



Authorized Warranty Service Center & Spare Parts Dealer



for All Manufacturers in Thailand




Also provide M&R service to existing MHI Unit & KLINGE Special Unit

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Thermo King University

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Email: cwk@icebergasia.com



World Map

South East Asia

http://service.daikin.com/newweb/container/container_service2.html

Regional parts center Satellite parts center Authorized Repairer

Authorized Repairer

Bangkok

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Established since 1987



**SOLUTIONS
TO YOUR NEEDS
& SATISFACTION**

Company's Philosophy

“ To support our customers with quality products and services in a demand driven market providing practical and reasonable solutions to customer needs and satisfaction. ”

Vision & Strategies

- To acquire a high reputation and quality standard in regional products and services with a focus on serving market demanded niches.
- Give high priority to satisfying our customer needs in the economical fashion.
- Place high importance on maintaining and developing long-term customer relationships.
- Uphold work principles aimed at open, honest communication with customers and within our company.

Satellite Service Centers:

- PAT - Bangkok Port (ICD)
- LCB Port (ICD) – Hutchison Terminal, ESCO Terminal , etc.
- Lat Krabang Terminal (ICD)
- Concenter-4 Depot, Ekachai Depot
- YJC Depot, T.I.D. Depot, Win-Win Depot, Tips CD, Triple I
- KRC, Kerry Depot, UniThai, etc.
- Sampran CY (GeSeaCo Domestic Depot: BKK-2)
- etc.



MANPOWER

MAN POWER		
SAMPRAN FACTORY		
BODY SERVICE STAFF	10	PERSONS
UNIT SERVICE STAFF	10	PERSONS
LCB PORT		
BODY SERVICE STAFF	12	PERSONS
UNIT SERVICE STAFF	20	PERSONS
LKB DEPOT		
BODY SERVICE STAFF	15	PERSONS
UNIT SERVICE STAFF	18	PERSONS
CON4 DEPOT		
BODY SERVICE STAFF	3	PERSONS
UNIT SERVICE STAFF	2	PERSONS
PAT		
UNIT SERVICE STAFF	10	PERSONS
EMERGENCY TEAM SERVICE 5 TEAMS		
	10	PERSONS
TOTALS	110	PERSONS

B. MOBILECARE - Quality Service

MOBILECARE
GOING THE EXTRA MILE.



A. REEFER SERVICE OPERATION

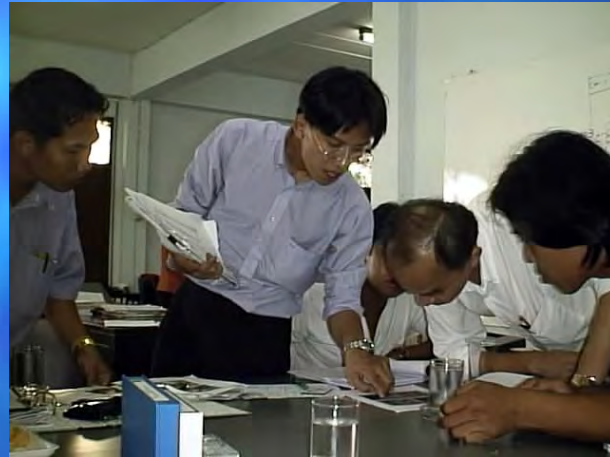
- Quality Service to Liners and Shipping Agents



C. Spare Parts on hand ready-to-serve to Customers



D. Training for the experience technicians



E. Achievement - Top Performance Award

Our Achievement has been awarded by Carrier Transicold 's



Top Performance Program for 3 consecutive years in a row :

🏆 i.e. **YR 2000** and 🏆 **YR 2001** in the category of the

“Replacement Components” and 🏆 **YR 2002** for **“Top Performer”** in all 5 categories, namely customer satisfaction, business planning, employee development, market knowledge and replacement components which ranks the best among the Authorized Warranty Service Centers within the Asia-Pacific Region to support and service our Carrier's Customers in Thailand.

🏆 **YR2004**, S&T received award in the category of **“Employee Development”** .

➤ *This program has been changed to Bi-annual Asia-Pacific Service Center Meeting started in YR2007*

🏆 **YR2007**, S&T also received special recognition with another award in the category of **“Employee Development”** .

🏆 **YR 2012** , S&T received special recognition for new category of **“Workplace Safety”**

🏆 **YR 2014** , S&T received **2nd “Top Performer”** for all 6 categories including **Workplace Safety**.

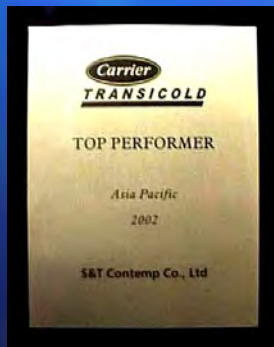
🏆 **YR 2016** , S&T received another award in the category of **“Customer Satisfaction”**



Yr. 2000 Top Performance Award
For **Replacement Components**
achieved by *S&T Contemp Co.,Ltd.*
in Cheju, S. Korea 2001



Yr. 2001 Top Performance Award
For **Replacement Components**
achieved by *S&T Contemp Co.,Ltd.*
in Kunming, China, 5-7 March 2002



Yr. 2002 Top Performance Award
For **Top Performer** of all
5 categories achieved
by *S&T Contemp Co.,Ltd.*
in Phuket, Thailand, 7-10 October 2003





Yr.2004 Top Performance Award
For **Employee Development**
achieved by **S&T Contemp Co.,Ltd.**
in Bali, Indonesia, 24-26 May 2005



--- Program SKIPPED FOR 2 YEARS (2005-6) and run Bi-Annually ---



Yr. 2007 Top Performance Award
For **Employee Development**
achieved by **S&T Contemp Co.,Ltd.**
in Xi'an, R.O.C., 18-19 October 2007



Yr. 2012 Top Performance Award
For **Workplace Safety**
achieved by **S&T Contemp Co.,Ltd.**
in Bangkok, Thailand, 31Oct.- 1st Nov. 2012





Yr. 2014 Top Performance Award
For **“Top Performer”** achieved for
2nd time for all 6 categories:

Business Planning, Employee Development,
Workplace Safety, Market Knowledge,
Management of Replacing Components,
and Customer Satisfaction.

by **S&T Contemp Co., Ltd.**

in Xiamen, R.O.C., 4-5 September 2014



Chiou Fun Sin, president, Global Container Refrigeration, Carrier Transcold (left), presents the 2014 Top Performer Award for the Asia region to Wiboonkiet Moleeratanond, managing director of S&T Contemp Co. Ltd.



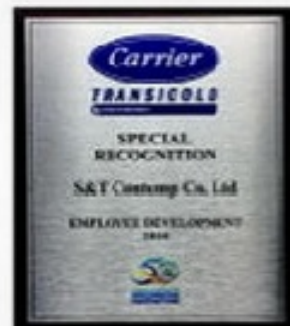
Yr. 2016 Top Performance Award
For **Customer Satisfaction**
achieved by **S&T Contemp Co., Ltd.**

Presented at Bi-Annual Asia-Pacific Service Center Meeting, KunMing, China, 28*29 September 2016





Yr 2018 Top Performance Award
For Employee Development
Achieved by S&T Contemp Co. Ltd.



Presented at the Year 2018 Asia - Pacific Service Providers Meeting at Westin Liberation Square Hotel, Chongqing, R.O.C. during 26-27 September 2018



CareMAX Program

Developed by Carrier Transicold



for Excellence in Refrigeration Management System

S&T Contemp has received Recognition as 1st Authorized Service Center achieved in CareMAX Status October 17, 2014

- **Covering handling-procurement, testing, storage, decanting, maintenance of refrigerant handling tools and apparatus, and especially training of service technicians in handling virgin refrigerants**
- **CareMAX protocols emphasize high standards for procedures and written processes focused on preventing improper refrigerant from entering the service channel including training and awareness and accountability of refrigeration service engineers and technicians.**



CareMAX Seal



- ❑ **By using Carrier-authorized service centers, especially those recognized by the CareMAX program, equipment owners and operators can be confident that their assets will be serviced by experts committed to maintaining the highest levels of refrigerant quality.**
- ❑ **Carrier Transicold developed the CareMAX program to help the container shipping industry's cold-chain service and support sector, which was impacted in recent years by issues related to refrigerant contamination and counterfeiting.**
- ❑ **One of the key program goals is to minimize the opportunity for counterfeit or contaminated refrigerant to enter the service channel as well as covering environment protection and Global Warming concern.**



CareMAX Service Centers

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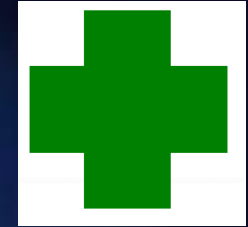
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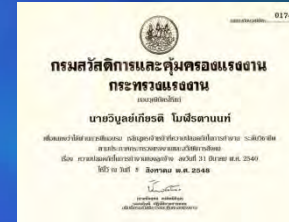
OSHE – Occupational Safety, Health, and Environment Awareness



CONTEMP บริษัท เอส แอนด์ ที คอนเทมพ์ จำกัด
S & T CONTEMP CO., LTD.

