



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

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 preventative 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. Achieving building comfort, efficiency and operational goals with Carrier turn-key solutions powered by predictive analytics and 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	+	+	+

✓ INCLUDED + ADD ON — NOT INCLUDED

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.

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.

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

**Availability on request



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

How We Ensure Highest Quality Customer Service:

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

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

Air Handling Units

Cooling Towers

Building Controls

Heat Exchangers

Boilers

Split Systems

Pumps

Variable Refrigerant Flow (VRF)

CARRIER COMMERCIAL SERVICE SOLUTIONS



HEALTHY BUILDINGS

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



ABOUND HVAC PERFORMANCE

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.



To learn more, visit
www.carrier.com/eu/