

Service Agreements

Enhancing Your Building's Performance



Your buildings are expected to generate value every day. With the right service strategy, that value can be maximized for you and your stakeholders.

Service should be flexible to meet your needs and the outcomes you're trying to achieve. Trane Service Agreements provide a scalable approach to maintaining and supporting mechanical equipment, HVAC systems, and building controls, helping you operate more efficiently and make more informed decisions.

We live in a world of data, and buildings are filled with information about how they work. That data can be transformed into actionable insights that improve performance, reduce risk, and control costs.

Trane has been a leader in building systems and services, delivering reliable, high-performance solutions designed to support your operational goals. Our Service Agreements build on that foundation with flexible offerings that align to your facility's needs, whether you require essential maintenance, enhanced system visibility, or comprehensive coverage.

Service Agreement Options

Trane offers three levels of Service Agreements designed to support your building. From foundational maintenance to fully connected, proactive service with built-in coverage.

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| 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.

1 Scheduled Service Agreement (Unconnected)

The Scheduled Service Agreement (Unconnected) provides routine, schedule-based maintenance performed by Trane OEM technicians, supporting your equipment regularly inspected and serviced for dependable performance.

Built on a defined scope and maintenance schedule, this helps agreement supports day-to-day operational reliability through planned service visits and thorough equipment evaluations. It's a straightforward approach designed to help maintain system health and extend equipment life through consistent care.

Without connected technology or advanced analytics, service is delivered based on established schedules and on-site assessments, giving your team flexibility to address repairs and make service decisions as needs arise.

Who is this for?

Organizations looking for reliable, routine maintenance with a defined schedule and scope, or organizations who may be highly sensitive to connecting their building systems to cloud-based technology for analysis.

Features & Benefits

- ✓ **OEM Technician Expertise:** Factory-trained technicians perform scheduled service
- ✓ **Routine Inspections:** Annual and operational checks to maintain system health
- ✓ **Customizable Solutions:** Service scope tailored to your equipment and facility
- ✓ **Refrigerant Management:** Support compliance and system efficiency
- ✓ **Flexible Repairs:** Repairs are quoted separately, allowing control over spend



Consistent maintenance you can rely on

2 Scheduled Service Agreement (Connected)

The Scheduled Service Agreement (Connected) enhances traditional maintenance with connected technology, providing greater visibility into system performance and enabling more informed, proactive service decisions.

By leveraging advanced analytics and remote monitoring, this agreement helps identify potential issues earlier, improve system reliability, and support faster response to critical alerts. With access to real-time data, performance trends, and reporting tools, your team gains the insight needed to better manage equipment and plan for future service needs.

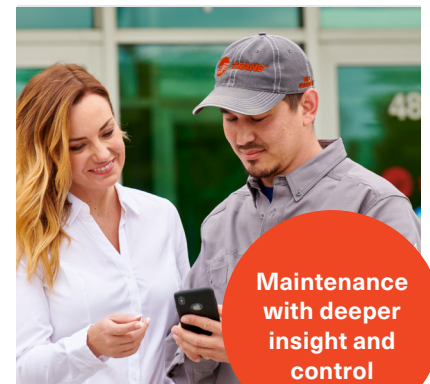
This approach combines the consistency of scheduled maintenance with the added benefit of data-driven awareness, helping you stay ahead of issues while maintaining control over service strategy and repair decisions.

Who is this for?

Facilities looking to improve performance through data, analytics, and faster response capabilities.

Features & Benefits *(Everything in Scheduled (Unconnected), plus:)*

- ✓ **Advanced Equipment Analytics:** Gain deeper insight into system performance
- ✓ **Predictive Maintenance:** Identify issues early to reduce downtime
- ✓ **Remote Alarm Response:** Faster reaction to system alerts
- ✓ **Connected Cloud Platform Access:** Monitor systems through dashboards and reporting
- ✓ **Asset Management:** Track equipment performance and service history



Maintenance with deeper insight and control

3 Select Service Agreement

The Select Service Agreement delivers a fully connected, proactive service model built on shared accountability. By combining advanced analytics, expert service, and built-in repair coverage, Trane aligns with your operational goals by helping to reduce uncertainty, simplifying service, and maintaining consistent building performance.

With Select, responsibility extends beyond routine maintenance. Trane takes a more active role in system performance, enabling faster responses, reducing unplanned downtime, and reducing exposure to unexpected costs. All while streamlining procurement processes in the event of a failure, since repair scope is agreed upon up front. The result is a streamlined service experience designed to provide greater confidence, stability, and long-term value.



Who is this for?

Organizations seeking a comprehensive, low-risk service solution with predictable costs and reduced operational disruption, while improved uptime.

Features & Benefits (Everything in Scheduled (Connected), plus:)

- ✓ **Included Repair Coverage:** Labor, parts or both - scoped based on your needs
- ✓ **Predictive Maintenance:** Identify issues before they happen to reduce downtime
- ✓ **Streamlined Response:** Faster, more efficient issue resolution
- ✓ **Cost Predictability:** Reduce unexpected expenses with scope-based coverage
- ✓ **Connected + On-Site Support:** Combine remote insights with expert service execution

Building Solutions for a Better Tomorrow



For more information on how Trane Service Agreements can support your building, contact your Trane Account Manager today.



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