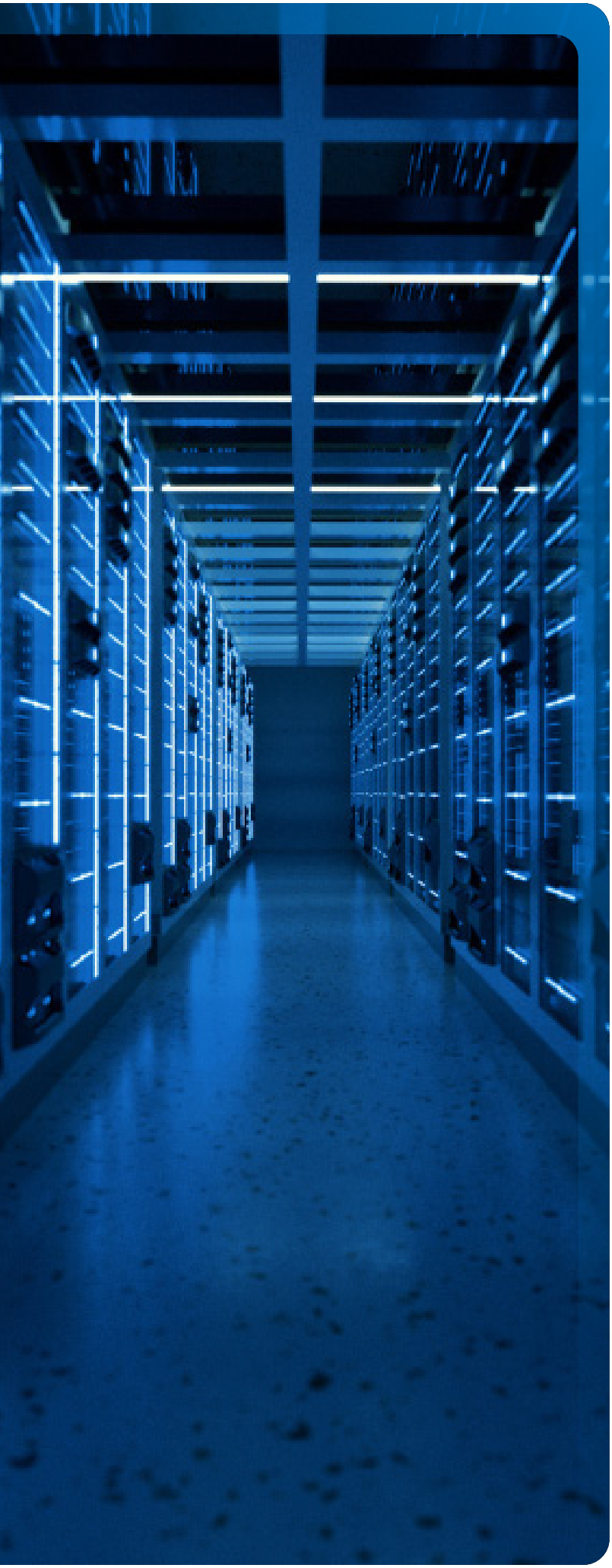

Case Study

Trusted Service Partner for Data Centre Environments

Carrier

Carrier can provide comprehensive HVAC maintenance and strategic support for UK data centre sites.

The Client

The client, managed by a global facilities provider, operates multiple data centres across the UK. These sites support vital digital infrastructure and require exceptional reliability, precision control and responsive service to ensure uptime and environmental stability for high-density IT equipment.

Across the sites, more than 500 HVAC and mechanical assets are in place, including chillers, close control units (CCUs), humidifiers, fan coils and dry air coolers forming a complex, high-demand thermal management network.

The Challenge

The 500+ assets on site were supplied by other manufactures, yet the client required a trusted HVAC service provider capable of maintaining this diverse and demanding environment with consistency, technical depth and proactive performance optimisation.

Given the critical nature of data centre operations, the FM was looking for more than just routine maintenance. They needed a partner who could bring added value in the form of energy efficiency advice, carbon reduction strategies, service continuity and rapid response when it mattered most.

The Solution

As part of the agreement, Carrier delivers a robust and responsive service framework tailored to the unique demands of critical infrastructure environments. This includes a four-hour, SLA-backed emergency call-out response, ensuring that any urgent issues are swiftly addressed to minimise risk to uptime.

Each data centre benefits from dedicated Carrier service technicians assigned to their site, providing continuity, in-depth asset knowledge and a consistent point of contact for day-to-day operations.

The Solution

Communication and repairs are streamlined through a single, designated service contact, who manages quotations and coordination with clearly and efficiently. Maintenance is carried out to Carrier's high standard, guided by a comprehensive 38-point checklist that includes EC517/2014-compliant leak testing, compressor diagnostics, oil pressure and heater checks, discharge and suction readings, control panel reviews and vibration analysis.

These technical checks are supported by regular condition reports, which not only document system health but also include expert recommendations to help reduce energy consumption, enhance system efficiency and help lower the site's overall carbon footprint.

Beyond day-to-day servicing, the end user also benefits from Carrier's strategic alignment with the FM company as a Global Enterprise Partner. This gives the FM's teams access to:

- Preliminary site assessments
- PUE reduction strategies
- CapEx planning and HVAC design optimisation
- Energy and carbon audits
- Specialist training and digital services

The Result

Carrier's depth of technical expertise, rigorous maintenance regime and collaborative approach have delivered tangible value for the FM and its data centre client. Despite servicing non-Carrier equipment, Carrier engineers have serviced and maintained assets and advised on pathways for future savings and sustainability.

The proactive, partnership-led model ensures the client's data centres remain fully operational and optimised with a clear path towards better energy use, reduced emissions and operational resilience.

To find out more about how Carrier can help keep your data centre cool, call 01372 220 220 or visit our website.

You can also write to us at: uk.info@carrier.com.

About Carrier
Founded by the inventor of modern air conditioning, Carrier is a world leader in high-technology heating, air-conditioning, digital platforms and building automation systems. Carrier provides sustainable solutions, integrating energy-efficient products, controls and service for commercial applications, including data centres, healthcare facilities, schools, retail centres, office spaces and more. Carrier is a part of Carrier Global Corporation, global leader in intelligent climate and energy solutions, committed to creating innovations that bring comfort, safety and sustainability to life. For more information, visit www.carrier.com/commercial/en/uk @Carrier HVAC Europe on LinkedIn.

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