พื้นที่ก่อสร้าง : ต้องปฏิบัติตามกฎระเบียบความปลอดภัยโดยเคร่งครัด
CONSTRUCTION AREA : SAFETY RULES AND REGULATIONS MUST BE FOLLOWED

ใส่อุปกรณ์ป้องกันศีรษะ WEAR HEAD PROTECTION	ใส่แว่นตาป้องกัน WEAR SAFETY GLASSES	ใส่หน้ากากป้องกัน WEAR MASK	ใส่ที่อุดหูป้องกันเสียง WEAR EAR PLUGS	ใส่ถุงมือป้องกัน WEAR HAND PROTECTION	ใส่รองเท้าป้องกัน WEAR FOOT PROTECTION	สวมสายนิรภัย WEAR SAFETY HARNESS
ห้ามสวมรองเท้าแตะ NO SLIPPER	ห้ามสูบบุหรี่ NO SMOKING	ห้ามรับประทานอาหาร NO FOOD ALLOWED	ห้ามวิ่งเล่น NO RUNNING	ระวังอันตราย CAUTION	ระวังไฟไหม้ FIRE	โปรดรีไซเคิลขยะ รีไซเคิลขยะ PLEASE RECYCLE WASTE



Carrier Transicold

Ranking Tier 1 as Premium Service Center for S&T Contemp



SERVICE NETWORK

Ref. <http://www.carrier.com/container-refrigeration/en/worldwide/service-support/Container-Refrigeration-Authorized-Service-Provider-Network>

With ongoing efforts to excel in container service and after market parts support, Carrier Transicold is pleased to announce changes to our Authorized Service Provider (ASP) Network Structure for Global Container Refrigeration. The new 4-Tier ASP network structure is designed to improve the cost of ownership for our customers by service partners that are highly trained in the maintenance and repair of Carrier container refrigeration units. See below:

CARRIER TRANSICOLD HAS INITIATED CLASSIFICATION OF THEIR AUTHORIZED SERVICE PROVIDERS UNDER THE "Carrier Service Network Enhancement Program" IN WHICH IT IS CLASSIFIED INTO 4 LEVELS OF COMPETENCY OF THE SERVICE PROVIDERS CATEGORIES BASED ON PERFORMANCE AND REQUIREMENTS AS FOLLOWS:

1. CareMax (Refrigerant Management Program) Recognition,
2. 24/7 Mobile Service
3. Minimum Audit score
4. Minimum OEM Parts stocking
5. Training Experience requirement – classified into 3 types, i.e. Container Associate, Container Technician and Container Master Tech.
6. Carrier Warranty Service using ALL Carrier's OEM replacement components
7. OTC (Over-The-Counter) Parts sales

4 LEVELS OF THE SERVICE PROVIDERS

Tier 1 (L1) Premium Service Center

"TOP Performance Service Center who must receive recognition on the CareMax"

Tier 2 (L2) Advanced Service Center

Tier 3 (L3) Service Center

Tier 4 (L4) Repair Center

RECENTLY, S & T CONTEMP CO., LTD. HAS BEEN HONORED RECEIVING CERTIFICATE FOR 4 SERVICE LOCATIONS, NAMELY BANGKOK, CHONBURI, NAKORNPATHOM AND SAMUTSAKORN FROM CARRIER TRANSICOLD AS TOP LEVEL TO BE "PREMIUM SERVICE CENTER" FOR CARRIER TRANSICOLD. WE ARE PROUDLY TO BE ONE OF THE FIRST SERVICE CENTER FOR CARRIER TO ACHIEVE THIS TOP LEVEL.

S&T Contemp Co. Ltd.

**CONTAINER REFRIGERATION
Premium Service Center**

2019



Lee Hai Kuan
Regional Service Manager
Container Products, Asia Pacific

1.0 Business Practices

1.1 Facilities / Image



1.2 Tools / Equipment

- Tools and equipment are provided to all locations and servicing vehicles equipped with special compartment for tools and equipment
- Every technician has one mobile phone for communication as well as walkie-talkie where necessary.



CR DATACORDER



CR CONTROLLER TESTER



MEGGAR OHM TESTER



CR OMNI DRIVE



CR STEPMOTOR TESTER



CR SW CARD ADAPTER



CLIP-AMP METER



MULTIMETER

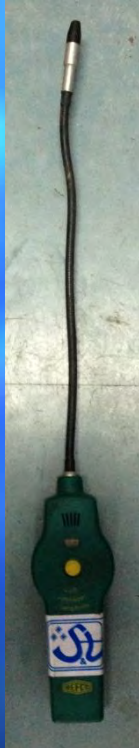


Electronic Vacuum Gauge (Micron Gauge)

TOOLS, INSTRUMENT & EQUIPMENT (Cont'd)



**DIGITAL
THERMOMETER**



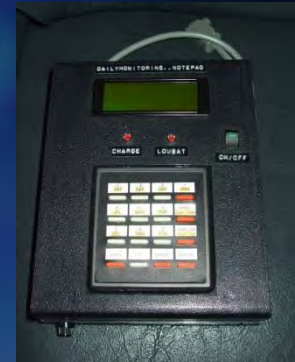
**LEAK
DETECTOR**



**TK_MP-3000
tester**



**TK_MP-4000
tester**



**MONITORING
RECORDER**



Clip Amp meter



**PRESSURE GAUGE
R134a**



**PRESSURE GAUGE
R404a**



TACHOMETER



MAGNEHELIC GAUGE

Equipment



MICROMETER



FIN COMB



HYDRAULIC PRESS



PU FOAMING EQUIPMENT



WELDER



R134a RECOVERY EQUIPMENT



Example: Instrument Calibration



TABLE 1 Calibration Record of Instrument/Tools

Date: 27.10.12

①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑪	⑫ ชื่อสถานที่สอบเทียบ (Calibration Record)			⑮
ลำดับที่	วันที่ใช้งาน	วันที่ลงทะเบียน	หมายเลขทะเบียน	ชื่อเครื่องมือวัด	ผู้ผลิต / ยี่ห้อ	รุ่น/แบบ	หมายเลขเครื่อง	ความสามารถในการทำงาน	เกณฑ์ที่ยอมรับ	ช่วงการใช้งานจริง	สถานที่สอบเทียบ	วันที่สอบเทียบ	วันครบกำหนด / ความถี่การสอบเทียบ	สถานที่สอบกลับ
Item No.	Started Date	Registered Date	Registered No.	Name of Measuring Instrument/tool	Manufacturer	Model	S/N	Capability/ Range	Precision/ Resolution	Actual Measuring Range	Place of Calibration and Certification /Accredited by	Calibration Date	Calibration Due Date or Frequency of Calibration	Traceability
1	20.10.12			Insulation tester (Megaohm)	KDDQ	DMG2671P	6710912176P	250V/500M Ω 500V/1000M Ω 100V/2000M Ω 500V/1000M Ω	$\pm 0.05-60M\Omega$	2-200M Ω	ICT/KOLAS	19.10.12	Annual	NMI
2	20.10.12			Clamp meter	ERNE	VC3267A	ET3049305	600V 400A	$\pm 0.2V$ $\pm 0.7A$	50-400V/ 5-100A	ICT/KOLAS	19.10.12	Annual	NMI
3	27.10.12			Thermometer/ thermocouple type K	PROSKIT	MT-4001	110116	100 to -40°C	$\pm 1^\circ C$	25 to -25 °C	ICT/KOLAS	26.10.12	Annual	NMI

Example: Pressure Gauge Calibration



Instr. Type: Pressure Gauge

TABLE 1 Calibration Record of Instrument/Tools

Date: 25.09.14

Form CBR-1

①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	⑪	⑫-⑭			⑮
ลำดับที่	วันที่ใช้งาน	วันที่ลงทะเบียน	หมายเลขทะเบียน	ชื่อเครื่องมือวัด	ผู้ผลิต / ยี่ห้อ	รุ่น/แบบ	หมายเลขเครื่อง	ความสามารถในการใช้งาน	หน่วยที่ละเอียด	ช่วงการใช้งานจริง	ข้อมูลการสอบเทียบ (Calibration Record)			สถานที่สอบเทียบ
Item No.	Started Date	Registered Date	Registered No.	Name of Measuring Instrument/tool	Manufacturer	Model	S/N	Capability/Range	Resolution/ Uncertainty	Actual Measuring Range	Place of Calibration and Certification /Accredited	Calibration Date	Calibration Due Date or Frequency of Calibration	Traceability
1	28.11.13	28.11.13		Pressure Gauge set			1311-1138-1	0-800 psi	R= 10 psi U = ± 2.4 psi	0-500 psi	TPA 13P4357	02.12.13	Annual	NMI
								0-55 kg/cm ²	R = 1 kg/cm ² U = ± 0.24 kg/cm ²	0-35 kg/cm ²				
2	28.11.13	28.11.13		Pressure Gauge set			1311-1138-2	0-500 psi	R = 5 psi U = ± 1.5 psi	0-500 psi	TPA 13P4358	02.12.13	Annual	NMI
								0-35 kg/cm ²	R = 0.5 kg/cm ² U = ± 0.12 kg/cm ²	0-35 kg/cm ²				

Example: Weighing Scale – In-house Calibration

TYPE: WEIGHING SCALE 0-35 Kg.

TABLE 2 IN-HOUSE CALIBRATION RECORD (WEIGHING SCALE) 2013

Date: 04.12.13

Page 1 /

Form: CBR-2

① ลำดับ ที่	② วันที่ ลงทะเบียน	③ วันที่ ใช้งาน	④ หมายเลข ทะเบียน	⑤ ชื่อเครื่องวัด	⑥ ผู้ผลิต / ยี่ห้อ	⑦ รุ่น/แบบ	⑧ หมายเลขเครื่อง	⑨ ความสามารถ ในการใช้งาน	⑩ เกณฑ์ ที่อมรับ	⑪ สอบเทียบ (Calibration)		⑬ ข้อมูลการสอบเทียบ (Calib. Ref.)		
										⑫ ค่าที่อ่านได้	ปรับค่า	มาตรฐาน อ้างอิง	วันที่ สอบเทียบ	วันครบกำหนด / ความถี่สอบเทียบ
1	27.11.13		557-802-048	Weighing scale, spring type	Twin Lion and money sag	TRN	404-7783-54	up to 35 kg	± 0.1 kg	5.1,5.1,5.1 Avg.= 5.1 kg	5 kg	Std.weight 5 kg S/N1310023N-5	04.12.13	Annual
										1.05,1.05,1.05 Avg= 1.05 kg	1 kg			
2	27.11.13		557-802-049	Weighing scale, spring type	Twin Lion and money sag	TRN	404-2762-54	up to 35 kg	± 0.1 kg	5.05,5.05,5.05 Avg.= 5.05 kg	5 kg	Std.weight 5 kg S/N1310023N-5	04.12.13	Annual
										1.05,1.05,1.05 Avg= 1.05 kg	1 kg			
3	27.11.13		557-802-050	Weighing scale, spring type	Twin Lion and money sag	TRN	404-2977-54	up to 35 kg	± 0.1 kg	5.0,4.95,4.95 Avg.= 4.967 kg	5 kg	Std.weight 5 kg S/N1310023N-5	04.12.13	Annual
										0.9,0.85,0.85 Avg.= 0.867 kg	1 kg			

Example: Weighing Scale – In-house Calibration



TABLE 2 (Cont'd) IN-HOUSE CALIBRATION RECORD (WEIGHING SCALE) 2014

Date: 25.09.14

Page 2 /


TYPE: WEIGHING SCALE 0-35 Kg.

