

**BLUEDGE**

*Carrier*



**ELITE SERVICE  
AGREEMENT**

## **Our most comprehensive support package to optimize your refrigeration performance**

BluEdge™ Elite Service Agreement combines traditional and digital support to provide customers with complete peace of mind:

- ✓ Superior service, support and performance improvements of your refrigeration system throughout its operational life-cycle.
- ✓ Advanced troubleshooting from highly skilled service engineers, who are always close at hand.
- ✓ Wide range of advanced digital services for IoT enabled refrigeration systems, including remote support, energy management and consulting.

**BLUEDGE**

To learn more, visit [www.carrier.com/commercial-refrigeration](http://www.carrier.com/commercial-refrigeration)

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CARRIER / Ref. No. SV-BE-02-EN-0223  
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## BluEdge Elite Key Features And Benefits

- Preventive maintenance with regular equipment health checks
- Advanced troubleshooting including:
  - 24/7 support hotline
  - Priority service for unscheduled repairs
  - Proactive replacement of critical parts
  - Remote monitoring of your refrigeration system with proactive alarm management, and fast remote diagnostics
- Digital services<sup>1</sup> on demand, including:
  - Informed actions to optimize performance from a digital view
  - Digital reports on alarms, HACCP temperature recordings and energy consumption
- Option to add on consulting and energy management services

(1) Digital Services (subject to availability)  
 For Refrigeration Systems older than 5 years, BluEdge Elite availability is subject to a health check. This applies to Carrier Systems and third-party systems. For refrigeration systems older than 10 years, provision of spare parts subject to availability.

	CORE	ENHANCE	ELITE
<b>Preventive maintenance</b>			
Carrier system	✓	✓	✓
Third-party system <sup>(1)</sup>	+	+	✓
<b>Leak test and inspection <sup>(2)</sup></b>			
Carrier system	+	✓	✓
Third-party system	+	+	✓
<b>Gas warning system check <sup>(3)</sup></b>			
	+	+	✓
<b>Troubleshooting</b>			
24/7 support	✓	✓	✓
Critical spare parts	★	✓	✓
Repair <sup>(4)</sup>	★	✓	✓
Leak identification and tightness test	★	✓	✓
<b>Documentation maintenance and troubleshooting <sup>(5)</sup></b>			
	STANDARD	STANDARD	STANDARD
<b>Hygenical and technical cleaning</b>			
	+	+	✓
<b>Digital services <sup>(6)</sup></b>			
	+	+	✓

+ ADD-ON | ✓ INCLUDED | ★ Available on demand, separately chargeable.

(1) Subject to health check prior to provision of services

(2) Refrigerants under EU F-Gas Regulations – every 3, 6 or 12 mths, CO<sub>2</sub> Systems on-demand

(3) Only applicable for CO<sub>2</sub> Systems

(4) Includes labor

(5) Advanced Reports available on request as an add-on

(6) Includes connectivity and remote services as a minimum (HACCP reporting, energy management and other digital services provided as service add-on)

Disclaimer: BluEdge service agreements are subject to availability