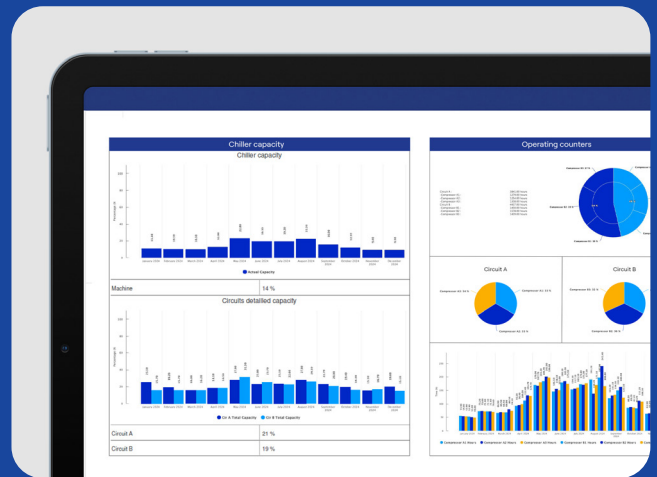


Carrier

Protect Your HVAC Investment

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

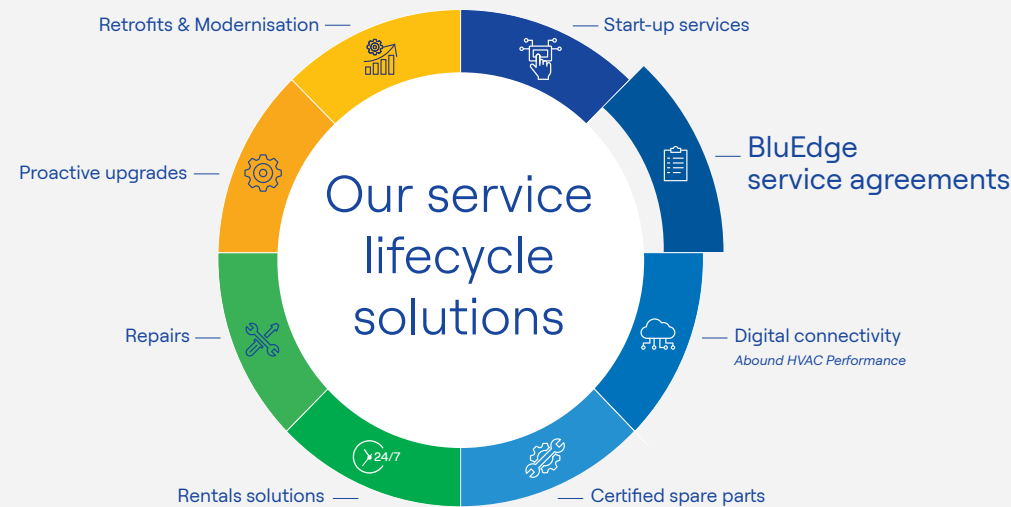


Carrier offers flexible plans to protect your HVAC system investment—ensuring peak performance and longevity—backed by unmatched expertise and the latest technology.

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 Service Agreements

Abound HVAC Performance

Digital connectivity platform and part of the broader Abound suite of solutions, giving you the benefit of real time data visibility with alarm monitoring and notifications, comprehensive dashboard and detailed reports. Essential features to enhance your operational performance and decisions-making.

Carrier Customer Command Center Monitoring

Our Carrier Customer 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:

- Carrier technician at your disposal
- Parts preferred rates
- Asset upgrade analysis & reports
- Emergency repair - Care services
- Remote an on-site vibration analysis
- Annual consult service

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

Costs without coverage can add up...

- ~ 5.8 repairs /yr
Average repairs per year on a chiller *without* a BluEdge service agreement.*
- ~ >4 weeks to resolve
Average time to resolve operational disruptions.*
- ~ \$6.5k /avg. repair
Compressor and motor failures can cost upwards of \$25K in repairs.*

*Statistics based on commercial HVAC service data from Europe fiscal year 2024 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 country. As stated, reflects BluEdge Elite tier coverage.

with our BluEdge service agreements you can:

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

BluEdge Agreements

		Preventive	Full Coverage	
Tiers		Core	Enhance	Elite
Services		For low-capacity equipment with IoT-enabled, the pure digital solution provides real-time monitoring and insights to reduce downtime and ensure operational continuity.	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 Performance*		✓	✓	✓
Carrier Customer Command Center Monitoring		✓	✓	✓
Operational Inspection – Periodic / Predictive		+	✓	✓
Maintenance – Planned / Predictive		✗	✓	✓
Unscheduled Repair		✗	✗	✓
Additional Services		+	+	+

✓ Included ✗ Not Included + Add-On

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 Performance*:

