

Charcoal Advisory

2025-02-10

To Whom it May Concern,

There is a list of requirements that need to be met to obtain loading acceptance to export charcoal with Maersk. Below please find a comprehensive outline of the requirements as well as any additional information pertinent to the matter.

Initial Acceptance

The local Maersk office will apply for acceptance to load either restaurant or barbeque charcoal from our principals on behalf of the charcoal producer.

Circumstances under which we **DO NOT accept this commodity:**

- As dangerous goods
- In bulk
- If used for waterpipes / shisha / hookah / Nargila or similar
- Wet charcoal/ Contaminated charcoal
- instant charcoal/instant grill/ instant BBQ
- charcoal Scrap/ small particles/ fraction/ dust & fines <50mm
- charcoal packaging more than 50KG (ex. Namibia packing more than 20kg)
- In reefer (both live and non-operating)
- If VSA (Partner) policy TC owners/ Feeder operator's policy prohibits.

Circumstances under which we accept this commodity:

- Charcoal can be shipped as non-dangerous provided fulfills the IMDG special provisions 925.
- In closed container only, with packagings of not more than 50 kg.
- Shipments from Indonesia, Vietnam, Philippines, Namibia, South Africa must follow additional restrictions.
- For other vessel operators it will be subject to their own rules.

Special restrictions for Indonesia, Vietnam, Philippines, Namibia, South Africa:

- Acceptable only from pre-approved shipper.

- Self-heating certificate is acceptable only from Maersk nominated Lab. Certificate should not be older than 3 months of validity and accompanied accreditation letter from country of origin.
- Vanning certificate is acceptable only from Maersk nominated Surveyors.

The following documentation needs to be supplied in order to make the application,

1. **Material Safety Data Sheet**

The MSDS must have the same entity (producer) indicated as the Self-Heating Certificate, Weathering certificate, Shippers declaration and Commercial invoice. The MSDS must indicate the use of the charcoal (only one use).

2. **Self-Heating Test Certificate**

- Laboratory conducting self heating test must be officially accredited.
- Test certificate is invalid if sample was not collected by trained staff from laboratory
- Customer must request trained staff from laboratory to collect the sample for self

heating test only after completion of the weathering process, i.e. after production the unpacked material was subjected to weathering (stored under cover, but in the open air) for a minimum period of 14 days before being packaged.

- Self-Heating test certificate shall remain valid until the consignment completes the ocean passage and the validity shall not be more than six months and for Ex. Indonesia Self- Heating test Certificate validity shall not be more than 3 months.

The following must be available on the SHT certificate:

- Dated, signed and stamped on laboratories letterhead with test reference no.
- Detailed information about cargo and customer.
- Description of test, duration and tested cargo size.
- 24 hours temperature diagram of oven and cargo temperature.
- Conclusion as per IMDG code SP 925 - A consignment of carbon if it passes the tests for self-heating substances as reflected in the United Nations Manual of Tests and Criteria (see 33.4.3.3.1), and is accompanied by a certificate from a laboratory accredited by the competent authority, stating that the product to be loaded has been correctly sampled by trained staff from that laboratory and that the sample was correctly tested and has passed the test.
- Confirmation of weathering process with reference to Date of Completion of Charcoal production i.e. if after production the unpacked material was subjected to weathering (stored under cover, but in the open air) for a minimum period of 14 days before being packaged

3. **Accreditation letter of laboratory**

Official accreditation letter by the competent authority of the country of origin with proper Date of expiry, signature, stamp and Name of the authorise person



who will sign the document.

4. Business Presentation

The Business Presentation should indicate the type of charcoal produced as well as the intended use of said charcoal. This is submitted only once as part of the initial

acceptance procedure. (We need Company Profile with detail information about company when started, what kind of business, turnover, product information, use of commodity, Production process, Company website, etc.)

5. Weathering Certificate

This certificate is to be issued by the producer with the following:

- Confirmation of weathering process with reference to date of completion of charcoal production i.e. if after production the unpacked material was subjected to weathering (stored under cover, but in the open air) for a minimum period of 14 days before being packaged.
- Photos and detailed information about weathering process with start and end date.
- Dated, signed and stamped from shipper (real producer of the cargo)+ Name of the person who will sign the document.
- Charcoal packaging start and end date with photos of cargo temperature.
- **The material shall be packed into packagings only when the temperature of the material does not exceed 40°C on the day of packing.**
- Booking number + container number.

