

# New CareMAX™ Program Puts Focus on Refrigerant Quality

To help raise the standard of service and quality in refrigerant-handling operations for the container shipping industry, Carrier Transicold has launched a comprehensive refrigerant management recognition program for its authorized service centers.

The CareMAX™ (Carrier Refrigerant Management Excellence) program establishes industry-leading protocols to help Carrier Transicold's more than 400 container service centers better manage refrigerants and refrigerant supplies.

CareMAX protocols cover all post-production stages of refrigerant handling, from procurement and testing, to storage and decanting, including maintenance of refrigerant-handling tools and how to train service technicians who handle refrigerants.

"The program was developed following a detailed study of the protocols used by some of the best Carrier-authorized service centers around the world to procure and manage refrigerants, and then combining the collective insights with our own experiences into a single comprehensive program," said Michael Dormer, general manager, Global Container Services.

## Peace of Mind for Equipment Owners

By using Carrier-authorized service centers, especially those recognized by the CareMAX program, equipment owners and operators can be confident their assets will be serviced by experts committed to maintaining the highest levels of refrigerant quality.

Carrier Transicold developed the CareMAX program to help the container shipping industry's cold-chain service and support sector, which was impacted in recent years by issues related to refrigerant contamination and counterfeiting. One of the key program goals is to minimize the opportunity for counterfeit or contaminated refrigerant to enter the service channel.

"The prior issues made clear the need for a higher level of accountability for refrigerant handling," said Dormer.

"This initiative provides a framework to help Carrier-authorized service providers implement consistent procedures to assure that refrigerant used with customer assets being serviced is in keeping with purity specifications set by the Air-conditioning, Heating and Refrigeration Institute's AHRI-700 standard.

"We believe that Carrier's leadership in developing this program can serve as a model for others in the refrigeration service sector."



## Look for the CareMAX Seal

The CareMAX program is now being introduced throughout Carrier Transicold's service center network. Participating service centers will need to successfully pass an audit conducted by Carrier Transicold's global service organization before the service center will be authorized to display the CareMAX seal.

"Customers who see the CareMAX seal will know that the service center adheres to the highest standards of refrigerant handling and management," said Dormer.

"In varying degrees, Carrier service centers already have their own refrigerant-handling programs in place, and may already meet many of the qualifications.

"Our objective is to work with all of them to raise awareness of the issues surrounding responsible refrigerant handling and to formalize their refrigerant management programs."



Mike Dormer, General Manager,  
Global Container Services