



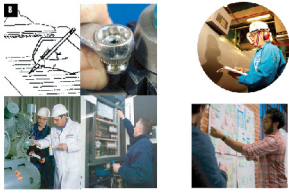
# SERVICE AND AFTERMARKET

VIET NAM 2025



# SERVICE & AFTERMARKET SCOPE

## OPERATIONS & MAINTENANCE



- Maintenance agreement
- ABOUND HVAC Performance
- Chiller plant operations
- Value-added services
- Technical training

## REPAIR & UPGRADES



- Emergency repair
- Chiller overhaul
- VFD retrofits

## PARTS & SPARE



- Authorised spare parts
- Totaline

## 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**

**PUMPS**

**SPLIT SYSTEMS**

**PACKAGED UNITARY EQUIPMENT**

**COOLING TOWERS**

**HEAT EXCHANGERS**

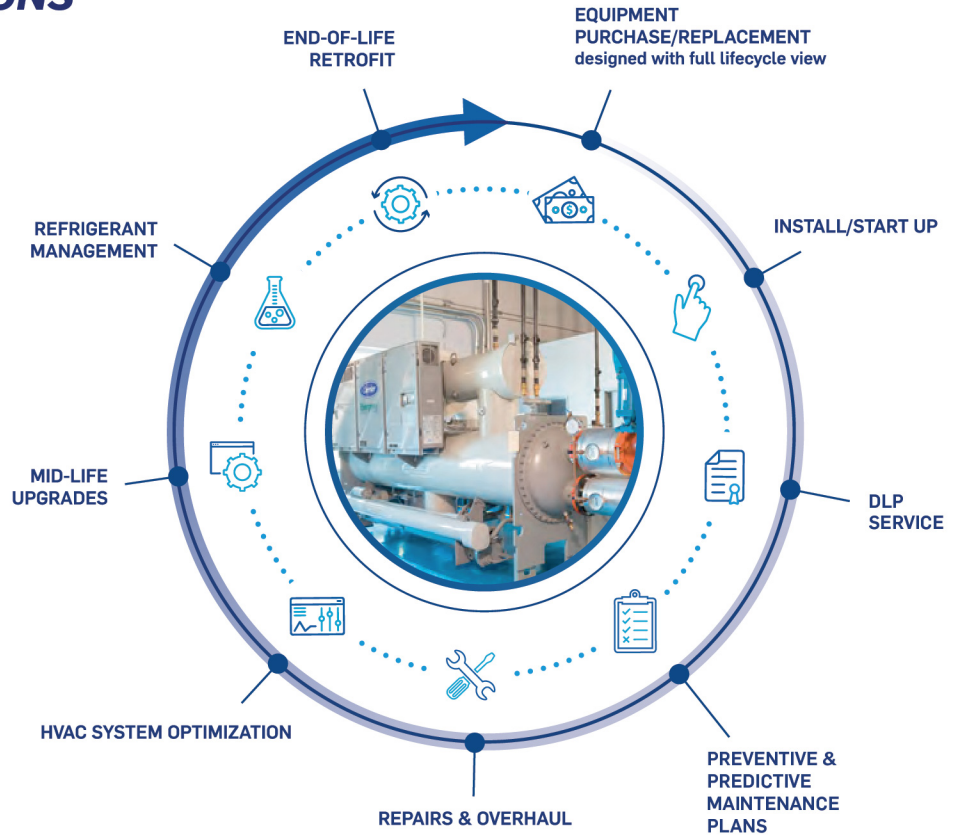
**VARIABLE REFRIGERANT FLOW (VRF)**



## FLEXIBLE SERVICE OPTIONS TO FIT YOUR NEEDS

Commercial HVAC is a significant investment. Protecting it right after purchase with our **DLP Service** in its first year includes a Health Check Service that offers connectivity and data reporting every six months, utilizing Smart Service - BluEdge Core to ensure 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

An economical solution for customers with IoT-enabled equipment that collects real-time data to improve staff efficiency and reduce unplanned downtime.

#### ⊕ ENHANCE

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.

#### ★ ELITE

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.

Abound HVAC Performance	✓	✓	✓
24/7 Emergency Support & Prioritization	✓	✓	✓
Operational Inspections	✓	✓	✓
Annual Maintenance	—	✓	✓
On-site Predictive Maintenance	—	+	✓
Preventive Maintenance	—	+	+
Unscheduled Repairs, Parts & Labor	—	—	✓

## 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.

### Annual Preventive Maintenance

Our technicians perform thorough maintenance in machine shutdown mode that ensures longevity and higher reliability when placed back into service.

