



# PREVENTATIVE PREDICTIVE PROACTIVE

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Put your facility in expert hands  
with the BluEdge service team

## Preventative Maintenance you can count on

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Maximise performance, protect your investments and maintain your HVAC budget with the customisable BluEdge service platform. Carrier helps you create a plan that ensures your equipment's peak performance and longevity.





**Carrier-certified technicians understand the intricacies of your business and the daily demands on the equipment in your facility.**

## How We Ensure Highest Quality Customer Service:

-  Factory certified technicians
-  Comprehensive HVAC equipment expertise across all brands
-  Focus on safety and efficiency
-  Standard procedures
-  Customer-focused service team
-  BluEdge first year service with qualifying equipment purchase

## BLUEDGE SERVICE OPTIONS

### BluEdge First Year Service

With the purchase of certain qualifying equipment\*, Carrier provides inspections and remote monitoring during the first year standard warranty period.

### Operating Inspections

Carrier thoroughly inspects and adjusts your equipment to keep it running smoothly and efficiently.

### Seasonal Start-Up

Cooling and heating start-up services ensure optimal seasonal readiness.

### Annual Preventive Maintenance

Our technicians perform thorough maintenance based on manufacturer guidelines and national rules to ensure a higher reliability during the season.

### Predictive Maintenance

With advanced analytic tools, expose hidden problems before they become emergency issues. With our Predictive Maintenance Solution we cover these part on top of the Annual Preventive Maintenance solution.

### Carrier European Connected Services Portal

Using wireless technologies, Carrier European Connected Services Portal connects your chiller to Carrier's cloud based IoT platform. Built in smart sensors automatically share real-time data with Carrier technicians to view equipment's health and address potential issues before they arise.

### Repairs & Emergency Service

Fast response time for repair, temporary rental or replacement to address any emergency.

## WE SERVICE ALL YOUR NEEDS ON HVAC APPLICATIONS

As a world leader in HVAC technology we can offer you a wide range of knowledge, network and experience in the most installed HVAC technology, such as:

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**Air and Water Cooled Chillers**

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**Packaged Unitary Equipment**

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**Air Handling Units**

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**Cooling Towers**

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**Building Controls**

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**Heat Exchangers**

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**Boilers**

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**Split Systems**

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**Pumps**

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**Variable Refrigerant Flow (VRF)**

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\* Please contact us to have the details of the equipment covered by the First Year Service Contract.



## Tailored Plans to Fit Your Needs



































At Carrier, we believe long-term partnerships are the basis of exceptional service. We'll work with you to fully understand the needs of your business. Our BluEdge service platform is designed to meet your requirements and keep your equipment running efficiently. We can help you create a customised program that is suited to your specific goals and needs.



# BLUEDGE Service Platform

### PREVENTATIVE

### FULL COVERAGE

 <b>CORE</b>	 <b>ENHANCE</b>	 <b>ELITE</b>
<p>An economical solution for customers with a connected chiller and need for standard support. Our Core Plan allows us to support your needs with a mix of online and on-site presence.</p>	<p>If you are looking for complete preventative maintenance that combines on-site presence with a high level of remote connectivity, our Enhance Plan could be right for you. We will maximise your equipment life, uptime and performance with customized support for each of your HVAC assets. Select services according to your specific needs, system configuration and fiscal goals. With our Enhance Plan we guarantee an F- Gas compliance contract.</p>	<p>Our Elite Plan is the ultimate worry free, peace of mind program for clients who demand the highest level of equipment reliability, uptimes, and fiscal certainty. Repair or replacement of maintainable failed parts is included in this plan and a comprehensive cooling contingency plan can be put in place if desired.</p>
24/7 Emergency Support & prioritisation 		
F- Gas compliance 		
Carrier European Connected Services Portal 		
Connected Services (Essential)* 		
Connected Services (Advance)* 		
Connected Services (Expert)* 		
Seasonal start up 		
Operational Inspection 		
Annual Preventative Maintenance 		
Predictive maintenance (FPP) 		
Unscheduled Repairs Parts and Labor 		
Local programs 		

 INCLUDED     ADD ON     NOT INCLUDED

\* Connected Services (Essential) Equipment connected. Intervention on request  
 \* Connected Services (Advance) Equipment connected. Annual Reporting. Customer access. Secured intervention  
 \* Connected Services (Expert) Equipment connected. Predictive reporting. Intervention granted

# WELCOME TO SMARTER SERVICE IN THE AGE OF CONNECTIVITY

## Carrier European Connected Services Portal

Carrier continues its legacy of innovation with the Carrier European Connected Services Portal, exclusive for all service contract customers at no additional charge.

This informative digital solution provides you with crucial information to help to improve your facility management decisions.

With our three Connected Services levels, you can tailor your plan to your needs with features like remote access to your connected equipment, monthly and annual reports and even guaranteed intervention.



Easy to read dashboards providing insight on equipment life expectancy, equipment performances and operation conditions



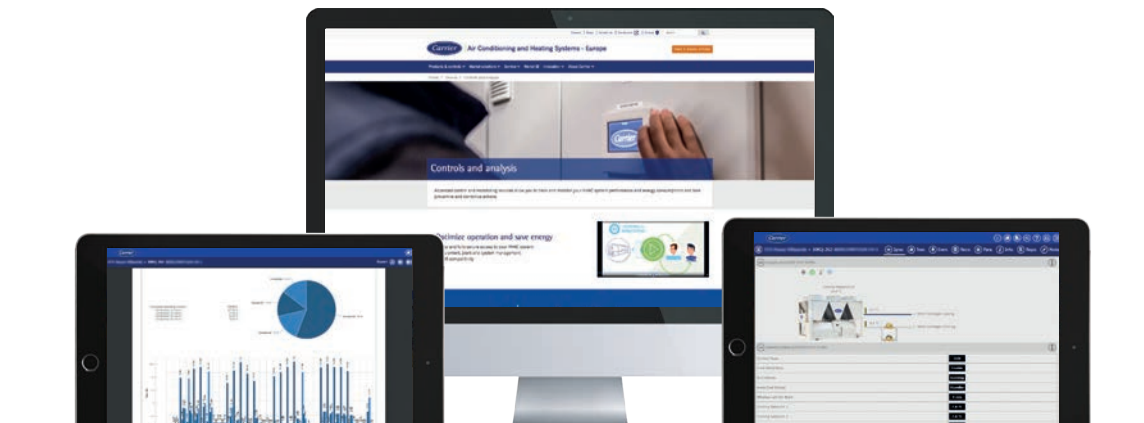
Faster issue resolution time, and possibility to have remote diagnostic. Reduce unplanned downtime thanks to preventative and predictive maintenance



Additional peace of mind during First Year Service Contract, making sure your equipment is well taken care to ensure long durability



Better plan and smooth out OPEX by anticipating repair costs, do smaller repairs earlier to avoid the big repairs later



To learn more, visit  
[carrier.com/commercial/en/uk](https://carrier.com/commercial/en/uk)



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