



SERVICE AND AFTERMARKET

A comprehensive guide to Carrier's service offerings



SERVICE & AFTERMARKET SCOPE

OPERATIONS & MAINTENANCE



- Maintenance agreement
- Carrier SMART™ Platform
- Chiller plant operations
- Value-added services
- Technical training

REPAIR & UPGRADES



- Emergency repair
- Chiller overhaul
- VFD retrofits

PARTS & RENTAL



- Chiller & pump rental
- Emergency response
- Spare parts

RETROFIT & SOLUTIONS



- Health check
- Plant optimization / BMS
- Performance guarantee
- Modernization / upgrades



We have extensive experience servicing major heating, ventilation and cooling manufacturer's equipment.

AIR & WATER-COOLED CHILLERS

AIR HANDLING UNITS

BUILDING CONTROLS

BOILERS

PUMPS

SPLIT SYSTEMS

PACKAGED UNITARY EQUIPMENT

COOLING TOWERS

HEAT EXCHANGERS

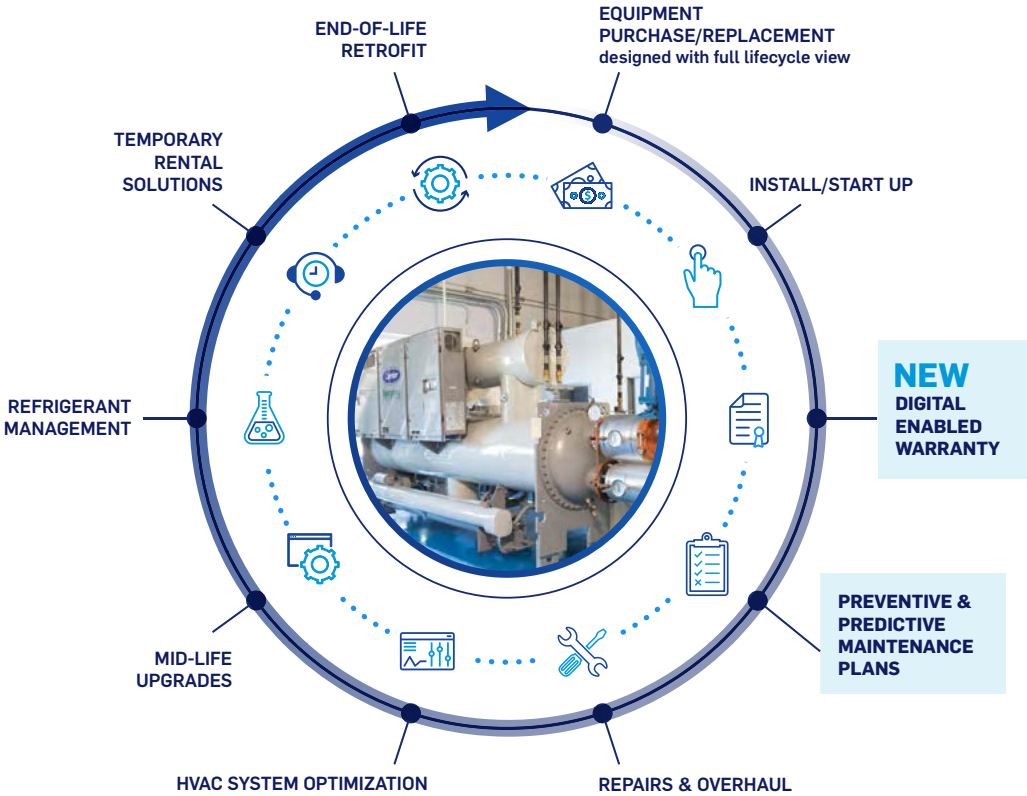
VARIABLE REFRIGERANT FLOW (VRF)



FLEXIBLE SERVICE OPTIONS
TO FIT YOUR NEEDS

Commercial HVAC is a significant investment. Protecting it right after purchase with our **Digital Enabled Warranty** provides immediate connectivity and data reporting that enables visibility and proactive maintenance. This start-up offering also provides a seamless transition into a tailored plan.

Let our knowledge and experience guide you in finding the right service agreement for your facility; one that supports you with the proper servicing and upgrades to maximize up-time, extend the life of your equipment, and reduce your total cost of ownership.



