



UNITED TECHNOLOGIES CARRIER CORPORATION

# Remote Monitoring



*MONITORING YOUR BUILDING 24/7 SO YOU DON'T HAVE TO*

# One Source for Total Peace of Mind

HVAC/R systems represent one of the largest investments in any building. And protecting that investment is a key part of successful building management strategy. Without 24-hour expert attention, your system could be costing you far more than it should, not to mention putting you at risk for costly downtime, emergency repairs and uncomfortable occupants.

With a century of HVAC/R expertise and worldwide industry leadership, Carrier knows exactly what it takes to keep your equipment running smoothly, efficiently and cost-effectively. We've combined this knowledge with today's most advanced communications technology to deliver a Remote Monitoring service that will save you time and money — and give you round-the-clock peace of mind. With Remote Monitoring, problems are analyzed and the best course of action is selected before you incur the expense of an on-site service call. Often, remote adjustments can be made, expediting problem resolution and maximizing equipment uptime.

The Carrier Monitoring Center (CMC) in Charlotte, NC, is the centralized base of operations for our Remote Monitoring program, with access to a nationwide network of Carrier

service expertise. No matter where you're located, we can provide continuous equipment monitoring that will detect problems earlier, remedy them sooner and provide you with valuable information for energy savings and operating cost reductions.

Remote Monitoring is perfect for companies with multiple sites, ensuring the same top level of service for all your buildings and enabling a consolidated picture of all your HVAC/R operations. Carrier's Remote Monitoring service, coupled with our Service USA program, gives you complete coverage and an HVAC/R partner you can depend on. And whether you have one building or many, Carrier's Remote Monitoring service is flexible, allowing you to choose the customized program that's right for you. All this in a cost-effective package that puts Carrier's own expert technicians at your service every day.



# How Carrier Remote Monitoring Works

## Sophisticated Monitoring



Remote monitoring uses advanced control technology that communicates data from sensors installed on your HVAC/R equipment to a microprocessor. Equipment can include chillers, pumps, fans, boilers, refrigerant-leak detectors and more. All that's required to transmit the data to the Carrier Monitoring Center is a dedicated phone line. At the CMC, Carrier's highly trained staff uses state-of-the-art computer tracking to monitor, record, analyze and respond. And because they're linked directly to our nationwide local service providers, you get the fastest possible response when a technician is needed.

## Proactive Service

No matter what your building type, keeping your HVAC/R system up and running is essential. Unexpected downtime is inconvenient, uncomfortable — and expensive. Most managers devote significant time to preventing equipment failure. With Carrier, you can relax, knowing that your system is being watched around the clock. Remote Monitoring will pinpoint problems immediately, allowing for quick resolution, often without the need for a site visit. This saves time, as well as money, and prevents more serious problems from developing. When on-site repairs are required, technicians arrive equipped with information that will allow them to work faster and more cost-efficiently. And when non-critical problems are detected, you'll have the opportunity to schedule service at your convenience, minimizing facility and occupant disruptions.



## Ongoing Reporting

Accurate information is key to effective management. Your Carrier Remote Monitoring service includes comprehensive reports generated from the data being captured on a daily basis from your HVAC/R system. These reports help you identify efficiency levels, performance trends and energy-saving opportunities. They allow you to take timely action to maximize resources



and minimize risks. Your Carrier representative is available to help you interpret these reports and recommend ways to use the information to your best advantage. And because all of your data is centralized, should you need information in addition to your regularly scheduled reports, it's always available to you.

# Carrier Remote Monitoring at a Glance



Your equipment's operational condition is continuously and automatically communicated to the CMC.



CMC experts track your system performance, detect problems, store operational data and generate reports.



The CMC provides ongoing data analysis, enabling immediate response to alerts and alarm conditions. When possible, remote corrections are made.



**Carrier Monitoring Center,**  
Charlotte, North Carolina

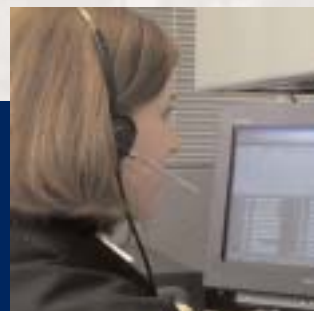
Your local Carrier service office delivers regular operating reports, and can help with data interpretation and recommendations for cost-saving system improvements.



Your local Carrier service office can provide factory-trained expert technicians for both emergency repairs and regularly scheduled maintenance. Choose the level of service that's best for you.



When on-site service is required, you can choose to be notified or have the CMC automatically dispatch a local Carrier service technician.



## Flexible Options

Like all Carrier service programs, Remote Monitoring is flexibly designed to give you customized choices, ranging from complete service to any combination of remote monitoring and local service response options. We'll work in partnership with your in-house staff, or handle all of your monitoring and service needs. Your Carrier representative will help you design a package tailored to your building, your management requirements and your budget. And when you're ready to expand or your needs change, it's easy to add on or adjust your Remote Monitoring service plan.



## Bottom Line Results

Carrier Remote Monitoring offers you the best of both worlds: upgrading to the highest level of service quality while reducing operating costs and management time. Remote monitoring will help you get the most out of your HVAC/R equipment today, maximizing performance and uptime. And it will enable you to plan effectively for the future. Carrier Remote Monitoring is a cost-effective program that delivers real value, in dollars and in peace of mind.



## Remote Monitoring Delivers Big Benefits

Carrier's Remote Monitoring service helps you get the most out of your system and takes the worry out of protecting your substantial HVAC investment.

- Provides 24/7/365 continuous remote monitoring for maximum building protection
- Helps keep equipment at peak performance, optimizing efficiency and reducing operating costs
- Maximizes equipment uptime, helps prevent unscheduled downtime
- Gives early warning of developing problems and helps correct them before they become serious and costly
- Enables remote adjustments and problem solving, reducing service call expenses
- Speeds response time when on-site service is required
- Can dispatch technicians automatically, whether or not your building is occupied
- Stores valuable operational data to assist with future servicing and trend reporting
- Generates regular reports that aid in decision making and cost-saving improvements
- Provides flexible, customized levels of service, with easy add-ons for future needs





*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.*

## The Carrier Service Partnership

When you choose Carrier Remote Monitoring, you get much more than routine service. You get an industry expert you can depend on 24 hours a day, 365 days a year.

A Carrier service partnership will optimize your system performance, maximize your peace of mind and enhance your bottom line. To learn more about Carrier Remote Monitoring, the Carrier Monitoring Center and our broad range of additional service offerings, call your local Carrier service office or visit us at [www.carrier-commercial.com](http://www.carrier-commercial.com).

