

Thermo-chiller Support Guide

The peace of mind around the world



SMC's Thermo-chiller Global Network

North, Central and South America

- ① Brazil** Page 4
- ② Mexico** Page 5
- ③ U.S.A.** Page 6

Europe

- | | |
|---------------------------------------|------------------------------------|
| ④ Austria Page 16 | ⑪ Ireland Page 9 |
| ⑤ Czech Republic Page 17 | ⑫ Italy Page 10 |
| ⑥ Denmark Page 15 | ⑬ Latvia Page 19 |
| ⑦ Finland Page 14 | ⑭ Netherlands Page 12 |
| ⑧ France Page 9 | ⑮ Norway Page 14 |
| ⑨ Germany Page 15 | ⑯ Poland Page 18 |
| ⑩ Hungary Page 17 | ⑰ Russia Page 20 |



Asia/Oceania

18 Slovakia	Page 18
19 Slovenia	Page 19
20 Spain/Portugal	Page 11
21 Sweden	Page 13
22 Switzerland	Page 16
23 Turkey	Page 21
24 U.K.	Page 8

25 Australia	Page 23	32 Malaysia	Page 28
26 China	Page 24	33 New Zealand	Page 29
27 Hong Kong	Page 25	34 Philippines	Page 30
28 India	Page 25	35 Singapore	Page 30
29 Indonesia	Page 26	36 Taiwan	Page 31
30 Japan	Page 26	37 Thailand	Page 31
31 Korea	Page 27	38 Vietnam	Page 32

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

SMC's Thermo-chiller Service Network in America

The Americas Zone supports customer requirements with more than 80 sales branches, 5 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.



INDEX

① Brazil

SMC Automação do Brasil Ltda. Page 4

② Mexico

SMC Corporation (Mexico), S.A. de C.V. Page 5

③ U.S.A.

SMC Corporation of America Page 6



Brazil

SMC Automação do Brasil Ltda.

Address	Av. Piraporinha, 777 Barro Planalto, São Bernardo do Campo São Paulo, Brazil ZIP : 09891-001		
Phone	+55-11-4802-0600		
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

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
SMC-Brazil	●	●	●	●	●	●	●

●: Possible —: Not possible

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			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Brazil	●	●	●	●	●	●	●

●: Possible —: Not possible



Andrear Refrigeração

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

●: Possible —: Not possible



Schuermann

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				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
	Jafet Yesua Bravo Tamayo		ybravo@smcmx.com.mx
URL	http://www.smc.com.mx		

Introduction of technical support system

Warehouse Stock of chillers and spare parts	Sales Engineering Support for the salesman in the analysis of the application and select the right product.	Training Offer training of operation and troubleshooting	Local Support Sales Branches: Monterrey, Mexico, Guanajuato, Ciudad Juarez, Tijuana
---	---	--	---

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Mexico	●	●	●	●	—	●	●

●: 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@smcusa.com	
URL	http://www.smcusa.com		

Introduction of technical support system

About Service Logic, LLC

- One of the largest privately held HVAC / Mechanical companies in the US
- 2100+ service technicians
- 26 Service Logic owned HVAC companies
- Dozens of additional HVAC partner companies

Available Services

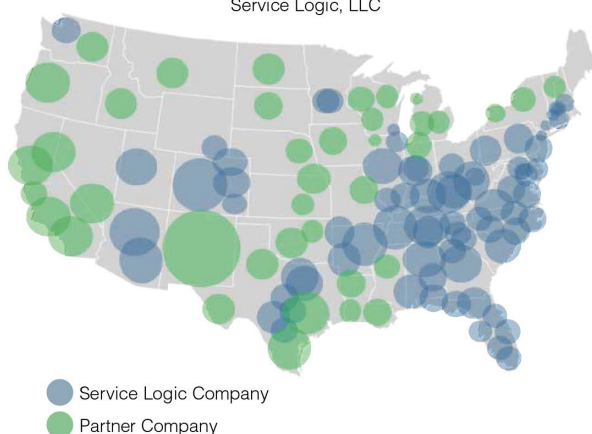
- Warranty & non-warranty
- Retrofit & replacement
- Preventative maintenance
- Installations
- Service contracts
- Call summaries
- Invoice inquiries
- Emergency

