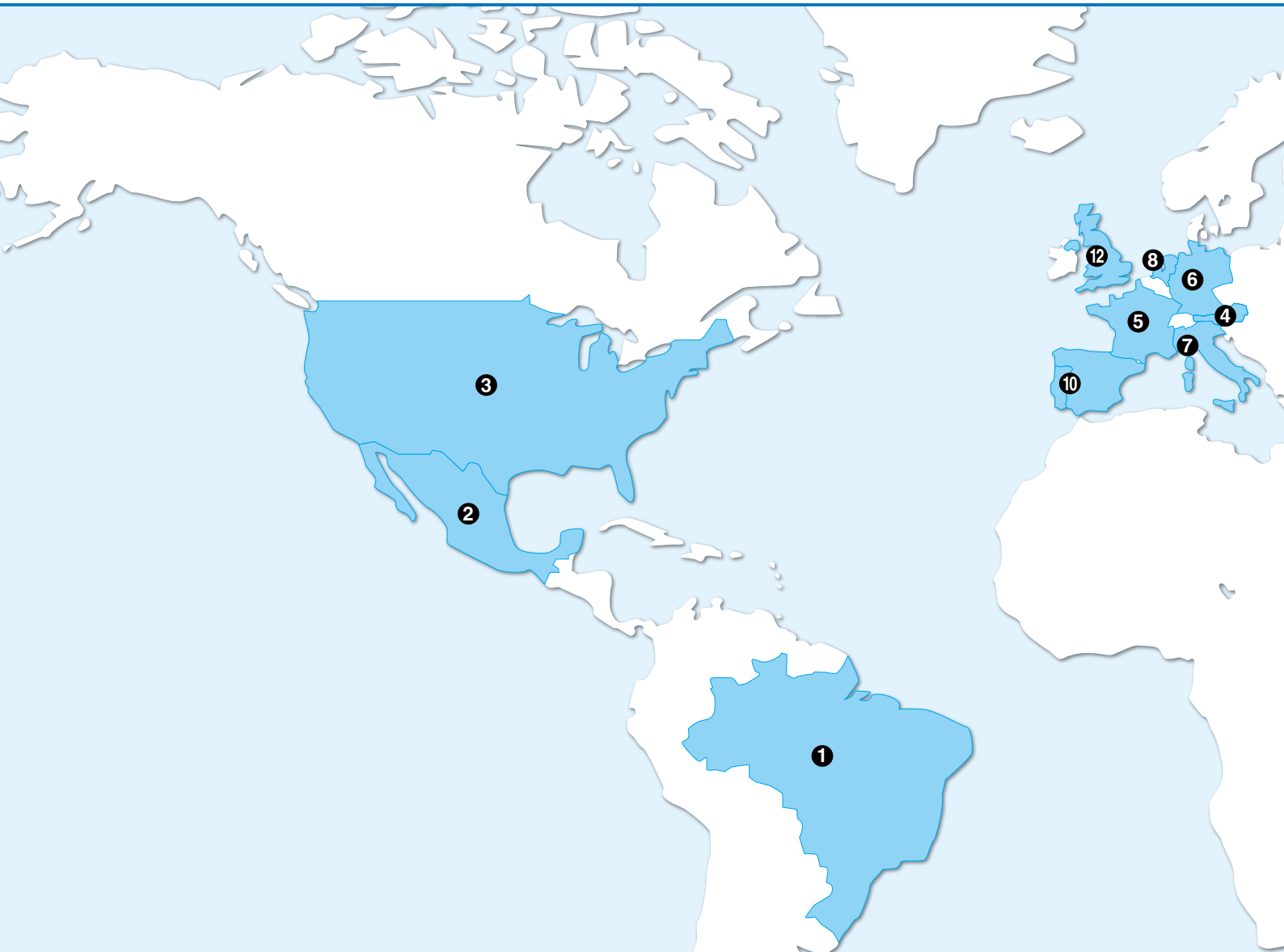


Thermo-chiller Support Guide

The peace of mind around the world









SMC's Thermo-chiller Global Network



North, Central and South America

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* The names of countries listed in each area are alphabetically indexed.

SMC's Thermo-chiller Service Network in America

The Americas Zone supports customer requirements with more than 60 sales branches, 7 local production facilities and over 2,000 employees.

Additional distribution provides support to Central/South America as well as the Caribbean region. With this network, they offer customer requirements for specials, application assistance and local product provision. They also provide assistance in education on pneumatics by using a training kit and/or materials.

SMC cooperates closely with Japanese companies in America to responsibly provide all possible services.



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Brazil

SMC Pneumáticos do Brasil Ltda.

