

Barcode Quality Control Solutions



Solution
Partner

Introduction

Manufacturing

Newbury Data is the UK's leading manufacturer of thermal ticket printing, encoding and issuing solutions, including desktop, OEM & mobile printing, and self-service ticket vending machines.

Value Added Distributor

Manufacturing printers since 1974, Newbury Data's reputation for our own high quality and highly reliable printers has made us the number one partner of choice to distribute thermal printers for the world's leading manufacturers such as Citizen, Intermec, Printronix, Toshiba and Zebra. 30+ years expertise in impact and thermal printing solutions has allowed us to develop unique solutions to help our customers migrate from legacy desktop or stand alone systems to use Mobile, Wireless, RFID and fully automated solutions interfacing into the latest WMS and ERP systems. Newbury Data's expertise in generating value added impact and thermal printing solutions has allowed us to develop solutions including Barcode Validation for desktop thermal printers, as well support for our clients to migrate their applications from legacy desktop or stand alone systems, to use Mobile Printers, Mobile Computers or RFID peripherals.

Auto ID & RFID Solutions

Complimenting our printing solutions Newbury Data have become a Cipherlab Partner and an Intermec Honors Partner. This enables Newbury Data to be able to deliver batch & real time mobile data capture solutions including customer specific hand held computer software or full traceability and RFID applications. Writing either bespoke mobile computing or Healthcare identification and traceability software solutions has helped make Newbury Data one of the most sophisticated GS1 Auto ID solutions providers in the UK.

Manufacturers Supported

Computers	Printers	WLAN	Software
Cipherlab	Citizen	Cisco	Bespoke
Datalogic	Intermec	SEH	Printronix
Intermec	Kroy		Seagull Scientific
LXE	Newbury Data		SOTI
Motorola	Printronix – TallyGenicom		Zebra
Psion Teklogix	PSi Laser		
	Toshiba		
	Zebra		

Professional Services

The professional services team provides wireless LAN site surveys, project management, product installations and user training programs to suit all requirements.

Media & Maintenance

Newbury Data provides advice and supply of consumables, labels, ribbons, print heads, spare parts, on-site maintenance and workshop repair services for all the products we supply.

Financial Services

Call to see how you can maximize your capital investments.



Developing & Supporting Barcode Solutions

Identify

Through detailed dialogue and excellent understanding of barcode applications, Newbury Data's experienced system analysts, sales and technical support team will help clients identify products and methods to increase productivity with maximum return on capital investments through the use of new or alternative bar-coding solutions.

Develop

Our in house team of hardware and software developers will ensure the proposed solution delivers and meets the increased application performance and financial investments.

Propose

Our detailed analysis of the solution is broken down in the proposal to help procurement professionals understand potentially unfamiliar but key components relating to (or when introducing) barcode solutions.

Evaluate

In many cases, either when introducing bar-coding solutions for the first time, or when looking to introduce an alternative manufacturers device, clients would like the operators to have a say in what type of device they would benefit from. Newbury Data has a wide choice of devices available to allow our clients to evaluate the way the printer integrates into the new or existing system to provide quality barcodes.

Supply

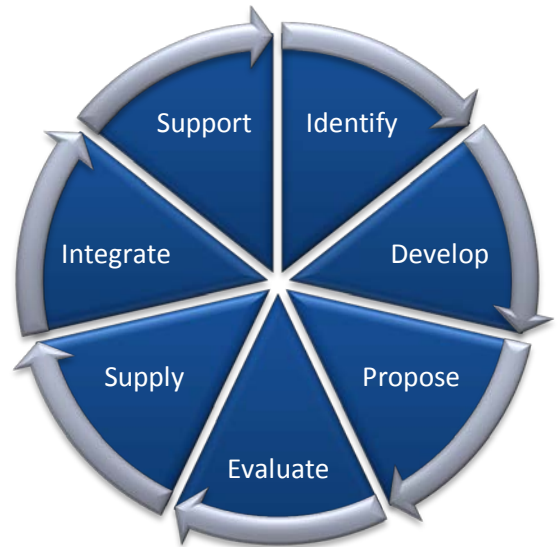
Manufacturers supported by Newbury Data directly liaise with the Sales Administration and Purchasing (SAP) Team, as well as our project managers responsible for ensuring the procurement of products and services meets key project dates.

