

INTERVIEW SECOP CHINA (CNS)

SECOP

Customer Service at Secop Group

Tianjin – China, September 17, 2025

Interview with Huang Congna (Linda) – Customer Service Representative, Secop Compressors (Tianjin) Co., Ltd.



What are some key steps we take to ensure customer satisfaction at Secop?

At Secop, customer satisfaction is at the core of everything we do. We prioritize clear and timely communication, ensuring we fully understand our customers' needs and requirements. We pay close attention to every detail and tailor our solutions to ensure complete customer satisfaction.

Tell us about positive feedback received from customers.

Recently, we received a wonderful message from a customer. They praised our team for our quick response and the support for their urgent order request. They specifically mentioned how our proactive approach helped them catch the container loading and solve their immediate problem.

Describe a recent situation where you successfully resolved a challenging customer issue.

What strategies did you employ?

Recently, a European customer had a shipment loaded from Secop China. As import regulations in Europe had tightened, the goods were held in European Customs for days, and Customs would not release them. For about a week, the customer was asking a series of questions from European Customs every day. Customer Service at Secop China overcame the time difference between Europe and China and provided timely and professional answers to the customer, while also giving professional suggestions on how to better explain the situation to European Customs. Eventually, the customer successfully cleared and received the goods. The customer was very satisfied with this outcome, as they were in urgent need of the goods, and they expressed gratitude for Secop China's assistance.

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Secop is the leading expert in advanced hermetic compressor technologies and cooling solutions for commercial refrigeration. We develop high-performance stationary, medical, and mobile cooling solutions for major international manufacturers.

Secop is the best choice for cutting-edge hermetic compressors and electronic controls for light commercial and DC-powered refrigeration applications. With over 1,000 employees worldwide, Secop has production sites in Slovakia and China and has research centers in Germany, Slovakia, China, and the USA, including a dedicated Motor Competence Center (MCC) for electronics and motor control development.