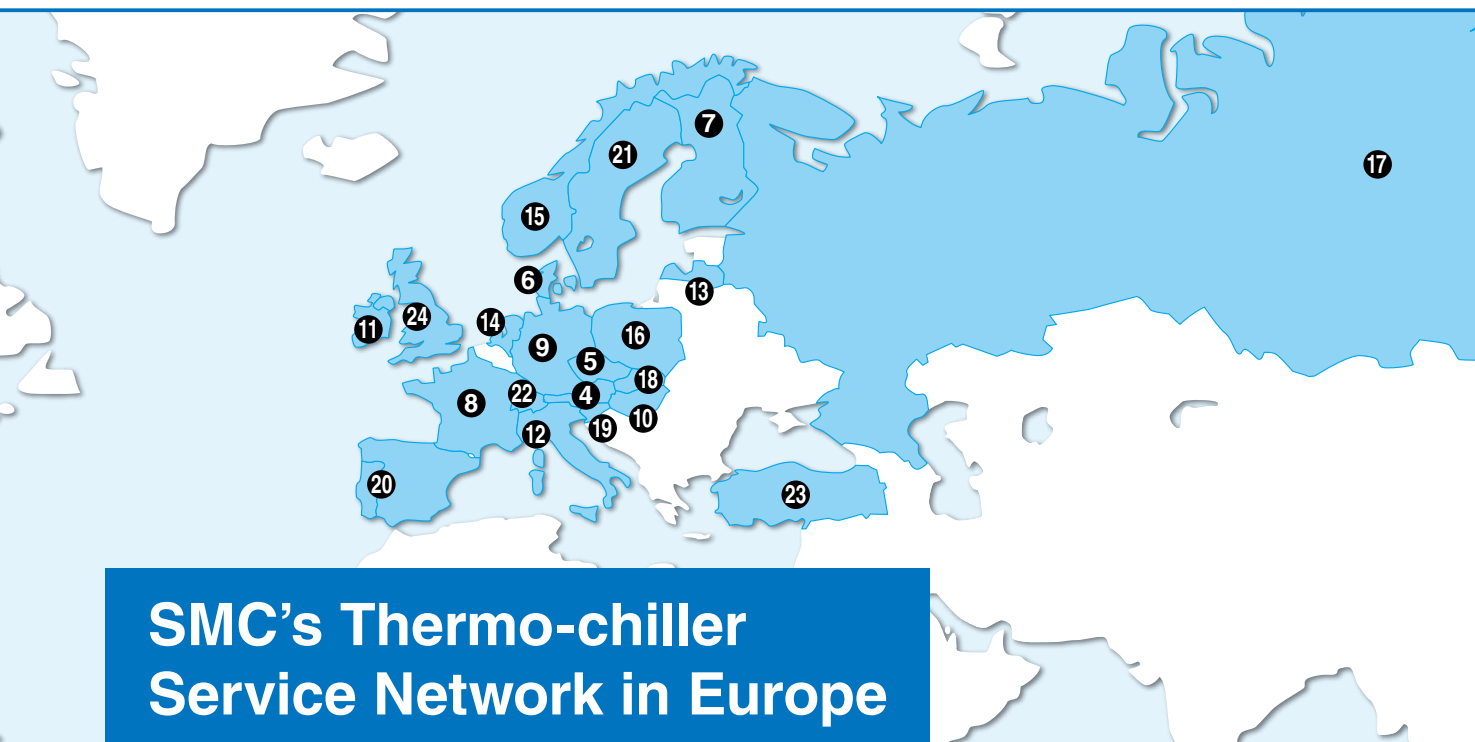
Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
North America	●	●	●	●	●	●	●

●: Possible —: Not possible

Coverage Map

Service Logic, LLC





SMC's Thermo-chiller Service Network in Europe

SMC products and services are available in 46 countries throughout Europe and Africa. This extensive sales network allows us to provide top-notch customer service while our production facility in the Czech Republic, our European Central Warehouse (ECW), and local subsidiaries that manufacture simple special-order products allow us to meet the demands of all of our customers in Europe. We also have a combined total of approximately 170 engineers from various countries, including Japan, stationed at our European Technical Centre (ETC) in the UK and our German Technical Centre (GTC) in Germany working diligently on customers' projects. Communication within the centers is conducted smoothly in not only English but also other languages, thereby building solid business partnerships across Europe and Africa.