6. Vanning Certificate

The Vanning Certificate must be issued by an official and independent Marine Surveyor after a physical inspection of the vanning of the cargo, and must be dated, signed and stamped by same. The Shipper is reminded that any misdeclaration of information shall remain his responsibility. Vanning Certificate must mention booking number + container number.

Following criteria must be checked and confirmed:

- Container is packed in accordance with IMDG code and CTU packing guide.
- **As per Maersk Policy the consignment is Vacuum packed with a Thermal Jacket supplied by Shipper's preferred Maersk Recommended Supplier (Supplier name).**
- Packings are new, air tight, intact and suitable for the cargo.
- Temperature of cargo is not exceeding ambient temperature by more than 5°C.
- Packaging and interior atmosphere is clean and odourless, no presence of fumes or smoke.
- Sufficient photos :
 - Photos of cargo during stuffing container, incl. minimum one photo of the cargo without the outer packing.
 - Cargo temperature and Ambient Temperature photographs of each container.
 - Send us one door shut photograph as in one picture we wanted to see the commodity stuff inside the container + container no. (In this photo complete



container must be visible along with its border and edges and the commodity inside must be clearly visible. The photos must be clicked straight and not is any other angle.)

- Weight of each bag.
- Charcoal particle size in Millimeter.
- Weight per bag and type of packing.
- Weight per bag must be **20kg only** for Namibia
- **Minimum headspace in the CTU is 30 cm.**

7. Shippers declaration

Stating real end user and use of the cargo at final destination and must mention booking number + container number.

Duly dated, signed and stamped on shipper’s letterhead with name of the authorised person who will signed the document.

Charcoal particle size in Millimeter.

8. Commercial invoice

Must be on Cargo Manufacturers letter head with proper date, sign, stamp, Consignee details with name of the authorised person who will signed the document.

9. Packing & Stuffing Remarks:

With effect from the date listed below, every shipment of charcoal must be completely vacuum packed with a thermal jacket, provided by the shipper's preferred Maersk Recommended supplier listed below.

Countries	Indonesia	Vietnam	Philippines	Namibia	South Africa	All other
Effective Date (GCSS booking creation date)	1 st March	15 th March	15 th March	1 st April	1 st April	1 st April

Supplied by	Signode	TSM	SAR int.
Product Name	Vapor Vac	INDO THERMAL	RuggedPro
Contact	syangala@signode.com	sales@tsm-thermalindo.com	info@commercialsar.com
Phone no.	+91 92811 04067	021-21696528 / 0813-8521-7138 / 0811-888-536	+62 812 5050 4168
Website	https://www.signode.com/en-us/ourbrands/caretex/	www.tsm-thermalindo.com	www.internationalsar.com



MAERSK

**Customer
Advisory**



Charcoal Advisory

2025-02-10

To Whom it May Concern,

There is a list of requirements that need to be met to obtain loading acceptance to export charcoal with Maersk. Below please find a comprehensive outline of the requirements as well as any additional information pertinent to the matter.

Initial Acceptance

The local Maersk office will apply for acceptance to load either restaurant or barbeque charcoal from our principals on behalf of the charcoal producer.

Circumstances under which we **DO NOT accept this commodity:**

- As dangerous goods
- In bulk
- If used for waterpipes / shisha / hookah / Nargila or similar
- Wet charcoal/ Contaminated charcoal
- instant charcoal/instant grill/ instant BBQ
- charcoal Scrap/ small particles/ fraction/ dust & fines <50mm
- charcoal packaging more than 50KG (ex. Namibia packing more than 20kg)
- In reefer (both live and non-operating)
- If VSA (Partner) policy TC owners/ Feeder operator's policy prohibits.

Circumstances under which we accept this commodity:

- Charcoal can be shipped as non-dangerous provided fulfills the IMDG special provisions 925.
- In closed container only, with packagings of not more than 50 kg.
- Shipments from Indonesia, Vietnam, Philippines, Namibia, South Africa must follow additional restrictions.
- For other vessel operators it will be subject to their own rules.

Special restrictions for Indonesia, Vietnam, Philippines, Namibia, South Africa:

- Acceptable only from pre-approved shipper.

- Self-heating certificate is acceptable only from Maersk nominated Lab. Certificate should not be older than 3 months of validity and accompanied accreditation letter from country of origin.
- Vanning certificate is acceptable only from Maersk nominated Surveyors.

