A Case Study on Mt Ommaney Centre

Heating, Ventilation and Air-Conditioning (HVAC) Equipment Optimization with Abound Predictive Insights.



The Site

Mt Ommaney Centre is a regional shopping centre in southwest Brisbane with over 170 stores.
Managed by Retail First Pty. Ltd., it is renowned for fresh food, fashion and a wide range of retail offerings.

The Challenge

- Limited real-time visibility across HVAC assets.
- Operations were largely reactive, with issues identified after alarms or tenant complaints and static control strategies.
- The need to reduce energy consumption while maintaining comfort.
- Lack of a data-driven approach to support optimal performance and smarter decision-making.

The Solution

Abound Predictive Insights was deployed on top of the existing WebCTRL version 8.0 building automation system. This enabled continuous monitoring and proactive optimization of connected HVAC equipment, including a Carrier 19XRV centrifugal chiller and a Carrier 30XW fixed-speed water-cooled screw chiller.
Operational improvements included:

- Trim & Respond control strategies.
- Outdoor air reset integration with optimum start scheduling.
- Targeted Building Management System tuning.
- Data-driven maintenance and lifecycle planning.

The optimization of equipment operations was aligned with the best practices in ASHRAE Guideline 36-2021.

The Impact

Energy savings offset software deployment cost within 4 months

11.6K+kWh

11.6K+ kWh energy savings achieved in first 3 months after deployment

8%

8% reduction in Air Handling Unit (AHU) energy consumption in Q4 '25 versus Q4 '24

"Our partnership with Carrier at the Mt Ommaney Centre has demonstrated the commercial value of using data to guide maintenance and optimize building performance. The program has delivered measurable energy savings, with the software deployment cost offset within four months, while improving temperature consistency for tenants and customers.
For the owner, the value extends beyond energy savings. Better visibility of equipment performance allows our team to identify issues earlier, target maintenance more effectively and make better-informed decisions about future capital expenditure. This supports the long-term protection of the owner's investment.
The collaboration between Carrier and Retail First has delivered practical improvements that balance operating efficiency, occupant comfort, and responsible asset management."

Penny Thakur
Operations Manager
Mt Ommaney Centre

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

Disclaimer: This is an illustrative example under specific conditions. Results may vary and are not guaranteed.

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.

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