

2018 TRANE DEALER CONFIRMATION PACKET

The Gustave A. Larson Company is pleased to present the 2018 Trane Dealer Confirmation Packet. We have updated the enclosed information and placed this electronic file on the Trane Portal (www.LarsonTranePortal.com) for our dealers to save to their computer with searchability via the Table of Contents to make it easy to use this resource.

Please contact your Sales Consultant to get updates on your accrual statements.

We'd appreciate your feedback on what we can do to make this more valuable for you. Please email suggestions to trane@galarson.com. Thanks again for your business, your partnership and your desire to be a Trane dealer.

Best Regards,



Steve Casper
Trane Marketing Specialist
Gustave A. Larson Company
262-446-7284
Steve.Casper@galarson.com



SETTING A **NEW STANDARD**

MAKING IT **EASY**

FOR US, IT'S **PERSONAL**



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Gustave A. Larson Company Contacts - Trane

Please contact your Sales Consultant first

<u>RESPONSIBILITY</u>	<u>CONTACT</u>	<u>TELEPHONE</u>	<u>EXT.</u>	<u>CELL PHONE</u>	<u>EMAIL ADDRESS</u>	<u>TITLE</u>	<u>BRANCH</u>	<u>ST</u>
Advertising Pre-approval	Submit directly to the MAX Team via ComfortSite > Marketing Center > Marketing Advertising Express							
Advertising Pre-approval	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
B2B Site	Caroline Serres	262-446-7321			caroline.serres@galarson.com	Trane Marketing Assistant	PKE	WI
ComfortSite Set-Up (UserName/Password)	Caroline Serres	262-446-7321			caroline.serres@galarson.com	Trane Marketing Assistant	PKE	WI
Commercial Leasing & ROI Calculator	Dave Fingalsen	783-546-7175	43329	612-308-0628	dave.fingalsen@galarson.com	Trane Commercial Sales Manager	PLY	MN
Commercial Leasing & ROI Calculator	Jeff Schmeling	608-221-3301	61441	608-444-6810	jeff.schmeling@galarson.com	Trane Commercial Sales Manager	MDN	WI
Commercial Leasing & ROI Calculator	Scott Tilley	801-981-1647	44218	801-557-0180	scott.tilley@galarson.com	Trane Commercial Champion	SLC	UT
Commercial Leasing & ROI Calculator	Steven Johnson			303-619-9477	Steven.Johnson@irco.com	Regional Finance Manager		CO
Commerical Qotes	Account Rep or Store Manager							
Consumer Financing (Wells Fargo)	Steven Johnson			303-619-9477	Steven.Johnson@irco.com	Regional Finance Manager		CO
Consumer Promotion Claims	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
Co-Op Accruals / Claims	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
Credit Apps & Limits	Sarah Brinks	262-446-7268			CreditDepartment@galarson.com	Credit Analyst	PKE	WI
Extended Warranties	Samantha Beller	262-446-7214			samantha.beller@galarson.com	Warranty Clerk	PKE	WI
Home Show Rentals	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
Inventory	Store Manager							
Inventory Financing (IRBS)	Sarah Brinks	262-446-7268			CreditDepartment@galarson.com	Credit Analyst	PKE	WI
LMG (Local marketing Group) Advertising	Steve Casper	262-446-7284		414-507-5060	steve.casper@galarson.com	Trane Marketing Specialist	PKE	WI
Literature	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
MAX Site (Marketing Advertising Express)	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
Marketing (Trane)	Steve Casper	262-446-7284		414-507-5060	steve.casper@galarson.com	Trane Marketing Specialist	PKE	WI
Mitsubishi	Wes Parkin	262-446-7289			wesley.parkin@galarson.com	Mitsubishi Marketing Specialist	PKE	WI
Model Home Claims	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
MyHeatingCoolingPros.com Dealer Locator	Caroline Serres	262-446-7321			caroline.serres@galarson.com	Trane Marketing Assistant	PKE	WI
MyHeatingCoolingPros.com Website	Steve Casper	262-446-7284		414-507-5060	steve.casper@galarson.com	Trane Marketing Specialist	PKE	WI
Nexia Dealer Support		844-359-0270			dealer@nexiasupport.zendesk.com			
Pricing Discrepancies	Store Manager							
Seasonal Sales Incentive Program	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
TCS (Trane Comfort Specialist) Program	Steve Casper	262-446-7284		414-507-5060	steve.casper@galarson.com	Trane Marketing Specialist	PKE	WI
Technical Support	Dave Velgersdyk	303-892-1550		303-928-0559	dave.velgersdyk@galarson.com	Service Advisor	DEN	CO
Technical Support	David Philibert	763-546-9508	43346	763-381-2551	david.philibeert@galarson.com	Service Advisor	PLY	MN
Technical Support	Ethan Smith	801-981-1647	44105	801-641-0646	ethan.smith@galarson.com	Service Advisor	SLC	UT
Technical Support	Larry Lemens	414-615-2640	60209	920-562-7965	larry.lemens@galarson.com	Service Advisor	GRB	WI
Technical Support	Steve Bukosky	414-615-2640	52647	414-315-9539	steve.bukosky@galarson.com	Service Advisor	WSA	WI
Tracking Phone Numbers	Caroline Serres	262-446-7321			caroline.serres@galarson.com	Trane Marketing Assistant	PKE	WI
Trane Consumer Promotions	Steve Casper	262-446-7284		414-507-5060	steve.casper@galarson.com	Trane Marketing Specialist	PKE	WI
Trane.com Dealer Locator	Customer Focus	262-446-7204			customer.focus@galarson.com	Customer FOCUS Dept.	PKE	WI
Trane Connection eNewsletter	Caroline Serres	262-446-7321			caroline.serres@galarson.com	Trane Marketing Assistant	PKE	WI
Warranty	Debbie Podella	262-446-7217			debbie.podella@galarson.com	Warranty Clerk	PKE	WI
Wells Fargo Consumer Financing	Steven Johnson			303-619-9477	Steven.Johnson@irco.com	Western Region Finance Mgr		CO
Wells Fargo Training Team		866-424-3381			merchanttrainingteam@wellsfargo.com			



Inventory Order Options

Need a unit or part ASAP? Stop in at the nearest G. A. Larson branch

- 53 locations to serve you

Need inventory within the next week?

- Call your Larson Sales Consultant or local branch
- Order online (www.galarson.com) & receive **free** Larson truck delivery
 - Templates make it easy to order equipment, accessories, parts or even complete systems
 - Create your own custom templates for frequently ordered items, truck stock, etc.

Need inventory in the next 5-6 weeks?

- Order 50+ residential motor bearing units that will ship directly from the factory
- Receive a **direct ship discount#*** and/or **payment upon deliver discount***
 - # Discount applies to units that ship directly from the factory (*products shipped from G A Larson do not qualify*)
 - * Exclusions may apply (*job quotes, projects, etc.*)

Ask about inventory financing (2 options available)

- Ingersoll Rand Business Services[^] (5+ motor bearing units)
 - 90 Day Payments for TCS dealers (1/3 in 30 days, 1/3 in 60 days, 1/3 in 90 days)
 - 60 Day Payments for other Trane dealers (1/2 in 30 days, 1/2 in 60 days)
 - [^] Need to submit a completed IRBS application at least 1 month in advance
- G. A. Larson (5+ motor bearing units)
 - Net 60 Day Terms for all Trane dealers
 - Subject to Credit Manager approval; account must be current & in good standing

Reasons to place a Stocking Order

- May qualify for additional incentive (Spring / Fall Stocking Program)
- Improve your company's cash flow
- Gustave A. Larson Company pays the financing charges
- Improve productivity of your employees
- Procurement cost savings (fewer deliveries, PO's & invoices)
- Have the product when your customers need it
- Send a positive message to your employees that your company is ready for a hot summer
- Save on delivery charges
- Inventory rebalance** if you don't sell it

** Rebalance order must be of equal \$ amount. Products being phased out by the G A Larson Company or Trane are **not** eligible for rebalance.



Trane Co-Op Advertising Guideline Summary

This is a summary of the most important co-op advertising guidelines. ALL of the following steps must be met for any advertisements that are submitted for co-op in order for credit to be issued. Please refer to **this** Dealer Confirmation Packet, which contains complete details.

Follow these key guidelines to ensure your ads are eligible for co-op:

- Trane must be prominent and feature Trane products exclusively.
- Meet Trane Brand Identity & Logo Guidelines as posted on ComfortSite.
 - See examples in the Trane Dealer Advertising Co-op Guide
 - The Trane logo must also contain the "It's Hard To Stop A Trane." tagline
 - Approved Trane and/or TCS logo (approximately 75% of the size of dealer logo) OR equal in size to dealer logo OR combination of Trane elements (Trane logos, products, offers, creative) that account for at least 1/3 of the ad
 - The Nexia logo may be used but must be accompanied by the Trane or TCS logo
- Promotional and financial messages must specify the product, promotion/offer, dates plus any Trane and legal disclaimers.
 - Utilize the Ad Builder on MAX, which provides the appropriate disclaimer for each ad.
 - Non-Wells Fargo financing programs are not eligible for reimbursement. The only allowed exceptions are Utility/State subsidized programs or approved Trane retail programs.
- Dealers can combine government, utility and promotional savings.
- Price advertising may not be eligible for reimbursement.
 - Advertising that reflects a monthly payment is eligible.
- Dealers must be identified as "independent" Trane dealers. Words such as authorized, certified, etc. **cannot** be used.
- Advertising must meet all standards for responsible advertising (e.g. no false or misleading offers, offensive materials, etc.).
- Locomotive themes/pictures/photography will render an ad ineligible for reimbursement.
- Ads may not contain expired images, as these cannot be credited.

NOTES:

1. The Gustave A. Larson Company strongly recommends dealers submit all ads directly to MAX for pre-approval at least 2 business days in advance of the deadline to verify ads comply with all factory advertising requirements and ensure ads will be eligible for co-op.
2. Submit claims with MAX pre-approval and all supporting documentation **within 60 days** of invoice date to G A Larson (attn: Customer Focus). This provides sufficient time to review each claim, verify it complies with factory co-op requirements, obtain additional supporting documentation if necessary, issue credit to your account, and submit the final claim within 90 days of invoice date.
3. If you plan to use previously created ads, verify on MAX that the creative is still approved and/or email the ad(s) to customer.focus@galarson.com at least 5 business days in advance of publication.

Ad Submission

- Advertisement ran and invoiced within last 60 days.
- Copy of Advertisement, MAX pre-approval letter, and paid invoice .
- Copy of the script or tear sheet for radio, TV, etc.
- Picture of billboards, home shows, vehicle ID, etc.
- Total impressions, clicks, click-thru rate, cost per click, cost per conversion, cost per cal, etc.
- Co-op claims must be received by the Customer Focus Dept. by January 15th of the following year (within 60 days of invoice date).
- Claims sent without proper information/documentation will be returned

NOTE: Trane requires distributors to issue credit to the dealer and submit claims with all supporting documentation within 90 days of invoice date. Claims submitted more than 90 days of invoice date are automatically rejected and no credit will be issued.

Best Practice: Dealers can set up agency partners on MAX so they can submit ads for pre-approval. Also, ask them to submit a copy of each invoice and all required documentation to customer.focus@galarson.com within 60 days of invoice date.