The following documentation needs to be supplied in order to make the application,

9. Material Safety Data Sheet

The MSDS must have the same entity (producer) indicated as the Self-Heating Certificate, Weathering certificate, Shippers declaration and Commercial invoice. The MSDS must indicate the use of the charcoal (only one use).

10. Self-Heating Test Certificate

- Laboratory conducting self heating test must be officially accredited.
- Test certificate is invalid if sample was not collected by trained staff from laboratory
- Customer must request trained staff from laboratory to collect the sample for self

heating test only after completion of the weathering process, i.e. after production

the unpacked material was subjected to weathering (stored under cover, but in

the open air) for a minimum period of 14 days before being packaged.

- Self-Heating test certificate shall remain valid until the consignment completes

the ocean passage and the validity shall not be more than six months and for Ex. Indonesia Self- Heating test Certificate validity shall not be more than 3 months.

The following must be available on the SHT certificate:

- Dated, signed and stamped on laboratories letterhead with test reference no.
- Detailed information about cargo and customer.
- Description of test, duration and tested cargo size.
- 24 hours temperature diagram of oven and cargo temperature.
- Conclusion as per IMDG code SP 925 - A consignment of carbon if it passes the tests for self-heating substances as reflected in the United Nations Manual of Tests and Criteria (see 33.4.3.3.1), and is accompanied by a certificate from a laboratory accredited by the competent authority, stating that the product to be loaded has been correctly sampled by trained staff from that laboratory and that the sample was correctly tested and has passed the test.
- Confirmation of weathering process with reference to Date of Completion of Charcoal production i.e. if after production the unpacked material was subjected to weathering (stored under cover, but in the open air) for a minimum period of 14 days before being packaged

11. Accreditation letter of laboratory

Official accreditation letter by the competent authority of the country of origin with proper Date of expiry, signature, stamp and Name of the authorise person



who will sign the document.

12. Business Presentation

The Business Presentation should indicate the type of charcoal produced as well as the intended use of said charcoal. This is submitted only once as part of the initial

acceptance procedure. (We need Company Profile with detail information about company when started, what kind of business, turnover, product information, use of commodity, Production process, Company website, etc.)

13. Weathering Certificate

This certificate is to be issued by the producer with the following:

- Confirmation of weathering process with reference to date of completion of charcoal production i.e. if after production the unpacked material was subjected to weathering (stored under cover, but in the open air) for a minimum period of 14 days before being packaged.
- Photos and detailed information about weathering process with start and end date.
- Dated, signed and stamped from shipper (real producer of the cargo)+ Name of the person who will sign the document.
- Charcoal packaging start and end date with photos of cargo temperature.
- **The material shall be packed into packagings only when the temperature of the material does not exceed 40°C on the day of packing.**
- Booking number + container number.

14. Vanning Certificate

The Vanning Certificate must be issued by an official and independent Marine Surveyor after a physical inspection of the vanning of the cargo, and must be dated, signed and stamped by same. The Shipper is reminded that any misdeclaration of information shall remain his responsibility. Vanning Certificate must mention booking number + container number.

Following criteria must be checked and confirmed:

- Container is packed in accordance with IMDG code and CTU packing guide.
- **As per Maersk Policy the consignment is Vacuum packed with a Thermal Jacket supplied by Shipper's preferred Maersk Recommended Supplier (Supplier name).**
- Packings are new, air tight, intact and suitable for the cargo.
- Temperature of cargo is not exceeding ambient temperature by more than 5°C.
- Packaging and interior atmosphere is clean and odourless, no presence of fumes or smoke.
- Sufficient photos :
 - Photos of cargo during stuffing container, incl. minimum one photo of the cargo without the outer packing.
 - Cargo temperature and Ambient Temperature photographs of each container.
 - Send us one door shut photograph as in one picture we wanted to see the commodity stuff inside the container + container no. (In this photo complete



container must be visible along with its border and edges and the commodity inside must be clearly visible. The photos must be clicked straight and not is any other angle.)

- Weight of each bag.
- Charcoal particle size in Millimeter.
- Weight per bag and type of packing.
- Weight per bag must be **20kg only** for Namibia
- **Minimum headspace in the CTU is 30 cm.**

15. Shippers declaration

Stating real end user and use of the cargo at final destination and must mention booking number + container number.

Duly dated, signed and stamped on shipper’s letterhead with name of the authorised person who will signed the document.

