



Trane Building Services

Build an Exciting Career at Trane



Trane Building Services



Trane's mission is to create and sustain buildings at their peak level of performance. Trane Building Services offers a team-based approach that relies on individual expertise to deliver extraordinary service to all customers. Our service technicians are a critical part of making that happen.

A technician is truly the face of Trane in the eyes of our customers who depend on our expertise to keep their systems operating. As the face of Trane, technicians play a critical role in ensuring all buildings are performing within their design standards. If a building or its equipment is not performing within specifications, it is the technicians' responsibility to diagnose the situation and offer responsible solutions to our customers.

Be an Expert and Build an Exciting Career at Trane

One of the most challenging and exciting careers available to qualified candidates today is in the area of technical services. Learning about and maintaining today's high tech HVAC equipment is an area with tremendous growth and earnings potential.

A role in HVAC technical services is a challenging and exciting career opportunity, where you can build skills and grow in your career over time. Knowledge in several areas including electrical, mechanical, and electronic systems as well as problem solving ability are skills that Trane technicians apply every day.

Trane is committed to providing the highest quality HVAC systems, services, and solutions. To support this goal, the Trane Technician receives classroom, computer based and on-the-job training, as each technician plays a critical role in managing our customer relationships by ensuring equipment and system up-time. Trane is one of the few manufacturers of HVAC systems that offer such comprehensive training.



Career Opportunities

Learning about and maintaining today's high-tech HVAC systems provides an opportunity with tremendous personal growth potential. As technicians grow with Trane, they can consider career opportunities both locally and potentially at other locations across the country.

Trane offers diverse career paths. Technicians can opt to follow the technical career path and focus on continually advancing their skills and abilities as a Trane service technician, or if they have a desire to eventually move away from the tools, they could begin preparing for following the business path.



Trane Technician Career Path

The technician career path provides focus on advancing an individual's skills to become a leading technician in the industry. This path allows the technician to be trained to work in a variety of settings and on a broad range of equipment and systems that will regularly stretch and improve their skills and capabilities. Over time many of our technicians advance to become Team Leaders where they apply their skills and experience to help support and coach other technicians in the field.



Business Career Path

Technicians may experience career satisfaction through Trane's service business management and sales opportunities. Individuals with a technician background are identified to grow into various positions including but not limited to area service manager, district service manager or service sales roles. Many former technicians currently hold key Trane service management positions.

Service Helper



HVAC Field Technician Apprentice



HVAC Technician



Senior HVAC Technician



HVAC Team Leader

Area Service Manager



Service Solutions Manager



Operations Manager



Territory Service Solutions Manager

Learning Paths

Technician learning paths are intended to be a road map of training to help the associate grow and excel in their current role or to get them on a development path for a future desired role. These are not mandatory but are there for technicians to utilize to help in their career progression. At Trane we realize that everyone including our customers, our associates and the company benefit from keeping a focus on developing our people, helping them to be the best they can be in their current role and assisting them in preparing for future roles they may aspire to.

These learning paths consist of numerous role specific training courses both self-paced online courses as well as instructor led and encompass a variety of technical topics ranging from HVAC Fundamentals through detailed product specific training.

Also included in the technician learning paths are PC skills to assure our technicians are well trained on effectively utilizing the on-line tools and resources made available to support them as well as a large variety of “soft skills” training to help them excel in their careers.

Technicians can follow a pre-described path by role or create their own path. Standard paths exist for the following roles:

- HVAC Helper/Apprentice
- HVAC Field Tech
- HVAC Senior Field Tech
- HVAC Field Team Leader
- Controls Tech 1
- Controls Tech 2
- Controls Tech 3

The screenshot shows a learning path for an HVAC Field Technician (Trane Service Technician) who enrolled on 06/09/2014. The path includes six modules, each with a video icon, title, language (English US), and status:

- TRC001: Air Conditioning Clinic: Psychrometry
- TRC002: Air Conditioning Clinic: Cooling and Heating Load Estimation
- TRC004: Air Conditioning Clinic: Refrigeration Compressors
- TRC005: Air Conditioning Clinic: Refrigeration System Components
- TRC006: Air Conditioning Clinic: Refrigeration Piping

Service Technician Boot Camp

Stressed over starting a new job?

