For Immediate Release

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Carrier® SMART Service Delivers Enhanced Chiller Performance

Smarter technology leads to connected chillers and savings

CHARLOTTE, N.C., Jan. 25, 2017— Building owners and facility managers now have greater insight into the performance of their commercial heating and cooling system thanks to the availability of Carrier SMART Service in all new Carrier AquaEdge® chillers with product integrated controls. This option provides improved oversight of energy and maintenance expenses and supports initiatives that promote good environmental stewardship through reduced resource consumption. Carrier, a world leader in high-technology heating, air-conditioning and refrigeration solutions, is a part of UTC Climate, Controls & Security, a unit of United Technologies Corp. (NYSE: UTX).

Carrier SMART Service provides remote connectivity and advanced analytics so building owners and facility managers can get the best return on their heating and cooling investment.

“Carrier is focused on helping our customers realize better performance and efficiency from their commercial heating and cooling systems,” says Chris Opie, director, marketing, Carrier Commercial Systems. “The deployment of Carrier SMART Service in our AquaEdge water-cooled chillers with product integrated controls now connects them with these high-performance machines in real-time, which can translate

into more energy-efficient operation and improved control over scheduled and unscheduled maintenance."

Carrier AquaEdge water-cooled chillers operate through a network of sensors that provide data on hundreds of operating characteristics. With the option to add wireless communications, this data can be continually streamed to Carrier's secure Cloud database.

Carrier SMART Service then leverages the Cloud to provide an entirely new level of equipment connectivity solutions including: remote diagnostics, long-term performance trending, benchmarking, decision analytics and advanced notifications. Using these insights, Carrier SMART Service can help drive increased reliability, reduced energy and maintenance expenses and diminished resource consumption. Customers ultimately enjoy greater certainty their smart chiller is performing as expected.

"From early identification of equipment issues and correcting minor problems before they lead to more complex and expensive repairs to faster resolution times, Carrier SMART Service delivers what customers expect from an advanced climate control system," says Bruce Burdon, vice president, U.S. field operations, Carrier Commercial Service.

Faster resolution times can equate to improvements in key service measures such as mean time to repair and first time fix rates that minimize costly downtime. More proactive, condition-based maintenance practices deliver improved equipment reliability measures.

"As machine intelligence continues to advance in buildings, the interaction our customers will have with our smart connected chillers will be more proactive in nature as a result," says Burdon. "With Carrier SMART Service, we're focused on empowering our customers with actionable knowledge about these more intelligent machines that can then be used to drive better system performance and efficiency."

For more information, visit www.carrier.com/smartservice and follow @Carrier on Twitter.

About Carrier

Founded by the inventor of modern air conditioning, Carrier is a world leader in high-technology heating, air-conditioning and refrigeration solutions. Carrier experts provide sustainable solutions, integrating energy-efficient products, building controls and energy services for residential, commercial, retail, transport and food service customers. Carrier is a part of UTC Climate, Controls & Security, a unit of United Technologies Corp., a leading provider to the aerospace and building systems industries worldwide. For more information, visit www.carrier.com or follow @Carrier on Twitter.