Charcoal particle size in Millimeter.

16. Commercial invoice

Must be on Cargo Manufacturers letter head with proper date, sign, stamp, Consignee details with name of the authorised person who will signed the document.

9. Packing & Stuffing Remarks:

With effect from the date listed below, every shipment of charcoal must be completely vacuum packed with a thermal jacket, provided by the shipper's preferred Maersk Recommended supplier listed below.

Countries	Indonesia	Vietnam	Philippines	Namibia	South Africa	All other
Effective Date (GCSS booking creation date)	1 st March	15 th March	15 th March	1 st April	1 st April	1 st April

Supplied by	Signode	TSM	SAR int.
Product Name	Vapor Vac	INDO THERMAL	RuggedPro
Contact	syangala@signode.com	sales@tsm-thermalindo.com	info@commercialsar.com
Phone no.	+91 92811 04067	021-21696528 / 0813-8521-7138 / 0811-888-536	+62 812 5050 4168
Website	https://www.signode.com/en-us/ourbrands/caretex/	www.tsm-thermalindo.com	www.internationalsar.com



MAERSK

**Customer
Advisory**



고객님의 일익 번창을 기원합니다.

최근 요청 빈도와 수량이 많아진, "냉동 컨테이너 반출 후 냉동기기 긴급 점검 건"의 주요 원인을 분석한 결과, 일부 냉동창고의 전압이 불안정하거나 요구조건보다 낮고, 창고의 실제 규격에 맞지 않아 발생하는 건이 많은 것으로 확인되었습니다.

수출입 작업을 위한 냉동창고를 선택하실 때, 하기 조건이 맞는지 반드시 확인하시어 창고 선택 및 작업 진행을 요청 드립니다.

<조건 및 확인 사항>

- 전압: 380V/50Hz 또는 440V/60Hz. 440V/60Hz 권장
- Plug 타입: ISO 1496-2 CEE-17 with the earth pin fixed in the 3 o'clock position 수용
- 냉동 창고의 주기적인 전기 시설 관리 및 보수, 업그레이드 진행
- 냉동창고의 주기적인 기기 모니터링 체계 운영 및 24 시간 긴급 연락 가능 여부

아울러 일부 냉동 창고의 380V 전압의 경우, 실제 전압이 350~360V 또는 그 이하로 나오고 있고, 전압에 맞지 않게 60Hz 로 작동되고 있어, 폐사 냉동기기 작동에 무리를 줄 수 있습니다.

이로 인해 냉동 기기 문제가 발생하게 되고, 해당 창고가 그 과실을 인정하지 않을 경우, 부득이하게 그 창고를 선택하신 화주분께 냉동기사 출장비 및 냉동기기 수리비 청구서가 전달될 수 있으니, 사전에 작업 창고의 상기 조건을 확인하시어 이용을 당부 드립니다.

해당 건 관련하여 추가 문의사항은 고객센터 경험관리팀 (KR.EXPORT@MAERSK.COM)으로 연락바랍니다.

감사합니다.

머스크



2024-11-19

Reefer container temperature maintenance requirements guidance

Dear Valued Customer,

After analyzing the main reasons for the recent increase in the frequency and volume of requests for 'emergency checks on freezers after the release of frozen containers', we found that many of them are caused by unstable or lower-than-required voltage in some freezer warehouses.

<Conditions and Checks>

- Voltage: 380V/50Hz or 440V/60Hz. 440V/60Hz recommended
- Plug type: ISO 1496-2 CEE-17 with the earth pin fixed in the 3 o'clock position
- Regularly maintain, refurbish and upgrade the electrical installation in your cold storage
- Regular device monitoring of the cold storage and 24-hour emergency contact availability

In addition, some cold storage warehouses have a 380V voltage in specification, but the actual voltage is 350-360V or even lower, and they are running at 60Hz, which is inconsistent with the voltage and can cause strain on your refrigeration equipment.

If this results in a problem with the refrigeration unit, and the warehouse does not acknowledge its fault, the shipper who has chosen the warehouse may be invoiced for the travelling expenses of the refrigeration unit and the repair of the refrigeration unit, so please check the above conditions of the working warehouse before using it.

Should you have any questions or require further information, please do not hesitate to contact your local Maersk representative or reach out via [Maersk.com](https://www.maersk.com).

Our teams are always standing by to assist whenever possible.

Best regards,
Maersk