

ServicePlus Service Agreements

Protecting Systems and Maximizing Building Performance

Carrier

turn to the experts™ 





Carrier's ServicePlus Value

An Infinite Selection of Building and HVAC/R Service Options



When any building's equipment or controls service is relegated to an emergency response, business is at risk. Service is a year-round necessity in order to optimize efficiency, save money, help you make sound management decisions and free you from the anxiety of unplanned downtime. When you partner with Carrier and implement ServicePlus, you ensure that critical comfort needs and regular service requirements are met, and you avoid adverse consequences of neglect.

Carrier Corporation makes it easy for you to select a level of ongoing service that's right for your operation. We're the best-trained service provider in the industry, with required ongoing factory, safety and ethics training for our personnel. And that's just the beginning of the Carrier advantage.

ServicePlus professionals are highly skilled in all building systems assessment. They have access to advanced diagnostic tools and analysis software, which will quickly and accurately evaluate your entire infrastructure and identify opportunities for improvements and cost savings. And our professionals can service equipment and controls from any manufacturer.

ServicePlus... the best thing you can do for your building and your bottom line.

Carrier's ServicePlus has been designed by building professionals who know both the technology and business sides of the industry. This experience means that we can help you choose the level of service that will deliver the most value to your facility and your bottom line.

For Building Owners and Financial Managers:

- Cost-effective system improvement to increase profitability and enhance asset value
- Expert assessment and guidance for replacement of selected components to avoid large capital expenditures
- Proactive system upgrades to minimize risks associated with emergency repairs and system failures
- Enhanced comfort to preserve facility productivity and tenant retention
- Energy conservation strategies to reduce utility demand charges
- Energy management assistance to reduce long-term operating costs
- Flexible financing options for affordable system enhancements*

For Facilities Managers and Engineers:

- Metering of all building equipment and system components for an in-depth, precise understanding of energy use patterns and costs
- Comprehensive HVAC/R system evaluation — overall performance as well as individual chilled water and airside components
- Analysis of building usage and weather trends to develop a site-specific optimization plan
- Remote monitoring option for ongoing performance tracking and system adjustments



1. Monitoring Service

Carrier 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 — minimizing downtime through increased coverage and faster service response.

2. Repair Service

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

3. 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 service recommendations.

4. 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.

5. Annual Preventive Maintenance

Carrier's Annual Preventive Maintenance service includes all of the Inspection Maintenance services, plus pre-scheduled

recurring annual tasks which may require disassembly for preventive maintenance. Minor repairs, leak testing, non-destructive testing services, motor testing, alignment checks and calibrations may be included.

6. 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.

7. 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 is included to repair or replace internal parts and rotating assemblies as a result of normal wear.

