



# **CONNECTED SERVICE FOR THE LIFE OF YOUR EQUIPMENT**

Advanced service  
solutions tailored  
to meet your  
needs.



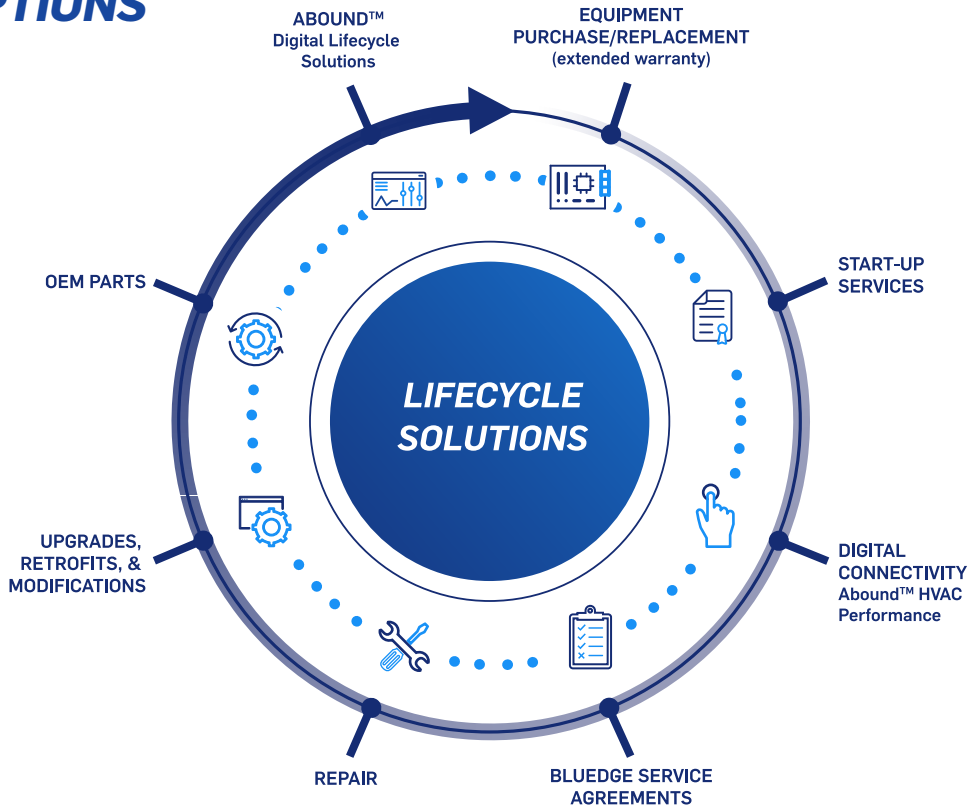
Maximize performance, optimize your investments, and ensure your HVAC system stays up to date with the BluEdge service platform.

Carrier offers customizable plans to ensure your equipment's peak performance and longevity backed by unmatched expertise and the latest technology.

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

DIGITAL	PREVENTIVE	COMPREHENSIVE
An economical solution for customers with IoT-enabled equipment that collects real-time data to improve staff efficiency and reduce unplanned downtime.	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.	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 diagnostic analytics and OEM expertise.
Abound HVAC Performance	✓	✓
24/7 Emergency Support & Prioritization	✓	✓
Operational Inspections	✓	✓
Annual Maintenance	✓	✓
IAQ Offerings	+	+
Unscheduled Repairs, Parts & Labor	—	✓

✓ INCLUDED    + ADD ON    — NOT INCLUDED

BLUEDGE SERVICES

**24/7 Emergency Support & Prioritization**  
Service agreement customers receive priority for emergency service calls, available 24/7.

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

**Annual Maintenance**  
Pre-scheduled recurring preventive maintenance performed once a year or as recommended. This maintenance is designed to maintain the machine at factory standards and prepares the equipment for effective, reliable, and efficient operation. Examples include but are not limited to coil cleaning, tube brushing, filter changes, and more.

**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

**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  
Empower facility teams with digital tools and dashboards to monitor HVAC assets

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

Optimize  
Diagnostic analytics and dispatch to optimize key outcomes

- ✓ Customer Portal
- ✓ Digital Dashboards
- ✓ Access to Command Center
- ✓ Vibration Analysis

Visualize plus:

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

Visualize and Advise plus:


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

## NEW DIGITAL ENABLED WARRANTY

Carrier's New Digital Enabled Warranty provides the same superior level of service you're accustomed to from Carrier, with advanced new features, including constant monitoring. This is a valuable, proactive way to make sure your equipment provides the highest standard of performance for years to come.

- ✓ Expedited response times
- ✓ 24/7 equipment monitoring, complete with onboarding support
- ✓ Proactive alarm monitoring and live-time notifications
- ✓ Historical reports to uncover trends and patterns in performance
- ✓ Web and mobile dashboards to track performance metrics in live-time, even while on-the-go
- ✓ Digital security that meets data privacy standards
- ✓ Reduced downtime and unplanned expenses through alarm data analysis

## EXPERIENCE BEST IN CLASS CUSTOMER SERVICE

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

## EXPERT SERVICE FOR ALL BRANDS

We have extensive experience servicing all major heating, ventilation and cooling manufacturers' equipment, as well as excellent technical understanding and expert diagnostics 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 LIFECYLE SOLUTIONS

### HEALTHY BUILDINGS

#### HEALTHY BUILDINGS

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

### ABOUND

#### ABOUND

A suite of connected solutions and cloud-based digital platform that uses advanced technologies to aggregate, analyze and visualize data enabling real-time, intelligent outcome-based results, making buildings more efficient. and responsive.



#### CARRIER I-VU® BUILDING AUTOMATION

Building automation and control products help optimize the use of HVAC systems to deliver healthier, more efficient, and more productive indoor environments.



To learn more, visit  
[carrier.com/serviceagreements](https://carrier.com/serviceagreements)



Or call  
**2694 5333**

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