



SERVICE AND AFTERMARKET

A comprehensive guide
to BluEdge® Service platform





OPERATIONS & MAINTENANCE



- Maintenance agreement
- Abound™, suite of connected solutions and cloudbased digital platform
- Chiller plant operations
- Value-added services
- Technical training

REPAIR & UPGRADES



- Emergency repair
- Chiller overhaul
- VFD retrofits
- Refrigerant conversion

PARTS & RENTAL



- Chiller & pump rental
- Emergency response
- Spare parts

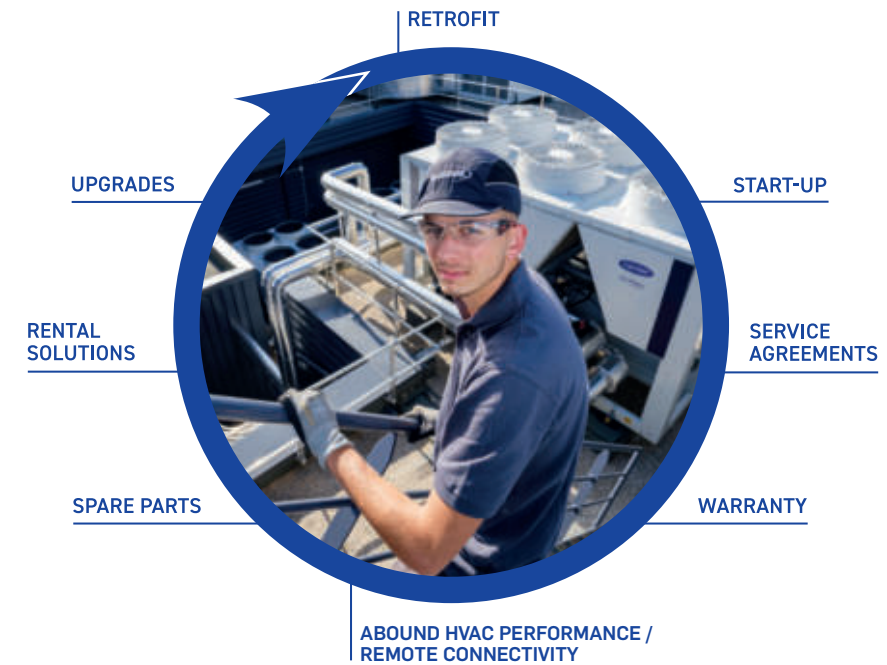
RETROFIT & SOLUTIONS



- Health check
- Plant optimisation/BMS
- Performance guarantee
- Modernisation/upgrades
- Decarbonisation



OUR SERVICE APPROACH



PREVENTATIVE

FULL COVERAGE

	CORE	ENHANCE	ELITE
ABOUND HVAC Performance*	✓	✓	✓
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

*Availability based on product model

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)



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 monitor various air quality parameters and conditions for changes so adjustments can be made to get indoor air quality to healthy 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 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.

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**	—	+	✓

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

*Availability based on product model

**Availability on request

SYSTEM UPGRADES

- ✓ **Extend** equipment life with comprehensive overhaul
- ✓ **Optimise** equipment operation and efficiency

- ✓ **Minimise** unexpected failures and discover hidden problems
- ✓ **Achieve** superior long-term equipment planning and longevity

