

set point

August 2010 The latest news and views from Carrier Transicold

NEOS range enhanced to meet customer demand

Operators looking for increased vehicle load capacity and improved load-protection can now benefit from the NEOS 100S split system – a powerful addition to the Carrier Transicold range.

The NEOS 100S – which builds on the advanced environmental credentials of its sister unit, the NEOS 100 – is mounted to the vehicle roof with only a slim-line evaporator fitted internally, maximising the space available in light commercial vehicles with a loadspace of up to 6m² in a chill operation.

Both models in the NEOS range can maintain a specified temperature regardless of the vehicle speed, as power is sourced from the alternator. This also means there is no open road compressor driven by the engine, eliminating the need for connecting refrigerant hoses and fittings. Unlike direct-drive systems this ensures a faster pull-down whilst reducing engine load, resulting in improved fuel consumption.

Justin Grace, Managing Director of Carrier Transicold UK, said: *"To retain our competitive edge in the market we have to live-up to customer demands and these currently centre on improving environmental credentials.*

"The NEOS range can deliver the perfect solution with 80 per cent fewer fittings than an equivalent system running on conventional technology. Less refrigerant is required and the risk of leaks is reduced, therefore increasing product reliability."

The launch of the roof/nose mounted NEOS 100S split system follows the proven success of the NEOS 100, a unit ideal for vehicles requiring access to low-height or underground car parks. Its integration into the bodywork delivers improved aerodynamics and fuel-efficiency, combined with a quieter solution for added driver comfort.

The power supply and all system functions are controlled by a micro-processor system linked to Carrier's cab command system, which allows monitoring and adjustment of the set point from the driver's seat. As an added benefit the NEOS range is fully compatible with the vehicle's air-conditioning system to ensure both driver and payload stay cool during transportation.

Neos



Welcome to the August 2010 issue of *Set Point* – our opportunity to update you on the latest news and views within Carrier Transicold.

The last 18 months have certainly been interesting for anyone in the transport industry. The food sector has coped fairly well; even a global recession won't curb the need for us to eat, largely mitigating the impact on the temperature controlled market.

The big question everyone is asking is 'when will the market pick up again?'

Opinions vary, but we're not predicting any significant recovery in the road transport sector during 2010.

One of the biggest changes we've seen has been customers running trailers for longer, leading to extensions on R&M contracts. This isn't necessarily the most cost-effective solution for a fleet, as older equipment inevitably requires more maintenance. It is, however, a sign of the times; many operators have been forced down this route due to lack of available finance from the banks.

Despite this, there have still been fleets shopping – and Carrier Transicold has maintained its position as a key player in the marketplace. Without doubt, I believe this is a true reflection on the quality of our products and the proven aftersales support we offer.

We've also had exciting news from our colleagues within the Carrier air-conditioning team in the UK – which has secured contracts to supply equipment for the Olympic Stadium, the Energy Centres and the Basketball Arena for the London 2012 Olympic Games. This puts Carrier on track to once again become the major supplier of HVAC equipment and services for the next Olympics.

Justin Grace
Managing Director



Working harder for customers



John Forster
Sales Director

As Justin highlights in his comment piece, everyone in the transport industry has faced tough market conditions. Our job throughout this period has been to work even harder to support our customers.

I believe that the fundamental role of any brand leader is to listen to the needs of its customers and work with them to deliver a practical solution.

The biggest customer demands we are currently facing centre on the environment, including fuel consumption, sound emissions, recycling and refrigerant containment.

We are a company full of ideas, committed to research and sustainable development. Our R&D teams have a real passion for creating the most innovative and

environmentally responsible technologies. Take our Vector® 1850 as an example – its all-electric technology eliminates more than 17 serviceable parts and offers significantly fewer joints to ensure best-in-class refrigerant containment compared with traditional trailer technology.

And the R&D team haven't stopped there! You will read in this issue about the launch of the new NEOS Split for light commercials, and I look forward to sharing some exciting news at the heavier end of the market soon.

I believe we have the strongest product offering on the market. But in this day and age, a product is only as good as its aftersales network. We strive to offer unrivalled aftersales care via our network of service partners and continually track our performance to ensure the highest possible fleet uptime for our customers.