- Real time data visibility
- Alarm monitoring and notifications
- Monthly health & performance reports
- Access to customer portal

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

More about additional services offered:

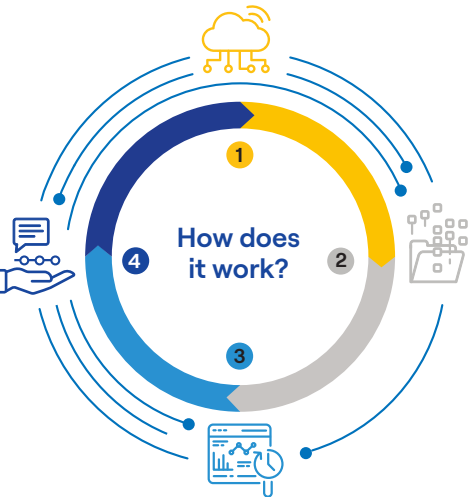
- Assessments - building, energy, air quality & more
- Carrier technician at your disposal
- Asset upgrade analysis & reports
- Annual consult service
- Emergency repair service
- Site specific analysis & reports (water, oil sampling etc.)
- Remote and on-site vibration analysis

The latest in digital connectivity & digital monitoring for your HVAC equipment

BluEdge Service Agreements enabled by Abound HVAC Performance

Improve productivity with real-time machine health notifications and analytics for connected HVAC assets providing data-on-demand on mobile & web.

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.



The circle of connectivity

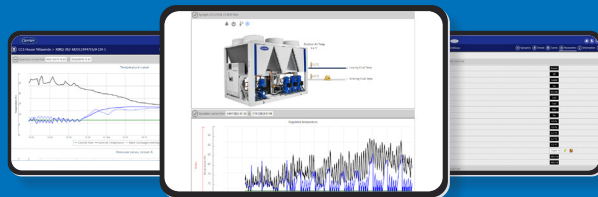
Here's how digital connectivity enabled by Abound HVAC Performance monitors and supports your commercial HVAC to maintain equipment uptime and protect your investment:


- 1 Your chiller is connected*.
- 2 Carrier's IoT platform collects your equipment data.
- 3 Unit monitoring & digital services by Carrier Customer Command Center
- 4 Carrier's experts take real-time actions on critical alarms**.

*Abound HVAC Performance is available for existing customer with equipment that can be IoT-enabled. **Conditions apply.

Abound HVAC Performance capabilities


- Critical alarm and alert analysis.
- Secure wireless connectivity to Carrier's cloud-based platform.
- Consistent data transmission for visualizing real-time performance of HVAC equipment.
- Analytic packages and reports to support predictive maintenance.
- Ability to connect to both water-and air-cooled chillers.






INCREASE UPTIME

- Proactive diagnosis and predictive maintenance.
- **Prioritized** faster service & repair.
- **Act:** critical or high-risk alarms notifications with proactive measures.



MAXIMIZE PERFORMANCE & EQUIPMENT LIFE

- Greater system-wide reliability and longevity through proactive **recommendations & upgrades**.
- 24/7 Real-time insights help contribute to sustainable outcomes.



IMPROVE BUDGETING & SCHEDULING

- Right service, right time.
- **Expert personalized advice** with proactive insights to ensure long term sustainability and regulation compliance.
- **Manage** different buildings with multiple types of HVAC equipment.



REDUCE YOUR COSTS

- **Maximize** equipment Efficiency and life cycle costs.
- **Anticipate:** avoid costly unplanned emergency repairs.



GET PEACE OF MIND

- Lower the risk of disruptions & downtimes.
- **Secure** equipment availability.

Digital services by Carrier Customer Command Center

Data retrieved from connected chiller via Abound HVAC Performance allows our Carrier Customer Command Center experts to continuously monitor the performance of your chiller, provide valuable insights to avoid future operational disruptions and proactive maintenance recommendations to improve chiller health.

Carrier's Customer Command Center network plays a crucial role in delivering smart, connected services that drive user value. Strategically located across key regions, these centers leverage **advanced analytics to monitor assets, deliver digital services and optimize equipment performance**. Our expert's assignment is to deliver unmatched reliability, maximize operational efficiency, and empower smarter decisions through data wherever your assets are in the world.

Carrier Customer Command Center network

Predictive Services enabled by Customer Command Center & Digital Analytics

- Critical Alarms managed by experts
- Customized health & performance reports
- Remote inspection
- Predictive analytics*** & proactive diagnostics
- Local Carrier's service expert



Predictive Analytics

Relying on digital algorithms that interpret data collected by sensors (pressure, flow, temperature, etc.), they generate digital insights. This allows service experts to proactively identify issues and recommend the best solutions to users.

***Our analytics packages are constantly evolving to deliver smarter & more impactful insights.



