



## THE VALUE-ADDED OF DOING BUSINESS WITH CARRIER HAWAII

By John Arizumi, P.E., President

One of the biggest myths in building industry is all air conditioning brands are equal as long as it meets specifications. Owners, developers, architects, and general contractor often mistake an air conditioning system as a commodity from a local supplier that provides comfort cooling.

One needs to understand air conditioning system is one of the most dynamic components in a building, along with the elevator system. We always take them for granted when it's working, but when they aren't, they create major disruption. Both provide relentless, consistent, reliable service often without notice. Both are considered the silent slaves of a building.

Today, with the move to green building design and LEED certified buildings, the air conditioning systems are no longer rated on a "first-cost" basis, as the emphasis focuses on indoor air quality, highest energy efficiency, lowest operational cost and maintenance, and higher levels of thermal comfort.

In Hawaii, the four major brands represented in Hawaii are Carrier, McQuay, Trane, and York. **Only Carrier, represented by Carrier Hawaii, is locally-owned and operated.**

Carrier Hawaii has grown to be the largest air conditioning distributor in Hawaii, mainly due to its long-term commitment to the local industry. **It locally stocks the largest equipment inventory and replacement parts to reduce downtimes. This reduces the probable risk of loss of business to a customer or lack of comfort to a homeowner.** Carrier Hawaii has its main office/warehouse in Kapolei Business Park, and has three branches in the state, in Honolulu, Kahului, and Kona. Besides Carrier, Carrier Hawaii is also the distributor for **LG Air Conditioning** to offer the most complete line of products and systems. Carrier and LG are both the largest air conditioning manufacturers in the world.

Carrier Hawaii has six sales engineers on staff; five are graduate mechanical engineers. We have three systems engineers for field technical support, with an average of over 25 years experience, all with Carrier. All our engineers have completed factory-training.

Carrier Hawaii is the only distributor that offers local factory service training annually at our private training facility with a 40-seat classroom and laboratory with operational equipment for hands-on training. To date, we have locally trained over 4,000 technicians and engineers, to save employers travel time and expenses. The training is open to the entire industry.

The reputation of the equipment is not just based on lowest price. Important factors such as pre-design assistance, construction supervision, post-sale support, replacement availability, training, quality, energy efficiency, reliability, and a company's sustained integrity and commitment to the industry play a major role in the decision making.

Carrier Hawaii has been ranked within Carrier Corp as one of the top ten performing Carrier distributors in North America for the past 15 years.

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Biographies – Carrier Hawaii is owned by John Arizumi and Robert Pascua. They acquired the distributorship in 1990. Arizumi, a registered mechanical engineer, has 35 years, and Pascua has 28 years with Carrier.