INDEX

④ Austria SMC Austria GmbH.....	Page 16	⑮ Norway SMC Automation AS.....	Page 14
⑤ Czech Republic SMC Industrial Automation CZ s.r.o.....	Page 17	⑯ Poland SMC Industrial Automation Polska Sp.z.o.o.	Page 18
⑥ Denmark SMC DANMARK A/S	Page 15	⑰ Russia SMC Pneumatik LLC.....	Page 20
⑦ Finland SMC Automation Oy	Page 14	⑱ Slovakia SMC Priemyselná Automatizácia Spol.s.r.o.	Page 18
⑧ France SMC France.....	Page 9	⑲ Slovenia SMC Industrijska Avtomatika d.o.o.	Page 19
⑨ Germany SMC Deutschland GmbH.....	Page 15	⑳ Spain/Portugal SMC España S.A.	Page 11
⑩ Hungary SMC Hungary Ipari Automatizálási Kft.	Page 17	㉑ Sweden SMC Automation AB.....	Page 13
⑪ Ireland SMC Industrial Automation (Ireland) Limited	Page 9	㉒ Switzerland SMC Schweiz AG	Page 16
⑫ Italy SMC Italia S.p.A.	Page 10	㉓ Turkey SMC Turkey Otomasyon A.Ş.	Page 21
⑬ Latvia SMC Automation SIA	Page 19	㉔ U.K. SMC Pneumatics (U.K.) Ltd.	Page 8
⑭ Netherlands SMC Nederland B.V.	Page 12		



United Kingdom

SMC Pneumatics (U.K.) Ltd.

Address | Vincent Avenue, Crownhill, Milton Keynes, Buckinghamshire MK8 0AN, United Kingdom
Phone | +44(0) 330 3116689
Contact | **Chiller Support** ✉ SEGairandfluidequipment@smc.uk
URL | <http://www.smc.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			On-site service
				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





Ireland

SMC Industrial Automation (Ireland) Limited

Address	2002 Citywest Road, Citywest Business Campus, Citywest, Dublin 24, D24 Y864
Phone	+353 (0) 1 4039000
Fax	+353 (0) 1 4640500
Contact	Technical Support ✉ technical@smcautomation.ie
URL	www.smcautomation.ie

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Ireland	●	●	●	●	●	●	●

●: Possible —: Not possible



France

SMC France

Address	1, Boulevard de Strasbourg 77607 Marne la Vallée – Cedex 3, France
Phone	+33 (0)1 64 76 10 00
Contact	Sébastien ARENILLAS Chiller Business Developer ✉ sarenillas@smc-france.fr Thierry d'ANGELO (Chiller Technical Support) ✉ tdangelo@smc-france.fr
URL	http://www.smc-france.fr

Introduction of technical support system

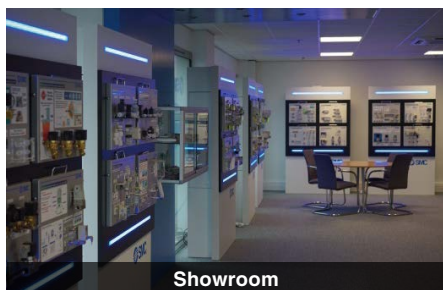
- More than 200 employees with customer service support, engineers, technical support and sales force.

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

●: Possible —: Not possible



Logistic & spare



Showroom

Partner company

40-30

- Chiller maintenance and repair
- Training
- Engineering
- Spare center
- Technical staff
- Qualified by SMC Japan in 2015





Italy

SMC Italia S.p.A.

Address	Via delle Donne Lavoratrici, 20861 Brugherio, (MB), Italy
Phone	+39-039-9069.1
Fax	+39-039-9069361
Contact	✉ itmaintenanceservice@smcitalia.it Chiara Panista ✉ chiara.panista@smcitalia.it Davide Lanotte ✉ davide.lanotte@smcitalia.it
URL	https://www.smc.eu/it-it

Introduction of technical support system

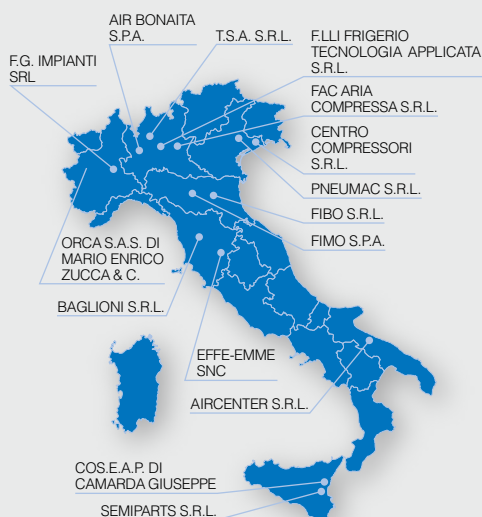
- The Italian Thermo Products Team is composed by 4 people:
 Davide Lanotte, Project Leader;
 Maurizio Candela, Technical Support Engineer;
 Nicole Mazzette & Chiara Panista, Product Specialists.
- SMC Italy has decided to use external partners (Service Points) displaced in different areas to guarantee 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			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Italy	●	●	●	●	● (Partner company)	●	●

●: Possible —: Not possible

Service network (group of service points)

Italian Service Network



AIR BONAITA S.P.A.

