



# ServicePlus

BY CARRIER COMMERCIAL SYSTEMS AND SERVICES



**THE ULTIMATE IN SERVICE FLEXIBILITY**

# Committed to you and your comfort.

Carrier introduced the first commercial air conditioning system, an innovation that changed the world. And as proud as we are of that milestone, the HVAC preventive maintenance services we also pioneered are equally important. Building on our unique tradition, Carrier Commercial Systems and Services has the experience and expertise to offer you comprehensive service for virtually any type and brand of equipment.

At Carrier, we're committed to using our knowledge base, engineering resources, diverse capabilities, and state-of-the-art technologies to offer you the highest quality, most cost-effective service solutions available...now and in the future. We'll work in partnership with you to ensure the best available building system performance and operating economy. Moreover, our commitment extends well beyond the walls of your building. We take extensive measures to protect the environment — through minimizing both your building's energy consumption and the release of refrigerants into the atmosphere.



## ServicePlus — a service solution you shape to meet exact needs

All our customers demand uncompromising service quality and responsiveness. We've developed nationwide service systems and the industry's largest technician training program to ensure you get them. But we also recognize that your facilities and requirements are unique. Because your HVAC system is tailored to your specific needs, your service contract should be, too.

That's why we created ServicePlus — a remarkably flexible, comprehensive set of service solutions available only through Carrier Commercial Systems and Services. ServicePlus lets you design a customized agreement based on your operating conditions and budget. It does not include services you don't need or want. As a result, you enjoy the benefits of a comprehensive service program at a cost you can afford.

*About the cover — The diversity of today's commercial building...the remarkable sophistication of contemporary HVAC controls and machinery...the wide range of needs of today's productivity-focused facility managers...are all reflected in America's most versatile service agreements, agreements defined precisely by customer requirements. These agreements are backed by Carrier's nationwide network of factory-trained service technicians, the largest such organization in the world.*

**SERVICEPLUS**  
THE ULTIMATE IN SERVICE FLEXIBILITY

# Service Selection

## Preventive Maintenance

Preventive Maintenance service is a series of planned tasks (including those recommended by equipment manufacturers) designed to minimize wear-related failures. Frequency of tasks can be adjusted based on routine operating inspections, annual and multi-year maintenance, wear analysis, Carrier's experience, and any change in your operating needs. In addition, you can select many options, including remote ProTech<sup>SM</sup> monitoring for off-site analysis.

**Benefits** of customized Preventive Maintenance service include reduced operating and energy costs, sustained levels of peak productivity, increased equipment reliability, fewer repairs, and peace of mind.

## Predictive Maintenance

Carrier's Predictive Maintenance service monitors the condition of critical equipment components in order to identify and correct operating irregularities before they lead to more complex and expensive repairs. To achieve optimum reliability, this service utilizes the latest diagnostic technology and Carrier's experience in accordance with manufacturers' recommendations, operating parameters, operating costs, and your unique requirements.

A written customer report outlines current status or trends of equipment components and offers recommendations for proactive solutions and improvements.

**Benefits** of Predictive Maintenance service include increased unit reliability and integrity and minimized equipment failures.

## Repair Services

Carrier offers a full, flexible range of repair services to keep unforeseen costs from undermining your carefully planned budget. Services are for all Heating, Cooling, Air & Water Distribution mechanical equipment and Controls. This service can include replacement of expendable parts, refrigerant leak repairs, major repairs, tube repairs, and repairs resulting from unexpected failures.

**Benefits** of Repair Services include guaranteed Labor and Material, and the knowledge that repairs are performed by trained mechanics who know the equipment.

## Customized Services

Working with you, we use our experience to provide such consistent, high-quality services as coil cleaning, filter changes, water treatment, winterization, system draining, air balancing, and more.

**As a benefit** to you, these Custom Services minimize system interruptions resulting in reduced costs, increased reliability, and convenience.

## Technology Enhancements

Carrier can provide many enhancements that may not have been available when your existing equipment was manufactured. These equipment modifications, add-ons, or replacements utilize the latest technologies and include retrofits and upgrades, equipment replacement, add-on technology, and refrigerant containment.

