

The Job Link[®] System

Featuring Real Stories from Commercial, Residential and Refrigeration Job Sites; Plus, the Perspective of Field Techs, Service Managers, Business Owners and Customers.

"We're committed to creating more and more new products compatible with the Job Link System" ~ Tony Gonzalez, Fieldpiece Training Manager



Fieldpiece Instruments



What is Job Link?

Job Link® System is a robust app used with compatible HVACR test instruments for troubleshooting, diagnosing and evaluating HVACR systems.



The Job Link® System: An HVACR Technician's Right-Hand Companion

Fieldpiece Instruments has come a long way since its inception in 1990. Throughout its 30-year journey that has kept the needs of HVACR technicians always paramount, Fieldpiece has created, innovated and nearly perfected tools that enable industry professionals to complete a huge variety of jobs from the simplest to the most complex – faster, smarter and more accurately than ever before.

Fieldpiece understands that the HVACR trade is not a one-size-fits-all industry. Instead, technician specialties range from residential air conditioning and heating, to industrial and commercial refrigeration, and commercial air conditioning and heating. For each of these experts, Fieldpiece Instruments has devised specific tools custom-designed to each professional's unique needs, but there's one distinctive product that is a hand-in-glove fit for all – the Job Link System application.

What is Job Link?

The Fieldpiece Job Link System is a robust app used with compatible HVACR test instruments for troubleshooting, diagnosing and evaluating HVACR systems. The Job Link System is widely known for its ability to provide HVACR pros with a single platform to seamlessly run measurements solo or across an entire enterprise all in one single place. It is how many savvy HVACR experts run their businesses and communicate with customers. As a tool that the pros trust, and one that instills confidence from a customer's perspective, the Job Link System's capabilities include: professional reports, live measurements, advanced calculations, system diagnostics, inspection checklists, photo and note storage and email measurements in PDF format. What's more – there is no need for Wi-Fi to connect to the system, as Job Link connects directly to your tools.

Professional Reports

Live Measurements

Advanced Calculations

System Diagnostics

ORIGIN STORY AND EVOLUTION

Initially designed to make technician jobs easier by eliminating the clipboard and messy, disorganized documentation of measurements, the Job Link System, which launched in 2014, grew well beyond its original intent.

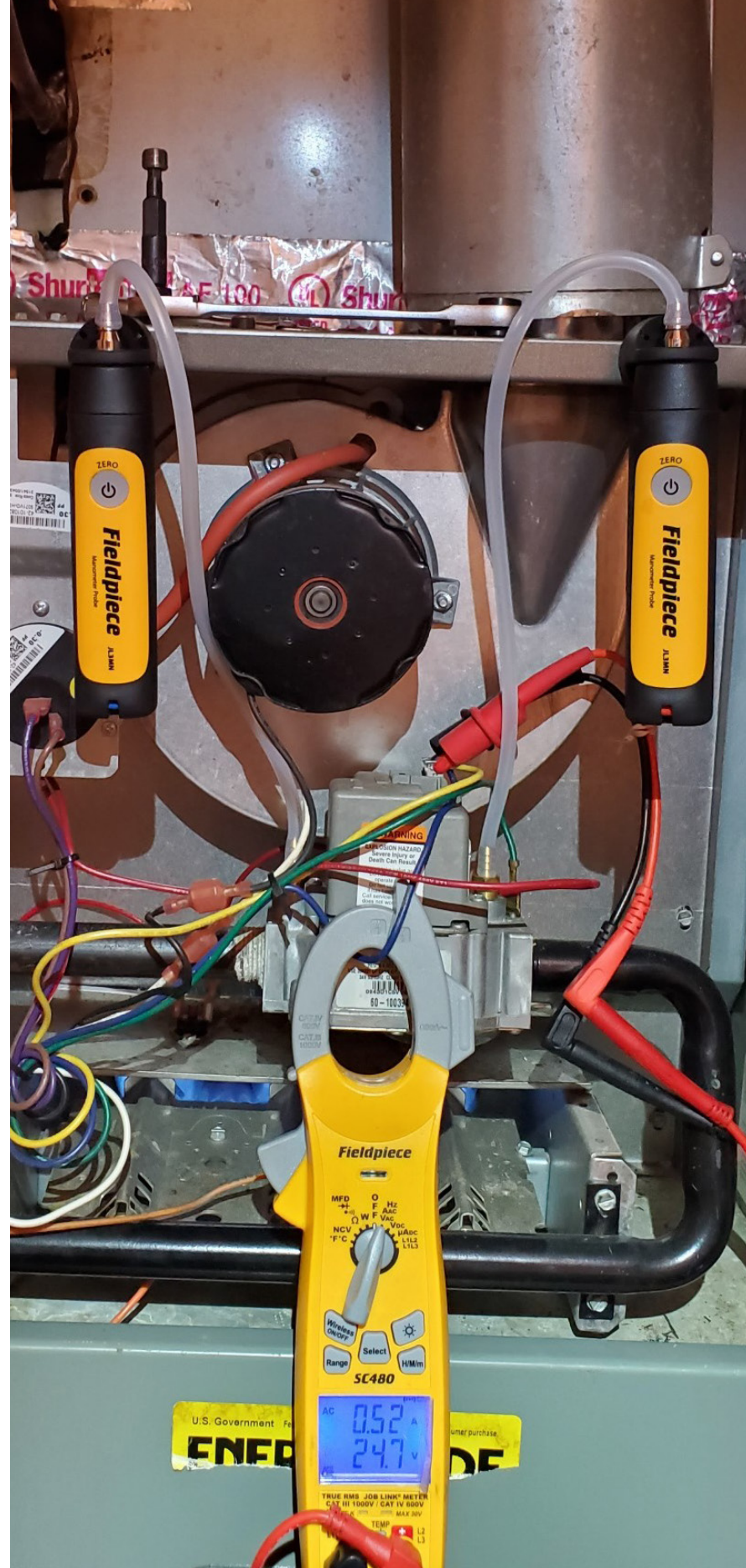
The early version allowed individuals to create a system within a job that could run through inspection checklists, add photos and notes to a system report, as well as view live measurements from the tools that were compatible at that time – such as the SMAN4 Digital Manifold and SDP2 Dual Port Psychrometer, which required the JL2 transmitter in order to connect the tools to the phone.

