

CONNECT. PROTECT.
INTRODUCING
CONNECTED SERVICES

ALL DATA AT YOUR SERVICE

Today more than ever it is necessary to quickly access and analyze data.

A «smart» equipment provides all the data you need to make all the critical decisions about the operation of your building quickly and easily.

The new connected monitoring technologies enable early detection of potential errors, diagnosis, and prompt response to ensure optimal performance of your equipment.

Now, more than ever, we can ensure the continuous and smooth operation of an Air Conditioning system.

At AHI Carrier,
you will find the experienced partner you were looking for!

Our Key Differentiators



INDUSTRY-LEADING DIGITAL PLATFORM

Industry-leading digital platform utilizing advanced analytics to identify issues before they become major problems



iWARRANTY

Complimentary iWarranty with new equipment to offer complete peace of mind

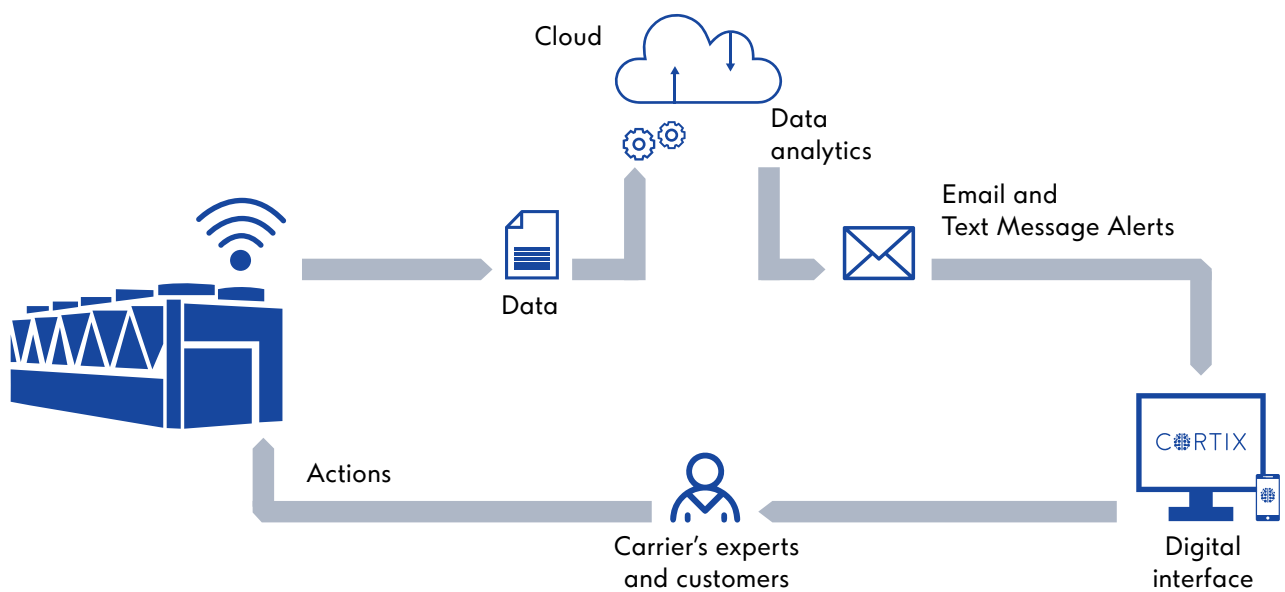


CUSTOM AND TIERED SERVICES

Custom and tiered service offerings available on a subscription basis for ultimate protection

CARRIER SMART CONNECTED SERVICE

Carrier SMART brings together the power of the latest digital technologies to combine real-time insights and the ever-reliable support services of our technical teams.



iWARRANTY

A DIGITAL TRANSFORMATION IN PROTECTED WARRANTY

With the purchase of your chiller, we are including an iWarranty, featuring the latest and most advanced digital IoT technology. We will activate your chiller for digital connectivity and you will receive from us our exclusive digital solution, Carrier SMART Service.

