

Remote Resolution Center

Critical Alarm Management



If you have a Trane Service Agreement for your building, you can take your building's performance level up a notch by adding the Remote Resolution Center's Critical Alarm Management. The Remote Resolution Center combines technology, proprietary analytics and expertise to continuously collect, interpret and act on alarm data from building equipment and controls to optimize the performance of your building.

Upgrade to Proactive Diagnostics and Resolution

An enhancement to your building performance can be achieved through Critical Alarm Management. **This 24/7/365 service is powered by Trane® Connect™ and features the following:**



Diagnostics and alarm analysis by Technical Specialist



Intelligent Mobilization of local Trane authorized service personnel



Off-site alarm mediation if possible



Alarm documentation and reporting (weekly, monthly, quarterly)

The Benefits of Critical Alarm Management

Building owners and managers who utilize Critical Alarm Management say that the biggest benefit to them is that Trane Specialists are on duty to detect, diagnose and potentially resolve issues 24/7/365, so they don't have to be. This is important, as building operating and maintenance costs continue to rise. Critical Alarm Management helps building owners and operators optimize their operations budgets while maintaining superior system performance.

In addition, benefits include:

- ✓ Faster detection means faster resolution saving time and money
- ✓ 40% of the critical alarms are resolved within 30 minutes of the alarm sounding, which gets your system operational more quickly, saving you costly downtime and disruption to productivity
- ✓ Triple redundancy ensures your system and operations are safe and secure

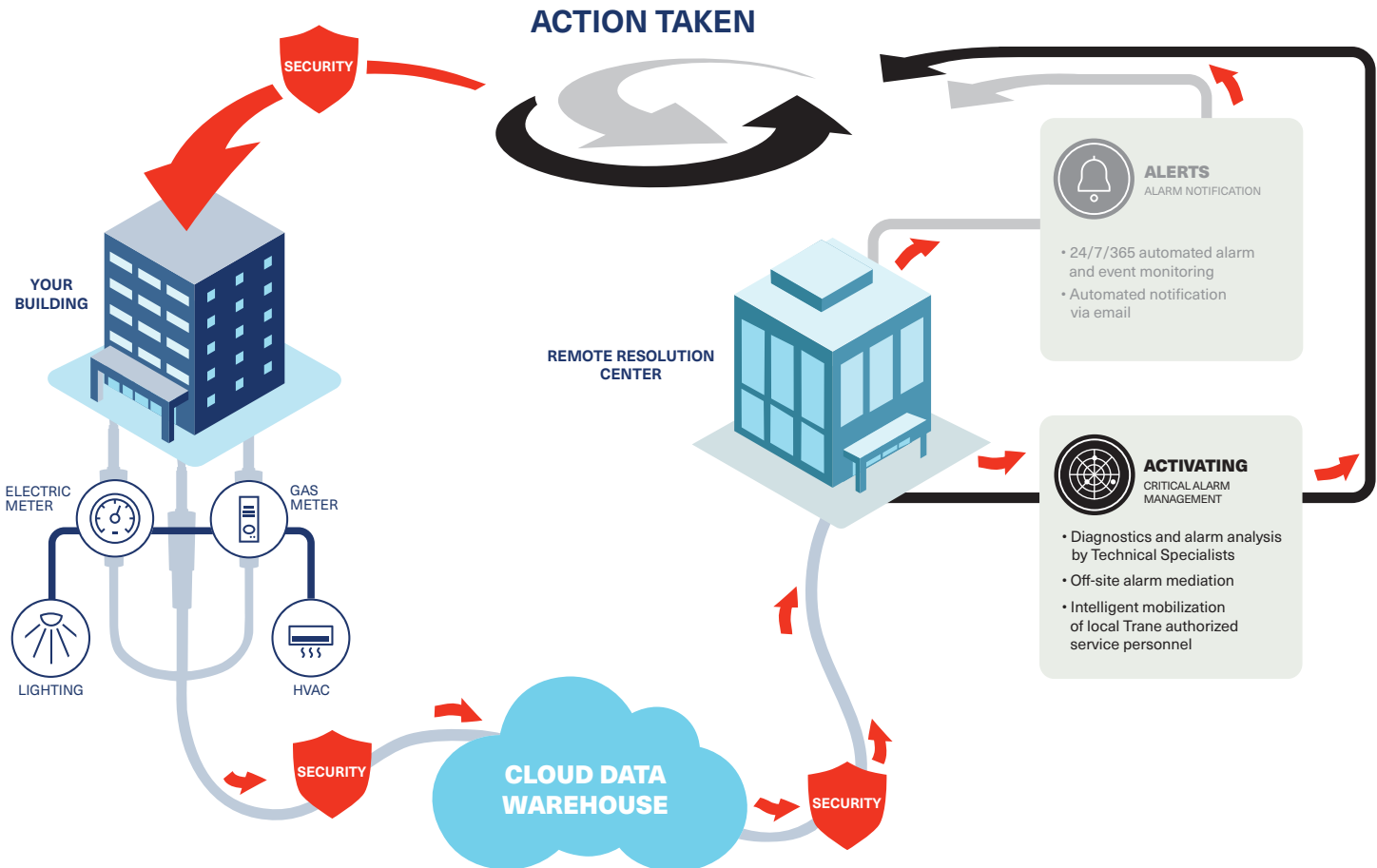
The Real Value of Critical Alarm Management

A Fortune 500 Retailer experienced the real value of Critical Alarm Management first hand. In an effort to reduce operational costs and improve shopper comfort and satisfaction, this Trane customer employed the Remote Resolution Center. Through Critical Alarm Management's immediate diagnostic and responsive action capabilities, this Trane customer reduced truck rolls by 22.6%. Early detection of temperature differences in the retail store allow Trane Technical Specialists at the Remote Resolution Center to respond increasing productivity, sales and tenant comfort.

How Remote Resolution Center Works

Remote Resolution Center is based on connectivity: the web-based linking of building controls to the Remote Resolution Center, where imperative information is filtered by our knowledgeable Technical Specialists and action is taken.

Data generated by your building HVAC systems is securely transmitted through your secure firewall to our Cloud Data Warehouse, then admitted through Trane's secure firewall to the Remote Resolution Center. From there, information for alert notifications, and overall building performance is filtered appropriately for action to be taken.



Critical Alarm Management ROI

Trane Critical Alarm Management responds to any unforeseen system breakdown before it impacts the lives of those in and around the building. The savings to you can be measured through efficient operations, tenant satisfaction and improved profitability.

Activate the intelligence of your building today and into the future with Trane's Remote Resolution Center.

Visit trane.com or mybuilding.trane.com for more information.



Trane – by Trane Technologies (NYSE: TT), a global climate innovator – creates comfortable, energy efficient indoor environments through a broad portfolio of heating, ventilating and air conditioning systems and controls, services, parts and supply. For more information, please visit trane.com or tranetechnologies.com.

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