

PREVENTATIVE PREDICTIVE PROACTIVE

Put your facility in expert hands with the BluEdge[®] service team

Preventative Maintenance you can count on

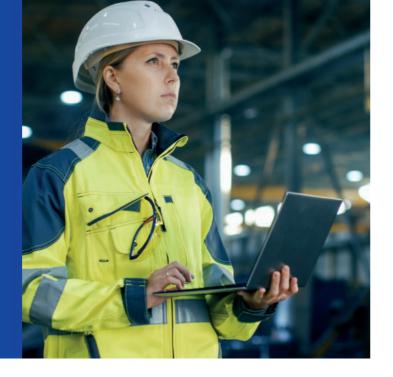
Maximise performance, protect your investments and maintain your HVAC budget with the customisable BluEdge service platform. Carrier helps you create a plan that ensures your equipment's peak performance and longevity.





Tailored Plans to Fit Your Needs

At Carrier, we believe long-term partnerships are the basis of exceptional service. We'll work with you to fully understand the needs of your business. Our BluEdge service platform is designed to meet your requirements and keep your equipment running efficiently. We can help you create a customised program that is suited to your specific goals and needs.



BLUEDGE Service Platform

PREVENTATIVE

ENHANCE ELITE CORE An economical solution for Our Elite plan is the ultimate Complete preventative maintenance customers with IoT-enabled and technical expertise including worry-free, peace of mind program proactive monitoring of health, for clients. Achieving building equipment that collects real-time data to improve staff efficiency efficiency and performance with comfort, efficiency and operational goals with Carrier turn-key solutions and reduce unplanned downtime. actionable insights to identify opportunities for reducing operating powered by predictive analytics and costs and avoiding failures. OEM expertise.

ABOUND [™] HVAC Performance ⁽¹⁾	~	×	×
24/7 Emergency support & prioritisation	~	<	<
F- Gas compliance	_	<	✓
Seasonal start up	—	-	—
Operational inspection	_	+	—
Annual preventative maintenance	_	<	+
Predictive maintenance (FPP)	—	+	✓
Unscheduled repairs parts and labor	_	—	<
Local programs	+	+	+

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FULL COVERAGE

BLUEDGE SERVICES

24/7 Emergency Support & Prioritisation

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

IAQ Offerings

Continuously monitoring the indoor air quality together with corrective system changes, ensures air quality meets healthy (and legislative) levels.

ABOUND HVAC Performance

Connect your equipment to Carrier's cloud-based IoT platform, securely sharing real-time data to visualise, analyse and optimise machine health and life cycle outcomes.

Annual Preventative Maintenance

Our technicians perform thorough maintenance that ensures longevity. Cooling and heating start-up services ensure optimal seasonal performance.

ABOUND HVAC PERFORMANCE

	CORE	ENHANCE	ELITE
Equipment connected to our portal	✓	✓	<
Prioritised alarm and alert notifications	✓	✓	✓
Web/mobile real-time chiller dashboards access	_	✓	~
Remote support on demand/request	+	✓	<
Monthly trend report in portal	+	✓	✓
Yearly remote inspection by technician (health)	—	×	~
Proactive maintenance recommendations*	_	+	✓
Equipment performance & energy reports*	_	+	×
Vibration report**	—	+	<

⁽¹⁾ ABOUND HVAC Performance Core is included with all service agreement levels.

*Availability based on product model

**Availabilty on request

Operating Inspections

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

Preventative Maintenance

Receive more frequent preventative maintenance outside of the standard preventative 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.

How We Ensure Highest Quality Customer Service:



Carrier certified technicians understand the intricacies of your business and the daily demands on the equipment in your facility.

WE SERVICE ALL YOUR NEEDS ON HVAC APPLICATIONS

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

Air and Water Cooled Chillers

Packaged Unitary Equipment

Variable Refrigerant Flow (VRF)

Air Handling Units

Cooling Towers

Building Controls

Heat Exchangers

Split Systems

Boilers

Pumps



ABOUND HVAC PERFORMANCE

CARRIER COMMERCIAL SERVICE SOLUTIONS

Suite of advanced solutions to help deliver healthier,

safer, more efficient and productive indoor air quality

regardless of your building type/indoor environment.

HEALTHY BUILDINGS

Advanced analytics and actionable insights to deliver key outcomes. Connected chillers receive 24/7 support from the Command Center with real-time monitoring by top-tier engineers.



CARRIER RENTAL SYSTEMS

Specialised 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 optimise the use of HVAC systems to deliver healthier, more efficient, and more productive indoor environments.





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