

ContainerLINE

700,000 Reefer Units and Counting!



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**Danke. 감사합니다.
Merci. ありがとう。
Tak. 谢谢. Gracias.
Obrigado. תודה**

Thank You! 700,000 Times

Carrier Transicold recently reached and quickly surpassed a new record: 700,000 container refrigeration units sold. We couldn't have done it without you, our customers around the world.

It took 40 years to achieve this milestone. We shipped a mere 195 units in 1968. In contrast, last year's sales – more than 70,000 units – exceeded the results of our first 22 years combined.

Without question that accelerated pace has been fueled by rapidly increasing global commerce, in large part made possible by expansion of the cost-effective and environmentally sound container shipping industry. Yet, given the competitive nature of the business, we know that Carrier Transicold stands only as tall as the support of our incredible customer base over the years.

We firmly believe that our sustainability is a direct result of listening closely to our customers, understanding their needs and responding in mutually beneficial ways. Witness the PrimeLINE® unit, created especially to help improve customers' energy efficiency and environmental impact. Also note our network of more than 420 service centers, which provide support whenever and wherever needed. Unparalleled in the industry, our coverage has evolved since our first service center came on line in 1977, and involves a rigorous qualification and audit process, and training that is supported by a unique traveling academy committed to assuring the leading container refrigeration units in the world are backed by highly proficient technicians.

Customer satisfaction, along with manufacturing excellence, are compelling reasons why our Singapore manufacturing facility recently became the first factory within the Carrier organization to be awarded Gold status in the Achieving Competitive Excellence (ACE) program by our parent company, United Technologies Corp. Again, it's you, our customers, who inspire us to reach for new heights. The best is yet to come!



Kartik Kumar
*Director of Marketing and Strategic Planning
Global Container Refrigeration*

Helping Maersk Line Care Leads to New

In the fourth quarter of 2008, nearly 40 years to the day after Carrier Transicold shipped its first container refrigeration system, the 700,000th unit left Carrier's flagship Singapore plant destined for Maersk Line, the world's largest shipping line, which coincidentally, was celebrating its 80th anniversary.

Milestone numbers like these are impressive, but none are as meaningful as the metrics Maersk Line stands to achieve through its latest environmental initiatives, some of which include the use of EcoDrivenSM refrigeration units from Carrier. Unit number 700,000 was a PrimeLINE® model equipped with the QUEST power-saving mode, one of more than 13,000 ordered by the Denmark-based shipping line over the past year.

As previously reported in ContainerLINE, the PrimeLINE unit is the most energy efficient container refrigeration unit on the planet, and its energy requirements are further reduced when coupled with QUEST, which stands for Quality and Energy Efficiency in Storage and Transport.

"The PrimeLINE unit performed extremely well on trials in the fleet," said Thomas Heller-Njor, Maersk Line's manager of Strategy and Procurement, who also credited Carrier's ability to deliver PrimeLINE units to container manufacturers in time to meet Maersk Line's forecasted refrigerated cargo demands. "It scored well in the Total Cost of Ownership model that Maersk Line uses to assess reefer machines. In conjunction with QUEST, it meets Maersk Line's aspirations for energy reduction and efficiency. This not only has a beneficial effect on costs of operation but assists in reducing emissions in line with Maersk Line's environmental mission."

As recognized by Maersk Line, lower energy requirements for refrigeration translate into reduced shipboard power generation needs and, hence, reduced greenhouse gas emissions. Maersk Line plans to have its entire fleet, including its previously acquired ThinLINE® and EliteLINE® units, equipped with QUEST mode by the end of 2009. As a result of that initiative, Maersk Line anticipates reducing its carbon dioxide emissions for its fleet by 325,000 tonnes annually. In so doing, it will also reduce operating costs by cutting fuel consumption needed for power generation.

With a fleet numbering more than 470 container vessels and more than 1.9 million containers, of which approximately 180,000 are refrigerated, Maersk Line's scale means that any environmental initiatives undertaken have potential for a huge impact. The company platform, "Constant Care for the Environment," reflects its commitment.