“Originally, the Job Link System was designed to enable techs with a tool that would optimize their work, facilitate them doing their jobs better and make it easier to connect to tools they trust,” shared Tony Gonzalez, technical training manager at Fieldpiece Instruments. “It evolved over time by improving the way tools connect, now with Bluetooth capabilities, and the number of products Fieldpiece offers linking to the system. It’s now a powerful platform that industry professionals can lean on as an office-on-the-go, including features that can save companies time and money.”

Features and Benefits

The Job Link System mobile app increases the level of professionalism on every job and in the back office by allowing service people to not only eliminate their clipboards, but also by virtually adding another technician to the job – reducing call-backs and increasing efficiencies with reliable and trusted system measurements, diagnostics and reporting! Here are some of the numerous advantages of working with the Job Link System:

- **Professional Reports:** Wow customers with in-depth reports customized to any individual company's preference, layout or look.
- **Live Measurements:** Get live measurements from multiple places at once. Make adjustments with real-time, dynamic data.
- **Helpful Diagnostics:** Minimize call-backs by diagnosing a system correctly the first time. Impress customers with easy to understand air flow and charge diagnostics.
- **Invoicing and Accounting Integration:** Create and send professional invoices with job details. Enjoy online QuickBooks integration.
- **Photos and Notes:** Keep helpful notes and attach photos to record the state of equipment for future reference.
- **Inspection Checklists:** Highlight maintenance and sales opportunities and verify job completion with customers.
- **Build Teams:** Create and assign techs to teams. Easily access all job and customer history, and quickly search job or customer data.
- **Live Look-in:** See the same measurements that the service tech is seeing in the field to easily help diagnose problems and reduce call-backs.



JL3MN - Job Link Manometers
SC480 - Wireless Power Clamp Meter

Why Industry Pros Choose Job Link

Jam-packed with features and benefits, this leading industry hardware integrated with powerful field-service software is beneficial for contractors, technicians and customers alike. While the features vary depending on the level of subscription, the app provides benefits across the board:

- **Customers** can trust that they are not overpaying for services or being talked into work that they don't need. Professional-looking Job Link reports lay out diagnostic data and provide a tool to help customers better understand the issues, creating peace of mind. Technicians can demonstrate real-time readings, provide reports and create invoices, all from one interface – empowering client confidence and allowing techs to look more professional than ever before.
- **Field Technicians** can generate on-the-spot professional reports and have the ability to address precise repairs on the first inspection, reducing call-backs thanks to accurate diagnostics. They can also better advocate for proposed recommendations with skeptical clients who don't always trust quickly jotted-down or verbal assessments by sharing formal diagnostics via professional reports. Impress customers with real-time readings, professional reports and invoicing, and get the job done more quickly and with less effort by eliminating the inconvenience of walking back and forth between tools and units to take readings – creating increased efficiency.
- **Service Managers** always talk about needing to hire more techs that are good at what they do. Remote look-in features mean that seasoned pros back at the office can weigh in on complex cases – helping to ensure the best possible outcomes – without needing to travel to the job site. Help your field professionals get the job done right the first time, and keep teams organized and production optimized, from anywhere at any time with more oversight and less hassle.
- **Business Owners** love that professional-looking Job Link reports lay out diagnostics data and provide a tool to help customers better understand the issues, creating the kind of peace of mind that keeps them coming back and referring their friends. Job Link helps pros provide reports and create invoices all from one interface, helping business owners stay organized and keep track of team production, empowering client confidence and allowing techs to look more professional. From sending one tech where two would typically be needed, to integration with QuickBooks and the elimination of math errors from paper invoices, Job Link makes running an efficient and profitable HVACR business easier than ever.

