



Elite Start™

Make your building perform better from the start





Protect your investment for the first year—and beyond



By choosing a Trane HVAC system, you've made a great choice—and an excellent investment in your building.

Your Trane HVAC equipment and controls are designed to provide many years of reliable system performance. Like any high-tech system, it will require ongoing attention to sustain “like-new” performance. No other service provider understands the intricacies of your HVAC system better than Trane.

It is crucial to get your system operating at peak performance and establish an initial baseline. The right services—conducted by Trane, the authorized service provider for your new system—can mean the difference between an efficiently operating system and one that wastes energy and generates hidden costs over the short and long terms.

In fact, a proactive approach to maintenance can produce estimated annual cost savings of up to 18 percent compared to reactive maintenance programs.

The Elite Start™ suite of services from Trane validates that your new system is operating properly in its new environment. It helps ensure that your system will deliver optimal reliability, efficiency and performance throughout a productive lifetime so you get the best possible return on your investment.

Elite Start™ suite of OEM services includes:

Connectivity with Trane

Trane will get you connected to your system and our services in two ways:

- **Trane Intelligent Services** - Alarm Notification provides automated alarm routing. It enables an expanded portfolio of offers including Active Monitoring, Building Performance Package, and custom monitoring offers, all designed to support and improve your building performance.
- **Service Portal** - we will provide you access to the Trane online customer portal with helpful resources to better manage your HVAC system service needs day to day

Start up

Ensures optimal start up and sets your new system to deliver peak performance and reliability from its first day of operation, Trane authorized service professionals:

- Physically inspect and verify that the overall system and components are functioning properly after transit, storage and installation activities
- Validate that the system installation meets design specifications
- Inspect and confirm new system equipment, components and controls meets factory performance specifications

Extended Start-Up

Assures success during a system’s critical first year of operation by confirming your system is performing free from defects that might otherwise remain undetected during the warranty period, and complements the standard first year parts warranty.

System Services Include:

- Post-installation inspection to verify real-world performance
- A benchmark report identifying baseline measurements and parameters
- Periodic inspections to detect potential faults and correct anomalies
- Operational training programs, available to ensure proper operation by in-house personnel

Chillers specific:

- Oil analysis conducted by the Trane Chem Lab to reveal physical problems
- Scheduled filter and oil changes to simplify routine maintenance

Controls specific:

- Confirm system schedules, overrides, and inventory settings
- Establish connectivity to Trane, enabling an expanded portfolio of monitoring, analytics and performance-based services

Extended Warranty

Enjoy peace of mind knowing that your investment is protected. An Extended Warranty from Trane can cover parts, labor and refrigerant associated with failures resulting from manufacturer’s defects. Its flexible options provide coverage ranging from controls, to VAV boxes, to rebuilt compressors and new chillers.

- In the event of failure, Trane authorized service professionals work to minimize downtime by quickly restoring service
- Available on most equipment for a limited time during the first-year warranty period

Service agreements

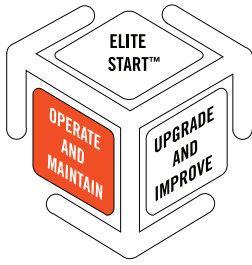
Trane exclusive service agreements improve system performance and reduce unexpected breakdowns. Scheduled and proactive maintenance helps detect potential problems before they occur and helps ensure long-term reliability, efficiency and performance.

All Trane service agreements include the connectivity to Trane that enables an expanded portfolio of optional Trane Intelligent Services. They can be combined with other Elite Start services or purchased independently.

- **Scheduled Service Agreements:** Provide standard, recommended routine maintenance services, including inspections designed for non-critical building applications
- **Select Service Agreements:** Offer coverage during and beyond the warranty period for critical building systems and specified components
- **Performance-Based Service Agreements:** Allow you to control your cost by sharing the risk with Trane. Protect assets and maximize the potential of your business



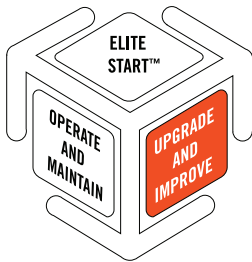
Services beyond first-year support



Operate and maintain

Trane services keep your building systems operating at peak performance:

- Managed services
- Repair services
- National services
- Service agreements
- Rental services
- Trane Intelligent Services
- Chemical analysis services



Upgrade and improve

Trane services give your aging building new life:

- R'newal™ services (chiller and controls)
- Component upgrades
- Energy retrofit services
- Turnkey contracting
- Performance contracting
- Comprehensive solutions

Trane provides specialty service... and so much more

No service provider is more qualified than Trane to deliver system-wide performance in the most efficient manner, providing the assurances you demand. We've been providing world-class HVAC service for more than twenty-five years through a nationwide network of local authorized Trane service centers.

To help ensure that your building is high performance from day one, our service professionals tap into a global network of best practices, exclusive technology and industry-leading intelligence. Extensive training, diverse

experience and on-demand access to the latest resources guide our maintenance decisions. At Trane, our objective is to achieve and sustain the highest level of performance for your building.

Because of the vast pool of resources available to us, Trane sales and service professionals are better able to customize innovative solutions that will achieve your specific maintenance, fiscal and operational requirements. All Trane service agreements are supported by our nationwide network of parts outlets; assuring that your system will be maintained using genuine Trane parts.

Whether you choose an Extended Start-Up, Scheduled, Select or Performance Based Service Agreement, our multi-tiered portfolio of service agreements and optional features includes a solution that can help you achieve your overall performance goals.

Choosing the right HVAC system is only the beginning: with a Trane service agreement, you can rest assured your system will continue to deliver a strong return on your investment, year after year.

Trane Intelligent Services:

On average:

- Trane resolves 40% of critical alarms within thirty minutes or less
- Reducing service truck rolls by 40–50% saves, on average, \$500 per trip
- Trane combines exclusive, state-of-the-art technology and experienced personnel to collect, archive, mediate and report critical system alarms



Ingersoll Rand (NYSE:IR) is a world leader in creating and sustaining safe, comfortable and efficient environments in commercial, residential and industrial markets. Our people and our family of brands—including Club Car®, Hussmann®, Ingersoll Rand®, Schlage®, Thermo King® and Trane®—work together to enhance the quality and comfort of air in homes and buildings, transport and protect food and perishables, secure homes and commercial properties, and increase industrial productivity and efficiency. We are a \$13 billion global business committed to sustainable business practices within our company and for our customers.