Ad Reimbursement

- All of the above criteria has been met.
- Account must be current and in good standing
- All expenses must be **incurred** in the current fiscal year.
- Trane funds are available.
- Reimbursement will be issued in form of credit on account.

If you have any questions or concerns please contact Debbie Aschenbrenner (debbie.Aschenbrenner@galarson.com or 262-446-7248) or Steve Casper (steve.casper@galarson.com or 262-446-7284).

Trane Dealer Co-op Submission Form

Dealer Name: _____ Dealer Acct #: _____

Claim Contact: _____ Dealer Claim #: _____

Phone: _____ Email: _____ Date: _____

Trane Dealer
 TCS Dealer
 Larson Loyalty Dealer

1. Type of Expense

Original invoice plus required back-up listed below must be submitted for each expense. See Trane Dealer Advertising Guide for complete details.

- Billboard (plus photo of each billboard and map with location)
- Dealer Outdoor Building Signs (plus photo of installed sign)
- Direct Mail - postcards, newsletters, val-paks, etc (invoice showing quantity printed plus final produced ad)
- Door Hangers (invoice showing quantity printed plus final produced ad)
- Email Marketing (plus copy of email with Trane/TCS logo and Trane visual element)
- Keyword Search/ Pay Per Click Advertising (plus keyword list, copy of PPC ad, screen shot of destination URL and reports showing run dates, number of impression and clicks)
- Newspaper/ Magazine (plus copy of tear sheet {actual ad} with name and date of publication for each insertion)
- Online Banner/ Display Ads or Digital Video Ads (plus screen shots of destination URL, finance disclaimer page and display ad)
- Online Local Listing Management / LPM (copy of invoice from DAC Group)
- Promotional - banners, displays, uniforms, vehicle decals, etc (plus pictures)
- Radio (plus copy of final produced ad or notarized script, along with an affidavit from each station in your schedule)
- SEO - Search Engine optimization* (invoice with website URL)
- Shows & Exhibits (plus original photos of your booth with Trane signage and product display; no competing products)
- Social Media Management (plus social media activity reports from agency that validates Trane content)
- TV, Cable or Cinema (plus copy of final produced ad or notarized script, along with an affidavit from each station in your schedule)
- Vehicle Wraps (plus pictures showing both sides and rear of each vehicle)
- Website Development dedicated to the Dealer and Trane* (invoice with website URL)
**Reimbursement may be pro-rated based on % of website dedicated to HVAC*
- Yard Signs (plus photo of signs)
- Other _____

2. Date of co-op expense: _____ Total dollars: \$ _____
All co-op expenses must be claimed within 60 days of invoice date and received by January 15th of the following year

3. **MAX Approval #** (attach pre-approval letter): _____

Send claims to: Gustave A. Larson Company
 Attn: Customer FOCUS Dept
 W233 N2869 Roundy Circle West OR Customer.focus@galarson.com
 Pewaukee, WI 53072

To ensure co-op funding, all expenses must be pre-approved by Trane (via MAX). All claims must include this completed form along with the required documents, including pre-approval form.

Please submit one claim per submission form.



Advertising
Billboards / Out of Home / Transit Signs
Cinema
Direct Mail
Google Local Services through Search Kings or Mediagistic
Internet Advertising (including Banner Ads, PPC and SEM)
Magazine
Nearby Now (TCS dealers only)
Newsletters
Newspaper
On-Hold Messaging - dedicated exclusively to the Dealer & Trane (no competitive products)
Radio
Sponsorships & Events
Sports Packages
TV / Cable
Vehicle ID See Vehicle ID Program
Website Development - dedicated to the Dealer & Trane (max co-op credit of \$2,500)
Website Maintenance - ongoing SEO, maintenance for coupons, promotions, etc. (max co-op credit of \$1,200 per year)

Promotional
Banners
Building Signs
Bumper Stickers (I Choose Trane)
Door Hangers
Home Show booth space rental (exclusively promote Trane products)
ID Badges with Trane logo
Literature Display Racks
Model Home Display & Promotional Materials
Presentation Folders & Binders
Show Room Display
Trane Consumer & Technical Literature, Customized TCS Brochures, Service Guides, etc
Trane Home Show Display (purchase or rental) <ul style="list-style-type: none"> Shabang Exhibits is the approved vendor
Trane logo'd (from approved vendors) <ul style="list-style-type: none"> Business cards, letterhead, proposal forms, stationary & thank you notes Promotional Items (magnets, pens, etc) Shoe covers, carpet shield, coveralls Uniforms, hats, apparel & accessories
Upgrade Brochures
Yard Signs, Site Signs & Neon Signs (# 4161066)

Education / Trips
Larson /Trane Dealer Meeting/ Conference
NATE Certification Testing Fees
Power Selling Pros
Subscriptions for Educational Publications
TCS Conference
Telephone Doctor
Trane-Approved Training Software
Trane Business, Sales & Technical Training (includes ACT Group, Boot Camp, John Abbott Duct Design, Wayne Atkins, etc.) <ul style="list-style-type: none"> Course fees Airfare, mileage, lodging & meals (TCS only) See ComfortSite/Training Center/Strategic Training Allies for an updated list
Wayne Atkins 1-Day Business Consultation

DEALER ADVERTISING CO-OP PROGRAM

MAX
MARKETING ADVERTISING EXPRESS



It's Hard To Stop A Trane.®



2018

The Trane Dealer Advertising Co-op Program is designed to help you stimulate Trane residential and light commercial product sales by sharing the cost of your qualifying advertising. This guide is intended to provide key details, but see the official guidelines in your co-op sales plan for program specifics.

Take It To The MAX

Getting the most value out of your co-op dollars just got easier. Meet MAX – a web-based tool that opens up a world of highly accessible, business-boosting marketing resources. MAX, short for Marketing Advertising eXpress, provides everything you need to quickly create ads. Included in this easy to use system are:

1. Ad Builder
2. Image Library

MAX is a tool designed as a result of Trane's response to dealer input and appreciation for a commitment to our brand, to make your co-op dollars work as hard as you do to generate leads and close sales. Continual improvement is part of the formula for success. We invite you to send your feedback on how MAX could be even more valuable to support@tranemax.com.



This guide is valid for the January 1, 2018 through December 31, 2018 program. *Please refer to your co-op sales plan for official language.*



MAXimize Your Advertisements

To use your co-op dollars productively and increase your competitive edge, you need a tool that allows you to market as efficiently and effectively as possible. MAX was designed to be intuitive and easy to use, with new templates to communicate both the Trane brand AND your brand.

Access MAX 24/7 from:

ComfortSite > Marketing Center > MAX (Marketing Advertising eXpress)

Customizable ad templates available on MAX



Direct Mail



Newspaper & Magazine



Door Hangers



Yard Signs



Thank You Cards



Billboards



Radio



TV



Web Banners

Choose between two types of ad templates:

- RTR (Ready To Run) – Quick & easy static templates allow you to add your own logo and company contact information using a pre-made ad.
- BYO (Build Your Own) – Customizable templates with several options to choose from and more dealer space!

Downloadable material available on MAX



Product Photography



Lifestyle Images



Web Banners

Radio & TV

All radio & TV ads have a customizable area for both offer and dealer tagging.



All available radio ads can be listened to on MAX. You may also download production quality ads that have an area for custom offer and dealer information.



All available TV ads can be viewed on MAX. You may also download production quality ads that have an area for custom offer and dealer information.

Pre-approval is strongly recommended for all ads to ensure co-op eligibility, and can be requested from your distributor's local marketing contact.

Eligible Media	Ad Requirements	Claim Requirements
Television or Cinema	<p>:30 & :60 ads</p> <ul style="list-style-type: none"> Approved Trane and/or TCS logo, 'It's Hard To Stop A Trane.' tagline in audio/voiceover and at least 1 Trane visual element (such as product, Trane creative or promotional offer) <p>:15 ads</p> <ul style="list-style-type: none"> Approved Trane and/or TCS logo and at least one Trane mention in audio/voiceover 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> Final produced ad <u>OR</u> Notarized script detailing audio and visual ad components
Radio	<p>:30 & :60 ads</p> <ul style="list-style-type: none"> Mention Trane at least 2 times and include 'It's Hard To Stop A Trane.' tagline (counts as 1 mention) <p>:15 ads</p> <ul style="list-style-type: none"> Mention Trane at least 1 time 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> Final produced ad <u>OR</u> Notarized script detailing audio ad components
Newspaper or Magazine	<ul style="list-style-type: none"> Approved Trane and/or TCS logo (<i>approximately 75% of the size of dealer logo</i>) OR approved Trane and/or TCS logo with 1 additional Trane element (Trane product photo, promotion, offer, creative image) 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> Copy of ad
Direct Mail or Door Hangers	<ul style="list-style-type: none"> Approved Trane and/or TCS logo (<i>approximately 75% of the size of dealer logo</i>) OR approved Trane and/or TCS logo with additional Trane element (Trane product photo, promotion, offer, creative image) 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> Copy of ad, including both sides

Mitsubishi – Joint Venture Advertising Update: Trane co-op accruals are not calculated on Mitsubishi/JV product purchases. Standalone Mitsubishi advertising is not eligible for Trane co-op fund reimbursement (may be eligible for Mitsubishi co-op fund reimbursement). However, dealers may include Mitsubishi products in advertising when presented as a secondary product to Trane (i.e. Mitsubishi must be less than 50% of ad space). MAX pre-approval is required for co-op reimbursement.

Eligible Media	Ad Requirements	Claim Requirements
Printed Newsletter	<ul style="list-style-type: none"> • Approved Trane and/or TCS logo • Include at least 1 Trane mention or image (product or promotional offer) for every other page, minimum 2 • Example: 6 page newsletter requires at least 3, a 2 or 4 page newsletter requires at least 2 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Copy of newsletter
Billboards (static or electronic)	<ul style="list-style-type: none"> • Approved Trane and/or TCS logo (<i>approximately 75% of the size of dealer logo</i>) • OR approved Trane and/or TCS logo with 1 additional Trane element (Trane product photo, promotion, offer, creative image) 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Photograph of billboard
Website Development	<ul style="list-style-type: none"> • Approved Trane and/or TCS logo on main page • No competitive logos <ul style="list-style-type: none"> - Brands serviced may be listed by name • Include at least 2 of the following elements; <ul style="list-style-type: none"> - Trane product page(s) - Trane related articles/blogs - Equipment offers specific to Trane - Wells Fargo or SNAP financing link 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Website URL <p><i>-Trane reserves the right to audit website to -validate ongoing compliance</i></p> <p><i>-Amount reimbursed may be prorated based on % of website dedicated to HVAC (vs. plumbing, etc.)</i></p>
<div data-bbox="54 1179 233 1235" style="background-color: #e67e22; color: white; padding: 5px; display: inline-block;">NEW</div> SEO - Search Engine Optimization	<ul style="list-style-type: none"> • Approved Trane and/or TCS logo on main page • No competitive logos <ul style="list-style-type: none"> - Brands serviced may be listed by name • Include at least 2 of the following elements; <ul style="list-style-type: none"> - Trane product page(s) - Trane related articles/blogs - Equipment offers specific to Trane - Wells Fargo or SNAP financing link 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Website URL <p><i>-Trane reserves the right to audit website to -validate ongoing compliance</i></p> <p><i>-Amount reimbursed may be prorated based on % of website dedicated to HVAC (vs. plumbing, etc.)</i></p>