INDUSTRIAL AND COMMERCIAL REFRIGERATION TECHS

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Dustin Peoples, an HVACR tech in commercial restaurant refrigeration and a man who wears many hats, relies on the Job Link System for quick and precise work. "I love Fieldpiece wholeheartedly. I especially love using the Job Link app for ice machines. Monitoring the pressure of each system can be really time consuming. With these tools, instead of watching the ice machine make ice, I can program it to run the test, pull the data and watch the data gather," said Peoples. During routine checks at restaurants, Peoples monitors temperatures and data, which typically entails standing in the walkway of chefs and cooks. "The ability to be away from any piece of equipment and work remotely is really helpful. I'm able to pull data as it's happening in real time, cooling or not cooling, from a distance...and not being awkwardly in the way of cooks."

With compatible wireless tools, like the Job Link System Psychrometer Probe, which are powerful enough to read through most walk-in coolers and freezers, technicians like Peoples are able to get quick and easy measurements

"Through Job Link Pro, I am able to train new techs and make them experts in no time..."



anywhere on the system.

"We are the only wireless tool in our industry that can get the signal from inside of the freezer to outside," added Fieldpiece's Tony Gonzalez. "And because we have the longest-range wireless tools, we are able to maintain connection while the freezer is closed, keeping techs out of the cold."

Commercial Air Conditioning and Heating Experts

HVAC service technician, Chris Anderson, is no stranger to Fieldpiece products, including the Job Link System. With his specialty in commercial air conditioning and heating, his clients include national retail companies dispersed across the United States. While there is only one of him to train techs going out in the field, he trusts his right-hand man – the Job Link System – to ensure continuity of service and assist him in leading his team with confidence.

For Anderson, the monthly subscription plan made the most sense for his business structure. With Job Link Pro – a \$12 monthly subscription – he can do more than take live measurements, receive advanced calculations, assess system diagnostics and more. Because of his need to train people remotely to ensure that service quality is up to par, Anderson relies on the Live Look-In feature that enables a supervisor to see the same measurements a tech is seeing in the field to easily help diagnose problems. "Through Job Link Pro, I am able to train new techs and make them experts in no time," Anderson said. "I can't always jump onto a plane to do the job or train others, and this app gives me the ability to get eyes on the work to figure out any problem my techs are having issues with – anytime, from anywhere."

His favorite benefit of the tool is saving money from simply cutting back on travel and accommodation expenses. "With Live Look-In, you can get as many eyes as you need on any job without paying for the flights and hotels," added Anderson. "Not to mention, it's nice to have a portable office that can practically run a business."

RESIDENTIAL AIR CONDITIONING AND HEATING PROS

While the Job Link System app of today is intended to assist all technicians in every specialty, it was originally designed to assist those in residential air conditioning and heating. The initial idea was about guaranteeing the professionalism of teams, reducing call-backs and allowing technicians the ability to be in multiple places at one time thanks to the compatible tools that communicate directly to any mobile device.

According to Gonzalez, "Fieldpiece Instruments wanted to diminish the use of the clipboard for jotting down measurements, and instead rely on one single user-friendly app that would capture all the readings, generate reports and keep inspection checklists stored for future use."

Luis Zelaya, a residential technician from Kansas City and service manager of Summit Heating and Cooling, and his team of 30 techs stand by Fieldpiece products, including the Job Link system. "We give customers value through the quality of work and documentation we can provide thanks to the Job Link System," stated Zelaya. "It's common to find customers lacking trust in technicians – either feeling the assessment is inaccurate or that they're being overcharged for a job. With this tool, we can spend less time next to a unit and more time walking a customer through the diagnostics and explaining what it is we are doing – which goes a long way toward building trust and relationships."

For residential techs like Zelaya, a complete system like Job Link facilitates the work while allowing techs to build a customer base. "It goes beyond getting the job done quicker – pulling measurements faster, generating a report on the spot and being able to multitask," Zelaya added. "The reporting is a game-changer. We use it to give customers quality that is proven."



What's Next for Job Link?

The Job Link System has become universally relied upon in the industry, and it just keeps getting better. R&D is constant, and innovations are always in the works. "We're committed to creating more and more new products compatible with the Job Link System," added Gonzalez.

From being able to take multiple measurements in multiple locations in real-time, to reducing call-backs, to diagnosing and evaluating systems in record time and giving techs a more professional look, this system is the real deal. The options for how techs decide to use the system are limitless, which is why Job Link is available via three-tiered pricing levels.

To learn more or to request a demo or 60-day free trial, visit <http://www.fieldpiecejoblink.com/>.

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