SMC’s Thermo-chiller Global Network
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.

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

3 U.S.A.
SMC Corporation of America
**Brazil**

**SMC Automação do Brasil Ltda.**

<table>
<thead>
<tr>
<th>Address</th>
<th>Av. Piraporinha, 777 Barro Planalto, São Bernardo do Campo São Paulo, Brazil   ZIP : 09891-001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>+55-11-4802-0600</td>
</tr>
<tr>
<td>Fax</td>
<td>+55-11-4802-0685</td>
</tr>
<tr>
<td>Contact</td>
<td>Fábio Trocoletto  <a href="mailto:ftrocoletto@smcbr.com.br">ftrocoletto@smcbr.com.br</a></td>
</tr>
<tr>
<td></td>
<td>Franco Batista  <a href="mailto:fbatista@smcbr.com.br">fbatista@smcbr.com.br</a></td>
</tr>
<tr>
<td>URL</td>
<td><a href="http://www.smcbr.com.br">http://www.smcbr.com.br</a></td>
</tr>
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</table>

**Introduction of technical support system**

- Chiller 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

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
<th>Chiller repair room</th>
<th>Product &amp; part provide</th>
<th>Maintenance</th>
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</thead>
<tbody>
<tr>
<td>Brazil</td>
<td></td>
<td></td>
<td></td>
<td>Part exchange</td>
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- Possible — Not possible

### Andrear Refrigeração

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- Possible — Not possible

### Schuermann

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- Possible — Not possible
# Thermo-chiller Support Guide

## 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

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
<th>Chiller repair room</th>
<th>Product &amp; part provide</th>
<th>Maintenance</th>
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<td>H.Q. SMC MX</td>
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<tr>
<td>Branches</td>
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</table>

- Possible
- Not possible

- **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**

### 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
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.

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
<th>Chiller repair room</th>
<th>Product &amp; part provide</th>
<th>Part exchange</th>
<th>Refrigeration circuit repair</th>
<th>Partner company</th>
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<td>North America</td>
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●: Possible —: Not possible
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 160 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 8

5 France
SMC France Page 8

6 Germany
SMC Deutschland GmbH Page 9

7 Italy
SMC Italia S.p.A. Page 10

8 Netherlands
SMC Nederland B.V. Page 11

9 Russia
SMC Pneumatik LLC. Page 12

10 Spain/Portugal
SMC España S.A. Page 13

11 Turkey
SMC Turkey Otomasyon A.Ş. Page 14

12 U.K.
SMC Pneumatics (U.K.) Ltd. Page 15
Austria

SMC Austria GmbH

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

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
<th>Chiller repair room</th>
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●: Possible —: Not possible

France

SMC France

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

Introduction of technical support system

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

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
<th>Chiller repair room</th>
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●: 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 Deutschland 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
         | Technical support
         | +49 (0) 6103 402-402    chillersupport@smc.de
URL      | http://www.smc-pneumatik.de

Introduction of technical support system

<table>
<thead>
<tr>
<th>Region</th>
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●: 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)
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.

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
<th>Chiller repair room</th>
<th>Product &amp; part provide</th>
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<th>Partner company</th>
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● Possible — Not possible

Service Network (group of Service Points)

Italian Service Network

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Phone</th>
<th>Contact</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIR BONAITA S.R.L.</td>
<td>(+39)0362/574143</td>
<td><a href="mailto:info@airbonaita.it">info@airbonaita.it</a></td>
<td><a href="http://www.airbonaita.it">www.airbonaita.it</a></td>
</tr>
<tr>
<td>AIR CENTER S.R.L.</td>
<td>(+39)080/3720022</td>
<td><a href="mailto:aircenter@aircentersrl.it">aircenter@aircentersrl.it</a></td>
<td><a href="http://www.aircentersrl.it">www.aircentersrl.it</a></td>
</tr>
<tr>
<td>BAGLIONI S.R.L.</td>
<td>(+39)0571/930021</td>
<td><a href="mailto:info@baglioniclima.it">info@baglioniclima.it</a></td>
<td><a href="http://www.baglioni-clima.it">www.baglioni-clima.it</a></td>
</tr>
<tr>
<td>C.R.C. S.N.C.</td>
<td>(+39)011/621269</td>
<td><a href="mailto:info@crc-compressori.com">info@crc-compressori.com</a></td>
<td><a href="http://www.crc-compressori.com">www.crc-compressori.com</a></td>
</tr>
<tr>
<td>CENTRO COMPRESSORI</td>
<td>(+39)0421/74388</td>
<td><a href="mailto:info@centrocompressori.it">info@centrocompressori.it</a></td>
<td><a href="http://www.centrocompressori.it">www.centrocompressori.it</a></td>
</tr>
<tr>
<td>COMPRESSORI D.G.M. S.R.L.</td>
<td>(+39)0444/551123</td>
<td><a href="mailto:info@dgenergy.com">info@dgenergy.com</a></td>
<td><a href="http://www.dgenergy.com">www.dgenergy.com</a></td>
</tr>
<tr>
<td>FIMO S.P.A.</td>
<td>(+39)0536/877811</td>
<td><a href="mailto:service@fimospa.it">service@fimospa.it</a></td>
<td><a href="http://www.fimospa.it">www.fimospa.it</a></td>
</tr>
<tr>
<td>FIBO S.R.L.</td>
<td>(+39)0577/632228</td>
<td><a href="mailto:info@effeemme-ac.it">info@effeemme-ac.it</a></td>
<td><a href="http://www.effeemme-ac.it">www.effeemme-ac.it</a></td>
</tr>
<tr>
<td>FAC S.N.C.</td>
<td>(+39)030/661689</td>
<td><a href="mailto:facariocompressa@gmail.com">facariocompressa@gmail.com</a></td>
<td><a href="http://www.faccompressori.it">www.faccompressori.it</a></td>
</tr>
<tr>
<td>T.S.A. S.R.L.</td>
<td>(+39)039-9217296</td>
<td><a href="mailto:info@tsasrl.net">info@tsasrl.net</a></td>
<td><a href="http://www.tsasrl.net">www.tsasrl.net</a></td>
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</table>
Europe  Thermo-chiller Support Guide