"Moving goods by sea is the most energy efficient and environmentally friendly mode of transportation," Eivind Kolding, Maersk Line Chief Executive Officer, says in the company's environmental brochure. "While we acknowledge that our energy consumption and emissions as a container shipping line are significant, we aim to make containerized transportation even more environmentally friendly and cost

for the Environment Container Milestone: 700,000!

efficient by continuing to work with and engage all of our stakeholders.”

Carrier Transicold has been one of those stakeholders since 1987 and, having provided Maersk with more than 100,000 refrigeration units over the years, shares Maersk’s commitment to the environment. Carrier and Maersk recently collaborated with Wageningen University and Research Centre (UR) in the Netherlands on the development of the QUEST mode, another demonstration of the longstanding “mutual trust and cooperation” between Maersk Line and Carrier, according to Heller-Njor, who also cites Carrier’s worldwide service network, responsiveness and focus on quality as reasons for the lasting relationship.

“We are proud of our 22-year relationship with Maersk and pleased that our 700,000th unit – fittingly a PrimeLINE unit – has joined a fleet that is helping to push the environmental record of marine shipping to the next level,” said Chiou Fun Sin, vice president, Global Container Refrigeration.

“As both Carrier and Maersk Line know, when you are the biggest player in your respective markets, leadership is a responsibility. We are delighted that Maersk has chosen Carrier’s EcoDriven solutions to help advance its exemplary environmental initiatives.”

Below: Maersk Line’s PS-Class vessels are environmentally enhanced with waste heat recovery systems, the ability to use low-sulfur fuel, paints with reduced solvent content and strategically placed fuel tanks that help protect against spills in the event of a collision.



Above: Over 22 years Carrier has provided Maersk Line with more than 100,000 refrigeration units. Maersk Line’s latest acquisitions have been PrimeLINE units with QUEST power-saving mode, helping Maersk Line reduce fuel and energy consumption and cut related greenhouse gas emissions.



Container Refrigeration Manufacturing Operations Earn "ACE Gold" Distinction



What's the secret behind exceptional customer satisfaction?

When you're part of the United Technologies Corp. (UTC) family, as is

Carrier Transicold, the answer is a unique set of guiding principles that keep the organization focused on being the provider of choice for customers.

This disciplined approach is known throughout the organization as Achieving Competitive Excellence, or ACE, and Carrier Transicold's Singapore container refrigeration unit manufacturing plant not only follows the program to the letter, but recently attained ACE Gold, the highest possible designation in the program.

ACE designations are well earned. While all business units within UTC strive to follow the program's strict formula for success, the road to Gold is rigorous. In fact, the plant's achievement marks the first time a Carrier manufacturing facility has achieved ACE Gold since UTC launched the program in 1996.

Carrier has been manufacturing container refrigeration systems in Singapore since 1993 and opened the present site in 2004, enabling the consolidation of its global container refrigeration unit manufacturing in one location. Without expanding the physical plant, the operation has increased capacity by 83 percent through space optimization, waste elimination initiatives and better layout planning to meet growing demand.

"The Singapore site is an excellent example of how a truly engaged organization can leverage ACE to deliver outstanding results for employees, the business and customers," said John Papadopoulos, director, Global ACE for UTC.



The ACE Gold flag waves proudly over the Carrier Transicold manufacturing facility in Singapore.

Going for the Gold

Reaching the Qualifying, Bronze and Silver levels was challenge enough. But to achieve Gold, the entire organization worked to streamline manufacturing and business processes, while simultaneously ramping up production to meet growing demand, especially for the 2008 introduction of the PrimeLINE® unit.

"Gold seemed like a daunting task two years ago," said Chiou Fun Sin, vice president, Global Container Refrigeration. "The strength of this team is their hunger for continuous improvement and strong focus on the customer."



Sales and Distribution Teams Achieve “ACE Silver”



The Container Products Group’s Sales & Distribution teams based in Singapore and Syracuse, U.S.A., ended 2008 earning ACE Silver recognition for high customer satisfaction and meeting sales goals, among other metrics.

“They demonstrated great leadership, commitment and teamwork,” said Toshinari Izumi, director of Quality and ACE for Carrier Residential and Light Commercial International-Asia, who conducted the team’s assessment, along with Karl Behnke, Carrier Transicold manager of ACE and Applied Statistics.