Form: CBR-2

① ลำดับ ที่ Item No.	② วันที่ ลงทะเบียน Registered Date	③ วันที่ ใช้งาน Started Date	④ หมายเลข ทะเบียน S&T Reg. No.	⑤ ชื่อเครื่องชั่ง Name of Measuring Instrument/ Tool/ Std. Material	⑥ ผู้ผลิต / ยี่ห้อ Manufacturer	⑦ รุ่น/แบบ Model	⑧ หมายเลข เครื่อง S/N	⑨ ความสามารถ ในการใช้งาน Capability/ Range	⑩ เกณฑ์ ที่อมรับ Reading Resolution	⑪ สอบเทียบ (Calibration)		⑬ ข้อมูลการสอบเทียบ (Calib. Ref.)		
										⑪ ค่าที่อ่านได้ Actual reading	⑫ ปรับตั้ง Adjust/Tuning/ Correction	⑬ มาตรฐาน อ้างอิง Ret. material	⑭ วันที่ สอบเทียบ Calibration Date	⑮ วันครบกำหนด / ความถี่สอบเทียบ Calib. Due Date/ Freq. of Calibration
1	23.09.14		557-802-066	Weighing scale, spring type	Twin Lion and Anchor	TOS 13715203560	83141/57	up to 35 kg	± 0.1 kg	4.95,4.95,4.95,4.95 Avg.= 4.95 kg	5 kg	Std.weight 5 kg S/N1310023N-5	25.09.14	Annual
										1.05,1.05,1.05,1.05, Avg.= 1.05 kg	1 kg			
2	23.09.14		557-802-067	Weighing scale, spring type	Twin Lion and Anchor	TOS 13715203560	83162/57	up to 35 kg	± 0.1 kg	5.05,4.95,5.10,5.05 Avg.= 5.0375 kg	5 kg	Std.weight 5 kg S/N1310023N-5	25.09.14	Annual
										1.05,1.0,1.05,1.0 Avg.= 1.025 kg	1 kg			
3	23.09.14		557-802-068	Weighing scale, spring type	Twin Lion and Anchor	TOS 13715203560	83109/57	up to 35 kg	± 0.1 kg	4.95,4.95,4.95,4.95 Avg.= 4.95 kg	5 kg	Std.weight 5 kg S/N1310023N-5	25.09.14	Annual
										1.0,0.95,1.0,0.95 Avg.= 0.975 kg	1 kg			
4	23.09.14		557-802-069	Weighing scale, spring type	Twin Lion and Anchor	TOS 13715203560	83112/57	up to 35 kg	± 0.1 kg	5.05,5.0,5.0,5.05 Avg.= 4.95 kg	5 kg	Std.weight 5 kg S/N1310023N-5	25.09.14	Annual
										1.05,1.05,1.0,1.05 Avg.= 1.0375 kg	1 kg			
5	23.09.14		259-802-033	Weighing scale, spring type	Twin Lion and Anchor	TOS 13715203560	83104/57	up to 35 kg	± 0.1 kg	4.85,5.0,5.1,5.0 Avg.= 4.99 kg	5 kg	Std.weight 5 kg S/N1310023N-5	25.09.14	Annual
										0.9,1.0,1.05,1.05 Avg.= 1.00 kg	1 kg			

CALIBRATION OF INSTRUMENT

Example: Digital Thermometer Calibration


 **TECHNOLOGY INSTRUMENTS CO., LTD.**
CALIBRATION LABORATORY
206/132-137 Patanakarn Rd., Praveh Bangkok 10250 THAILAND
TEL: 0-2722-2233 (AUTO 40 LINES) FAX: 0-2722-2211, 0-2321-1322

Calibration Report

Cert. No.: T-0702094
Page 1 of 2


Equipment: DIGITAL THERMOMETER WITH PT100
Model: HD 2307.0 WITH TP475A.0
Serial No.: 07000372/06010809
ID No.:
Manufacturer: DELTA OHM
Customer: S&T CONTEMP CO., LTD.
Address: 123/1 NA RANONG ROAD., KLONGTOEV,
KLONGTOEV, BNAGKOK, 10110
Ambient Temperature: 23+/-3°C
Relative Humidity: 55+/-15 %RH

Calibrated By: Khanyarat Jantakhao
Engineer

Approved By: 
(Taweesak Aryachad)
Approved Signatory

Received Date: 23-Feb-07
Calibration Date: 27-Feb-07
Date of Issue: 01-Mar-07

This certificate may not be reproduced other than in full, without written approval of the Director of Technology Instruments Co., Ltd. Calibration Laboratory.

 **TECHNOLOGY INSTRUMENTS CO., LTD.**
CALIBRATION LABORATORY
Continuation of Calibration Report

Cert. No.: T-0702094
Page 2 of 2

Job No.: 0234 070412
Calibration Procedure: W-RCR02
Calibration Method:
This instrument was calibrated by comparison with standard thermometer in liquid bath at temperature calibration point. The thermometer resistances were measured with continuous currents of 1 mA.

Condition of this result of calibration:

- Reference Standard Instruments Used:

Instrument	Model	Serial No.	Cal. Report No.	Due date	Traceability
Platinum Resistance Thermometer	5827	717101	301102	08-Nov-07	NMI
Thermometer, Club-E4	1529	A12037	106-3095	15-Jan-07	NMI

- This result of calibration was found accurate as shown on date and place of calibration only.
- This result of calibration was found accurate for this equipment only.
- The calibration report documents the traceability to national standards, with traceable links of measurement according to the International System of Units (SI).

Result of Calibration: **without adjustment**

STD Value (Celsius)	UUC Reading (Celsius)	Error (Celsius)	Uncertainty(k) (Celsius)
-20.00	-19.8	0.20	0.15
-10.00	-10.0	0.00	0.15
0.00	0.0	0.00	0.15
5.00	4.9	-0.10	0.15

UUC = Unit Under Calibration

The reported expanded uncertainty is based on a standard uncertainty multiplied by a coverage factor $k = 2.05$, providing a level of confidence of approximately 95%.

End of Calibration Report

CALIBRATION CERTIFICATE



Certificate No : 121026C008
Control No : BVMS-B85838

85-2 Yeongcheon-d, Dongtan-myeon, Heosong-si, Korea
Tel:82-31-379-5114, Fax:82-31-379-5115

Page 1 of 2

1. Client

Name : S&T CONTEMP CO.,LTD.
Address : 129/1 Na Ranong Rd. Klongtoey Bangkok 10110

2. Calibration Subject

Description : THERMOMETER & THERMOCOUPLE TYPE K
Manufacture & Model Name : PROSKIT / MT-4001
Serial No. : 110116

3. Date of Calibration

: 26-Oct-2012

4. Environment Conditions

Temperature : (24.4 ± 0.3) °C Humidity : (49 ± 2) % R.H.
Location : Permanent Lab. Mobile Lab. On Site Calibration

5. Traceability

Calibration method and /or brief description :

The above instrument was calibrated according to the calibration procedure of temperature indicator, recorder & controller(SICT-T100-50103), using the below standard instrument whose traceability is guaranteed by National Metrology Institute(NMI).

List of used standards/specifications

Description	Manufacture and Model	Serial Number	Cal. Valid until	Calibration Lab.
DUAL-WELL CALIBRATOR	HART SCIENTIFIC / 6011	A48120	25-Jul-2013	SICT
SPRT	HART / 5626	1224	14-Apr-2014	SICT
BLACK STACK	HART SCIENTIFIC / 1560	A54358	12-Apr-2014	SICT

6. Calibration Results : Refer attached file

7. Measurement Uncertainty : Refer attached file

Affirmation	Measurements performed by Tel No. : 82-31-379-5142 Name : JONG HYUN LIM	Approved by Title : Technical Manager Name : NAM HO KIM
-------------	---	---

The above calibration certificate is the accredited calibration items by Korea Laboratory Accreditation Scheme, which signed the ILAC-MRA

Accredited by KOLAS, Republic of Korea

Institute of Calibration & Technology Co., Ltd.

(Note) If any significant instability or other adverse factor(overflow, temperature, humidity etc.) manifests itself before, during or after calibration, it is likely to affect the validity of the calibration.

SICT-E110-E1-1

Institute of Calibration & Technology Co., Ltd.

www.sict.co.kr

Page 2 of 2

CALIBRATION RESULTS



Certificate No. : 121026C008
Model : MT-4001

Date of Calibration : 26-Oct-2012

1. Temperature Test

Standard Value	Indicated Value	Corrected Value	Measurement Uncertainty (C.L. : Approx. 95 %, k = 2)
-25.01 °C	-22.7 °C	-2.3 °C	1.0 °C
-18.02 °C	-16.2 °C	-1.8 °C	1.1 °C
-0.01 °C	0.8 °C	-0.8 °C	1.1 °C
14.01 °C	14.4 °C	-0.4 °C	0.6 °C

Used Sensor Model : TYPE K

Corrected Value = Standard Value - Indicated Value

The End

SICT-E110-E1-2

Institute of Calibration & Technology Co., Ltd.

CALIBRATION CERTIFICATE



Certificate No : 121019CD14 83-2 Yeongcheon-A, Dongtan-myeon, Heosong-si, Korea
 Control No : BVM9-B85259 Tel:82-31-379-5114, Fax:82-31-379-5115

Page 1 of 2

1. Client
 Name : S&T CONTEMP CO.,LTD.
 Address : 129/1 Na Ranong Rd. Klongtoey Bangkok 10110

2. Calibration Subject
 Description : INSULATION TESTER
 Manufacture & Model Name : KDDQ / DMG2671P
 Serial No. : 6710912176P

3. Date of Calibration : 19-Oct-2012

4. Environment Conditions
 Temperature : (23.2 ± 0.2) °C Humidity : (48 ± 2) % R.H.
 Location : Permanent Lab. Mobile Lab. On Site Calibration

5. Traceability

Calibration method and /or brief description

The above instrument was calibrated according to the calibration procedure of insulation tester (SICT-T100-4Q210), using the below standard instrument whose traceability is guaranteed by National Metrology Institute(NMI).

