

Case Study: Field Services Solution

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Customer: Fjernvarme Fyn
Country: Denmark
Model number: RJ-3050

District Heating Funen (Fjernvarme Fyn) uses RJ-3050 Rugged mobile label and receipt printers that have played an important role in keeping track of the consumption meters, located at their customers' site.

The Customer

At Funen's largest district heating company has around 90,000 customers in and around Odense, their streamlining is largely done by digitisation.

District Heating Funen is owned by Odense and Northfunen municipalities. Their company covers approximately 97 percent of the heat demand in Odense and Otterup. In addition, new areas such as Vissenbjerg, Nr. Broby, Morud and Søndersø have joined over the last year.

The Challenge

District Heating Funen is a non-profit company, where price of heating has to be cost-efficient and follows the principle of 'self-containedness'. When their goal is to deliver the cheapest district heating and the best customer service, an efficient workflow and low cost are the core element of their strategy.

The Solution

Past paper heaps at District Heating Funen have been replaced by wireless communications, smartphones, tablets, laptops and digital storage of all important data in their process of supplying district heating to their customers. There are many details to keep organised.

Today, approximately 64,000 meters of District Heating Funen could be read remotely and wirelessly. In most cases, this could be done by Odense's refuse lorries that collect the waste from all properties in the area once a week. Refuse lorries are provided with radio equipment that automatically read their district heating meters when





Brother's RJ-3050 Rugged Mobile Printer

Brother's RJ-3050 is a compact and robust rugged mobile printer for labels and receipts printing. Weighing only 750 grams, it is easy to carry around on the move or mount in a vehicle.

RJ-3050 could print up to 80mm in width and up to 127mm per second. The printer could easily be integrated with tablets, smartphones and laptops and a wide range of accessories, making it possible to tailor-made to customers' needs.

RJ-3050 uses direct thermal technology for printing and offers USB, Wireless and Bluetooth® wireless connectivity.



passed by their vehicles.

Their results are forwarded electronically to their District Heating Funen's computers to help their employees regularly monitor the consumption and load variation. As printing was done at their customer's site, District Heating Funen has refined and streamlined their operations further by using Brother's RJ-3050 Rugged mobile printer.

Spot checks of the district heating meters are carried out every six years. Every year, a part of the meter between 500pcs and 1000pcs were dismantled and sent to an accredited laboratory. In the past, technicians would need to fill a lot of papers and print labels manually. Both for internal use and for their customers as proof of their consumption and to identify the individual meters. Now, this could be done electronically using an app on an Apple® iPad® and RJ-3050 Rugged mobile printer, which is suitable for printing labels and receipts.

Lars Rasmussen, the Team Manager of the Meter Department at District Heating Funen said that their project of digitising the replacement of meters has been in their pipeline for eighteen months. It has been in service since December 2016. "It is very important that we could identify every meter that is being replaced. The meters are part of a spot check batch and require special handling and visible identification with numbers. This precision is necessary to ensure that we could track any errors. Incorrect metering could cost both our customers and our company a lot of money.", explained Lars Rasmussen.

District Heating Funen's technicians could bring their RJ-3050 Rugged mobile printer and Apple® iPad® with their app installed inside. "We required our mobile printer must be small, solid, easy to operate and work with Apple® iPad® via Apple® AirPrint®.", said Lars Rasmussen.

"We carefully researched the market and found that only Brother's printers could live up to our expectations.", said Lars Rasmussen.

District Heating Funen currently has six RJ-3050 Rugged mobile printers in operation which run impeccably daily. More RJ-3050 Rugged mobile printers will be purchased as they plan to introduce further digitisation in future.

"Our progress in digitisation is already a piece of evidence. We used to have a lot of binders with metering results on paper. Today, we have none.", said Lars Rasmussen.