



# BAS Service Agreements

*Gain control over long-term building performance*



## Active Intelligence

Many BAS service capabilities are enabled by **Trane Intelligent Services (TIS)**, a revolutionary integration of technology and Trane professionals. It all begins by establishing connectivity between your BAS and the Trane Intelligent Services Center. Here, the large amount of data every building produces is converted into active intelligence—usable information that guides our innovative performance driven approach to problem solving.

When your building automation system (BAS) is running as intended, it's easy to take it for granted. But whether temperature and humidity are mission-critical, or tight margins demand efficiency in every corner of your operations, your BAS is simply too important to ignore.

Smart controls from Trane, like Tracer™, drive high levels of HVAC system operation. Yet without proper attention, the performance you expect may decline over time.

**The solution:** BAS Service Agreements from Trane.

Give your system the attention it requires to ensure sustainability, reduce energy and operational costs, and give you peace of mind.

- Improving HVAC/BAS integration enables your building to use less energy while maintaining optimal temperature, humidity and air pressure
- 24/7 system monitoring and continuous analysis help prevent system failures. Back-up plans restore data and reboot systems quickly in emergency situations.
- Excessive energy consumption and emergency repairs can erode your bottom line. BAS Service Agreements from Trane support energy and operational cost savings.

Trane offers a range of service plans covering BAS and HVAC systems over the life of the building. Service can begin the first day your systems become operational.

## Serving your objectives

Trane views the building automation system (BAS) and HVAC mechanical system as one integrated operational entity. Whether you're looking for solutions to improve sustainability, reduce risk or strengthen the bottom line, Trane BAS Service Agreements align to your objectives.

Which BAS services are right for you? Your agreement with Trane will result from an initial system analysis and review of your facility operations.

### Fine tune performance

Warranties cover equipment functionality, but they don't assure system performance. **BAS Extended Start-Up** provides professional support during the critical first year of operation.

- Settings are refined to achieve optimal performance in the actual building environment
- Back-up processes are implemented to facilitate system recovery within hours after an emergency situation
- Operator coaching builds the skill level of in-house staff
- BAS data is carefully monitored via the Trane Intelligent Services Center

### Sustain the return on your BAS investment

At one point, your BAS was operating as intended. But performance inevitably varies over time, and inadvertent change is almost never good: A seemingly small decline in BAS performance can drive up energy consumption. Adverse temperature and humidity can also affect productivity and processes.

A **BAS Scheduled Service Agreement** leverages the active intelligence of TIS to verify system performance and initiate corrective actions.

- Technicians restore optimal settings and calibrations
- Seasonal adjustments promote year-round efficiency while maintaining indoor environmental quality within target ranges
- BAS software is kept up to date with the latest service pack

### Manage business risk and avoid downtime

If there's no room in your operations (or budget) for critical break downs, Trane has the solution: our **BAS Select Service Agreement** is simply the ultimate peace-of-mind coverage offered by Trane.

In addition to the same performance assurance included in our **BAS Scheduled Service Agreement**, this arrangement includes emergency response and covers repair costs—parts, labor and materials—on select BAS components.

- Trane detects developing problems and keeps your business productive and profitable
- Add TIS Active Monitoring and up to 40 percent of critical alarms can be resolved remotely within 30 minutes or less

**Want to know more?** Ask your Trane representative for details about our BAS service and maintenance coverage.



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