

# SMC Support Guide for Users – North, Central & South America –

SMC's total worldwide support system provides SMC product users with a sense of security.

## North, Central and South America



## UTC (U.S. Technical Center) U.S.A.



## North, Central and South America

- 1 Argentina
- 2 Bolivia
- 3 Brazil
- 4 Canada
- 5 Chile
- 6 Colombia
- 7 Ecuador
- 8 Mexico
- 9 Peru
- 10 U.S.A.
- 11 Venezuela

## ETC (European Technical Centre) U.K.



## GTC (Germany Technical Center) Germany



## Europe

- 12 Austria
- 13 Belgium
- 14 Bosnia-Herzegovina
- 15 Bulgaria
- 16 Croatia
- 17 Czech Republic
- 18 Denmark
- 19 Estonia
- 20 Finland
- 21 France
- 22 Germany
- 23 Greece
- 24 Hungary
- 25 Ireland
- 26 Italy
- 27 Kazakhstan
- 28 Latvia
- 29 Lithuania
- 30 Netherlands
- 31 Norway
- 32 Poland
- 33 Portugal
- 34 Romania
- 35 Russia
- 36 Serbia
- 37 Slovakia
- 38 Slovenia
- 39 Spain
- 40 Sweden
- 41 Switzerland
- 42 Turkey
- 43 Ukraine
- 44 U.K.

## Africa

- 45 Algeria
- 46 Egypt
- 47 Morocco
- 48 Nigeria
- 49 South Africa
- 50 Tunisia

## Asia / Oceania

- 51 Australia
- 52 Bahrain
- 53 Bangladesh
- 54 China
- 55 Hong Kong
- 56 India
- 57 Indonesia
- 58 Israel
- 59 Japan
- 60 Jordan
- 61 Kuwait
- 62 Malaysia
- 63
- 64 New Zealand
- 65 Pakistan
- 66 Philippines
- 67 Qatar
- 68 Saudi Arabia
- 69 Singapore
- 70 South Korea
- 71 Sri Lanka
- 72 Taiwan
- 73 Thailand
- 74 United Arab Emirates
- 75 Viet Nam
- 76

\* The names of countries listed in each area are alphabetically indexed.

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● SMC Subsidiaries  
● Distributor/Sales partner

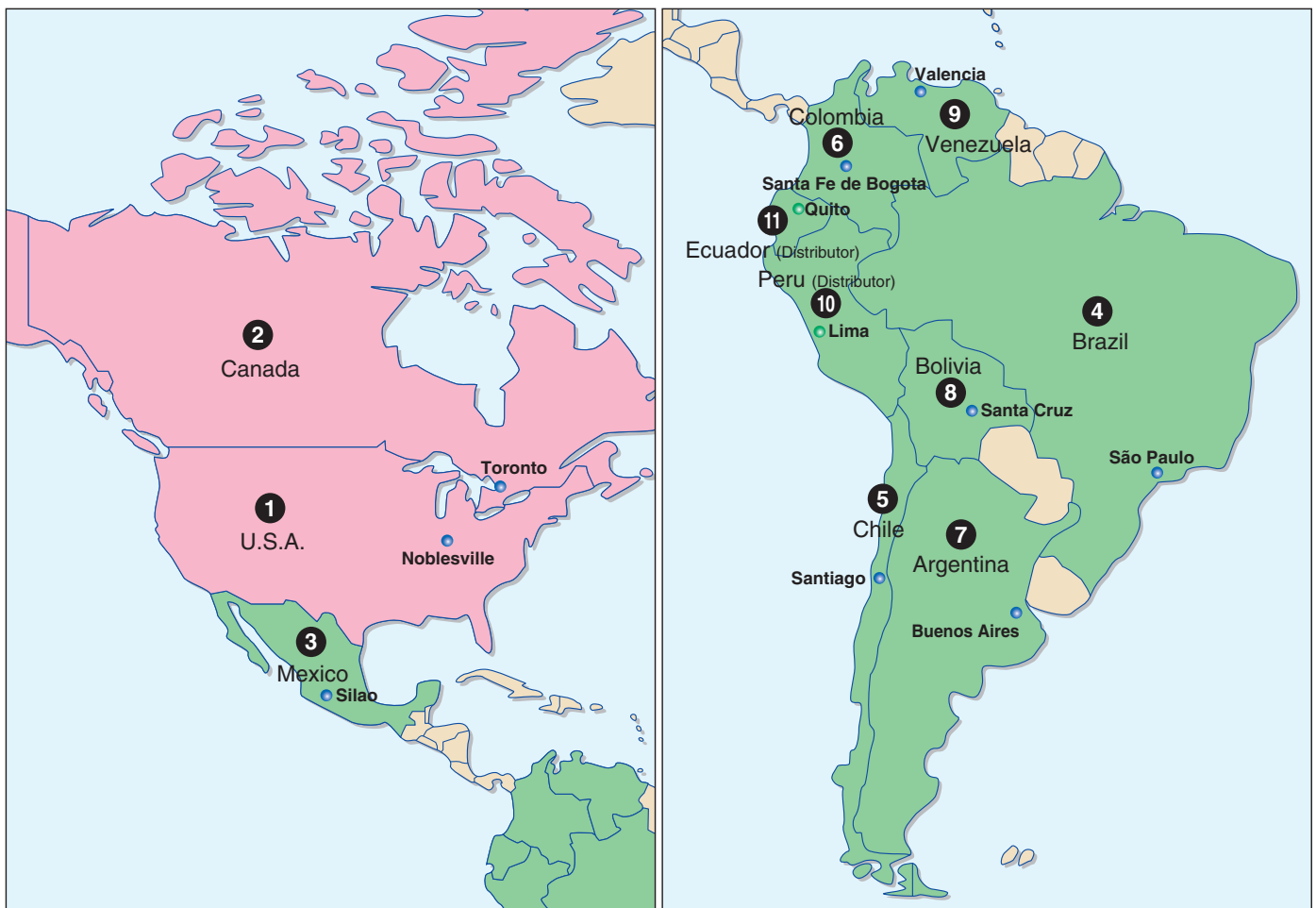
# SMC Service in North & Central / South America

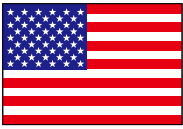
The Americas Zone supports customer requirements with more than 60 sales branches, 7 local production facilities and over 2,000 employees.

Additional distribution provides support to Central/South America as well as the Caribbean region. With this network, they offer customer requirements for specials, application assistance and local product provision. They also provide assistance in education on pneumatics by using a training kit and/or materials.

SMC cooperates closely with Japanese companies in America to responsibly provide all possible services.

## Network in North, Central & South America





# U.S.A. / Canada

Country Code for  
International Calls

U.S.A. / Canada  
**1**

## SMC Corporation of America

10100 SMC Blvd. Noblesville IN 46060, U.S.A.  
Phone: 317-899-4440 Fax: 317-899-0819 URL <http://www.smcusa.com>



Headquartered in the city of Indianapolis, Indiana with main factory, SMC Corporation of America started service in the US market in 1972.

In 2009, they moved their headquarters, main factory and central warehouse into Noblesville, Indiana, and expanded the product models and the volume of inventory to reinforce coast to coast service provision.

Now, they have established a network comprising of 23 sales offices and more than 100 distributors throughout the country. This makes double sure of the ability of providing detailed service to the customers.

In 1988 SMC Pneumatics (Canada) Ltd. was established as SMC's second subsidiary company in North America. They currently provide their service through a network supported by 5 branch offices and more than 50 distributors.