Address | Av. Piraporinha, 777 Barro Planalto, São Bernardo do Campo São Paulo, Brazil ZIP : 09891-001

Phone | +55-11-4802-0777

Fax | +55-11-4802-0685

Contact | **Fábio Trocoletto** ✉ ftrocoletto@smcbr.com.br
Franco Batista ✉ fbatista@smcbr.com.br

URL | http://www.smcbr.com.br

Introduction of technical support system

- Chillers support team
- 01 Sales/Application Engineer
- 01 Technical Support Engineer
- Assistance technical room
- 02 Technical Engineer
- Trained by SMC Japan Team

Partner company

- Provides 24 hours support
- Well experience in refrigeration and maintenance of chillers and air dryers.
- Trained by SMC Japan and supported by SMC Brazil.

Smart Chiller

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Brazil	●	●	●	●	●	●

●: Possible —: Not possible



Andrear Refrigeração

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Brazil	—	●	●	●	●	●

●: Possible —: Not possible



Schuermann

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Brazil	●	●	●	●	●	●

●: Possible —: Not possible





Mexico

SMC Corporation (Mexico), S.A. de C.V.

Address Carr. Silao-Trejo K.M. 2.5 S/N Predio San Jose del Durazno C.P. 36100, Silao, Gto. Mexico

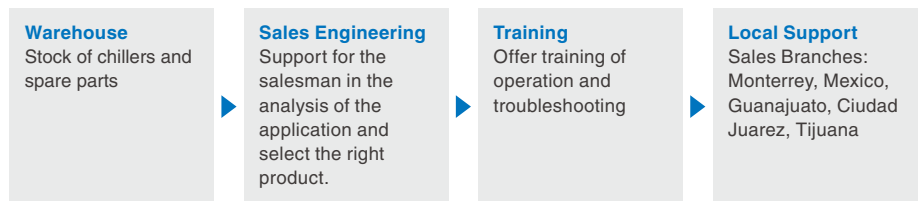
Phone +52-472-72-2-55-00

Fax +52-472-72-2-59-44

Contact **Jose Luis Martinez** ✉ jmartinez@smcmx.com.mx
Edy Ricardo Guillen ✉ eguillen@smcmx.com.mx
Shigetada Takada ✉ stakada@smcmx.com.mx

URL <http://www.smc.com.mx>

Introduction of technical support system



Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
H.Q. SMC MX	●	●	●	●		●
Branches	●	—	●	●		●

●: Possible —: Not possible

Notes **Chiller repair room:** Only diagnostic and changing of spare parts except refrigeration circuit.
Maintenance: Is provided by our partner company

Partner company

- 24/7 365 days a year.
- Services and projects “turnkey” fully guaranteed.
- Certified Professional Service.
- Emergent Care Services → 365 days a year.
- Expert advice.
- Personalized attention.
- Extensive workshops equipped.

H.Q Reysap

Address Prol.Calzada de Guadalupe No. 890 Esq. Virreina Col. Tepeyac, San Luis Potosí.

REYSAP INDUSTRIAS

Address Av. Pemex 1325 eje 134 Zona Industrial de San Luis Potosí.

CAMPAMENTO MINERA

Address Calle 5 de Mayo No. 2 Mazapil, Zacatecas.

Phone +(444) 8206940 / 8206974 / 7992239 / 7992241

Contact ✉ reysap@prodigy.net.mx

URL www.reysap.com.mx



SMC US Repair Facility

U.S.A.

SMC Corporation of America

Address 10100 SMC Blvd. Noblesville IN 46060, U.S.A.
Phone +1-317-899-4440
Fax +1-317-899-0819
Contact **Customer Service**
 ☎ 1-800-762-7621 ✉ insidesupport@smcusa.com
Technical Support
 ☎ (714) 669-0266 ✉ tce@smcaeg.zendesk.com
URL <http://www.smcusa.com>

Introduction of technical support system

Warranty Service

Warranty service is performed at the SMC US service center in Noblesville Indiana.

