

Carrier Commercial Service

Partnering with Carrier Commercial Service brings with it the security of knowing that every facet of your investment is being carefully monitored, analyzed, maintained and documented. This practice initiates with your very first contact with us and will endure over the entire lifetime of your equipment and on to the next. Our expansive knowledge is the basis for our portfolio of services. Individually and collectively, this is the best platform from which to operate equipment efficiently, safely and predictably.

Carrier Commercial Service highlights include:

- 1000+ service technicians strategically located in offices across the United States and Canada
- Certified service technicians continuously trained on HVAC equipment, controls and customer service
- Full servicing and maintenance capabilities for all commercial HVAC manufacturers' equipment
- 24/7/365 support with customer service center in Charlotte, NC
- Field service engineering support to augment any servicing situation
- Job-site focus on safety, adhering to the stringent safety standards
- Utilization of the Achieving Competitive Excellence operation system



Operations and Maintenance Solutions include:

startup services, extended warranty protection, preventive and predictive maintenance, emergency service, overhaul services, refrigerant management programs, temporary cooling, 24/7/365 support.

Retrofit and Optimization Solutions include:

equipment optimization, building management solutions, energy savings solutions, equipment modernization, retrofit and upgrades, turnkey equipment solutions.

The Future of the World Depends on Our Ability...to Sustain it

As the world's leader in high technology heating, air-conditioning and refrigeration solutions, we believe that market leadership requires environmental leadership. Carrier sets industry standards for environmentally sustainable business practices and a commitment to sustainability across its products, services and operations. We demonstrate this commitment by creating environmentally responsible solutions that consume less energy and incorporate innovations that improve the world – indoors and out.



1-800-CARRIER www.carrier.com

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Carrier Service Center of Excellence



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Welcome to the Core of Carrier Quality



The Service Center of Excellence in Charlotte, NC showcases the strengths of Carrier Commercial Service in a single location and improves our ability to offer world-class HVAC customer service. The moment you enter the Center of Excellence, you see embodied everything that sets Carrier apart: an insistence on quality, an emphasis on industry-leading education and a thorough integration of service and business operations.

Opened in 2013 just five minutes from our North America chiller manufacturing facility, the Carrier 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.

Welcome to the core of Carrier commercial excellence in North America.

Customer Experience Center

The various components which make up the Customer Experience Center have been designed to encourage visitors to discover and learn why Carrier — and Carrier Commercial Service — are 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.

Visitors begin with the Carrier Heritage Wall to view the chronological history of Dr. Willis Carrier's invention of air-conditioning and related technological accomplishments. Beginning in 1902, each panel graphically illustrates and explains key innovations in heating, ventilation, air-conditioning and refrigeration which transpired over the next 110 years.



Next, the Carrier Commercial Service exhibit defines the expertise that sets us apart; our industry-leading certified technician education, service solutions, commitment to environmental health and safety, equipment expertise, and an enterprise-wide commitment to achieving competitive excellence.



Moving to the touch-screen interactive exhibit introduces our world of service and products. Through the use of topic-driven content in a variety of mixed media, it comprehensively defines our emphasis on sustainability and provides a detailed context for its significance within Carrier operations.



The intimate setting of our Customer Conference Facility is a comfortable and convenient place for customers to meet privately with Carrier representatives to learn more about Carrier commercial service, operations and products, and to discuss how Carrier can best meet the customer's needs.



Training Center

The Center includes dedicated facilities for ongoing employee training on products, controls and customer service. For Carrier commercial service technicians, the facility 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.



National Processing Center

At the National Processing Center, Carrier provides national support to commercial customers. We order and expedite parts for repair operations, provide centralized billing to streamline financial interactions and execute management of Service Agreements to ensure timely and appropriate 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. Designed to swiftly connect customers with the service they need, the Center is projected to dispatch over 10,000 emergency service requests, assist with over 8,000 standard service requests and handle 125,000 calls this year alone.



Carolinas and Virginia Service Business

The Carrier Service Center of Excellence includes the Carolinas and Virginia Service Business, which is one of the many strategically-located facilities across the United States and Canada. The area includes centralized service operations, business operations, sales and project management.

