

# Thermo-chiller Support Guide

The peace of mind around the world



# SMC's Thermo-chiller Global Network

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\* 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.



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## Brazil

### SMC Automação do Brasil Ltda.

<b>Address</b>	Av. Piraporinha, 777 Barro Planalto, São Bernardo do Campo São Paulo, Brazil ZIP : 09891-001		
<b>Phone</b>	+55-11-4802-0600		
<b>Fax</b>	+55-11-4802-0685		
<b>Contact</b>	<b>Fábio Trocoletto</b>	✉	ftrocoletto@smcbr.com.br
	<b>Franco Batista</b>	✉	fbatista@smcbr.com.br
<b>URL</b>	http://www.smcbr.com.br		

### Introduction of technical support system

- Chillers support team
- Sales/Application Engineer
- Technical Support Engineer
- Assistance technical room
- 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	
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
- Andrear Refrigeração
- Schuermann
- G3MR



# 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

<b>Warehouse</b> Stock of chillers and spare parts	<b>Sales Engineering</b> Support for the salesman in the analysis of the application and select the right product.	<b>Training</b> Offer training of operation and troubleshooting	<b>Local Support</b> Sales Branches: Monterrey, Mexico, Guanajuato, Ciudad Juarez, Tijuana
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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	<b>Chiller repair room:</b> Only diagnostic and changing of spare parts except refrigeration circuit.
	<b>Maintenance:</b> 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

■ ASI

■ ALL WORLD MACHINERY









SMC US Repair Facility

## U.S.A.

### SMC Corporation of America

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

### 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	
North America	●	●	●	●	●	●	●

●: Possible —: Not possible

### Partner company

#### ■ Service Logic, LLC

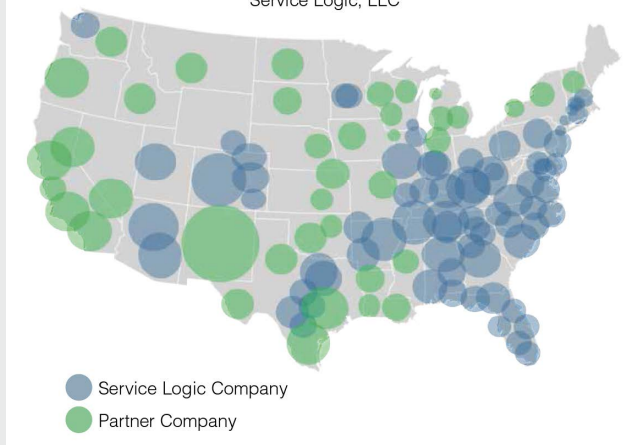
- One of the largest privately held HVAC / Mechanical companies in the US
- 2100+ service technicians
- 26 Service Logic owned HVAC companies
- Dozens of additional HVAC partner companies