Team members work closely, despite being on opposite sides of the world, to meet and exceed the needs of container customers in the account management areas such as quality, on-time delivery, working relationship, responsiveness and overall satisfaction.

“A high level of ACE understanding and wide employee involvement were evident,” Izumi said. “ACE tools are well used and fully utilized to focus on business results and customer satisfaction.”



Above: ACE is embedded in the culture of the Singapore container plant.

That focus resulted in a 24 percent increase in customer satisfaction, 100 percent on-time delivery, factory productivity improvements, improved quality and a host of other improvements in supply-chain management, manufacturing efficiency and safety.

The ACE Gold distinction tops off a continuum of plaudits won by Container Products Group operations over the last several years, including 13 Singapore National Safety Awards, the 2004 UTC Health & Safety Innovation Award, the 2006 UTC Robert F. Daniell Environmental Health & Safety Excellence Award, the Carrier President’s Award for Environmental Health & Safety in 2006, and the Carrier President’s Award for Operational Excellence in four out of the last six years.

The ACE Philosophy

ACE starts with customer feedback and challenges the organization to achieve higher levels of customer satisfaction and business performance. In the process, the organization becomes more efficient and productive, and products continue to improve.

At its core, ACE is comprised of three fully integrated elements: culture, tools and competency levels. Culture is about creating a common framework for thinking that ensures business metrics are aligned with customer needs and expectations. Tools comprise 12 dynamic methods to improve processes in business and manufacturing. Competency is built through ACE training and certification, including best practices sharing and quality clinics.

ACE recognizes four levels of achievement: Qualifying, Bronze, Silver and Gold. But no matter what level is attained, the ultimate winner is the customer, who derives the benefit of purchasing world-class products, manufactured in accordance with the highest standards by a committed team of employees whose top concern is buyer satisfaction.

Below: On time delivery of PrimeLINE units, shown here in final assembly stages, helped contribute to the Singapore plant achieving ACE Gold and the sales and distribution team achieving ACE Silver.



Cheese Trade Brings Cultures Together

Once upon a time, the legend goes, an Arabian merchant traveled across the desert with a supply of milk in a pouch made of a calf's stomach. The heat of the sun and the enzymes in the lining of the pouch caused the milk to separate into whey and curd. That evening he drank the whey and ate the curd, and thus cheese was discovered.

That was 4,000 or 6,000 years ago, depending on the telling, but one thing is certain, if cheese was born by accident on a journey, it has been traveling the globe in a very deliberate way ever since.

Endless varieties of cheese abound, with the majority of them originating in Europe. Who isn't familiar with the hard yellow-orange Cheddars from England? Italy is famous for its Mozzarella, Provolone, Ricotta, Parmigiano Reggiano and Asiago, but a complete list of Italian varieties would easily number more than 30.

The dessert cheese, Brie, also known as the "Queen of Cheeses," hails from France, as does the blue-mold cheese Roquefort, which is made from sheep's milk. The Dutch have their Edam and their Gouda, considered to be one of the world's great cheeses with its pale yellow color and slightly sweet and nutty flavor. It wouldn't be the "hole" story on cheese, without mention of Emmental from Switzerland. More commonly called "Swiss cheese," it is one of the most difficult to make because of its complicated hole-forming fermentation process.

Although originating in Europe, the varieties mentioned and many more are today produced throughout the world.

More Cheese Please

According to Zenith International's Global Dairy Products 2008, worldwide demand for all dairy products rose 15 percent from 2003 to 2008, with cheese accounting for the largest wedge of dairy production – 39 percent of industry output with 18.2 million tonnes consumed in 2008.

With international cheese trade increasing steadily, several countries have seen significant growth in cheese production, particularly Brazil and Argentina. Milk production has expanded significantly in Australia and New Zealand resulting in rapid growth of cheese production and exports.

In the European Union, where milk production is constrained by the Common Agricultural Policy, a greater percentage of milk is now being used for higher value cheese. With its strong brands and efficient supply chains, Europe has expanded its share of the global cheese trade from 35 to 42 percent since 1999.

The United States, with an annual cheese output of 9.6 billion pounds, is the single largest cheese-producing country in the world. Within the U.S., some states are famous for their cheeses – most notably Vermont, Wisconsin and California.

