

Electronics Components, No Waiting



No one likes to wait – especially when it comes to critical parts needed for equipment repairs.

That's why Carrier's Performance Parts Group has launched a new program in 2011 to assure **immediate availability** of the most in-demand electronics components.

"We've always excelled at assuring fast availability of quality replacement parts, but with specialized electronic components, it could sometimes take several days to fill an order," said Jeff Neuss, business development manager for the Performance Parts Group. "We've taken a hard look at what we need for fast, on-the-spot turn-around and, based on usage patterns and demand, we have increased our levels of 'buffer stock' at parts depots accordingly."

"Now, for example, if a customer needs to return a controller to our Brazil location, we'll have a one-for-one replacement right there."

Keeping the global container fleet up and running is a serious responsibility, which is why Carrier supports the world's largest container refrigeration service center network – nearly 420 locations strong – with 13 strategically located parts depots. Carrier backs them with electronics components from a trio of world-class electronics repair and rebuild facilities located in Rotterdam, The Netherlands, Titusville, Fla., U.S.A., and Tianjin, China.

Carrier's electronics repair and rebuild operations offer the highest standard of diagnostic and repair services for complex refrigeration unit controls. Said Neuss, "These facilities are 'head and shoulders' above third-party repair facilities, because of the comprehensive diagnostics that are run on each controller

component by the best-trained technicians in the industry, using equipment that is exclusive to Carrier."

According to Neuss, the faster electronics availability supports a trend in which customers are utilizing their equipment longer and therefore need a quicker turn-around, keeping their units in top operating condition. Many are taking advantage of Carrier's top-quality remanufactured circuit boards as a lower-priced alternative to buying new.

Carrier also supports earlier controllers that are no longer manufactured, such as Carrier's original MicroLink (ML1) and the ML2. Rather than forcing customers to upgrade to a newer model, Carrier can provide remanufactured units that are as good as the originals, with warranties honored worldwide through any Carrier service center.

Carrier electronics support goes beyond the Carrier models, supporting competitive brands, as well.

As shipping lines and container leasing companies know, when it comes to container refrigeration systems, Carrier Transicold's support doesn't end with the sale. It's really just the beginning.

The 2011 Container Electronics Repair Service catalog lists replacement components for more than 800 items. The 52-page catalog is available for download from www.performanceparts.carrier.com.

