



# Service Agreements

Equipment maintenance through building optimization



# Protection to ensure reliability, sustainability and operational efficiencies

Research shows that regular maintenance can reduce downtime by 35–45 percent\* and reduce unexpected breakdowns by 70–75 percent.\* HVAC systems are complex. Regulations regarding emissions and proper refrigerant handling and leak reporting can be confusing. It is easy to make costly mistakes. Why not leave it all to Trane? We offer service agreements for any type of HVAC system. You have the flexibility to choose actions and set schedules to customize a service agreement that is uniquely in line with your needs, priorities and budget—and ensure that your systems are up-to-date. Plus, our technicians are factory trained with support from a network of Trane experts. You'll receive quality service every time, in every building.

We can meet you where you're at in your service journey



We can customize a service approach for you that's based on your equipment needs and business priorities. Let's make a plan that extends system life, reduces wear that can drive up energy costs and ensures proper refrigerant management and documentation. Trane also offers solutions that balance comfort and optimization.



\*Source: Federal Energy Management Program



# Let us solve your challenges



Preventing HVAC system downtime and resolving problems faster when they occur.



Achieving energy and operational goals by leveraging your existing resources.



Complying with new efficiency regulations and building codes. Making progress on company goals.



Setting up for future success by leveraging innovative technology and connecting to a network of experts.



Modernizing outdated systems and infrastructure.





What if...

You could significantly improve HVAC system reliability and resiliency?

You could achieve and measure defined energy and sustainability outcomes?

You could use data and digital tools to work smarter, not harder?

You had one expert partner to help you transition to a smart-building future?

# Getting Connected

Trane® Connect™ is a secure, cloud-based customer portal to access your building systems for remote monitoring, building management and routine maintenance. Trane Connect pulls together solutions, insights and expertise in order for you to manage, optimize and visualize your facilities and achieve your desired building outcomes from anywhere, at anytime.

Customize your experience based on the needs of your job and goals of your organization.



## Remote Access

Secure remote access to your building management system that controls complex HVAC systems across one building or a portfolio of buildings.



## Dashboards

Customizable, widget-driven, web-accessible dashboards that create visibility to the data points, trends and analysis you deem most important.



## Service

A working space and workflow process that captures building performance findings, opportunity impacts and big picture goal progress.



## Energy Assessment

The ability to upload utility bills to establish an Energy Use Intensity and Energy Cost Index benchmark.



## Energy Analysis

A suite of programs that provide real-time tracking, trending and analysis of your energy use—broken down by equipment, system or building.

# What does HVAC system reliability mean to your business?

How do I ensure more consistent temperature, humidity and air quality?

How much impact could an uncomfortable environment have on my bottom line?

Could variations in the indoor environment compromise my products or put occupants' health at risk?

**Balancing my budget is my most important priority with uptime coming in next.**

**Uptime is important to my business.**

**Uptime is absolutely critical to the success of my business and safety of my occupants.**

## These Trane features may help you meet your goals:

- ✓ Scope-based, scheduled service to lower ad hoc service call costs
- ✓ Local technician priority service response to expedite repairs
- ✓ Secure Remote Access

- ✓ Predictive Maintenance to detect system inefficiencies and failures before they happen
- ✓ Alarm notifications to alert when systems need attention and avoid operational interruptions
- ✓ Remote monitoring
- ✓ Remote inspections to enhance unit performance visibility and schedule on-demand virtual maintenance
- ✓ Equipment Analytics to help maintain the performance and reliability of equipment

Includes everything in the previous column plus the above

- ✓ 24/7 Active Monitoring to safeguard against equipment faults or failures
- ✓ Remote remediation
- ✓ Building Analytics
- ✓ Select agreement repair coverage included
- ✓ Consultation support with
  - Airside Analysis
  - Central Plant Analysis

Includes everything in the previous column plus the above



# How much (and how quickly) do you need to improve your energy/sustainability profile?

My energy costs are higher than they should be. How can I control those costs better?

How can I prepare my business for upcoming regulatory changes?

How can I document, prove and publish my energy and sustainability status?

**Reducing energy use/cost is most important.**

**Sustainability is an important organizational value.**

**We value sustainability and outside pressures are making energy reduction a priority.**

## These Trane features may help you meet your goals:

- ✓ Scheduled maintenance to restore equipment efficiency losses
- ✓ Refrigerant management
- ✓ Remote maintenance inspections to realize efficiencies

- ✓ Establish energy benchmarks using utility data
- ✓ Trane® Connect™ portal provides the ability to evaluate energy and performance trends over time
- ✓ Tracking your carbon related data to meet your sustainability goals

- ✓ Energy & Performance Baseline Reports to measure your starting point to best evaluate where you're seeing gains and how you can improve system performance and energy usage even further
- ✓ System expertise provided with recommendations to help optimize your system
- ✓ Consultation support with:
  - Energy Storage
  - Decarbonization Planning
  - Renewable Solutions

Includes everything in the previous column plus the above

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# Are you struggling to reach operational goals with the resources you have?

How do I ensure more consistent temperature, humidity and air quality?

How much impact could an uncomfortable environment have on my bottom line?

Could variations in the indoor environment compromise my products, or put occupants' health at risk?