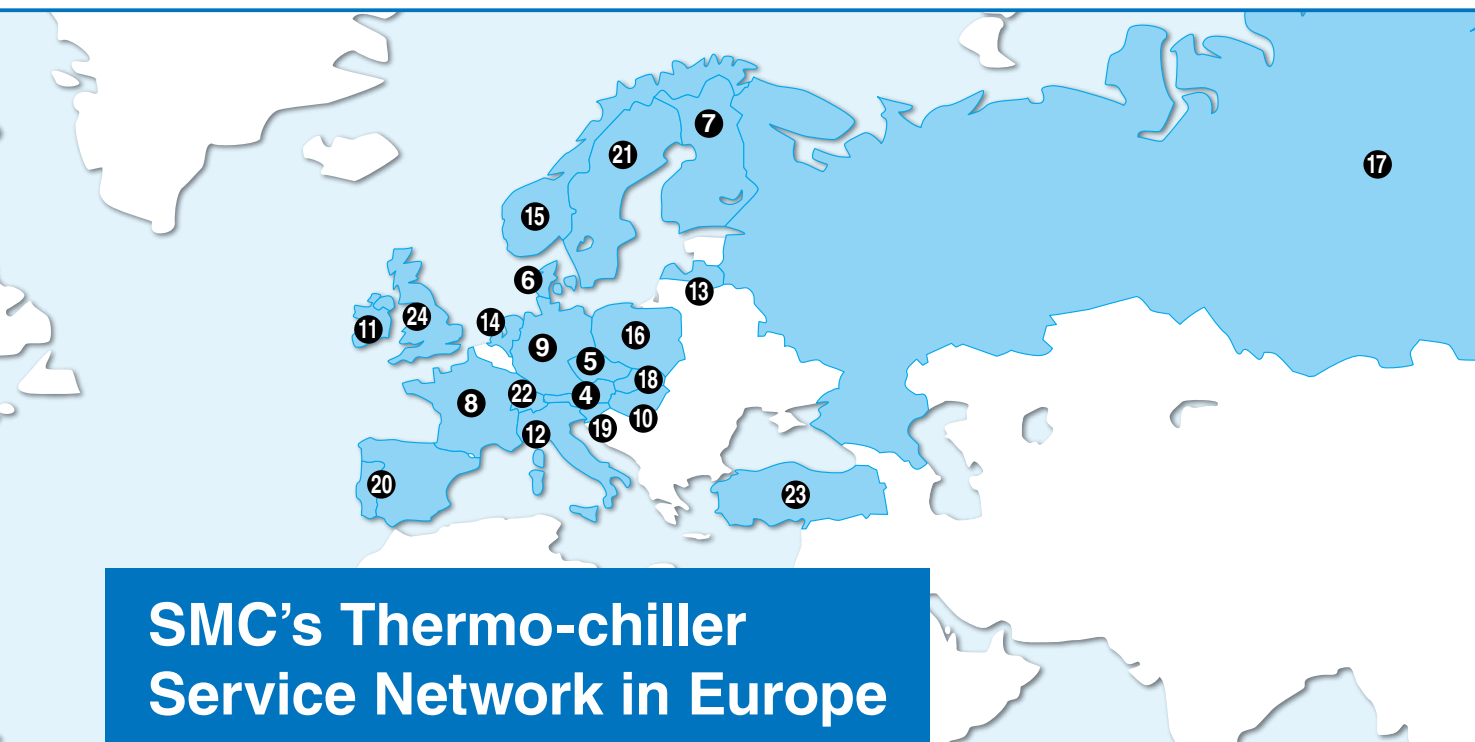
#### Available Services

- Warranty & non-warranty
- Retrofit & replacement
- Preventative maintenance
- Installations
- Service contracts
- Telephone support
- Invoice inquiries
- Emergency

#### 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.

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# 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](mailto: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

<b>Address</b>	2002 Citywest Road, Citywest Business Campus, Citywest, Dublin 24, D24 Y864
<b>Phone</b>	+353 (0) 1 4039000
<b>Fax</b>	+353 (0) 1 4640500
<b>Contact</b>	<b>Technical Support</b> ✉ <a href="mailto:technical@smcautomation.ie">technical@smcautomation.ie</a>
<b>URL</b>	<a href="http://www.smcautomation.ie">www.smcautomation.ie</a>

### 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

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

### Introduction of technical support system

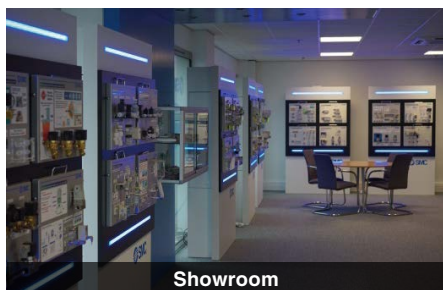
- More than 200 employees with customer service support, engineers, technical support and sales force.

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.