The benefits of iWarranty are:



24/7 REMOTE SUPPORT

24/7 access to emergency remote technical support enabled with live real-time chiller data to support corrective actions



EASY ACCESS

Access, for you and your facility maintenance teams, to the Carrier Smart application available through a web portal and mobile application



PROACTIVE MAINTENANCE

Proactive troubleshooting for enhanced equipment reliability and extended operational life



MONTHLY REPORTS

Automatically generated monthly reports for equipment performance



OPERATION CONFIGURATION

Verified operation and configuration during the initial run-in period, documented through the Carrier SMART reporting tool



COMPATIBILITY

Fully compliant equipment components and operations

*iWarranty is applicable for most product ranges across regions

CARRIER SMART FEATURES



ALARM NOTIFICATION

Custom notifications via web portal or mobile app for facility management teams



LIVE DATA ACCESS

Real-time, remote supervision of data - 24/7, 365 days a year



CORRECTIVE ACTION

Remote or on-site intervention for advanced diagnostics



REPORTING

Automatically generated, custom monthly reports



TREND DIAGNOSTICS

Operational data analysis for enhanced equipment reliability



PERFORMANCE ANALYSIS

Continuous energy performance improvements



PREDICTIVE MAINTENANCE

Advanced analytics tools to identify hidden problems before they become emergency issues



EMAIL ALERTS

Real-time data retrieved from website, including parameters log, event/temperature curve, and more others

CARRIER SMART MONTHLY REPORT

Monthly and annual reports provide details of:

- ☒ Trends
- ☒ Operating Times
- ☒ Number of Starts
- ☒ Event Reports
- ☒ Preventive Maintenance



CONNECTED SERVICES ADVANCED ANALYTICS

An evolution from traditional maintenance and onsite reporting and analysis, Advanced Analytics transforms the operations of your chillers.

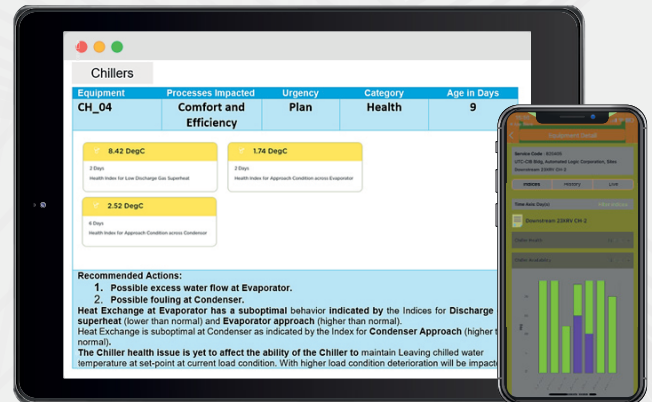
Powered by CORTIX™, Advanced Analytics offers you all the information you need to keep your equipment performing its best and delivering its objectives.

Data transmitted from a remotely located chiller is translated, corralled, contextualized and analyzed by an artificial intelligence (AI) platform to generate actionable insights that are categorized by priority.

By using the mobile app or the web platform you can view all your assets with a possible risk of failure, the reasons for their poor health, and the suggested remedies - all in one glance!

With Advanced Analytics, you can be assured of:

- ✓ Improved visibility of operations
- ✓ Reduced incidents of failure
- ✓ Increased uptime
- ✓ Proactive management
- ✓ Better equipment performance and efficiency
- ✓ Reduced operating and maintenance costs



Analytics through CORTIX provides actionable insights

Is your equipment operational and available for use? Is it at risk of failure? If so, why?

AVAILABILITY

Is your equipment in a healthy condition? Are there any proactive opportunities to improve its health?

PERFORMANCE

HEALTH

Is your equipment able to maintain the parameters (like temperature) it is designed with or that you have set?