Integrate

Newbury Data employ proven software developers and highly skilled installations engineers to provide both software and hardware integration. Professional Services support staff ensure solutions developed to meet key functional requirements are correctly installed and configured, including training of key operators and trainers.

Support

From hotline technical helpdesk, on-site maintenance contracts, workshop repairs or enhanced manufacturer warranty programs, Newbury Data's support solutions will ensure our clients receive the best after sales support available.



Barcode Solutions Development & Support Cycle

1. Application development

Alternative Printer Programming Languages (APPL)

Newbury Data has excellent knowledge of native thermal printer programming languages. Commonly, native printer programming languages simplify label and page printing formatting, and are widely used in legacy, bespoke, WMS & ERP applications. Many companies have outsourced their programming capability to re-write the software application to use up to date printer technologies. Some companies may even completely re-write or introduce new software in order to use common printing technology, even just to use up to date versions of the same technology, and all at considerable costs.

Newbury Data can help design/re-design and support new and/or existing dot matrix, laser and thermal printing applications using **Printronix Character Substitution Tables "CST's"**, known as an Alternative Printer Programming Language ("APPL"). APPL's control and interpret text and bar code data from peripherals and non-compatible printer programming languages to allow the use of alternative printing technologies as well as alternative manufacturer printers.

APPL will benefit customers who want to:

- replace discontinued legacy printers for up to date versions of the same technology
- convert existing data streams to support alternative technology printers
- convert existing data stream to alternative manufacturers of the same technology printers
- convert existing text data streams to text and bar code data streams for the same or alternative technology printers
- create "value-add" solutions to existing printers

APPL Cost benefits

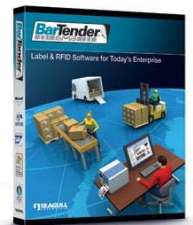
- no costly software re-works
- no system re-design
- no additional purchase and training for new software programs

2. Label Design Software

Seagull Scientific – Bartender Label Design Software

Enterprise Automation

Our most powerful edition. Includes all of the label design, printing, software integration, and data sourcing features of the Automation edition, plus advanced server functions for centralized printing, security and administration. Includes BarTender Web Print Server to print labels from any browser. Contains our most advanced integration features, including TCP/IP triggers, SAP AII, Oracle XML, XML transforms, and XML scripting. Includes full functionality for all of the Companion Applications, including Librarian and logging to centralised databases. Tracks printer parts inventory and in-printer media usage.



Automation

All of BarTender's most powerful label design features. Numerous software integration tools, such as ActiveX Automation, enterprise messaging and Seagull's Commander utility for cross-platform integration. All the data sourcing of Professional, plus support for SAP IDocs. Includes all of the Companion Applications except for Librarian, but not all of the features. Logging to local databases only. Includes all available RFID design and encoding capabilities.

Professional

All of BarTender's most powerful label design features. Data access for network databases (using OLE DB and ODBC), as well as spreadsheets and text files. Includes two of the Companion Applications: Batch Maker and Print Station.

Basic

The most frequently used label design features. Includes all text, graphics, bar code, and most serializing capabilities. Useful for keyboard and scanner-supplied label data only. Print Station is the only included Companion Application.

3. Barcode Label Printers

T5000r ENERGY STAR

T5000r combines reliability, utility, power and flexibility for demanding duty cycles and environments, and provides the open migration to RFID for future requirements. The T5000r supports the widest range of connectivity and control without sacrificing performance and provides the ability to meet new application and compliance requirements. (Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.)