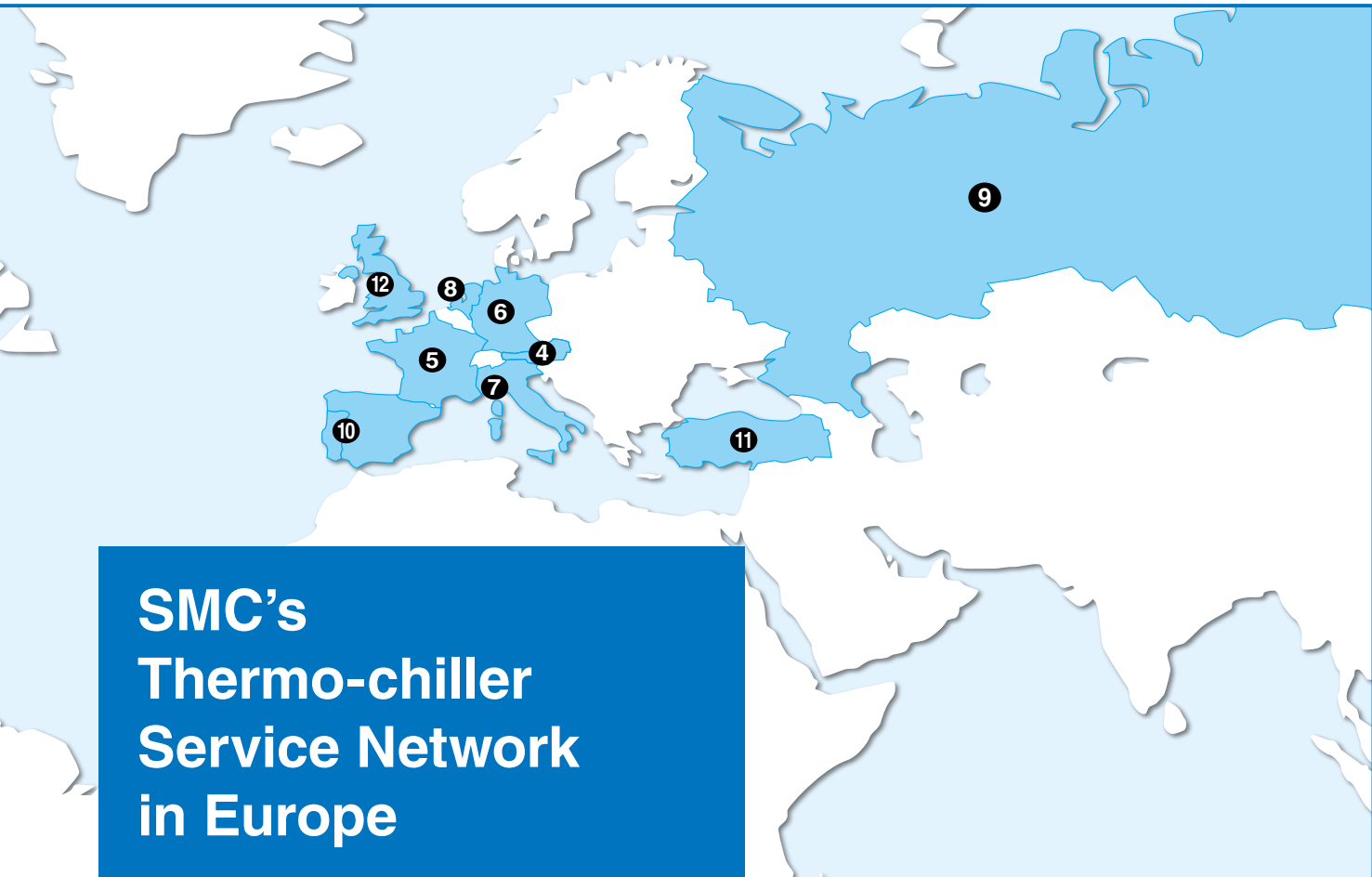
Non-Warranty Service

Regional service partners can be recommended on as needed bases once troubleshooting has been performed by SMC US.

Please call or e-mail SMC US at (714) 669-0266, or tce@smcaeg.zendesk.com for assistance.

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
North America	●	●	●	●	●	●

●: Possible —: Not possible



SMC's Thermo-chiller Service Network in Europe

By means of our service system in Europe and Africa, SMC offers its products and services in 46 countries. Through our extensive sales network, SMC provides excellent levels of customer services.

The major production facilities in Germany, United Kingdom and Italy, the European Central Warehouse (ECW), and local subsidiaries that manufacture simple special order products empower us to meet the demands of all of our customers anywhere in Europe.

As well, we have founded the European Technical Centre (ETC) in the United Kingdom. Approximately 60 engineers from eight countries, including Japan, are stationed there to work on customers' projects. Communication at the Centre is conducted smoothly in not only English but also in other languages, thereby building solid business partnerships across Europe and Africa.