**Benefits** of Technology Enhancements include cost savings associated with increased dependability and efficiency, as well as compliance with the Clean Air Act.

## Service Options

You can obtain maximum flexibility choosing from the wide variety of Service Options offered by Carrier. Options range from routine operating inspections to complete repair responsibility, including Monitoring, Indoor Air Quality services, and upgrading to ASHRAE requirements.

**The benefit** of this flexibility is selecting only the services you need to provide the most cost-effective way to maintain your building systems.

# Carrier offers an infinite selection of services for your HVAC s

From monitoring only to multi-year planned maintenance, the responsibility chart and descriptions here show the or customize to match your building's needs. Your selection leads to a partnership with Carrier and a Service Agree

## MONITORING SERVICE

ProTech<sup>SM</sup> remote monitoring is like having an expert service technician on site, watching over your equipment 24 hours a day, seven days a week. Through microprocessor technology, our state-of-the-art national monitoring center can identify problem conditions, record operating data, track performance, dispatch emergency service, and provide comprehensive reports for your use. ProTech<sup>SM</sup> minimizes downtime through increased coverage and faster service response. It reduces the chance of a costly breakdown. And it brings you unprecedented peace of mind.

## REPAIR SERVICE

Repair Service may consist of a service order to repair or replace a component. Repair Service can include equipment overhaul, rebuilding, non-destructive testing or analysis of fluids and tubes. Various Repair Services can be stand-alone or combined with any of Carrier's other services.