Features

- 166MHz 32-bit RISC processor for ultra-fast processing and throughput performance
- 64MB SDRAM memory and 16MB Flash with font and image storage capability
- 625m ribbon reduces downtime and supply cost
- Smart Ready design provides the migration path for future RFID implementation (4in/6in only)
- Embedded Zebra, TEC, Intermec, Sato, Datamax, Monarch and IER programming language support
- XML forms printing with embedded industry standard forms and templates
- Printronix Extensible Markup Language (PXML) interface enables real-time printer management and job control
- Unique dual motor ribbon system eliminates clutch replacement and ribbon wrinkle promoting good bar codes
- Easy side-load, cleaning and maintenance for less down time
- Eliminate costly service calls with field installable snap-in printheads with easy resolution change
- Aluminium die-cast design dampens vibration and maintains precise printer alignment and bar code quality
- Ventless system operates in environments with airborne particulate matter without compromising performance or jeopardizing print quality and media

Online Data Validation

Printronix Online Data Validation (ODV) is an option exclusive to our T5000r thermal bar code and SL5000r MP2 RFID printers. ODV is a tool that can save time, money and the frustration of stalled productivity.

This unique quality control option inspects every bar code on every label printed on a Printronix T5000r or SL5000r. Specifically, ODV technology analyzes each bar code just after it's printed. This 100 percent analysis verifies that the printed image complies with each bar code's published quality specifications. This ensures that each bar code will scan successfully. If any bar code on a label fails, the label is automatically cancelled and a replacement label is printed.



Bar code labels are a vital link in the production cycle. Unreadable bar codes reduce efficiency, resulting in delayed response to market needs, non-compliance fines and lagging production lines. Online Data Validation analyzes each bar code to ensure it meets stringent verification standards.

Printronix Online Data Validation can help you:

- Stop bad bar codes from getting into your production or distribution systems - without interruption
- Run your bar code labelling system unattended while minimizing cost and allowing almost instantaneous ROI thanks to our unique void-and-reprint technology

Printronix closed the bar code creation process loop by creating ODV Data Manager, part of the PrintNet Enterprise Suite, as a solution for fully automating bar code quality control. ODV Data Manager helps you to:

- Capture and display all bar code quality data to ensure enterprise wide remedies for error conditions
- Enable the storage of all bar code quality data in common database applications, such as Oracle and DB2
- Provide unprecedented visibility of mission-critical print operations

4. Device Management Software

PrintNet Enterprise

PrintNet Enterprise provides flexibility by placing total control of worldwide print operations in your IT network manager's hands. By combining a fully integrated Ethernet Adapter and Java-based remote management software, you can organize your thermal, RFID, line matrix and laser printers into a worldwide printing network that you can remotely control and monitor from a single PC.



Features

- Centrally manage, organize and control Printronix printers remotely on a LAN/WAN
- Remotely control, configure, manage and monitor printers over the network
- Maximize printer uptime by instant response to printer issues from email, pager or cell phone alerts
- Utilize remote front panel emulation to secure and protect printer configurations by locking out unauthorized users
- Designed for upward compatibility to support and manage the entire Printronix family of future printers in a fast expanding network

PrintNet Enterprise - Ethernet Print Server

PrintNet Enterprise is an industry leading solution that consists of a flexible Ethernet connection and sophisticated remote printer management capabilities.

Flexible Print Server

The flexible Ethernet 10/100-Base-T network card is a high performance, multi-protocol printer server that simultaneously supports Novell Network (NDS & NDPS), TCP/IP and all Windows platforms. It features an embedded Web server that provides browser based remote management. Its built-in alert management allows you to receive instant email alerts or SNMP traps when the printer goes into a warning or error state.

The printer server is compatible with your choice of enterprise, LAN or user management tools. It supports the Internet Engineering Task Force (IETF) standard printer MIB, allowing the printer to be monitored by most management tools with unprecedented ease. To supplement your management need, the print server comes with a sophisticated remote management application called PrintNet Enterprise.