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Austria

SMC Pneumatik GmbH (Austria)

Address	Girakstrasse 8, 2100 Korneuburg, Austria
Phone	+43 (0) 2262-62280-8160
Fax	+43 (0) 2262-62285
Contact	Chiller Support ✉ chiller@smc.at
URL	http://www.smc.at

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Austria & CEE	●	●	●	●	●	—

●: Possible —: Not possible



France

SMC Pneumatik SA

Address	1, Boulevard de Strasbourg, Parc Gustave Eiffel Bussy Saint Georges F-77607 Marne La Vallee Cedex 3, France
Phone	+33-1-6476-1000
Fax	+33-1-6476-1010
Contact	Sébastien ARENILLAS Electronics Industry Manager ✉ sarenillas@smc-france.fr Thierry d'ANGELO (Chiller Specialist) ✉ tdangelo@smc-france.fr
URL	http://www.smc-france.fr

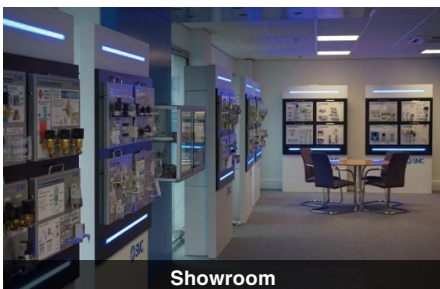


Introduction of technical support system

- More than 200 employees with customer service support, engineers, technical support and sales force.

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
France	●	●	●	●	●	●

●: Possible —: Not possible



Partner company

40-30

- Maintenance and repair of micro & nano equipment
- Training
- Engineering
- Spare center
- Technical staff: 220 employees
- Qualified by SMC Japan in 2015





Germany

SMC Pneumatik GmbH

Address | Boschring 13-15, 63329 Egelsbach, Germany
Phone | +49-6103/402-0
Fax | +49-6103/402-139
Contact | ✉ www.smc.de info@smc.de
Service and repair
 ✉ qds@smc.de
Technical support
 ☎ +49 (0) 6103 402-402 ✉ chillersupport@smc.de
URL | http://www.smc-pneumatik.de



Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Germany	●	●	●	●	● (Partner company)	●

●: Possible —: Not possible

Partner company

Sachsen-Kälte GmbH (Refrigeration circuit repair)

Address | Marie-Curie-Straße 2 01139 Dresden
Phone | 0351 8491682
Contact | ✉ info@sachsen-kaelte.de
 24/7 technical support hotline ☎ 0172/9367410 (mobile)



Italy

SMC Italia S.p.A.

Address	Via Garibaldi 62, 20061 Carugate, (Milano), Italy
Phone	+39-2-9271.1
Fax	+39-2-9271360
Contact	✉ itmaintenanceservice@smcitalia.it
URL	http://www.smcitalia.it

Introduction of technical support system

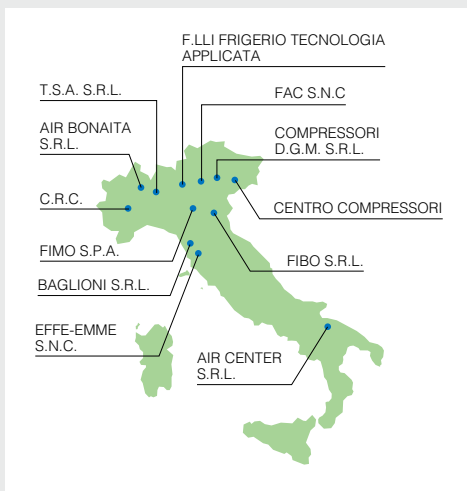
- The Italian Thermoproducts Team is composed by 4 people:
Davide Lanotte, Project Leader;
Maurizio Candela, Technical Support Engineer;
Nicole Mazzette & Chiara Panista, Product Specialists.
- SMC Italy has decided to use external partners (Service Points) displaced in different areas to guarantee a quick aftersales assistance. The external companies are some of our main "Air House Distributors", they have the licenses, the tools, the people and the capability to provide this kind of service to every customers on SMC's chillers and dryers.

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Italy	●	●	●	● Part's stock by SMC and service point as well	● Refrigeration circuit maintenance just through service point with national license.	● Service Points

●: Possible —: Not possible

Service Network (group of Service Points)

Italian Service Network



AIR BONAITA S.R.L.

Phone (+39)0362/574143
Contact ✉ info@airbonaita.it
URL www.airbonaita.it

AIR CENTER S.R.L.

Phone (+39)080/3720022
Contact ✉ aircenter@aircentersrl.it
URL www.aircentersrl.it

BAGLIONI S.R.L.

Phone (+39)0571/930021
Contact ✉ info@baglioniclimate.it
URL www.baglioni-climate.it

C.R.C. S.N.C.

Phone (+39)011/621269
Contact ✉ info@crc-compressori.com
URL www.crc-compressori.com

CENTRO COMPRESSORI

Phone (+39)0421/74388
Contact ✉ info@centrocompressori.it
URL www.centrocompressori.it

COMPRESSORI D.G.M. S.R.L.

Phone (+39)0444/551123
Contact ✉ info@dgmenergy.com
URL www.dgmenergy.com

EFFE-EMME S.N.C.

