who are on their feet all day. The lightweight and compact 2 and 3 inch printers weigh as little as 215g and have an extensive selection of accessories to suit your needs.



**But which
mobile printer
is right for me?**



RJ Series range summary

RJ-3035B	RJ-3055WB	RJ-3050	RJ-3150	RJ-4230B	RJ-4250WB
3 Inch				4 Inch	

Printing

Print technology	Direct thermal			Direct thermal	
Print speed	101.6mm/sec	127mm/sec		127mm/sec	
Resolution	203dpi			203dpi	
Max print width	72mm			104mm	

Media Types

Receipt	●	●	●	●	●	●
Labels		●		●	●	●

Connectivity

USB	●	●	●	●	●	●
Wireless LAN		●	●	●		●
Bluetooth	●	●	●	●	●	●
AirPrint			●	●		●
MFi	●				●	●

General

IP rating	IP42 (IP54 with optional case)		IP54		IP54
Drop protection (metres)	1.8 (2.5 with optional case)		1.2	1.8	2.1
Weight (with battery)	375g	375g	610g	680g	850g
Dimensions (mm)	105(w) 49.5(h) 116(d)	105(w) 49.5(h) 116(d)	113(w) 80(h) 186(d)	116(w) 82(h) 189(d)	153(w) 159(h) 68(d)
Operating system support	Microsoft® Windows® 7 Windows® 8.1 Windows® 10 Windows® Server 2012, 2012 R2, 2016, 2019 Linux Mac OS v10.11-10.15		Microsoft® Windows® Vista Windows® 7 Windows® 8 Windows® 8.1 Windows® 10 Windows® Server 2008, 2008 R2, 2012, 2012 R2		Microsoft® Windows® 7 Windows® 8 Windows® 8.1 Windows® 10 RJ-4250WB also supports: Microsoft® Windows Server® 2008 2008 R2 / 2012 / 2012 R2 / 2016
Mobile OS	Android / iOS			Android / iOS	
Supported commands	FBPL-EZC (EPL2/ZPL2/CPCL) FBPL-EZP (EPL2/ZPL2/ESC-POS) - downloadable		P-touch Template, ESC/P, Raster, ZPL II emulation, CPCL emulation		P-touch Template, ESC/P, Raster, ZPL II emulation, CPCL emulation

RJ Series range summary

RJ-2035B	RJ-2055WB	RJ-2030	RJ-2050	RJ-2140	RJ-2150
2 Inch					

Printing

Print technology	Direct thermal				
Print speed	101.6mm/sec	152mm/sec			
Resolution	203dpi				
Max print width	48mm (receipt)	54mm (receipt)	54mm (receipt) 51mm (label)		

Media Types

Receipt	●	●	●	●	●	●
Labels					●	●

Connectivity

USB	●	●	●	●	●	●
Wireless LAN		●		●	●	●
Bluetooth	●	●	●	●		●
AirPrint				●	●	●
MFi	●			●		●

General

IP rating	IP42 (IP54 with optional case)	IP54			
Drop protection (metres)	1.8 (2.5 with optional case)	2.5			
Weight (with battery)	215g	465g	545g		
Dimensions (mm)	79(w) 36.5(h) 116(d)	122(w) 57(h) 100(d)	151(w) 73(h) 100(d)		
Operating system support	Microsoft® Windows® 7 Windows® 8.1 Windows® 10 Windows® Server 2012, 2012 R2, 2016, 2019 Linux Mac OS v10.11-10.15	Microsoft® Windows® 7 Windows® 8 Windows® 8.1 Windows® 10			
Mobile OS	Android / iOS	Android	Android / iOS		
Supported commands	FBPL-EZC (EPL2/ZPL2/CPCL) FBPL-EZP (EPL2/ZPL2/ESC-POS) - download	P-touch Template, ESC/P, Raster, ZPL II emulation, CPCL emulation			

