



SMARTservice



A New Era of Engagement

Capitalizing on the latest digital technologies, Carrier® SMART Service now brings greater connectivity to HVAC systems and the people that manage them. By having the right knowledge at the right time, building owners and facility managers can now make more informed decisions relative to comfort demands, service and maintenance requirements, and a building's financial performance.

Through an exclusive suite of digital solutions that enable advance notifications, remote diagnostics, decision analytics and enhanced field service support, Carrier® SMART Service leverages the insights derived from these capabilities so that building owners and facility managers can:

- Maximize uptime via faster problem diagnosis and resolution
- Save on energy through performance optimization
- Extend equipment life with proactive, preventive maintenance
- Lower cost of ownership with faster diagnosis and resolution of equipment issues

SMARTchiller

Using wireless cellular communications technologies, Carrier® SMART Service **continuously streams operating data to the cloud in real time directly from your chiller's product integrated controller (or PIC)**. The data is then captured within our IoT platform for ongoing insight into your chiller's health.

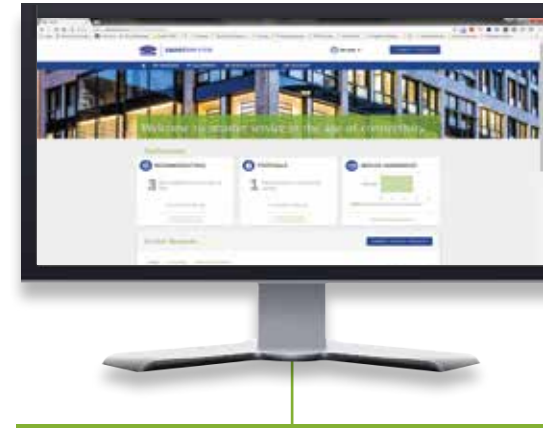
Features:

- Integrated equipment sensors that capture key operating data
- Secure wireless connectivity to Carrier's cloud-based IoT platform
- Persistent and reliable data transmission



SMARTcloud

Carrier® SMART Service **continuously stores and assesses equipment operating data and service history**, comparing it to established values for analytics and data validation. It compares this data to design specifications and matches it against allowable ranges, allowing Carrier to deliver pre-emptive service solutions as needed.



The **equipment dashboard** offers a deep dive into major components, giving a clear picture of the health of the equipment. It places vital information such as operating efficiency, runtime, statuses and key electrical data right at your fingertips.

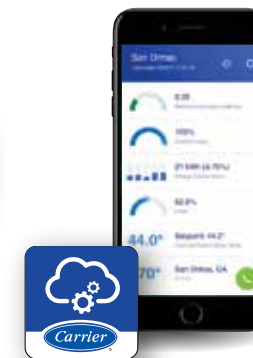


As an added benefit, all Carrier service agreement customers have access to the **Carrier® SMART Service Community** – a home page that helps you manage your HVAC system assets, such as initiating a service or maintenance request, monitoring work progress, planning for upcoming tasks or reviewing prior work orders. Combined with the information provided by the equipment dashboard, the Community ensures every Carrier service agreement customer has the ultimate in asset management capability.

Features:

- Complete visibility into your system's performance, energy usage and service history
- Advanced diagnostics and analytics providing actionable insights

SMARTtechnician

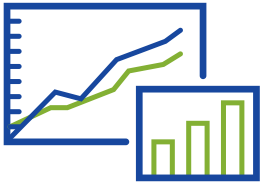


Features:

- Advance notification
- Remote detection and diagnosis
- Automated dispatch

Carrier® SMART Service changes how equipment is serviced and maintained. Carrier service technicians now utilize mobile devices with remote access to put **real-time chiller data and service history in the palm of their hands**. With advance notification of problems, technicians arrive at the jobsite more informed, which leads to faster problem resolution and reduced mean time to repair.

SMARTchoice



Maximize Performance and Efficiency

- Greater system-wide reliability
- Proactive enhancements and upgrades



Increase Uptime

- Faster, more accurate diagnoses
- Faster, more accurate service and repair



Improve Budgeting and Scheduling

- Right service, right time
- Better cost avoidance



Get Peace of Mind

- Less risk
- Reduced anxiety



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