

Moving Service Forward



From upkeep... to outcomes

As the technology behind HVAC systems advances, so should expectations for service. Your building system was designed for your operations. And proper, professional maintenance can make a difference in your product quality, your carbon footprint—and your bottom line.

Driven by technology. Empowered by experience.

Trane has an in-depth understanding of how each component operates within an optimally designed system. And using data collected from your buildings, we can discern actionable information that makes every service call more productive. Throughout the years, we have developed a best practices service toolbox that includes consistent processes, industry-leading technology and unique OEM resources.

Think HVAC service has become a commodity?

Then it's time to revisit what Trane Building Services has to offer. We've gone to great lengths to create a high-performing service organization.

Our team—ensuring the smartest service direction

Your Trane technician is the front man for a much larger organization. Our service team is deep with talent: energy engineers, system optimization engineers,



and multiple layers of factory-based technical support personnel. You'll have the industry's greatest assembly of experience and expertise working on your behalf, collaborating under the leadership of your Trane account manager.

Expand your expectations

With an outcome-based approach, Trane aligns service delivery to your priorities

Protect your HVAC investment

- Maximize equipment life
- Improve system reliability
- Ensure EPA refrigerant compliance and reporting

Support your business!

- Reduce operating costs
- Improve energy efficiency
- Maintain ideal environmental conditions

Maintaining the promise of peak system performance

It takes a well-established service organization to keep your HVAC system running at its best.

Consistent outcomes— every time, in every location

All Trane offices follow the same Demand Flow Service approach. Documented guidelines define the work scope, sequence of tasks and safety procedures, and provide definitive best-practice instructions on how specific tasks should be completed. You'll receive consistent work quality and results no matter where Trane service is delivered.

OEM information—optimizing when, what and why we deliver service

Only Trane service technicians have the latest equipment information, service alerts, and factory technical support readily available to them. The emergence of technology-enabled services makes this differentiating factor even more distinct. Your Trane service team has the ability to access and analyze data from your system to determine when—and what—service is needed to improve the performance of your building.

Hands-on advantages—proprietary tools minimize on-site service time

Many of the tools used by Trane service technicians are designed specifically for the maintenance and repair of Trane products—to increase efficiency and safety. Every tool design is approved by factory engineering and corporate safety, and tested and certified by third-party organizations.

Technology and analysis, in professional hands

Trane technology and intelligence collectively raise your service results. And it all begins with the industry's most savvy service professionals.

At the jobsite, smart phones and tablets keep our service professionals connected to proprietary Trane OEM reference materials and resources: Technical literature, service best practices, design details, warranty coverage—and much more.

Behind the scenes, the external Trane service team leverages proprietary software tools to analyze systems and provide actionable recommendations.

- Trane Energy Analyzer & Optimizer
- Trane Energy Diagnostics
- Chiller Plant Analyzer
- Energy Assessment
- Economic Justification Tool

Refrigerant management—it's automatic

All procedures and documentation requirements for refrigerants are handled automatically when Trane performs the related service work. Trane processes are compliant with federal and state regulations concerning the proper handling, storage and repair of leaks of ozone depleting refrigerant according to EPA regulation 40 CFR part 82.

EPA Reporting. Annually, you'll receive a detailed report of the refrigerant activity performed by your Trane service technician, which satisfies EPA reporting requirements.



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.