8. Emergency Service

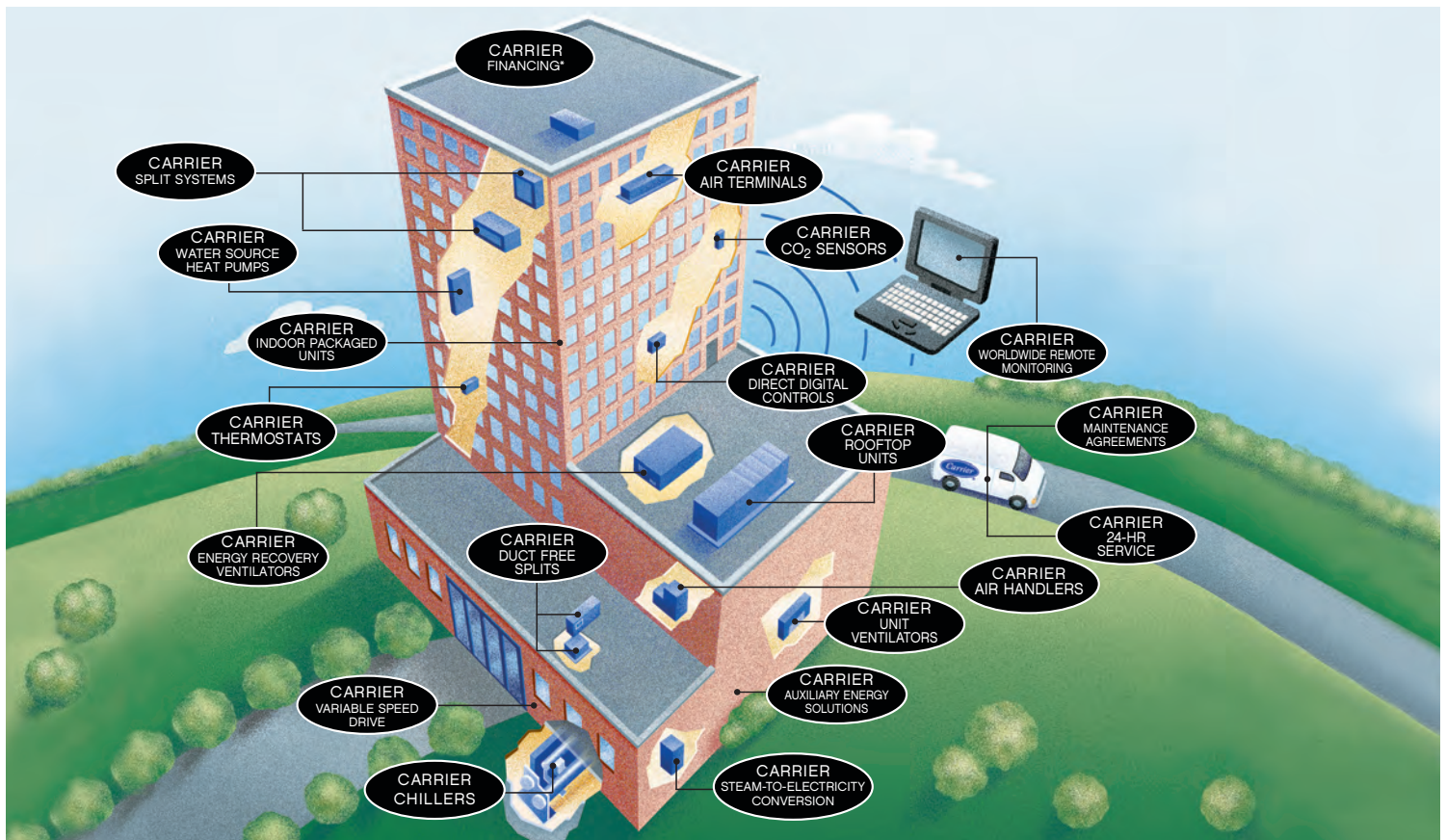
Emergency Service (or unscheduled service) is to diagnose equipment condition and perform minor adjustments or repairs (normally between scheduled inspections). This service is available on a 24-hour basis in combination with any of Carrier's maintenance services.

9. 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, to return your equipment to normal operating condition as quickly as possible.



ServicePlus... The Choice is Obvious



The more efficiently and harmoniously your building's systems operate, the better your bottom line. Carrier's ServicePlus building systems management program provides the proactive service — from monitoring to multiyear planned maintenance strategies — that keeps any brand of equipment and controls operating at peak efficiency and comfort.

*Financing is provided by independently owned third party provider.

The Future of the World Depends on Our Ability... to Sustain it.

As the world's largest provider of heating, cooling and refrigeration systems, we believe that market leadership requires environmental leadership. Carrier sets industry standards for environmentally sound business practices and a commitment to sustainability across its products, services and operations. We demonstrate this commitment by creating environmentally responsible solutions that consume less energy and incorporate innovations that improve the world — indoors and out.



Turn to the Experts

From concept to finished product, your local Carrier commercial sales and service representatives walk with you every step of the way. Whether you have one building, multiple sites nationwide or special equipment and facility requirements, Carrier sales and service will recommend a solution that fits your scope and budget. To find a representative near you, call 1-800-CARRIER or visit www.carrier.com.



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