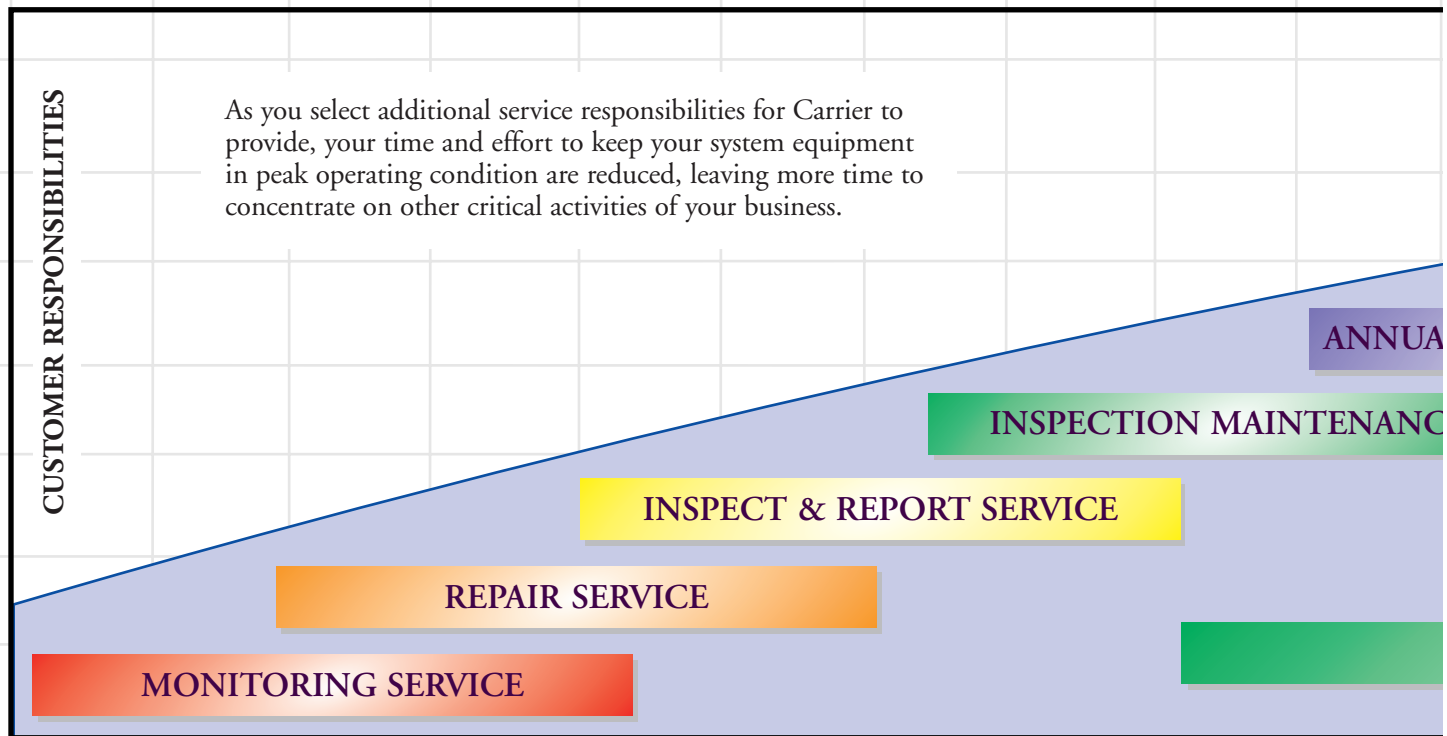
## INSPECT & REPORT SERVICE

Inspection, logging, and adjustments of your equipment are part of Carrier's basic Inspect & Report service. This service normally does not require equipment disassembly and includes a report complete with service recommendations.

## INSPECTION MAINTENANCE

This includes all the Inspect & Report services as well as maintenance items that may require minimal disassembly such as oil and filter changes. In addition, this option can include equipment cleaning, tube inspection, tube cleaning, replacement parts, materials, and more.

## SERVICE RESP



# System equipment and controls

many services you can choose individually, collectively, or in a combination that clearly defines the services you will receive.

## ANNUAL PREVENTIVE MAINTENANCE

All of the Inspection Maintenance services, plus pre-scheduled recurring annual tasks which may require disassembly for preventive maintenance, are part of Carrier's Annual Preventive Maintenance service. Minor repairs, leak testing, Non-Destructive testing services, motor testing, alignment checks, and calibrations may be included.

## FULL MAINTENANCE

Full Maintenance includes all the Annual Preventive Maintenance services, plus repair or replacement of wearing parts that may fail unexpectedly on HVAC equipment and controls. This includes motor stator, motor rotor, shafts, bearings, and all maintainable components.

## PLANNED MAINTENANCE

Carrier's Planned Maintenance service is the ultimate in long-range preventive maintenance. It includes the necessary multi-year preventive maintenance items that are performed at intervals greater than one year (those items that are in addition to the annual recurring items — such as every 3, 5, or 10 years). Major disassembly to repair or replace internal parts and rotating assemblies as a result of normal wear is included.