**We want to improve our system operations, but our system is not remotely accessible or connected.**

**We leverage remote connectivity to our systems to improve system operations and efficiencies.**

**We leverage remote connectivity to our systems and we want to optimize as much as possible.**

## These Trane features may help you meet your goals:

- ✔ Scheduled maintenance visits to lower ad hoc service call costs
- ✔ System firmware upgrades
- ✔ File backups

- ✔ Establish energy benchmarks using utility data
- ✔ Trane® Connect™ portal provides the ability to evaluate energy and performance trends over time
- ✔ Remote inspections to enhance unit performance visibility and schedule on-demand virtual maintenance

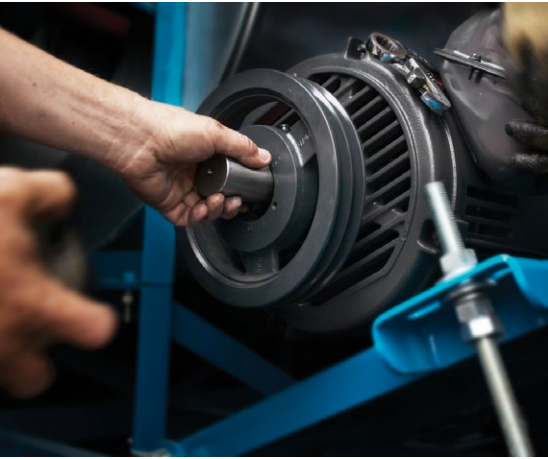
Includes everything in the previous column plus the above

- ✔ Consultation Support with:
  - Airside Analysis
  - Central Plant Analysis
  - Energy Storage
  - Demand Management Solutions
  - Decarbonization Planning
  - Renewable Solutions
  - M&V Reporting
- ✔ Energy & Performance Baseline Reports to measure your starting point to best evaluate where you're seeing gains and how you can improve system performance and energy usage even further

Includes everything in the previous column plus the above



# Trane's Suite of Connected Service Offerings



## Connected Mechanical Services

Supplement your standard Trane mechanical service agreements with remote inspections that leverage our digital analytics to uncover service and maintenance needs. Enables Trane to check in on the site more often.\*

- Increase service touchpoints
- Gain trending insights that flag declining efficiency in earlier stages
- Diagnose and respond to system errors faster to prevent system downtime
- Collaborate and interact easily with your Trane account team, virtually
- Bring greater transparency to your service relationship with Trane
- Enhance service speed through remote digital troubleshooting tools and capabilities
- Detect potential eco-hazards like refrigerant leaks and excessive energy use faster to minimize their impact

## Connected Building Services

Data driven services leverage equipment controls and BAS to...

- Gain insights into system performance and energy use through simple dashboards that utilize system-wide analytics
- Understand how HVAC performance impacts their energy profile with utility data assessment and energy analysis
- Avoid catastrophic failure by tracking anomalies to watch over equipment and system slippage
- Proactively detect issues and help keep critical systems up and running through 24/7 support and continuous monitoring



## Intelligent Services

A consultative approach to deliver and measure outcomes:

- Sustainability planning (decarbonization, energy reduction, regulatory compliance)
- Energy management (utility rebates and incentives, control strategies)
- CAPEX planning (deferred maintenance and replacement strategies)
- Onsite generation analysis (solar, cogeneration, storage)
- System optimization (balancing comfort, energy and compliance)
  - Apply methods including advanced controls optimization, energy storage, chiller plant analysis, airside system optimization
- Energy rate analysis (review tariffs, identify improvement opportunities)

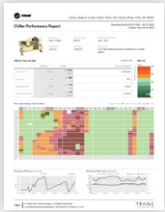
\*Currently available for VRF and Water-cooled chillers, where connectivity can be maintained via the Symbio® unit controller or the Building Automation System

# Service Offering Approaches


Our digitally enabled offerings help you maintain your equipment and manage your building from enabling remote equipment inspections to optimizing your building and achieving energy efficiency and sustainability goals. We have the solution to help your business, no matter where you are in your service journey.

Data-Driven Approach

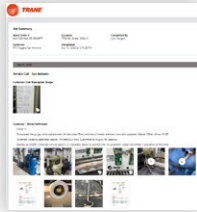
## CONNECTED MECHANICAL SERVICES (DIGITAL INSPECTION SUBSCRIPTION)



Chiller Performance Report

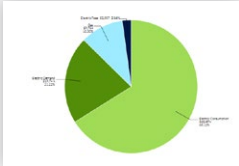


Chiller Performance Summary Dashboard

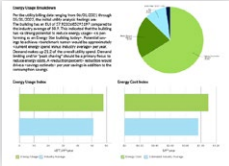


Equipment Performance Assessment


## CONNECTED BUILDING SERVICES AGREEMENT



Utility Management Tools




Building & Energy Performance Summary Dashboards




Building Performance Assessment

Consultative Approach

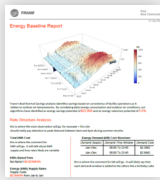
## INTELLIGENT SERVICES



Customers have access to local Trane experts to provide recommendations on optimization opportunities




Baseline Report




Consultation Report

## OPTIONAL SERVICES



24/7 Active Monitoring



Tenant Services / Work Order Management

Contact your Trane team for a more detailed offering list

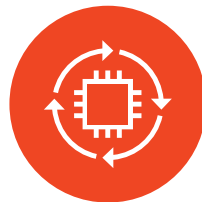
## Why choose Trane as your service provider?



Service solutions based on your needs and goals



Trane is the original equipment manufacturer



Digital capabilities expanding into more of our service delivery approaches



Local Trane service resources are factory-trained and authorized



Learn more at [trane.com](https://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](https://trane.com) or [tranetechnologies.com](https://tranetechnologies.com).

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