We have you covered with this learning path! We'll teach you everything you need to get started.

See our boot camp reviews:

- I think it's a very well organized program that quickly points new technicians within Trane Technologies in the right direction for success
- The Service Tech Boot Camp modules are very helpful and a great way to learn about all the resources we have to complete our work as service technicians
- I like that the training breaks up the information into small chunks, and makes you walk through some important tasks
- I find the training moves at a good pace
- The Boot Camp program has proven to be very useful
- I love the amount of resources and accessibility Trane techs are given

The screenshot shows the Service Technician Boot Camp (STBC) learning path. The overall status is 'Incomplete' with a time of 32:16:36. The path includes nine modules, each with a plus icon, a document icon, title, status, and time:

- STBC - Introduction (Status: Completed, Time: 09:43:50)
- STBC Module 1 - PC Basics (Status: Completed, Time: 10:59:01)
- STBC Module 2 - Company Applications (Status: Completed, Time: 02:17:40)
- STBC Module 3 - Hub (Status: Completed, Time: 06:19:45)
- STBC Module 4 - Service Tech Portal (Status: Completed, Time: 00:10:20)
- STBC Module 5 - Model Number Lookup (Status: Incomplete, Time: 02:42:16)
- STBC Module 6 - Smartphone Skills (Status: Incomplete, Time: 00:03:44)
- STBC - Conclusion (Status: Not Attempted)

Technician Training

Trane offers technician training through various methods including the Learning Management System, On-demand videos and Instructor led classroom training.

Learning Management System (LMS)

LMS is a compilation of training opportunities in various formats including on-line self-paced modules and classroom or instructor lead virtual classes tailored to all roles in the organization. From a technician perspective there are technical courses ranging from HVAC fundamentals through product specific training. In addition there are “soft skill” courses such as problem solving, decision making and customer service just to name a few. There are also courses to help hone PC skills and to assist in using the many Trane provided on-line tools. The Trane technician is never at a loss for self-improvement.

Service Technician Boot Camp

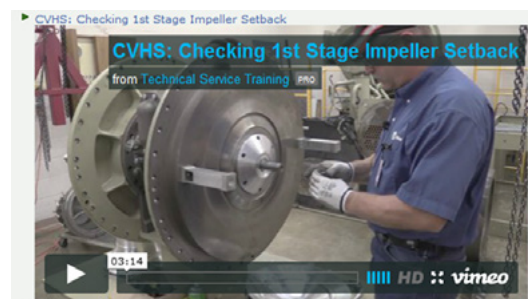
Included in LMS is Service Technician Boot Camp designed to train a newly, or recently hired Trane Service Technician how to utilize all available Trane Tools (Trane software, programs, sites, applications, etc.). Training includes virtual Instructor-Led, eLearning, and microlearning content combined with gamified checkpoints and homework.



On Demand Video

Detailed videos cover everything from HVAC fundamentals through Trane task specific training. These videos are easily accessed either through the Trane Technician portal page which contains a list of all available topics or via the Model Number look-up tool. When accessing a particular unit serial number MNL will list the service videos pertaining to that specific piece of equipment.

Our newest approach is TechTV which is a series of videos of instructor led classes that are available anytime on demand.





Trane University™

Classroom Training

Classroom training is provided at dedicated facilities in La Crosse, WI, St Paul, MN and a variety of regional locations. This training consists of hands-on interactive workshops using state of the art equipment. Training is conducted on the following:

- Applied Systems
- Unitary Systems
- Control Systems
- Equipment Simulators
- Tools and Rigging equipment
- Safety equipment

In addition to mechanical equipment repair training Trane offers a comprehensive portfolio of technical courses on the operation, installation and programming of Trane building automation control systems. Attendees participate in workshops with simulated building automation systems.