Unprecedented Flexibility

The print server implements a logical printer architecture that allows it to act upon the incoming print data before the printer processes it. You can dynamically change the data stream before it is printed and you can ensure that a predefined printer configuration is loaded and active before the print job is processed.

So now you can use different form type without having to worry that the proper printer configuration is loaded before it is printed. With the PrintNet Enterprise flexible print server, the correct printer configuration will be loaded before your job is printed ... guaranteed.

Your investment in the PrintNet Enterprise print server is protected. Its flash memory allows you to download product enhancements quickly, easily and from a single location. So as your network grows and changes, PrintNet Enterprise can grow and change along with it.

5. Barcode Verification & Quality Control

Barcode Verification - Monitor bar code quality for heightened accuracy.

A bar code provides the world's least expensive and most robust method of data entry. Likewise, verifiers scan barcodes, then decode and report the encoded data. A bar code verifier has the additional capability of analyzing the bar code's print quality and encoded data per published industry specifications.

Bar code verification is the most certain way to assure that you are printing good codes. The bar code, which began circa 1975, is virtually everywhere. You cannot find a product that does not have a bar code associated with it somewhere in its life. It is the least expensive and most reliable method of entering data.

Despite what some printer manufacturers may say, there is no perfect print process.

- Thermal printers may have ribbon wrinkles, burned out print head elements, improper heat and speed settings or a miss-marriage of the ribbon and face stock.
- Impact printers may have miss-aligned hammers or an overused ribbon.
- Laser printers may have fuser problems, low toner or a face stock that is improperly top coated.
- Ink jet systems contend with clogged jets, low contrast and differing substrates.

With that being said, printers today do produce high quality print and any printer type, if properly maintained, will print good bar codes, most of the time. However, this may even make the problem worse. Knowing that the printer is likely to print a good code means that inspection becomes less appealing.

Companies cannot afford to have someone do constant visual inspection and if they could the inspector would rapidly lose interest. This means that bar codes go unchecked. Enter the need for verification.

Why Verify Bar Codes?

A verifier is not the same as a scanner

A scanner is typically a mass-produced item that provides machine recognition of the data encoded in a bar code symbol. Using a scanner to read a bar code only assures that the scanned bar code has some region on it that is readable, by that scanner. Therefore, the better the scanner, the less bar code quality assurance is maintained. A verifier, on the other hand, is a precision instrument that is made to predict how well the bar code will be read by the typical scanner, any scanner. It should decode, measure and check formatting of even the most inferior symbol and indicate area(s) that are deficient so that corrective action may take place.

There are two methods of bar code verification, traditional and ANSI

Traditional verification analyses how well the code was printed. It looks at parameters such as print contrast, absolute element widths and average bar deviation. ANSI verification predicts how well a scanner incorporating a particular wavelength of light and a particular aperture size will read a symbol. ANSI looks at eight criteria: edge determination, minimum reflectance, minimum edge contrast, symbol contrast, modulation, defects, decodability and decode. It does this by taking a scan reflectance profile of the code and analysing that profile.

Where a verification system should be placed?

Verification should take place right after or during the printing process and before the bar codes enter the system. If you are printing bar codes for others to scan, you should verify with the philosophy that any bad bar codes should be reprinted. If you are receiving bar codes from others, you should verify before letting bar codes into your system.

Why should verification systems be put into place?

Verification should be done to ensure that the bridge between printing and scanning is accurate, to minimize faulty scanning and to ensure that inferior codes do not enter the system. Inferior codes cost time, productivity and money. If a code does not read at all there is a return to the slow, error prone manual data entry and this causes bottlenecks or may stop enterprise critical applications. If the code reads after several attempts there is a waste of time and a chance of repetitive movement injuries. And, if a code reads with errors then there is a contamination of your database.

What industries need verification?

