



ABOUND

## Run smarter buildings with the power of Gen AI

Get context, clarity and the confidence to optimize equipment operations with the "Tell Me More" feature



The Abound Insights Assistant App now includes "Tell Me More," a feature that provides added context to predictive insights and recommendations, when users need it. The feature combines equipment operations and maintenance learning from the Abound Insights platform with generative AI trained on technical manuals and data resources. Facility Managers and technicians get a conversational experience designed to support their workflows and help them optimize equipment operations and maintenance.

### Feature Snapshot

**1**

Receiving Area RTU\_13  
N Houston (9031), DEMO  
Overall age 169 Day(s) | Opened on May-13-2025  
Last change Oct-27-2025 | 2 Day(s)  
Updated on: Oct-28-2025

PAI PAI History Data History

Service Recommendation Service Notes

Field Visit Stage 2 of 4

Refrigerant leakage  
RTU cooling health issue has been detected. Possibly a refrigerant leak. The supply temperature remains high with active cooling load. This is impacting the cooling capacity of the unit and will affect its ability to maintain zone temperature in the future. Plan for a technician visit for repair.

Confirm Tell me more

Feedback  
Additional repairs  
No additional repairs found

Comments  
Enter comment

**2**

Curated & internet sources

Greetings, Here is a brief summary which provides a detailed background of the equipment's current condition, the rationale for the proposed repair, and the potential implications of deferring the recommended maintenance.

Refrigerant leakage  
A refrigerant leak in the Rooftop Unit (RTU) is affecting its cooling capacity, impacting the ability to maintain the zone temperature at the setpoint. At Stage 2, this issue requires urgent attention with a field visit to repair the leak.

Background: The RTU uses a refrigeration cycle to cool the space. The compressor circulates refrigerant through the system, and the cooling coil absorbs heat from the air. A refrigerant leak disrupts this process, reducing the system's ability to remove heat and maintain the desired temperature.

Rationale For Recommended Repair: Repairing the refrigerant leak is essential to restore the system's cooling capacity. This involves locating and sealing the leak and recharging the refrigerant to the correct level. These actions will ensure the RTU can effectively cool the space and maintain comfort.

Implications of Deferred Maintenance: Delaying the repair can worsen the leak, further reducing cooling efficiency and leading to discomfort for occupants. Continued operation with a leak can also damage the compressor and other components, resulting in more costly repairs.

An urgent field visit is needed to address the refrigerant leak and restore the RTU's cooling capacity. Timely intervention will prevent further damage and potential system failure.

\* You're interacting with Abound Insights Generative AI interface. Please note that AI may occasionally make mistakes.

Ask me anything

**3**

Curated & internet sources

How to fix it?

To fix the refrigerant leak in the Rooftop Unit (RTU), follow these steps:

1. Locate the Leak: Use specialized tools such as electronic leak detectors, UV dye, or soap bubble solutions to identify the source of the refrigerant leak.
2. Seal the Leak: Depending on the severity and location of the leak:
  - For minor leaks, apply a sealant designed for refrigerant leaks.
  - For larger leaks, repair or replace the affected component (e.g., tubing, fittings, or coils).
3. Test the Repair: After sealing the leak, test the system to ensure the leak is fully resolved. Use the same detection tools to confirm no further refrigerant escapes.
4. Recharge Refrigerant: Refill the system with the correct type and amount of refrigerant as specified by the RTU manufacturer. Ensure proper pressure levels are maintained.
5. Inspect System Performance: Verify the RTU's cooling capacity and ability to maintain the zone temperature at the setpoint. Check for any abnormal noises or signs of stress in the compressor.
6. Preventive Measures: Inspect the system for potential vulnerabilities that could lead to future leaks, such as worn-out seals or damaged components. Replace or reinforce these parts as needed.

Timely repair is crucial to restore the RTU's cooling efficiency, prevent occupant discomfort, and avoid further damage to the compressor or other components.

Add topic name

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Ask me anything

## How It Helps You

**The Tell Me More** feature is designed to provide:

**Additional context for predictive insights and recommendations** intended to help users understand what is to be done, why it matters, and the potential impact of the actions.

**Conversational explanations** leveraging equipment operations and maintenance learning combined with generative AI trained on technical manuals and data resources.

**Improved usability and workflow support** including journaling and collaboration to support technicians and facility managers over time.

This isn't just guidance.  
It's confidence – powered by AI.  
So you can run your buildings smarter.

*Disclaimer: AI-generated responses may include inaccuracies. Users should verify important information independently.*

E-mail us at [abound@carrier.com](mailto:abound@carrier.com) for more on how we can help you and your teams manage building operations more efficiently.

### About Carrier Abound

Carrier Abound provides digitally connected lifecycle solutions and services for diverse building portfolios. The solutions and services enable building management to see deeply and broadly across their assets, prioritize and act on real-time insights, and refine, adapt, and scale on a continual basis to improve energy efficiency and asset performance, enhance occupant comfort and productivity, and streamline compliance reporting. Carrier Abound is part of Carrier Global Corporation, global leader in intelligent climate and energy solutions.

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