Number of employees	1,159
General manager (Japanese)	Yoshiki Takada
Sales manager	Timothy Kuchta
Head office / Factory building	Land area : 384,450 m <sup>2</sup> Floor space: 74,322 m <sup>2</sup>

### West Region

#### 1 Los Angeles Branch

1590 Metro Drive Suite 118  
Costa Mesa, CA 92626  
Phone: 714-669-1701  
Fax: 714-669-1715

#### 2 Portland Branch

20170 Southwest 112th Ave.  
Tualatin, OR 97062  
Phone: 503-644-1696  
Fax: 503-644-4041

#### 3 San Francisco Branch

2841 Junction Avenue, San Jose,  
California 95134  
Phone: 408-943-9600  
Fax: 408-943-9111

#### 4 Phoenix Branch

4050 E Cotton Center Blvd. Suite  
74, Bldg. 7 Phoenix, AZ 85040  
Phone: 480-967-2570  
Fax: 480-829-0824

#### 5 Austin Branch

9233 Waterford Centre, Suite 200,  
Austin, Texas 78758  
Phone: 512-926-2646  
Fax: 512-926-7055

#### 6 Dallas Branch

520E. Corporate Dr., Suite 600,  
Lewisville, Texas 75057  
Phone: 972-446-1140  
Fax: 972-446-1251

### Central Region

#### 7 St. Louis Branch

4130 Rider Trail North Earth City,  
MO 63045  
Phone: 314-298-2521  
Fax: 314-298-5896

#### 8 Chicago Branch

858 Meridian Lake Drive, Suite F  
Aurora, IL 60532  
Phone: 630-449-0600  
Fax: 630-449-0601

#### 9 Milwaukee Branch

W177 N9886 Rivercrest Road,  
Suite 109 Germantown, WI 53022  
Phone: 262-253-4801  
Fax: 262-253-4802

#### 10 Minneapolis Branch

6541 City West Parkway Eden  
Prairie, MN 55344  
Phone: 952-943-1275  
Fax: 952-943-1614

#### 11 Noblesville Branch

10100 SMC Blvd. Noblesville IN  
46060  
Phone: 317-899-4440  
Fax: 317-899-0819

#### 12 Detroit Branch

2990 Technology Drive  
Rochester Hills, MI 48309  
Phone: 248-299-0202  
Fax: 248-293-3333

#### 13 Cincinnati Branch

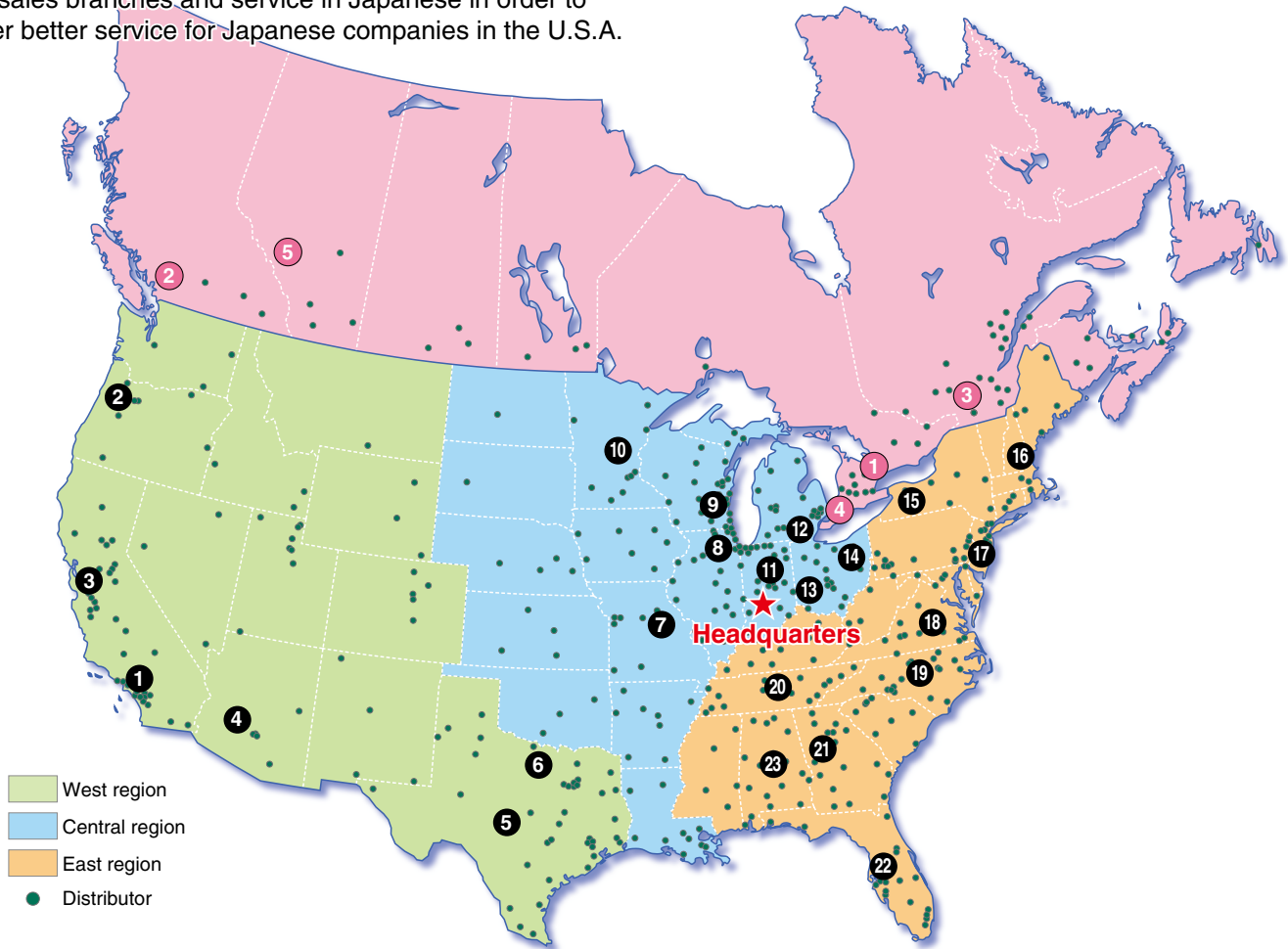
4598 Olympic Blvd. Erlanger, KY  
41018  
Phone: 859-647-5600  
Fax: 859-647-5609

#### 14 Cleveland Branch

4160 Highlander DR. Suite 200  
Richfield, OH 44286  
Phone: 330-659-2006  
Fax: 330-659-2260

# U.S.A. / Canada Sales Network

28 sales branches and service in Japanese in order to offer better service for Japanese companies in the U.S.A.