Trane courses are certified by the International Association of Continuing Education and Training (IACET) and offer Continuing Education Credits (CEUs)



Staying Connected

Technician Tools and Resources

Model Number Lookup by Serial Number

A one stop shop for technicians to find everything they need.

Access specific information including: Parts identification, warranty coverage, alarm management history, on-demand videos, startup documents, refrigerant history, sales order information, service history, warranty information and claims, eddy current reports, oil analysis results, r'newal information, service reports, design details and analysis data for a particular unit simply by entering the unit's serial number. All available literature pertaining to that machine is at your fingertips in one location.

Serial Number	Model Number
L04105032	CVHF077GA2K0PCU2798AAF8T1A000000KA1015C000003A100A

- Alarm Management History
- Chiller Waterflow Setpoint (Network/VPN Access Required)
- On Demand Video
- Falcon Start-up Documents
- Field Quality Alert Form
- Oil Sample Submission
- Parts & Supplies
- Parts Identification (WebCATS)
- Design Data - Sales Order Data as ordered
- Product Literature
- Sales Order Information
- Service History
- Trane Official Product Selection System (TOPSS)
- Warranty Claim History
- Warranty Information

Comfort Site Tools

Model Number Lookup

Enter Serial Number

- TIS Command Center
- The HUB
- e-Library
- Parts & Supplies
- Webcats
- Field Quality Alert

The Hub

A dynamic, searchable database of technical solutions to technicians common questions. Find the answer to your problem without ever having to pick up the phone. This data base contains solutions to issues that have been reported to technical support from technicians all over the world.

- Post your ideas and receive feedback – provides a platform for technicians to share their knowledge and field best practices
- Need an answer, this is the place to go

Technician Portal Page

A dedicated "role specific" portal page with over 122 links targeted to the technicians needs. Access to product information, tools and software downloads, safety information, training information, programs and promos, service and support information as well as career paths and personal resources. The technician portal page is used over 60,000 times a week.

ClimateZone

Product Information

Tools & Downloads

Safety & Environment

Training Information

Programs/Promos

Service Information

eLibrary


A searchable repository tool for all Trane literature including different literature and media types.

This library includes over 94,000 pieces of literature.

- You can download, print, order and email literature
- Nothing better than to have the right information at your fingertips

eLibrary

To search for and view literature



Literature Category	Available Literature Types
All Literature Types	Confidential Service Bulletin
Administrative	Diagnosis, Troubleshooting, Repair
Audio Visual	Installation Manual
Company Owned Offices	IOH- Installation, Operation, and/or Repair
Customer Literature	Programming Guide
Educational Materials	Service Alerts
Contributor/USO Literature	Service Bulletin
Marketing Programs	Service Facts
Publications and General Reference	Service Guide
Product (Sales) Literature	Service Manual
Product Literature	Service Newsletter
Test/Shop	Service Video
	Standard Hour Allowance
	User/Owner Manual
	Warranty
	Wiring Manual

Manage your software

A software application tool that automatically keeps selected technician's software current.

- Never worry about not having the right software to do your job
- Updater will download all the latest software versions and have them ready for you to install
- Download all the software or choose just the programs you use on daily basis



Trane Updater II
App



Technical Support

A Trane technician is never left stranded without support. When answers to technical questions are needed beyond the online sources listed above the Trane technician has the option of contacting one of our technical support teams. Each Trane manufacturing facility provides dedicated factory support and can be reached via phone or email. If a technician's question needs escalated the technical support personnel have direct access to the product design engineers for consultation or for additional detailed information.