List of used standards/specifications

Description	Manufacture and Model	Serial Number	Cal. Valid until	Calibration Lab.
HIGH VOLTAGE DIGITAL METER	KIKUSUI / 149-10A	16023367	13-Apr-2013	SICT
HIGH RESISTANCE DECADE	MEATEST / M-106R	10946	12-Apr-2014	SICT

6. Calibration Results : Refer attached file

7. Measurement Uncertainty : Refer attached file

Measurements performed by		Approved by	
Affirmation	Tel No. : 82-31-379-5142	Title	: Technical Manager
Name	: JONG HYUN LIM	Name	: YOUNG GU KWON

The above calibration certificate is the accredited calibration items by Korea Laboratory Accreditation Scheme, which signed the ILAC-MRA.

Accredited by KOLAS, Republic of Korea

Institute of Calibration & Technology Co., Ltd.

25-Oct-2012

(Note) If any significant instability or other adverse factor(overload temperature humidity etc.) manifests itself before, during or after calibration, it is likely to affect the validity of the calibration.

CALIBRATION RESULTS



Certificate No. : 121019CD14
 Model : DMG2671P

Date of Calibration : 19-Oct-2012

1. Insulation Vpitage Test
 Range Setting Value Measured Value Measurement Uncertainty
 (C.L. : Approx. 95 %, $k = 2$)

250 V / 500 MΩ	5 MΩ	266 V	7.8 V
500 V / 1 000 MΩ	15 MΩ	532 V	8.8 V
1 000 V / 2 000 MΩ	30 MΩ	1,065 V	12 V

2. Insulation Resistance Test
 Range Indicated Value Measured Value Measurement Uncertainty
 (C.L. : Approx. 95 %, $k = 2$)

500 V / 1 000 MΩ	2 MΩ	1.9 MΩ	58 Ω
	5 MΩ	4.9 MΩ	0.15 MΩ
	10 MΩ	9.9 MΩ	0.29 MΩ
	20 MΩ	19.8 MΩ	0.58 MΩ
	50 MΩ	49.6 MΩ	1.5 MΩ
	100 MΩ	99.2 MΩ	3.0 MΩ
	200 MΩ	198.8 MΩ	5.9 MΩ
1 GΩ	0.988 GΩ	59 MΩ	

The End

www.sict.co.kr

CALIBRATION CERTIFICATE



Certificate No : 121019C017 83-2 Yeongcheon-d, Dongtan-myeon, Healseong-si, Korea
 Control No : BVM9-B85263 Tel:82-31-379-5114, Fax:82-31-379-5115 Page 1 of 2

1. Client
 Name : S&T CONTEMP CO.,LTD.
 Address : 129/1 Na Ranong Rd. Klongtoey Bangkok 10110

2. Calibration Subject
 Description : CLAMP METER
 Manufacture & Model Name : ERNE / VC3267A
 Serial No. : ET3049305

3. Date of Calibration : 19-Oct-2012

4. Environment Conditions
 Temperature : (23.2 ± 0.2) °C Humidity : (48 ± 2) % R.H.
 Location : Permanent Lab. Mobile Lab. On Site Calibration

5. Traceability
 Calibration method and /or brief description :
 The above instrument was calibrated according to the calibration procedure of AC clamp am & AC volt meter(SICT-T100-40302), using the below standard instrument whose traceability is guaranteed by National Metrology Institute(NMI).
 List of used standards/specifications

Description	Manufacture and Model	Serial Number	Cal. Valid until	Calibration Lab.
50 TURNS COIL	FLUKE / 5500A/COIL	90450033	NCR	SICT
CALIBRATOR	FLUKE / 5522A	2056903	06-Aug-2013	SICT

6. Calibration Results : Refer attached file
7. Measurement Uncertainty : Refer attached file

Measurements performed by : Approved by
 Affirmation : Tel No. : 82-31-379-5142 Title : Technical Manager
 Name : JONG HYUN LIM Name : YOUNG GU KWON

The above calibration certificate is the accredited calibration items by Korea Laboratory Accreditation Scheme, which signed the ILAC-MRA

25-Oct-2012

Accredited by KOLAS, Republic of Korea

Institute of Calibration & Technology Co., Ltd.


(Note) If any significant instability or other adverse factor(overload,temperature,humidity etc.) manifests itself before, during or after calibration, it is likely to affect the validity of the calibration.

SICT-E110-E1-1 Property No. Institute of Calibration & Technology Co., Ltd.

www.sict.co.kr

Page 2 of 2

CALIBRATION RESULTS



Certificate No. : 121019C017 Date of Calibration : 19-Oct-2012
 Model : VC3267A

1. AC Voltage Test (at 50Hz)

Range	Standard Value	Indicated Value	Measurement Uncertainty (C.L. / Approx. 95 %, k = 2)
600 V	400.00 V	396.9 V	0.2 V
600 V	380.00 V	377.0 V	0.2 V
600 V	240.00 V	238.1 V	0.12 V
600 V	220.00 V	218.2 V	0.12 V
600 V	120.00 V	118.9 V	70 mV
600 V	110.00 V	109.0 V	70 mV
600 V	50.00 V	49.5 V	60 mV

2. AC Current Test (at 50Hz)

Range	Standard Value	Indicated Value	Measurement Uncertainty (C.L. / Approx. 95 %, k = 2)
400 A	100.00 A	102.5 A	0.7 A
400 A	50.00 A	50.9 A	0.67 A
400 A	30.000 A	30.83 A	0.43 A
400 A	20.000 A	20.49 A	88 mA
400 A	15.000 A	15.34 A	50 mA
400 A	10.000 A	10.19 A	50 mA
400 A	5.000 A	5.06 A	25 mA

The End

SICT-E110-E1-2 Institute of Calibration & Technology Co., Ltd.



In-House Calibration

- Pressure Gauge set



Weighing Scale In-house Calibration



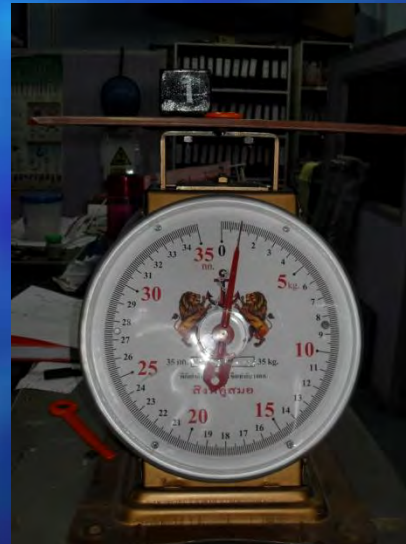
Digital weighing scale



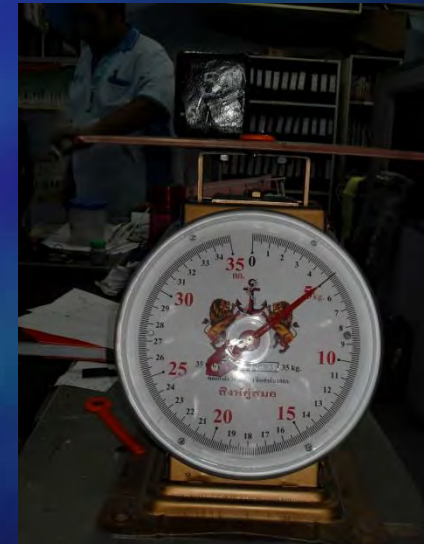
1 kg



5 kg



1 kg



5 kg

1.3 Fundamental Practices

- **Update, reviewing and filing warranty claims within time frame with allowance by network coordinator.**
- **Internet access with ADSL - High Speed Broadband, LAN, and WiFi connection to all related personnel.**
- **Phone In-tra communication including message, attached photos, vdo, etc. via Skype system and LINE are implemented and provided to all personnel in the main office, head office and satellite office as well as Liner's authority, especially in 24/7 emergency cases.**



2.0 Employee Development

2.1 Training

Training Program - Human Resource Development

1. **In-House Training & Re-training**
2. **Overseas Training Course**
3. **Seminars – Assist in Technical training, cargo loading procedure, post harvest technology during transit, etc. to Shippers.**