Netherlands
SMC Nederland 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

Introduction of technical support system

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
<th>Chiller repair room</th>
<th>Product &amp; part provide</th>
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<td>The Netherlands</td>
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●: Possible  —: Not possible
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

<table>
<thead>
<tr>
<th>Region</th>
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<td>●</td>
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</table>

●: 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.
- 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)
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
José Ramón Pérez

**URL**
http://www.smces.es

**Introduction of technical support system**

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
<th>Chiller repair room</th>
<th>Product &amp; part provide</th>
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</table>

●: 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
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

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
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<th>Product &amp; part provide</th>
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●: Possible    —: Not possible
United Kingdom
SMC Pneumatics (U.K.) Ltd.

Address: Vincent Avenue, Crownhill, Milton Keynes, Buckinghamshire MK8 0AN, United Kingdom
Phone: +44(0) 1908 563888
Fax: +44(0) 1908 561185
Contact: Chiller Support chillersupport@smcpneumatics.co.uk
Sales Engineering Group technical@smcpneumatics.co.uk
URL: http://www.smcpneumatics.co.uk

Introduction of technical support system

<table>
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<tr>
<th>Region</th>
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<th>Chiller repair room</th>
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<td>UK</td>
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</tr>
</tbody>
</table>

* 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

Production and logistics facility
Chiller repair and test facility

Daikin and SMC logos

Δ 15
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

中国
SMC (China) Co., Ltd. .................................. Page 17
SMC Automation (Guangzhou) Ltd. ... Page 17

香港
SMC Automation (Hong Kong) Ltd. ... Page 18

印度
PT SMC Automation Indonesia ...... Page 18

日本
SMC Corporation ........................................ Page 19

韩国
SMC Korea Co., Ltd. .............................. Page 19

马来西亚
SMC Automation (Malaysia) Sdn. Bhd. ... Page 20

菲律宾
Shoketsu SMC Corporation ............... Page 21

新加坡
SMC Corporation (Singapore) Pte. Ltd. .. Page 21

台湾
SMC Automation (Taiwan) Co., Ltd. .. Page 22

泰国
SMC (Thailand) Ltd. ............................. Page 22
### Introduction of technical support system

<table>
<thead>
<tr>
<th>Region</th>
<th>Sales engineer</th>
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●: Available  —: Not available

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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

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### China <Guangzhou Area>

**SMC Automation (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

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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

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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

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Asia

Thermo-chiller Support Guide

Japan

SMC Corporation

Address  
Akibahara 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

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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
Masakazu Mitani  mitani@smckorea.co.jp
Jin Ichinose  ichinose@smckorea.co.jp

URL  
http://www.smckorea.co.kr

Introduction of technical support system

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Thermo-chiller Support Guide

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
         Eddie Tee Choon Chin  eddieteepg@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

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Contact Sales

Partner company

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 2143, 8024 7026
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

For Central Region and Southern Region

For Northern Region
**Philippines**

**Shoketsu SMC Corporation**

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**Introduction of technical support system**

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

**Address**

Lot 9E First Philippine Industrial Park II (FPIP II) Sto Tomas, Batangas 4234 Philippines

**Phone**

+63-(02) 809-0565
+63-(02) 809-0586

**Contact**

Dennet Lino  
Reano Lopez  

**URL**

http://www.shoketsu-smc.com.ph

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**Singapore**

**SMC Corporation (Singapore) Pte. Ltd.**

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**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

**Address**

33, Tuas Avenue 8, Singapore 639251

**Phone**

+65-6861-0888
+65-6861-1889

**Contact**

Chiller service

**URL**

http://www.smcsing.com.sg

---

**Partner company**

**Compitek 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: 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

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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

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