Eligible Media	Ad Requirements	Claim Requirements
<p>Online Banner/ Display Ads <i>Desktop or mobile ads</i></p>	<ul style="list-style-type: none"> • Approved Trane and/or TCS logo (<i>approximately 75% of the size of dealer logo</i>) • OR approved Trane and/or TCS logo with 1 additional Trane element (Trane product photo, promotion, offer, creative image). • If promoting financing, click through link must direct to page with full financing disclaimer 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Copy of digital ad • Destination URL or screen shot of destination URL/ landing page <u>if promoting a financing offer</u>
<p>Digital Video/ Pre-roll Ads</p>	<p>:30 & :60 ads</p> <ul style="list-style-type: none"> • Approved Trane and/or TCS logo, 'It's Hard To Stop A Trane.' tagline in audio/voiceover and at least 1 Trane visual element (such as product, Trane creative, promotion offer) • If promoting financing, click through link must direct to page with full financing disclaimer. <p>:15 ads</p> <ul style="list-style-type: none"> • Trane logo with tagline and/or TCS logo and at least 1 Trane mention in audio/voiceover • If promoting financing, click through link must direct to page with full financing disclaimer. 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Final produced ad <u>OR</u> notarized script detailing audio and visual ad components • Destination URL or screen shot of destination URL/ landing page <u>if promoting a financing offer</u>
<p>Keyword Search Advertising (PPC) <i>Includes click-to-call ads</i></p>	<ul style="list-style-type: none"> • Only non-Trane branded HVAC related keywords are eligible (examples; AC repair, furnace maintenance, heating and air dealer, ac installation) • Search engine ad must include Trane mention. • If promoting financing, click through link must direct to page with full financing disclaimer. 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • List of keywords • Copy of pay-per-click ad/text • Destination URL or screen shot of destination URL/ landing page <u>if promoting a financing offer</u>

Eligible Media	Ad Requirements	Claim Requirements
<div style="background-color: #e91e63; color: white; padding: 2px 5px; font-weight: bold; display: inline-block;">NEW</div> Google Local Services Ads (GLS)	<ul style="list-style-type: none"> • Mediagistics or SearchKings must be used – these vendors have created specific GLS accounts for HVAC • Only HVAC leads from GLS are co-op eligible 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice from Mediagistic or SearchKings <p>Note:</p> <ul style="list-style-type: none"> • Trane reserves the right to audit sales of Trane/Ameristar equipment on GLS HVAC leads
Social Media Management	<ul style="list-style-type: none"> • Covers agency fees for management of social media channels • Content must include Trane elements (logo, product, promotions, etc.) • Specific term/rates financing offers cannot be included in paid social media ads. 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice from agency <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Social media activity reports from agency that validates Trane content <p><i>-Trane reserves the right to audit social media activity to validate ongoing compliance</i></p>
Email Marketing	<ul style="list-style-type: none"> • Trane logo with tagline and/or TCS logo • Trane must be prominent in the ad, with at least one Trane visual element (Trane product photo, promotion, offer or creative image). 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Copy of email
Online Local Listing Management	<ul style="list-style-type: none"> • DAC Group's Local Presence Management (LPM) & review monitoring program fee for non-TCS dealers • Register at http://trane.dacgroup.com/ <p><i>Program is free for TCS Dealers</i></p>	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice from DAC Group

Eligible Media	Ad Requirements	Claim Requirements
<p>Sponsorships</p>	<ul style="list-style-type: none"> • Include a promotional element (TV, radio, billboard, direct mail, digital ad, etc.) • Follow media ad guideline requirements • If event sponsorship, include prominent Trane signage with logo and tagline <p><i>Benefits (tickets, suite access, parking passes, VIP passes, etc.) are not eligible for reimbursement as separate line items but can be included as "added value" in packages</i></p>	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Copy of sponsorship contract • Final produced promotional element • Photograph of Trane signage <p>Note: Sponsorships should be pre-approved prior to committing to participate</p>
<p>On-hold Messaging</p>	<ul style="list-style-type: none"> • Mention Trane at least 2 times for every :30 of audio • "It's Hard To Stop A Trane." tagline counts as 1 mention 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Final produced on-hold message recording.
<p>Events, Shows & Exhibits</p>	<ul style="list-style-type: none"> • Trane signage with approved Trane and/or TCS logo • Trane or Nexia products must be on display (cost of product is not eligible) • No competitive products/brands on display <p><i>Eligible Expenses; entry fee, booth display purchase or rental, booth structure (i.e. electrical or wi-fi)</i></p>	<p>Proof of Cost:</p> <ul style="list-style-type: none"> • Copy of paid invoice or vendor signed contract that includes date or event/show <p>Proof of Performance:</p> <ul style="list-style-type: none"> • Photos of event and/or exhibit showing Trane signage and product display <p>Deposit Claims: Event date, location and deposit invoice (due within 60 days of invoice date or activity date). The claim can be reimbursed out of the fund year for either the invoice date or the activity date.</p>

Eligible Media	Ad Requirements	Claim Requirements
Yard Signs	<ul style="list-style-type: none"> Approved Trane and/or TCS logo <i>(approximately 75% of the size of dealer logo)</i> 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> Copy of Sign
Dealer Outdoor Building Signs	<p><i>Only static outdoor buildings signs are eligible</i></p> <ul style="list-style-type: none"> Approved Trane and/or TCS logo <i>(approximately 75% of the size of dealer logo)</i> Federal Health preferred vendor 	<p>Proof of Cost:</p> <ul style="list-style-type: none"> Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> Photo of installed sign
Vehicle Decals & Wraps/ Full Designs	<ul style="list-style-type: none"> Approved Trane and/or TCS logo <i>(approximately 75% of the size of dealer logo)</i> on all three sides OR approved Trane and/or TCS logo on all three sides with Trane product image(s) or Trane creative on at least two sides <p><i>Trane logo decals may be claimed under Branded Merchandise category</i></p>	<p>Proof of Cost:</p> <ul style="list-style-type: none"> Copy of invoice <p>Proof of Performance:</p> <ul style="list-style-type: none"> Photo of vehicle (all three sides) <p>Note: <i>Pre-approved is strongly recommended</i></p>

INELIGIBLE EXPENSES REIMBURSEMENT, including but not limited to:

- Barters or trades for equivalent value
- Call centers and answering services
- Charitable or political contributions
- Classified ads
- Customary business expenses such as call tracking phone number, office equipment, supplies, vehicles and software
- Event, entertainment and travel expenses not tied to an approved sales incentive plan
- Market research
- Online listing fees (Angie's List, BBB, etc.)
- Production expenses for individually produced creative
- Services performed by distributor or dealer employees
- TCS program fees
- Uniform rental and cleaning services





Follow these key guidelines to ensure your ads are eligible for co-op:

- Feature Trane products exclusively.
- Meet Trane Brand Identity Guidelines as posted on ComfortSite: MAX Info Center
- Contain the proper Trane logo and/or Trane Comfort Specialist (TCS) logo (if eligible)
 - The Trane logo must also contain the “It’s Hard To Stop A Trane.” tagline
 - The Nexia logo may be used but it must be accompanied by the Trane or TCS logo
- Promotional and financial messages must specify the product, promotion/offer, dates plus any Trane and legal disclaimers.
- Dealers must be identified as “independent” Trane dealers. Words such as authorized, certified, etc. cannot be used.
- Advertising must meet all standards for responsible advertising (e.g. no false or misleading offers, offensive materials, etc.).
- Locomotive themes/pictures/photography will render an ad ineligible for reimbursement.
- **Mitsubishi – Joint Venture Advertising Update:** Trane co-op accruals are not calculated on Mitsubishi/JV product purchases. Standalone Mitsubishi advertising is not eligible for Trane co-op fund reimbursement (may be eligible for Mitsubishi co-op fund reimbursement). However, dealers may include Mitsubishi products in advertising when presented as a secondary product to Trane (i.e. Mitsubishi must be less than 50% of ad space). MAX pre-approval is required for co-op reimbursement.



Trane Brand Logo Use

Colors	Pantone	CMYK	RGB
 Trane Red	BRIGHT RED C	C 0% M 88% Y 100% K 0%	R 255 G 43 B 0
 Trane Grey	430 C	C 33% M 18% Y 13% K 40%	R 124 G 135 B 142

You can also find this information on www.NewTraneLogo.com (if there is a Cookies, check first 2 boxes).

Approved Color Logo



Buffered Zones



An appropriate amount of space (diameter of 1 logomark) should be left between the Trane logo and other information, such as product names and other logos

Approved Logo Use



It's Hard To Stop A Trane.®

The preferred Trane logo and tagline format shown is used for most media. Its consistent use provides a consistent appearance and ensures the proper relationship between the Trane symbol and logotype. The tagline should appear as shown in Black.



It's Hard To Stop A Trane.®

Optional application of the logo in Trane Red on a Black background with tagline dropped out to White. Trane Red must be knocked out of Black background and not an overprint.



It's Hard To Stop A Trane.®

Dropout of a color. The logo should always appear in White. **Do not** use any other color combination.



It's Hard To Stop A Trane.®

The logo and tagline dropped out to White on a printed Black background.



It's Hard To Stop A Trane.®

The logo and tagline in Black printed on a White background.

Incorrect Logo Use



It's Hard To Stop A Trane.®

Do Not stretch, skew or distort the logo.



It's Hard To Stop A Trane.®

Do Not create new or unapproved logo lockups.



It's Hard To Stop A Trane.®

Do Not alter the proportions of the symbol and logotype or adjust the positioning of the logo elements.



It's Hard To Stop A Trane.®

Do Not add words to the lockup.



Do Not use the Trane logotype alone.



It's Hard To Stop A Trane.®

Do Not add a drop shadow or other special effects.



It's Hard To Stop A Trane.®

Do Not recreate the logo in unapproved colors.



It's Hard To Stop A Trane.®

Do Not outline the logo.






Do Not use the Trane logomark without the Trane logotype.

It's Hard To Stop A Trane.®

Do Not use the Trane tagline alone.

TCS (Trane Comfort Specialist) Brand Logo Use

Colors	Pantone	4-Color Process
 Trane Red	7417	C 0% M 85% Y 100% K 0%
 80% Black	80% Black	C 0% M 0% Y 0% K 80%
 50% to 10% Black Gradient	50% to 10% to 50% Black Horizontal Gradient	50% to 10% to 50% Black Horizontal Gradient

Approved Logo Use



The preferred way to reproduce the Trane Comfort Specialist (TCS) logo is in color.



As an alternative to the color logo when necessary, the TCS logo may be reproduced in one color or grayscale. 80% black should be used.



80% black or PMS 7417 should be used when reversing the logo out of a background.

Buffered Zones



The TCS logo must always be at least the width of the house on the logo away from any other object, except when paired with the Trane logo or other logos/marks and a vertical line is used.