Even if your equipment is healthy, is it operating efficiently? If not, why? Are there more opportunities to improve?

COMPLIANCE IMPACTING FACTORS

EFFICIENCY

Is your equipment's operation and control affecting compliance now or, possibly, in the future? What are the opportunities for improvement?

Failure

Urgent action required

Plan based on insights

BLUEDGE AFTER-SALES SERVICES

BluEdge is a preventive, predictive, and proactive digital after-sales service offering.



BluEdge Service Options

CARRIER SMART

Real-time transmission of equipment operating data by Carrier SMART, leveraging wireless technology and Carrier's cloud-based IoT platform to monitor equipment's health and address potential issues before they arise.

PREDICTIVE MAINTENANCE

Advanced analytics tools to identify hidden problems before they become emergency issues.

OPERATING INSPECTIONS

Thorough inspection and adjustment of equipment by Carrier technicians to ensure that it is performing effectively and efficiently.

SEASONAL START UP

Cooling and Heating Start Up Services to ensure optimal seasonal performance.

ANNUAL PREVENTATIVE MAINTENANCE

Overall maintenance in machine shutdown mode, undertaken once a year, to ensure longevity and higher reliability.

REPAIRS AND EMERGENCY SERVICES

Quick turnaround time for repair, temporary rental, or replacement requests to address emergencies.

BluEdge Value



Factory-certified technicians



Comprehensive HVAC expertise across brands



Focus on safety and efficiency



Customer-focused service team



Standard procedures

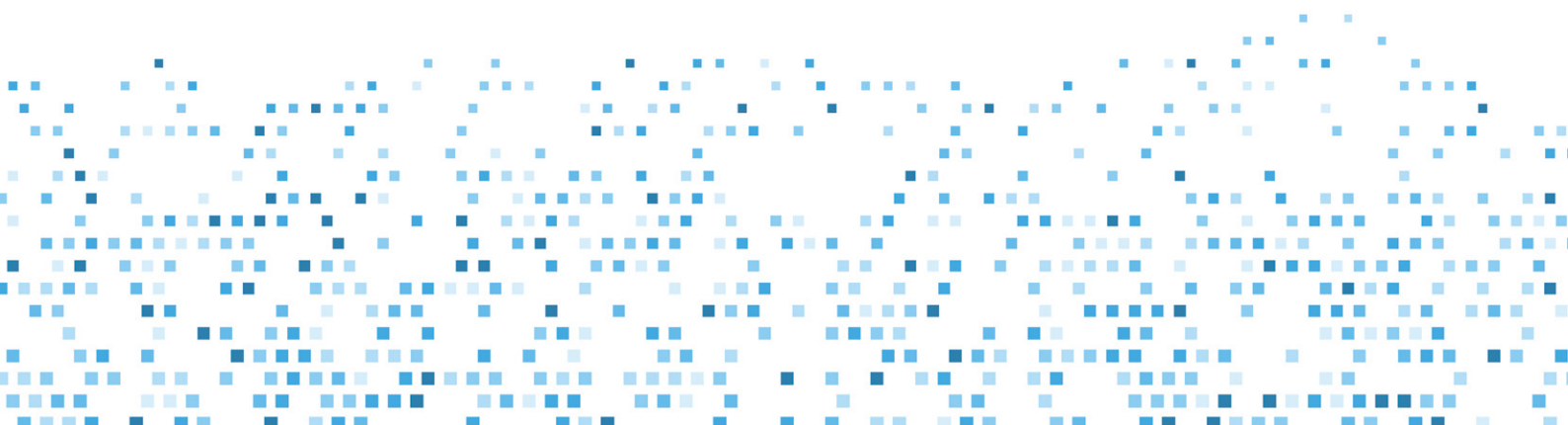
TAILOR-MADE SERVICE OFFERINGS

BluEdge service plans are designed for customization, depending on your business and its unique usage, maintenance needs, and budget. You can choose from any of the below plans and we can help you tailor it to suit your requirements.

