



**For Immediate Release**

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## **Carrier Transicold Northern Ireland Named Network Service Partner of the Year 2017**

**WARRINGTON, England, August 07, 2017** — Carrier Transicold Northern Ireland has been named Carrier Transicold UK's Network Service Partner of the Year 2017, taking first place in the Performance Assessment and Competitive Excellence (PACE) awards. [\*Carrier Transicold\*](#), which operates in the UK as Carrier Transicold (UK) Limited, is a part of UTC Climate, Controls & Security, a unit of United Technologies Corp. (NYSE: UTX).

This is the first time Carrier Transicold Northern Ireland has won the award in the PACE programme's nine-year history, jumping four places since 2016 to secure the top spot.

Scoring 615 out of a possible 645 points in the programme's rigorous judging criteria, Carrier Transicold Northern Ireland beat last year's winning score by 15 points. Looking at 29 key performance indicators (KPIs) across 39 service standards, the judges assess multiple areas of each network service partners' operations from breakdown response times and spare parts availability to 'first-time fix' rates and planned maintenance completion figures.

“The way Carrier Transicold Northern Ireland has steadily worked its way up the ranks is proof of the team’s commitment to its customers to provide consistently high levels of service support at all times,” said Scott Dargan, managing director, Carrier Transicold, Northern Europe and Service EMEAR. “In the last year alone, its score has increased by 13 per cent, which is an outstanding achievement given KPIs are monitored in real-time.”

Stockton-on-Tees-based Carrier Transicold Northern placed second in the awards and Carrier Transicold Glasgow secured third, earning both centres Premier Service Partner status.

Bill Richardson, Carrier Transicold Aberdeen, won this year’s PACE Recognition Award for ensuring Carrier’s high standards of customer service were consistently maintained across a large area of Scotland.

Carrier Transicold’s network service partners, based in 22 key locations across the UK, are independent companies that provide support to customers operating Carrier Transicold equipment. They collectively employ more than 160 mobile service engineers.

For more information on Carrier Transicold and its products and services, visit [www.carriertransicold.co.uk](http://www.carriertransicold.co.uk). Follow Carrier Transicold on Twitter: [@SmartColdChain](https://twitter.com/SmartColdChain).

### **About Carrier Transicold**

Carrier Transicold helps improve transport and shipping of temperature controlled cargoes with a complete line of equipment and services for refrigerated transport and cold chain visibility. For more than 45 years, Carrier Transicold has been an industry leader, providing customers around the world with advanced, energy-efficient and environmentally sustainable container refrigeration systems and generator sets, direct-drive and diesel truck units, and trailer refrigeration systems. Carrier Transicold is a part of UTC Climate, Controls & Security, a unit of United Technologies Corp., a leading provider to the aerospace and building systems industries worldwide. For more information, visit [www.carriertransicold.co.uk](http://www.carriertransicold.co.uk). Follow Carrier on Twitter: [@SmartColdChain](https://twitter.com/SmartColdChain).

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