

Carrier

Protect Your HVAC Investment

With advanced, tailored BluEdge® service agreements for the lifetime of your equipment.



Device Manager					
Last updated: 10:30 AM					
All (48) Connected (333) Offline (48)					
Search by Device, Serial #, Model #, Site, Customer					
DEVICE	STATUS	SERIAL NUMBER/MODEL NUMBER	SITE	CUSTOMER ORG	COUNTRY
1 Canal Plaza - Chiller 1	Running	4898.56764 1000V-302-287000-04	1 Canal Plaza	Customer Org	United States
1 William St - Chiller 1	Running	4898.56764 1000V-302-287000-04	1 William St	Customer Org	Australia
1 William St - Chiller 2	Running	4898.56764 1000V-302-287000-04	1 William St	Customer Org	Australia
1 William St - Chiller 3	Not Running	4898.56764 1000V-302-287000-04	1 William St	Customer Org	Australia
100 E Las Olas - Chiller 1	Running	4898.56764 1000V-302-287000-04	100 E Las Olas	Customer Org	United States
100 E Las Olas - Chiller 1	Not Running	4898.56764 1000V-302-287000-04	100 E Las Olas	Customer Org	United States
1200 Enclave - Chiller 1	Running	4898.56764 1000V-302-287000-04	1200 Enclave	Customer Org	United States
1200 Enclave - Chiller 2	Running	4898.56764 1000V-302-287000-04	1200 Enclave	Customer Org	United States
152 Four Seasons - Chiller 1	0	4898.56764 1000V-302-287000-04	152 Four Seasons...	Customer Org	United States
152 Four Seasons - Chiller 2	Not Running	4898.56764 1000V-302-287000-04	152 Four Seasons...	Customer Org	United States

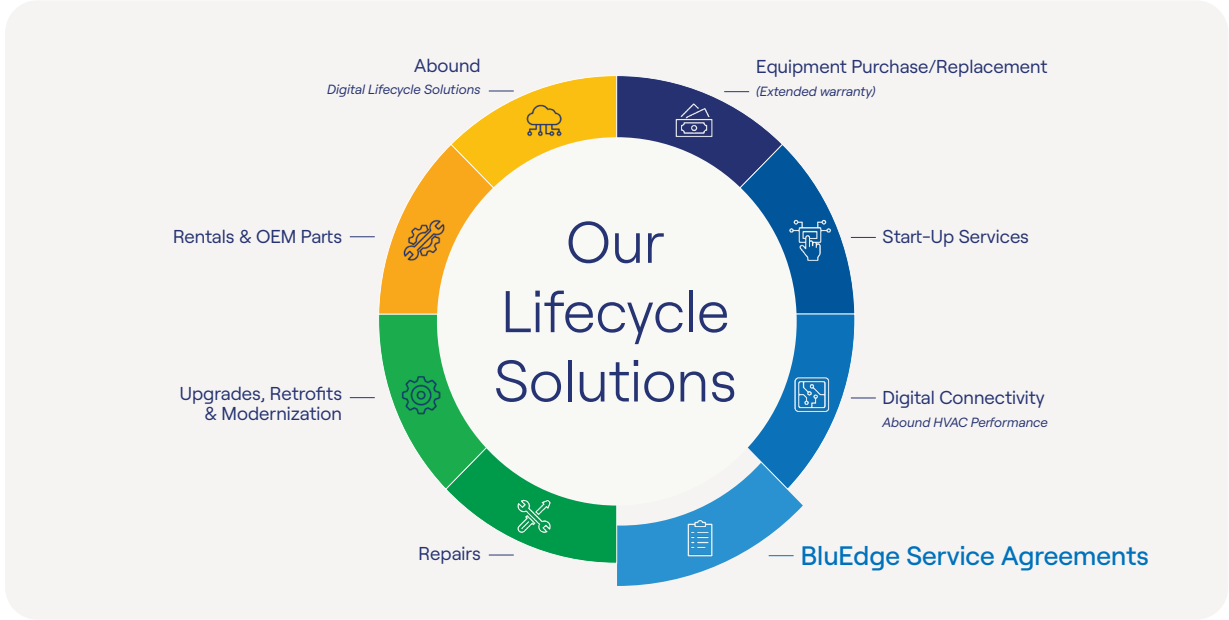


Carrier offers flexible plans to protect your HVAC system investment—ensuring peak performance and longevity—backed by unmatched expertise and the latest technology.

A wide array of lifecycle solutions to fit your needs

With Carrier, you are not just getting the most innovative equipment in the industry, but a trusted partner delivering expertise, service and greater peace of mind throughout the entire lifecycle of your HVAC system.