Services	iWarranty (for new installations)	Core	Performance	iPerformance	Performance Plus	iPerformance Plus	Excellence	iExcellence
Connected Services	✓ 2 years	✓ 3 years	☒	✓	☒	✓	☒	✓
Carrier SMART Platform Customer Portal	✓	✓	☒	✓	☒	✓	☒	✓
Real-time Equipment Performance Dashboard	✓	✓	☒	✓	☒	✓	☒	✓
Monthly Report in Equipment Performance	✓	✓	☒	✓	☒	✓	☒	✓
Annual Maintenance*	☒	+	✓	✓	✓	✓	✓	✓
Consumables	☒	☒	✓	✓	✓	✓	✓	✓
Materials	☒	☒	☒	☒	☒	☒	✓	✓
Parts	☒	☒	☒	☒	☒	☒	✓	✓
Repair Work	☒	☒	☒	☒	✓	✓	✓	✓
Preventive Maintenance Service Options	☒	☒	+	+	+	+	✓	✓
Unscheduled Repair	☒	☒	☒	☒	✓	✓	✓	✓
Contingency Planning and Report	☒	☒	☒	☒	☒	☒	+	+
Advanced Analytics	✓	✓	☒	✓	☒	✓	☒	✓

*One maintenance service per year for comfort installations
Two maintenance services per year for processing installations as per F-GAS

- ✓ Included
- + Optional with additional cost
- ☒ Not included



FOR CARRIER AND BEYOND

We have extensive experience servicing all major heating, ventilation, and cooling manufacturers' equipment, as well as unmatched technical understanding of HVAC systems, including:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Air and Water Cooled Chillers | <input checked="" type="checkbox"/> Heat Exchangers |
| <input checked="" type="checkbox"/> Packaged Unitary Equipment | <input checked="" type="checkbox"/> Boilers |
| <input checked="" type="checkbox"/> Air Handling Units | <input checked="" type="checkbox"/> Split Systems |
| <input checked="" type="checkbox"/> Cooling Towers | <input checked="" type="checkbox"/> Pumps |
| <input checked="" type="checkbox"/> Building Controls | <input checked="" type="checkbox"/> Variable Refrigerant Flow (VRF) |
| <input checked="" type="checkbox"/> Chemical Treatment Systems | |

Avail the Smart Edge

The BluEdge Service Platform ensures that your equipment is inspected regularly and operating properly while also adhering to all OEM maintenance procedures.



Maximizes your equipment life, uptime, and performance



Reduces your energy costs through good preventive maintenance measures



Reduces risk of unexpected downtime with proactive servicing



Provides you with budgetary certainty and allows fiscal planning with confidence

AHI CARRIER EUROPE

Represents the European activities of AHI CARRIER FZC in South Eastern & Central Europe and has the distribution & after-sales services rights of Carrier, Toshiba and Totaline HVAC brands of Carrier Corporation.

AHI CARRIER FZC is one of the largest Carrier Joint Venture distributing companies sharing common vision and values with Carrier Corporation.

It was formed in December 2008 between Carrier Corporation and Air-conditioning & Heating International (AHI) and become the authorised distributor of Carrier Corporation HVAC product ranges in Central & South Eastern Europe, Russia, CIS, New Zealand, Central East & South Africa and parts of Middle East.

AHI CARRIER EUROPE consists a region of 15 countries with Headquarters in Athens and affiliated offices in Sofia, Bucharest, Vienna and Prague.

GREECE AHI CARRIER S.E. EUROPE SINGLE MEMBER S.A.

AUSTRIA AHI Carrier GmbH

BULGARIA AHI Carrier HVAC Bulgaria EOOD

CZECH REPUBLIC AHI Carrier CZ S.R.O.

ROMANIA AHI Carrier România SRL



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