



United Technologies

turn to the experts



# Maintenance Solutions



The complete range of HVAC solutions for your business:

- SALES
- SERVICE
- SPARES
- CONTROLS
- RENTAL

## A Solution Focused Maintenance Service

**Engineered systems of any kind need planned maintenance to ensure peak performance.**

From the smallest air conditioning split system to multi-site, multi-chiller installations, a maintenance contract should be taken out. Carrier offers a carefully managed service partnership to ensure that you get exactly the service solution that suits your needs.

Agreements tailored to your needs – just like your HVAC systems themselves:

- Compliance with current legislation
- Life cycle planning
- Asset management
- Reduced energy costs
- Improved equipment efficiency
- Environmental protection
- Maintenance management contract teams
- Minimal disruption to your work environment
- A network of regional support offices

## Warranty

After commissioning, Carrier equipment is covered by warranty. Regular maintenance is essential for compliance with Carrier's manufacturing warranty conditions.

## Critical

Outside the warranty period our proactive service team will monitor the condition of your equipment in order to identify and correct any irregularities before they result in more complex and, inevitably, more expensive repairs.

## Flexibility

At Carrier we offer complete flexibility. Frequency of tasks can be adjusted, based on routine operating inspections to suit customers' exact contract requirements. Variations can be provided in duration — annual or multi-year, wear analysis, remote monitoring or refurbishment planning. To achieve optimum reliability Carrier Service uses the latest electronic diagnostic technology.

## Value for Money

Carrier has many years of experience in maintaining other manufacturer's equipment for diverse applications across the UK. We can maintain your HVAC equipment alongside or separately from your Carrier equipment. Whatever the arrangements, you can be confident that we are looking to provide you with the solution that represents the best value for money.

## Feedback

The Carrier Service Team is responsible for much of the personal feedback that we see as an important part of our service partnership. More feedback comes from our engineers on site, whose reports may help you to save money on energy bills or to negotiate the best timing for repairs or improvement works. Even more information on day-to-day system operation can be available if you choose our Remote Monitoring Service.

## A Fast, Professional Response

Our aim is to ensure that all of our customers receive an exceptional response to any service call, whether it's an emergency, an enquiry about energy savings or a new building that needs cooling. Our service co-ordinators prioritise calls according to contract requirements to ensure that you get the response you asked for. We always strive to ensure that our targets are not just met, but are exceeded.

# Our Complete Maintenance Contract Offering

## PLANNED/PREVENTATIVE MAINTENANCE

- Peace of mind
- Regular maintenance
- Routines tailored to your sites
- Includes labour and consumables
- Fast response
- Reduced downtime
- Written feedback
- Emergency 24 hour cover

## FULL PROTECTION PLAN

- Top-flight offer
- Comprehensive cover
- Constant protection
- Includes replacement parts and labour
- Repair of maintainable components
- Total flexibility
- Frequency of inspection could include daily checks for critical operations
- Includes planned preventative maintenance
- Written feedback
- Emergency 24 hour cover

## REMOTE MONITORING SERVICES

- Continuous remote monitoring via a dedicated modem
- Can be added to any contract
- System data available on a continuous basis
- Data logger key points on chillers
- Regular reports
- Equipment efficiency improvements
- Automatic refrigerant leak detection
- Faults diagnosed and monitored without the cost of site visits



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**If you'd like any more information about our products and services:**

**Call us today: 0870 600 1166**

**Email us: [service@carrier.utc.com](mailto:service@carrier.utc.com)**

**Visit our site: [www.carrieraircon.co.uk](http://www.carrieraircon.co.uk)**

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