Every industry that has a high cost associated with printing bad bar codes should have a verification system in place. Let's face it; if the cost of printing a bad bar code is non-existent or minimal there is no need to check the code. However, the converse is also true. If by printing a bad bar code you receive fines, potentially lose business, have to do costly re-work or have other potential high cost repercussions then a verification system is warranted.

Many companies and industries need verification systems, such as;





- Suppliers to major retail chains need to avoid getting fined for non-readable bar codes.
- Printing companies providing bar codes printed on press and imprint houses providing bar codes printed on printers can avoid costly re-work of jobs by implementing a verification system.
- Medical and pharmaceutical suppliers need to ensure properly marked product to avoid dispensation of incorrect materials.
- Chemical companies need to ensure properly marked product to avoid costly fines and law suits.
- Suppliers to the automotive industry need to ensure labels meet the AIAG specification.
- Companies running a highly automated warehouse that uses scanners to route packages can avoid bottlenecks and stops by putting a verification system in place.
- Every company should have verification systems due to substantial repercussions for printing bad codes.

One last thought, if you are spending thousands of dollars on an AIDC system with labelling, data collection, inventory control or the like, shouldn't you ensure that the bar codes for that system are able to be read?

Four Good Reasons to Verify Bar Codes

1. Improve Quality
 - To ensure maximum reliability in the interface between bar code printing and scanning technologies.
 - To meet ISO 9000 requirements.
2. Increase Productivity
 - To achieve high first-time read rates
 - To minimize the probability of operator injury due to repetitive motion
3. Avoid Unnecessary Costs of Goods
 - To enable less skilled labour costs; to reduce the possibility of extra labour costs for remarking.
 - To minimise costs of returned products, such as repackaging and shipping.
 - To avoid compliance penalties and production line shutdowns.
4. Achieve more accurate MIS information for more informed decisions
 - To improve the quality of the entire AIDC system which is compromised by faulty scanning?

Barcode verification methods & feature comparisons

				 B-VARS
Function/Feature	Desktop Printer & Hand Held Verifier	Desktop Printer & On-Line Verifier	Printronix T5r Energy Star Printer & On-Line Verifier	Printronix T5r Energy Star Printer, On-Line Verifier & B-VARS
Barcodes Supported	1D	1D	1D	1D
Verification Process	Manual	Automatic	Automatic	Automatic
Barcodes Verified	Typically: First, Middle, Last	All	All	All
Failed Barcode Label Overprint	No	No	Yes	Yes
Automatic Label Re-Print	No	No	Yes	Yes
Automatic Email Notifications on Error Alerts	No	No	Yes	Yes
Errors identification point	At time of use	Reported as Head Open only	on LCD At time of print	on LCD At time of print
Verification Results Captured	Limited by Memory	No	Limited by Memory	All
Internal File (Output) Formats	.CSV .TXT files	No	Log Files	Stored SQL Database
Data Export Capability	Manual	No	Manual	Automatic
Captured Barcodes Records Capacity	Limited by Memory	No	Limited by Memory	Only Limited by PC/Server HD Size
Database Management System	No	No	No	Yes
Multiple Printer Monitoring from one PC	No	No	No	Yes
Verification Output (Customer) Reports	Limited	No	Limited	Unlimited
Barcode Data Validation	No	No	No	Yes
Customer/Application Job Control	No	No	No	Yes
Sequential Number Validator	No	No	No	Yes
Missing Barcode Identifier	No	No	No	Yes
Pause/Stop Printer on Error Alerts	No	No	No	Yes
Verification Reports Individual/All Barcodes	No	No	No	Yes
Compliance Reports Individual/All Barcodes	No	No	No	Yes
Record Media Type (Label and/or Ribbon) Used	No	No	No	Yes
Media Usage Reports	No	No	No	Yes

Quality Control Software

Barcode - Verification and Reporting System (B-VARS)

About

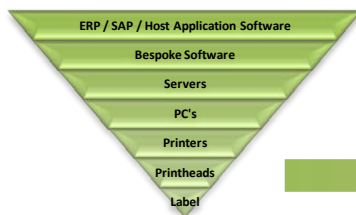
Newbury Data, a leading UK based GS1 barcode and RFID solution provider has created a Barcode Audit Reporting System. The solution includes total printer management, barcode quality control, recording and reporting based on Microsoft SQL.