## ★ East Region

### 15 Rochester Branch

7625 Omnitech Place Suite 7  
Victor, NY 14564  
Phone: 585-303-7143  
Fax: 585-381-3931

### 16 Boston (Portsmouth) Branch

99 Rosewood Drive Suite 180  
Danvers, MA 01923  
Phone: 978-767-2328  
Fax: 978-767-2329

### 17 New Jersey Branch

2463 Baglyos Circle Bethlehem,  
PA 18020  
Phone: 610-984-8370  
Fax: 610-297-8391

### 18 Richmond Branch

4200 Innslake Drive, Suite 103  
Glen Allen, VA 23060  
Phone: 804-527-2106  
Fax: 804-527-2154

### 19 Charlotte Branch

9801 West Kincey Avenue, Suite  
150, Huntersville, NC 28078  
Phone: 704-947-7556  
Fax: 704-947-8556

### 20 Nashville Branch

318 Seaboard Lane, Suite 401  
Franklin, TN 37067  
Phone: 615-778-0442  
Fax: 615-778-0475

### 21 Atlanta Branch

2221 Northmont Parkway Suite  
400, Duluth, GA 30096  
Phone: 770-624-1940  
Fax: 770-624-1943

### 22 Tampa Branch

13948 Lynmar Blvd. Tampa, FL  
33626  
Phone: 813-891-9028  
Fax: 813-891-9340

### 23 Birmingham Branch

177 Cahaba Valley Parkway  
Pelham, AL 35124  
Phone: 205-439-6600  
Fax: 205-439-6601

## SMC Pneumatics (Canada) Ltd.



### 1 Toronto Branch

2715 Bristol Circle, Unit #2,  
Oakville, Ontario L6H 6Z8  
Phone: 905-287-9700  
Fax: 905-287-9710

### 4 Windsor Branch

2720 St Etienne Blvd, Units 3 & 4  
Windsor, ON N8W 5E6  
Phone: 519-944-0555  
Fax: 519-944-1870

### 2 Vancouver Branch

1497 Lindsey Place, Annacis  
Business Park, Delta, British  
Columbia V3M 6V1  
Phone: 604-517-1646  
Fax: 604-517-1647

### 5 Calgary Branch

6991 48th Street SE Bay 7,  
Calgary Alberta Canada T2C 5A4  
Phone: 403-724-9140  
Fax: 403-724-9142

### 3 Montreal Branch

4200 Rue Griffith, St. Laurent,  
Quebec H4T 4L6  
Phone: 514-733-9595  
Fax: 514-733-1771

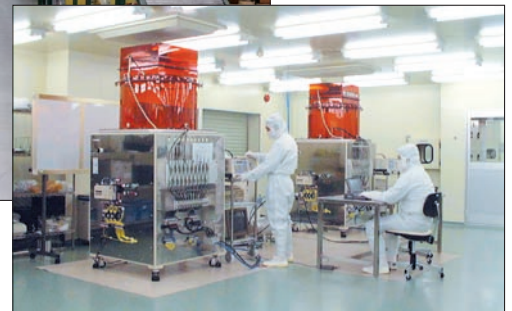
# U.S.A. Factory



The U.S.A. factory manufactures approx. 40 different cylinder series. You are assured of 100% complete inspection of every cylinder within each assembly line. In addition, assembly of valves/valve manifolds, FRL's and vacuum ejectors is performed at both facilities. They also provide the designing and manufacturing of standard products with Japanese specifications and specials according to their customer needs. They are ISO9001 certified and carry out thorough quality control.

## U.S.A. Factory

10100 SMC Blvd. Noblesville IN 46060  
Phone: 317-899-4440 Fax: 317-899-3102



Number of employees	Approx. 500
Factory manager	Chad Bosler
Building	Floor space : 18,580 m <sup>2</sup>





## Local Production / Supply

- The U.S.A. factory manufactures and supplies products to both the Japanese and U.S. specifications.
- They can supply products that meet the North American UL, CSA and NFPA standards. We acquired ISO9001 certification in 1998 for product quality including the design and development process.
- Specials that meet customer requests are also available.



ISO9001 certification

## Main Production Series

■ Air Cylinders [Approx. 200 basic models/12,000 items]

CJ2 <span>I</span> <span>M</span>	NCM <span>I</span>	CM2 <span>M</span>	NCG <span>I</span>	CG1 <span>M</span>	CG5 <span>M</span>
NCA1 <span>I</span>	CA2 <span>M</span>	MB <span>M</span>	C95/C96 <span>M</span>	C85 <span>M</span>	CS1/CS2 <span>M</span>
CQ2 <span>I</span> <span>M</span>	RSQ <span>M</span>	MGQ <span>M</span>	MGP <span>M</span>	MGG <span>M</span>	CNA2 <span>M</span>
CY3B <span>I</span> <span>M</span>	CY2S <span>I</span> <span>M</span>	MY1B <span>M</span>	MY1M <span>M</span>	MY1C <span>M</span>	
CK1 <span>M</span>	CKZ2N <span>M</span>				

Note) I : Applicable products series of inch size  
M : Applicable products series of metric size



# Logistics

SMC Corporation of America has a central warehouse (40,000 m<sup>2</sup>) in Noblesville, Indianapolis and 6 regional distribution centers in the U.S. The Central Warehouse maintains over 40,000 part numbers and through their cell picking/packing process and conveyance system, orders placed for stocked finished goods are shipped the same day. Base products are also accessorized to provide fast delivery.

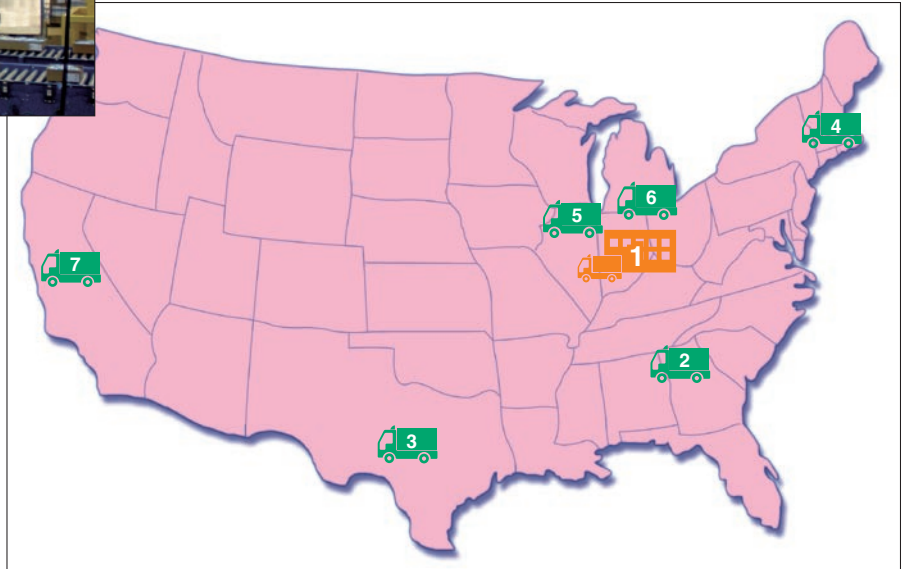
Six regional distribution centers provide quick local delivery to meet customer requirements. This also includes customer specific inventory that is stocked to meet future release needs.

## U.S.A. Central Warehouse



### America CW Central Warehouse

10100 SMC Blvd. Noblesville IN 46060  
Phone: 317-899-4440  
Fax: 317-899-3102



## Regional Distribution Center



### Atlanta RDC

Regional Distribution Center

2221 Northmont Parkway Suite  
400, Duluth, GA 30096  
Phone: 770-642-1940  
Fax: 770-642-1943



### Austin RDC

Regional Distribution Center

9101 Wall Street, Suite 1030  
Austin, TX 78754  
Phone: 512-926-2646  
Fax: 512-836-1397



### Boston RDC

Regional Distribution Center

230 Corporate Drive  
Portsmouth, NH 03801  
Phone: 603-610-2500  
Fax: 603-610-2600



### Chicago RDC

Regional Distribution Center

858 Meridian Lake Drive, Suite F  
Aurora, IL 60504  
Phone: 630-449-0600  
Fax: 630-449-0601



### Livermore RDC

Regional Distribution Center

7650 Marathon Drive, Unit N  
Livermore, CA 94550  
Phone: 925-456-1080  
Fax: 925-456-1084



### Detroit RDC

Regional Distribution Center

2990 Technology Drive  
Rochester Hills, MI 48309  
Phone: 248-299-0202  
Fax: 248-293-3333

# Main Inventory Series

[Approx. 40,000 items]

