



Service USA

GLOBAL SERVICE SOLUTIONS FROM CARRIER COMMERCIAL SERVICE



A FULL RANGE OF SERVICES DELIVERED BY EXPERTS



A Spectrum of Services

Through its Service USA process, Carrier Commercial Service delivers a broad range of customized services provided by expert HVAC professionals.

- Preventive maintenance
- 24-hour call center response and repair service
- Around-the-clock remote monitoring
- Up-to-date equipment lists and service history
- Facilities summaries and itemized reports
- Equipment replacement planning
- EH&S and regulatory compliance guidance

An Investment That Pays



Carrier's Service USA process is a long-term, cost-saving solution. Typically, for every dollar invested in proactive service, such as remote monitoring with first call avoidance, you can save more than seven dollars.

Save with Carrier Service USA!



A U.S. retailer reduced their out of pocket expenses by 11% for scheduled services.

An Array of Benefits

- Partnership with Carrier Commercial Service — the best in the business
- Carrier Solution Center single point of contact convenience for all your service needs
- 100% Carrier owned and managed local service offices
- Factory-trained, Carrier-employed HVAC professionals for consistent, top-quality service at all your locations
- Around-the-clock coverage
- Reduced costs with consolidated service assessment, preventive maintenance, first call avoidance and efficient technicians
- Customized contract designed for your unique situation
- Summarized data for an overview of all your facilities
- Itemized data for an in-depth understanding of each location
- Standardized billing and reporting arrangements

Team Up With the Best

Today's facilities managers face more building system challenges than ever. Maintaining comfort levels and minimizing equipment downtime require round-the-clock vigilance. And there are many other things to worry about as well as Indoor Air Quality (IAQ) and compliance with new regulatory standards. Optimizing efficiency in the face of rising energy costs. And making sound decisions about capital expenditures. All of this is particularly important when managing multiple sites. With more than a century of HVAC expertise, Carrier Commercial Service offers you not only industry-leading equipment, but all the services you need to keep your buildings running optimally, now and in the future. Your partnership with Carrier — and our parent company United Technologies — can be as broad as you need it to be. In addition to HVAC equipment, we can also supply controls, refrigeration, power generation and more under a single strategic account agreement. And when you team up with Carrier, you get a wealth of resources, including expert knowledge and skills, provided through a variety of innovative and comprehensive programs.

Carrier's Service USA process was designed to streamline the service management of multiple sites, by delivering global access to a diverse range of consistent, high quality Carrier service solutions.

One Convenient Point of Contact

As a Service USA customer, you tap into a vast network of global, 100% Carrier owned and managed branch offices, as well as 1300 factory-trained technicians through a single point of contact — the Carrier Solution Center. Located in Charlotte, NC, the Solution Center stores information about all of your facilities' HVAC equipment, along with the maintenance and service history for each of your buildings.

The Solution Center initiates the process for all maintenance and repair jobs, coordinates



the scheduling and dispatching of technicians, provides tracking and follow-up, issues invoices and handles all customer service matters. The call center is staffed around-the-clock by full-time Carrier employees with all the details of your account at their fingertips, so your service delivery process starts immediately.



Your requirements are automatically communicated to the nearest local Carrier Commercial Service branch office — it's that simple.

Centralized Management

Consolidating your multi-site service needs under one umbrella will considerably lighten your management load. The convenience of having one service contract and the option to centralize invoicing is just the beginning. With all of your equipment records in one place, you'll have access to valuable information that can help you identify trouble spots and make better decisions. Service USA will provide you with reports customized for your needs. You can choose overall summaries for the total picture of your facilities, or itemized reports by location or specific pieces of equipment — or any combination of these.