With its high level of production, the U.S. exports plenty of cheese, although it's just a smidgen of total U.S. output – historically about 1.4 percent. However, U.S. cheese exports have been growing in recent years, and hit a record high in 2008, according to the U.S. Dairy Export Council. Mexico and

Japan remain the top markets for U.S. cheese exports. In 2008, cheese and curd exports from the U.S. totaled \$570 million according to the U.S. Department of Agriculture Foreign Agricultural Service, a whopping increase of 47 percent over 2007 levels.

Moving the Cheese

There are more than 400 kinds of cheese with over 2,000 names. Cheese is classified according to its hardness, which relates to its moisture

level. The softer cheeses have high-moisture content; the hardest are so dry that they are generally grated for consumption.

The hardness or softness of cheese, the moisture and fat content determine the temperature at which it is shipped, according to experts.

From Rotterdam, Jordex Shipping and Forwarding B.V. each week ships four or five 20-foot reefers, each carrying 18 tonnes of Dutch cheeses, on a 28-to 35-day voyage destined for Japanese consumers, according to Riccardo Carletto, a sales official with Jordex. Additionally, Jordex regularly dispatches Italian-style cheeses, like the soft, high-moisture Mozzarella, on 20-day voyages to the Middle East, where it is used primarily in hotels and restaurants catering to travelers.

For refrigerated shipments, Carletto said he prefers containers with Carrier units because of their reputation for reliability. "Our clients tell us these reefers are the best to use," he said, adding that Carrier is also recommended because of the worldwide availability of service and parts.

2008 U.S. Cheese Imports*

UNITED KINGDOM 4%

FINLAND 4%

NEW ZEALAND 4%

ARGENTINA 5%

SWITZERLAND 5%

DENMARK 6%

NETHERLANDS 6%

FRANCE 13%

**Imports of cheese and cheese products to the United States were valued at nearly \$1.2 billion (U.S.) in 2008. Source: United States Department of Agriculture, Foreign Agricultural Service.*



Cheese Craft

There are hundreds of cheese types, each resulting from variations in production. Cheese begins with either pasteurized or raw milk from a cow, goat or sheep. It takes about 10 pounds of milk to make a pound of cheese, so as a concentrated source of milk's nutrients, cheese is high in calcium and protein.

To make cheese, the milk is warmed, and a liquid containing bacterial culture is added to sour it. A wide variety of bacterial cultures exist, each capable of providing a distinct flavor or texture. To promote curdling, either Rennet (an enzyme) or an acid, such as acetic acid found in vinegar, is added. The mixture thickens into a soft, custard-like substance called curd, which is cut with special knives to release liquid whey.

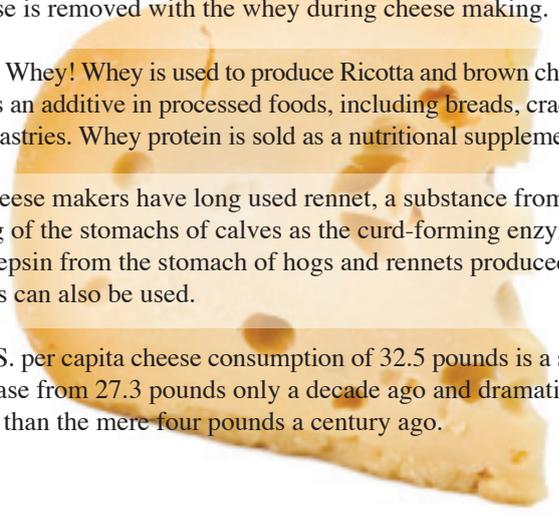
After further stirring and heating, curd and whey are separated. If at this stage you rinse the curd, add a little cream and salt, you've created one of the most basic cheeses: cottage cheese. For solid cheese, more whey is released from the curd by pressing it into molds – round molds give cheese the classic wheel shape. Salt is added for flavor and as a preservative.

Cheese is removed from the molds after hours or days, depending on the type being made, and is placed into a temperature- and humidity-controlled environment for aging. This curing process can last several months or, in the case of Parmesan, about a year. Time adds sharpness to the flavor, and left exposed to air, the outer surface dries to form a rind.