Disclosing the details of a promotional offer is incredibly important because it helps customers make informed choices. Accurate and prominent credit terms and costs are also important because they help:

- Customers understand their financing options.
- Build trusted, positive experiences with your customers.
- Prevent the risk of litigation and damage to your reputation.

What happens if I don't follow the advertising laws and regulations?

Wells Fargo and third-party advertisers like you are equally responsible for complying with the advertising laws or it may result in penalties like fines, reputation damage, and other negative consequences for all parties.

Are compliance requirements for all financing programs the same?

Different state and federal laws apply to consumer finance programs. Guidelines from other credit card program providers do not replace ours, which are based on Wells Fargo policy. All requirements may not transfer across finance providers.

State and federal laws and regulators that mandate specific rules when promoting financing include, but are not limited to:

- UDAAP (Unfair, Deceptive and Abusive Acts & Practices) laws
- Truth in Lending Act (TILA); including Regulation Z
- The Federal Trade Commission (FTC).

For full disclaimer guidelines, visit:

https://retailservices.wellsfargo.com/programs/df3080921/en_US/pdfs/advertising_requirements.pdf



You can submit your ads for co-op pre-approval to MAX before the activity is initiated. Pre-approval requests submitted through the MAX site are processed within eight business hours.

To access the pre-approval process in MAX:

1. Hover your cursor over the “Pre-Approval Management” drop down menu, click “Submit a Pre-Approval Request Online”.
2. Complete the required fields on the pre-approval request screen, upload a proof of your ad and then click “Submit Request”.
3. You will be notified of your pre-approval request status by email within 8 business hours.



The screenshot shows the MAX Pre-Approval Request Submission form. The form is titled "Submit Pre-Approval Request Submission" and includes the following fields and sections:

- Account Information:** "Account Number" (text input), "Account Name" (text input), and "Send Email" (checkbox).
- Product Information:** "Product Name" (text input), "Brand Name" (text input), and "Product Category" (text input).
- Upload Documents:** "Upload Documents" (text input), "Document Name" (text input), and "Click to upload files or drag files onto this box." (text area).
- Buttons:** "Send Email" (checkbox), "Submit" (button), and "Cancel" (button).

Managing Pre-approval Email Communications

Pre-approval email communications will be sent to the email address entered with the pre-approval and all contacts listed in your MAX “My Profile”. You can manage your company contacts by clicking on the “My Profile” link at the top right hand corner of MAX. Contacts can be added or removed from this list.

If you encounter any difficulties with the preapproval process, contact MAX support at 855-808-9229 or support@tranemax.com.

Max Support

The MAX Support Team is here to help whenever you need assistance. They can be reached from 9am to 6pm EST.

- Phone: 855-808-9229
 - Email: support@tranemax.com
- Live chat available on the site

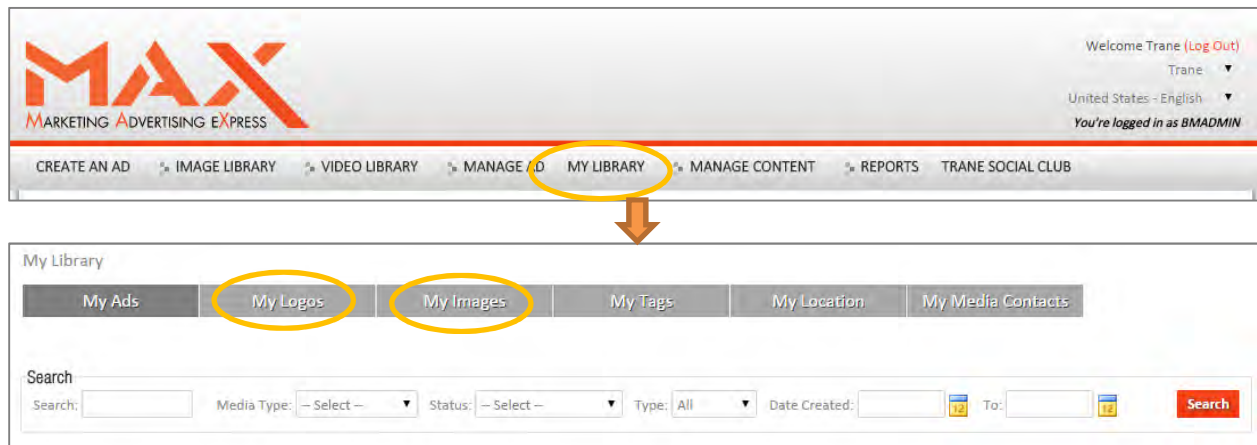
MAX Ad Builder Quick Start Guide

Ready to create your first MAX ad? It's easy...just follow the steps below!

The MAX Ad Builder is located on ComfortSite within the Marketing Center. From the MAX portal home page, click on the “Advertising Materials” tab from the top navigation links.

Step 1: Add logo and images to “My Library”

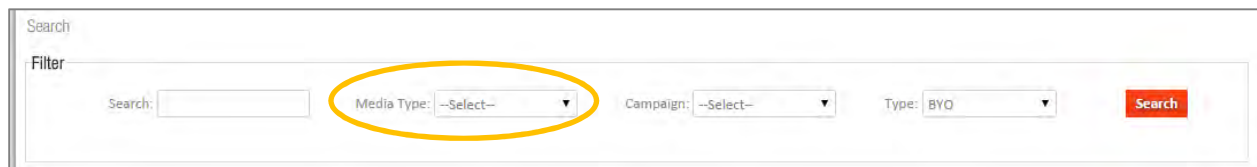
The Ad Builder allows you to add your logo and images to your ads from your “My Library”. Click on “My Library” from the top navigation bar. Upload your logo in the “My Logos” section and images to the “My Images” section.



***Logo tip** – Use a high resolution logo file (at least 300 DPI resolutions - TIFF, EPS or JPEG).

Step 2: Select a template

After saving your logo and images, click on “Create an Ad” from the top navigation bar. In the filter search section, select your Media Type from drop down (Direct Mail, Newspaper, etc.) and then click the “Search” button. Review template options by selecting “View” button under each template. Click “Select” button for the template you’d like to customize. If needed, you can also filter by campaign or template type.

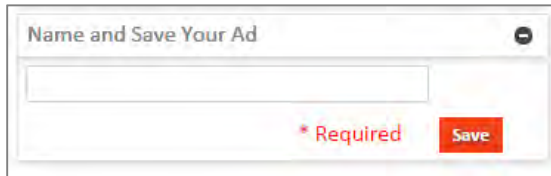


Step 3: Customize your template

Next, follow the template “wizard” steps to add your customized content such as logo, phone #, website address, etc. The fields including a red asterisk (*) are required fields. After you add your content, click the “Apply” button to see a preview of your ad. For two-sided templates, click “Next Step” and then complete the customization of the back side.

Step 4: Name and Save your ad

After adding your custom content, click on “Name and Save Your Ad” box. Use a descriptive name for your ad so you can easily find it in the future. Next, click “Save”.









Step 5: Final Actions

Now you can download your ad file, submit for co-op preapproval or send to be printed and mailed.

Congratulations! You've created your first MAX ad!

Need to edit your ad? Go to your “My Library” and click on “My Ads”. Click the “Search” button and locate your saved ad. Next, click the “Edit” icon. The ad builder template wizard will open. Edit your content and then resave your ad.

ID	Name	Created	Size	MediaType	Co-op. Pre-Approval	Status	Type	Email, Download or Deliver	Edit	Duplicate	Delete
739	test yard sign	06/09/2015	24x18	Yard Sign	Click to Submit	Completed	BYO	   			

Have questions or need help building your ads? Contact the Trane MAX support team Monday – Friday, 9am – 6pm EST.

Email: support@tranemax.com

Tel: 855-808-9229

Live Chat: available on MAX

Trane Consumer Literature

Trane Residential Consumer Literature Guidelines

Order literature from Trane's Customer Support & Literature ordering Center (ComfortSite > Order Center > Marketing Materials)

Literature orders processed through G.A. Larson will ship directly to your company and be subject to shipping and handling charges

Please limit consumer literature orders to a reasonable quantity. This will assure your company has the most current publication and reduce waste.

Trane Residential Consumer Literature Allowance

- \$150 TCS Select
- \$250 TCS Prime
- \$500 TCS Premier

"Residential Consumer Literature" (co-op using Promotional Accrual):

Customized TCS brochure - ***Strongly recommend use these instead of consumer literature***

- Create in 20-30 minutes (ComfortSite > Marketing Center > MARC > Literature > Customizable)
- Cost less than \$1.00 each (minimum of 25) via ComfortSite
- Dealers can print locally (submit invoice to the Customer FOCUS Dept for 100% credit up to \$1.00 per copy)

Residential Consumer Literature (Furnaces, A/C's, HPs, Air Handlers, Package Units, Coils, Comfort Controls, IAQ Products and Nexia)

Builder Upgrade brochures

Comfort Checklists

NOTE: Literature for Home Shows needs to be ordered **4-6 weeks** in advance of the show.

Commercial Literature (co-op using Promotional Accrual):

Commercial Leasing brochures

Light Commercial brochures

Package Unit brochures

Installation/Operation/Specifications/Technical/Troubleshooting brochures

Education (co-op using Promotional Accrual):

Trane-approved Software

Learning Resources (also eligible to co-op reimbursement against Education/Trip accrual)

Service Guides & Study Guides

Promotional Items (co-op using Promotional Accrual):

Badges, Banners, Buttons & Pins

Binders, Dealer Sell Sheets, Folders, Handbooks, Manuals & Worksheets

Trane-approved CDs & DVDs

CleanEffects Demonstrators

Coloring Books

Comfort Surveys


Displays, Literature Racks, Product Family Foldouts & Posters, Tool Kits

Pocket Aids (EX: Duct Calculators, Annual Heating-Cooling Operating Cost Calculators, etc.)