## Air Cylinders: U.S. specifications

NCM NCG



NCJ2 NCQ2

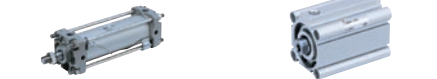


NCA1 NCQ8



## Air Cylinders: Japanese specifications

CA2 CQ2



CG MGP



CJ2 MSQ



CM2 CXS



## Air Slide Tables

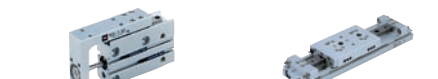
MXS MXF



MXQ MXP(J)



MXH MXW



## Air Grippers

MHZ MHS3



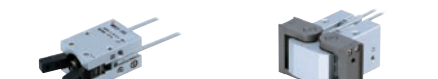
MHF MHT



MHL MHY



MHC MHW



## Air Line Equipment

AF



AR



AW



AL



VHS



## Fittings/Tubing & Speed Controllers

KQ2



AS



TU/TIUB



T/TIA



## Valves

VQZ



SY



SV



VQC



## Electric Control Components

ZSE30A/ISE30A



ZSE40A/ISE40A



ITV



D-

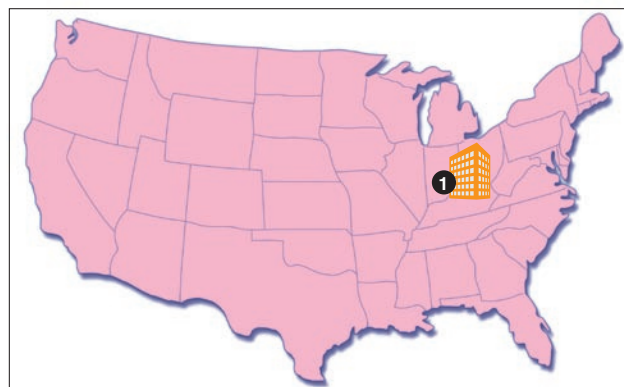
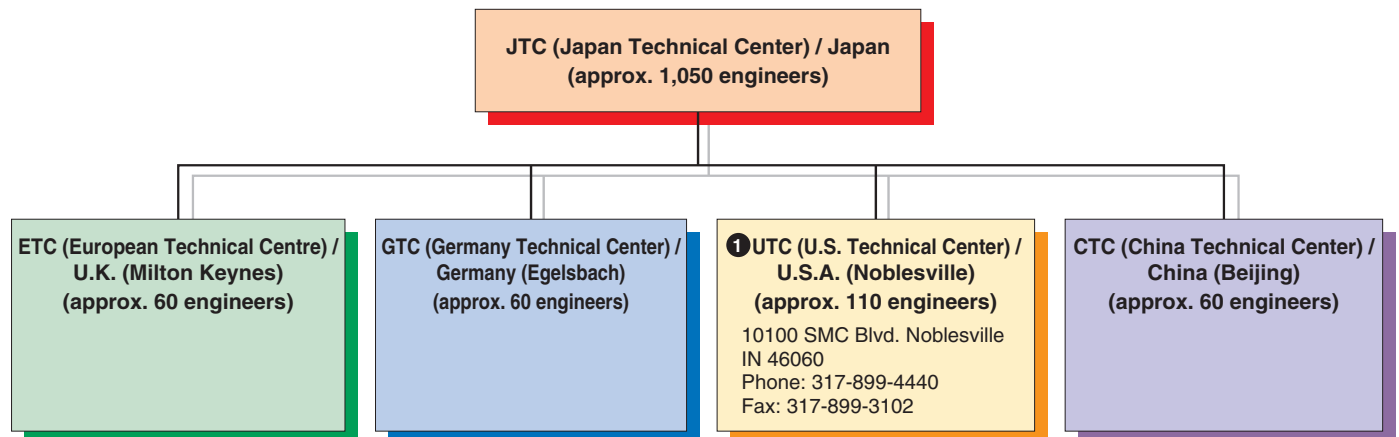


\* In addition to the above main stock series, each branch has its own stock in response to customer requests.

# Technical Support

For total support, over 100 SMC engineers grouped by each project provide technical support as well as customer specific product for quick support.

## Global Engineering Network



## Technical Support

### ① Seminar

- a) Pneumatics (basic course)
- b) Pneumatic-electrical technology
- c) Sequence controller technology
- d) Air dryer training
- e) Vacuum technology
- f) Sensors
- g) Basic pneumatic training with Internet (For NFPA qualification)

### ② Air dryers: setting, repair and troubleshooting

### ③ Factory pneumatic piping: compressed air dew point check, inspection, consulting

### ④ Pneumatic circuits & proposals for pneumatic equipment selection

### ⑤ Energy-saving proposals



Website product selection  
(URL <http://www.smcusa.com>)  
A model selection/CAD date by E-TECH  
can also be downloaded.

# Sales

In SMC corporation of America, from product samples to industry trade shows, over 600 sales staff in 28 sales branches demonstrate the technology that has come to be expected from the pneumatics leader. More than half of our sales staffs have NFPA (National Fluid Power Association) certification and provide technical support that other competitors cannot match. In addition, they provide information on new products or applications at the customer's site, and also conducts new product presentations and personal exhibitions with Mini Panels called "Lunch & Learn". Technical & application support by industry (Semiconductor, car, food) are available as well.

## Sales Promotion

### 1 Showroom

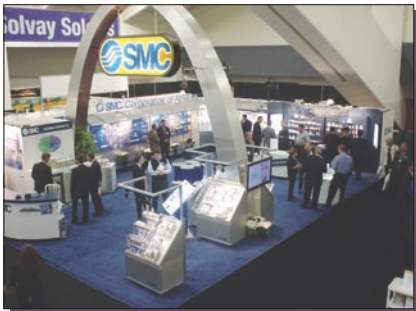


Noblesville



Detroit

### 2 Exhibition



SEMICON West



Lunch & Learn



Demonstration Van

### 3 Training



### 4 Others



Catalogs



Electronic catalogs



Website URL <http://www.smcusa.com>



# Mexico

Country Code for  
International Calls

52

## SMC Corporation (México), S.A. de C.V.

Carr. Silao-Trejo K.M. 2.5 S/N Predio San Jose del Durazno C.P. 36100, Silao, Gto. Mexico  
Phone: 472-72-2-55-00 Fax: 472-72-2-59-44, 472-72-2-59-46 URL <http://www.smc.com.mx> Toll-free number : 01 (800) 22-76269



Number of employees	Approx. 280
General manager	Teruo Watase
Sales manager	Luis Ernesto Navarro Esparza
Head office / Factory building	Land area : 227,993 m <sup>2</sup> Floor space: 10,700 m <sup>2</sup>

SMC Corporation (México), S.A. de C.V. launched their service in 1992 with 10 staff members. The number of their staff has now increased to 280 with 15 sales branches and 35 distributors across the country, and with this structure they are now able to provide a more accessible service to their customers. In order to ensure that customers can use their products with confidence, they endeavour to provide a variety of services such as survey and improvements on



energy saving, introduction of the latest products by demo van, as well as the provision of training.