During the aging process, the flavor and texture of the cheese can also be altered through additional treatments. For example some artisan cheese makers will encircle a wheel of cheese with tree bark that adds woody-flavors. Another step that can alter taste and texture is washing the surface with bacteria-containing slurries that may include yeast or sugar – even beer or wine – promoting growth of molds that colonize the rind and produce enzymes that break down fats and proteins within. When done to perfection, the result is more fragrant and creamier cheese.

The Cheese Monger Reports

- Lactose-intolerant people can eat most natural cheeses because lactose is removed with the whey during cheese making.
- No Whey! Whey is used to produce Ricotta and brown cheeses and is an additive in processed foods, including breads, crackers and pastries. Whey protein is sold as a nutritional supplement.
- Cheese makers have long used rennet, a substance from the lining of the stomachs of calves as the curd-forming enzyme, but pepsin from the stomach of hogs and rennets produced by molds can also be used.
- U.S. per capita cheese consumption of 32.5 pounds is a sharp increase from 27.3 pounds only a decade ago and dramatically more than the mere four pounds a century ago.



Carletto explained that for cheese, shipping temperatures generally range from 4°C to 6°C (39°F to 43°F), but the exact temperature setpoint is dependent on the client specification.

For Royal Friesland Campina, the setpoint is 4°C for 99 percent of the “thousands of tons” of Gouda and Edam cheese, it ships each year said Abel Jellema, export manager for North America. Royal Friesland Campina is Holland’s largest dairy producer and the fourth largest in the world. As the producer’s naturally ripening cheeses are in the semi-soft to hard range,

4°C is “enough to guarantee that the cheese arrives sound,”

he said.

SPAIN 4%

ALL OTHERS 22%

“When you are talking about Brie and Camembert that come from France, that’s a little different story,”

Jellema continued.

“They have to be cold. Those delicate cheeses are more perishable and when you expose them to heat in a few hours they can be spoiled.

“The dryer the cheese the harder it is – like Italian Parmesan and others that will not be hurt so much. You can ship it at 10°C or 15°C (50°F or 60°F) and you won’t have a problem.”

Similar rules apply for the consumer. The Cornell University Department of Food Science says that refrigeration is essential for soft cheeses, desirable for semi-soft cheeses, optional for hard cheeses and unnecessary for hard-grating cheeses.

If cheese has been refrigerated, connoisseurs recommend that it be warmed to room temperature for optimum flavor enjoyment. And cheese enjoyment has endless possibilities today, thanks to global commerce bringing a world of varieties to the table, just waiting for the tasting.



Carrier Educates a Growing Base of Container Refrigeration Technicians

“Training is the life blood of any organization that wants to be professional in reefer container machinery repair activity.”

Wise words from Tamer Abdel Hamid, manager of ATEB Reefer Services in Alexandria, Egypt, who understands the importance of keeping his technicians knowledgeable about the latest advances in container refrigeration by sending them to Carrier’s Container Refrigeration Training programs.

“We believe that only through well-trained engineers, can a reefer container repair organization achieve its goals, increase its profits, decrease its expenses and attract more customers and satisfy their needs,” Hamid explained.

Like ATEB, other service centers, shipping lines and leasing companies around the world send their service technicians to Carrier’s training programs, which are now in their third decade. In fact, it’s been said that Carrier’s training outreach has taught the entire industry about container refrigeration.

“There is no program in the world like it, and no one can duplicate it in terms of the number of courses we offer and the places we go,” said Johan van der Kruk, Carrier manager of Global Container Service, who explained that training is one of the pillars supporting Carrier’s aftermarket service offerings. The others are the service center network – the world’s largest, with nearly 420 locations – and a cadre of 23 skilled field service engineers ready to serve customers wherever and whenever needed.

“The whole process of training, combined with the service center network and the field service engineers is very important to support our customers,” said van der Kruk. It’s also a necessity, considering that approximately two thirds of the container refrigeration units in the global fleet are Carrier units that require periodic professional service.

Left: Service Engineer Dean Bouch works with a group of students in the Ivory Coast.

Right: Instructor Jack Kurz (yellow shirt) conducts a hands-on session about refrigeration system pressure gauges in Oman.