Accessories

PA-BC-002

Battery Charging Unit (single)

RJ-2030 | RJ-2050
RJ-2140 | RJ-2150



PA-BC-001

Battery Charging Unit (single)

RJ-3050 | RJ-3150



PA-BC-003

Battery Charging Unit (single)

RJ-4230B |
RJ-4250WB



PA-CR-001

Charging Cradle

RJ-3050 | RJ-3150



PA-CR-002A

Car Mount/
Charging Cradle

RJ-4230B |
RJ-4250WB



PA-SS-4000

Shoulder Strap

RJ-2030 | RJ-2050
RJ-2140 | RJ-2150
RJ-3050 | RJ-3150
RJ-4230B | RJ-4250WB



PA-CC-002

IP54 protective case
with shoulder strap

RJ-2035B
RJ-2055WB



PA-CC-003

IP54 protective case
with shoulder strap

RJ-3035B
RJ-3055WB



PA-BC-005 (EU) PA-BC-005 (UK)

1-slot battery
charger

RJ-3035B
RJ-3055WB



PA-4BC-001 (EU) PA-4BC-001 (UK)

4-slot battery
charger

RJ-2035B
RJ-2055WB



PA-4BC-002 (EU) PA-4BC-002 (UK)

4-slot battery
charger

RJ-3035B
RJ-3055WB



PA-CR-003 (EU) PA-CR-003 (UK)

1-slot docking
cradle

RJ-2035B
RJ-2055WB



PA-CR-004 (EU) PA-CR-004 (UK)

1-slot docking
cradle

RJ-3035B
RJ-3055WB



PA-4CR-001 (EU) PA-4CR-001 (UK)

4-slot docking
cradle

RJ-2035B
RJ-2055WB



PA-4CR-002 (EU) PA-4CR-002 (UK)

4-slot docking
cradle

RJ-3035B
RJ-3055WB



PA-LPR-001

Linerless Platen
Roller

RJ-4230B
RJ-4250WB



PA-LPR-002*

Linerless kit

RJ-2035B
RJ-2055WB



PA-LPR-003*

Linerless kit

RJ-3035B
RJ-3055WB



PA-SS-001

Shoulder strap with
adaptor

RJ-2035B
RJ-2055WB
RJ-3035B
RJ-3055WB



PA-RS-001

Roll spacer

RJ-2035B
RJ-2055WB



PA-RS-002

Roll spacer

RJ-3035B
RJ-3055WB



PA-RH-002

Roll holder

RJ-3035B
RJ-3055WB



* Dealer installation only

RJ Series accessories and supplies

Customise your Solution

Brother has designed and engineered a wide range of accessories to help customise the solution to meet your specific requirement.

Our accessories help agents to equip their device in vehicle, on body and cope with power and battery demands for extended use.

Power Options

PA-BT-003

Li-ion rechargeable Battery

RJ-2030 | RJ-2050
RJ-2140 | RJ-2150



PA-BT-001A PA-BT-001B

Li-ion rechargeable Battery

RJ-3150 | RJ-3050
A **B**



PA-BT-006

Rechargeable Li-ion smart Battery

RJ-4230B | RJ-4250WB



PA-BT-008

Li-ion rechargeable battery (Standard)

RJ-2035B | RJ-2055WB



PA-BT-009

Li-ion rechargeable battery (Standard)

RJ-3035B | RJ-3055WB



PA-BT-010

Li-ion rechargeable battery (Smart)

RJ-3035B | RJ-3055WB



PA-AD-600AUK

AC Adapter (UK)

RJ-2030 | RJ-2050
RJ-2140 | RJ-2150
RJ-3050 | RJ-3150
RJ-4230B | RJ-4250WB



PA-AD-600AEU

AC Adapter (EU)

RJ-2030 | RJ-2050
RJ-2140 | RJ-2150
RJ-3050 | RJ-3150
RJ-4230B | RJ-4250WB



PA-CD-600CG

Car Adaptor (cigarette)