'Quality' and 'integrity' are two words that I want our customers, staff and service partners to associate with Carrier Transicold – they are the common denominator in everything we do.

Success in the Nordics

Carrier Transicold attended the 2010 Multimodal show in Birmingham where the topic of conversation on its stand was the success of Carrier equipment in the multimodal sector.

Bring Frigoscandia – the largest provider of temperature controlled transport in the Nordics – has benefited from an exceptional reliability record across its standard truck fleet and 36-carriage intermodal rail service thanks to Carrier Transicold.

The company relies on Carrier's Vector® 1850 technology to ensure a constant temperature for ambient, refrigerated and frozen goods.

The intermodal system was put to the ultimate test earlier this year when a particularly bitter winter threatened transportation of the country's fish exports – its second largest export commodity.

Transporting refrigerated loads in the winter is usually less demanding than in summer; however, this year saw the temperature in Norway's interior-highlands plummet to -40°C, making it even more of a challenge to maintain perishable foods between the desired range of 0°C and +5°C.

Carrier technology allowed Bring Frigoscandia the flexibility to transport both fish and ambient groceries on various stretches of a 3,000 km round journey between Oslo and Rotterdam. No instances of equipment failure or compromised temperature integrity were reported and all 320 units are reported to have performed flawlessly.



Carrier's 2010 PACE awards hit the mark

As Carrier Manchester takes home the prestigious title of 'Service Partner of the Year' at the 2010 Performance Assessment and Competitive Excellence (PACE) Awards, there is also celebration of further successes across the network.

Overall performance has increased by 12% across the Carrier UK network following a number of targets introduced as a result of the excellent achievements in 2009. This prompted a new category in the PACE scheme of 'Most Improved Service Partner', presented to Carrier Transicold South & West Yorkshire for delivering a 27% performance improvement.

The PACE programme assesses each service partner against 20 stringent KPIs (Key Performance Indicators) and 45 service standards to ensure that a premium service is offered on behalf of Carrier which meets, and exceeds, the demands of its customers.

Scott Dargan, Operations Director, said: "The PACE programme looks at areas of the service network that make a tangible difference to the service our customers receive and help differentiate us from our competitors. Levels of preventative maintenance, breakdown response times, first time fix rates and the uptime of units are all taken into consideration as part of the programme.

"In recognition of each service provider's investment in the PACE programme, we offer financial bonuses which, this year, have totalled well over a quarter of a million pounds. This allows our partners to invest back into their businesses and strengthen their own competitive edge."

Second and third places in the main awards category were presented to Carrier Transicold North West and Carrier Transicold Southern respectively. One final award was received by After-Sales Development Manager, Ross Thomson, in recognition of the hard work he put into administering the programme throughout the year.



Scott Dargan (far left) and Ross Thomson (far right) award the trophy to the Team at Carrier Manchester

Appointments

Ian Johnson joins the Carrier Transicold team as Technical Account Controller, based at the company's UK headquarters in Warrington.

With a background in refrigeration engineering and sales, Ian will bring a wealth of skills and experience to the organisation.

When asked about his new role Ian commented: "I look forward to the challenges ahead and working with a large organisation that, in my opinion, is leading the industry in innovation, quality and customer service."



Konstanze Jongkind moves into the role of Customer Response Centre (CRC) Manager for Carrier Transicold, leading her team in providing outstanding customer service across the business.

Having been with the company for over six years as a Key Account Administrator,

Konstanze looks forward to the challenges of her new role: "The team has worked tirelessly and achieved a great deal in recent months. The next six months are set to be extremely busy and my challenge is to keep improving on the success achieved and ensure that customers are getting the best service possible.

"Initially I was attracted to Carrier for its reputation as a well known and well respected international organisation. During my years here I have found the culture of the company, the people and the atmosphere second to none and am happy to take on a new challenge that will use all the skills I have acquired in other areas of the business."

Hill Hire approves new safety harness

A new safety harness – uniquely designed and developed by Carrier Transicold – is now being used across the service network to ensure the safety of Carrier engineers working in the field.