TRANE RESIDENTIAL LITERATURE	PRODUCT(S)	PUB #	QTY	PRICE
Consumer				
Literature Display Racks (4-side, 4-high, rotate) & Trane Header	Display	72-1254	1	\$ 140.00
Trane Headers for Literature Display Racks	Display	72-5120-3HD	1	\$ 15.00
Air Handler consumer Brochure	Air Handlers	72-1267	20	\$ 13.00
Communicating Systems Consumer Brochure	Communicating Units	72-1243	20	\$ 12.00
Tru Comfort Variable Speed Systems Consumer Brochure	A/C & HP Units	72-1305	20	\$ 13.00
Air Conditioning Brochure (XV20i, XV18, XL18i, XL16i, XR17/16/14/13)	A/C Units	72-1208	20	\$ 13.00
Furance/Coils: All -Aluminium Confort Coils Consumer Brochure	Coils	72-1216	20	\$ 12.00
Ductless Consumer Brochure	Ductless	72-1287	20	\$ 13.00
VRF Systems Consumer Brochure	Ductless	72-1306	25	\$ 72.00
80 Gas Furnaces Consumer Brochure (XC, XV, XL, XT, XR, XB)	Furnaces	72-1215	20	\$ 12.00
90/95 Gas Furnaces Consumer Brochure (XC95m, XV95, XL95, XR95, XT95, XB90)	Furnaces	72-1273	20	\$ 12.00
Furnace/Coils: S9V2 Furnace Consumer Brochure	Furnaces	72-1312	20	\$ 12.00
EnviroWise Geothermal Systems Consumer Brochure	Geothermal	72-1261	25	\$ 72.00
EarthWise Hybrid (Ultra Efficiency) Consumer Brochure	Heat Pumps	72-1241	20	\$ 12.00
Heat Pumps Brochure (XV20i, XV18, XL18i, XL16i, XR17/16/15/14)	Heat Pumps	72-1209	20	\$ 13.00
CleanEffects Consumer Brochure	IAQ	72-1218	20	\$ 12.00
Indoor Air Quality: Consumer Brochure	IAQ	72-1313	20	\$ 13.00
Packaged Systems: Consumer Brochure	Packaged Units	72-1275	20	\$ 13.00
Trane Thermostats Consumer Brochure	Thermostats	72-1219	20	\$ 12.00
Comfortlink II Zoning Consumer Brochure	Zoning	72-1126	20	\$ 12.00
Nexia				
Nexia Diagnostic Consumer Brochure	Nexia	72-1311	25	\$ 27.00
Connected Home: Connected Controls Consumer Brochure	Nexia	72-1286	20	\$ 12.00
Connected Home: Energy Management (eMonitor) Consumer Brochure	Nexia	72-1303	25	\$ 31.00
Connected Home:Nexia Smart Home System Consumer Brochure	Nexia	34-1020	20	\$ 13.00
Dealer				
Calculator – AC Charging/Super Heat Sub Cooling (R-22)		34-4112	5	\$ 21.00
Calculator – Air Duct with Trane Logo		22-3126	5	\$ 21.00
Calculator – R-410A AC Charging		22-8173	5	\$ 21.00
Financial Services		62-9100	20	\$ 20.00
Posters		Varies	1	Vary
Product Family Guide		62-1014	20	\$ 13.00
Residential & Light Commercial Product Handbook		22-8301	1	\$ 22.99
Tool Kit - Bag and Tabs only		72-6107-04BT	1	\$ 63.00
Tool Kit Complete including Bag, Tabs and Literature		72-6107-04	1	\$ 99.00
Tool Kit Complete including Bag, Tabs and pick your own literature		72-6107-04PZ	1	\$ 99.00
Trane Presentation Folders		62-7071	25	\$ 26.00
Why Trane		22-8158	25	\$ 76.00
				6/1/2018

Please use the following page when submitting literature for co-op.

Catalog ▾ | Angela Millies ▾ | Log Out | Cart (0) | Search Catalog...



Customer Support and Literature Ordering Center

[Home](#) » [Manage Orders](#) » [Search Results](#) » [Order Summary](#)

Your order has been completed. You will receive an email confirmation but you can also [click here to print this page.](#)

Order Date: 4/16/2014	Order Number: TR001381
Current Ship To: Gustave A. Larson Company ANGELA MILLIES W233 N2869 Roundy Circle West 262 542-0200 x 284 Pewaukee, WI 53072-0910 USA	Current Bill To: GUSTAVE A. LARSON COMPANY ANGELA MILLIES W233N2869 ROUNDY CIRCLE WEST 262 446-7317 PEWAUKEE, WI 53072-6285 US
Attached Files	

<input type="checkbox"/>	Options	SKU	Description	Reference required: Purchase order or cost center	Ship To	Ship Method	Qty	Price
<input type="checkbox"/>		72-1273-06	(XC95m, XV95, XL95, XT95, XR95, XB90)	PKE04/16/1 4	Current	Standard Shipping	10	\$88.00
<input type="checkbox"/>		72-1216-06	Furnace/Coils: All-Aluminum Comfort Coils Consumer Brochure (Sold in pkgs of 20) 72-1216-06	PKE04/16/1 4	Current	Standard Shipping	5	\$40.00
<input type="checkbox"/>		72-1267-10	Air Handlers: Hyperion XL/XR/XB, XB Consumer Brochure (sold in pkgs of 20)	PKE04/16/1 4	Current	Standard Shipping	5	\$44.00
<input type="checkbox"/>		34-3454-01	Tools: Serial Motor Diagnostic Go/No-Go Test Harness (Sold Individually) 34-3454-01	PKE04/16/1 4	Current	Standard Shipping	4	\$59.80

Subtotal:	\$231.80
Shipping:	\$0.00
Total:	\$231.80

Trane-Approved Vendors

Vendor Name	Products	Phone Number	Contact	Location on MAX (Comfortsite/Marketing Center), Website or Email
The ACT Group	Presentation Binders, Training, etc.	800-515-0034	James Mueller	www.nopressureselling.com
BlueWingHVAC	Door Hangers, Direct Mail, Newsletters	708-236-5874	Dan Bolt or Zack VanDyke	www.bluewinghvac.com
Cintas	Uniforms, Hats, Apparel and Patches	708-910-6531	Brooke Negus	Marketing Center/ Branded Apparel and Uniforms; nequsb@cintas.com
Federal Health	Outdoor (Building) Signs	262-446-7204	Customer Focus Dept	Marketing Center/ MAX/ Info Center/ Marketing Order Forms/ Federal Health Sign Program
G. A. Larson Company	Trane Trade Show Exhibit (Rental)	262-446-7204	Customer Focus Dept	
Home Advisor	Source of Paid Leads	303-963-8368	Brett Symes	
HVAC Warehouse Direct	Apparel and Accessories	888-397-1856	Bill or Karan Hooper	www.companycasuals.com/nationalsign
Mediagistic	Facebook, Internet Ads, Newspaper, Radio, TV	813-909-7770 x128	Kerry Sartell	ksartell@mediagistic.com
Online-Access	Website Development & SEO, E-Commerce, Nearby Now	888-966-4785	Dave Squires	dsquires@online-access.com
Pretty Incredible Louisville	Business Cards, Letterhead, Proposal Forms, Stationary, etc.	800-237-5894	N/A	Marketing Center/ Brand Asset Center / Stationary
Pretty Incredible Louisville	Door Hangers, Literature, Promotional Brochures, Yard Signs, etc.	262-446-7204	Customer Focus Dept	Comfortsite / Order Center / Marketing Materials
Power Selling Pros	CSR Training	801-253-1004	Barry Gates	barry@powersellingpros.com
PSG Geiger	Hats, Apparel, Promotional Items & Office Supplies	866-488-4985	Juliana Rua or Customer Service	https://traneresidentialbroandstore.com
SearchKings	Google Local Serves, AdWord, etc.	888-335-4647	Lorne or Darryl	Searchkings.com/LSA
ShaBang Exhibits	Trade Show / Home Fair Booth Exhibits	214-343-2854	Doug Wickwire	dwickwire@shabangexhibits.com
Siegel Displays	Literature Display Racks	262-446-7204	Customer Focus Dept	Marketing Center / Merchandise / Show Room Displays
Signature Graphics	Vehicle Decals	800-356-3235 x3178	Kerri Jensen	Marketing Center/ MAX/ Info Center/ Marketing Order Forms/ Vehicle Decals
Wayne Enterprises	Uniforms, etc.	800-749-0947	ingersollrand@wayne-ent.com	www.wayne-nt.com/trresidentialuniforms/

ComfortSite & MAX Support

ComfortSite Support		800-430-5284	N/A	www.comfortsite.com
MAX Support		855-808-9229	N/A	support@tranemax.com
Advertising pre-approval	Submit via ComfortSite > Marketing Center > Marketing Advertising Express (MAX) see page 28 for instructions	262-446-7204	Customer Focus Dept	Customer.focus@galarson.com

Vehicle ID Program

Trane dealers who sign an "Independent Trane Dealer Agreement" can purchase Trane vehicle identification. Complete the Fleet Graphics Order Form (including credit card info) and fax it to 219-926-7231 (attn: Kerri Jensen).

The drawings on ComfortSite that illustrate the placement of logos on vehicles are for reference only. Since there are so many variations of trucks and vans, it is impossible to show the placement of all decals. Ultimately, try to find as much flat space as you can to place the logo. The logo should be placed in its approved horizontal format. **The Trane symbol and logotype (TRANE) should not be moved from each other more than is required to avoid doors or door handles. Refer to the Dealer Identity Guidelines on the MAX site for logo use. The tagline should be centered under the logo whenever possible, however the tagline may be used alone where space makes placement under the logo impossible. Improper placement of the Trane logo could result in co-op claims being denied.**

Vehicle Identification Allowance:

- **Requirements:**
 - Vehicles must be 2012 model year or newer
 - One decal kit (may contain several decals) and one decal installation fee is allowed per vehicle
- **Vehicle Decals:** Trane dealers who purchase and install any of the factory approved Trane logo vehicle identification decals **are eligible for 100% co-op reimbursement**. Eligible decal numbers, sizes and costs are available on MAX under the Dealer Marketing Manual.
 - TCS dealers can claim back 100% of the cost (no co-op) of TCS logos (see the TCS Program Summary for details)
- **Decal Installation Allowance:** \$50 allowance per vehicle per the guidelines listed on this page
- **Vehicle Wrap Allowance:**
 - Trane dealers are eligible for a \$100 allowance
 - Ad Club dealers are eligible for a \$250 allowance
 - TCS dealers are eligible for a \$375 allowance
 - Larson Loyalty dealers are eligible for a \$500 allowance
- **Reimbursement:** Submit a co-op claim form with the Signature Graphics invoice and a photos of the Trane identified vehicle (both sides & rear) within 60 days of invoice date (received by **January 15, 2019**) to:

**Gustave A. Larson Company
Attn: Customer FOCUS Department
W233 N2869 Roundy Circle
Pewaukee, WI 53072
customer.focus@galarson.com**

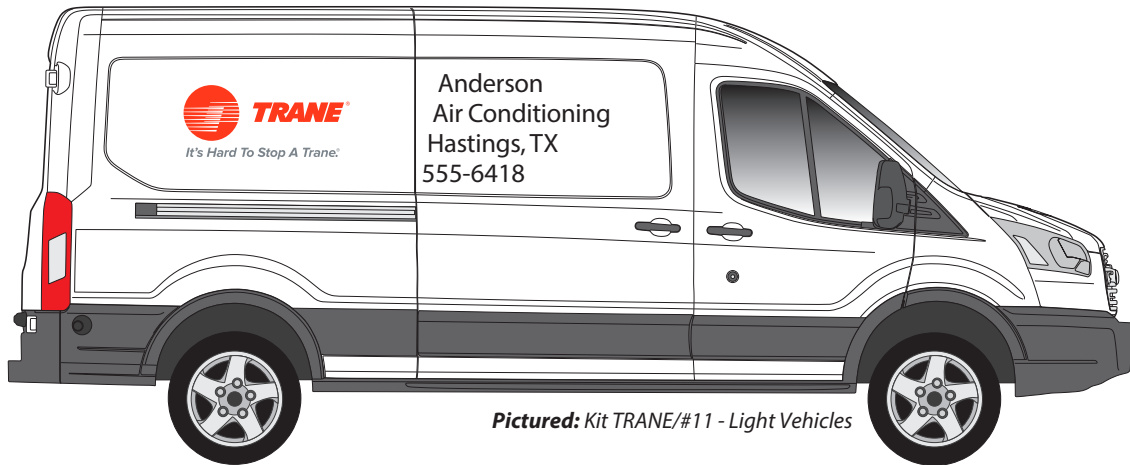
- **Photo Vehicle Decals:** Dealers who would like a more decorative photo vehicle decal can obtain these through Pretty Incredible at 800-237-5894



It's Hard To Stop A Trane.®

Fleet Graphics Program

(The vehicles shown are for demonstration purposes only. All makes and models of vehicles can have the graphics shown applied to them.)