## Sales Branches

### 1 Aguascalientes Branch

Av. Convención de 1914 Pte. No. 1132,  
Edif. Lafayette. Local No.6.  
Fracc. Barranca de Guadalupe  
C.P. 20210 Aguascalientes, Ags.  
Phone: 449-978-86-11  
Fax: 449-978-86-10

### 2 Cd. Juárez Branch

Boulevard Gomez Morin No.871 Local 105  
Col. Parque Industrial ABH,  
Cd. Juárez, Chih. C.P.32540  
Phone: 656-639-59-65  
Fax: 656-639-59-10

### 3 Guadalajara Branch

Av. Federalismo Nte. No. 1172  
Col. Artesanos Sector Hidalgo, C.P.  
44220 Guadalajara, Jal.  
Phone: 33-38-54-16-99  
Fax: 33-38-54-14-43

### 4 Hermosillo Branch

Carr. a Shuaripa S/N Esq. con De la Plata,  
Parque industrial Hermosillo, CP. 83299,  
Hermosillo, Sonora.  
Phone/Fax: 662-251-1110, 662-251-1112,  
662-251-1113

### 5 Mexico City Branch

Calle Mariano Escobedo No.74,  
Col. Barrio San Lorenzo, C.P.54030  
Tlalnepantla, Edo. de Mexico  
Phone: 55-55-65-23-20  
Fax: 55-55-65-23-97, 55-55-65-25-03

### 6 Monterrey Branch

Av. Kalos No. 119 Esq. Con Platón,  
Parque Industrial Kalos, Ubicado en:  
Carr. Miguel Alemán Km. 17.5  
Apodaca, Nvo. León C.P.66600 Edificio  
No. 5 Modulo 7 Sur  
Phone: 81-83-86-61-01, 81-83-86-61-02,  
81-83-86-61-03, 81-83-86-61-04  
Fax: 81-83-86-61-00

### 7 Querétaro Branch

Bldv. Bernardo Quintana No.630  
Conjunto Bal. Locales 22,23,Y24  
Col. San Pablo, C.P. 76130, Querétaro, Qro.  
Phone: 442-210-19-03, 442-210-19-04  
Fax: 442-217-32-88

### 8 Reynosa Branch

Argentina No.820-G. Esq. Paraguay  
Col. Altamira, C.P. 88630  
Reynosa, Tamps.  
Phone: 899-922-47-19, 899-922-24-40,  
899-930-04-53, 899-922-75-96  
Fax: 899-922-47-20

### 9 Saltillo Branch

Bldv. Vito Alessio Robles No. 4447 Col. Nazario  
Ortiz Garza Saltillo, Coahuila C.P. 25100  
Phone/Fax: 844-416-15-75, 844-415-67-65,  
844-416-15-22

### 10 San Luis Potosí Branch

Av. Industrias No.830 Col. Valle Dorado  
C.P. 78399 San Luis Potosí, S.L.P.  
Phone/Fax: 444-816-98-27, 444-822-45-22,  
444-822-45-23

### 11 Tijuana Branch

Bldv. Insurgentes No. 18141  
Local 2 Zona Rio Tercera Parte  
Tijuana, Baja California C.P. 22518  
Phone/Fax: 664-625-01-45,  
664-325-62-46

### 12 Toluca Branch

Prolongación Bldv. Aeropuerto No. 11,  
Col. Álvaro Obregón, Municipio de San  
Mateo Atenco, Estado de México, C.P.  
52100  
Phone: 722-236-7499, 722-236-7500  
Fax: 722-236-7498

### 13 Puebla Branch

Bldv. Hermanos Serdan No. 337 Int A.  
Col. Aquiles Serdan, C.P. 72140,  
Puebla Pue  
Phone/Fax: 222-268-6383

### 14 Mexicali Branch

Bldv. Lazaro Cardenas No. 633 Planta  
Alta, Col. Ex-Ejido Coahuila C.P.  
21001 Mexicali B.C.  
Phone/Fax: 686-567-74-68,  
686-567-75-49

### 15 Torreón Branch

Paseo del Monasterio No.63 Fracc.  
Santa Anita C.P. 27260 Torreón,  
Coahuila.  
Phone: 871-750-9185, 871-750-9470

## Local Production / Supply

### Production

They moved factory to Guanajuato and began production there in October 2000 and now offer customer satisfaction with advanced production capabilities. They currently produce 18 different cylinder series as well as valve/manifold assembly. Their general plant handling time for simple specials and intermediate strokes is 2 to 3 days, and the products are delivered to their local branches throughout the country within a day.



### Main Production Series

#### ■ Cylinders

C85, C96, CA2, CG1, CG5, CJ2, CJ5, CM2, CP96, CQ2, CS1, CS2, CY3B, MB, MB1, MY1, MGG, CKZ

#### ■ Valves

SY, SYJ, VQC

### Main Inventory Series

AC, AD, AF, AK, AL, AM□, AN, AQ, AR, AS, AV, AW, C85, C96, CJ2, CM2, CQ2, CQS, CRA, CRB, CRQ, CU, CY, CG, CK1, CKG, CKP, CKS, CKZ□, CP96, CQM, C92, CU, CX2, CXS, IP, IR, IS, ISA, ISE□, ISG, ITV, J□, KA, KC, KD, KF, KG, KJ, KK, KM, KP, KQ2, KR, KS, KV, M-□, MB, MGC, MGG, MGP, MGQ, MH□, MK2, MSU, MSQ, MX□, NAC, NAD, NAF, NAL, NAS, NAW, NCA1, NCG, NCJ2, NCQ2, NCRA, NCRQ, NCY, NCG, NCJ2, NCQ8, NCRB, NRB, NVF, NVFR, NVFS, NVM, NVR, NVS, NVSA, NZH, NZM, PA, PFW, PPA, PS, PSE, RB, RSDQ, SV, SY, T□, VBA, VBAT, VC□, VF, VFN, VFR, VFS, VG, VH, VK, VMG, VN□, VP, VP7, VQ, VQC, VQD, VQZ, VR, VS, VS7, VSH, VSS8, VT, VX□, ZF□, ZL, ZM, ZP, ZSE□

\* In addition to the above main stock series, they also carry other stock in response to the requirement of their customers.



## Sales

### Service and Support

#### 1 Spanish catalog



They have prepared a variety of catalogues in the local language (Spanish).

#### 2 Pneumatic seminar



They offer not only basic lectures on pneumatics but also custom made lectures in response to the request of their customers. Additionally they also provide training on pneumatics by using a simple training kit and/or the latest training kit.

#### 3 Showroom / Demonstration Van



The mining industry specialized demonstration vans.

The head office is equipped with a massive showroom, which is constantly able to introduce the latest products. In order to respond to the diversified needs of their customers, they have also established a system through which they are able to make proposals for the latest products by using variously sized demonstration vans.



# Brazil

Country Code for  
International Calls

55

## SMC Pneumáticos do Brasil Ltda.

Av. Piraporinha, 777 Barro Planalto, Sao Bernardo do Campo Sao Paulo, Brazil ZIP : 09891-001  
Phone: 11-4082-0777 Fax: 11-4082-0685 URL <http://www.smcbr.com.br>



Number of employees	Approx. 200
General manager	Humberto Visconte
Sales manager	Alessandro Mantovani, Alan Assiz
Head office / Factory building	Land area : 67,000 m <sup>2</sup> Floor space : 10,000 m <sup>2</sup>

SMC Brazil was established in 1998 with the purpose of expanding the service into the Brazilian market which has seen a rapid growth in the South American Market. In 2007 they moved its head office and factory into the city of Sao Bernard do Campo and endeavoured to increase the volume of inventoried items and also to expand the production items.

Now they have developed a sales network which comprises of the head office, 5 sales branches and 29 distributors and are able to provide highly detailed service.

Through having reinforced the technology sector and with a central focus on actuators, they handle the designing and manufacturing of the simple special orders and custom-made items to suite the specification demands of their customers.



