



Mecklenburg County Courthouse Complex

Carrier's predictive analytics result in significant time and cost savings.



THE CHALLENGE

Instill confidence through a customer-focused solutions approach and analysis

The historic Mecklenburg County Courthouse was experiencing a compressor issue with one of their 10 Carrier chillers. Facility managers at the courthouse were told by their current service provider that a major overhaul was needed. Shortly after completion of the service, the provider indicated that another chiller posed significant bearing issues that would require costly repairs. Deciding that such a large investment would be more expertly assessed by a provider with a deep understanding of Carrier solutions, Mecklenburg County turned directly to Carrier's technical experts.

GOING DEEPER WITH BLUEDGE®

As part of the BluEdge service platform, a vibration analysis was conducted using Augury's Auguscope and its advanced machine learning technology. A Carrier technician performed an analysis identifying the problem was due to the coolant temperature on the bearings causing additional heat. As a result, it was determined the problem was not bearing wear as suggested by their current service provider.

THE CARRIER TEAM APPROACH

With thorough root cause analysis, Carrier helped the customer avoid an unnecessary and costly repair. The customer was thrilled with the substantial cost savings, the energy efficiency offered by the identified solution, and the confidence the Carrier team instilled. Following a job well done, the customer awarded Carrier a BluEdge Core service agreement spanning five years for the entire Mecklenburg County Courthouse Complex.

MECKLENBURG COUNTY COURTHOUSE COMPLEX



8 historic buildings



2.3 M square feet



30 LB&B Associates employees

- Carrier's analysis estimated significant cost savings for the client
- Carrier's predictive analysis made a lasting impression, resulting in a 5-year service agreement and additional opportunities with the Mecklenburg County Courthouse Complex

"The Carrier team instilled complete confidence in me. It was my first time working with Carrier and the team listened to our needs, responded quickly and they see this as a partnership and not just a customer.

Carrier Service is very strong and highly knowledgeable. They know the equipment inside out and when there are problems, they respond immediately."

Billy Lafferty

Chief Engineer, LB&B Associates