Commitment to Safety

Trane is committed to assuring a safe work environment for all employees and will not bend on this. Assuring that our technicians make it home safely at the end of each and every day is a priority that we take very seriously. Dedicated Safety Leaders are on staff to lead this effort. Our focus on safety includes:

- Extensive Safety Training
- Electrical Safety training including compliance with NFPA-70E regulations and the issuance of FR uniforms and all required PPE equipment
- Safety Audits are performed at job sites on a regular basis. With management support technicians are empowered to conduct jobsite safety audits, discuss safety hazards, and consult with qualified safety person before proceeding jobs. If a job cannot be performed safely it will not be performed.
- All hoisting and rigging equipment is subject to all required inspection and certification
- Vehicle Safety. All Service vehicles (vans and trucks) are replaced at a maximum of 5 years or 125,000 miles whichever comes first.



Benefits for Non-Union Technicians

Trane Technologies® offers a comprehensive compensation and benefits package, including the following benefits, most of which you are eligible for on your date of hire..

MEDICAL COVERAGE

Trane Technologies offers medical coverage through our Health Savings Plan (HSP), a high-deductible health plan with the option to participate in a Health Savings Account (HSA). With medical coverage, you automatically receive prescription drug coverage through CVS Caremark. **Employees are eligible on their date of hire, but must actively enroll within 30 days of their date of hire.**

HEALTH SAVINGS ACCOUNT (HSA)

Eligible employees who elect medical coverage through Trane Technologies have the option to open an HSA with Optum Bank. An HSA allows you to make pre-tax contributions which you can then use to pay for qualified health care expenses, including plan deductible amounts and coinsurance.

HEALTH PROGRESS

Health Progress is Trane Technologies' wellness program which provides financial rewards for completing healthy activities. All employees can participate in program activities and employees and spouses enrolled in medical coverage can also earn financial rewards, generally in the form of Health Savings Account (HSA) contributions. This means that if you are enrolled for coverage under the HSP and fully participate in the Health Progress program you can earn rewards to cover a significant portion of the annual network deductible under the medical plan.

DENTAL COVERAGE

We offer a comprehensive dental plan through MetLife. The plan gives you the flexibility to use both network and non-network dentists.

VISION COVERAGE

Routine annual eye exams are covered through the HSP. You can also elect additional coverage for lenses, frames, etc. If you do not enroll for Trane Technologies medical coverage, you may elect an option that covers both an eye exam and hardware.

FLEXIBLE SPENDING ACCOUNTS

With a Flexible Spending Account (FSA), you can set aside money from your pay on a pre-tax basis to use to cover eligible expenses. Trane Technologies offers three FSAs:

- Dental & Vision Flexible Spending Account – available if you elect medical coverage through Trane Technologies and want to set aside additional money to cover dental and vision expenses.
- Dependent Care Spending Account - available to cover care expenses for children age 12 and under and dependent adults incapable of self-care.
- Health Care Flexible Spending Account – available to cover eligible health care expenses only if you waive medical coverage through Trane Technologies.

These FSAs are subject to the “use it or lose it” rule, so employees should not contribute more to these accounts than they expect to use during the year.

COMPANY-PAID INSURANCE

Basic Life Insurance and Basic Accidental Death & Dismemberment (AD&D) Insurance is provided at no cost to employees.

SUPPLEMENTAL INSURANCE

Supplemental Life and AD&D insurance may be purchased and Dependent Life and AD&D coverage is also available.

SHORT-TERM DISABILITY

If you become sick or injured away from work and are unable to work, you may be eligible for Short-Term Disability (STD) benefits that will allow you to continue receiving a portion of your salary or wages for up to 26 weeks. Trane Technologies pays the full cost of this benefit.

LONG-TERM DISABILITY

If you exhaust 26 weeks of Short-Term Disability benefits and cannot return to work, you may be eligible for Long-Term Disability (LTD) benefits. Company-paid LTD coverage will provide you with income to replace 40% of your eligible pay (as defined by the plan). You may also purchase Supplemental LTD coverage that will replace an additional 20% of your eligible pay, for a total pay replacement of 60% of your eligible pay.

