

Service Agreement Tiered Offerings



Type of Agreement	Scheduled Service Agreement (Unconnected)	Scheduled Service Agreement (Connected)	Select Service Agreement
<i>Description</i>	Schedule-based agreement to perform predefined maintenance procedures like annual and operating inspections at predefined intervals	Combines Traditional maintenance with regular digital inspections, enhanced with analytics and remote response capability	Connected scheduled agreement, with additional coverage options (Labor, Parts, or Both)

Note: Trane's recommendation is to connect all Select Service Agreement customers to our cloud platform for enhanced value; however, this is optional at the discretion of our customers.

CORE FUNCTIONALITY

OEM Technician Expertise	Yes	Yes	Yes
On-site presence	Always Required	Flexible Options	Flexible Options
Customizable Solutions	Yes	Yes	Yes
Advanced Equipment Analytics	No	Yes	Yes
Proactive / Predictive Maintenance	No	Yes	Yes
Repair Coverage	Quoted Separately	Quoted Separately	Included* (Scope-based)
Streamlined Resolution Resonse	No	No	Yes

AVAILABLE OPTIONS

Refrigerant Management	Yes	Yes	Yes
Remote Alarm Response**	No	Yes	Yes
Trane Connect/Cloud**	No	Yes	Yes
Asset Management**	No	Yes	Yes
Budget	Cost Variable (Out of Pocket)	Cost Variable (Out of Pocket)	Cost Predictability

*Additional coverage for repair is included for various options, including labor coverage, parts coverage, and CAP/Copay options to meet budget and coverage requirements.

**Options are dependent on getting connected to the cloud.



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