Pictured: Kit TRANE/#11 - Light Vehicles

Overview

What better way to generate awareness and get your message across, then to use an eye-catching vehicle graphic that will transform your fleet into moving billboards. As a leader in fleet graphics, Signature Graphics will work with you to create a successful graphics program that will fit your needs.

Vehicle Branding, unlike most other forms of media, works 24/7, 365 days a year, for up to 5 years. This makes Vehicle Branding the most cost effective form of media available today. For example, a single van can achieve 16,000,000* impressions in 1 year.

Call me to help with your customized layout:

Signature
An Omnicom Company

SHAWN TRAUB
SALES REPRESENTATIVE

(800) 356-3235
(317) 502-1570 CELL
(219) 926-7231 FAX
straub@signaturegraph.com

1000 Signature Drive
Porter, IN 46304
www.signaturegraphicsinc.com

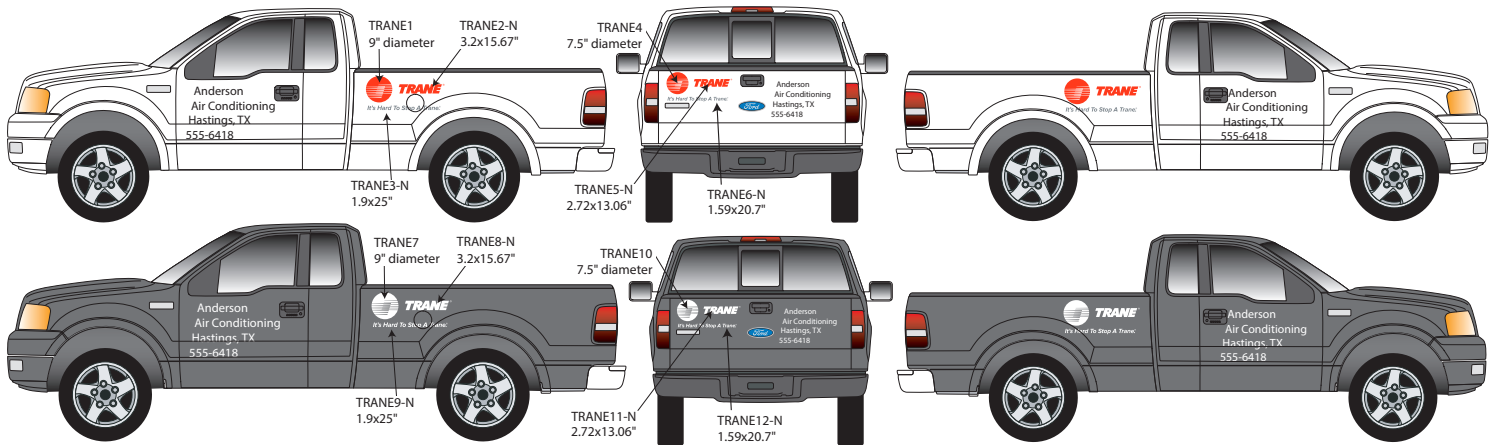
Standard Pickup Kit

Bill To: Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ Email: _____	Ship To (If Different from Bill To): Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ ***\$25.00 MINIMUM PRODUCT PURCHASE WILL NOW BE REQUIRED TO DEFRAY PROCESSING FEES.***
--	--

Payment: Signature Graphics will contact you for payment processing. Phone: _____

Shipping Method: UPS Ground (3-5 Days) UPS 2nd Day* UPS Overnight* *Additional shipping charges will be incurred.

Installation: Contact Signature Graphics, Inc.'s Installations Department at 1-800-356-3235 for installation assistance.



Kit/Item#	Description	# Per Kit	Price Each	Order Qty	Order Total
TRANE/#1	Standard Pickup Kit - White Vehicle		\$43.21	_____	_____
TRANE1	9" Diameter Side Red Trane Oval	2	\$ 5.99	_____	_____
TRANE2-N	3.2" x 15.67" Side Red Trane Reading	2	\$ 5.27	_____	_____
TRANE3-N	1.9" x 25" Side "It's Hard To..." Reading Gray	2	\$ 4.75	_____	_____
TRANE4	7.5" Diameter Rear Red Trane Oval	1	\$ 3.79	_____	_____
TRANE5-N	2.72" x 13.06" Rear Red Trane Reading	1	\$ 3.25	_____	_____
TRANE6-N	1.59" x 20.7" Rear "It's Hard To..." Reading Gray	1	\$ 4.15	_____	_____
<i>If Needed, Kit Would Require Two Sets of 3" and One Set of 2" Black Personalization (TRANE3BP & TRANE2BP)</i>					
TRANE/#2	Standard Pickup Kit - Dark Vehicle		\$56.21	_____	_____
TRANE7	9" Diameter Side White Trane Oval	2	\$ 6.31	_____	_____
TRANE8-N	3.2" x 15.67" Side White Trane Reading	2	\$ 5.45	_____	_____
TRANE9-N	1.9" x 25" Side "It's Hard To..." Reading White	2	\$ 6.14	_____	_____
TRANE10	7.5" Diameter Rear White Trane Oval	1	\$ 7.29	_____	_____
TRANE11-N	2.72" x 13.06" Rear White Trane Reading	1	\$ 5.54	_____	_____
TRANE12-N	1.59" x 20.7" Rear "It's Hard To..." Reading White	1	\$ 7.58	_____	_____
<i>If Needed, Kit Would Require Two Sets of 3" and One Set of 2" White Personalization (TRANE3WP & TRANE2WP)</i>					
Personalization: Please print clearly. Four Lines Maximum.			Price Per Character		
TRANE2BP	2" Black Characters		\$.95	_____	_____
TRANE2WP	2" White Characters		\$.95	_____	_____
TRANE3BP	3" Black Characters		\$ 1.12	_____	_____
TRANE3WP	3" White Characters		\$ 1.12	_____	_____
				Order Total	_____

Line 1 _____

Line 2 _____

Line 3 _____

Line 4 _____

Car, Small Pickup & Minivan Kits

It's Hard To Stop A Trane.®

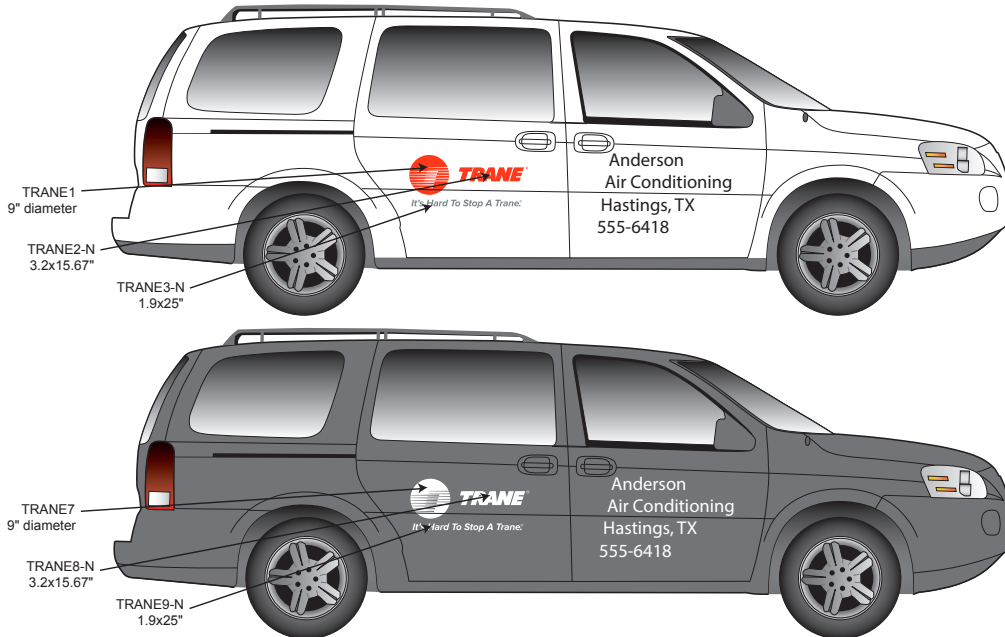
Bill To: Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ Email: _____	Ship To (If Different from Bill To): Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____
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\$25.00 MINIMUM PRODUCT PURCHASE WILL NOW BE REQUIRED TO DEFRAID PROCESSING FEES.

Payment: Signature Graphics will contact you for payment processing. Phone: _____

Shipping Method: UPS Ground (3-5 Days) UPS 2nd Day* UPS Overnight* *Additional shipping charges will be incurred.

Installation: Contact Signature Graphics, Inc.'s Installations Department at 1-800-356-3235 for installation assistance.



Kit/Item#	Description	# Per Kit	Price Each	Order Qty	Order Total
TRANE/#3	Car, Small Pickup & Minivan Kit - White Vehicle		\$32.02		
TRANE1	9" Diameter Side Red Trane Oval	2	\$ 5.99		
TRANE2-N	3.2" x 15.67" Side Red Trane Reading	2	\$ 5.27		
TRANE3-N	1.9" x 25" Side "It's Hard To..." Reading Gray	2	\$ 4.75		

If Needed, Kit Would Require Two Sets of 3" and One Set of 2" Black Personalization (TRANE3BP)

TRANE/#4	Car, Small Pickup & Minivan Kit - Dark Vehicle		\$35.80		
TRANE7	9" Diameter Side White Trane Oval	2	\$ 6.31		
TRANE8-N	3.2" x 15.67" Side White Trane Reading	2	\$ 5.45		
TRANE9-N	1.9" x 25" Side "It's Hard To..." Reading White	2	\$ 6.14		

If Needed, Kit Would Require Two Sets of 3" and One Set of 2" White Personalization (TRANE3WP)

Personalization:	Please print clearly. Four Lines Maximum.	Price Per Character	Order Qty	Order Total
TRANE3BP	3" Black Characters	\$ 1.12		
TRANE3WP	3" White Characters	\$ 1.12		

Line 1 _____

Line 2 _____

Line 3 _____

Line 4 _____

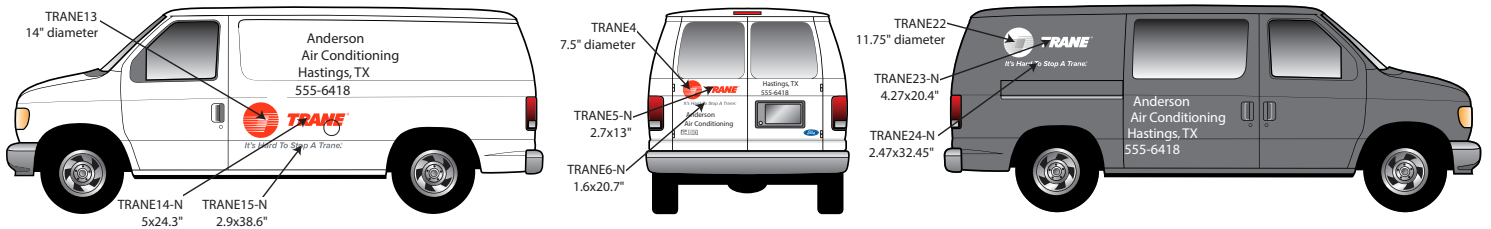
Full-Size Van Kits

Bill To: Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ Email: _____	Ship To (If Different from Bill To): Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ ***\$25.00 MINIMUM PRODUCT PURCHASE WILL NOW BE REQUIRED TO DEFRAY PROCESSING FEES.***
--	--

Payment: Signature Graphics will contact you for payment processing. Phone: _____

Shipping Method: UPS Ground (3-5 Days) UPS 2nd Day* UPS Overnight* *Additional shipping charges will be incurred.