EMPLOYEE SAVINGS PLAN (401(k))

The Employee Savings Plan (ESP) is a 401(k) plan administered by Fidelity and is an effective way to save for retirement. Trane Technologies will contribute one dollar to your ESP account for every dollar you contribute, up to 6% of your eligible pay, plus a “core” (non-matching) contribution in the amount of 2% of your eligible pay, giving you the opportunity to receive up to 8% of eligible pay in employer contributions.

WORK/LIFE BENEFITS

In addition to health care and other insurance benefits, Trane Technologies offers numerous additional programs to help employees and their families manage important life situations. Programs include:

- Parental Leave that provides employees with paid time off to bond with their child after birth, adoption or foster care placement
- Voluntary Benefits such as discounted home and auto insurance, legal services and veterinary pet insurance
- Family care programs through Bright Horizons including subsidized back-up child and elder care
- Work/Life and EAP program that provides free, confidential counseling and additional family services
- Adoption Assistance program that provides financial assistance to help reduce the costs associated with the legal adoption process

TUITION ASSISTANCE

A tuition reimbursement program is offered for those who wish to continue or further their education. The program covers certain associate, undergraduate and graduate degrees from eligible accredited educational institutions.

PAID TIME OFF

Employees are eligible for paid holidays and vacation time. Time off policies may be site-specific and vary from location to location.

At Trane, we engineer better careers and better environments.

Trane makes buildings work better, providing heating, ventilation and air conditioning (HVAC) systems and services for facilities all over the world. We hire the best people, and strive to provide the best service in the industry. Trane has the knowledge to turn building systems into business advantages for our customers.

Be an Expert and Build an Exciting Career at Trane.

One of the most challenging and exciting career opportunities in the world today is in HVAC technical services. It is here where electrical, mechanical, and electronic systems thinking and problem-solving techniques are required. Trane technicians apply these skills every day.

Trane is committed to providing the highest quality HVAC and Building Controls systems, services, and solutions. To support this goal, the Trane Technician receives ongoing classroom, computer based, and on-the-job training. Each technician plays a critical role in managing our customer relationships by ensuring equipment and system up-time. Trane is one of the few manufacturers of HVAC systems that offer such comprehensive training.

Trane offers its technicians a career opportunity that promises a bright and rewarding future. Our technicians have the opportunity to be on the cutting edge of new products and technologies. It is imperative that our technicians have a strong desire to develop their talents through continuing education.

A career as a technician requires the appropriate education and/or experience, good interpersonal skills, good solid technical skills, positive attitude, confidence, the will to work hard, and the desire to succeed.

The rewards of a career as a Trane technician are varied, and offer the opportunity to achieve numerous professional goals.

Anyone interested in becoming part of a dynamic and exciting company, is invited to investigate a career opportunity with Trane.

Career Opportunities

Trane provides an opportunity with tremendous personal growth as well as earning potential. As you grow with Trane, you'll find career opportunities across the country with more than 75 offices located across North America.

To help you stay ahead of the rapid technological changes within the industry, Trane offers advanced factory-classroom, computer based, and on-the-job training. If you're interested in developing your mechanical, electronic, and electrical skills, we offer Technicians a variety of advancement opportunities.

HVAC Field Technician Careers

Whether you are a Helper, Apprentice, Journeyman, or Senior Technician, Trane has an opportunity that will prove to be both challenging and rewarding.

Working in a fast-paced environment, our Technicians are responsible for maintenance, retrofit, and repair of environmental comfort and control systems, utilizing knowledge of air conditioning theory, pipefitting, and mechanical layouts.

In this dynamic role, you will:

- Service products and equipment on assigned projects and accounts, ensuring the highest levels of customer satisfaction
- Use advanced tools and work processes to analyze, diagnose, and repair systems and products
- Be exposed to a variety of settings and work on a broad range of equipment and systems that will regularly stretch and improve your skills and capabilities

Controls Technician Careers

Whether you are a Helper, Controls Technician (I, II, III), or Controls Project Specialist, Trane has an opportunity that will prove to be both challenging and rewarding.