In-house training





Seminars and Trainings





Study tour – Visiting students from Mae Jo University



Carrier Transicold : 1-Week Training Course



2.2 Information Access

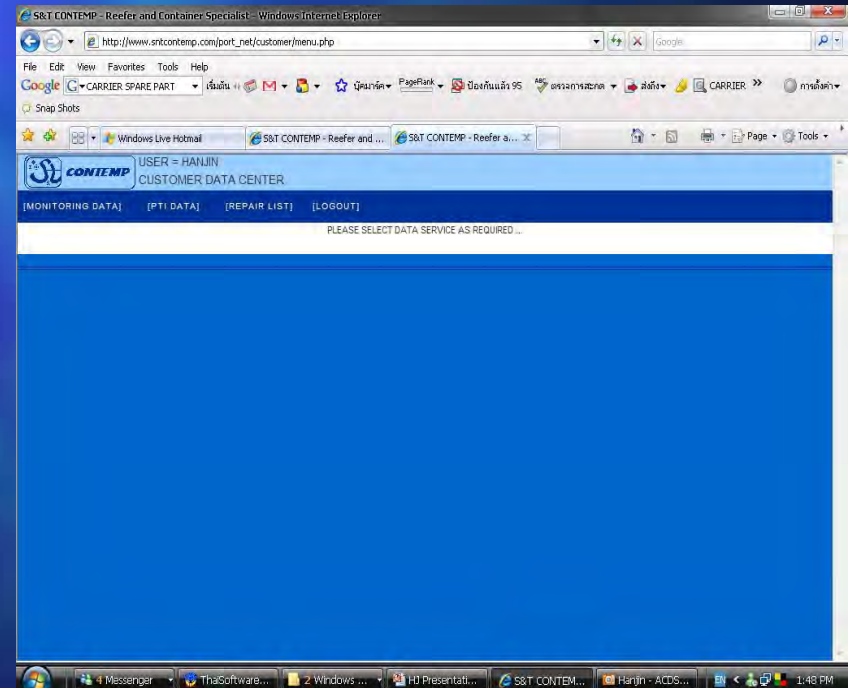
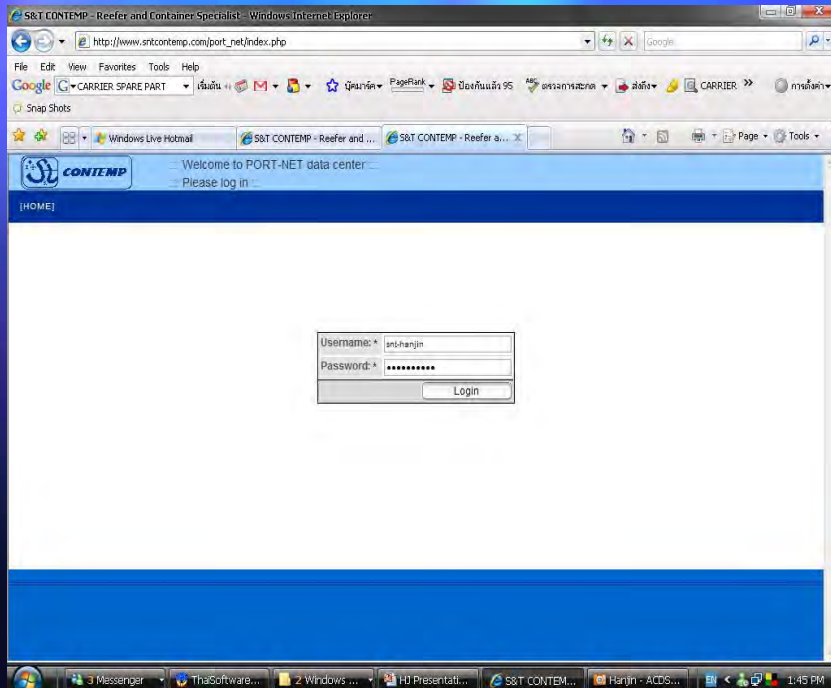
S & T = WEB-NET

S&T provides Information Technology for tracking your Reefer on PTI Service, Repair , Monitoring Status, etc. at the point of your PC –CRT or Notebook

- ❑ Web based software has been developed to facilitate customers to track status of their reefers whether the PTI, monitoring, repair have been done through their finger tips through internet - cyberspace.**
- ❑ The electronic information is updated daily. All records , digital photos taken before and after repair are logged in the system. Information can be retrieved instantly.**

A. STATUS: WEB-NET DATA CENTER

- ❑ S&T assigns **USER NAME & PASSWORD** to enter into **WEB-NET** system via internet through **S&T-Web Base**.
- ❑ For fast tracking of turnaround of reefer containers, stuffing / unstuffing operation , reefer containers plugged/ unplugged infos, in-bound or out-bound, vessel name, reefer containers conditions.



MONITORING INFO. SERVICE

- ☐ Logged info. on all reefer monitoring appears on the screen.

The screenshot displays the S&T CONTEMP monitoring interface within a Windows Internet Explorer browser. The browser address bar shows the URL: http://www.sntcontemp.com/port_net/customer/mon-list.php. The page title is "S&T CONTEMP - Reefer and Container Specialist - Windows Internet Explorer".

The interface includes a navigation menu with the following options: [MONITORING DATA], [PTI DATA], [REPAIR LIST], and [LOGOUT]. The current view is "Monitoring (Master) - 1 to 100 of 198".

Below the navigation menu, there are two buttons: "Show all records" and "Show filter".

The main data is presented in a table with the following columns: No., Cont_no, Company, Job_no, Vessel, Job, Size, Power, P-Chart, Seal/Tag, Temp°C, Vent%, Humi%, Mon_site, Plugin_date, and F. The table contains 10 rows of data, each with a "See Details" link under the Cont_no column.

No.	Cont_no	Company	Job_no	Vessel	Job	Size	Power	P-Chart	Seal/Tag	Temp°C	Vent%	Humi%	Mon_site	Plugin_date	F
1	HJCU6074657 See Details	HANJIN		JOSCO STAR	Inbound	40	400	0		-18.0	0	0	THL	03/01/2007	1
2	HJCU6067302 See Details	HANJIN		JOSCO STAR	Inbound	40	400	0		-18.0	0	0	THL	03/01/2007	1
3	HJCU6000891 See Details	HANJIN		JOSCO STAR	Inbound	40	400	M		-18.0	0	0	THL	03/01/2007	1
4	HJCU6009899 See Details	HANJIN	Z1020052	JOSCO STAR	Outbound	40	400	M	H929299	-18.0	0	0	THL	03/01/2007	2
5	HJCU6069075 See Details	HANJIN	7C200065	JOSCO STAR	Outbound	40	400	M	H938571	10.0	15	0	THL	03/01/2007	2
6	HJCU6030561 See Details	HANJIN	7C200031	EVER GENTRY	Outbound	40	400	M	H938583	2.0	10	0	THL	06/01/2007	0
7	HJCU6020819 See Details	HANJIN				20	400	M		-18.0	0	0	THL	27/12/2007	2
8	HJCU6055338 See Details	HANJIN	7C240015	AYYUTHAYA	Outbound	40	400	0		2.0	10	0	ESCO (B3)	29/12/2007	2
9	HJCU6043255 See Details	HANJIN	7C265018	AYYUTHAYA	Outbound	40	400	M		2.0	15	0	ESCO (B3)	29/12/2007	0
10	HJCU6049145 See Details	HANJIN			Inbound	40	400	M		-18.0	0	0	PAT	30/12/2007	0

PTI INFO. SERVICE

❑ Customers are able to check C.I.No. which have been gone through PTI service and ready to offer to shippers.

USER = HANJIN
PTI :: Data

[MONITORING DATA] [PTI DATA] [REPAIR LIST] [LOGOUT]

PTI - 1 to 18 of 18

Show all records Show filter

<input type="checkbox"/>	No.	Cont_no	Company	Booking_no	Size	Pti_site	Pti_date ▲	Temp'C	Vent%	Humi%	Haul_site	Haul_date	Remark
<input type="checkbox"/>	1	HJCU6059375	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	2	HJCU6085585	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	3	HJCU6011983	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	4	HJCU6005297	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	5	HJCU6209449	HANJIN		20	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	6	HJCU6200185	HANJIN		20	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	7	HJCU6088964	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	8	HJCU6020368	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	9	HJCU6000715	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	10	HJCU6006117	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	11	HJCU6019198	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	12	HJCU6000818	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	13	HJCU6050634	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	14	HJCU6057731	HANJIN		40	EVERGREEN (I	03/01/2008						
<input type="checkbox"/>	15	CRLU1388157	HANJIN		40	EVERGREEN (I	03/01/2008						

CONTAINER REPAIR INFO. SERVICE

❑ Customers are able to check C.I.No. which have been gone through Repair service.

USER = HANJIN
REPAIR DATA

[MONITORING DATA] [PTI DATA] [REPAIR LIST] [LOGOUT]