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

## Introduction of technical support system

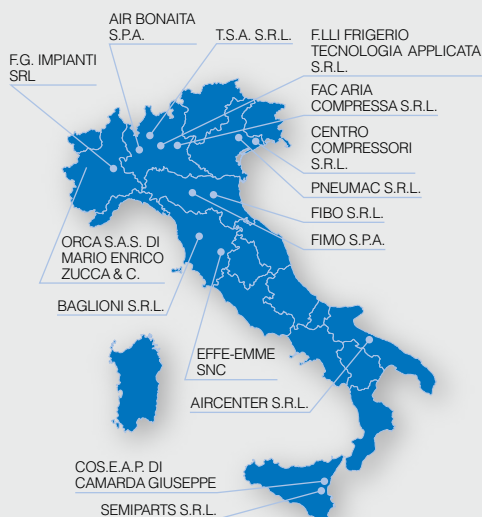
- The Italian Thermo Products Team is composed by 4 people:  
 Davide Lanotte, Project Leader;  
 Maurizio Candela, Technical Support Engineer;  
 Nicole Mazzette & Chiara Panista, Product Specialists.
- SMC Italy has decided to use external partners (Service Points) displaced in different areas to guarantee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

●: 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@baglioniclimate.it  
**URL** www.baglioniclimate.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 &amp; 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](mailto:rmartine@smc.smces.es)

✉ [chillersupport@smc.smces.es](mailto: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	●	●	●	●	●	●	●
Portugal	●	●	●	●	●	●	●

●: 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](mailto: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	●	●	●	●	●	●	●

●: Possible —: Not possible



Chiller Repair Center



Technology Center Eindhoven



## Sweden

### SMC Automation AB

<b>Address</b>	Ekhagsvägen 29-31, SE-14171 Huddinge
<b>Phone</b>	+46 8 603 12 40
<b>Fax</b>	—
<b>Contact</b>	✉ <a href="mailto:smc@smc.nu">smc@smc.nu</a>
<b>URL</b>	<a href="http://www.smc.nu">www.smc.nu</a>

### 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

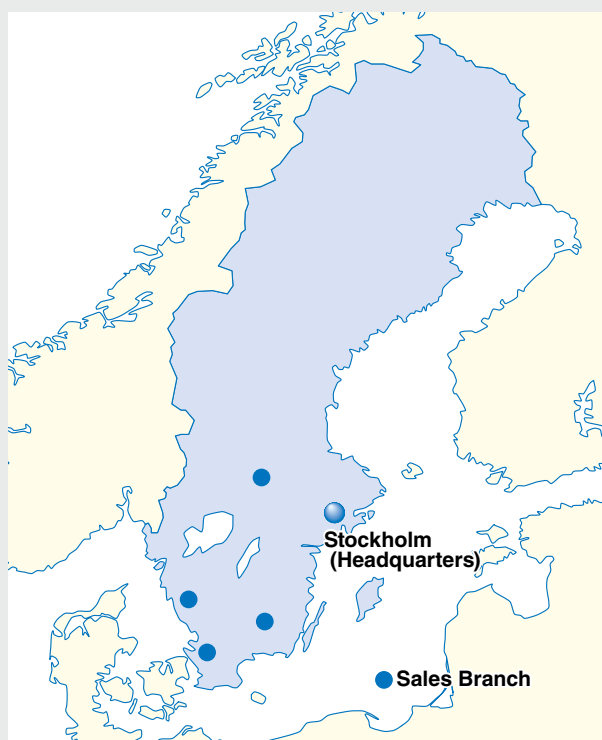
#### ■ Bravida Sverige AB

<b>Address</b>	Mikrofonvägen 28, Västberga (Headquarters)
<b>Phone</b>	+46 8 695 20 90
<b>Contact</b>	✉ <a href="mailto:Cooling.sthlm@bravida.se">Cooling.sthlm@bravida.se</a>

Bravida is represented in more than 20 cities in Sweden.



