

A Case Study on a Theme Park and Resort Operator

Heating, Ventilation, and Air-Conditioning (HVAC) equipment performance optimization with Abound™ Advisory Services.



The Sites

A multinational theme park and resort operator sought to improve HVAC equipment uptime across three key facilities at a campus in the United States.

The Challenges

-  Limited real-time visibility across HVAC equipment.
-  Lack of predictive equipment health monitoring.
-  Delays in diagnosing issues.
-  Need to balance energy efficiency while maintaining occupant comfort across facilities.
-  Prioritizing capital expenditure on equipment.

The Solution

Deployed Abound Advisory Services, which included access to Abound Predictive Insights and expert consultation from the Carrier Customer Command Centers.

Key actions included:

- Recommendations to optimize control logic and system operation.
- Data-informed field actions, including sensor calibration, actuator repairs, and wiring corrections.
- Earlier identification and scheduling tech visits to address emerging issues.
- Timely resolution of sensor, controller to equipment communication, and override issues.
- Recommendations that helped improve remote resolution and first-time fixes.

The Impact

During the five-month engagement, the following results were recorded:

-  82 previously unknown issues were identified, uncovering hidden inefficiencies across equipment.
-  93%+ customer acceptance rate for identified issues, highlighting the relevance of the AI-driven predictive insights.
-  59% of recommendations progressed to various stages of implementation during the engagement.
-  28% of the issues were resolved remotely, thereby helping to reduce the cost of truck rolls, lower service costs and associated emissions.

The operator also received recommendations to support repair-versus-replace decisions, leading to better capital planning. Visibility into equipment performance helped improve reliability and uptime.

Write to us at abound@carrier.com to learn how we can help your company run smarter buildings.

Disclaimer: 1. This deployment is based on a specific implementation and reflects the experience of a particular customer under its unique circumstances. Results may vary. The statements in this release are provided for informational purposes only and do not constitute a guarantee, warranty, or promise of future performance. 2. AI-generated responses may include inaccuracies. Users should verify important information independently.

About Carrier Abound

Carrier Abound delivers AI powered predictive intelligence and expert services to help businesses run smarter, more efficient, comfortable, and sustainable buildings. The Abound platform solutions and Carrier Customer Command Centers have enabled us to save customers over 7 billion kWh and optimize over 63,000 buildings across the globe. Carrier Abound is part of Carrier Global Corporation, a global leader in intelligent climate and energy solutions.

For more information, please visit abound.carrier.com and join the conversation on [LinkedIn](#).