



CONNECTED SERVICE FOR THE LIFE OF YOUR EQUIPMENT

Advanced service solutions tailored to meet your needs.



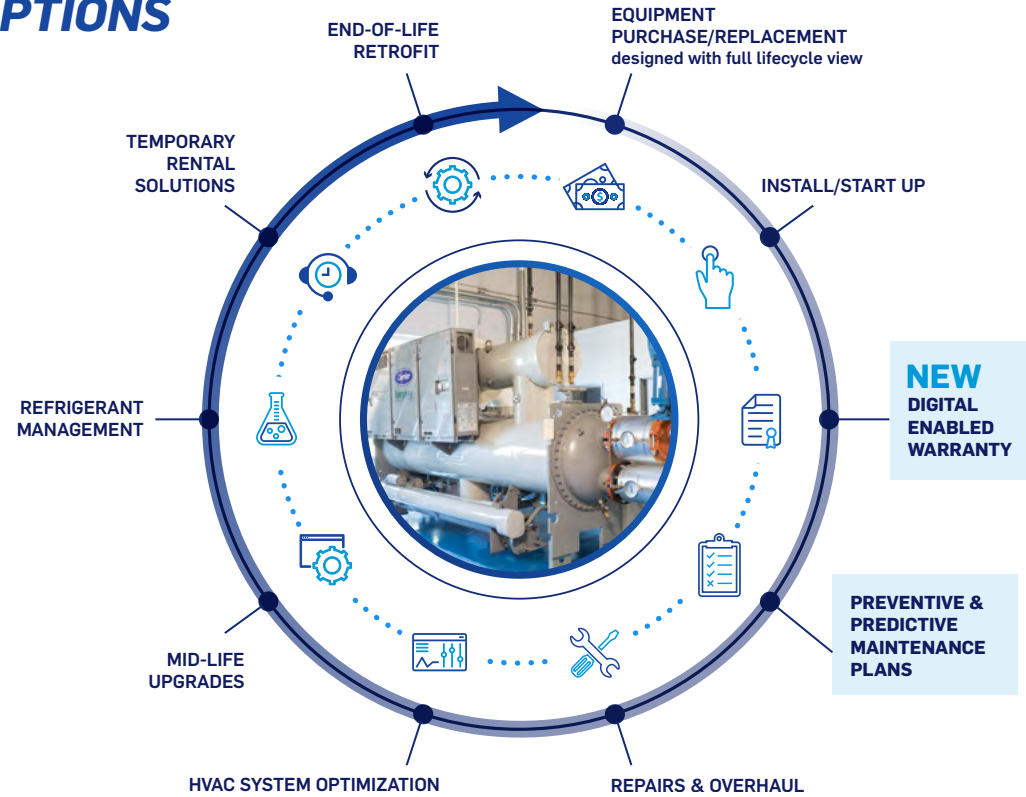
Maximize performance, optimize your investments, and ensure your HVAC system stays up to date with the BluEdge service platform.

Carrier offers customizable plans to ensure your equipment's peak performance and longevity backed by unmatched expertise and the latest technology.

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
Abound 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

BLUEDGE SERVICES

24/7 Emergency Support & Prioritization
Service agreement customers receive priority for emergency service calls, available 24/7.

IAQ Offerings
Continuously monitor various air quality parameters and conditions for changes so adjustments can be made to get indoor air quality to healthy 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
Pre-scheduled recurring preventive maintenance performed once a year or as recommended. This maintenance is designed to maintain the machine at factory standards and prepares the equipment for effective, reliable, and efficient operation. 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.

ABOUND | HVAC Performance

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

Visualize	Advise	Optimize
Empower facility teams with digital tools and dashboards to monitor HVAC assets	System experts to analyze data to deliver proactive health and performance insights	Predictive analytics and dispatch to optimize key outcomes
<ul style="list-style-type: none"> ✓ Customer Portal ✓ Digital Dashboards ✓ Access to Command Center ✓ Vibration Analysis <p>Currently available</p>	<p>Visualize plus:</p> <ul style="list-style-type: none"> ✓ Alarm and Alert Management ✓ Analytics to Predict and Diagnose ✓ Advanced Models Driving Repair Strategy <p>Currently piloting, available 2023</p>	<p>Visualize and Advise plus:</p> <ul style="list-style-type: none"> ✓ Maximize uptime and availability ✓ Improved Energy Performance ✓ Condition-based Maintenance <p>Under development and testing</p>

NEW DIGITAL ENABLED WARRANTY

Carrier's New Digital Enabled Warranty provides the same superior level of service you're accustomed to from Carrier, with advanced new features, including constant monitoring. This is a valuable, proactive way to make sure your equipment provides the highest standard of performance for years to come.

- ✓ Expedited response times
- ✓ 24/7 equipment monitoring, complete with onboarding support
- ✓ Proactive alarm monitoring and real-time notifications
- ✓ Historical reports to uncover trends and patterns in performance
- ✓ Web and mobile dashboards to track performance metrics in real-time, even while on-the-go
- ✓ Digital security that meets data privacy standards
- ✓ Reduced downtime and unplanned expenses through alarm data analysis

EXPERIENCE BEST IN CLASS CUSTOMER SERVICE

-  Factory trained and certified technicians
-  Carrier factory authorized parts
-  Comprehensive HVAC equipment expertise across all brands
-  Focus on safety and efficiency
-  Standard procedures
-  Customer-focused service team
-  First year service contract with qualifying equipment purchase

EXPERT SERVICE FOR ALL BRANDS

We have extensive experience servicing all major heating, ventilation and cooling manufacturers' equipment, as well as excellent technical understanding and expert diagnostics of HVAC systems including:

Air and Water Cooled Chillers

Packaged Unitary Equipment

Air Handling Units

Cooling Towers

Building Controls

Heat Exchangers

Boilers

Split Systems

Pumps

Variable refrigerant flow (VRF)

CARRIER LIFECYCLE SOLUTIONS

HEALTHY BUILDINGS

HEALTHY BUILDINGS

Series of advanced solutions to help deliver healthier, safer, more efficient and productive indoor air quality regardless of your building type/indoor environment.

ABOUND

ABOUND

A suite of connected solutions and cloud-based digital platform that uses advanced technologies to aggregate, analyze and visualize data enabling real-time, intelligent outcome-based results, making buildings more efficient. and responsive.



CARRIER RENTAL SYSTEMS

Specialized cooling, heating, dehumidification and power generation rental equipment for temporary solutions and long-term projects.



CARRIER I-VU® BUILDING AUTOMATION

Building automation and control products help optimize the use of HVAC systems to deliver healthier, more efficient, and more productive indoor environments.



To learn more, visit carrier.com/serviceagreements



Or call **1-800-379-6484 (US)**

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