### 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

**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



### Advise

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

- ✓ Alarm and Alert Management
- ✓ Analytics to Predict and Diagnose
- ✓ Advanced Models Driving Repair Strategy



### Optimize

Predictive analytics and dispatch to optimize key outcomes

- ✓ Maximize uptime and availability
- ✓ Improved Energy Performance
- ✓ Condition-based Maintenance

# 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

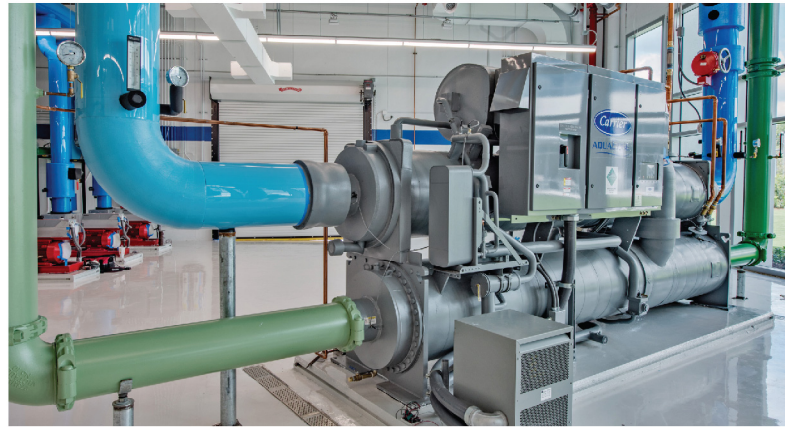
**SIMPLIFY EQUIPMENT CONTROL**

**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



## PROJECT REFERENCE Professional Service



### **PACIFIC PLACE**

- Location: Hanoi
- Service Offering: Service Modernization
- Product: Chiller

Commercial



### **DOAN KET TOWER**

- Location: Hanoi
- Service Offering: Service Modernization+ Service Agreement
- Product: Chiller

Commercial



### **VIETCOMBANK DUNG QUAT**

- Location: Quang Ngai
- Service Offering: Service Agreement
- Product: VRF

Commercial



### **AB CENTRAL SQUARE**

- Location: Nha Trang
- Service Offering: Service Agreement
- Product: Chiller

Commercial



### **VIETCOMBANK TOWER**

- Location: Ho Chi Minh
- Service Offering: Service Agreement + Service Upgrade
- Product: Chiller

Commercial

## PROJECT REFERENCE Professional Service



### JINKO SOLAR FACTORY

- Location: Hanoi
- Service Offering: Service Repair
- Product: Chiller

Manufacturing



### TERUMO

- Location: Hanoi
- Service Offering: Service Agreement
- Product: Chiller

Manufacturing



### THACO MAZDA

- Location: Quang Nam
- Service Offering: Service Repair
- Product: Chiller

Manufacturing



### MURATA FACTORY

- Location: Da Nang
- Service Offering: Service Agreement
- Product: Chiller

Manufacturing



### NIDEC SANKYO

- Location: Ho Chi Minh
- Service Offering: Service Modernization
- Product: Chiller

Manufacturing



## PROJECT REFERENCE Professional Service



### MELIA HANOI

- Location: Hanoi
- Service Offering: Service Agreement
- Product: Chiller

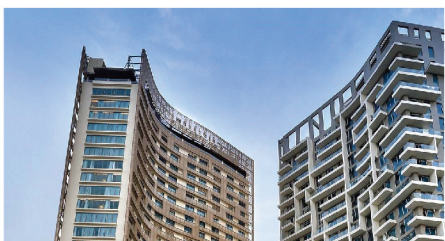
Hospitality



### LAGUNA LANG CO RESORT

- Location: Hue
- Service Offering: Service Agreement
- Product: Chiller

Hospitality



### HILTON GARDEN INN DA NANG

- Location: Da Nang
- Service Offering: Service Agreement
- Product: Chiller

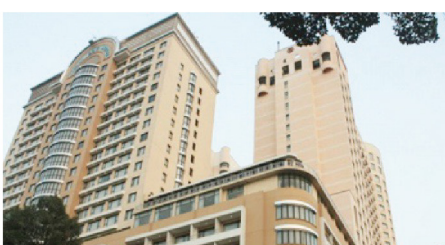
Hospitality



### SOFITEL SAIGON HOTEL

- Location: Ho Chi Minh
- Service Offering: Service Modernization+ Service Agreement
- Product: Chiller

Hospitality



### SHERATON SAIGON HOTEL

- Location: Ho Chi Minh
- Service Offering: Service Modernization+ Service Agreement
- Product: Chillerr

Hospitality

## PROJECT REFERENCE Professional Service



### FPT TOWER

- Location: Hanoi
- Service Offering: Service Agreement
- Product: Chiller

Education



### INTERNATIONAL SCHOOL HCMC

- Location: Ho Chi Minh
- Service Offering: Service Agreement
- Product: Chiller

Education



### SAIGON SOUTH INTERNATIONAL SCHOOL

- Location: Ho Chi Minh
- Service Offering: Service Modernization+ Service Agreement
- Product: Chiller

Education



### SAVICO MEGA MALL

- Location: Hanoi
- Service Offering: Service Agreement
- Product: Chiller

Education



### CRESCENT MALL

- Location: Ho Chi Minh
- Service Offering: Service Agreement
- Product: Chiller

Education

## PROJECT REFERENCE Professional Service



### VINMEC INTERNATIONAL HOSPITAL

- Location: Hanoi
- Service Offering: Service Agreement
- Product: Chiller

Healthcare



### CHILDREN HOSPITAL

- Location: Ho Chi Minh
- Service Offering: Service Agreement
- Product: Chiller

Healthcare



### EVN TOWER

- Location: Hanoi
- Service Offering: Service Agreement
- Product: Chiller

Gov. Asset



### CAI MEP PORT

- Location: Vung Tau
- Service Offering: Service Agreement
- Product: Chiller

Transportation



### PV DRILLING

- Location: Vung Tau Offshore
- Service Offering: Service Parts
- Product: Chiller

Marine



Hotline

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