Phone (+39)0577/632228
Contact ✉ info@effeemme-ac.it
URL www.effeemme-ac.it

F.F.T.A.F.LLI FRIGERIO TECNOLOGIA APPLICATA

Phone (+39)0363/314142
Contact ✉ info@flli-frigerio.it
URL www.flli-frigerio.it

FAC S.N.C.

Phone (+39)030/661689
Contact ✉ facariacompressa@gmail.com
URL www.facompressori.it

FIBO S.R.L.

Phone (+39)051/725466
Contact ✉ service@fibosrl.com
URL www.fibosrl.com

FIMO S.P.A.

Phone (+39)0536/877811
Contact ✉ service@fimospa.it
URL www.fimospa.it

T.S.A. S.R.L.

Phone (+39)039-9217296
Contact ✉ info@tsasrl.net
URL



Netherlands

SMC Pneumatics B.V.

Address | De Ruyterkade 120 1011 AB Amsterdam, the Netherlands
Phone | +31-20-531 88 88
Fax | +31-20-531 88 80
Contact | Kees van Kampen ✉ Chillersupport@smcpneumatics.nl
 Jeroen Slot
URL | <http://www.smcpneumatics.nl>



Chiller Repair Center



Technology Center Eindhoven

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
The Netherlands	●	●	●	●	● (Partner company)	●

●: Possible —: Not possible



Russia

SMC Pneumatik LLC.

Address	Business center, building 3, 15 Kondratjevskij prospect, St. Petersburg, Russia, 195197
Phone	+7-(812) 718-5445
Fax	+7-(812) 718-5449
Contact	✉ support@smcru.com
URL	http://www.smc-pneumatik.ru

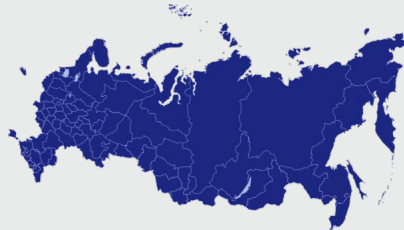
Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Russia	●	—	●	●	—	●

●: Possible —: Not possible

Partner company

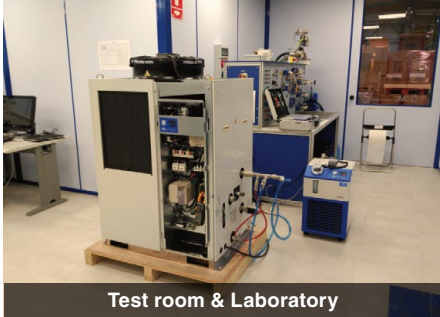
- We have partners in most big cities in Russia.
- We provide only basic support to our partners since we cannot solve problems with refrigerant circuit ourselves.
- When customer requires repair we can always find our partner for chiller support as close as possible to chiller location.
- Our major partners are:
 - ArcticaService (Moscow)
 - PiterHolod (Saint-Petersburg)
 - TechnoHolod (Ekaterinburg)



ПИТЕР ❄️ ХОЛОД

АрктикаСервис

КОМПАНИЯ
ТЕХНОХОЛОД



Test room & Laboratory

Spain/Portugal

SMC España S.A.

Address	Zuazobidea 14, 01015 Vitoria, Spain		
Phone	+34-902-255 255		
Fax	+34-945-184 510		
Contact	Roberto Martínez de Lafuente	✉	rmartine@smc.smces.es
	José Ramón Pérez	✉	jperezbe@smc.smces.es
URL	http://www.smces.es		

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Spain	●	●	●	●	○	●
Portugal	●	●	●	●	○	●

●: Possible —: Not possible ○: Partner repairs

Partner company

IPARFRIO

- Industrial and commercial cooling service
- 4 Branches in Spain (North and Centre) ● 24h/365d



CRUPLA TÉCNICA FRIGORÍFICA

- Fluid refrigeration focused company ● Barcelona Area (North East)
- Extensive experience in refrigeration systems
- Certification and legalization of refrigeration installations



SUMINISTROS NEUMATICOS ISPA

- Murcia Area (SouthEast)
- SMC distributor (pneumatics, dryers, chillers)
- Repairs chillers and dryers



CALIZ BUADES MONZONIS ASOCIADOS, S.L. (CBM)

- Valencia area (East)
- Chiller repair centre for Valencia and East area



FRS (Fernando Rosario Sousa, Lda)

- Portugal area (1 location) ● Dryers and chillers distributor





Turkey

SMC Pnömatik A.Ş. - Halkalı Merkez

Address	Mahallesi, Basın Ekspres Yolu Capital Tower No:9 Kat:11 Kucukcekmece-Istanbul.
Phone	+9(0) 212 489 04 40
Fax	+9(0) 212 489 04 37
Contact	GSM: +9(0) 542 352 12 82 (Chiller Hot line) ✉ teknikdestek@smcpnomatik.com.tr
URL	http://www.smcpnomatik.com.tr

Introduction of technical support system

- Chiller installation and commissioning
- On-site/off site diagnose
- Ready stock support of chiller and spare parts
- Sample (loan, trial) chiller units
- Hands on training for chillers
- Demo Van truck with chillers for demonstration

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
Turkey	●	●	●	●	—	—

●: Possible —: Not possible



United Kingdom

SMC Pneumatics (U.K.) Ltd.