### Service network (group of service points)







## Finland

### SMC Automation Oy

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

●: Possible —: Not possible

### Partner company

#### ■ MV-Jäähdytys Oy

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



## Norway

### SMC Automation AS

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

### Introduction of technical support system

- The support is handled by our Technical Support.
- Part exchange is done at our workshop at SMC Sweden 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

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

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

●: Possible —: Not possible

### Partner company

#### ■ Sachsen-Kälte GmbH (Refrigeration circuit repair)

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



## Switzerland

### SMC Schweiz AG

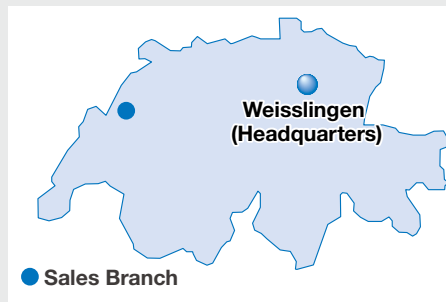
<b>Address</b>	Dorfstrasse 7 8484 Weisslingen / 13 Avenue des Sciences 1400 Yverdon-les-Bains
<b>Phone</b>	+41 52 396 31 31
<b>Fax</b>	+41 52 396 31 91
<b>Contact</b>	✉ helpcenter@smc.ch
<b>URL</b>	https://www.smc.eu/de-ch

### 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

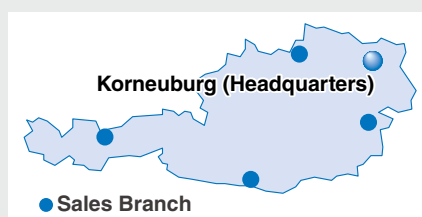
<b>Address</b>	Girakstrasse 8, AT-2100 Korneuburg, Austria
<b>Phone</b>	+43 (0) 2262-62280-8160
<b>Contact</b>	<b>Chiller Support</b> ✉ fc@smc.at
<b>URL</b>	https://smc-fluidcontrol.at/temperierung/

### 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	●	●	●	●	●	●	●

●: Possible —: Not possible

### Service network





## Czech Republic

### SMC Industrial Automation CZ s.r.o.

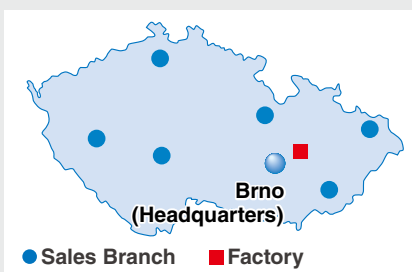
<b>Address</b>	Hudcova 78a, CZ-61200 Brno, Czech Republic
<b>Phone</b>	+420-5-414-24611
<b>Contact</b>	✉ sales@smc.cz
<b>URL</b>	<a href="https://smc-fluidcontrol.cz/regulace-teploty/">https://smc-fluidcontrol.cz/regulace-teploty/</a>

#### 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	●	●	●	●	●	●	●

●: Possible —: Not possible

#### Service network



## Hungary

### SMC Hungary Ipari Automatizálási Kft.

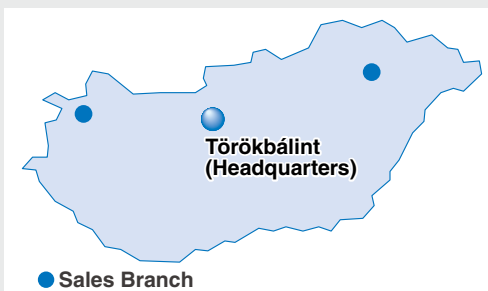
<b>Address</b>	Torbágy u. 15-19, H-2045 Törökbálint, Hungary
<b>Phone</b>	+36-23-513-000
<b>Contact</b>	✉ fc@smc.hu
<b>URL</b>	<a href="https://smc-fluidcontrol.hu/homerseklet-szabalyozas/">https://smc-fluidcontrol.hu/homerseklet-szabalyozas/</a>