And your Service USA account team can help you with everything from choosing the right preventive maintenance program to prioritizing, planning and budgeting for new equipment. You can relax, knowing that Carrier's consistently high level of service and state-of-the-art technology is available to all of your buildings, 24 hours a day. Your work will be managed and performed by Carrier employees and not brokered to other organizations. Our technicians are HVAC professionals, factory trained, with an average of



more than 15 years of HVAC experience. They're not only excellent mechanics, but also expert diagnosticians, trained to spot potential problems and implement lasting solutions that will help you to contain both short- and long-term costs.

Cost Savings

Service USA saves you money in several ways. Your Carrier representative will take the time to understand your facilities and design a preventive maintenance schedule to maximize efficiency and minimize downtime. Carrier's proactive philosophy of preventive service will help you avoid costly repairs down the road, and will prolong the life of your equipment, enabling you to get the highest possible value from your HVAC investment.



And centralized management at the Carrier Solution Center ensures that maintenance is performed exactly as outlined in your customized service agreement. With communicating controls and remote monitoring, your cost benefits are multiplied. The Carrier monitoring center, staffed 24/7 by HVAC experts, is able to detect pending problems early and in many cases, correct them remotely without having to dispatch a technician. The savings from such “first call avoidance” can be dramatic. And when on-site attention is required, Carrier professionals deliver it effectively and efficiently. Their proficiency can save you money on each service call and helps to lower the overall total cost of ownership of your equipment. In addition to containing costs today, Service USA

helps you to develop a sound plan for tomorrow. Based on equipment age and service history for your entire portfolio, we can recommend strategic replacement priorities — and can even build financial models for capital budgeting. Your Carrier account team can also advise you on important issues, including Environmental, Health & Safety (EH&S), refrigerants, ventilation and IAQ — helping you with regulatory compliance and risk reduction.



Service Costs: The Complete Story

Total cost of operation (TCO) is made up of several components, and can vary widely. When you add in the resources you consume to manage a service relationship, you may be surprised at the real costs. Carrier's Service USA delivers more services more efficiently — for a lower total cost of operation and much higher value.

TYPICAL SERVICE PROVIDER COSTS

- Labor rate per hour x Technician efficiency factor
- +
- Incremental charges: trip charge, truck charge, tool rental, mileage charge, insurance charge, fuel surcharge, etc.
- +
- Broker handling/administration fees
- +
- Materials cost x Provider buying power/access to discounts

With Service USA, you get efficient, expert technicians and one consolidated billing with a range of discount options.

TYPICAL INTERNAL COSTS

- Management of multiple service providers
- +
- Processing of multiple billing statements
- +
- Compiling of data from many sources and generation of reports
- +
- Less than optimal planning and use of resources without good data and expert guidance
- +
- Loss of efficiency with multiple service contacts
- +
- Longer, less efficient call times, inconsistent service and recurring problems with inexperienced technicians

Service USA offers a single point of contact, with all of your history and the expertise to dispatch the highest quality, proactive service — along with comprehensive reports that help you avoid downtime and plan soundly for the future.



Put Carrier to Work For You

Carrier's Service USA process is a smart addition to your national as well as your global facilities management strategy. You'll benefit from the best trained, most experienced technicians in the business, providing consistent service of the highest quality to each of your buildings. You'll gain in-depth knowledge about the HVAC systems in all your locations, without spending your own valuable time compiling the data. And you'll experience all of the convenience and cost-saving benefits of consolidated service management from the industry leader. To learn more about Service USA and other Carrier Commercial Service programs, call your local Carrier Service office or visit our Web site at www.commercialhvacservic.carrier.com.



As the world leader in Heating, Ventilation and Air Conditioning, Carrier is committed to continually improving the quality of comfort we provide to our customers.

But our level of responsibility extends well beyond...

Carrier Corporation has identified six specific areas which directly impact how we, as a world manufacturer, balance our customers' needs for comfort with the environment's needs for responsible consumption.

These symbols graphically represent our six areas of concentration and will serve as visual reminders of the importance of managing our finite resources.

Each one of us at Carrier Corporation believes that, for generations to come, success will not only be measured by the quality of our products and systems, but also by how we have improved the quality of life.



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