Phone (+39) 0331 659852
Contact ✉ info@airbonaita.it
URL www.airbonaita.it

AIRCENTER S.R.L.

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

BAGLIONI S.R.L.

Phone (+39) 0571 930021
Contact ✉ info@baglioni clima.it
URL www.baglioni clima.it

CENTRO COMPRESSORI S.R.L.

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

COS.E.A.P. DI CAMARDA GIUSEPPE

Phone (+39) 095 7251992
Contact ✉ coseap@coseap.com
URL www.coseap.com

EFFE-EMME SNC

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

FAC ARIA COMPRESSA S.R.L.

Phone (+39) 030 661689
Contact ✉ info@facariacompressa.it
URL www.facariacompressa.it

F.G. IMPIANTI SRL

Phone (+39) 0142 540448
Contact ✉ ferraraegarrone@gmail.com
URL www.caldaiealessandria.com

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

F.LLI FRIGERIO TECNOLOGIA APPLICATA S.R.L.

Phone (+39) 0363 31411
Contact ✉ info@flli-frigerio.it
URL www.flli-frigerio.it

ORCA S.A.S. DI MARIO ENRICO ZUCCA & C.

Phone (+39) 011 2202333
Contact ✉ assistenza@orcatorino.it
URL www.orcatorino.it

PNEUMAC S.R.L.

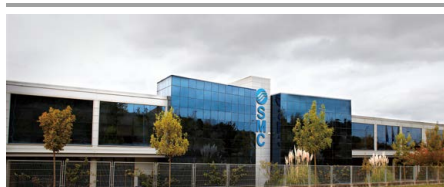
Phone (+39) 0438 35005
Contact ✉ info@pneumac.it
URL www.pneumac.it

SEMIPARTS S.R.L.

Phone (+39) 095 7357238
Contact ✉ gaetano.ramuglia@semiparts.it
URL www.semiparts.it

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

Phone (+39) 031 874619
Contact ✉ info@tsasrl.net
URL www.tsasrl.net



Test room & Laboratory

Spain/Portugal

SMC España S.A.U.

Address Zuazobidea 14, 01015 Vitoria, Spain

Phone +34-945184100

Contact Roberto Martínez de Lafuente

✉ rmartine@smc.smces.es

✉ chillersupport@smc.smces.es

URL <http://www.smces.es>

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Spain	●	●	●	●	● (Partner company)	●	●
Portugal	●	●	●	●	● (Partner company)	●	●

●: Possible —: Not possible

Service network





Netherlands

SMC Nederland B.V.

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

Introduction of technical support system

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

●: Possible —: Not possible



Chiller Repair Center



Technology Center Eindhoven



Sweden

SMC Automation AB

Address	Ekhagsvägen 29-31, SE-14171 Huddinge
Phone	+46 8 603 12 40
Fax	—
Contact	✉ smc@smc.nu
URL	www.smc.nu

Introduction of technical support system

- The support is handled by our Technical Support.
- Part exchange is done at SMC in Stockholm or at service partner.
- For refrigeration circuit repair, we use partner company.
- SMC SE supports SMC NO

Region	Sales engineer	Dryer/Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Sweden	●	●	●	●	●	●	●

●: Possible —: Not possible

Partner company

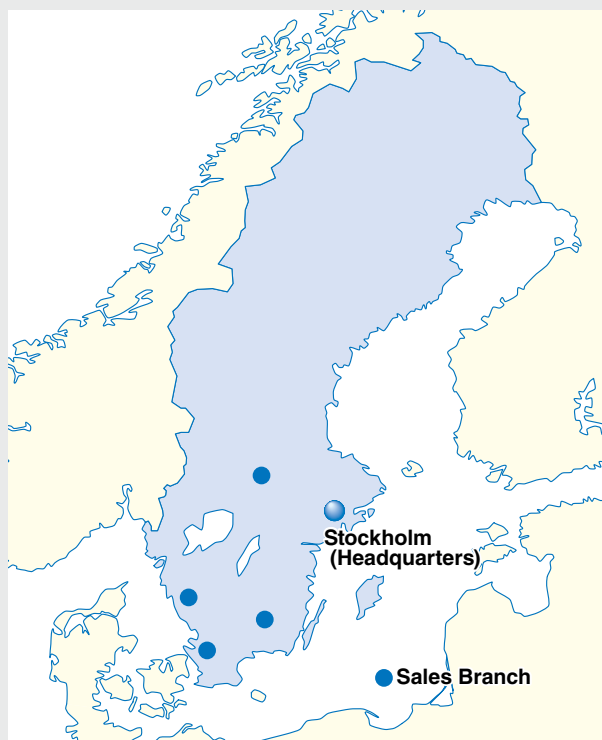
Bravida Sverige AB

Address	Mikrofonvägen 28, Västberga (Headquarters)
Phone	+46 8 695 20 90
Contact	✉ Cooling.sthlm@bravida.se

Bravida is represented in more than 20 cities in Sweden.



