



CMRA: Comprehensive
Maintenance and Repair Agreement



*Expert maintenance and repair,
bumper-to-bumper, coast-to-coast.*





CMRA. Our fixed-rate, comprehensive coverage program.

Today's equipment is more sophisticated and technically complex. Parts and labor costs are increasing. Fuel prices are higher. Your customers expect more. Carrier Transicold's CMRA program makes more sense than ever.

CMRA (Comprehensive Maintenance and Repair Agreement) allows you to outsource all of your transport refrigeration maintenance and repair – and receive expert service – through our dealer network across North America.

CMRA includes:

- Preventive maintenance.
- Expert diagnostics and repair.
- Thorough inspections.
- Customizable billing and reporting arrangements.
- A guaranteed fixed-rate cost per hour.
- Proactive component replacement based on your operation.
- Detailed service records for every unit.
- Coverage up to 10 years/20,000 hours.
- Flexible program options.
- No credit hassles coast-to-coast.



VIEWPOINT®
Maintenance & Repair System

MY ACCOUNT HELP ABOUT LOG OUT

WORK PARTS EQUIPMENT ADMINISTRATION

INBOX

WORK MESSAGES REPORTS

DESCRIPTION	COUNT
Pending work assignments	8
W.O. currently open	3
W.O. closed this week	9
W.O. held pending MPR parts	2
W.O. currently overdue	1

KEY PERFORMANCE INDICATORS

Assignment Completion Rate	Late W.O. Closings This Month	Outstanding MPR Parts
Missed Work Assignments	On-Time Documentation	ECO Inspections Completed
REFRESH PERSONALIZE	REFRESH PERSONALIZE	REFRESH PERSONALIZE

Monitor your fleet maintenance activity via our Web site.

World-class software can do more for you than ever.

Carrier has partnered with a world-class provider of Enterprise Asset Management software to enable us to manage your equipment better than anyone else. Our exclusive ViewPoint® software tells us exactly when and what preventive and predictive maintenance to perform on your units, to ensure peak performance and maximum equipment life. You can also utilize our Business Intelligence capabilities to learn more about your units. Remote communications may be integrated with ViewPoint to further optimize your operation.

CMRA

Comprehensive Maintenance
and Repair Agreement

Carrier

TRANSICOLD *Turn to the Experts*

We'll maintain your equipment. You service your customers.

A maintenance agreement based on true partnership.

When you choose a Carrier CMRA, you'll find that our agreements are clearly written and easily understood. We assign a dedicated fleet manager to monitor your refrigeration units and track Key Performance Indicators. Our focus is on communication, and your fleet manager is available for face-to-face meetings at your convenience. Your rate is guaranteed for the duration of the contract even if costs exceed expectations. We partner with you to help you get the most from your Carrier equipment.





CMRA helps you:

- Level your hourly and annual maintenance costs.
- Improve your profitability.
- Focus on your core business.
- Improve your operational efficiency.
- Gain access to our expertise.
- Serve your customers better.
- Reduce management hassles.
- Minimize emergency breakdowns.
- Have peace of mind.



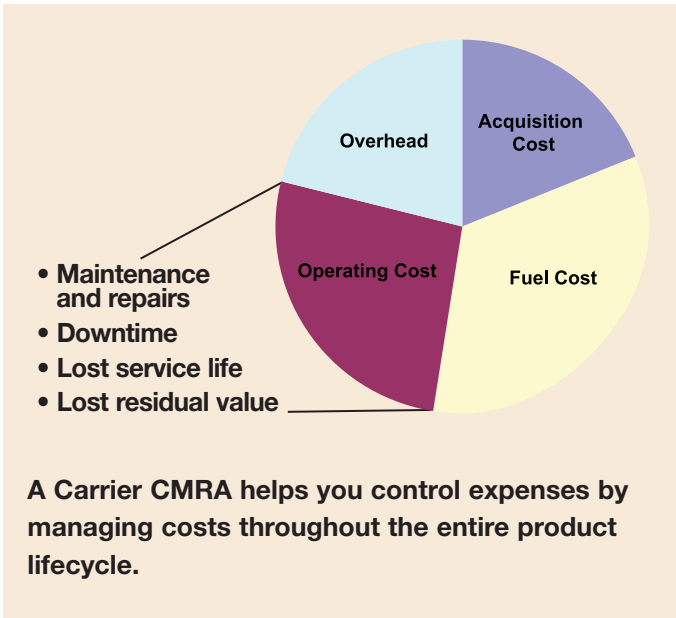
CMRA comes with Carrier expertise:

- Certified, factory-trained technicians get the job done quickly and correctly.
- Up-to-date, genuine Performance Parts.™
- Repairs performed to Carrier Transcold standards.
- Access to the latest technical information.
- Over 200 service locations conveniently located across the U.S., Canada, and Mexico.



Here's how CMRA reduces costs.

Our technicians perform inspections and timely preventive maintenance that extend the life of your equipment. Well-maintained equipment runs more efficiently and saves on fuel costs, downtime, and costly road breakdowns. Expert care backed up with centralized maintenance records increases the residual value of your equipment. It all adds up to increased asset utilization and reduced total equipment lifecycle costs.



A Carrier CMRA helps you control expenses by managing costs throughout the entire product lifecycle.

Optimize your investment in Carrier refrigeration and minimize your costs.

CMRA is available with MOBILECARE.™

Our MOBILECARE program brings expert service directly to your site for convenient, hassle-free maintenance and repair. With MOBILECARE, you eliminate drayage and shuttling costs, and further increase the availability of your equipment.

MOBILECARE
GOING THE EXTRA MILE.



Start improving your bottom line now with these Carrier benefits:

- Cut parts inventory and storage costs.
- Save on manpower, fringe benefits, and overhead.
- Reallocate service space.
- Reduce Hazmat disposal and recycling concerns.
- Cut back on paperwork and administration.
- Reduce training and certification requirements.
- Reallocate capital for other investments.
- Increase utilization of your investment.
- Budget your maintenance costs.
- Manage with centralized reporting.
- Focus on your core business.

Comprehensive solutions
from Carrier Transicold.



For more information about CMRA and other Carrier customer-support programs, contact your local Carrier Transicold dealer or representative, or visit www.trucktrailer.carrier.com

Your Carrier Transicold Dealer



TRANSICOLD

Turn to the Experts.SM

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