From automotive to healthcare, retail to pharmaceutical, consumer packaged goods to department stores, many businesses utilise bar codes for internal logistics, cross-docking and manufacturing operations. Accurate barcodes are vital in maintaining the efficiency in today's supply chain. This has increased the importance to ensure all bars within barcodes are of the highest quality. Every barcode must read every time.

B-VARS

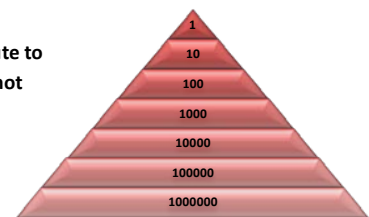


Summary of Comparable Costs, by product



Printers, print heads and labels can contribute to significantly high volumes of problems if not applied and managed correctly.

Summary of potential points of failures, by product



The implication of bad bar codes at any point in the supply chain is great and far-reaching, including but not limited to:

- Chargebacks
- Lost/delayed shipments
- Lost productivity
- Non-compliance fees
- Slow production lines
- Lost customers

Application Features include:

- Printer Management & Error Alerts
- Print Task Manager
- Sequential Numbers Validator
- Barcode Verification
- Application Alerts
- Label/Ribbon Usage
- User Defined Searches
- User Reports

Verification Features:

- Barcode verification/quality control to ANSI standards
- Barcode label/data duplication
- Missing barcode/label

6. Labels & Ribbons

A **label** is a piece of paper, polymer, cloth, metal, or other material affixed to a container or article, on which is printed a legend, information concerning the product, addresses, etc. A label may also be printed directly on the container or article. Labels have many uses: product identification, name tags, advertising, warnings, and other communication. Special types of labels called digital labels (printed through a digital printing) can also have special constructions such as RFID tags, security printing, to sandwich process labels. Pressure sensitive label adhesives are commonly made from water based acrylic adhesives, with a smaller volume made using solvent based adhesives and hotmelt adhesives. The most common adhesive types are:

Permanent	Typically not designed to be removed without tearing the stock, damaging the surface, or using solvents. The adhesion strength and speed can also be varied. For example, full adhesion can be nearly instant, or the label can be almost removable for a short period with full adhesion developing in minutes or hours (known as repositionable adhesives).
Peelable	Adhesion is fairly strong and will not fall off in normal circumstances, but the label can be removed relatively easily without tearing the base stock or leaving adhesive behind on the old surface. The adhesive is usually strong enough to be applied again elsewhere. This type is frequently known as 'removable'. There are many different types of removable adhesives, some are almost permanent, some are almost 'ultra peelable'.
Ultra-peelable	Designed principally for use on book covers and glass, when removed these adhesives labels do not leave any residue whatsoever. Adhesion is weak and only suitable for light duty applications. Normally these labels have very little adhesion to anything once they've been removed.
Freezer/Frost fix	Most permanent and peelable adhesives have a service temperature limit of -10 degrees Celsius, whereas freezer (otherwise known as frost fix) adhesives have a service temperature -40 degrees Celsius and are suitable for deep freeze use.
High Tack	A type of permanent adhesive that exhibits a high initial grab to the application surfaces, and is commonly used at higher coat weights to enable labels to adhere strongly to difficult, rough or dirty surfaces.
Static Cling	This is not actually an adhesive at all. The material (usually PVA) has a static charge to enable its adhesion to flat, smooth surfaces such as glass. It is not sticky as such and is commonly used for window advertising, window decorations, oil change labels, etc.
Stock types	The "label stock" is the carrier which is commonly coated on one side with adhesive and usually printed on the other side.
Direct Thermal	Direct thermal label stock will change colour (usually black) when heated. A heating element in the shape of letters or images can be used to create an image on the label. Custom labels can be easily be made on location in this way. A disadvantage is durability, because another heat source can ruin or obscure the image, or it may fade completely over time.
Thermal Transfer	Thermal Transfer for applications that cannot use Thermal (Thermal Direct) label material because of heat source proximity or short label life, a more widely used material is Thermal Transfer Label printer. This material has the advantage of a much longer readable life and does not fade with time or heat. Most major manufacturers of Thermal Printers can be used for either Thermal Transfer (TT) or Thermal (DT) labels. A thermal transfer ribbon will be required to print the labels. The cost of the ribbons + TT labels is similar to that of the DT labels on their own.