SIMPLIFY EQUIPMENT CONTROL

ENHANCE CHILLER PERFORMANCE

MONITOR CRITICAL DATA

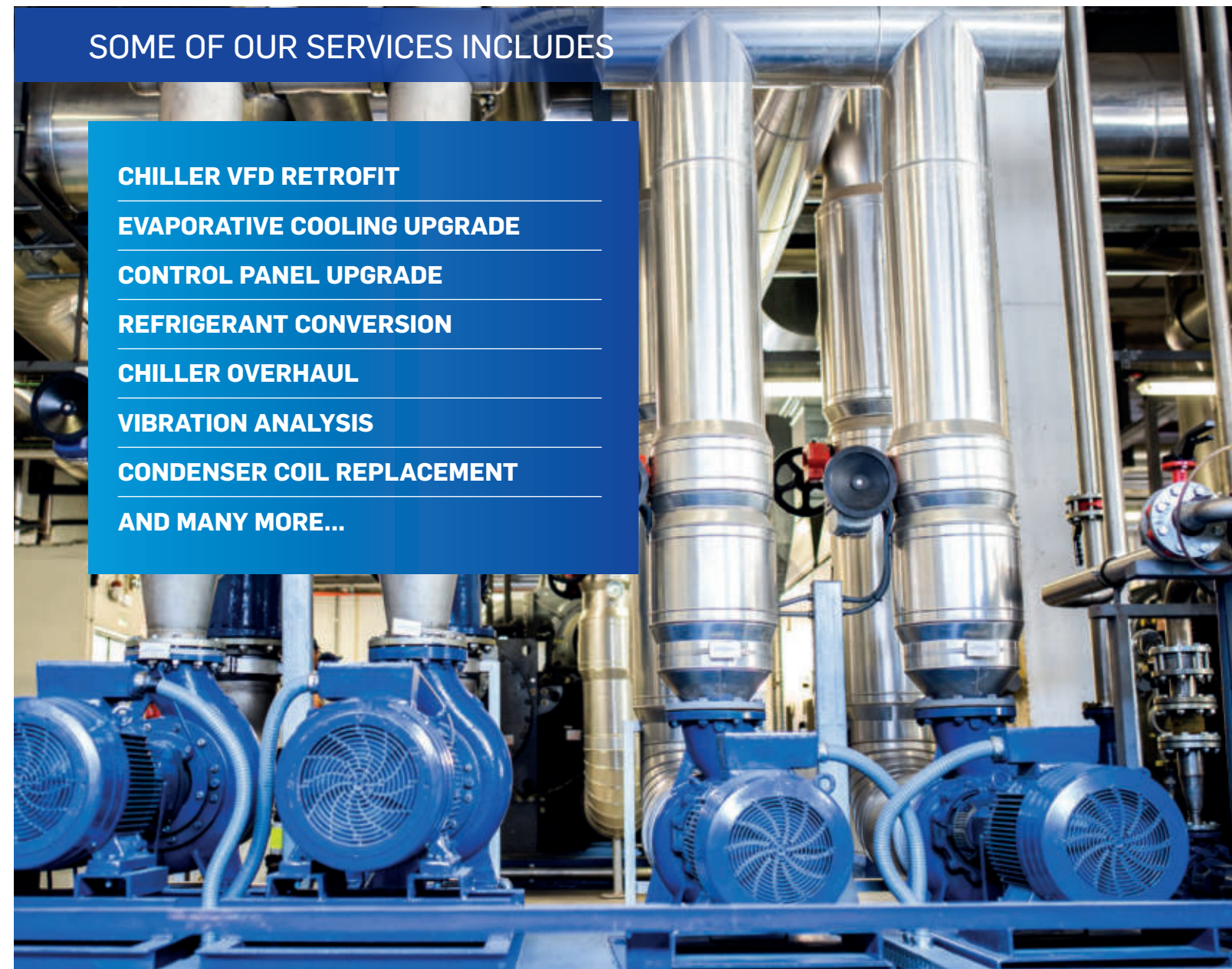
REDUCE SERVICE AND REPAIR COSTS

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...



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
- Realise 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

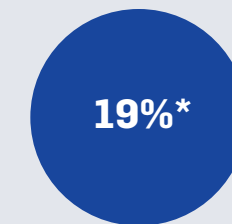
THE ROI OF HEALTHY BUILDINGS

Costs Savings



due to reduction of 4 sick days per employee per year and 27% reduction in turnover

Employee Productivity



decrease in employee absenteeism

Employee Satisfaction



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.



To learn more, visit www.carrier.com/commercial/en/uk

