



# SERVICE AND AFTERMARKET

A comprehensive guide  
to BluEdge Service platform



# SERVICE & AFTERMARKET SCOPE

## OPERATIONS & MAINTENANCE



- Maintenance agreement
- BluEdge 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 optimization/BMS
- Performance guarantee
- Modernization/upgrades
- Decarbonization



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

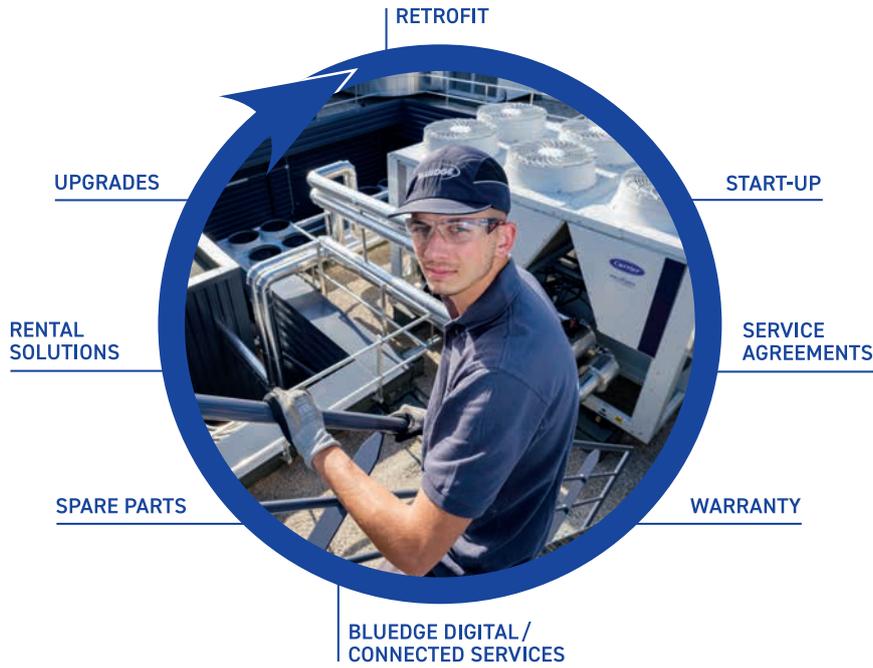
### HEAT EXCHANGERS

### VARIABLE REFRIGERANT FLOW (VRF)





## OUR SERVICE APPROACH



### PREVENTATIVE

### FULL COVERAGE

#### ⚙️ CORE

An economical solution for customers with IoT-enabled equipment that collects real-time data to improve staff efficiency and reduce unplanned downtime.

#### ⊕ ENHANCE

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.

#### ⚙️ ELITE

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 predictive analytics and OEM expertise.

<b>BluEdge Digital*</b>	✓	✓	✓
<b>24/7 Emergency support &amp; prioritisation</b>	✓	✓	✓
<b>F- Gas compliance</b>	—	✓	✓
<b>Seasonal start up</b>	✓	✓	✓
<b>Operational inspection</b>	—	+	—
<b>Annual preventative maintenance</b>	—	✓	+
<b>Predictive maintenance (FPP)</b>	—	+	✓
<b>Unscheduled repairs parts and labor</b>	—	—	✓
<b>Local programs</b>	+	+	+

✓ INCLUDED    ⊕ ADD ON    — NOT INCLUDED

\*Availability based on product model

## BLUEDGE® SERVICES

### 24/7 Emergency Support & Prioritization

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.

### BluEdge Digital

Connect your equipment to Carrier's cloud-based IoT platform, securely sharing real-time data to visualize, analyze and optimize 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.