## Sales Branches

### 1 Porto Alegre Branch

Av. Sertório, 5.615 - Bairro Jardim Lindóia Port Alegre RS CEP: 91060-591  
Phone: 51-3364-9000  
Fax: 51-3368-7174

### 2 Belo Horizonte Branch

Av. Alameda da Serra, 322 - salas 406 e 409  
Vale do Sereno Nova Lima, MG, CEP: 34.000-000  
Phone: 31-3286-4666  
Fax: 31-3286-5780

### 3 Campinas Branch

Av. Andrade Neves, 1474 - Bairro Castelo  
Campinas - SP, CDP: 13.070-000  
Phone: 19-3242-5494  
Fax: 19-3242-7221

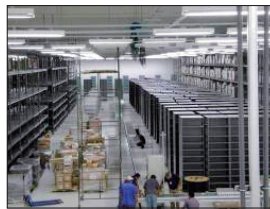
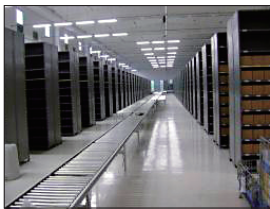
### 4 Curitiba Branch

Rua Santa Catarina, n. 65 Conjunto Comercial  
Spatimu Laboris sala 912B Bairro Agua Verde -  
Curitiba - PR - CEP: 80.620.100  
Phone: 41-3019-0600  
Fax: 41-3077-0600

### 5 Rio de Janeiro Branch

Av. das Americas, 3500, sala 134, Edifício Toronto  
3000- Le Monde Office Barra da Tijuca - Rio de  
Janeiro - RJ - CEP: 22.631-003  
Phone: 21-3795-4859

## Local Production / Supply



### Main Production Series

#### ■ Cylinders

C96, CP96, C95 (Large bore), C85, C75, CG1, CQ2, CS, CKZ, CY3, CG5, CJ5

#### ■ Valves

SY, SYJ, VQC, MINI-ISO

### Main Inventory Series

KQ2, KR, KK, TU, TRB, TS, T, TUS, AC, AF, AFM, AFD, AMH, AMG, AMF, AR, AL, SY, SYJ, VFS, VQC, EVS7, VQ7, C85, C95, CP95, CQ2, CG1, CRB, MGP, MGQ, MY, MHZ2, MHC2, MHS, ZH, ZM, ZP, ZF, VX, VXD, VXZ, VNA, VND, ZSE/ISE30, ZSE/ISE40, PS, IS, VM, VZM, VH, VHK

\* In addition to the above main stock series, each branch has its own stock in response to customer requests.

## Sales

### Service and Support

#### 1 Portuguese catalog



They have prepared a variety of catalogues in the local language (Portuguese).

#### 3 Pneumatic seminars



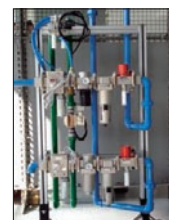
In response to the demand of their customers, they provide training sessions from basic lectures on pneumatics to custom made seminars. They also provide training on pneumatics through the use of the latest training kits.

#### 2 Showroom / Mini-panel

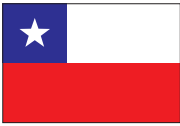


The head office is equipped with a massive showroom and is able to constantly introduce the latest products. They are also able to bring mini panels directly into the office of their customers and provide a wider range of product proposition.

#### 4 Made-to-Order







# Chile / Colombia

Country Code for  
International Calls

Chile  
**56**

Colombia  
**57**

## SMC Pneumatics (Chile) S.A.

Av. La Montana, #1115 P. Norte km. 16,5 Parque Industrial Valle Grande, Lampa, Santiago, Chile  
Phone: (0) 2-270-86-00 Fax: (0) 2-270-86-01 e-mail: ventas@smcchile.cl URL http://www.smcchile.cl



Number of employees	Approx. 80
General manager	Alejandro Vilche
Head office / Factory building	Land area : 11,715 m <sup>2</sup> Floor space: 3,500 m <sup>2</sup>

SMC Pneumatics (Chile) S.A. was established in 1984 as a distributor of SMC products. In January 1996, SMC Chile became the 31st subsidiary of SMC Corporation. In fact, SMC Chile S.A. is the most important industrial supplier of automation pneumatics components in Chile. SMC Chile is also responsible for SMC subsidiary and distributors in the Colombian, Peruvian and Ecuadorian markets. From 2000, SMC Chile's headquarters has operated in a new office in the industrial area of Santiago, with more than 3,500 square meters of land (Floor space: 11,715 square meters). SMC Chile assembles the series CA, C96 and CP96 cylinders and imports many other lines of SMC products from different subsidiaries around the world to satisfy the Chilean automation market in important fields.



## Sales Branches

### 1 Iquique Branch

Av. Santiago Polanco 2401, Iquique  
Phone: 57-452960  
Fax: 57-452960  
e-mail: nortegrande@smcchile.cl

### 2 Antofagasta Branch

Juan Glasinovic 492, Local 1  
Parque Industrial AGPIA Antofagasta  
Phone: 55-274970 Fax: 55-274971  
e-mail: nortegrande@smcchile.cl

### 3 Copiapó Branch

Parque Comercial Panamericana  
Norte 425 Local D1. Block 3 Copiapó  
Phone: 52-238756 Fax: 52-238757  
e-mail: region3@smcchile.cl

### 4 Coquimbo Branch

Chorrillos 1290, Coquimbo  
Phone : 51-316254  
Fax: 52-316254  
e-mail: region4@smcchile.cl

### 5 Viña del Mar Branch

Uno Norte # 1423 Viña del Mar  
Phone: 32-2881992  
Fax: 32-2881738  
e-mail: region5@smcchile.cl

### 6 Curicó Branch

Av. España 125, Curicó  
Phone: 75-319347  
Fax: 75-319586  
e-mail: region6y7@smcchile.cl

### 7 Concepción Branch

Marco Polo 9038 Modulo 14, Carretera,  
Intercomunal Concepción-Talcahuano,  
Talcahuano  
Phone: 41-2483382 Fax: 41-2483383  
e-mail: region8@smcchile.cl

### 8 Valdivia-Puerto Montt Branch

Huemul # 555 Valdivia  
Phone: 63-217099  
Fax: 63-203026  
e-mail: austral@smcchile.cl

## Local Production / Supply

### Main Production Series

■ Cylinders  
CA, C96, CP96, CG

### Main Inventory Series

IDF, IDG, AFF, AM, AMD, AMF, AMG, AMC, AF, AR, AL, AC, AW  
KQ2, KG, KM, T, TU, TE, AS, AN, 25, AK, AQ, VM, VH, VFM,  
VZM, VJ, VN, VF, VFS, SY, VT, VO, VP, VS, VX, CA, C96,  
CP96, CG, C85, C75, CJ, CQ, CU, MY, CRA, MG, IP, IR, IT, ITV,  
ISE, ZSE, IF, PFA, PF2W

\* In addition to the above main stock series, they also carry other stock in response to the requirement of their customers.

## SMC Colombia Sucursal de SMC Chile S.A.

Avenida Ciudad de Quito No.77-78, Bogotá, Colombia  
Phone: (57) 1-745-5002 Fax: (57) 1-329-0184 Cel: (57) 317-6433816  
e-mail: manuel.fernandez@smc.com.co



General manager Manuel Fernández





# Argentina

Country Code for  
International Calls

54

## SMC Argentina S.A.

Teodoro García 3880 (C1427ECH) Buenos Aires - Argentina Phone/Fax: 011-4555-5762  
e-mail: info@smcar.com.ar URL http://www.smcar.com.ar **National call center** Phone/Fax: 0810-555-5762



Number of employees	Approx. 40
General manager	Ernesto Gesualdi
Sales manager	Jorge Bronzini
Head office / Factory building	Land area : 814 m <sup>2</sup> Floor space : 1,321 m <sup>2</sup>

SMC Argentina S.A. was established in 1993 as an SMC CORPORATION (Japan) fully-owned subsidiary to sell SMC products and offer support and service in Argentina.