Address | Vincent Avenue, Crownhill, Milton Keynes, Buckinghamshire MK8 0AN, United Kingdom

Phone | +44-0845-121-5122

Fax | +44-01908 555064

Contact | **Chiller Support** ✉ chillersupport@smcpneumatics.co.uk
Sales Engineering Group ✉ technical@smcpneumatics.co.uk

URL | <http://www.smcpneumatics.co.uk>



Production and logistics facility



Chiller repair and test facility



Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part exchange	Refrigeration circuit repair	Partner company
UK	●	●	●	●	●	●

●: Possible —: Not possible

Partner company



Daikin Applied Service

- Fully skilled HVAC services team
- National coverage
- 24/7 maintenance support
- Trained and supported by SMC UK

Daikin Applied Service – Southern office

Address | 40-41 Questor Estate Pearsons Way Darford Kent, DA1 1JN
Phone | 01322 428092

Daikin Applied Service – Midlands office

Address | Radclyffe House 66-68 Hagley Road Birmingham, B16 8PF
Phone | 0121 456 3156

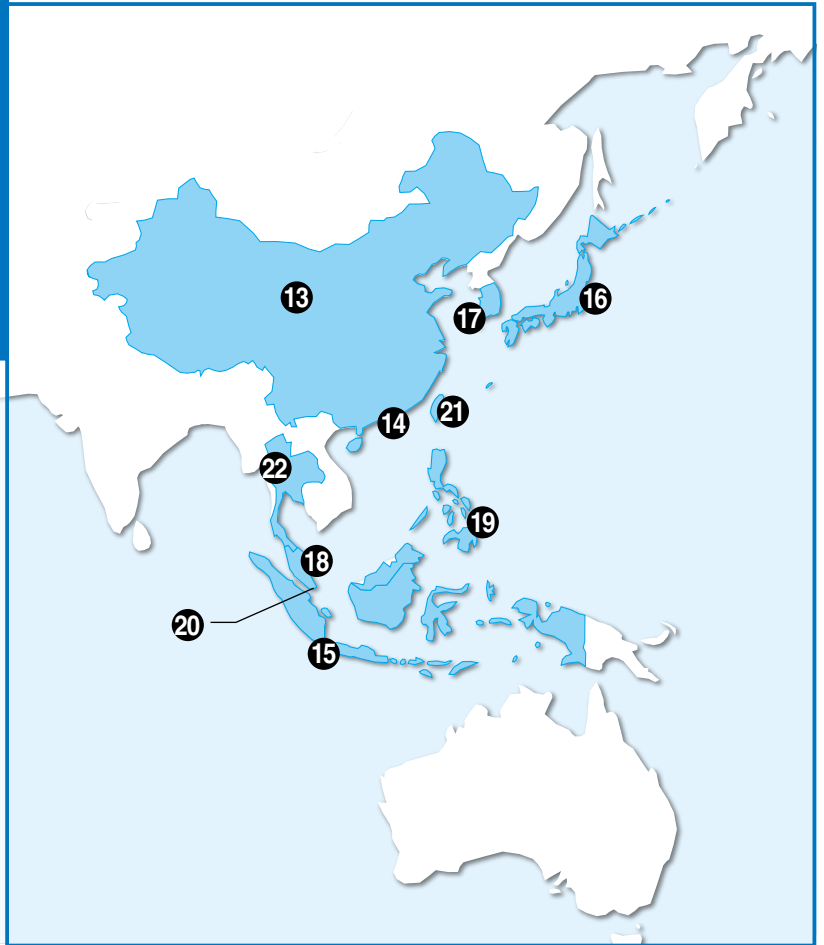
Daikin Applied Service – Northern Office

Address | Bassington Lane Industrial Estate Cramlington Northumberland NE23 8AF
Phone | 01670 566207



SMC's Thermo-chiller Service Network in Asia

SMC's Asia service network includes 12 local subsidiaries, 10 production facilities, more than 120 sales offices, and about 2,200 staff members, and covers 25 countries and regions including ASEAN countries, Asian NIES, Australia and New Zealand, and 2 of 4 BRIC countries—India and China. Support for countries such as Indonesia, Israel, and Saudi Arabia are taken care of by major local distributors that work closely with SMC Japan. SMC established a reliable support system for users operating in Asia/Oceania.



