



## Welcome to our quarterly newsletter

Focus on improved processes, smarter technology and quality in the reefer container value chain has never been as important as today. We are proud to inform you about some of our latest news with our reefer monitoring solutions, which we believe you will find inspiring and interesting to read. In this issue we will inform about following topics:

- Meet our new sales director Dan Jakobsen
- myREEFER solution gets more power
- You can now find us at the LinkedIn forum
- We now deliver all REFCON systems with a 1-year free upgrade license
- We open our own reefer container terminal
- See you at Intermodal 2011 and Marintec China 2011

## Meet our new sales director Dan Jakobsen

We warmly welcome Dan Jakobsen as our new sales director for Global Container Efficiency. Dan has many years sales experience working with large B2B accounts and brings with him a lot of expertise and knowledge to our business. He will together with our two experienced sales managers, Yasin Simsek and Peter Lindhart Heisenberg be your first sales contact. You can always find our contact information at [www.myrefcon.com/contacts](http://www.myrefcon.com/contacts)



## Systems, Service and Support

The Systems Service & Support department is ready to support you with the following tasks:

- Support of customers/agents
- Commissioning vessels and terminals
- Training of customers and agents
- Remote support
- Fulfilling service contracts
- Claim handling
- Spare parts

We have service engineers ready to support you at strategic locations in the following countries: Singapore, Korea, Taiwan, Japan, China, Germany and Poland.

Feel free to contact us at our individual emails or our single point of contact as below

European business hours: 0800-1600

[gce-support@jci.com](mailto:gce-support@jci.com)

Tel: +45 5118 2952

## myREEFER solution gets more power

Since the launch of our myREEFER concept and the RMM+ remote monitoring modem in 2009, we have been running extensive trials with numerous reefer container operators.

Based on feedback from these trials, we have now introduced a series of improvements to the system, including the addition of 3G capability and the launch of a flat-rate telecommunications package for monitoring, tracking and control.

The RMM+ modem adds GSM/GPRS and now 3G functionality, as well as GPS and Bluetooth technologies, to our power line communication, which communicates via the reefer power cables using the ISO 10368 high data rate transmission standard.

While the REFCON system, which was introduced in the early 1990s, is designed to monitor reefer containers onboard container vessels and in container terminals, myREEFER and RMM+ allows reefers to be monitored, tracked and managed when they are travelling inland by truck or rail as well.



## Improved connectivity

The GSM/GPRS/3G functionality enables virtual on-line connection to the RMM+ modem to allow for real-time monitoring of alarms, exceptions and regular operations data, allowing the operator to address any issues immediately. Through the GPS functionality, the system also provides geofencing capabilities, allowing enhanced fleet management and improved asset utilization, while the addition of a Bluetooth interface has facilitated the uploading or downloading of large amounts of data through a free-of-charge communication channel. This allows faster update of controller software to take advantage of new, cost saving container controller algorithms, and rapid download of datalogger data to document trip history for customers or authorities.

The Bluetooth interface can now also be used as a low-cost method of monitoring reefer containers. By using Johnson Controls' handheld RDC+ REFCON Data Collector during an inspection round, the user can collect data without any additional infrastructure, thereby ensuring the containers are reliably monitored and the cargo condition is safe and documented. While still requiring manual inspection, the RDC+ solution is aimed at feeder operators and smaller port locations where the fully automated remote monitoring solutions provided by RMM/REFCON or the full myREEFER/RMM+ concept may be too comprehensive for the purpose.

## Vodafone partnership

The new, flat-rate and highly competitive telecommunications package component of the myREEFER service has been introduced after we have entered into a partnership agreement with Vodafone, which operates the largest mobile telecommunications network in the world. Unlike other virtual networks in the M2M space, the partnership with Vodafone allows direct influence and control over network design and functionality, providing shipping lines with a global and stable operation.



## More opportunities and flexibility

In order to provide additional flexibility and support future options, we have also added a standard industrial Modbus interface, which enables the RMM+ to interface to a wide variety of industrial modules, such as I/O or power measurements sensors. Additional enhancements include input for a door sensor, allowing for functionality related to planned or unplanned container door access.

From the feedback received so far, we are confident that the myREEFER solution including RMM+ will allow the shipping industry to achieve operational cost savings, improved control and quality of container logistics and improved customer satisfaction. The first commercial orders for the system, which is compatible with all reefer machinery designs, including Thermo King, Carrier, Daikin and Star Cool units, have already been received.

Read more at

<http://www.myrefcon.com/business-areas/global-monitoring/>

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## You can now find us at LinkedIn

We have created a discussion group on LinkedIn, where you can meet with REFCON users around the world, together with our own experts. The intention is to share good ideas, experiences, best practices, ask questions and suggest new ideas. We will also use the discussion group to announce new versions releases and other related news. You are very welcome to join the group. Find us by on [www.linkedin.com](http://www.linkedin.com), select groups and search for REFCON.



## We now deliver all REFCON systems with 1-year free upgrade license

REFCON6 is fully commercially available and we are receiving a lot of great feedback for further improvements. One of the many new features which make REFCON 6 superior is its easy-upgrade functionality.

### On-line systems: (most terminals)

For REFCON systems, which are on-line connected to the Internet, the REFCON system will automatically notice the user when a new revision is available. When the user acknowledges the update, the REFCON system will update itself.



### Off-line systems: (most vessels)

For REFCON systems, which are off-line, the user needs to check for updates manually.

We have made update files and release history available on [www.myrefcon.com/support/refcon-6-system/](http://www.myrefcon.com/support/refcon-6-system/)

Now the REFCON operator on a vessel can go to an on-shore Internet café and download the update files. He will then import the update file into REFCON via a USB-stick.

Please note that update files will only work if the REFCON license file allows for the update. If the free upgrade time has expired, the user needs to obtain a new license file from us, prior to updating his REFCON system.

## We open our own container terminal

Quality matters, all the way through the value chain.

All our market leading solutions such as LogMan, REFCON, RMM, RMM+ and Global Monitoring Server are based on communication and control of reefer containers. We use a variety of communication methods such as serial cable, power line communication, Bluetooth and GPRS.

In order to make a true integration test of all the various means of communication all the way from the reefer container to the operator, Global Container Efficiency have decided to invest in a complete test container terminal based on live reefer containers.

The terminal consists so far of four 20 feet reefer containers of different brands. We have a ThermoKing, StarCool, Carrier and Daikin reefer containers in our "fleet" and additional types are welcome as well. By having this fleet instantly available, it provides us a unique opportunity to test all parameters in a live environment. At any time our R&D, Q&A or Service departments can carry out any type of operational change on these containers, such as changing set points or generating alarms e.g. by disconnecting sensors on the container. From the operator side, we can test out remote commands from the Global Monitoring Server, such as start of PTI, initiate manual defrost or updating controller firmware.

But it does not stop here, as Global Container Efficiency is located conveniently only 4 km apart from a large container terminal with 1000 reefer plugs, which has the REFCON system installed. We have a very good cooperation with this terminal, so all new beta releases of the REFCON system are installed here, prior to full production release. All in all we are glad to announce the opening of our own container terminal to maintain the high quality standard of our product and system deliveries.



## See you at Intermodal 2011 Hamburg

We will be exhibiting at the Intermodal show in Hamburg 26. November to 2. December and we hope to meet you there. We will have a nice booth, where you can experience scheduled presentations of our solutions, have a talk and also enjoy a refreshment!

In the same period of time, the MarineTec exhibition will take place in Shanghai and here you will also have the chance to meet one of us.