## BLUEDGE DIGITAL

	CORE	ENHANCE	ELITE
Equipment connected to our portal	✓	✓	✓
Prioritized 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**	—	+	✓

**BluEdge Digital Core is included with all service agreement levels.**

\*Availability based on product model

\*\*Availability on request

# SYSTEM UPGRADES



## Extend

equipment life with comprehensive overhaul



## Optimize

equipment operation and efficiency



## Minimize

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**

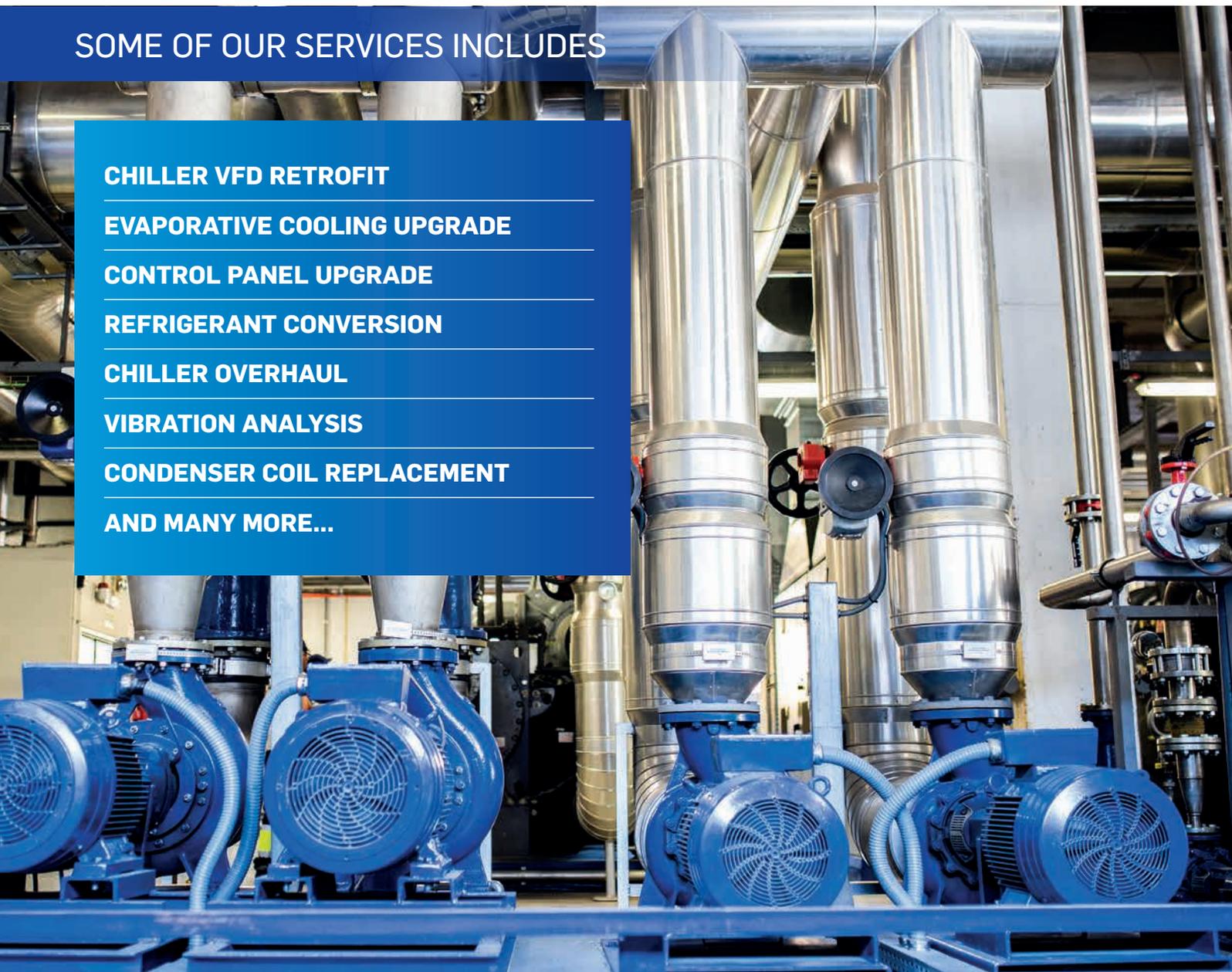
**REFRIGERANT CONVERSION**

**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
- Realize 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

**€ 252 000**

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

### Employee Productivity

**19%\***

decrease in employee absenteeism

### Employee Satisfaction

**30%\***

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](http://www.carrier.com/commercial/en/uk)

