



PREVENTIVE PREDICTIVE PROACTIVE

Put your facility in expert hands
with the BluEdge™ service team



Preventive Maintenance you can count on

Maximize performance, protect your investments and maintain your HVAC budget with the customizable BluEdge service platform. Carrier helps you create a plan that ensures your equipment's peak performance and longevity.

First Year Service Contract

When you purchase certain qualifying equipment, you'll benefit from our complimentary BluEdge First Year Service Contract. Two operating inspections by factory certified Carrier technicians are provided during the standard equipment warranty period. You'll also receive high priority for non-scheduled service events. Customers with IoT-enabled equipment will receive digital support that includes advance notifications, remote diagnostics and enhanced field service support.



BLUEDGE SERVICES

24/7 Emergency Support & Prioritization

Stay ahead of failures and reduce operating costs, available 24/7. Service agreement customers receive priority for service calls.

IAQ Offerings

Continuously monitor various air quality parameters and conditions for changes so adjustments can be made to get indoor air quality to healthy levels.

BluEdge Digital

Connect your equipment to Carrier's cloud-based IoT platform, securely sharing real-time data to visualize, analyze and optimize machine health and life cycle outcomes.

Annual Preventive Maintenance

Our technicians perform thorough maintenance in machine shutdown mode that ensures longevity and higher reliability when placed back into service. Cooling and heating start-up services ensure optimal seasonal performance.

Operating Inspections

Carrier thoroughly inspects and adjusts your equipment to keep it running smoothly and efficiently.

Preventive Maintenance

Receive more frequent preventive maintenance outside of the standard preventive maintenance schedules based on individual equipment requirements and needs. Examples include but are not limited to coil cleaning, tube brushing, filter changes, and more.

On-site Predictive Maintenance

Advanced on-site diagnostic service options expose hidden problems before they become emergency issues and schedule repairs at times most convenient for you.

Unscheduled Repairs, Parts & Labor

Repair or replacement of moving parts and maintainable components that may have failed unexpectedly.

BLUEDGE Service Platform

PREVENTIVE

FULL COVERAGE

	CORE	ENHANCE	ELITE
Core Description: An economical solution for customers with IoT-enabled equipment that collects real-time data to improve staff efficiency and reduce unplanned downtime.	✓	+	★
Enhance Description: Complete preventive maintenance and technical expertise including proactive monitoring of health, efficiency and performance with actionable insights to identify opportunities for reducing operating costs and avoiding failures.	+	✓	★
Elite Description: Our Elite plan is the ultimate worry-free, peace of mind program for clients. Realizing building comfort, efficiency and operational goals with Carrier turn-key solutions powered by predictive analytics and OEM expertise.	+	+	★
BluEdge Digital*	✓	✓	✓
24/7 Emergency Support & Prioritization	✓	✓	✓
Operational Inspections	✓	✓	✓
Annual Maintenance	—	✓	✓
On-site Predictive Maintenance	—	+	✓
IAQ Offerings	—	+	+
Preventive Maintenance	—	+	+
Unscheduled Repairs, Parts & Labor	—	—	✓

BLUEDGE DIGITAL

	CORE	ENHANCE	ELITE
Online service contract management	✓	✓	✓
OnDemand service request	✓	✓	✓
Web/mobile real-time chiller dashboards	✓	✓	✓
Performance and vibration reports	✓	✓	✓
Prioritized alarm and alert notifications	✓	✓	✓
Remote monitoring health reports	—	✓	✓
Proactive maintenance recommendations	—	✓	✓
Portfolio analytics & benchmarks	—	✓	✓
Predictive dispatch	—	—	✓
Plant room energy audits	—	—	✓
Continuous vibration monitoring	—	—	✓

✓ INCLUDED + ADD ON — NOT INCLUDED

*BluEdge Digital Core is included with all service agreement levels.

Applicable only for compatible chillers.



Carrier-certified technicians understand the intricacies of your business and the daily demands on the equipment in your facility.

How We Ensure Highest Quality Customer Service:

- Factory trained and certified technicians
- Carrier factory authorized parts
- Comprehensive HVAC equipment expertise across all brands
- Focus on safety and efficiency
- Standard procedures
- Customer-focused service team
- First year service contract with qualifying equipment purchase

WE SERVICE ALL BRANDS OF EQUIPMENT

We have extensive experience servicing all major heating, ventilation and cooling manufacturers' equipment, as well as excellent technical understanding of HVAC systems including:

Air and Water Cooled Chillers

Packaged Unitary Equipment

Air Handling Units

Cooling Towers

Building Controls

Heat Exchangers

Boilers

Split Systems

Pumps

Variable refrigerant flow (VRF)

CARRIER COMMERCIAL SERVICE SOLUTIONS



HEALTHY BUILDINGS

Suite of advanced solutions to help deliver healthier, safer, more efficient and productive indoor air quality regardless of your building type/indoor environment.



BLUEEDGE DIGITAL

Advanced analytics and actionable insights to deliver key outcomes. Connected chillers receive 24/7 support from the BlueEdge Command Center with real-time monitoring by top-tier engineers.



CARRIER RENTAL SYSTEMS

Specialized cooling, heating, dehumidification and power generation rental equipment for temporary solutions and long-term projects.



CARRIER I-VU® BUILDING AUTOMATION

Building automation and control products help optimize the use of HVAC systems to deliver healthier, more efficient, and more productive indoor environments.



CPS

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To learn more, visit
carrier.com/serviceagreements



Or call
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