Ribbons:

Thermal Transfer Ribbon Types

- **Wax** is the most popular with some smudge resistance, and is suitable for matte and semi-gloss paper labels.
- **Wax / Resin** is smudge resistant, suitable for semi-gloss paper and some synthetic labels.
- **Resin** is scratch and chemical resistant, suitable for coated synthetic labels.
- The stock type will affect the types of ink that will print well on them.

7. Print heads, Parts & Cleaning Wipes

Genuine Print heads & Parts set the standard

For quality and performance, nothing outperforms genuine printers. Genuine parts inside every bar code printer is tested, designed, and manufactured to meet exacting equipment specifications. With Genuine parts, you will continue to enjoy the same durability and trouble-free operation.



QUALITY

All genuine parts and printheads are stamped from the same tool and dies as the originals, then thoroughly inspected to ensure they also fit as precisely as the original parts. Printheads and parts are made with the same high-quality materials to provide superior performance and protection against wear. Imitation printheads are copies of the originals. They may not live up to original equipment specifications for print quality, printhead life, fit, or function.

PERFORMANCE

Genuine printheads and parts help keep your printer performing like new thanks to their unparalleled fit and function. Imitation printheads and parts are built to the “like kind and performance” standard, which means they must be similar to the original—but they don’t have to be an exact match. Consider the hidden costs of potential future repairs and problems, and potentially reduced printer life, that can result from using alternative parts.

RELIABILITY

Thermal printers are built to exacting standards. For example, a printhead is designed to drop in directly to the fitting, preventing potential errors and accidents at installation and during use. Genuine parts manufacturers deliver a combination of reliability and consistency that is unmatched in the compatible industry. When it’s time for maintenance, you’ll be glad you used genuine parts.

KEEP YOUR PRINTER GENUINE...

When a print head’s life ends, it’s tempting to think of using an (initially) less expensive replacement. Imitation printheads cost less for many reasons. They are not made from original equipment specifications or to original manufacturers high-quality standards. The small amount you may save now will barely cover the aspirin you’ll need if the imitation parts don’t work as well or last as long! Don’t compromise on quality. When you need a replacement printhead or mechanical, electrical, or maintenance parts, insist on genuine printheads and parts.

Printhead Cleaning Wipes

MORE VERSATILE than other printhead cleaning options

Reduce the cost of premature printhead failure & reduce expensive downtime with the industry’s most versatile printhead cleaning wipes. The printhead is the most critical component of your printer and one of the most delicate and expensive. Most print quality problems are a direct result of improper care of the printhead. A consumable that wears over time, much like the brakes on your car, requires proper installation and on-going maintenance to ensure a long life of service for your printer.

