# **Carrier Service Agreements**

Service Plans to Protect Your Facility





# Maximize Performance, Protect Your Investment and Surprise-Proof Your HVAC Budget

Ensuring your equipment's peak performance and longevity dictates a commitment to preventive, predictive and proactive maintenance programs. Safeguarding your equipment by choosing Carrier, brings the security of having forged a true partnership with the HVAC industry's foremost servicing and technology leader. Here's how...

## **Customer Service**

When you partner with us, you work with recognized HVAC professionals – all with a focus on the importance of all aspects of your investment.

#### **Certified Technicians**

Our technicians are certified as Carrier Specialists or Masters - each trained on our products, controls, customer service and thoroughly tested to our standards.

#### **Standard Work Procedures**

Our service technicians are provided with standard work instructions which contain step-by-step procedures on repairs, troubleshooting and maintenance tasks. This shows the most expedient path to quickly identify and correct any service issues that may arise.

## **Equipment Expertise**

As Carrier's own servicing entity, we have access to the latest engineering advancements and the most advanced technical servicing tools.

## **Safety Focus**

Environmental Health and Safety (EH&S) is rooted in our culture. We support a multi-faceted EH&S management system which ensures a focused approach to safety every day.

#### **Benefits:**

- Provides you with budgetary certainty and allows fiscal planning with confidence
- Reduce risk of unexpected equipment downtime with proactive service
- Identify and correct minor problems inexpensively, before they lead to more complex and expensive repairs
- Maximize your equipment life, uptime and performance
- Reduce your energy costs through good preventive maintenance measures

# **Carrier Service Agreements**

At Carrier, we partner with building owners, managers and facility professionals to keep your system running at its best, with customized service agreements designed to meet all your specific equipment, operational and budgetary needs.

We start with three main service levels; each beginning with routine maintenance tasks designed to keep your equipment running smoothly and efficiently. We then collaboratively design the best program suited to achieve your overall goals.

#### **Carrier Standard Service Plan**

Designed for customers with in-house HVAC staff or who want OEM factory-certified basic maintenance. It ensures that equipment is inspected regularly, operating properly and all OEM maintenance procedures are adhered to.

#### **Carrier Plus Service Plan**

Designed for customers seeking to partner with a factory-certified HVAC service company for complete maintenance care and technical support. It provides customized support to each HVAC asset, maximizes equipment life, uptime and performance. Services are selected according to specific equipment components and fiscal goals.

#### **Carrier Premium Service Plan**

A fully-customizable package designed for those who demand the highest equipment reliability and uptime coupled with fiscal certainty. It provides complete equipment protection with repair or replacement of failed components in covered equipment. Its 100% budgetary certainty allows fiscal planning with confidence.

While the chart below outlines typical coverage by Plan, we can design a customized Agreement to meet your applications' specific operational needs.

# **Ongoing Services For Your HVAC Assets**

**Operating Inspections:** Inspection, logging, and minor adjustments of your equipment are part of Carrier's basic inspection service.

**Annual Preventive Maintenance:** Includes pre-scheduled recurring annual tasks which may require disassembly.

**Seasonal Start-Up:** Our cooling or heating start-up service prepares your equipment for seasonal use and optimum performance.

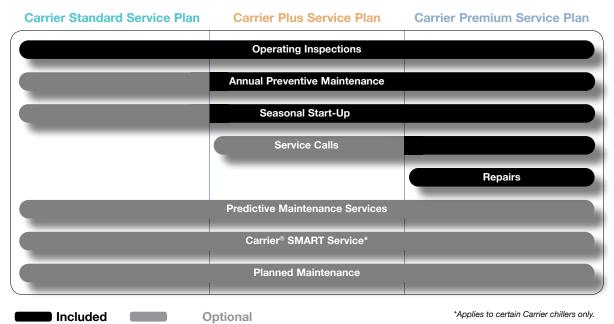
**Service Calls (Diagnostics):** Using the most advanced diagnostic tools in the industry, we troubleshoot problems for covered equipment. Expert technical support is just a phone call away.

**Repairs & Emergency Service:** With Carrier's Premium service level, parts repair or replacement of maintainable components that have failed unexpectedly are covered (excluding normal wear and tear).

**Predictive Maintenance:** Uncovers hidden problems *before* they become an expensive, catastrophic event.

**Carrier® SMART Service\*:** This adds improved equipment protection and efficient system operation. Benefits include real-time data collection coupled with the extensive service expertise of Carrier to assess system health.

**Planned Maintenance (Overhauls):** The ultimate in long-range preventive maintenance, we develop a customized overhaul schedule suitable for each of your major HVAC assets.



For more information about Carrier Service Agreements, contact your local representative or go to: www.carrier.com/building-solutions

© Carrier Corporation 2015 Cat. No. 05-811-30032-01 Manufacturer reserves the right to discontinue, or change at any time, specifications or designs, without notice and without incurring obligations.