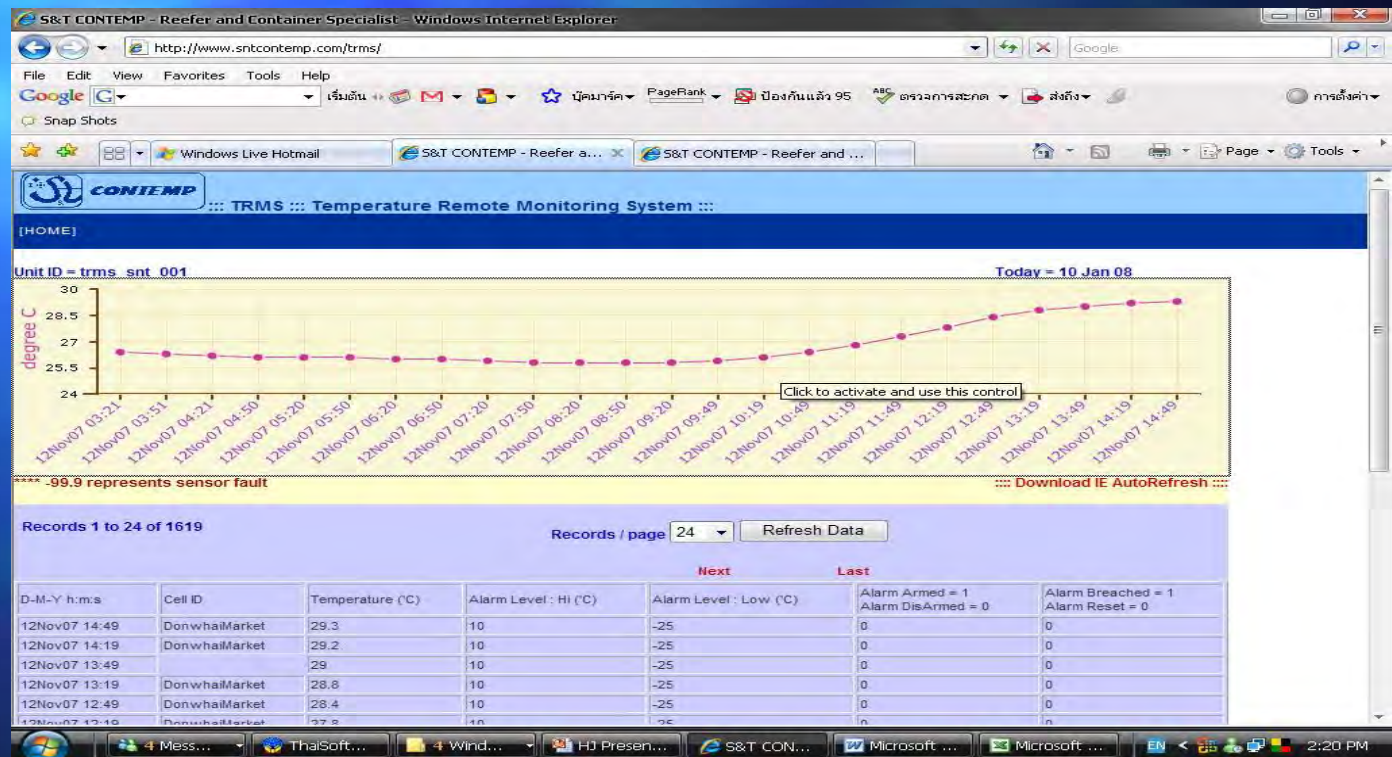
Repair - 1 to 30 of 168

Show all records Show filter

No.	Cont_no ▲	Cont_size	Company	CusRefNo	SnTRefNo	Survey_site	Survey_staff	Survey_date	Estm_staff	Estm_date	Estm_to
1	HJCU6000145	40	HANJIN	B0072/08	DM	CON4	GITTI	09/01/2008		09/01/2008	1143.50
2	HJCU6000551	40	HANJIN	B0066/08	DM	THL1	SOMCHAT	09/01/2008		09/01/2008	3212.25
3	HJCU6000715	40	HANJIN	B0014/08	DM	B2	NIKON	05/01/2008		05/01/2008	563.50
4	HJCU6000891	40	HANJIN	B0064/08	DM	THL1	SOMCHAT	09/01/2008		09/01/2008	6117.00
5	HJCU6001239	40	HANJIN	U1703/07	DM*	CON4	VIROJ	15/12/2007		15/12/2007	2213.00
6	HJCU6001666	40	HANJIN	B0050/08	DM	THL1	SOMCHAT	08/01/2008		08/01/2008	2347.75
7	HJCU6001820	40	HANJIN	B0030/08	DM	THL1	SOMCHAT	05/01/2008		05/01/2008	5537.50
8	HJCU6001901	40	HANJIN	U1719/07	AV	THL1	KING	18/12/2007		18/12/2007	5811.00
9	HJCU6001938	40	HANJIN	U1750/07	DM*	CON4	VIROJ	25/12/2007		25/12/2007	1031.00
10	HJCU6002214	40	HANJIN	B0019/08	DM** repair bef...	CON4	GITTI	05/01/2008		05/01/2008	1224.50
11	HJCU6002214	40	HANJIN	U0023/08	DM	CON4	VIROJ	07/01/2008		07/01/2008	1031.00
12	HJCU6003000	40	HANJIN	U1734/07	DM*	THL1	KING	20/12/2007		20/12/2007	2381.00
13	HJCU6004407	40	HANJIN	B0069/08	DM	CON4	GITTI	09/01/2008		09/01/2008	1099.50

TRMS: TEMPERATURE REMOTE MONITORING SYSTEM

- S&T has developed **TRMS** system which can be installed in the reefer container to provide close monitoring service of sensitive cargoes. Internal temperature will be real time monitoring whether it still in the safe control limit or not
- If there is off limit, the device will send alarm via SMS or initiate phone call directly to customer's mobile phone using our Network management software through the internet line.



B. PARTS-BLOG

This section is provided to facilitate customer's need by entering to our WEB-NET system to order any genuine spare parts.

Immediate delivery is also provided to customers at all destinations.

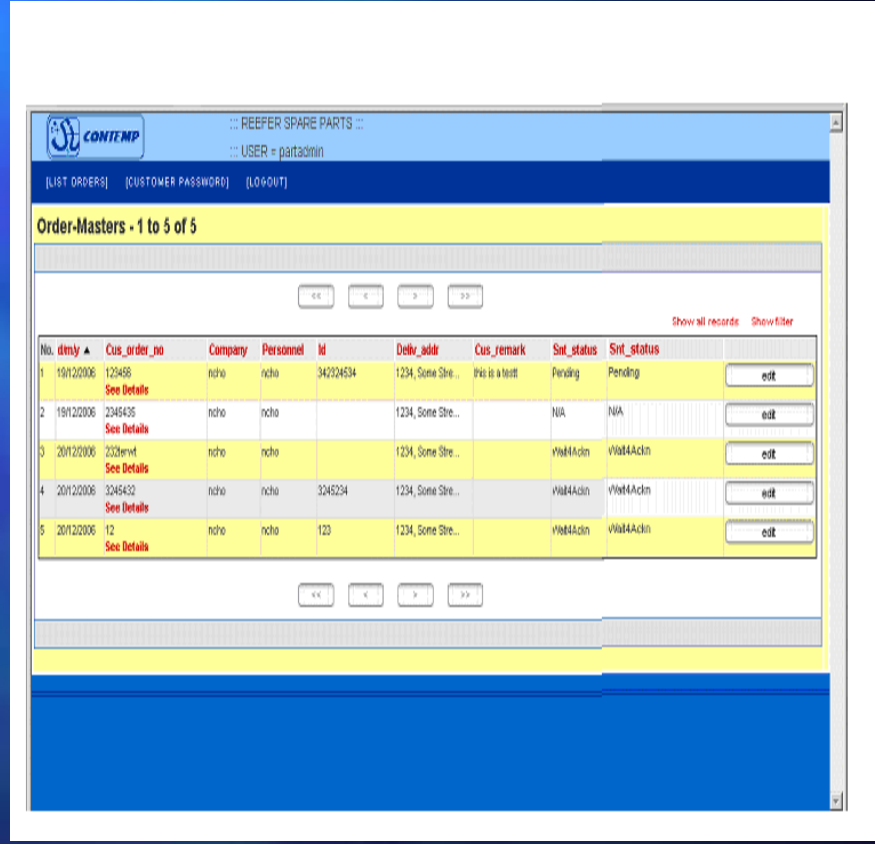
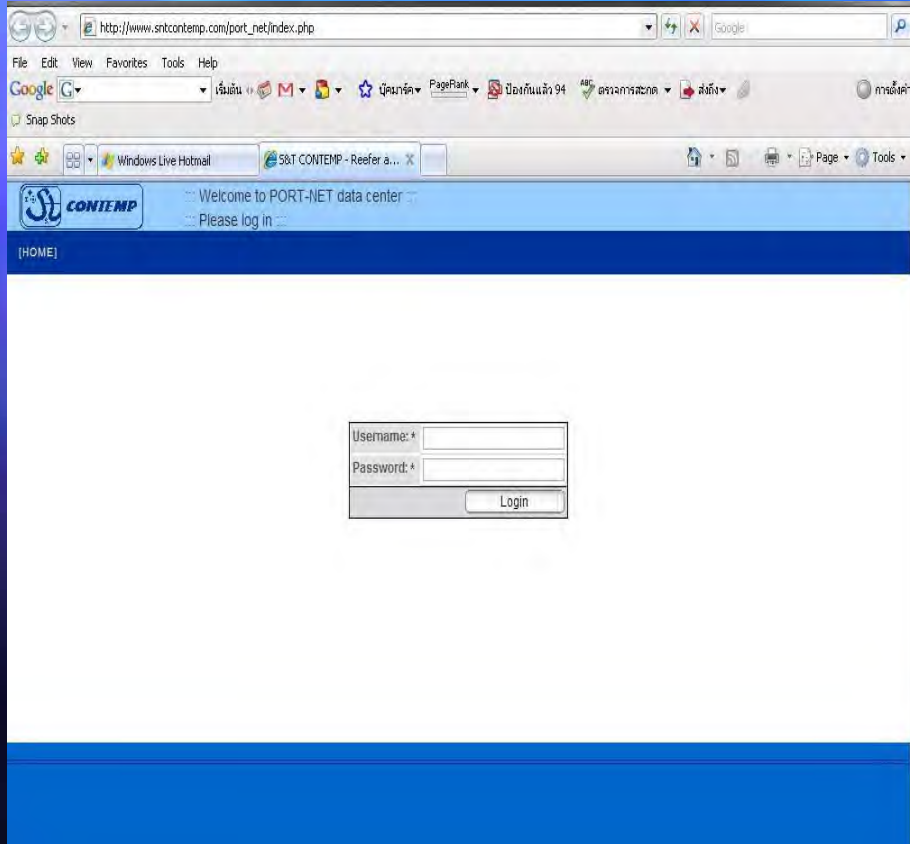
Refrigeration Equipment Spare Parts

- Genuine Spare Parts provided for Carrier Transicold, Daikin, Star Cool, and Thermo King**
- Large stock of Carrier Transicold is ready to dispatch out to the customers swiftly since we have buffer stocks in several locations.**

1) Spare Parts for Refrigeration equipment

2) Spare Parts for Box/Body structure

SPARE PARTS ACQUISITION/ORDER ON-LINE



- All Carrier Publications and Technical updates are in the main office in Sampran.
- Hard copy of all Manual , Operating instruction, Part list are distributed to all satellite offices at site.
- Technicians can access to internet for additional information through Carrier Website.
- Intra communication: Active Dispatching of news, instruction and others is through email to all technicians, including mobile phones, skype phone , LINE to all locations.
- Network coordinator at main office in Sampran contact regularly with coordinator at each site.