The harness also solves the challenge created last year by Hill Hire, which brought in new regulations stopping contractors from working at height to service or repair vehicles in any of its rental depots. This effectively meant servicing or repairing refrigeration units whilst working from the truck's cab roof had to be carried out in Hill Hire's own vehicle workshop where the technician could connect to an overhead fall arrest system.

Scott Dargan, Operations Director at Carrier Transicold, said: *"This was fine in theory, but in practice we found that if the workshop was already at maximum capacity, we risked having to wait for a slot rather than being able to effect an immediate repair."*

"We therefore had to look at other options to get vehicles back on the road in the shortest possible timeframes without compromising engineer safety."

"Fortunately we were in the process of designing and testing a new safety harness which helped us to overcome this problem."

The development of Carrier's harness system was managed by Ross Thomson, After-Sales Development Manager for Carrier Transicold, and saw input from

engineers and the Health & Safety Executive. It works by safely securing the engineer to the factory-fitted lifting points on refrigeration units – which are sufficiently strong enough to support an engineer in the event of a slip, trip or fall. With a rapidly adjustable reach and restraint mechanism, it maximises accessibility to the unit and side control box for service and repair work.

David Barlow, Fleet Director at Hill Hire, commented: *"Whilst working from cab roofs in the field has been an accepted method in the industry for many years, increasing health and safety legislation meant that we had to demand safer working practices from contractors working on our sites."*

"Carrier's safety harness is a simple system which we approved for use and which is having a dramatic impact. It allows their engineers to work safely on our fleet in any rental branch without having to go to an off-site workshop location and it also means repairs and breakdowns can be carried out at our client's premises in a more speedy and safer manner."


International recognition

In May 2010 Carrier Transicold's UK team was awarded the coveted Environmental, Health and Safety Innovation award by its parent company United Technologies Corporation (UTC).

The award recognises the development of the unique safety harness that protects Carrier engineers operating in the field from the dangers of working at height.

Edith DiFrancesco, UTC's Vice President Engineering Standards and Environment, Health and Safety commented: *"The solution developed by the UK Carrier Transicold team, enables our technicians to comply with the Carrier cardinal rule for working at heights – even when units require service in the field. This is a great example of out-of-the-box thinking that can help us achieve our goal of zero incidents. The team should be commended for their initiative and ingenuity."*

Carrier Transicold Managing Director, Justin Grace, said: *"This is an incredible achievement for us in the UK; these awards are not handed out lightly. To be recognised by UTC really is testament to the hard work of all involved in the design, development and roll-out of this product."*



An engineer uses the safety harness to attach himself to the Carrier unit

Waitrose puts Carrier to the test

Waitrose has started a major trial of Carrier Transicold's Vector® technology within its 320-strong fleet of refrigerated trailers.

An evaluation to compare the front wall-mounted units with the under-mount systems traditionally fitted across the fleet has seen 25 new trailers hit the road. Each one is mounted with Vector 1850 multi-temperature systems complete with low noise kits to ensure sound emissions do not exceed 72 decibels.

Waitrose Fleet Engineer, Ray Collington said: "We worked closely with Carrier Transicold and Gray & Adams to design a trailer that would meet our bespoke requirements. Selecting the Vector 1850 system also allows us to put Carrier's all-electric technology to the test for the first time."



Maintenance: The Golden Rule

David Barlow
Fleet Director – Hill Hire

Our approach is always to ensure we secure the best possible support services available for our customers. With our refrigeration units this means we place all our Carrier units on its premium Golden Cold® contract maintenance programme which gives our customers and us peace of mind in knowing that units are serviced and maintained to original specifications by manufacturer trained technicians with genuine spare parts fitted in all cases.

Carrier's patented all-electric technology is designed to reduce the number of serviceable parts, lengthening product life and enhancing reliability.

Each Vector 1850 offers unparalleled pull down and temperature control, with the unique ability to cool and heat at the same time. This enables Waitrose to accurately maintain different set points ranging from -30°C to +32°C in each of the trailer's three compartments.

The trailers have been supplied on a 10-year Golden Cold® fixed cost repair and maintenance agreement. They are operating from Waitrose's regional distribution centre in Bracknell, Berkshire, delivering to high street and suburban stores across southern England.