RJ-2030 | RJ-2050
RJ-2140 | RJ-2150
RJ-3050 | RJ-3150
RJ-4230B | RJ-4250WB



PA-CD-600WR

Car Adapter (wired)

RJ-2030 | RJ-2050
RJ-2140 | RJ-2150
RJ-3050 | RJ-3150
RJ-4230B | RJ-4250WB



PA-BEK-001WR

Battery Eliminator Kit Wired Type

RJ-4230B | RJ-4250WB



PA-BEK-001CG

Battery Eliminator Kit Cigarette Socket Type

RJ-4230B | RJ-4250WB



PA-CD-001CG

12-24V DC automobile cigarette lighter

RJ-2035B | RJ-3035B | RJ-2055WB | RJ-3055WB





Media Options

RD-R03E5

Continuous Receipt Roll

RJ-2030 | RJ-2050 |
RJ-2140 | RJ-2150 |
4200 Series

Roll Size:
58mm x 12m
Colour: white



RD-Q04E1

Die-cut Labels Roll

RJ-2140 | 2150

Label Size:
51mm x 26mm
Colour: white
Quantity: 450 per roll



RD-P08E5

Continuous Receipt Roll

RJ-3050 | RJ-3150

Roll size:
76mm x 35m
Colour: white



RD-P09E1

Die Cut Labels Roll

RJ-3150

Label size:
76mm x 44mm
Colour: white
Quantity: 335 per roll



RD-M01E5

Continuous Receipt Roll

RJ-4200 Series

Roll Size:
102mm x 27.5m
Colour: white



RD-M03E1

Die Cut Labels Roll

RJ-4200 Series

Label Size:
102mm x 152mm
Colour: white
Quantity: 70 per roll



BDE-1J000057-030

Continuous Receipt Roll

RJ-2035B | RJ-2055WB

Roll Size:
57mm x 6.6m
Colour: white



BDE-1J000079-040

Continuous Receipt Roll

RJ-3035B | RJ-3055WB

Roll Size:
79mm x 14m
Colour: white



BDE-1J044076-040

Die Cut Labels Roll

RJ-3055WB

Label size:
76mm x 44mm
Colour: white
Quantity: 70 per roll



PJ Series accessories and supplies

Power

PA-BT-002

Complete PJ Series
Li-ion rechargeable Battery
Entire PJ Range



PA-AD-600AEU

Complete PJ Series
AC Adapter (EU)
Entire PJ Range



PA-AD-600AUK

Complete PJ Series
AC Adapter (UK)
Entire PJ Range



PA-CD-600CG

Complete PJ Series
12V Car Adapter (cigarette socket)
Entire RJ Range



PA-CD-600WR

Complete RJ Series
12V Car Adapter (permanently wired)
Entire PJ Range



Additional Options

PA-RH-600

Complete PJ Series
Paper Roll Holder
Entire PJ Range



PA-RB-001

Complete PJ Series
Protective Rubber Case
Entire PJ Range



PA-RC-001

Complete PJ Series
Paper Roll Case
Entire PJ Range



PA-CC-500

Complete PJ Series
Carry Case
Entire PJ Range



PA-CM-500

Complete PJ Series
Car Mounting Kit
Entire PJ Range



Media Options

PA-R-411

Complete PJ Series
A4 Thermal Paper Roll
Size: A4
Colour: white
Amount: Equivalent to 100 A4 sheets (approx.)