E-Mail Address S&T CONTEMP CO.,LTD.						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	ดร. วิบูลย์เกียรติ	ไม่พิกิตามานนท์	whonont@contemp.com	whonont_sk	08-5636-6321, 08-98918867	MD
			whonont@gmail.com			
			whonont@hotmail.com			
			whonont@yaho.com			
2	ดร. สุวิทย์	ศวิชัย 1987	svskot19@hotmail.com		08-1379-4512, 08-6339-4374	Contact
ENGINEER						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ เสงี่ยม	ปวิญช	benotha@hotmail.com	satas_sk	08-1735-7760	
2	คุณ ศานดา	พรบุญ	sonchart_94@hotmail.com	sonchart_94	08-9303-1425	พี่จ๋า
3	คุณ ปิยะ	จิวัฒน์	ponk_21@hotmail.com	ponk_21	08-9614-4203	พี่
4	คุณ นวโรจน์	ชินกรรณ	bn_jan207@hotmail.com	22xangsk_engnaveer_sk	08-4466-9639	พี่
5	คุณ ธเนศ	วัฒนพิกิตามานนท์	denham200@gmail.com		08-9189-4680	พี่
6	คุณ ศิโรต	พรชนนโรจน์	bsrchai@hotmail.com	bsrchai_2351	08-3228-4761	
7	คุณ พงษ์ศักดิ์	ไพรัชไธ	chanakai@hotmail.com	chanakai_sk	08-5161-3473	พี่
8	คุณ ศิโรต	วราวุฒ	whangph@hotmail.com	whangph	08-9616-4641	พี่
9	คุณ วิชิต	สิริฉัตร	boya714410109@hotmail.com	whichai_engnaveer_sk	08-5426-3570	พี่
HUMAN RESOURCE MANAGEMENT						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ ศานดา	ประวีณา	svsac_sk@hotmail.com		08-6574-4292	
2	คุณ วีระ	วิจิตรวิวัฒน์	jak1990@hotmail.com	whithara_hu_sk	08-3316-4675	
STORE						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ ศิโรต	วราวุฒ	svsac_sk@hotmail.com		08-1915-2192	
2	คุณ พินิจ	สิริศักดิ์	nung_nung@hotmail.com	khantia_store_sk	08-5456-5459	พี่
NETWORK COORDINATOR						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ สุวิวัฒน์	นงนุชจนา	chanamster@gmail.com		08-9791-6246	
			chanamster@gmail.co.th			
2	คุณ จลาดี	ธนากร	lhd12@hotmail.com	lhd_sk	08-4058-3543	
			lhdna@nti-contemp.com			
3	คุณ สุรพงษ์	นันทวิภา	phymmy92@hotmail.com	phymmy67	08-1608-7012, 08-3704-1464	พี่
4	คุณ อธิชา	ปิ่นปวีณา	silarsa_yoonkam@hotmail.com	silarsa_sk	08-1915-4844	พี่
5	คุณ ศรวิ	ศรศักดิ์	denangul_4@hotmail.com	denangul_sk	08-4665-2484	พี่
6	คุณ สุวิภา	ศนิฉัตร	joy_21@hotmail.com	chidana_sk	08-4799-4375	พี่
7	คุณ วีระ	พนน	peera1@hotmail.com		08-1966528	

ACCOUNTANT						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ สุรดา	สุรดา	chun_yad@hotmail.com	sapa_yada	08-1919-0845	พี่
2	คุณ ศิโรต	กรรณ	no.1971@hotmail.com	not_account_sk	08-9129-1543	พี่
3	คุณ พรวิทย์	บุษยา	ponlop_sk@hotmail.com		08-9481-4935	พี่
4	คุณ นธกร	นงนุช	laosang@hotmail.com		08-1771-0845	พี่
5	คุณ วิภา	สุวิภา	sooklak@hotmail.com			พี่
THL SITE						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ ศุภชัย	กรรณ	cont.sapa.12@hotmail.com	cont.sapa_sk	08-1905-1924	
2	คุณ สุวิภา		svsac_24@hotmail.com	svsac_24_sk		พี่
HEAD OFFICE						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ วิภา	วิภา	nirachada11@hotmail.com	nirachada11_sk	-	พี่
2	คุณ วิภา	วิภา	svsac_my@hotmail.com	svsac_my_sk	-	พี่
BANGKOK PORT SITE						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ สุรพงษ์	ชินกรรณ	svsac_wang@hotmail.com	svsac_wang_sk	08-1619-2592, 08-5112-8890	
2	คุณ นนิต	นันทวิภา	namniti@svsacw.com	namniti_sk		
3	คุณ ประวีณา	ชญา	svsac_45@hotmail.com	svsac_45_sk	-	พี่
SALE AGENT						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ ศิโรต	วิภา	svsac_wang@hotmail.com	svsac_wang_sk	08-1915-1270	พี่
2	คุณ สุวิวัฒน์	นันทวิภา	svsac_wang@hotmail.com	svsac_wang_sk	08-9891-5489	พี่
3	คุณ ศนิฉัตร	วิภา	pumpak_ref@hotmail.com	pumpak_ref_sk	08-9489-3732	พี่
4	คุณ สุรพงษ์	นันทวิภา	svsac_wang@hotmail.com	svsac_wang_sk		พี่
5	คุณ สุวิวัฒน์	นันทวิภา	svsac_wang@hotmail.com	svsac_wang_sk		พี่
6	คุณ ศิโรต	วิภา	svsac_wang@hotmail.com	svsac_wang_sk		พี่
7	คุณ อธิชา	ศรศักดิ์	svsac_wang@hotmail.com	svsac_wang_sk		พี่
8	คุณ สุรดา	วิภา	svsac_wang@hotmail.com	svsac_wang_sk		พี่
LARMCHABANG SITE						
ITEM	ชื่อ	ตำแหน่ง	E-mail Address	Skype Contact	Mobile	Remark
1	คุณ สุวิวัฒน์	นันทวิภา			081-824-0014	
2	คุณ ศิโรต	วิภา	svsac_wang@hotmail.com	svsac_wang_sk	08-1591-1744	พี่
3	คุณ ศรวิ	ศรศักดิ์	pumpak_data@hotmail.com	pumpak_data_sk		



3.0 Market Knowledge

3.1 Customer Needs

Records and Database of all customers

- Database of customer's information
- Database of all records of all services such as photos of the malfunction
- Parts and after repair, retrieved history data download, monitoring and others are kept for customers whenever there is a request.
- Customer satisfactory survey



Subscribed to Journal / Magazine / Internet Access to Liners, Shipping Agents, Related Organizations.

Magazine:

- Logistics Manager
- Cargonews Asia (On-line internet)
- Containerisation International
- Update (Metrology Society of Thailand)
- etc.

Web site:

- <http://www.thaishipowners.com/member.php>
- <http://www.cargotrend.co.th>
- IICL (<http://www.iicl.org>)
- <http://www.containerownerassociation.org/coadb.html>
- <http://www.ef-international.com/e>
- etc. such as Ship Liners / Shipping Agents / Service Centers

3.2 Database Information

Compile information of other service providers:

- SIAM SHORESIDE
- CONTAINER CARE
- CONNET
- M&R
- PLUG&PLY
- GREATAINER
- KRC
- TRG
- Thai Reefer
- Hi-Cool Solution
- etc.

3.3 Advertising

- Advertisement in TRANSPORT
 - Intertrade Publication
- Open Booth in the Exhibition
- Company Web Page:
 - www.sntcontemp.com
- (described in section 2.2)
- Google



4.0 Replacement Components

4.1 Parts Management

MAIN STORAGE OF SPARE PARTS (SAMPRAN)



MAIN STORAGE OF SPARE PARTS (SAMPRAN)

Cont'd



BUFFER STOCK AT LKB SITE



Sattelite Office and Spare Parts Store at LCB





4.2 Inventory Systems

- **Computerized inventory -software developed by S&T**
- **Annual audit of the inventory at main office and satellite office.**
- **Internet access through company's WEB-NET system to customers for acquisition, available stock, and back-order report.**

5.0 Customer Satisfaction

5.1 Customer Responsiveness


- **24-hour service on call dispatching technicians and spare parts delivery depending on sites within 30 minutes to 1-hour.**
- Operating 24 Hrs / 7 days a week including holidays
- Hot line phone open all the time for on-duty technician
- **Emergency report by phone, SMS, LINE and followed by email and Irregularity Report** when there is any problem during monitoring of laden reefer container
- Special notification on “**High Box Temperature**” when there is hot load cargoes, especially during durian and longan seasons. Email list of reefer container that could not bring the box temperature down at least twice daily: at 10 am and 4 pm to Liners and/or Agency.

5.2 Customer Complaint Resolution

- ❑ **Irregular Report** issued out to customers if any complaint and malfunction or any problems occurred to reefers within 24 hrs.
- ❑ **Regular visit and meeting with main customers once a week and others within 1-2 months**
- ❑ **Report to Carrier Transicold in certain cases that relates to the performance of the refrigeration system.**
- ❑ **Joint meeting with customers and their shippers to assist them to clear up the problems as well as setting up training or presentation on the correct operation of the reefers as well as dispatching technician to assist at site when request.**

5.3 Customer Surveys

- Questionnaire has been forwarded to customers for their feedback of the service routinely.

 S & T CONTEMP Co., Ltd.
 Head Office: 129/1 Na-Ranong Rd. Klongtoey, BANGKOK 10110, THAILAND
 Factory: 25/1 Mu 12 Raking 42 Rd. Sanpran Nakornpratom 73210, THAILAND

แบบสอบถามความคิดเห็นเพื่อทำให้บริการของ บริษัท S & T CONTEMP จำกัด

เรียน ผู้จัดการฝ่ายปฏิบัติการตู้คอนเทนเนอร์ ชั้น บริษัท _____

ตัวแทนสายการเดินเรือ _____

ด้วย บริษัท S & T CONTEMP จำกัด โดยขอสอบถามความคิดเห็นของท่านต่อการให้บริการตู้คอนเทนเนอร์ยี่ห้อ CARRIER 1 ที่กรมสายการเดินเรือของท่าน ซึ่งข้อมูลทั้งหมดนี้เป็นประโยชน์ในกรณีที่ บริษัท S & T CONTEMP จะนำมาปรับปรุงการ ทำงานและการบริการให้ดียิ่งขึ้นต่อไปในอนาคต โดยแบ่งแยกหัวข้อดังต่อไปนี้

1. ข้อมูลพื้นฐานเกี่ยวกับบริษัทของท่าน

1.1 บริษัทของท่านใช้ตู้คอนเทนเนอร์ยี่ห้อ _____

BRAND _____

ระบุปริมาณตู้ (สัดส่วนเป็นเปอร์เซ็นต์)

CARRIER _____
 DAIKIN _____
 THERMO-KING _____
 MITSUBISHI _____
 STAR-COOL _____
 ETC. _____

1.2 ตู้คอนเทนเนอร์ยี่ห้อที่ใช้บริษัทของท่าน

สำเร็จที่ของท่านเอง

ใ้ที่ของบริษัทภายนอก

1.3 หากมีบริษัทภายนอก (Subcontractor) ท่านใช้บริษัท _____ กรุณาใน

ชื่อต่อไปนี้

PTI

MONITORING/LOAD

SERVICE REPAIR

WARRANTIES

SPAREPART

1.4 ท่านมีเจ้าหน้าที่ทางท่าน OPERATION ที่ท่านที่รับผิดชอบตู้คอนเทนเนอร์ยี่ห้อ _____