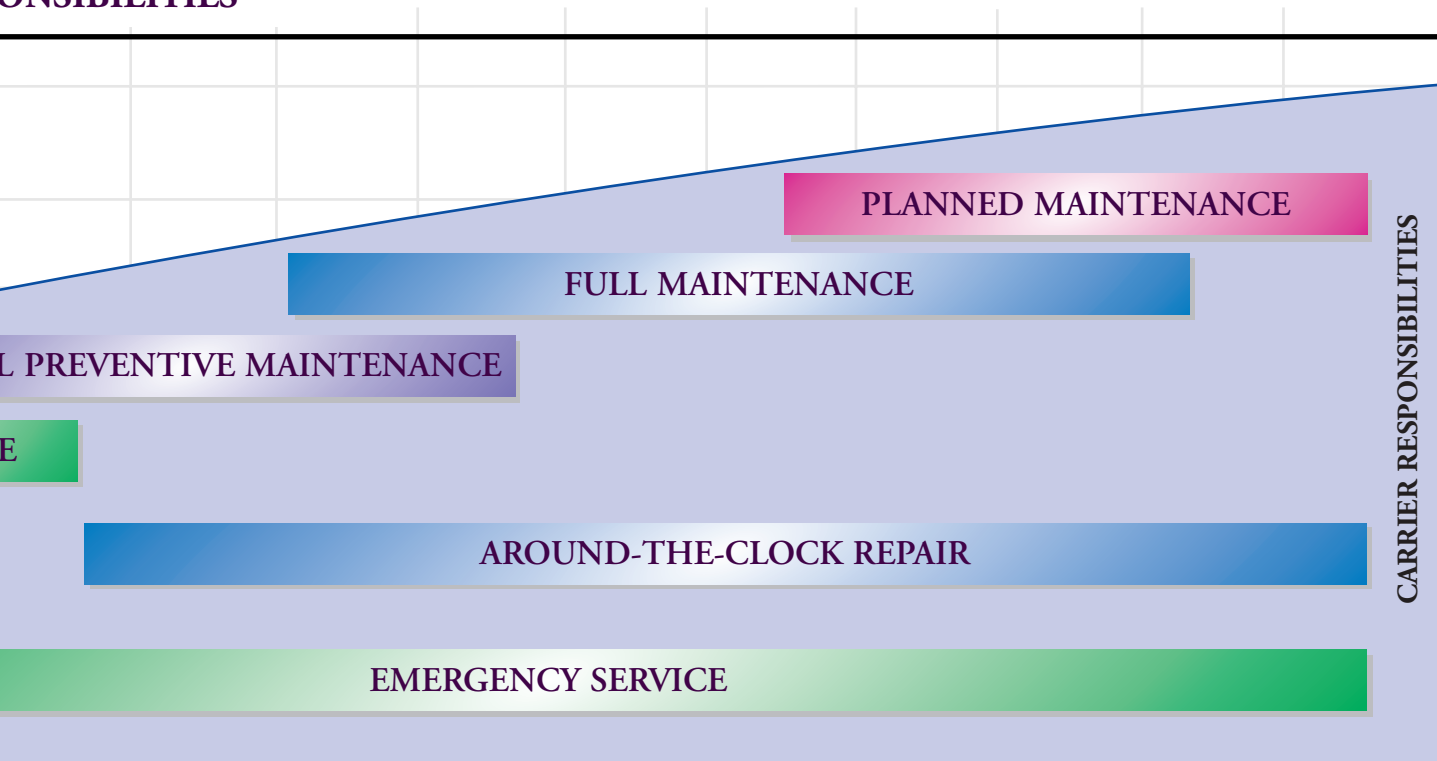
## EMERGENCY SERVICE

Emergency Service (or unscheduled service) is to diagnose equipment condition and perform minor adjustments or repairs (normally between scheduled inspections). This service is available on a 24-hour basis in combination with any of Carrier's Maintenance services.

## AROUND-THE-CLOCK REPAIR

Around-The-Clock Repair can be selected in combination with any of Carrier's maintenance services. Repairs are completed whenever necessary, day or night, to return your equipment to normal operating condition as quickly as possible.

## RESPONSIBILITIES



ANNUAL PREVENTIVE MAINTENANCE

PLANNED MAINTENANCE

FULL MAINTENANCE

AROUND-THE-CLOCK REPAIR

EMERGENCY SERVICE

CARRIER RESPONSIBILITIES

# Carrier Predictive Maintenance: Part of the Most Complete Range of Building System Support

Carrier Commercial Systems and Services offers the best support for your vital building systems available anywhere. In addition to sophisticated testing, we're your expert source for any repair or maintenance service. We also have the unique ability to upgrade older Carrier chiller installations to new technologies. That means we can offer advanced refrigerant containment... conversion to environmentally friendly HFC-134a refrigerant...electronic control retrofit...and much more.

All of our services are backed by a depth of HVAC knowledge you won't find anywhere else. It goes back to Dr. Willis Carrier's discovery of the principles of modern air conditioning in 1902 — and his invention of the centrifugal chiller twenty years later. It reflects more than a half-century of Carrier training. And it includes a record of accomplishment servicing every kind of system in every kind of building.

You'll find the strength you need for optimal building operation in our:

## Aftermarket Products

Equipment and system technology-enhanced upgrades

## Aftermarket Services

The best maintenance and parts for your HVAC and building systems

## Electronic Service

Expertise to bring you the best in electronic control and monitoring

## Service Agreements and Warranties

The ultimate in service flexibility

To learn more about how Carrier Commercial Systems and Services can help you control costs and ensure system performance, call us at our local service center today — or visit our Web site, [www.carrier.com](http://www.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.*



Cover inset photos courtesy of MQS Inspection, Inc. and CSI.