A wide variety of actuators and special products are assembled locally to meet customer requirements. In addition, comprehensive products and parts stock are available. They are servicing the market with the head office located in Buenos Aires, representative offices in Rosario, Cordoba and Tucuman, and with distributors in the main industrial areas of Mendoza, San Luis, Salta, Rafaela and Neuquén.

They also provide service for their neighbouring country, Uruguay.



## Sales Branches

### 1 Rosario resident sales

Cell phone: (0341) 15-576-0749  
National call center (Phone/Fax): 0810-555-5762  
e-mail: smcrosario@smcar.com.ar

### 2 Córdoba resident sales

Cell phone: (0351) 15-606-8772  
National call center (Phone/Fax): 0810-555-5762  
e-mail: smccordoba@smcar.com.ar

### 3 Tucumán resident sales

Cell phone: (0381) 15-529-7899  
National call center (Phone/Fax): 0810-555-5762  
e-mail: info@smcar.com.ar

## Local Production / Supply



### Main Production Series

- **Cylinders**  
C96, CP96, CG1

### Main Inventory Series

50-VFE, 52-SY, AC□0, AD400/AD600, AF□0, AFD□0, AFF, AFM□0, AKH, AKM, AL□0, ALB, ALD, AM, AMC, AMD, AME, AMF, AMG, AN, AQ, AR□0, AS, ASN, ASP, ASV, AV, AW□0, C75, C85, CG1, CG5, CJ2, CJPB, CKGV, CKQN, CKQR, CKZN/CKZ1N, CLG1, CP96, CQ2, CQS, CRA1, CRB1BW, CRBU2W, CRQ2, CU, CXSM, CY1R, D□, DM, EVS7-6/8/10, G□□, IFW, IP200, IP5000/5100, IP8000/8100, IR, IS1000, ISE/ZSE30, ISE/ZSE40, ISE75, ISG, IT, ITV, IW, JA, KC, KDM, KGH, KM, KQ2, KR, KS, M, MDU, MGP, MHC2, MHQ2, MHS3, MHT2, MHW2, MHY2, MHZ2, MKB, MY1B, MY1C, MY1M, PS1000, PSE500, RB, SY100, SY3/5/7000, SYA3/5/7000, SZ3000, TCU, TFU, TRBU, TS, TU, VBA, VF3000, VF5000, VFA3/5000, VFN2000, VFR2/3/4/5/6000, VFS2/3/4/5000, VH2/3/400, VHK2/3, VHS, VK3000, VM100, VM1000, VN, VP3/5/700, VP31□5, VQ20/30, VS3/4000, VS7-6/8, VT307, VT317, VX/VXD/VXF/VXP, VY, VZ100, VZ1000, VZ3/5000, XT316, ZFB, ZH, ZL, ZP

\* In addition to the above main stock series, they also carry other stock in response to the requirement of their customers.



# Bolivia

Country Code for  
International Calls

591

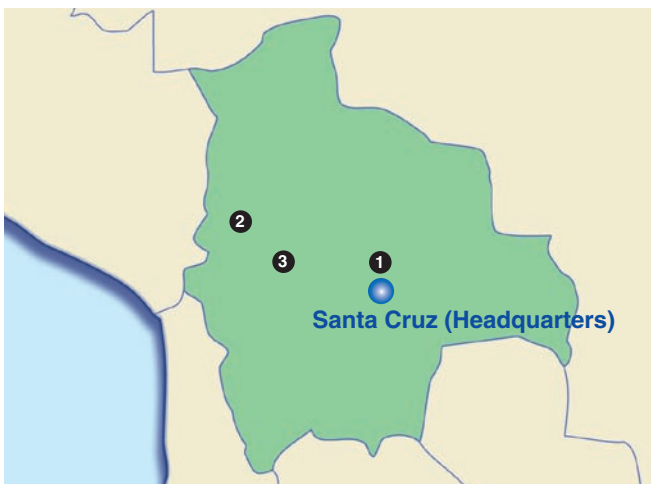
## SMC Pneumatics Bolivia S.r.l.

Av. Canal Cotoca # 2635 (entre Calle 9 y 10) Santa Cruz, Bolivia Phone: (0) 3-3649957  
Fax: (0) 3-3649959 e-mai: smcbolivia@smcbolivia.com.bo URL <http://www.smcbolivia.com.bo>



Number of employees	Approx. 10
General manager	Ernest Peralta

SMC Pneumatics Bolivia S.R.L. was established in May 1996. From that time, their main priority has been satisfying the pneumatics needs of their customers. In order to respond to the ever-changing needs, they endeavour to reinforce their service by increasing inventoried items etc.



## Sales Branches

### 1 Santa Cruz Branch

Av. Nicolas Suarez 1760 Diagonal UPSA Parque Industrial 4to Anillo  
Phone: (0) 3-3414808  
Fax: (0) 3-3473801

### 2 La Paz Branch

Av. Diego de Portugal No.1192  
Galeria Nunez del Padro of. 2, 3y4  
Phone/Fax: (0) 2-2813344

### 3 Cochabamba Branch

Av. Humbolt 858 (2do. Piso)  
Phone/Fax: (0) 4- 4286682

## Local Supply

### Main Inventory Series

VX, VFS, VCW, VCS, VCA, KQ, KQ2, KK, T, TU, CG1, CQ2, CM2, CJ2, C96, C85, CS1, MGP, AFD, AFF, AMG, AM, AME, AMF, AMD, AFM, AD, AS, ASN, IDF, IDU

\* In addition to the above main stock series, they also carry other stock in response to the requirement of their customers.



# Venezuela

Country Code for  
International Calls

58

## SMC Neumatica Venezuela S.A.

Ave. Michelena Zona Industrial Edificio Canaima Local 4 Valencia-Edo Carabobo, Venezuela  
Phone: 241-8345617 Fax: 241-8348258



Number of employees	Approx. 10
General manager	Paul Krueger
Sales manager	Carlos Salcedo

SMC NEUMATICA VENEZUELA S.A. was established in 1987 and has been offering SMC products and support in Venezuela. Local sales engineers are providing detailed service to meet customer needs.



### Sales Branch

#### 1 Caracas Branch

Avenida La Estancia, Centro Comercial Ciudad Tamanaco, Nivel C2 Sector Yarey Oficina MZ11B, Chuao, Caracas, Venezuela  
Phone: 212-9594935 FAX: 212-9596855

### Local Supply

#### Main Inventory Series

SY, VFS, VS, VT, VX, VXZ, CA1, CQ2, C96, NCME, AC, AF, AR, AL, AW, AFF, AD, AN, AM, AMD, AS, ASN2, AQ, AK, KQ2, KR, KS, T, TIA, TIUB, TRB, TRS

\* In addition to the above main stock series, they also carry other stock in response to the requirement of their customers.



# Peru

Country Code for  
International Calls

51

## SMC CORPORATION PERU S.A.C.

Calle Andres Reyes 191, San Isidro, Lima, LIMA27, Peru Phone: 1-4401280 Fax: 1-4401280  
e-mail: ventas@smcperu.com URL <http://www.smcperu.com>



We established SMC Peru in 2014 to further enhance sales of SMC products and service in Peru. SMC Peru has an inventory of basic products and the products for specific customers, striving to ensure quick delivery.