Some cargoes can be worth hundreds of thousands of pounds, or even several million in the case of pharmaceutical supplies. To risk compromising this for the sake of a few pounds on a repair bill really is false economy in the longer term.

We've seen a noticeable trend in recent times whereby we've won new business because customers have been unhappy with their previous provider cutting costs by delaying service inspections, or fitting second hand parts, and its gone on to hurt their operation when reliability levels have fallen or there's been a temperature compliance issue and produce is lost. Furthermore there is an increasing nervousness in the areas of service providers' health and safety and environmental compliance if short cuts are made as the consequences can be significant for the operator.

5 minutes with... Walter Blackhall



What is your job title and where do you work?
Parts Administrator. I am based at Carrier Transicold HQ in Warrington.

What is your role?
I am responsible for ordering spare parts and components for our network service partners.

What do you enjoy most about your job?
I like that my duties are varied and challenging – although often demanding, they can also be very rewarding. I like the diversity of the job; we never know what is coming next!

What challenges do you see for the future?
It is imperative for Carrier to remain the leader in its field and this requires us to be as competitive as possible. We must respond to our customers' needs and make sure that we deliver what we say we will, stick to promises and remain honest.

If you could invite any four famous people to a dinner party who would you choose and why?
I am going to indulge myself a little here. I am going to pick four who are no longer living and four who are. If they were still here I would invite John Lennon (I am a great Beatles fan), Peter Sellers (a wonderful actor), Alan Ball (my hero when I was a kid) and Princess Diana (for the many stories she could tell). If I could have the party tomorrow, and if they would accept the invite, I would choose Sir Paul McCartney, Howard Kendall (Everton's team manager during the successful period), Gaby Logan (really good sports TV presenter) and Dustin Hoffman (my favourite film actor).

How do you relax in your spare time?
Usually I sleep (just kidding!). I manage a kids' football team, I have been doing this for three years now and the lads are currently playing at under 12s age group in their league. I enjoy reading – particularly biographies, listening to music and gardening. I also enjoy watching football and have season tickets for Everton FC. I also like spending quality time with my family: my wife Sue, my older son Mark (17), daughter Nicola (14) and my younger son Neal (12).



A truckload of help for Chernobyl

A tractor unit and trailer combination fitted with a Carrier Transicold Maxima refrigeration system has successfully delivered much needed aid to Belarus, an area still suffering the effects of the Chernobyl nuclear disaster.

Robert Wiseman Dairies supplied the vehicle as part of an aid convoy delivering 65 tonnes of equipment

in support of Chernobyl2000 – a Worcester charity dedicated to helping those affected by the 1986 disaster.

Sean Hannay, one of Wiseman's driving instructors, said: "By donating one of our vehicles we were not only helping a charity that is local to us, we're helping the international community which is still suffering from the disaster."

Pat Quinn, Carrier Transicold's Account Manager, said: "It's always great to see our products being used for such good causes. We often take for granted that goods and services are available to us on demand, but to people living with the repercussions of a disaster more than two decades ago, this aid is invaluable and very much appreciated."

Further information on Chernobyl2000 is available at www.chernobyl2000ltd.co.uk

Service partner celebrates 60 years in business

Refrigeration Mitton Limited – otherwise known as Carrier Transicold Cumbria – is currently celebrating its 60th year in business and, according to Director Alex Mitton, positive changes have transformed the transport refrigeration sector in recent years.

The company became part of the Carrier service network in 2003, providing product and aftersales support within the Cumbria postcodes.

"We have seen marked improvements in the efficiency of technology and in the health and safety arena over the past few years," said Mitton. "These are taken very seriously by Carrier

Transicold as both issues have a direct impact on the service offered to customers.

"Legislation is constantly changing and customers' expectations are increasing. They look to the big players in the industry to offer the best products and aftersales care at a price that is reflective of the service they receive.

"Clients are becoming wiser in appointing suppliers and we have to regulate how we do business in line with this, be it through cost transparency or finding new ways to prove service quality. As part of the Carrier team we are certainly well supported in doing this."

Refrigeration Mitton Limited was founded in 1950 by Mitton's grandfather, Alfred Mitton, and has remained under management of the Mitton family for three generations to date.



www.carrier-transicold-europe.com