มี จำนวน _____ ท่าน

ไม่มี

1.1 เจ้าหน้าที่ของท่านเคยได้รับการอบรมพื้นฐานเกี่ยวกับตู้คอนเทนเนอร์ยี่ห้อหรือไม่

เคย ระบุบริษัทที่ท่านเคยผ่าน การอบรม

ไม่เคย

1.2 ท่านมีความต้องการจะให้เจ้าหน้าที่ของท่านได้รับ การอบรมหรือไม่

ต้องการ

ไม่ต้องการ

1.3 ท่านคิดว่าค่า อบรมควรมีผู้ให้บริการทำงานของตู้คอนเทนเนอร์ยี่ห้อเป็น ประโยชน์กับเจ้าหน้าที่ของท่านหรือไม่

ใช่

ไม่

1.4 ท่านเคยได้รับค่า วัสดุหรือเอกสารที่ทางบริษัท CARRIER ส่งมาให้ท่านหรือไม่

เคย

ไม่

1.5 ท่านคิดว่าท่านต้องการได้รับการบริการในเรื่องใดบ้างต่อไปนี้

ปรึกษา, ช่างซ่อม

อบรมเจ้าหน้าที่

ภาวะคำแนะนำเมื่อมีปัญหา

การแนะนำซ่อมบำรุงเสริม


อื่นๆ ระบุ _____

2.0 หากท่านมีความคิดเห็นเพิ่มเติม กรุณา ระบุรายละเอียด ทางบริษัทจะได้นำไปพัฒนา ใ้ไม่และปรับปรุงการทำงานให้ดียิ่งขึ้นต่อไปในอนาคต

คำแนะนำ _____

Questionnaire Form (Cont'd)

Form: RO-S-01A Rv 2



CUSTOMER SATISFACTION SURVEY
IN REEFER M&R AND REPLACEMENT OF COMPONENTS (SPARE PARTS)

Dear Valued Customer:

Just to spare your valued time in giving us a feedback by filling this survey questionnaires from your experience with us so that we can improve our service to your satisfaction. We are confident that it will be mutual benefit to both organizations from the result of this survey. And your feed back and information supplied will be strictly confidential and safeguarded.

Pls. check appropriate box below for rating and give comments that you may have.

Item	Rating >>>	Very Dissatisfied 1	Slightly Dissatisfied 2	Moderate 3	Satisfied 4	Very Satisfied 5
1	How satisfied are you with :					
a)	Working relationship with SST in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Working relationship with our Reefer service Manager/Engineer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Working relationship with our Office staff – Network Coordinator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	Working relationship with our Service Technicians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:						
2	How do you rate our service/response to :					
a)	Technical issues / Technical capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Your phone call when contacting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	Your email or facsimile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:						
3	How do you rate our support provided to your location?					
a)	our technicians for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:						
4	What is your overall opinion on our:					
a)	M&R service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Warranty service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Others (Please Specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment:						

Other Comments (If any):

By: _____ Company Name: _____

Name: _____

Date: _____

Thank you for your input.

5.4 Customer Feedback

- ❑ **Bulletin board is provided for the on going information and cases of problems in order to improve the service.**



5.5 Recognition

- Annual award is announced and presented to the employee who are recognized for their achievement.

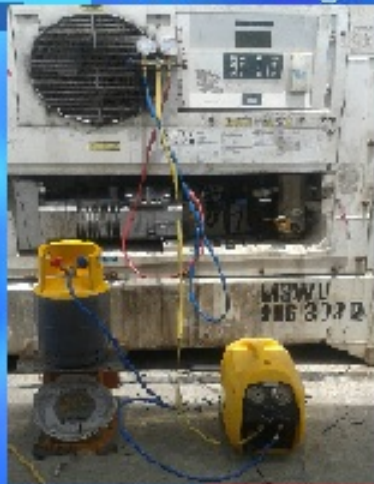
Types of the awards are Plaque, monetary, raise in salary and promotion.



5.6 Refrigerant Control

5.6.1. Refrigerant Recovery

Recovering Procedure



5.6.2. Collected contaminated refrigerant for disposal



5.6.3 Refrigerant Testing and Record

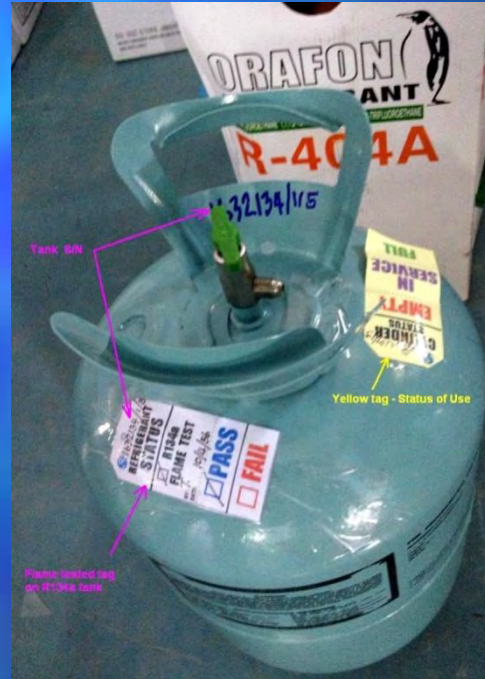
- Halide Torch –Flame Test is used to test R134a every disposable can.



Flame test chamber



Mobile test hood unit



TAG, Cylinder S/N



Flame test



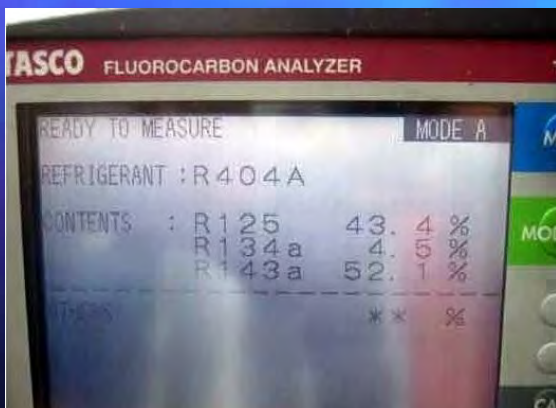
Seal Cylinder valve after testing

5.6.4 Digital Fluorocarbon Analyzer

For **100%** testing refrigerant purity – double test for **R134a** and **R404a** in every disposable can.



Moisture Tester



Digital Electronic Fluorocarbon Analyzer

R404a

Double test with digital electronic fluorocarbon analyzer for R134a



R134a

5.6.5 Flame test for suspected refrigerant from Reefer Container with S & T gas extractor

Equipment and Apparatus For testing R134a refrigerant in Reefer Container



Halide Flame test Hood



Mobile Hood for Field Test



Gas Sampling apparatus



pH Indicator

R134a REFRIGERANT TEST	
Unit ID	Test Date
Location	Test type <input type="checkbox"/> FLAME TEST <input type="checkbox"/> OTHER _____
Result <input type="checkbox"/> PASS	<input type="checkbox"/> FAIL
Technician Name	

Decal for test completed



Field test for Halide torch flame test at the depot



Vac. pump and gas sampling device

Flame test and Digital analyzer checking for suspected / Off-hire reefer container




Report on flame test for R134a and Digital gas analyzer for R404a



B&T CONTEMP CO., LTD.
 Head Office: 125/1 Na-Rang Rd. Klongkay, BANGKOK 10110 THAILAND
 Factory: 251 Mu 12 Rong 42 Rd. Sampran Nakomprakon 3210, THAILAND
 TEL: (094) 233-023-50, FAX: (094) 233-192, E-MAIL: contemp@contemp.com

CHECK SHEET - FLAME TESTING OF R134a GAS IN THE REEFER CONTAINER

Form RT62


Name of the Company/Label: Agent/Brand:	TEKTAIMER	Location: T/D	Reporting date: 09/12/2016				
Address:	156 Moo 3 Soi Watawaka maha, Bangna-trakum 18 Rd., Samut Prakan 10540	Tel: 02-740-7001-2, 02-740-9523-4 ext.205	Fax: 02-740-7000				
Email:	ti@tekepot.co.th	Checked by Technician: NARAWICH / WUTTICHAI					
No.	Container LU	Reg. Model SN	Checked Date	pH Loading	Check Result	Photo Result	Remarks
1	TEK10000203	SN 740-501-013, N570045325	09-12-16	5	PASS		



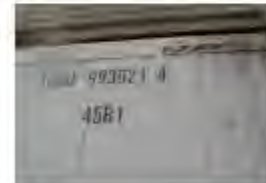
B&T CONTEMP CO., LTD.
 Head Office: 125/1 Na-Rang Rd. Klongkay, BANGKOK 10110 THAILAND
 Factory: 251 Mu 12 Rong 42 Rd. Sampran Nakomprakon 3210, THAILAND
 TEL: (094) 233-023-50, FAX: (094) 233-132, E-MAIL: contemp@contemp.com

CHECK SHEET - DIGITAL TESTING OF R404a REFRIGERANT IN THE REEFER CONTAINER

Form RT63

Name of the Company/Label: Agent/Brand:	TEKTAIMER	Location: T/D	Reporting date: 09/12/2016				
Address:	156 Moo 3 Soi Watawaka maha, Bangna-trakum 18 Rd., Samut Prakan 10540	Tel: 02-740-7001-2, 02-740-9523-4 ext.205	Fax: 02-740-7000				
Email:	ti@tekepot.co.th	Checked by Technician: NARAWICH / WUTTICHAI					
No.	Container LU	Reg. Model SN	Checked Date	pH Loading	Check Result	Photo Result	Remarks
1	TEK10000203	SN 740-501-013, N570045325	09-12-16	5	PASS		

* Judgement based on criteria of ARI Standard 700-2012 for R404a: R125 <= 4%, R143 <= 51.53%, R125 <= 2.6%



If contaminated refrigerant is found, the Danger Tag is posted on that reefer container which will be separated and subjected to next step of treatment and disposal.

DANGER
CONTAMINATED
REFRIGERANT FOUND



END