



# Aftermarket Programs



*Exceptional performance backed by comprehensive support.*

*EMCC, CMRA, CPEC,  
MOBILECARE™, Priority™ Card:  
Customer Support Programs*



**MOBILECARE**  
GOING THE EXTRA MILE.



# Carrier Transicold refrigeration systems deliver industry-leading performance day in and day out.

Carrier aftermarket support programs keep your equipment performing reliably and efficiently as long as you own it. And they can help you realize the maximum return on your investment.

As your fleet grows, the Carrier Transicold RoadCare™ and RailCare™ programs can maximize your success. Our portfolio of fleet management programs is specifically designed to meet your daily needs, long-term. To ensure years of premium performance from your Carrier equipment, turn to us for expert aftermarket support.

Carrier Transicold's aftermarket programs are sold under either the RoadCare or RailCare umbrella, depending on your application. The comprehensive Carrier RoadCare and RailCare aftermarket programs can help you:

- Better manage and reduce equipment lifecycle costs.
- Protect your equipment and your bottom line.
- Maximize fuel economy.
- Extend equipment life.
- Reduce total cost of ownership.
- Reduce downtime, increase asset utilization.
- Increase resale value.
- Obtain guaranteed pricing on genuine factory parts, nationwide.
- Qualify for rebates on Carrier parts.
- Avoid costly emergency callout repairs.
- Reduce service management hassles.

Our aftermarket programs are convenient and flexible, to help you better serve your customers. We offer programs for fleets of every size, serving every type of customer, in every market.







## **CMRA (Comprehensive Maintenance and Repair Agreement):**

- Outsource your maintenance and repair to the experts
- Guarantee your cost per hour
- Predict your annual maintenance costs
- Get timely preventive maintenance
- Increase asset utilization
- Receive early warning expertise from our technicians and diagnostic systems
- Review detailed service records for every unit, by serial number
- Customize your program



## **EMCC (Extended Major Component Coverage):**

- Protect your equipment from high-cost repairs
- Cover your equipment nationwide
- Extend coverage, later
- Transfer coverage
- Choose from new coverage options
  - Overtime and Callout Coverage (OTCC)
  - Sensor coverage
  - Refrigerant leak coverage
  - Travel Time and Repair Setup (TTRS)\*
- Reduce or eliminate parts inventory and overhead
- Reduce staffing requirements
- Reduce downtime, increase asset utilization

\*Rail/Intermodal only



## **Priority Card:**

- Get instant credit, 24/7
- Consolidate your billing
- Receive a rebate on Carrier parts
- Guarantee your parts pricing
- Preauthorize your purchases, if you want
- Enjoy a low fee
- Receive fleet and corporate rollup reports
- Review unit level reports

## **MOBILECARE:**

- Get service at your facility
- Outsource your work to factory-trained technicians
- Reduce parts inventory and overhead
- Reduce manpower and overhead
- Reallocate service space
- Minimize downtime
- Increase equipment availability
- Reduce HAZMAT disposal/recycling concerns
- Eliminate drayage and shuttling costs
- Enjoy convenient, hassle-free service



## **CPEC (Certified Pre-owned Equipment Coverage):**

- Protect your equipment, nationwide
- Choose from preselected units
- Trust units with only OEM major components
- Feel secure with the 37-point inspection
- Select units with maximum ending term up to 8 years/16,000 engine hours
- Utilize fully PM-serviced units
- Choose from two levels of coverage
  - 1 year/2,000 hours (premium plan)
  - 90 days/500 hours (value plan)  
(covers engine, compressor, and controller logic board)
- Protect your budget with low prices and the proven performance of pre-owned equipment



# Choices to meet your business requirements.

Features	CMRA	EMCC	Priority Card	MOBILE CARE	CPEC
Protection from High-Cost Repairs	X	X			X
Coverage from Coast to Coast	X	X	X	X	X
Transferable	X	X			X
Extendable	X	X			
Flexible Coverage	X	X			
Genuine Performance Parts™	X	X	X	X	X
Factory-Trained Technicians	X	X	X	X	X
Matrix Pricing		X			
Consolidated Invoicing	X		X		
Centralized Reporting	X		X		
Rebate on Carrier Parts			X		
Guaranteed Parts Pricing			X		
Instant Credit 24/7			X		
Inspections	X				X
Preventive Maintenance	X				X
Service Record on Each Unit	X		X		
HAZMAT Disposal	X			X	
Overtime Callout Protection	X	X			
Cross-Border Credit		X			



Look for these stickers.  
They say you're covered.



All Carrier units with RoadCare or RailCare coverage are identified with a RoadCare or RailCare sticker, clearly visible when you open the front doors.

Wherever your equipment travels in North America, the RoadCare or RailCare stickers tell your Carrier Transicold dealer that it's covered by one of the RoadCare or RailCare family of programs and to consult the information decal for specific coverage.

Component	Months		Hours
	P&L	P	
Engine	60	0	10000
Compressor	60	0	10000
Refrig. Coils/Radiator	60	0	10000
Sol. Valve/Less Coil	60	0	10000
Microprocessor	60	0	10000
Gear Box	60	0	10000
Fanshaft Assembly	60	0	10000
Fuel Pumps	60	0	10000

Carrier EMCC Athens, Ga.  
Serial Num: ABC123456789  
Unit Model: NDL93SN0-AB-0  
Deductible: \$ 500  
EMCC ID: 0123456789

MADE IN USA

The coverage  
that travels  
with you.

### How to get the aftermarket program that's right for you.

We can analyze your business needs to help you choose. We'll explain how each plan works. To get started, contact your local Carrier Transicold dealer. Or visit [www.trucktrailer.carrier.com](http://www.trucktrailer.carrier.com).



# Industry-leading programs from Carrier Transicold.



For more information about Carrier's customer support programs, talk with your Carrier Transicold dealer or representative.

Your Carrier Transicold Dealer



Carrier Transicold Division  
Carrier Corporation  
Truck/Trailer Products Group  
P.O. Box 4805  
Carrier Parkway  
Syracuse, NY 13221 USA  
[www.trucktrailer.carrier.com](http://www.trucktrailer.carrier.com)



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