Training the Industry

To fulfill its commitment to training, Carrier’s curriculum includes a comprehensive One-Week Container Refrigeration Program and a Three-Day Advanced Workshop, which was revamped to provide higher level instruction and more hands-on work with computers and diagnostic tools. Classes are generally hosted by a service center with a meeting room large enough to accommodate 24 students. This maximum assures a good instructor-to-student ratio, particularly for the hands-on portion of the program in which participants learn about, then troubleshoot on both scroll and reciprocating units.

Coursework is intense, with classes running from 8 a.m. to 5 p.m. Mornings are used for lecture and discussion, including video and computer presentations. Afternoons are spent in hands-on sessions with students working on container units in small groups and individually. Participants in the one-week course must install manifold gauges, develop proficiency in the proper use of diagnostic tools and understand all functional modes of the equipment. By mid-week in the five-day program, students must identify and repair faults that instructors put into the equipment.

A competency-based program, the course requires that participants be tested in electrical and refrigeration theory as well as troubleshooting skills before awarding certificates of completion.

Contributing to the container training initiative are three full-time Carrier Transcold instructors. John Ferguson, a former training instructor who now manages Carrier’s training programs said that the regional field service engineers where the schools are taught also play a key role. Not only do they assist with instruction, but they help identify ports where training is needed, coordinate scheduling and set-up of the classes and work in advance with instructors to customize content based on proficiency of attendees.



Location is Key

To accommodate growth in the industry, each year the school visits new locations. For example, this year Carrier schools were conducted in the Ivory Coast and Cyprus for the first time.

“We continue to add new locations as conditions warrant,” Ferguson said. “We often go where our competitors don’t.”

Courses are offered in English or Spanish, including printed materials. Depending on the locale, translation services are provided.

Growth of the container shipping industry continues to drive the need for skilled technicians, both at service centers and within the shipping lines. Plus, newer machines are more sophisticated, requiring that the existing technician base upgrade their skills to keep current.

“The container business has expanded rapidly in just the past 10 years,” Ferguson explained. “There are service requirements today in ports where there never were before.”

Students are encouraged to take their knowledge and share it with fellow technicians.

“We hope that the technicians who attend our training use the tools they learned to help train others,” Ferguson said. “If each teaches something to another five technicians, we might ultimately impact the skills of 6,000 technicians a year.”

Those enhanced skills go a long way toward proper maintenance and service of refrigeration units, keeping top quality equipment performing properly and protecting the customer’s investment for a long time.

Carrier offers two levels of training, so technicians at any level can enhance their skill sets.

One-Week Container Refrigeration Course – This course is tailored for refrigeration equipment technicians with one or more years of experience. It gives an overview of Carrier

Transicold container refrigeration equipment and covers unit operation, service and maintenance procedures, with special emphasis on electronic controls and system capabilities. Content includes microprocessors, interrogation and data retrieval, humidity systems, the EverFresh® controlled-atmosphere system, enhancements to compression technology and the electrical system.

Three-Day Advanced Container Refrigeration Update – This course focuses on new products, advanced diagnostic tools and field service issues relevant to the particular class. A strong emphasis is placed on use of computer tools for loading software, formatting PCMCIA cards and performing and interpreting data downloads. To be eligible, participants must have completed the One-Week Container Refrigeration Program within the last three years or have more than five years of hands-on experience on the equipment.

A modest tuition fee, which also covers the cost of comprehensive technical service training materials is required upon registration. With training programs offered in many locations around the world, check the complete schedule by clicking on the “Training” link found at www.container.carrier.com.



Left: At a training session in China, students work in groups following a checklist of items about monitoring unit performance with meters and gauges.



Turn to the Experts

Trio Teaches Latin & South American Technicians

With a booming agricultural export business in Latin and South America, the need for skilled refrigeration technicians continues to grow. To meet those needs, Carrier Transicold triple-teams training with a dedicated instructor, Andres Catalan, supported by two field service engineers, Jorge Bazan and Jose "Pepe" Alonso.

Industry veterans, Alonso is a former Carrier training instructor and currently serves customers in the northern "cap" of South America, while Bazan handles customer needs in the continent's "cone." Catalan is based in Chile, where he previously managed the Carrier Parts Depot before finding his calling as an instructor. The three are fluent in English and Spanish and also have Portuguese language skills.

