



# 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

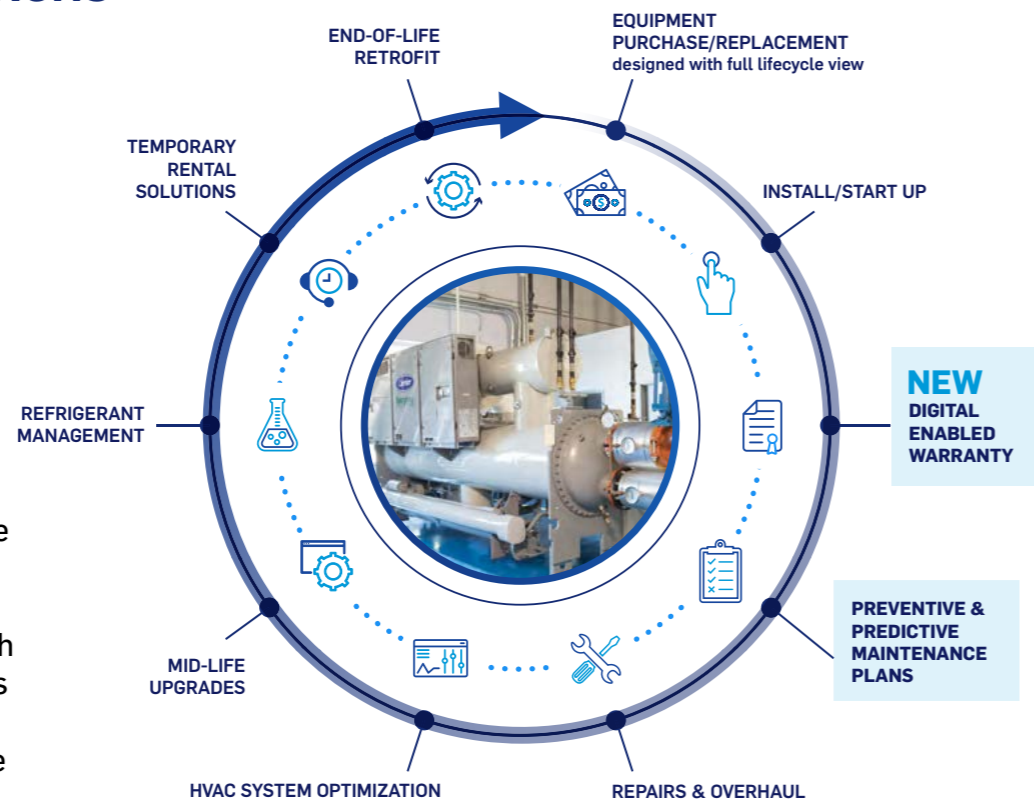
VARIABLE REFRIGERANT FLOW (VRF)



## 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
<b>Abound HVAC Performance</b>	✓	✓	✓
<b>24/7 Emergency Support &amp; Prioritization</b>	✓	✓	✓
<b>Operational Inspections</b>	✓	✓	✓
<b>Annual Maintenance</b>	—	✓	✓
<b>On-site Predictive Maintenance</b>	—	+	✓
<b>IAQ Offerings</b>	—	+	+
<b>Preventive Maintenance</b>	—	+	+
<b>Unscheduled Repairs, Parts &amp; Labor</b>	—	—	✓

✓ INCLUDED    + ADD ON    — NOT INCLUDED

## BLUEDGE 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.

## 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"> <li>✓ Customer Portal</li> <li>✓ Digital Dashboards</li> <li>✓ Access to Command Center</li> <li>✓ Vibration Analysis</li> </ul> <p><i>Currently available</i></p>	<p><b>Visualize plus:</b></p> <ul style="list-style-type: none"> <li>✓ Alarm and Alert Management</li> <li>✓ Analytics to Predict and Diagnose</li> <li>✓ Advanced Models Driving Repair Strategy</li> </ul> <p><i>Currently piloting, available 2023</i></p>	<p><b>Visualize and Advise plus:</b></p> <ul style="list-style-type: none"> <li>✓ Maximize uptime and availability</li> <li>✓ Improved Energy Performance</li> <li>✓ Condition-based Maintenance</li> </ul> <p><i>Under development and testing</i></p>

# 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\*