Installation: Contact Signature Graphics, Inc.'s Installations Department at 1-800-356-3235 for installation assistance.



Kit/Item#	Description	# Per Kit	Price Each	Order Qty	Order Total
TRANE/#5	Full-Size Van Kit - White Vehicle		\$54.72	_____	_____
TRANE13	14" Diameter Roadside Red Trane Oval	1	\$ 7.77	_____	_____
TRANE14-N	5" x 24.3" Roadside Red Trane Reading	1	\$ 6.75	_____	_____
TRANE15-N	2.9" x 38.6" Roadside "It's Hard To..." Reading Gray	1	\$10.75	_____	_____
TRANE16	11.75" Diameter Curbside Red Trane Oval	1	\$ 7.00	_____	_____
TRANE17-N	4.27" x 20.4" Curbside Red Trane Reading	1	\$ 5.11	_____	_____
TRANE18-N	2.47" x 32.4" Curbside "It's Hard To..." Reading Gray	1	\$ 6.15	_____	_____
TRANE4	7.5" Diameter Rear Red Trane Oval	1	\$ 3.79	_____	_____
TRANE5-N	2.7" x 13" Rear Red Trane Reading	1	\$ 3.25	_____	_____
TRANE6-N	1.6" x 20.7" Rear "It's Hard To..." Reading Gray	1	\$ 4.15	_____	_____

If Needed, Kit Would Require Two Sets of 3" and One Set of 2" Black Personalization (TRANE2BP & TRANE4BP)

Kit/Item#	Description	# Per Kit	Price Each	Order Qty	Order Total
TRANE/#6	Full-Size Van Kit - White Vehicle		\$99.63	_____	_____
TRANE19	14" Diameter Roadside White Trane Oval	1	\$13.95	_____	_____
TRANE20-N	5" x 24.3" Roadside White Trane Reading	1	\$ 8.38	_____	_____
TRANE21-N	2.9" x 38.6" Roadside "It's Hard To..." Reading White	1	\$15.45	_____	_____
TRANE22	11.75" Diameter Curbside White Trane Oval	1	\$12.95	_____	_____
TRANE23-N	4.27" x 20.4" Curbside White Trane Reading	1	\$12.60	_____	_____
TRANE24-N	2.47" x 32.45" Curbside "It's Hard To..." Reading White	1	\$15.89	_____	_____
TRANE10	7.5" Diameter Rear White Trane Oval	1	\$ 7.29	_____	_____
TRANE11-N	2.7" x 13.06" Rear White Trane Reading	1	\$ 5.54	_____	_____
TRANE12-N	1.6" x 20.7" Rear "It's Hard To..." Reading White	1	\$ 7.58	_____	_____

If Needed, Kit Would Require Two Sets of 3" and One Set of 2" Black Personalization (TRANE2WP & TRANE4WP)

Personalization:	Please print clearly. Four Lines Maximum.	Price Per Character	Order Qty	Order Total
TRANE2BP	2" Black Characters	\$.95	_____	_____
TRANE2WP	2" White Characters	\$.95	_____	_____
TRANE4BP	4" Black Characters	\$ 1.29	_____	_____
TRANE4WP	4" White Characters	\$ 1.29	_____	_____
			Order Total	_____

Line 1 _____
 Line 2 _____
 Line 3 _____
 Line 4 _____

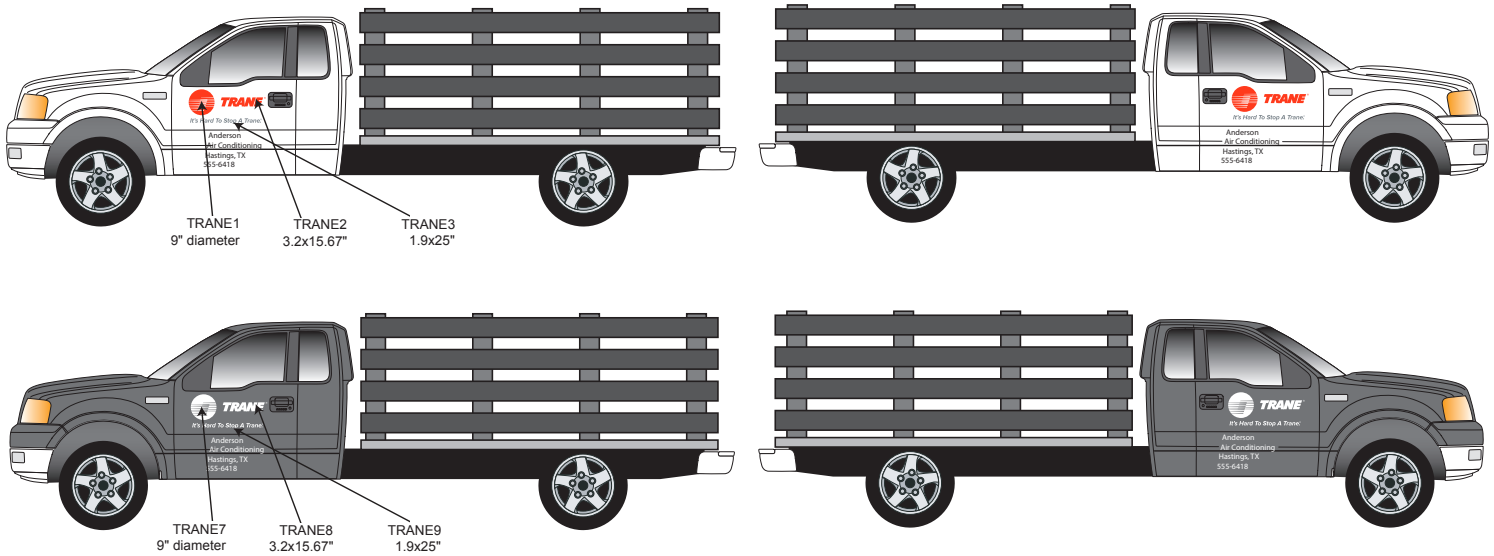
Stake Truck Kits

Bill To: Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ Email: _____	Ship To (If Different from Bill To): Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ ***\$25.00 MINIMUM PRODUCT PURCHASE WILL NOW BE REQUIRED TO DEFRAY PROCESSING FEES.***
--	--

Payment: Signature Graphics will contact you for payment processing. Phone: _____

Shipping Method: UPS Ground (3-5 Days) UPS 2nd Day* UPS Overnight* *Additional shipping charges will be incurred.

Installation: Contact Signature Graphics, Inc.'s Installations Department at 1-800-356-3235 for installation assistance.



Kit/Item#	Description	# Per Kit	Price Each	Order Qty	Order Total
TRANE/#7	Stake Truck Kit - White Vehicle		\$32.02		
TRANE1	9" Diameter Side Red Trane Oval	2	\$ 5.99		
TRANE2-N	3.2" x 15.67" Side Red Trane Reading	2	\$ 5.27		
TRANE3-N	1.9" x 25" Side "It's Hard To..." Reading Gray	2	\$ 4.75		
	If Needed, Kit Would Require Two Sets of 3" and One Set of 2" Black Personalization (TRANE3BP)				
TRANE/#8	Stake Truck Kit - Dark Vehicle		\$35.80		
TRANE7	9" Diameter Side White Trane Oval	2	\$ 6.31		
TRANE8-N	3.2" x 15.67" Side White Trane Reading	2	\$ 5.45		
TRANE9-N	1.9" x 25" Side "It's Hard To..." Reading White	2	\$ 6.14		
	If Needed, Kit Would Require Two Sets of 3" and One Set of 2" White Personalization (TRANE3WP)				
Personalization:	Please print clearly. Four Lines Maximum.		Price Per Character		
TRANE3BP	3" Black Characters		\$ 1.12		
TRANE3WP	3" White Characters		\$ 1.12		
				Order Total	

Line 1 _____
 Line 2 _____
 Line 3 _____
 Line 4 _____

Step Van Kit

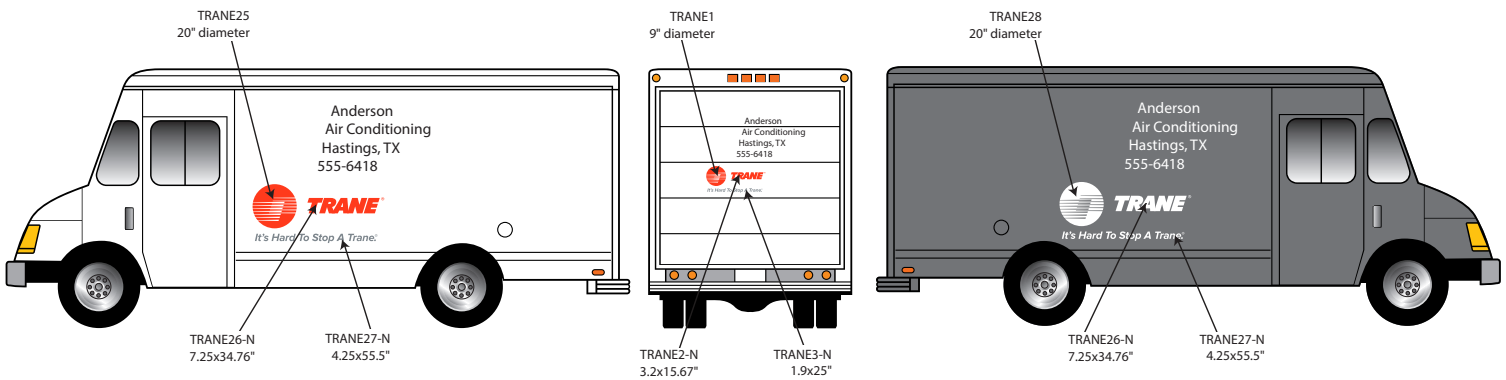
Bill To: Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ Email: _____	Ship To (If Different from Bill To): Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____
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\$25.00 MINIMUM PRODUCT PURCHASE WILL NOW BE REQUIRED TO DEFRAY PROCESSING FEES.

Payment: Signature Graphics will contact you for payment processing. Phone: _____

Shipping Method: UPS Ground (3-5 Days) UPS 2nd Day* UPS Overnight* *Additional shipping charges will be incurred.

Installation: Contact Signature Graphics, Inc.'s Installations Department at 1-800-356-3235 for installation assistance.