Service network (group of service points)





Finland

SMC Automation Oy

Address	PL72 Tiistinniityntie 4, SF-02031 Espoo, Finland
Phone	+358 20 7513 590
Fax	+358 20 7513 595
Contact	Petri Keski-Honkola ✉ petri.keski-honkola@smc.fi Customer service ✉ tilaukset@smc.fi
URL	http://www.smc.fi

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Finland	●	—	●	—	● (Partner company)	●	●

●: Possible —: Not possible

Partner company

MV-Jäähdytys Oy

Address	Hyttitie 4B, 00700 HELSINKI, FINLAND
24h service phone number	+358 020 7861 900
Contact Person for Chiller Maintenance	Miika Tervo (Service Manager)
Direct phone	+358 020 7861 903
E-mail	miika.tervo@mv-jaahdytys.fi



Norway

SMC Automation AS

Address	Vollsveien 13 B, Granfos Næringspark N-1366 Lysaker, Norway
Phone	+47 67 12 90 20
Fax	—
Contact	✉ post@smc.no
URL	www.smc-norge.no

Introduction of technical support system

- The support is handled by our Technical Support.
- Part exchange is done at our workshop in Stockholm.
- For refrigeration circuit repair, we have a close cooperation with SMC EU, ex. SMC SE.

Region	Sales engineer	Dryer/Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Norway	●	—	●	—	—	—	—

●: Possible —: Not possible

Service network





Denmark

SMC DANMARK A/S

Address	Egeskovvej 1, DK-8700 Horsens, Denmark
Phone	+45-70252900
Fax	+45-70252901
Contact	✉ smc@smcdk.com
URL	http://www.smcdk.com

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

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Denmark	●	●	—	●	—	—	—

●: Possible —: Not possible



Germany

SMC Deutschland GmbH

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



Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				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)



Switzerland

SMC Schweiz AG

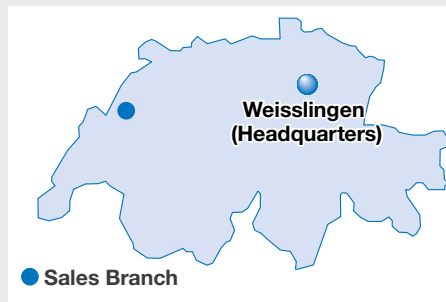
Address	Dorfstrasse 7 8484 Weisslingen / 15 Avenue des Sciences 1400 Yverdon-les-Bains
Phone	+41 52 396 31 31
Fax	+41 52 396 31 91
Contact	✉ helpcenter@smc.ch
URL	https://www.smc.eu/de-ch

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Switzerland	●	—	●	—	—	—	—

●: Possible —: Not possible

Service network



Austria

SMC Austria GmbH

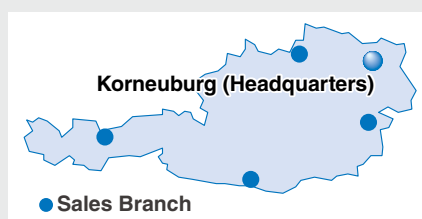
Address	Girakstrasse 8, AT-2100 Korneuburg, Austria
Phone	+43 (0) 2262-62280-8160
Contact	Chiller Support ✉ fc@smc.at
URL	https://smc-fluidcontrol.at/temperierung/

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Austria&CEE	●	●	●	●	● (Partner company)	●	●

●: Possible —: Not possible

Service network





Czech Republic

SMC Industrial Automation CZ s.r.o.

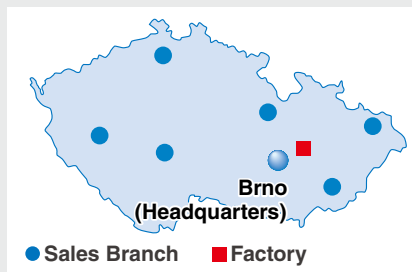
Address	Hudcova 78a, CZ-61200 Brno, Czech Republic
Phone	+420-5-414-24611
Contact	✉ sales@smc.cz
URL	https://smc-fluidcontrol.cz/regulace-teploty/

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Czech Republic	●	●	●	●	● (Partner company)	●	●

●: Possible —: Not possible

Service network



Hungary

SMC Hungary Ipari Automatizálási Kft.