The building controls industry is constantly changing and expanding. Our Technicians are responsible for installation, commissioning, repairing, and programming of control systems, utilizing knowledge of electronics, direct digital controls, airflow, hydronics, refrigeration theory, and building control techniques.

In this dynamic role, you will:

- Perform end to end testing, programming, start up\ commissioning, and servicing on assigned projects, ensuring the highest levels of customer satisfaction
- Work with the latest technology in the building controls industry to analyze, diagnose, and repair systems and products
- Having exposure and training on a variety of control systems will allow you to continuously expand your knowledge and stay current on the latest control technology.



"In 2007 I was recruited by Trane from a competitor as a Heavy Commercial/Applied technician. Working for the competition my training and growth opportunities were very limited. During my 9 year tenure with Trane I have had the opportunity to transition to a Controls Technician. Trane has consistently provided an abundance of training and the tools necessary to be successful in my current job title. While the market and technology changes I'm able to obtain the training needed to be successful in my career. Making the decision to work for Trane has been the best career decision I have made and see myself retiring from Trane."

- Scott Nelson

HVAC/Controls Technician – Tennessee District



"I was attracted to Trane by the fact that they are an industry leader and have the most talented technicians in the field. I was given an opportunity to work at the company, while in school, when my teacher recommended me for an apprenticeship. Since transitioning to Trane, I have absorbed a great amount of knowledge from lots of exposure to skilled technicians who are willing to teach eager apprentices."

- Khris Jackson

HVAC Field Technician Apprentice – California, Southwest, Hawaii Region



"Previously working for a residential plumbing and heating company and then a light commercial contractor helped to prep me for Trane. The training is exceptional here, whether it be with a senior technician, online courses, or sending you to the factory, I do not believe there is any better training available. Having worked here for 3 years now, I can say the culture here is above all that I have worked around. I can say there is not another company I would rather work for and plan to retire with Trane."

- John Renner



"I was hired on as a helper for Trane in Austin, Texas when I was 20 years old! After a short period of time, I started the 5 year apprenticeship program with the local union. Once I completed the program, I became an established journeyman. I continued to take advantage of the robust training available at Trane and I was promoted to field supervisor a few years later. After 16 years of working in the field as a technician on the mechanical service side of the business, I was promoted to the Area Service Manager position in Austin, Texas. After a few successful years in that role, I was awarded the role of Area Service Manager for all of South Texas, overseeing two Area Service Managers. I recently celebrated my 20 year anniversary at Trane. I have had many milestones in between all of my position changes. The HVAC industry is a great industry to be in and having the opportunity to be work for Trane makes it even greater. I am very proud to still be working for Trane and hope to have another 20 years working for this company."

- Chad Young

Area Service Manager – South Texas, Texas Region

Trane Technologies

We Push What's Possible

When we first started solving sustainability challenges, we thought of it as meeting each customer's unique needs for advances in cooling, heating or transportation. But we soon realized that by breaking records in efficiency and sustainability across our global portfolio, our work was adding up to something more.

- Innovation in the climate control industry has the potential to save a gigaton of energy by 2030 and make a major impact on the climate crisis.
- Bring us your challenges. We'll push for new solutions. And together, we'll make a difference.
- People need sustainable access to cooling, comfort and healthy food
- Our products make it possible for people to get more of what they need—now and in the future.

EFFICIENT

We help businesses around the world reduce their energy use, minimize consumption of raw materials, and reduce harmful emissions.

RELIABLE

We exceed expectations all the way through the customer experience, from the earliest stages of the buying process all the way through installation, operation, and servicing of our products.

BOLD

We aren't afraid to set ambitious goals, and have made sustainability the cornerstone of our innovation and design process. We're creating the next generation of world-class products right now

Learn more at trane.com



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.

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SRV-SLB234-EN
08/25/2020