#### 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	●	●	●	●	●	●	●

●: Possible —: Not possible

#### Service network





## Poland

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

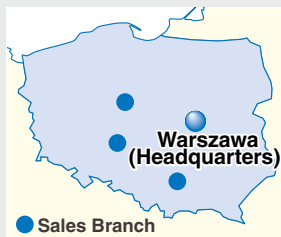
**Address** | ul. Stefana Batorego 10A, Pass, 05-870 Błonie, Poland  
**Phone** | +48 22 344 40 00  
**Contact** | ✉ fc@smc.pl  
**URL** | <https://smc-fluidcontrol.pl/regulacja-temperatury/>

#### 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	●	—	●	●	●	●	●

●: Possible —: Not possible

#### Service network



## Slovakia

### SMC Priemyselná Automatizácia Spol s.r.o.

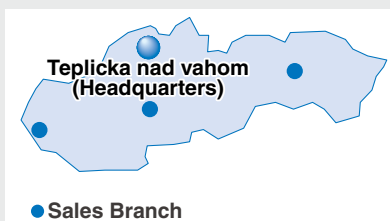
**Address** | Fantranská 1223, 01301 Teplica nad Váhom, Slovakia  
**Phone** | +421-41-321321-1  
**Fax** | +421-41-321321-0  
**Contact** | ✉ fc@smc.cz  
**URL** | <https://smc-fluidcontrol.com/temperature-control/>

#### 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	●	—	●	●	●	—	—

●: Possible —: Not possible

#### Service network



\* Chiller repair service is provided by SMC-AT.





## Slovenia

### SMC Industrijska Avtomatika d.o.o.

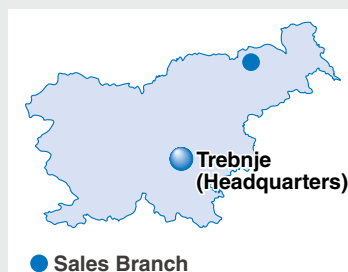
**Address** Mirnska cesta 7, SLO-8210 Trebnje, Slovenia  
**Phone** +386-7388-5412  
**Fax** +386-7388-5435  
**Contact** ✉ fc@smc.si  
**URL** <https://smc-fluidcontrol.si/nadzor-temperature/>

#### 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](http://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](http://www.ottensten.lv)







# Russia

## SMC Pneumatik LLC.

<b>Address</b>	Business center, building 3, 15 Kondratjevskij prospect, St. Petersburg, Russia, 195197
<b>Phone</b>	+7-(812) 303-6600
<b>Fax</b>	+7-(812) 303-6601
<b>Contact</b>	✉ support@smcru.com
<b>URL</b>	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	●	—	●	●	—	●	●

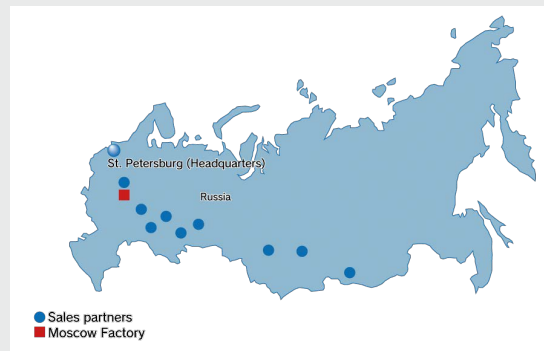
●: Possible —: Not possible

### 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.

<b>Address</b>	Halkalı Merkez Mah, Basın Ekspres Cad, Capital Tower No:9 Kat:11, 34301, Kucukcekmece-Istanbul, Turkey
<b>Phone</b>	+9(0) 212 489 04 40
<b>Fax</b>	+9(0) 212 489 04 37
<b>Contact</b>	GSM: +9(0) 542 352 12 82 (Chiller Hot line) ✉ teknikdestek@smcturkey.com.tr
<b>URL</b>	<a href="http://www.smcturkey.com.tr">http://www.smcturkey.com.tr</a>