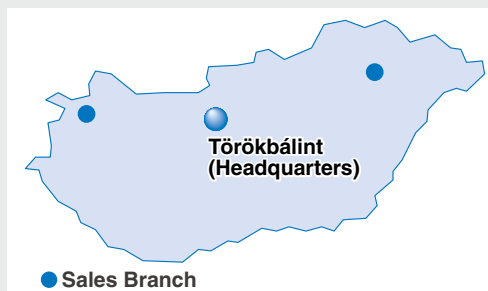
Address	Torbágy u. 15-19, H-2045 Törökbálint, Hungary
Phone	+36-23-513-000
Contact	✉ fc@smc.hu
URL	https://smc-fluidcontrol.hu/homerseklet-szabalyozas/

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Hungary	●	●	●	●	● (Partner company)	●	●

●: Possible —: Not possible

Service network





Poland

SMC Industrial Automation Polska Sp.z.o.o.

Address | ul. Stefana Batorego 10A, Pass, 05-870 Błonie, Poland
Phone | +48 22 344 40 00
Contact | ✉ fc@smc.pl
URL | <https://smc-fluidcontrol.pl/regulacja-temperatury/>

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Poland	●	—	●	●	● (Partner company)	●	●

●: Possible —: Not possible

Service network



Slovakia

SMC Priemyselná Automatizácia Spol s.r.o.

Address | Fantranská 1223, 01301 Teplica nad Váhom, Slovakia
Phone | +421-41-321321-1
Fax | +421-41-321321-0
Contact | ✉ fc@smc.cz
URL | <https://smc-fluidcontrol.com/temperature-control/>

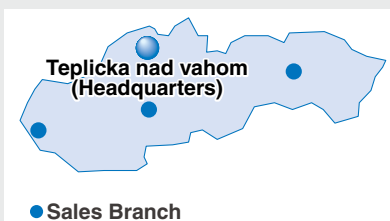
Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Slovakia	●	—	●	●	● (Partner company)	*1	—

●: Possible —: Not possible

*1 Partner company in Czech can support.

Service network



* Chiller repair service is provided by SMC-AT.



Slovenia

SMC Industrijska Avtomatika d.o.o.

Address Mirnska cesta 7, SLO-8210 Trebnje, Slovenia
Phone +386-7388-5412
Fax +386-7388-5435
Contact ✉ fc@smc.si
URL <https://smc-fluidcontrol.si/nadzor-temperature/>

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Slovenia	●	●	●	●	●	—	—

●: Possible —: Not possible

Service network



* Chiller repair service is provided by SMC-AT.



Latvia

SMC Automation SIA

Address Dzelzavas 117, Riga, Latvia, LV-1021
Phone +371 28 641 889; +371 67 817 700
Fax —
Contact Janis Hohbergs
 ✉ jaho@smc.lv
URL www.smc.lv

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Latvia	●	—	●	●	●	●	●

●: Possible —: Not possible

Partner company

Ottensten SIA

Address Gara str. 2, Dreilini, Stopini nov., Latvia, LV-2130
Phone +371 29 250 481
Fax —
Contact Renars Bertins
 ✉ renars@ottensten.lv
URL www.ottensten.lv





Russia

SMC Pneumatik LLC.

Address	Business center, building 3, 15 Kondratjevskij prospect, St. Petersburg, Russia, 195197
Phone	+7-(812) 303-6600
Fax	+7-(812) 303-6601
Contact	✉ support@smcru.com
URL	http://www.smc-pneumatik.ru

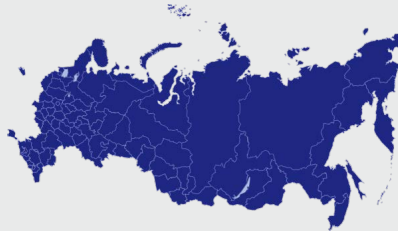
Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				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:
 - Domxoloda (Moscow)
 - Chelyabinsk Compressor Plant (Saint-Petersburg)





Turkey

SMC Turkey Otomasyon A.Ş.

