



SMARTservice

智能服務



A NEW ERA OF ENGAGEMENT

暖通空調操控的新時代

Capitalizing on the latest digital technologies, Carrier SMART Service makes strong connection between HVAC systems and the people who manage them. By having the right information at the right moment, you are able to make instantaneous decisions about comfort settings, improve customer services and better building's financial performances.

Carrier SMART Service leverages the insights from remote diagnostics and analytics so you can:

Carrier SMART智能服務利用最新的數碼技術，為冷暖空調系統和操控人員帶來更緊密的連繫。透過wifi獲取即時資料，調整冷凍機組操作，提升客戶服務質素及節省樓宇空調開支。

Carrier SMART智能服務利用遠端診斷和數據分析，使您能夠：



Maximize uptime via faster problem diagnosis and resolution
更快確定問題和釐定解決方案，縮短系統因故障而停用的時間



Save on energy through performance optimization
優化系統，節省能源



Extend equipment life
延長設備壽命



Lower cost of ownership with faster diagnosis and resolution of equipment issues
快速解決問題，減少不必要的成本。

Manage, monitor and plan onsite and off.

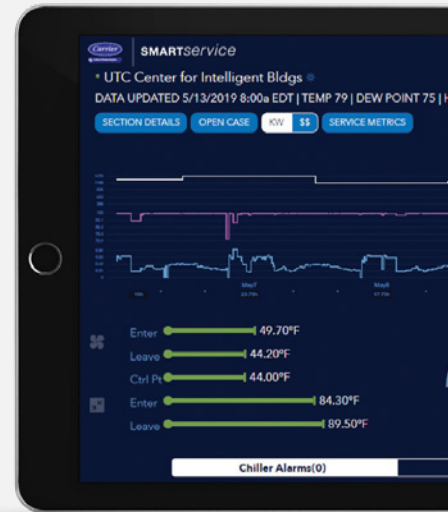
現場和遙距的管理、監控和計劃。

CARRIER EQUIPMENT DASHBOARD 開利設備儀表板

A clear, secure picture of equipment health at your fingertips.
清晰顯示裝置操作狀況。

- Real-time monitoring
即時監控
- Instant vital data and information
即時讀取重要資訊

- Frequently refreshed data trends improve decision making
經常刷新資料趨勢數據，協助最佳的決策制定



CARRIER SMART SERVICE APP CARRIER SMART智能服務應用程式

Up-to-the-minute information on any device from virtually any location.
隨時隨地透過任何裝置提供即時資訊

- Get data on demand
按需要獲取機組資料
- View multiple assets together
同時查看多個設備



SMARTchiller 冷凍機

Your chiller is calling. Using wireless technologies Carrier SMART Service connects your chiller to the cloud and streams operating data, providing ongoing insight to the chiller's health.

當冷凍機組發出訊號時，Carrier SMART智能服務便會透過wifi將你的冷凍機組以串流方式傳送相關資料到雲端，持續監控冷水機組的狀況。

FEATURES 特點：

- Sensors that capture key operating data
實時接收操作資料
- Persistent and reliable data transmission
持久可靠的資料傳輸
- Secure wireless connectivity to Carrier's cloud-based platform
安全無線連接至開利雲端平台



SMARTtechnician 技術人員

Built-in smart sensors automatically share data with Carrier technicians to address potential issues.
Result: reduced repair time.

內置智慧感應器，自動將資料即時傳送給開利技術人員，快速解決潛在問題，縮短維修時間從而減少機組閒置。

FEATURES 特點：

- Real-time monitoring
即時收取機組狀況
- Remote detection and diagnosis
遠端檢測和診斷
- Automated dispatch
不經人手，自動傳送資料到相關人員



SMARTcloud 雲端

Carrier SMART Service continuously assesses your system's performance and energy use.

Carrier SMART智能服務即時監控冷凍機組的性能及能源使用狀況。

FEATURES 特點：

- Complete visibility into your system's real time performance and history
全面瞭解系統的即時性能和過往記錄
- Advanced diagnostics and analytics
預先診斷和分析問題

SERVICE AGREEMENT PACKAGES

保養服務精選組合

	SA Service 服務項目	Premium 尊貴組合	Advance 進階組合	Basic 標準組合
Traditional 一般服務	Monthly Site Visit 每月檢查	✓	✓	✗
	Annual Maintenance 年度保養	✓	✓	✓
	Emergency Call 緊急服務	✓	✓	✗
SMART SMART服務	Portal/App Display – Main Page SMART平台 (冷凍機組運行基本資料)	✓	✓	✓
	Portal/App Display – Section Details SMART平台 (冷凍機組運行詳細資料)	✓	✗	✗
	Alarm Notification 機組警報提示	✓	✓	✓
	Monthly Report 每月機組狀況報告	✓	✓	✗
	Data Trend Download 運行數據下載	✓	✗	✗



Download the Carrier SMART Service app
下載Carrier SMART智能服務應用程式

AVAILABLE FROM
可下載自



App Store



Google Play



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