



# Carrier Care Services

Protect, Maintain,  
and Optimise Your  
HVAC Equipment



# Why is this so important to maintain your HVAC equipment?



Your HVAC systems are critical to comfort and operational efficiency. Over time, performance naturally declines without regular preventive maintenance, leading to unexpected breakdowns and higher operating costs.

- ✓ Reduce the risk of unplanned shutdowns
- ✓ Optimise energy efficiency
- ✓ Extend equipment lifespan
- ✓ Receive a detailed illustrated report with technical insights and recommendations

**Our targeted preventive actions and thorough inspections help you anticipate needs before committing to major upgrades. With Carrier Care Services, you ensure reliable, efficient performance, day after day.**

## Carrier Helps You Protect and Optimise Your HVAC System

### Care Service: Air-cooled condenser coil advanced cleaning

Keep your air heat exchangers running smoothly

Air heat exchangers are exposed to environmental pollution, leading to surface fouling and reduced performance. Our Carrier service team performs coil cleaning using high-pressure water blasting and eco-friendly chemical solutions to remove pollen, sludge, and other contaminants. This service **improves system efficiency, lowers operating costs, and eliminate breakdowns and emergency repairs.**

#### Your Carrier care experience

##### 1. Preparation

Our certified technicians inspect the actual condition of your unit and prepare it for cleaning, ensuring all safety protocols are followed.

##### 2. High-pressure cleaning

We use high-pressure water blasting combined with environmentally friendly chemical solutions to remove contaminants from your coils. This method restores your heat exchangers to near-original performance.

##### 3. Inspection

An inspection is performed to verify the quality of the cleaning. This inspection allows us to identify any issues and take immediate precautionary measures for a safe restart.

##### 4. Reassembly, restart and report

We reassemble and ensure your system is fully operational and help you restart your equipment with confidence. You receive a clearly illustrated report with technical observations and conclusions.



### Care Service: Condenser and evaporator tube cleaning

Restore your multi-tube heat exchangers

Internal fouling in multi-tube heat exchangers can significantly reduce thermal efficiency and increase energy consumption. Carrier's service team overcomes this challenge by combining hydro-mechanical and/or chemical cleaning followed by an inspection to ensure the process is complete. This solution helps you **reduce energy expenses, extend equipment life, and maintain reliable operation**, all with minimal downtime.

#### Clear steps for reliable results

##### 1. Preparation

Our certified technicians disconnect your unit and carefully remove the heat exchanger end plates, preparing your equipment for a deep clean. This essential step enables our team to assess the condition of the tubes beforehand.

##### 2. Advanced cleaning

We safely remove dirt, sludge, and deposits from the inside of the tubes. We adapt our method according to your needs to eliminate the risk of internal damage and ensure a complete clean.

##### 3. Inspection

Every tube is inspected to verify the cleaning quality and identify any foreign objects or damage.

##### 4. Reassembly, restart and report

Depending on parts conditions (gaskets or seals), we can replace them ensuring optimal sealing and long-term reliability. We will then reassemble the installation, verify the system's integrity and help you restart your equipment safely, thereby restoring efficiency and peace of mind. You will receive a clearly illustrated report with technical observations and conclusions.



### Care Service: Heat exchanger tube inspection and testing

Detect hidden faults, secure your performance

Hundreds of tubes inside your heat exchangers (condensers and evaporators) endure constant chemical, mechanical, thermal, and vibratory stresses. This hidden wear can lead to costly failures and unexpected failure. Carrier's non-destructive tube testing uses advanced Eddy-current technology to **detect issues early on**, helping you to **prevent breakdowns** and ensure that your equipment runs safely and efficiently. The cleaning process is designed to minimise disruption to your operations.

#### Delivering care, step by step

##### 1. Preparation

Our certified technicians perform Eddy-current testing to detect nearly all types of tube failure or severe degradation. We must perform a tube cleaning before the inspection.

##### 2. Real-time analysis

Signals collected by the probe are analysed in real time by advanced software, enabling us to quickly identify pitting, vibration wear, worn areas, and other defects, and compare them against standard tube specifications.

##### 3. Isolation of damaged tubes

Damaged tubes are isolated from the bundle by plugging each end, eliminating any further risk to your system. The number of isolated tubes is defined to maintain proper heat exchange.

##### 4. Data interpretation and report

We compile all data and provide you with a clear, illustrated report that includes tube-sheet drawings, technical observations, and conclusions. With defective tubes safely isolated, your unit can continue operating reliably, reducing risk and giving you complete peace of mind.



# Care Service: Anti-corrosion coatings for air-cooled heat exchangers

Protect your heat exchangers from corrosion, for lasting reliability

Heat exchangers operate in demanding environments, often exposed to airborne pollutants or salt that can cause corrosion and costly damages. To protect the coils, which are critical components for system performance, Carrier applies advanced protective coatings tailored to your equipment design and operational challenges. Our experts work with you to identify the best solution for your needs, helping you **prevent pitting, leaks** and ensure **long-term reliability**.

## Step by step process

### 1. Preparation and cleaning

Our certified technicians prepare the unit and clean the coil following the procedure outlined in Air-Cooled Condenser Coil Cleaning Using High-Pressure Water.

### 2. Anti-Corrosion Coating

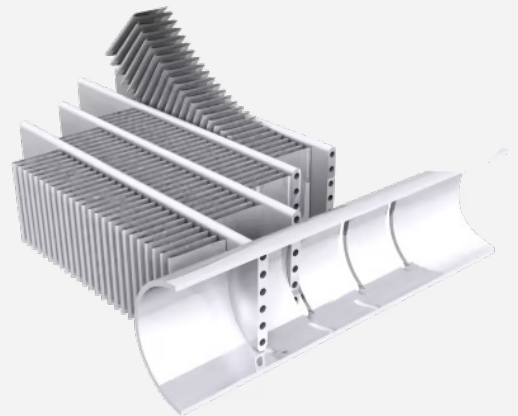
A specialised coating is applied to all exposed metal surfaces, providing long-lasting protection against deterioration and helping maintain the thermal efficiency of your heat exchangers.

### 3. Inspection

An inspection is performed to verify the quality of the cleaning and coating.

### 4. Reassembly, restart and report

After reassembling your system, we perform a full operational check to guarantee optimal performance and assist you in restarting your equipment with complete confidence. You'll receive a comprehensive, detailed report including technical insights and conclusions.



## Guaranteed quality and support with Carrier

- ✓ Certified service technicians experts
- ✓ Tailored maintenance programs to fit your needs
- ✓ Commitment to safety, efficiency, and sustainability



### Ready to boost your system's performance?

Contact Carrier today to design your customised maintenance program and experience the peace of mind that comes with expert care.

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