

# CARRIER, YOUR SERVICE PARTNER

Your daily challenge is a complex balance between maintaining optimal comfort levels, maximising system uptimes and minimising cost of ownership. Carrier teams are committed to ensuring your peace of mind and supporting your business objectives throughout the lifecycle of your equipment.



## Customer needs come first

### • Proximity & Responsiveness

Carrier's expert technicians are there to take action, quickly. Comprehensive and highly efficient maintenance processes mean your equipment works at peak performance level.

If necessary, you can rely on Carrier Rental Systems and readily available spare parts to avoid extended downtime.

### • Expertise & Consultancy

Carrier has experienced teams, an extensive network of branches, top grade logistics and powerful information systems. These industry-leading resources come together to deliver a best-in-class service.

Your Carrier experts will help you to find the right balance between enhancing energy efficiency and maximising your investments.

### • Proactivity

As your preferred partner, Carrier designs tailored maintenance programs to meet your goals and optimize your business performance.

## Worldwide-recognized experts

### • Asset Management

- Advise on fast-moving regulatory environment.
- Guidance for energy optimization solution.
- Information on EH&S guidance.
- Providing educational sessions.

### • Technical expertise

Carrier technicians benefit from a multifaceted training program based on 115 years of industry experience to bring you top level, up-to-date service.

- Technical training to ensure the teams remain familiar with all equipment types.
- Environmental, Health and Safety (EH&S) training to ensure the highest standards of ongoing safety.

Present  
in more than  
**60**  
countries

**24/7**  
on-site  
availability

More than  
**115**  
years  
of experience

# A COMPREHENSIVE SERVICE RANGE TO BEST FIT OUR CUSTOMER NEEDS



## MAINTENANCE

- Reduced, tightly controlled running costs
- Maximized equipment lifetime
- Full F-gas compliance for chillers

Carrier offers a comprehensive range of service agreements for all brands of chillers, rooftops, split and VRF (Variable Refrigerant Flow) air conditioning, air handling units, controls and accessories, from preventive to predictive maintenance.



## REPAIR

- Minimized downtime and losses
- Increased occupant satisfaction
- Emergency Repair Kits available on site

Carrier's factory-trained technicians fix your systems expertly and efficiently. For quick and easy repairs, Carrier designed repairs kit solutions. All around Europe, our customers benefit from a dense network of experts to get the efficient support for all application and business needs.



## SPARE PARTS

- State-of-the-art logistics with reliable next day deliveries
- Facilitated parts selection
- Comprehensive parts solutions for all equipment

Carrier's powerful supply chain provides you with genuine manufacture parts and consumables with high service levels. The dedicated expert team facilitates your selection.



## MODERNISATION

- Compliance with new regulations
- Refrigerant conversion for chillers
- Improved reliability and optimized performance

Carrier experts support you all along the lifecycle of your building, HVAC plant and equipment. We propose turnkey solutions to replace and enhance equipment & systems. The flexibility & full support of these solutions based on your specific needs, secure and guarantee the performance of your cooling and heating production.



## RENTAL

- Ready on-site temperature control or pump solution
- Secured production and optimal comfort
- Alternative to asset investments

Whenever you need a temporary cooling or heating solution, Carrier Rental Systems organization provides tailored solutions from design through installation to decommissioning. (For seasonal capacity requirement, emergency, planned service work, facility refurbishment, event, contingency planning...)



## CONSULTANCY & REGULATION

- HVAC expertise & recommendations
- Guidance for understanding & complying with energy regulations
- Educational sessions for your asset management

As an expert on its equipment, Carrier offers you consultancy services on how to manage & optimize your energy consumptions and your maintenance costs. We help you to understand the fast-moving regulatory environment and to comply with it by taking into account your activity needs.



## CONTROL & MONITORING

- Equipment, plant & system management
- Easy and fully secure access to your HVAC system
- BMS compatibility

Advanced control and monitoring services allow you to track and monitor your HVAC system performance & energy consumptions and take preventive and corrective actions remotely.



## ANALYSIS & OPTIMISATION

- Actionable analysis by nearby experts
- Analyse plant operating data to maximize equipment lifetime
- Saving opportunities & optimize performance

We innovate constantly to find the best solution for analysing and optimising your installation. Our HVAC experts provide you with diagnostics to help you save on maintenance costs and to analyze the data of your systems and their energy consumption.



## ENERGY STORAGE

- Turnkey system solutions for all HVAC applications
- For peak cooling systems >500 kW
- Shift your electricity consumptions from peak to off peak hours

Reducing electricity costs with continuous air conditioning throughout the year is a strong challenge for cities and customers. Installing a Thermal Energy Storage solution optimizes the design and the operation of your HVAC installation.