When it comes to training, the three collaborate to plan each year's training locations, then work jointly to provide the classroom and hands-on instruction. Additionally, Bazan and Alonso provide countless one-on-one tutorials and educational product demonstrations as part of their ongoing customer support.

ContainerLINE caught up with the trio to discuss the challenges and rewards of training.

CL: How do you support each other on training?

Catalan: The relationship has to be very close, personally and professionally. We spend a lot of time on the road together, as the field service engineers typically support the schools that we teach. They see the every-day issues, and know where they need support from us. So we prepare what they need and make sure to deliver the information to the students taking our courses.

Bazan: I join Andres for scheduled training courses within my region and sometimes outside my territory. We communicate regularly so that we both are up to date with anything happening in the field.

CL: How has training changed over the years?

Alonso: It has evolved tremendously. Our programs have become even more focused for the international schools. The material is presented in the native tongue whenever possible. That's a credit to the emphasis Carrier has placed on educating customers. And the schools keep evolving because the technology keeps changing.

CL: What are the greatest challenges in teaching reefer technology?

Catalan: To make it interesting to technicians who are not used to classrooms. We need to make sure we reach and engage them in all aspects of the training program. One of the ways we do this is by constantly updating our audio/visual material and adding new information. Also, many in Latin America learn based on recommendations passed on by the older technicians. That information is not always accurate, safe or effective. So we have to change habits and teach the proper ways to service the equipment.

CL: What changes have you seen in the market?

Alonso: A lot of the locations where we trained when I began as a full-time instructor were basically new ports. It's amazing to see the changes. Ports, like Itajai in Brazil, went from non-existent to the second biggest port in South America in just a few years. San Antonio, Chile, was a village that saw a few reefers

per month, and now it's a massive port with hundreds of reefers per day.

CL: What aspects of training do you most enjoy?

Bazan: Besides the relationship that grows with the students, there are two things that I enjoy most: First to be able to answer questions and solve problems, and second, to learn from the students about the overall field situation and their concerns.

Catalan: The rewarding feeling at the end of each course. You feel that you made a change for the better, and you feel the appreciation from the students. You see the happy faces when they get their diplomas, and you know you did a good job.

CL: What is most important for Latin and South American customers to know about Carrier's training programs?

Catalan: The ultimate goal is to ensure reliability in the field, and to have a well prepared team of technicians servicing our units to keep them operating at peak performance levels, which helps to lower costs for their companies and keeps warranty costs down for Carrier too.

Bazan: The training programs are a "must," based on the content. Carrier training is the best in the industry... At least, this is what Carrier students say at the end of every class.

Alonso: Technicians who attend a Carrier training program leave equipped with the knowledge and ability to troubleshoot equipment. While we're always improving, we believe our training is without equal in the industry.



Partnering on a training course taught in Santos, Brazil, last fall were Andres Catalan, (crouching, teal shirt), and Jorge Bazan, front row right (yellow shirt).



Pepe Alonso enjoys the hands-on part of a training class.

New Container Products Web Site Welcomes You

When you visit the Carrier Container Products Group on the World Wide Web, you'll be greeted with a fresh new interface. The site has been given a complete design makeover with expanded content and easier navigation.

Located at the same home-page address as before, www.container.carrier.com, the site makes better use of graphics to help visitors quickly spot important items.

