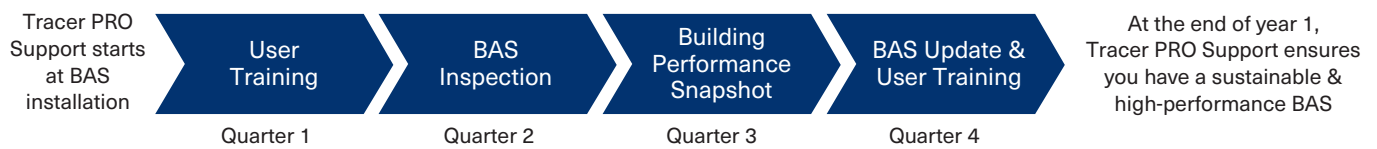


# Tracer<sup>®</sup> Pro Support



## Get the most out of your new BAS.

### 1st Year Support to get the most from your new investment



With the purchase of Tracer Controls, you've made a significant investment into your business. Now make sure you maximize its value by opting for Tracer PRO Support, a one-year support service designed to help new Tracer users become successful with their new system.

Tracer PRO Support is focused on the critical first year of building management. This partnership makes sure you are comfortable operating your new Tracer Controls, and that your BAS operates as well on Day 365 as it did on Day 1.

## Regular Touchpoints

A member of the Trane team will meet with you quarterly. Visits will coach your staff on how to best use the capabilities of your BAS. A mid-year inspection and performance review will ensure that the system continues to work as installed.

## Always current

In a quickly evolving marketplace, you need to know that your BAS is always up-to-date. Tracer PRO Support ensures that your BAS always has the most current feature, browser and security updates. Tracer PRO Support also provides you with anytime, anywhere secure remote access through the Trane Connect™ platform.

## Tailored to you

Tracer PRO Support includes mobile-friendly graphics and native smart phone apps that are customizable for specific users and roles.

As part of Tracer PRO Support, our trained technicians will work with you to understand your current operations and review your BAS configuration to make sure your BAS is set up properly to meet your everyday building needs. Additionally, we will be sure your BAS is configured to best support and serve your building occupants.

## Data Driven

Tracer PRO Support includes Trane Intelligent Services cloud connectivity that provides proactive and continuous intelligent analytics on the HVAC systems in your building. We'll conduct a system performance evaluation and go over the results with you during a consultation meeting. This will help you fully maximize the power of your Tracer BAS and further improve building performance and achieve positive business results.

---

## How does Tracer PRO Support differ from the Tracer BAS Standard Warranty?

Tracer PRO Support complements your first-year warranty by helping you maximize your investment and ensuring that your new BAS has been implemented to fully support and positively impact your business objectives.

### The Trane Standard Product Warranty

- ✘ Responds to defects in the product and/or installation
- ✘ Guarantees that installation labor and materials for your controls project shall be warranted free from defects for twelve (12) months after substantial completion
- ✘ Ensures that product and installation failures during the warranty period shall be adjusted, repaired, or replaced at no charge. Your coverage will be defined specifically in your actual proposal/contract documents
- ✘ Begins when you obtain beneficial use of the equipment/system or when the contract dictates warranty should start

### Tracer PRO Support

- + Demonstrates our commitment as your partner to help ensure your BAS meets your business objectives
- + Provides assurance during the early period of product ownership to make sure that:
  - Your staff know how to use the new product
  - Your BAS stays protected with the latest feature, browser and security updates
- + Includes proactive analytics, monitoring and analysis, including a Performance Report and consultation to ensure top performance of your BAS
- + Typically starts during the first year of your BAS installation and continues for 12 months



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](http://trane.com) or [tranetechnologies.com](http://tranetechnologies.com).

All trademarks referenced in this document are the trademarks of their respective owners.

© 2020 Trane. All Rights Reserved.

BAS-SLB077-EN  
08/25/2020