

DONE.
RIGHT.
GUARANTEED.



turn to the experts™





Carrier Factory Authorized Dealers **earn** their distinction. It isn't "given" to them. And, because they back their commitment to excellence with proven performance, Carrier enthusiastically backs them with a satisfaction guarantee. Carrier Factory Authorized Dealers have earned not only our respect, but most important, the respect of their customers.

DONE.

The fact that you've been given this brochure makes an important statement about the company providing it. Yet, their status as a Carrier Factory Authorized Dealer is not about what they are; it's about what they do.

Your Carrier Factory Authorized Dealer must perform to rigorous national standards consistently and continually to qualify for factory endorsement.

They do not rest on laurels or make empty promises. They go to work and get the job done...

EXPERTLY

Factory Authorized Dealers participate in extensive factory training on technical aspects of equipment installation, maintenance and repair.

EFFICIENTLY

Factory Authorized Dealers send their sales representatives to Carrier University. Here, they learn to efficiently identify and recommend solutions that provide excellent comfort and value specific to your needs, while incorporating Carrier® products that are energy-efficient, as well as reliable, quiet and environmentally sound.

PROFESSIONALLY

These companies adhere to a long list of sound business practices, such as maintaining all required local licenses, having appropriate insurance and liability coverage and fulfilling warranty obligations in a timely manner.



DONE.

RIGHT.

A Carrier Factory Authorized Dealer takes pride in doing the job right...and it's this performance we recognize. At Carrier Corporation, we know that how you ultimately feel—in your home and about Carrier® brand equipment—has a lot to do with the dealer's performance. That's why we evaluate not only how well they can take care of your home comfort system, but also how well they take care of you as a customer. You'll benefit from work that is done:

RIGHT TECHNICALLY

Factory Authorized Dealers employ NATE-certified installers and technicians who have passed a stringent set of core and specialty exams to ensure their technical competency. They also receive ongoing training specific to Carrier technology and products.

WITH THE RIGHT PARTS

Strictly adhering to Carrier installation and service procedures, they use genuine Carrier Factory Authorized parts whenever possible to ensure that your system performs as promised, preserving its original efficiency and sound levels.

RIGHT FOR THE ENVIRONMENT

Factory Authorized Dealers are also certified by the Environmental Protection Agency for proper refrigerant handling.

RIGHT BY YOU

Committed to the utmost in integrity and professional service, Carrier Factory Authorized Dealers actively solicit and respond to customer feedback to maintain an exemplary satisfaction score in a Carrier-approved customer satisfaction program.




RIGHT.

GUARANTEED.

Your Carrier Factory Authorized Dealer has met Carrier's rigid criteria and close scrutiny for the quality of its products, knowledge and service. We are so confident that you will be comfortable—not only with your Carrier® heating and cooling products, but with your Carrier Factory Authorized Dealer—that we back it up in writing with a 100% satisfaction guarantee.

If, for any reason, you are dissatisfied with your Carrier equipment within one year of the installation date, your Carrier Factory Authorized Dealer will correct the problem or remove the equipment and refund your purchase price. Ask your Dealer for a copy of the guarantee for details and limitations.



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100% SATISFACTION GUARANTEED!

For comfort and value, there is a simple, risk-free solution to ensure that your heating and cooling professional performs as promised. Choose your Carrier Factory Authorized Dealer... where your satisfaction is a sure thing.



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