PA-C-411

Complete PJ Series
A4 Thermal Paper
Label Size: A4
Colour: white
Amount: 100 sheets



PJ Series range summary

PJ-722	PJ-723	PJ-762	PJ-763	PJ-763MFI	PJ-773
A5 / A5 Full Page					

Printing

Print technology	Direct thermal					
Print speed	Up to 8 pages per minute					
Resolution	203dpi	300dpi	203dpi	300dpi	300dpi	300dpi
Max print width	204.2mm	208.8mm	204.2mm	208.8mm	208.8mm	208.8mm

Connectivity

USB	●	●	●	●	●	●
Wireless LAN						●
Bluetooth			●	●	●	
AirPrint						●
MFi					●	

General

Dimensions (mm)	255 (w) x 55 (d) x 30 (h)					
Weight (excluding battery)	480g (approx)					
Battery (optional)	Rechargeable Li-ion Battery 10.8 V*					
AC Adapter (optional)	AC adapter 15 V					
Car Adapter (optional)	Cigarette lighter plug or permanently wired					
Operating system support	Operating system support (Windows Vista 7/8/8.1/10) (Windows Server 2008/2008R2) (Windows Server 2012/2012R2) (Mac OSX v 10.8/10.9/10/10) (Linux)					
Mobile OS	Android		Android			Android / iOS
Supported commands	P-touch Template, Raster, Brother ESC/P					

*Approx. 600 sheets per full battery charge.

Third party case solutions

In addition to Brother's range of accessories for the PJ Series, you can also buy made to measure cases from third party suppliers. These are available to carry or to place within your vehicle. If you would like to know more information, or see what is available, please contact your local Brother sales office.



The Challenge

Spot checks of the district heating meters are carried out every six years. This means that every year a part of the meters – between 500 and 1,000 pcs. – will be dismantled and sent to an accredited laboratory.

In the past, technicians needed to fill out a lot of papers and print labels manually. This was both for internal use, to customers as proof of their consumption and to identify the individual meters.

The Solution

The spot checks are now done electronically using a device alongside Brother's mobile printers. District Heating Funen's technicians take out the Brother RJ-3050 printers together with iPads, for which the company has had its own app designed.

The Brother printers are used for printing special self-adhesive labels from Funen's app on the technician's iPad. The customer gets a label with a signature, and another label is attached to the meter that has been replaced.

The results

Lars Rasmussen, Team Manager of the Meter Department at District Heating Funen, says "Our progress in digitisation is already evident. We used to have a lot of binders with metering results on paper. Today, we have none".

Team Manager, District Heating Funen:

“

We carefully researched the market and only Brother's printers could live up our expectations.

”

Case Study

How Brother's label printers helped District Heating Funen



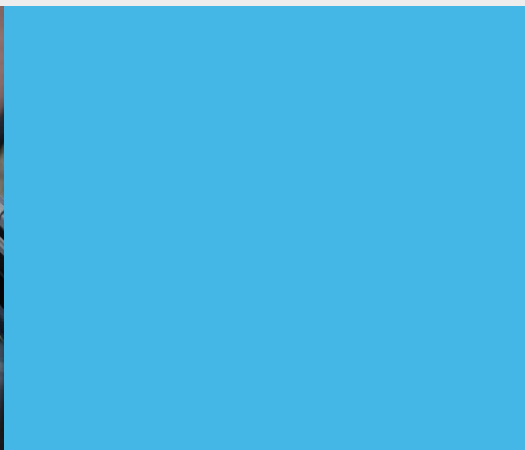
Background

When the goal is to deliver the cheapest district heating and the best customer service, an efficient workflow and low costs are core elements of the strategy.

At Funen's largest district heating company with around 90,000 customers in and around Odense County, streamlining is largely done by means of digitisation. Past paper heaps at District Heating Funen have been replaced by wireless communications and mobile devices with digital storage.

As a result, all approx. 64,000 meters of District Heating Funen can be read remotely and wirelessly. In most cases, this is done by refuse lorries that collect waste from all properties in the area once a week.

Refuse lorries are provided with radio equipment that automatically read the district heating meters when passed by the vehicles. The results are then forwarded - electronically - to District Heating Funen's computers to help the utility company's employees regularly monitor consumption, load variation and more.



brother

at your side

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