

Service Center of Excellence



Welcome to the Core of Quality

The Service Center of Excellence in Charlotte, NC showcases the strengths of Carrier Commercial Service, Automated Logic Corporation, Carrier Rentals and Spot Coolers in a single location and improves our ability to offer world-class HVAC customer service.

Just five minutes from our North America chiller manufacturing facility, the Service Center of Excellence comprises the National Processing Center, Customer Service Center, Training Center, Carolinas and Virginia Service business as well as the Customer Experience Center.

The various components which make up the Customer Experience Center have been designed to encourage visitors to discover and learn about our businesses as world leaders in our industry. Additionally, it allows customers to better understand the depth and breadth of the commercial products and services available to meet their specific application's requirements.

Customer Experience Center

- **Carrier Heritage Wall**
Visitors view the chronological history of Dr. Willis Carrier's invention of air-conditioning and related technological accomplishments.
- **Touch-screen Interactive Exhibit**
Topic-driven content displayed in a variety of mixed media which comprehensively defines our expertise in equipment, controls, service, rental systems and integrated solutions. All while emphasizing and demonstrating our commitment to sustainability and its significance throughout all of our operations.
- **Customer Conference Facility**
This intimate setting is a comfortable and convenient place for customers to meet privately with our representatives to discuss how we can best meet their specific needs.

Service Center of Excellence

At the Center of Excellence, you'll see everything that sets us apart: an insistence on quality, an emphasis on industry-leading education and a thorough integration of service and business operations. Welcome to the core of commercial excellence in North America.

Training Center



The Center includes dedicated facilities for ongoing employee training on products, controls and customer service. It includes a dedicated room to provide hands-on training for equipment and compressor tear-downs,

controls and interactive simulators which replicate a variety of commercial equipment and systems.

National Processing Center



The National Processing Center, provides national support to commercial customers. We order and expedite parts for repairs, provide centralized billing to streamline financial interactions and execute management of Service

Agreements to ensure timely protection of equipment.

Customer Service Center



The Customer Service Center responds to service calls for the U.S. and Canada, with knowledgeable representatives available 24/7/365.

Carrier Commercial Service

Partnering with Carrier Commercial Service brings the security that every facet of your investment is being carefully monitored, analyzed, maintained and documented.

Our Operate, Service and Protect Solutions include: Startup Services, Extended Warranty, Preventive/Predictive Maintenance, Emergency Service, Overhaul Services, Refrigerant Management Programs and 24/7/365 Support.

Our Retrofit and Optimization Solutions include: Building Management, Equipment Modernization, Retrofit, Upgrades and Equipment Replacement and Controls.

For more information, visit: www.commercial.carrier.com

Automated Logic Corporation

Automated Logic's systems and software solutions deliver workplace comfort, energy savings and integrate environmental, energy, security and safety systems into powerful management tools. All are web-based for global information access.

For more information, visit: www.automatedlogic.com

Carrier Rentals

Carrier Rental Systems is a leading provider of specialized cooling, heating, dehumidification and power generation rental equipment 24/7/365. Our knowledgeable staff delivers comprehensive solutions for your facility and its specific needs.

For more information, visit: www.carrierrentals.com

Spot Coolers

Spot Coolers provides temporary and emergency commercial air conditioning units, systems and services, and offers a variety of spot cooler designs to suit your demanding site requirements. We provide "on the spot" air conditioning solutions, meeting the cooling and heating needs of our customers 24/7/365.

For more information, visit: www.spot-coolers.com

For more information about the Service Center of Excellence, contact your local representative or go to:

www.commercial.carrier.com