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|--|--|



China <Beijing and Shanghai Area>

SMC (China) Co., Ltd.

Address	A2, XingSheng Street, BDA, Beijing, 100176 P.R. China		
Phone	+86-(010) 67885566		
Fax	+86-(010) 67881837		
Contact	Wubing	✉	wubing@smc.com.cn
	Chentong	✉	chentong@smc.com.cn
	Weizheng	✉	weizheng@smc.com.cn
URL	http://www.smc.com.cn		

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Beijing	●	●	●	●	●	●
Shanghai	●	●	●	●	●	●

●: Available —: Not available



Beijing Chiller Support Center



Shanghai Chiller Support Center



China <Guangzhou Area>

SMC Pneumatics (Guangzhou) Ltd.

Address	2, Dongming Road 3, Science Park Guangzhou Hi-Tech Industrial Development Zone, Guangzhou, P.R. China		
Phone	+86-(020) 28397668		
Fax	+86-(020) 28397669		
Contact	Chen Peien	✉	technicalsupport@smcgz.com.cn
URL	http://www.smcgz.com.cn		

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Guangzhou	●	●	●	●	●	—

●: Available —: Not available





Hong Kong

SMC Pneumatics (Hong Kong) Ltd.

Address	29/F, Clifford Centre, 778-784 Cheung Sha Wan Road, Kowloon, Hong Kong, China
Phone	+852-2744-0121
Fax	+852-2785-1314
Contact	Peter Chow ✉ smchk@smchk.com.hk
URL	http://www.smchk.com.hk

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Hong Kong	●	●	●	●	●	—

●: Available —: Not available



Indonesia

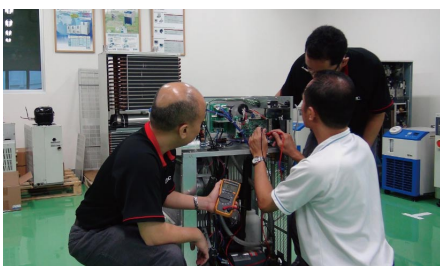
PT. SMC Pneumatics Indonesia

Address	EJIP Industrial Park Plot 6J-1 Cikarang Selatan – Bekasi 17550 Indonesia
Phone	+62-(0) 21897-1123
Fax	+62-(0) 21897-0517
Contact	Iwan Kurniawan ✉ iwan.k@smcid.co.id
URL	http://www.smcid.co.id

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Indonesia	●	—	●	● Partner company	● Partner company	●

●: Available —: Not available





Japan Technical Center



Yamatsuri Factory

Japan

SMC Corporation

Address	Akihabara UDX 15F, 4-14-1, Sotokanda, Chiyoda-ku, Tokyo, Japan
Phone	+81-(03) 5207-8271
Fax	+81-(03) 5298-5361
Contact	Kensuke Negoro ✉ negoro.kensuke@smcjpn.co.jp Masakazu Mitani ✉ mitani@smcjpn.co.jp Jin Ichinose ✉ ichinose@smcjpn.co.jp
URL	http://www.smcworld.com

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Japan	●	●	●	●	●	●

●: Available —: Not available

Korea

SMC Pneumatics Korea Co., Ltd.

Address	18-3 Yeouido-dong, Scout B/D 8F, Yeongdeungpo-gu, Seoul, 150-914, Korea
Phone	+82-(02) 3219-0700
Fax	+82-(02) 3219-0702
Contact	Eom Ick Han ✉ chiller@smckorea.co.kr
URL	http://www.smckorea.co.kr

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Korea	●	—	●	● Partner company	● Partner company	●

●: Available —: Not available



Malaysia

SMC Pneumatics (S.E.A.) Sdn. Bhd.

Address	Lot 36, Jalan Delima 1/1, Subang Hi-Tech Industrial Park, Batu Tiga, 47500 Subang Jaya, Selangor, Malaysia		
Phone	+60-(03) 56350590		
Fax	+60-(03) 56350602		
Contact	Sales	✉ sales@smcmy.com.my	
	Eddie Tee Choon Chin	✉ eddietee-pg@smcmy.com.my	
URL	http://www.smcmy.com.my		



Introduction of technical support system

- Local engineering team to support on chiller installation and commissioning
- Local engineering team to support on site or off site trouble shooting of chiller
- Ready stock of HRS chiller spare parts in Malaysia HQ main store
- Chiller Basic Knowledge and Basic Periodical Maintenance Knowledge Training by engineering department
- HRS Chiller trial unit program for customer

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Malaysia	●	—	●	●	—	●

●: Available —: Not available



Partner company



For Central Region and Southern Region

HI-TECH VACUUM SERVICES (M) SDN BHD (571407-M)