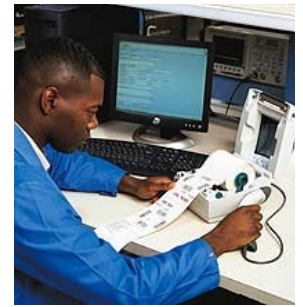


Printer manufacturers recommend regular cleaning of the printhead to remove any build up of residue caused by label dust, adhesive and dirt in the atmosphere. This build up of residue will, over time, become baked onto the printhead. This will then interfere with heat transfer, causing the heater elements to overheat to the point of failure. Use Versawipes to keep your thermal print heads, platen rollers and label sensors clean and healthy. With a single product you can keep your thermal print heads in first class condition, whilst maintaining a clean and healthy localised working environment.

100 easy to use wipes in each container for convenient storage right next to your printer. The container allows for easy access to the wipes without any wasteful individual sachets. Unlike other print head cleaners such as ribbon attachments, pens and sachets, Versawipes will enable you to keep all parts of the printer and surrounding print area clean and healthy. A single versatile product for the complete job. Keep a tub of Versawipes next to all of your printers and use daily for the maximum benefit. Keeping your print heads clean and healthy will ensure you help reduce the cost of premature printhead failure and reduce expensive downtime.

8. On-site Maintenance & Workshop Repair Services

In today's demanding work environment that depends on mission critical barcode label printing, scanning or mobile enterprise solutions, working together with enhanced warranty, workshop services, printer repairs, and back-up solutions has become the key to any professional company running a streamlined operation. Newbury Data recognises that most companies will support their data capture applications with a variety of different hardware solutions from multiple manufacturers, usually all with varying warranty offers and repair programs. Using multiple manufacturers or even the same product from the same manufacturer over a period of time can also create the need to manage different version releases, or different firmware revisions to ensure application consistency.



Managed Repair Services – 1 Supplier, 1 Contact

Newbury Data offers multiple workshop repair services or enhanced manufacturer support programs for many manufacturers. As a manufacturer of dot matrix and thermal ticket printers ourselves, repairing and disposing of our own discontinued printer ranges offer our clients the opportunity to utilise our in-house WEEE directive program to help with disposal of products that are beyond economical repair, or that they simply have no further need for. Using multiple manufacturers requires companies to employ administration of multiple repair programs or support contracts, where as managed services enhancing manufacturer repair programs and support contracts through 1 supplier, 1 contact significantly reduces all support administration complications and costs.

Newbury Data Service options include:

On-Site Maintenance	Newbury Data provide a range of standard and tailored on-site maintenance contracts to meet our clients service level expectations.
Custom Configuration Service	Deploying multiple or many devices can be very time consuming/costly for a company IT dept, especially regional or national departments spread across a wide area. Mobile computers need custom software loading and configuring, whilst thermal printers require preferred media and printhead settings loading prior to use. Newbury Data trained staff can manage the loading, configuring and testing of custom software for mobile computers and printers, ensuring all meet the client's specification and application requirements, including DOA testing, asset tagging and reports.
Time & Materials Service	The service for customers who prefer to pay labour by the hour plus parts costs for ad-hoc repairs. Faulty products are returned via the on-line RMA system. Once received the product is evaluated providing the customer with a fault report and quotation. The client either provides an order to proceed, or requests the product be returned or disposed at an agreed rate.
Fixed Price Repair Service	Fixed price repair services are the preferred options for companies with larger volume estates or have roaming users, and want to budget for an agreed cost per service event. Prices are based on the product specification, service level agreement required and either an agreed volume or expectation of events to occur in an agreed time period.
Hot Swap Service	Our hot swap service includes an agreed spares pool (either on-site or in the workshop) to be used for immediate delivery when a service event occurs. The faulty unit is returned by the client (or collected by agreement) for repair and put back into the spares pool. The hot swap service also includes configuration of custom software and settings, version releases or firmware etc prior to despatch.
Enhanced Warranty Programs	Many mobile computer manufacturers will not authorise 3rd party service providers to repair or refurbish certain parts or components, either during or after warranty periods. Newbury Data work with these manufacturers to provide a single point of contact for the customer to ensure the device is repaired, configured and returned to the customer or the spares pool within the service level agreed.

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