



Service Agreements

*Building performance through
equipment maintenance*



Proactive maintenance can save you time and money



Choose a Trane service agreement with the options you need to achieve your building performance objectives.

You are in a tough position

Your building and HVAC systems must perform reliably. Unpredictable downtime is not tolerated. A system malfunction could cause substantial losses to your business. Meanwhile, you're expected to control costs and squeeze the most out of your building operating systems.

- Reduce Risk - By eliminating unpredictable service needs and emergency repairs, you can put your time and energy—not to mention your operating budget—toward more profitable activities.
- Control Costs - By planning ahead and addressing maintenance needs on a scheduled systematic or performance driven basis, you can realize up to 20%* savings on equipment repairs and maintenance.
- Maximize Equipment Life - Proactive maintenance techniques and regular monitoring are key to extending the life of your HVAC system.
- It's An Investment - Adopting a Trane service agreement is an investment that can be built into your annual budget, eliminating the need to request additional funds to cover unpredictable repairs.

Research has shown that regular maintenance can:

Cut unexpected breakdowns by 70-75%*

Reduce energy consumption by 25-30%*

Reduce downtime by 35-40%*

Lower equipment repairs and maintenance costs by 5-20%*

* Source: FEMP O&M Guide – July 2004

**The In-Warranty Support Agreement.
Good maintenance starts with a
first-rate plan.**

You can make sure your HVAC System investment gets off to the right start with a Trane In-Warranty Support Agreement. Trane HVAC systems are sold with a standard warranty, but they still require prescribed maintenance during the first year. The In-Warranty Support Agreement goes above and beyond the standard warranty to provide critical first year services such as: new equipment startup validation, periodic inspections, benchmarking reports, oil analysis and specified oil/filter change.

**The Scheduled Agreement.
Maintenance that's anything but basic.**

Under our Scheduled Agreement offering, you no longer have to plan, schedule or manage routine maintenance. Factory authorized technicians perform the periodic maintenance needed to keep your systems running at their best. Trane technicians are fully trained, using exclusive Six Sigma maintenance procedures, to service both Trane HVAC equipment and other brands. And, because all our maintenance is delivered with a planned approach, we can provide the highest quality service at a lower cost than the impromptu service calls.

**The Select Agreement.
Added protection against
the unpredictable.**

With a Select Agreement, you receive all the benefits of a Scheduled Agreement, plus parts and labor coverage for select equipment.

We work with you to select the major components and systems in your facility that you want Trane to maintain. We assume the responsibility for maintaining the preselected components from that point forward.

**The Performance Based Agreement.
Our premier level of assurance.**

A Performance Based Agreement offers our premier level of reliability, designed to improve HVAC system and building performance, and contain costs. This service agreement is for you if maintaining parameters for your overall building performance relating to energy use, carbon emissions, air temperature, humidity and air filtration are important to your business.

Under this all-inclusive risk-sharing approach, we will complete a thorough critical systems analysis of your equipment and building performance, and recommend any necessary repairs and upgrades. Together, we will craft an agreement that aligns with your performance goals. You define acceptable performance levels and the hours of mission critical operation. From that point forward, Trane, not you, is accountable for maintaining your equipment to help you ensure that systems operate efficiently, reliably and as specified to deliver on your performance goals.



Trane service agreements reduce risk, control cost, and maximize equipment life; helping deliver your building performance objectives.

Beyond expert service

No service provider is more qualified than Trane to deliver system-wide performance in the most efficient manner with the performance assurance you demand. We've been providing world-class HVAC service for more than 25 years with a nationwide network of local authorized Trane service centers.

To help ensure that your building performance is achieving your business performance goals, our service professionals tap into a global network of best practices, exclusive technology and industry leading intelligence. We have the training, experience and on-demand access to all the latest resources to make maintenance decisions that will optimize the entire system, in order 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 creative 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 equipment will be maintained using genuine Trane parts.

Whether you choose an In-Warranty Support, Scheduled, Select or Performance Based Service Agreement our multi-tiered portfolio of service agreements and optional features offer one that's right for your overall performance goals. Choosing the right HVAC equipment is only the beginning: with a Trane service agreement, you can rest assured your system continues to deliver a strong return on your investment, year after year.



Trane optimizes the performance of homes and buildings around the world. A business of Ingersoll Rand, the leader in creating and sustaining safe, comfortable and energy efficient environments, Trane offers a broad portfolio of advanced controls and HVAC systems, comprehensive building services, and parts. For more information, visit www.Trane.com.