PREVENTIVE FULL COVERAGE

	CORE	ENHANCE	ELITE
	An economical solution for customers with IoT-enabled equipment that collects real-time data to improve staff efficiency and reduce unplanned downtime.	Complete preventive maintenance and technical expertise including proactive monitoring of health, efficiency and performance with actionable insights to identify opportunities for reducing operating costs and avoiding failures.	Our Elite plan is the ultimate worry-free, peace of mind program for clients. Realizing building comfort, efficiency and operational goals with Carrier turn-key solutions powered by predictive analytics and OEM expertise.
About HVAC Performance	✓	✓	✓
24/7 Emergency Support & Prioritization	✓	✓	✓
Operational Inspections	✓	✓	✓
Annual Maintenance	—	✓	✓
On-site Predictive Maintenance	—	+	✓
IAQ Offerings	—	+	+
Preventive Maintenance	—	+	+
Unscheduled Repairs, Parts & Labor	—	—	✓

✓ INCLUDED + ADD ON — NOT INCLUDED

BLUEEDGE SERVICES

24/7 Emergency Support & Prioritization
Stay ahead of failures and reduce operating costs, available 24/7. Service agreement customers receive priority for service calls.

IAQ Offerings
Continuously monitor various air quality parameters and conditions for changes so adjustments can be made to get indoor air quality to healthier levels.

Annual Preventive Maintenance
Our technicians perform thorough maintenance in machine shutdown mode that ensures longevity and higher reliability when placed back into service. Cooling and heating start-up services ensure optimal seasonal performance.

Operating Inspections
Carrier thoroughly inspects and adjusts your equipment to keep it running smoothly and efficiently.

Preventive Maintenance
Receive more frequent preventive maintenance outside of the standard preventive maintenance schedules based on individual equipment requirements and needs. Examples include but are not limited to coil cleaning, tube brushing, filter changes, and more.

On-site Predictive Maintenance
Advanced on-site diagnostic service options expose hidden problems before they become emergency issues and schedule repairs at times most convenient for you.

Unscheduled Repairs, Parts & Labor
Repair or replacement of moving parts and maintainable components that may have failed unexpectedly.

End-of-Life Retrofit
Achieve enhanced overall system efficiency with total chiller plant equipment and system replacement when approaching serviceable lifespan.

ABOUT | HVAC Performance

About HVAC Performance provides solutions that empower your team to visualize, advise, and optimize the lifecycle and outcomes of your HVAC system

Visualize

Empower facility teams with digital tools and dashboards to monitor HVAC assets

Customer Portal

Digital Dashboards

Access to Command Center

Vibration Analysis

Currently available

Advise

System experts to analyze data to deliver proactive health and performance insights

Visualize plus:

Alarm and Alert Management

Analytics to Predict and Diagnose

Advanced Models Driving Repair Strategy

Currently piloting, available 2023

Optimize

Predictive analytics and dispatch to optimize key outcomes

Visualize and Advise plus:

Maximize uptime and availability

Improved Energy Performance

Condition-based Maintenance

Under development and testing

SYSTEM UPGRADES



Extend

equipment life with comprehensive overhaul



Optimize

equipment operation and efficiency



Minimize

unexpected failures and discover hidden problems



Achieve

superior long-term equipment planning and longevity

SIMPLIFY EQUIPMENT CONTROL

ENHANCE CHILLER PERFORMANCE

MONITOR CRITICAL DATA

REDUCE SERVICE AND REPAIR COSTS

REDUCE ENERGY COSTS



SOME OF OUR SERVICES INCLUDES

CHILLER VFD RETROFIT

EVAPORATIVE COOLING UPGRADE

CONTROL PANEL UPGRADE

REFRIGERANT CONVERSION

CHILLER OVERHAUL

VIBRATION ANALYSIS

CONDENSER COIL REPLACEMENT

AND MANY MORE....



RETROFIT & MAINTENANCE

BASELINE ANALYSIS

- Receive expert assessment and analysis of your building's aging HVAC system and equipment
- Utilize a comprehensive design of optimal system integration and control



PROPOSAL IMPLEMENTATION

- Enjoy energy savings with advanced equipment and complete solutions
- Achieve thermal comfort, operation efficiency and peace of mind

PERFORMANCE MAINTENANCE

- Obtain remote performance tracking and correction
- Realize continued high efficiency performance during serviceable lifespan





WE SPEND
90%
OF OUR TIME INDOORS

Source: Harvard T.H. Chan School of Public Health Homes for Health:
36 Expert Tips to Make Your Home a Healthier Home report.

HEALTHY BUILDINGS SOLUTIONS



Assessment

Conduct comprehensive assessments including safe start service



Operations

Ensure safe and smooth running facility operations



Upgrading

Explore alternate system upgrades including filtration and purification



Product

Enhance your HVAC system with our range of products

THE ROI OF HEALTHY BUILDINGS

Costs Savings

\$275,000
/ YR*

due to reduction of 4 sick days per employee per year and 27% reduction in turnover

Employee Productivity

19%*

decrease in employee absenteeism

Employee Satisfaction

30%*

increase in employees who feel productive in their space

Sources: Credit Suisse, World Green Building Council, Expert Insights, March 2021
WELL-Certified office buildings focused on IAQ



Carrier Global website:
<https://www.carrier.com/carrier/en/worldwide/>



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