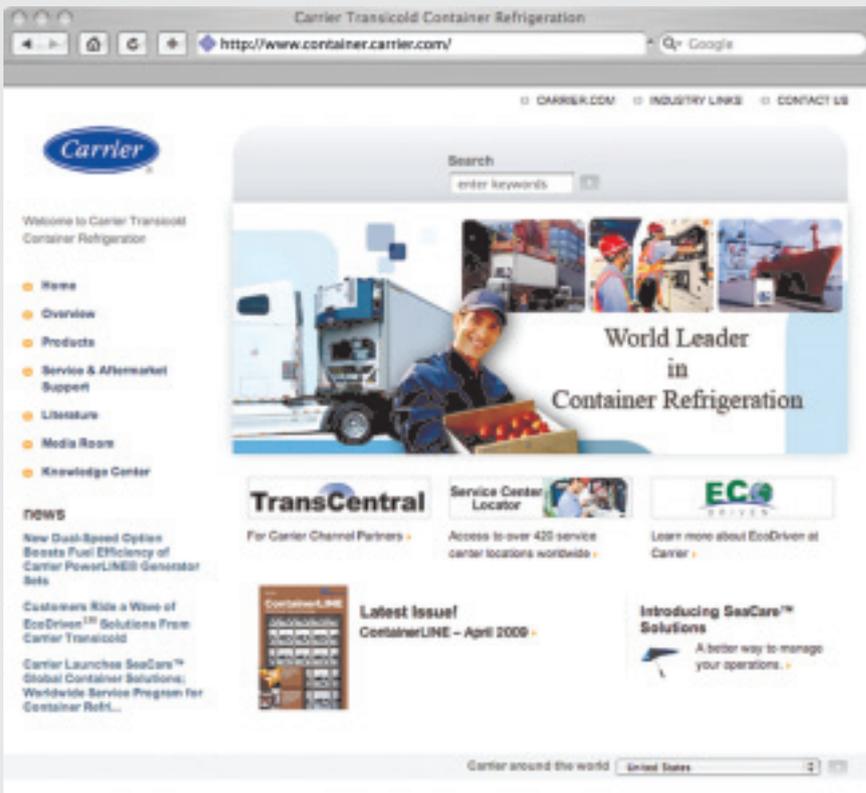
"With more graphics and less text, we've shortened the number of steps it takes to find items," said Melanie Heaphy, senior marketing analyst. "Information on products, services, locations and technologies are just a click away."

"The new site includes all of the important features of the previous site, and more," Heaphy added. "For instance, we've added a Knowledge Center. There you'll find useful information about EcoDrivenSM products, controlled-atmosphere technologies, refrigerants and optimizing energy efficiency, to name just a few things."

Users can still download manuals and product brochures, as well as the TechLINE newsletter and ContainerLINE magazine.

In the newly expanded products section, there is now a subsection on options, such as EverFreshTM, eAutoFreshTM, QUEST power-saving mode and more.

With a graphic interface used throughout, the site is more intuitive and navigation is easier than ever. And as everyone in the shipping industry knows, good navigation is key.



SelectLineTM Parts: Economy in a Tough Economy

In the current economic environment, controlling operating costs is more important than ever. But when it comes to repair and maintenance, holding the line on costs should not mean compromising on quality. Fortunately for fleet managers, Carrier offers SelectLineTM parts, a no-compromise alternative to locally produced reconditioned refrigeration system components.

Manufactured to OEM specifications for easy installation and peace of mind, SelectLine parts come with a Carrier warranty honored by Carrier-authorized service centers worldwide.

Competitively priced, Select Line parts include coils, compressors, plugs, electronic boards, filter driers and more.

"We understand that fleet managers are striving to extend the life of their units while also controlling costs like never before," said Jeff Neuss, business development manager for the Americas – Performance Parts. "SelectLine parts are a terrific way to help them do both."

Recommended especially for older equipment, SelectLine parts are conveniently available through the extensive network of Carrier parts depots and service centers.

Carrier
TRANSCOLD
Select LineTM

Personnel Updates



John Ferguson was named Manager, Customer Training and Technical Publications. In this capacity, Ferguson oversees the groups responsible for Carrier Transcold's comprehensive customer training programs and technical document development.

Ferguson brings to the position a unique blend of more than 20 years of diverse engineering and training

experience within the Carrier organization. He joined Carrier as an engineer working in Corporate Technology, where he developed product enhancements for Tyler Refrigeration products. Later, he put his engineering skills to work supporting Carrier air conditioning systems used in commercial applications including the Centurion Roof Top product line. In 2004, he joined Carrier Transcold as a senior training instructor, a position he held up to his most recent promotion.

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Welcome Aboard

Carrier offers the most comprehensive sales and service network in the industry with nearly 420 service center locations worldwide in all major and developing ports. The following service centers recently joined our ever-growing global base.

Varna – Bulgaria

Global Maritime Services Ltd.
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