Number of employees	21
General manager	Teruo Watase
Sales manager	Oscar Rojas Cruz



# Ecuador <SMC Distributor>

Country Code for  
International Calls

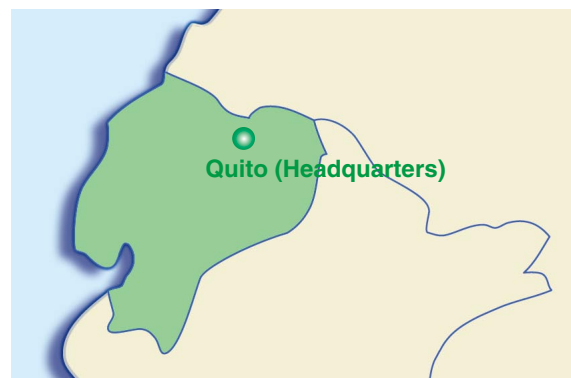
593

## ASSISTECH CIA. LTDA.

Calle de Los Eucaliptos E3-42 y De los Cipreses Quito-Ecuador Phone: 6003690 / 6003691 6003692 / 2807963 Fax: 2804750  
e-mail: servicios@assistech.com.ec URL <http://www.assistech.com.ec>



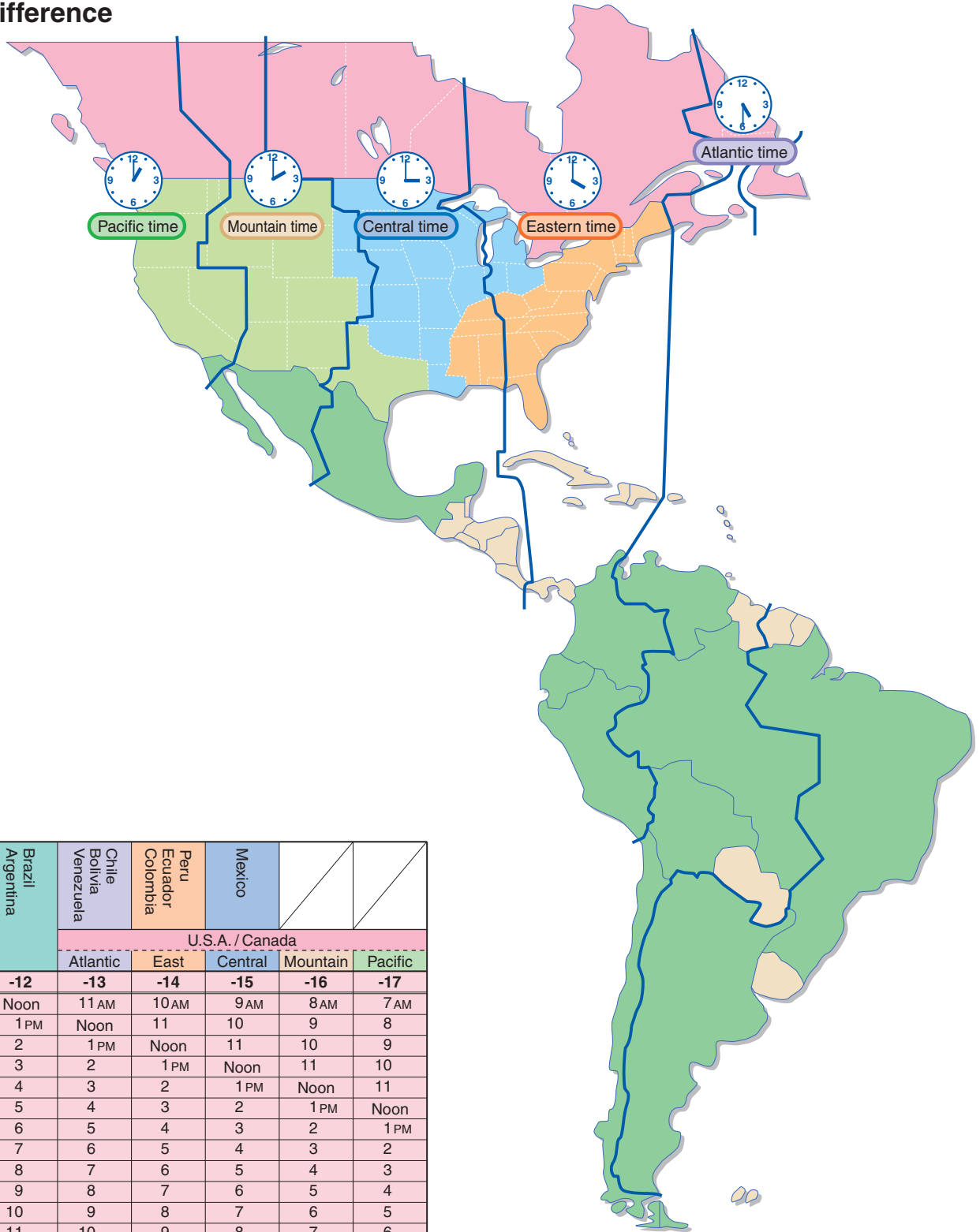
ASSISTECH CIA. LTDA. was established in 2002 as a type of fluid engineering company, and since January 2005, it has been the authorized distributor of SMC in Ecuador. ASSISTECH offers services in the industrial and oil markets.



Number of employees	10
General manager	Alberto Salguero
Sales manager	Gabriel Tufino

# Information

## Time difference



Japan	Brazil Argentina	Chile Bolivia Venezuela	U.S.A. / Canada					
			Atlantic	East	Central	Mountain		Pacific
			TD	0	-12	-13		-14
Time	0	Noon	11 AM	10 AM	9 AM	8 AM	7 AM	
	1 AM	1 PM	Noon	11	10	9	8	
	2	2	1 PM	Noon	11	10	9	
	3	3	2	1 PM	Noon	11	10	
	4	4	3	2	1 PM	Noon	11	
	5	5	4	3	2	1 PM	Noon	
	6	6	5	4	3	2	1 PM	
	7	7	6	5	4	3	2	
	8	8	7	6	5	4	3	
	9	9	8	7	6	5	4	
	10	10	9	8	7	6	5	
	11	11	10	9	8	7	6	
	Noon	0	11	10	9	8	7	
	1 PM	1 AM	0	11	10	9	8	
	2	2	1 AM	0	11	10	9	
	3	3	2	1 AM	0	11	10	
	4	4	3	2	1 AM	0	11	
	5	5	4	3	2	1 AM	0	
	6	6	5	4	3	2	1 AM	
	7	7	6	5	4	3	2	
	8	8	7	6	5	4	3	
	9	9	8	7	6	5	4	
	10	10	9	8	7	6	5	
	11	11	10	9	8	7	6	

Note 1)   indicates the day before on Tokyo time.  
 Note 2) Daylight savings is used everywhere except in Bolivia, Venezuela, Ecuador and Colombia. For countries with daylight savings, local time is moved forward an hour.

## Country codes for international calls

Country	Code
U.S.A.	1
Canada	1
Mexico	52
Brazil	55
Chile	56
Argentina	54

Country	Code
Bolivia	591
Venezuela	58
Peru	51
Ecuador	593
Colombia	57

## Information

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|--|-----------|
| ●SMC CORPORATE GUIDE                           | CAT.01-10 |
| ●SMC Support Guide for Users – Asia / Oceania  | P-E05-13  |
| ●SMC Support Guide for Users – Europe & Africa | P-E06-1   |