Address	Halkalı Merkez Mah, Basın Ekspres Cad, Capital Tower No:9 Kat:11, 34301, Kucukcekmece-Istanbul, Turkey
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@smcturkey.com.tr
URL	http://www.smcturkey.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			On-site service
				Part exchange	Refrigeration circuit repair	Partner company	
Turkey	●	●	●	●	●	●	●

●: Possible —: Not possible

SMC's Thermo-chiller Service Network in Asia/Oceania

SMC's Asia and Oceania service network includes 15 local subsidiaries, 14 production facilities, more than 220 sales offices, and approximately 8,000 staff members, covering 26 countries and regions such as Korea, India, the ASEAN countries, Australia, New Zealand, and the Chinese-speaking sphere that includes China, Hong Kong, and Taiwan. SMC is dedicated to providing a reliable support system for all users operating across Asia and Oceania.



INDEX

25 Australia

SMC Corporation (Australia) Pty Ltd ... Page 23

26 China

SMC Automation China Co., Ltd. Page 24

27 Hong Kong

SMC Automation (Hong Kong) Ltd. ... Page 25

28 India

SMC Corporation (India) Pvt. Ltd. Page 25

29 Indonesia

PT SMC Automation Indonesia Page 26

30 Japan

SMC Corporation Page 26

31 Korea

SMC Korea Co., Ltd. Page 27

32 Malaysia

SMC Automation (Malaysia) Sdn. Bhd. ... Page 28

33 New Zealand

SMC Corporation (NZ) Limited Page 29

34 Philippines

Shoketsu SMC Corporation Page 30

35 Singapore

SMC Corporation (Singapore) Pte. Ltd. ... Page 30

36 Taiwan

SMC Automation (Taiwan) Co., Ltd. ... Page 31

37 Thailand

SMC (Thailand) Ltd. Page 31

38 Vietnam

SMC Corporation (Vietnam) Co., Ltd. ... Page 32



Australia

SMC Corporation (Australia) Pty Ltd

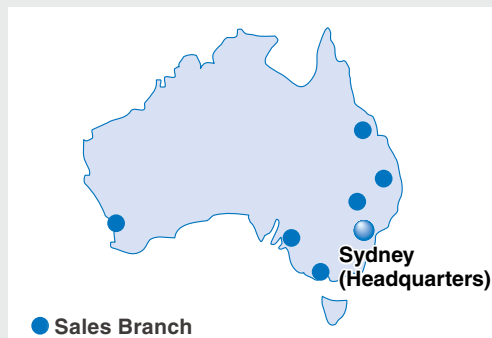
Address	14-18 Hudson Ave, Castle Hill, NSW 2154 Australia
Phone	1800 763 862
Fax	—
Contact	✉ ausales@smcanz.com
URL	www.smcanz.com

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
AU	●	—	●	—	—	●	●

●: Available —: Not available

Service network (group of service points)





China <Beijing and Shanghai Area>

SMC Automation China Co., Ltd.

Address A2, XingSheng Street, BDA, Beijing, 100176 P.R. China
Phone +86-(010) 67885566
Fax +86-(010) 67881837
Contact **Wang Di (Shang hai Area)**
 ✉ wangdi@smc.com.cn, chillercn@smc.com.cn
Wei Zheng (Beijing Area)
 ✉ weizheng@smc.com.cn, bjchiller@smc.com.cn
Zhao Shuan (Wuhan Area)
 ✉ zhaoshuan@smc.com.cn, bjchiller@smc.com.cn
URL <http://www.smc.com.cn>



Beijing Chiller Support Center



Shanghai Chiller Support Center

Introduction of technical support system

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

●: Available —: Not available



<Guangzhou Area>

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			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Guangzhou	●	●	●	●	●	—	—

●: Available —: Not available



Hong Kong

SMC Automation (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			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Hong Kong	●	●	●	●	●	—	●

●: Available —: Not available



India

SMC Corporation (India) Pvt. Ltd.

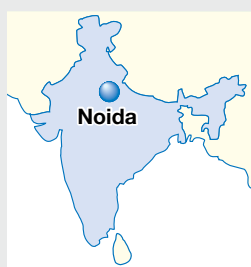
Address	A4, Sector 88, Noida - 201 305, Dist: Gautam Budh Nagar (U.P.), India
Phone	+91-120-4780222
Fax	
Contact	Sanjay Ambast ✉ ska@smcindia.in
URL	www.smcin.com

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
India	●	●	●	●	●	—	—

●: Available —: Not available

Service network





Indonesia

PT SMC Automation Indonesia

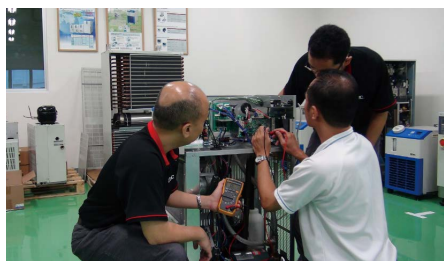
Address EJIP Industrial Park Plot 6J-1 Cikarang Selatan – Bekasi
17550 Indonesia

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			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Indonesia	●	—	●	● (Partner company)	● (Partner company)	●	●

●: Available —: Not available



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 <https://www.smcworld.com>

Introduction of technical support system

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

●: Available —: Not available



Japan Technical Center



Yamatsuri Factory



Korea

SMC Korea Co., Ltd.