Address	No. 52, Jalan Industri USJ 1/1, Taman Perindustrian USJ 1, 47600 Subang Jaya, Selangor, Malaysia.
Phone	+60-(0)3 8024 8140, 8024 2097, 8023 3858 (Japanese Speaker)
Fax	+60-(0)3 8024 2143, 8024 7026
URL	www.htvsm.com ✉ htvacuum@htvsm.com
Service Scope	Off site troubleshooting, Periodical maintenance service, Repair & replace of parts
Service Hour	Monday to Friday, 9 am to 5 pm
Contact	NG KS ☎ +6012-3882262 ✉ nks@htvsm.com



For Northern Region

United BC Team Sdn Bhd

Address	No. 12, Jalan Kedidi 2, Sungai Ara, 11900, Penang, Malaysia
Phone	+604 642 1680
Fax	+604 641 1680
URL	www.ubct.com.my/ ✉ info@ubct.com.my
Technical Support	SMC Japan Chiller Service Partner, Naigai Tec Japan (URL: www.naigaitec.co.jp)
Service Scope	Periodical maintenance service, Repair & replace of parts.
Service Hour	Monday to Friday, 9 am to 5 pm
Contact	BC Tan ☎ +6012-438 1680 ✉ bctan@ubct.com.my





Philippines

Shoketsu SMC Corporation

Address	Building 7, Don Mariano Lim Industrial Complex, Alabang-Zapote Road, Almanza, Las Piñas City, Philippines 1740		
Phone	+63-(02) 809-0565		
Fax	+63-(02) 809-0586		
Contact	Dennet Lino	✉	dennet.lino@shoketsu-smc.com.ph
	Reano Lopez	✉	rey.lopez@shoketsu-smc.com.ph
URL	http://www.shoketsu-smc.com.ph		

Introduction of technical support system

- Total employee: 50
- Engineering & Technical Staff: 7

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Philippines	●	—	●	●	—	—

●: Available —: Not available



Singapore

SMC Pneumatics (S.E.A.) Pte. Ltd. (Sales subsidiary)

Address	33, Tuas Avenue 8, Singapore 639251		
Phone	+65-6861-0888		
Fax	+65-6861-1889		
Contact	Chiller service	✉	service@smcsing.com.sg
URL	http://www.smcsing.com.sg		

Introduction of technical support system

- Chiller installation and commissioning
- On-site/Off-site diagnose and repair
- Ready stock support of chiller and spare parts
- Complimentary chiller trial unit evaluation
- Technical inquiry help line: 65-6854 9153

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Singapore	●	●	●	●	— engage third party servicing company	—

●: Available —: Not available

Partner company

Comptek Corporation Pte Ltd

Address | 4 Changi North Street 1 Hermes-Epitek Centre, Singapore 498816
Phone | 65-6349 8836

Switer Engineering (FE) Pte Ltd

Address | 1003 Toa Payoh Industrial Park #06-1519, Singapore 319075
Phone | 65-6256 2900
URL | http://www.switer.com.sg

Crest Technology Pte Ltd

Address | 2 Loyang Lane #02-02, Singapore 508913
Phone | 65-6546 4811
URL | http://www.crest-technology.com



Taiwan

SMC Pneumatics (Taiwan) Co., Ltd.

Address	No.9, Ningsia E. 4th St., Situn District, Taichung City, Taiwan		
Phone	+886-(04) 2315-0851		
Fax	+886-(04) 2315-7163		
Contact	Hsinchu: C.L.Chang	✉	c.l.chang@smc.com.tw
	P.C.Tsai	✉	p.c.tsai@smc.com.tw
	Taichung: C.Y.Luo	✉	c.y.luo@smc.com.tw
	Y.C.Chen	✉	y.c.chen@smc.com.tw
URL	http://www.smc.com.tw		



Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Taiwan	●	●	●	●	●	—

●: Available —: Not available

Thailand

SMC (Thailand) Ltd.

Address	134/6 Moo 5, Tiwanon Road, Bangkadi Amphur, Muang, Patumthani 12000, Thailand		
Phone	+66-2019-5656		
Fax	+66-2501-2937		
Contact	Sukhom	✉	sal-sukhom.k@mail.smcthai.co.th
	Krisada	✉	sal-krisada.c@mail.smcthai.co.th
URL	http://www.smcthai.co.th		

Introduction of technical support system

Service Center

1. Lamphun, Northern of Thailand
2. Nakhon Ratchasima, North-Eastern of Thailand
3. Pathum Thani, (Head Office) Central of Thailand

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance		
				Part replacement	Refrigeration circuit repair	Partner company
Thailand	●	●	●	●	●	●

●: Available —: Not available



Thermo-chiller Support Guide



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