### 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.



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## Australia

### SMC Corporation (Australia) Pty Ltd

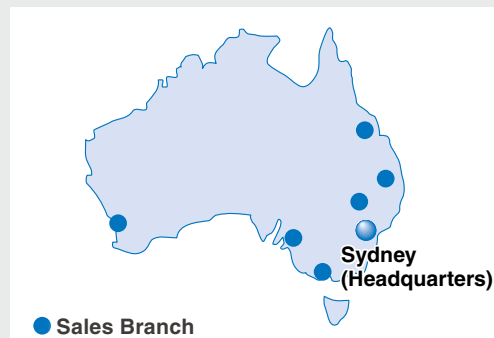
<b>Address</b>	14-18 Hudson Ave, Castle Hill, NSW 2154 Australia
<b>Phone</b>	1800 763 862
<b>Fax</b>	—
<b>Contact</b>	✉ <a href="mailto:ausales@smcanz.com">ausales@smcanz.com</a>
<b>URL</b>	<a href="http://www.smcanz.com">www.smcanz.com</a>

### 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** | Hu Ning ✉ [huning@smc.com.cn](mailto:huning@smc.com.cn)  
**URL** | <http://www.smc.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	
Beijing	●	●	●	●	●	●	●
Shanghai	●	●	●	●	●	●	●

●: Available —: Not available



Beijing Chiller Support Center



Shanghai Chiller Support Center



## <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** | Hu Ning ✉ [huning@smc.com.cn](mailto:huning@smc.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** Rajeev Yamdagni ✉ yamdagni.rajeev@smc.com

**URL** [www.smcin.com](http://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

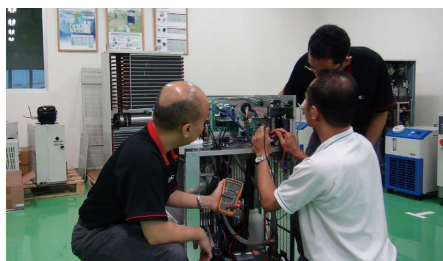
**Address** EJIP Industrial Park Plot 6J-1 Cikarang Selatan – Bekasi  
17550 Indonesia

**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	●	—	●	●	●	●	●

●: Available —: Not available

#### Partner company

■ PT Mutiara Teknik



## 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  
Hiroyuki Katsuta ✉ katsuta.hiroyuki@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

#### Partner company

■ SD Maintenance  
■ Naigai TEC Corporation



Japan Technical Center



Yamatsuri Factory



## Korea

### SMC Korea Co., Ltd.

<b>Address</b>	Scout B/D 8F, 14, Gukhoe-daero 62-gil (Yeouido-dong), Yeongdeungpo-gu, Seoul, 07235, Korea		
<b>Phone</b>	+82-(10) 2347-8821		
<b>Fax</b>	+82-(02) 3219-0702		
<b>Contact</b>	JIHUN LIM	✉	chiller@smckorea.co.kr
<b>URL</b>	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	●	●	●	●	●	●	●

●: Available



### Partner company

- CHT
- FeST
- YC TECH
- TSC
- EQ-Eng
- PLUS-A
- SM Tech



## Malaysia

### SMC Automation (Malaysia) Sdn. Bhd.

<b>Address</b>	Lot 36, Jalan Delima 1/1, Subang Hi-Tech Industrial Park, 47500 Subang Jaya, Selangor, Malaysia		
<b>Phone</b>	+60-(03) 56350590		
<b>Fax</b>	+60-(03) 56350601		
<b>Contact</b>	<b>Sales</b>		sales@smcmy.com.my
	<b>Edward Chong</b>		edwardchong@smcmy.com.my
<b>URL</b>	<a href="https://www.smcworld.com/en-my/">https://www.smcworld.com/en-my/</a>		



