

Select Service Agreements

Overview

Select Service Agreements are designed to help customers reduce operational uncertainty through additional contract coverage, including options for labor coverage, parts coverage, refrigerant coverage, or any combination of these. Select Service Agreements typically include data analysis and connected analytics to supercharge the value of these agreements and reduce Trane's overall risk.

Select Service Agreements combine scheduled maintenance with predictive insights and scope-based repair coverage to help improve uptime, simplify service response, and maintain consistent building performance. There are also options too for CAP and Copay to limit Trane's risk exposure and right-size the agreement within the customer's budget.

By aligning service strategy with operational goals, Trane helps customers reduce unexpected costs, improve visibility into equipment health, and make more informed maintenance decisions



Service Agreement Options

Trane offers three levels of Service Agreements designed to support different operational needs, maintenance strategies, and risk tolerance levels. From scheduled maintenance to fully connected, proactive service with included coverage options, each agreement provides a scalable approach to equipment support and building performance.

SCHEDULED SERVICE AGREEMENT - UNCONNECTED

Schedule-based agreement designed to perform predefined maintenance procedures and inspections at defined intervals.

SCHEDULED SERVICE AGREEMENT - CONNECTED

Combines traditional maintenance with connected technology, enhanced analytics, remote monitoring, and proactive service insights.

SELECT SERVICE AGREEMENT

Connected scheduled agreement with additional coverage options designed to help improve uptime, reduce operational disruption, and create more predictable maintenance outcomes.

Customer Value

Predictable Costs

Scope-based coverage options help reduce unexpected repair expenses and improve budget planning.

Reduced Downtime

Streamlined procurement and break fix processes when an issue does arise support faster resolution and improved uptime.

Proactive Service

Remote monitoring, advanced diagnostics, connected analytics, and predictive maintenance help customers move beyond reactive maintenance strategies.

Improved Visibility

Connected technology and reporting tools provide deeper insight into equipment performance, service history, and operational trends.

Is This Right for Your Customer?

Select Service Agreements are ideal for customers looking to reduce operational risk, improve service responsiveness, and create more predictable maintenance outcomes.

Typical opportunities include:

- Facilities with uptime-sensitive operations
- Customers seeking predictable service costs
- Buildings with limited in-house maintenance resources
- Organizations looking to improve visibility into equipment performance
- Customers interested in a more proactive service strategy
- Facilities where downtime can impact occupant comfort, operations, or productivity

What's Included

Select Service Agreements combine scheduled maintenance, connected technology, predictive insights, and scope-based repair coverage into a proactive service solution designed to improve uptime and reduce operational uncertainty.

Select Service Agreements typically include:

- ✓ Scheduled inspections and maintenance
- ✓ Scope-based repair coverage options
- ✓ Connected equipment analytics
- ✓ Predictive maintenance capabilities
- ✓ Connected platform access and reporting
- ✓ Streamlined service response and coordination

Coverage structure is determined based on equipment type, application, operational risk, and agreement scope. It is important to note that non-moving parts such as sensors and gaskets are typically excluded from Select maintenance coverage.

Optional services and enhancements may include:

- ✓ Refrigerant management
- ✓ Additional monitoring capabilities such as
- ✓ Critical Alarm Management
- ✓ Asset and Maintenance Management
- ✓ Cloud analytics visibility

Typical exclusions may include:

- ✓ Pumps
- ✓ Gaskets

Customer Drivers

Budget Predictability

Customers want to reduce unexpected repair costs and better manage operational expenses.

Operational Reliability

Unexpected downtime can disrupt operations, occupant comfort, and productivity.

Faster Response

Connected technology and streamlined procurement and break-fix processes help support quicker issue resolution.

Long-Term Equipment Performance

Routine maintenance, predictive insights, and OEM expertise help extend equipment life and maintain system performance.

Vertical Market Focus Areas

Select Service Agreements are ideal for facilities where uptime, operational continuity, and predictable maintenance costs are critical.

- Healthcare
- Education
- Government
- Commercial
- Manufacturing & Industrial

Resources

Resources:

- Select Service Agreement Resources
- Service Agreement Estimating Tools
- Connected Services Resources
- Trane Connect / Cloud Platform Resources
- Contract Reserve Tool Information

Contract Reserve Considerations

Select Service Agreements utilize a Contract Reserve tool within the estimating process to help evaluate operational and financial risk associated with covered equipment.

Factors may include:

- Equipment age and condition
- AFD participation / connected capabilities
- Service history
- Equipment configuration and operational risk

Reserve recommendations are embedded within agreement pricing, are not customer-facing, and remain editable based on local review and sales strategy.

Did You Know?

- Connected analytics provide deeper visibility into equipment performance and operational trends.
- Unexpected downtime can create significant operational and occupant disruption.
- Planned service strategies help reduce reactive maintenance events and improve long-term equipment performance.



One Minute Message

Select Service Agreements combine connected technology, predictive maintenance, and scope-based repair coverage into a proactive service solution designed to help customers reduce operational uncertainty and improve building performance.

By leveraging Trane OEM expertise, advanced analytics, and connected insights, customers gain improved visibility into equipment health, more predictable costs, and a streamlined service experience focused on uptime and long-term reliability.



For more resources, visit the [Select Service Agreements Hub Page](#)



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