

NEWSLETTER Q2 2011

Global Container Efficiency Systems Service & 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

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Who we are:



Hans Hoeglund, Support Superintendent, Thermo King Products

Hans.Hoeglund@jci.com

Hans is working as Service Manager for Thermo King products. As such, Hans is a specialist for Thermo King reefer controllers and Thermo King generator controllers. Hans has recently joined the container-team and has more than 15 years of experience with electronics, fibre optical and serial communication, electrical and computer based control systems, and SCADA Systems.



Hanne Alstrup, Project Manager

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Hanne's primary working area is managing REFCON ship projects from the beginning of planning on the yard to the commissioned system handed over to the customer. That includes planning reefer layouts together with the customer, planning the electrical and system layout, making the documentation, coordinating the commissioning and handing it all over to the customer. Hanne has been working with reefer monitoring since 1996.



Claus Schandorff, Manager Systems Service & Support

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Claus Schandorff is responsible for the Systems Service & Support department, which includes the daily management and leadership. Claus has been in Johnson Controls for 10 years and has worked with reefer container monitoring since 2005.



Eigil Rosenhoej, Software Engineer

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Eigil has been a part of System Service and support since 1990. Eigil is primarily managing ship and terminal projects regarding the software applications and as such, Eigil works with setting up systems and testing REFCON software products. That includes working with software configurations for terminals and vessels, performing software tests of new applications and performing tests regarding claim solving. Eigil has been in the company for more than 25 years.



Goran Bogicevic, Project Manager

Goran.Bogicevic@jci.com

Gorans primary working area is managing REFCON ship and terminals projects from the beginning of planning on the yard to the commissioned system handed over to the customer. That includes planning reefer layouts together with the customer, planning the electrical and system layout, making the documentation, coordinating the commissioning and handing it all over to the customer. Goran has been a part of the container-team for 5 years.



Kenneth Kammergaard, Support Superintendent

Kenneth.Kammergaard@jci.com

Kenneth's primary working area is support for container products. Kenneth is taking care of planning service jobs for all agents worldwide, claim handling and commissioning. Kenneth furthermore deals with spare parts and service contracts. Kenneth has recently joined the container-team and has 6 years of experience working with reefers.



Finn Andersen, Support Superintendent

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Finn has worked with container products since 1990. Finn's primary working area is container vessels, which includes service and commissioning of REFCON systems, handling claims and spare parts, product testing and lastly training and education of customers and agents. Finn has already collected more than 25 years experience with electronics and computer based control systems at Johnson Controls,



Anders Mikolajewicz, Support Superintendent

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Anders's primary working area is support for container products. Anders is taking care of planning service jobs for all agents worldwide and claim handling. Anders furthermore deals with spare parts and service contracts Anders has 5 years of experience with container monitoring.



Richard Ulfarsson, Manager System Design

Richard.Ulfarsson@jci.com

Richard`s primary working areas are managing the system technology and designing REFCON systems. That includes creating design standards and rules, performance measurements as well as analysis and developing tools for performance analysis on GMS (Global Monitoring Server). He is furthermore an expert in the field of communication protocols. Richard has been working with container monitoring since 2005.

These products are supported by our team

- ❖ REFCON
- ❖ Remote Monitoring modem
- ❖ RMM+
- ❖ RefBox
- ❖ RefLine
- ❖ ComPosIT
- ❖ RefTest
- ❖ LogmanII/RDC
- ❖ Logview
- ❖ MP3000 Tester