### 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

- CAS Industrial Solution Sdn Bhd
- Everair Engineering Sdn Bhd



## New Zealand

### SMC Corporation (NZ) Limited

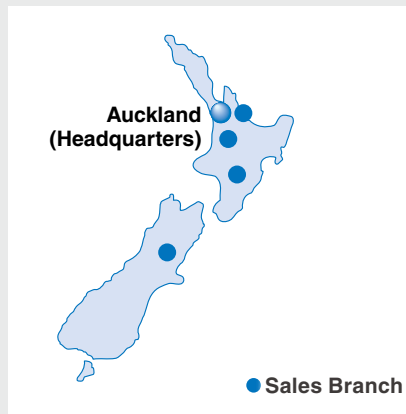
<b>Address</b>	5 Pacific Rise Mt Wellington Auckland 1060, New Zealand
<b>Phone</b>	0800 1320 762
<b>Fax</b>	+64 9 573 7001
<b>Contact</b>	✉ nzsales@smcanz.com
<b>URL</b>	www.smcanz.com

### 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

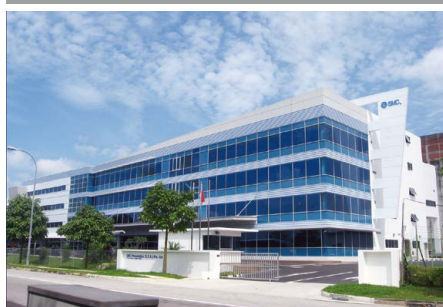
<b>Address</b>	Lot 9E First Philippine Industrial Park II (FPIP II) Sto Tomas, Batangas 4234 Philippines		
<b>Phone</b>	+63-(02) 809-0565		
<b>Fax</b>	+63-(02) 809-0586		
<b>Contact</b>	<b>Ray-An Marce</b>	✉	ray-an.marce@shoketsu-smc.com.ph
	<b>Reano Lopez</b>	✉	rey.lopez@shoketsu-smc.com.ph
<b>URL</b>	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.

<b>Address</b>	33, Tuas Avenue 8, Singapore 639251		
<b>Phone</b>	+65-6861-0888		
<b>Fax</b>	+65-6861-1889		
<b>Contact</b>	<b>Chiller service</b>	✉	service@smcsing.com.sg
<b>URL</b>	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	●	●	●	●	●	●	●

●: Available —: Not available

### Partner company

#### ■ Compitek Corporation Pte Ltd

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



## Taiwan

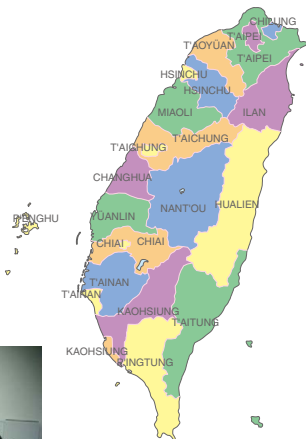
### SMC Automation (Taiwan) Co., Ltd.

<b>Address</b>	No.17, Lane 205, Nansan Rd., Sec.2, Luzhu-Dist. Taoyuan-City, Taiwan		
<b>Phone</b>	+886-(03) 271-6322		
<b>Contact</b>	T.C.Kuo	✉	chiller.service@smc.com.tw
<b>URL</b>	https://www.smcworld.com/zh-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.

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

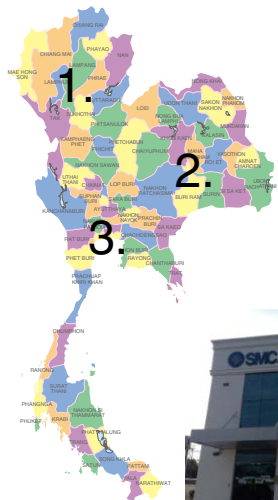
### Introduction of technical support system

#### 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.

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

### 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	●	—	●	●	●	●	●

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

D-G