

First Year Free Service Agreement



GET THE ASSURANCE YOU
NEED FROM DAY ONE

Service and Aftermarket





GET THE ASSURANCE YOU NEED FROM DAY ONE

When you purchase certain qualifying equipment*, you'll benefit from the **First Year Free Service Agreement**, our complimentary first year service. Two operating inspections by certified Carrier technicians are provided during the standard equipment warranty period. You'll also receive high priority for non-scheduled service events. Additionally, customers with IoT-enabled equipment will receive one year of Carrier® SMART Service, our exclusive digital solution that enables advance notifications, remote diagnostics and enhanced field service support.

WITH THE SERVICE AGREEMENT YOU GET:

- ✓ **Warranty assurance protection by Carrier certified technicians**
- ✓ **Unscheduled service priority and 24/7 emergency support**
- ✓ **Verified proper operation and configuration during initial run-in period**
- ✓ **Access to Carrier's Customer Portal**

Carrier First Year Free Service Agreement provides you with added peace of mind — and ensures that your new equipment will work hard for you and your facility for years to come.

THROUGH THE ONLINE CUSTOMER PORTAL, YOU CAN:



Initiate service requests



Stay on top of crucial information like service records and maintenance schedules



Review work orders



Conveniently view equipment history