Our comprehensive portfolio of solutions range from predictive maintenance, flexible service agreements, repairs, upgrades, OEM spare parts, and rentals, as well as building and energy management systems. And with our BluEdge service agreements, all powered by digital connectivity through Abound™ HVAC Performance, you get continuous monitoring and actionable insights to ensure your equipment’s peak performance and longevity for years to come.



BluEdge Services

Abound HVAC Performance

Digital connectivity platform and part of the broader Abound suite of solutions, giving you the benefit of continuous monitoring, data-driven predictive insights and reports to see issues before they arise so you can protect your investment.

Command Center Monitoring

Our Carrier Command Center experts monitor and analyze your data to ensure your HVAC system maintains optimal performance.

Periodic/Predictive Operational Inspection

Our Carrier factory-trained service technicians are available to inspect your equipment and make any necessary adjustments to keep it running smoothly and efficiently.

Additional Services Offered with BluEdge Agreements

With BluEdge agreements, you get a solution that is based on the coverage that best suits your business’s needs, and all backed by Carrier factory-trained technicians with genuine OEM-authorized parts and procedures. Not only do you get a tier of service that fits your business and budget, but also additional services can be added such as:

- Energy and air-quality assessments
- Vibration analysis – remote and on-site
- Annual consult service
- And more.

Your local sales representative can share details on additional services offered.

Planned / Predictive Maintenance

Our technicians perform thorough maintenance in machine shutdown mode ensuring longevity and higher reliability when placed back into service. Cooling and heating start-up services ensure optimal seasonal performance

Unscheduled Repair

We offer repairs or replacements of moving parts and maintainable components that may have failed unexpectedly to ensure your system is operating in optimal condition.

Energy Reporting by Abound

Accurate reporting of energy consumption, spend, and scope so you can identify underperforming equipment and prioritize specific energy and carbon reduction measures.

Costs without coverage can add up...

- ~ 2.5 repairs /yr
Average repairs per year on chillers *without* a BluEdge service agreement.*
- ~ >3 weeks to resolve
Average time to resolve operational disruptions.*
- ~ \$8k /avg. repair
Compressor and motor failures can cost upwards of \$30K in repairs.*

*Statistics based on commercial HVAC service data from North America fiscal year 2023 and do not guarantee a similar outcome. Results depend on a variety of factors unique to each customer's HVAC system and would fluctuate by geographical region. As stated, reflects BluEdge Elite tier coverage.



but with our BluEdge service platform you can:

- Minimize repair frequency
- Experience less operational disruptions
- Predict financial burdens

The BluEdge Difference Continuous Monitoring Comprehensive Coverage

Tiers	Core	Enhance	Elite
Services	Solution for customers with IoT-enabled equipment that collects real-time data & provides insights reducing downtime & minimizing operational disruption.	Customized service plan by Carrier certified technicians including asset inspections and maintenance.	The ultimate worry-free program powered by predictive analytics and OEM expertise to minimize operational disruption.
Abound HVAC Performance¹	✓	✓	✓
Command Center Monitoring	✓	✓	✓
Operational Inspection – Periodic / Predictive	✗	✓	✓
Maintenance – Planned / Predictive	✗	✓	✓
Unscheduled Repair	✗	✗	✓
Energy Reporting by Abound	+	+	+
Additional Services	+	+	+

✓ Included ✗ Not Included + Add-On

¹ For Core customers, any site visits for maintenance or repair services will be billed separately. Not all features are supported across all product type & all regions. Pricing & features vary by country and region. Please reach out to your local Carrier office for more details.

More about Abound HVAC Performance¹:

- Real time data visibility
- Alarm monitoring and notifications
- On-demand health & performance reports
- Maintenance and repair insights
- Access to customer portal

*Available for existing customers with equipment that can be IoT enabled.

More about additional services offered:

- Assessments – building, energy, air quality & more
- Carrier technician at your disposal
- Asset upgrade analysis & reports
- Annual consult service
- Emergency repair service
- Site specific analysis & reports (water, oil sampling etc.)
- Remote and on-site vibration analysis

Reach out to your local Carrier expert to learn more about BluEdge Service Agreements. Visit our website carrier.com/serviceagreements or call 1-800-379-6484 (US)

Enhance Your Indoor Environments

Looking for more options around asset management, health, and sustainability as you consider your commercial HVAC service needs? Abound maximizes the potential of your indoor environments. Visit abound.carrier.com for more details.

Abound

A suite of connected solutions and a 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.

BluEdge Service Agreements enabled by Abound HVAC Performance

When you choose a BluEdge Service Agreement, you'll also receive the power of Abound HVAC Performance: the latest in digital connectivity for your HVAC equipment. You'll get continuous monitoring, real-time insights & diagnostics, and peace of mind knowing your equipment will achieve optimum performance and longevity.



Reach out to your local Carrier expert to learn more about BluEdge Service Agreements.
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