Address	Scout B/D 8F, 14, Gukhoe-daero 62-gil (Yeouido-dong), Yeongdeungpo-gu, Seoul, 07235, 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			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Korea	●	—	●	● (Partner company)	● (Partner company)	●	●

●: Available —: Not available



Malaysia

SMC Automation (Malaysia) Sdn. Bhd.

Address	Lot 36, Jalan Delima 1/1, Subang Hi-Tech Industrial Park, 47500 Subang Jaya, Selangor, Malaysia		
Phone	+60-(03) 56350590		
Fax	+60-(03) 56350601		
Contact	Sales	✉	sales@smcmy.com.my
	Edward Chong	✉	edwardchong@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			On-site service
				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



New Zealand

SMC Corporation (NZ) Limited

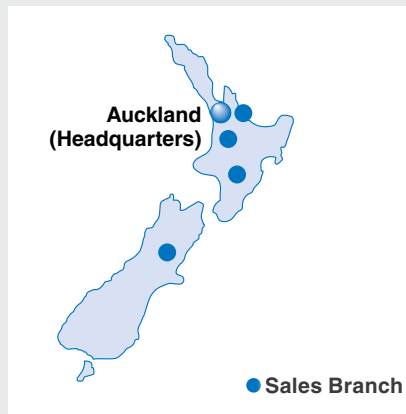
Address	5 Pacific Rise Mt Wellington Auckland 1060, New Zealand
Phone	0800 1320 762
Fax	+64 9 573 7001
Contact	✉ nzsales@smcanz.com
URL	www.smcanz.com

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
NZ	●	—	●	—	—	—	—

●: Available —: Not available

Service network (group of service points)





Philippines

Shoketsu SMC Corporation

Address	Lot 9E First Philippine Industrial Park II (FPIP II) Sto Tomas, Batangas 4234 Philippines		
Phone	+63-(02) 809-0565		
Fax	+63-(02) 809-0586		
Contact	Ray-An Marce	✉	ray-an.marce@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			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Philippines	●	—	●	●	—	—	—

●: Available —: Not available



Singapore

SMC Corporation (Singapore) Pte. Ltd.

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

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Singapore	●	●	●	●	● (Partner company)	●	●

●: Available —: Not available

Partner company

Comptek Corporation Pte Ltd

Address	No. 1 Woodlands Industrial Park E1 #05-01 Northland Industrial Building 1 Singapore 757724		
Phone	65-6365 9377		



Taiwan

SMC Automation (Taiwan) Co., Ltd.

Address	No.16, Lane 205, Nansan Rd., Sec.2, Luzhu-Dist. Taoyuan-City, Taiwan		
Phone	+886-(03) 322-3443		
Fax	+886-(03) 322-3387		
Contact	Hsinchu: X.L.YIN		x.l.yin@smc.com.tw
	Taichung: C.L.CHANG		c.l.chang@smc.com.tw
	Tainan: 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			On-site service
				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	Saranras		saranras.s@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			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Thailand	●	●	●	●	●	●	●

●: Available —: Not available





Vietnam

SMC Corporation (Vietnam) Co., Ltd.

Address	No. 63 Lo Lu Street, Truong Thanh Ward, District 9, Ho Chi Minh City, Vietnam
Phone	(+84 -28) 6281-1110
Fax	(+84 -28) 6281-1120
Contact	Engineering ✉ smc_vn_engineering@smc-vietnam.com.vn
URL	http://www.smc-vietnam.com.vn

Introduction of technical support system

Region	Sales engineer	Chiller repair room	Product & part provide	Maintenance			On-site service
				Part replacement	Refrigeration circuit repair	Partner company	
Vietnam	●	—	●	●	● (Partner company)	●	●

●: Available —: Not available

Thermo-chiller Support Guide



SMC Corporation

Akihabara UDX 15F,
4-14-1, Sotokanda, Chiyoda-ku, Tokyo 101-0021, JAPAN
Phone: 03-5207-8249 Fax: 03-5298-5362
<https://www.smcworld.com>
© 2022 SMC Corporation All Rights Reserved

Specifications are subject to change without prior notice
and any obligation on the part of the manufacturer.

D-G