Kit/Item#	Description	# Per Kit	Price Each	Order Qty	Order Total
TRANE/#9	Step Van Kit - White Vehicle		\$108.41		
TRANE25	20" Diameter Side Red Trane Oval	2	\$15.30	_____	_____
TRANE26-N	7.25" x 34.76" Side Red Trane Reading	2	\$14.95	_____	_____
TRANE27-N	4.25" x 55.5" Side "It's Hard To..." Reading Gray	2	\$15.95	_____	_____
TRANE1	9" Diameter Rear Red Trane Oval	1	\$ 5.99	_____	_____
TRANE2-N	3.2" x 15.67" Rear Red Trane Reading	1	\$ 5.27	_____	_____
TRANE3-N	1.9" x 25" Rear "It's Hard To..." Reading Gray	1	\$ 4.75	_____	_____

If Needed, Kit Would Require Two Sets of 3" and One Set of 2" Black Personalization (TRANE3BP & TRANE5BP)

TRANE/#10	Step Van Kit - Dark Vehicle		\$109.78		
TRANE28	20" Diameter Side White Trane Oval	2	\$14.89	_____	_____
TRANE29-N	7.25" x 34.76" Side White Trane Reading	2	\$12.30	_____	_____
TRANE30-N	4.25" x 55.5" Side "It's Hard To..." Reading White	2	\$18.75	_____	_____
TRANE7	9" Diameter Rear White Trane Oval	1	\$ 6.31	_____	_____
TRANE8-N	3.2" x 15.67" Rear White Trane Reading	1	\$ 5.45	_____	_____
TRANE9-N	1.9" x 25" Rear "It's Hard To..." Reading White	1	\$ 6.14	_____	_____

If Needed, Kit Would Require Two Sets of 3" and One Set of 2" White Personalization (TRANE3WP & TRANE5WP)

Personalization: <i>Please print clearly. Four Lines Maximum.</i>	Price Per Character	Order Qty	Order Total
TRANE3BP 3" Black Characters	\$ 1.12	_____	_____
TRANE3WP 3" White Characters	\$ 1.12	_____	_____
TRANE5BP 5" Black Characters	\$ 1.46	_____	_____
TRANE5WP 5" White Characters	\$ 1.46	_____	_____

Line 1 _____

Line 2 _____

Line 3 _____

Line 4 _____

Full-Size Van Kit Without Curbside Window

It's Hard To Stop A Trane.®

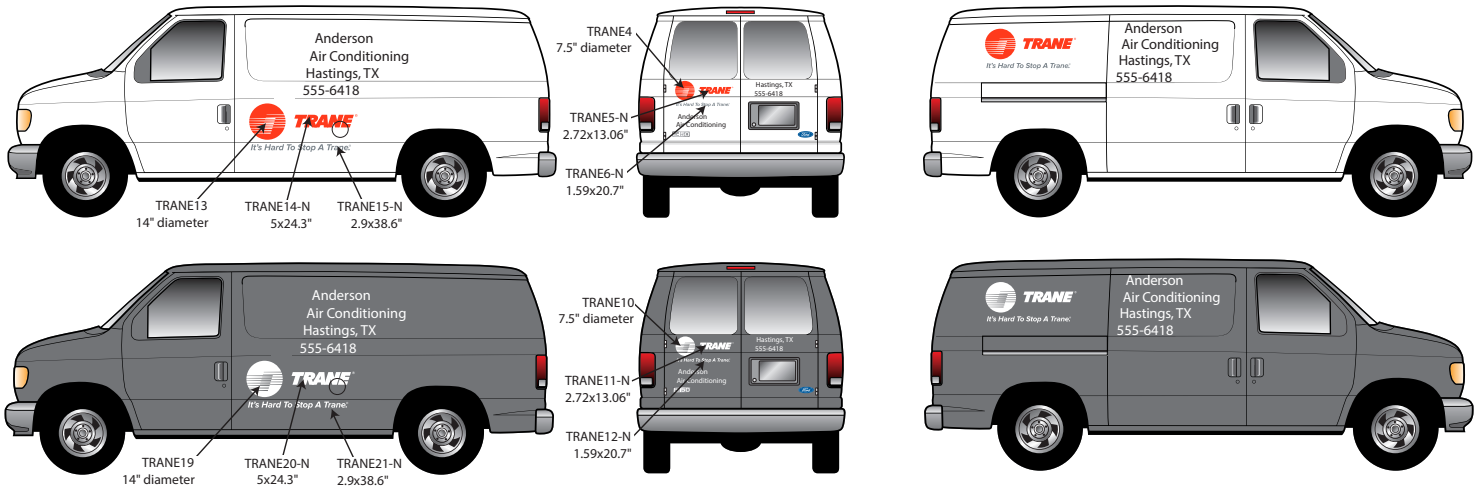
Bill To: Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____ Email: _____	Ship To (If Different from Bill To): Company Name: _____ Contact: _____ Address: _____ City: _____ State: _____ Zip Code: _____ Phone: _____ Fax: _____
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\$25.00 MINIMUM PRODUCT PURCHASE WILL NOW BE REQUIRED TO DEFRAY PROCESSING FEES.

Payment: Signature Graphics will contact you for payment processing. Phone: _____

Shipping Method: UPS Ground (3-5 Days) UPS 2nd Day* UPS Overnight* *Additional shipping charges will be incurred.

Installation: Contact Signature Graphics, Inc.'s Installations Department at 1-800-356-3235 for installation assistance.



Kit/Item#	Description	# Per Kit	Price Each	Order Qty	Order Total
TRANE/#11	Full-Size Van Kit w/out CS Window - White Vehicle		\$61.73	_____	_____
TRANE13	14" Diameter Roadside Red Trane Oval	2	\$ 7.77	_____	_____
TRANE14-N	5" x 24.3" Roadside Red Trane Reading	2	\$ 6.75	_____	_____
TRANE15-N	2.9" x 38.6" Roadside "It's Hard To..." Reading Gray	2	\$10.75	_____	_____
TRANE4	7.5" Diameter Rear Red Trane Oval	1	\$ 3.79	_____	_____
TRANE5-N	2.72" x 13.06" Rear Red Trane Reading	1	\$ 3.25	_____	_____
TRANE6-N	1.59" x 20.7" Rear "It's Hard To..." Reading Gray	1	\$ 4.15	_____	_____
If Needed, Kit Would Require Two Sets of 3" and One Set of 2" Black Personalization (TRANE3BP)					
TRANE/#12	Full-Size Van Kit w/out CS Window - Dark Vehicle		\$95.97	_____	_____
TRANE19	14" Diameter Roadside White Trane Oval	2	\$13.95	_____	_____
TRANE20-N	5" x 24.3" Roadside White Trane Reading	2	\$ 8.38	_____	_____
TRANE21-N	2.9" x 38.6" Roadside "It's Hard To..." Reading White	2	\$15.45	_____	_____
TRANE10	7.5" Diameter Rear White Trane Oval	1	\$ 7.29	_____	_____
TRANE11-N	2.72" x 13.06" Rear White Trane Reading	1	\$ 5.54	_____	_____
TRANE12-N	1.59" x 20.7" Rear "It's Hard To..." Reading White	1	\$ 7.58	_____	_____
If Needed, Kit Would Require Two Sets of 3" and One Set of 2" White Personalization (TRANE3WP)					

Personalization: Please print clearly. Four Lines Maximum.	Price Per Character
TRANE3BP 3" Black Characters	\$ 1.12
TRANE3WP 3" White Characters	\$ 1.12

Order Total _____

Line 1 _____

Line 2 _____

Line 3 _____

Line 4 _____



Comfort Specialist Fleet Identification Kit

Bill To:
 Company Name: _____
 Contact: _____
 Address: _____
 City: _____
 State: _____ Zip Code: _____
 Phone: _____ Fax: _____
 Email: _____

Ship To (If Different from Bill To):
 Company Name: _____
 Contact: _____
 Address: _____
 City: _____
 State: _____ Zip Code: _____
 Phone: _____ Fax: _____

*****\$25.00 MINIMUM PRODUCT PURCHASE WILL NOW BE REQUIRED TO DEFRAY PROCESSING FEES.*****

Payment: Signature Graphics will contact you for payment processing. Phone: _____

Shipping Method: UPS Ground (3-5 Days) UPS 2nd Day* UPS Overnight* *Additional shipping charges will be incurred.

Installation: Contact Signature Graphics, Inc.'s Installations Department at 1-800-356-3235 for installation assistance.

<u>Item #</u>	<u>Description</u>	<u>Price Each</u>	<u>Order Qty.</u>	<u>Order Total</u>
TRANE2126CSL	21" x 26.5" Comfort Specialists Logo	\$ 28.95	_____	_____
TRA1416TCS	14" x 16" Comfort Specialists Logo	\$ 14.95	_____	_____
TRANE56TCSL	6" x 5.3" Comfort Specialists Logo	\$ 6.95	_____	_____



Trane Comfort Specialist™ 2018 Programs

Every homeowner deserves to do business with a Trane Comfort Specialist dealer. Homeowners can trust a TCS dealer will deliver a quality install and superior customer experience.



Create a program that fosters these core fundamental concepts while allowing each market to attract new dealers and grow their existing dealers through the TCS program.

	TCS Select	TCS Prime	TCS Premier
TCS Hotline	X	X	X
National promotional extensions	X	X	X
Year-round financing options		X	X
Dealer locator	X	X	X
LeadSave - Additional Numbers	25% Discount	50% Discount	FREE
eLearning	X	X	X
TraneMAP	X	X	X
60 day exchange	X	X	X
Local Presence Management	X	X	X
1% financing discount		X	X
Parts concession		X	X
Parts warranty return exemption (earned)		X	X
Additional branches with full benefits			X
2018 TCS Overview			
Minimum Purchases	\$50,000	\$100,000	\$250,000
Customer Satisfaction Process	Google Reviews	Google Reviews	Google Reviews
Percent of Total Purchases	85%	85%	85%
100% Satisfaction Guarantee	YES	YES	YES
Google Review	4 Stars	4 Stars	4 Stars
Target Dealer	Smaller, Rural, New Dealer	Existing TCS	Larger, Multi-branch
Additional Benefits			
TCS Ops Manual	X	X	X
TCS ID Badge	X	X	X
Uniform Discount	X	X	X
Product Development	X	X	X
Cell Phone Discount	X	X	X
Fleet Discount		X	X
DSI Buying Organization		X	X
NATE	1 technician -\$250	2 technicians -\$500	Unlimited

Value Guide Comparison

Benefit	TCS Select	Projected Value	TCS Prime	Projected Value	TCS Premier	Projected Value
Branch Registration	Not Included	\$0	Not Included	\$0	Can enroll up to 3 branch locations on one membership	\$3,000
Dealer Locator Leads	Assumes 60 leads/year. 40% close rate at \$7,000 average ticket and 5% net margin	\$8,400	Assumes 120 leads/year. 40% close rate at \$7,000 average ticket and 5% net margin	\$16,800	Assumes 180+ leads/year. 40% close rate at \$7,000 average ticket and 5% net margin	\$25,200
LeadSave	1st Central Number Included each additional number is discounted	\$6,500	1st Central Number Included each additional number is discounted	\$6,500	Multiple Numbers are Included	\$6,500
Financing Discount	Not Included	\$0	1% discount on all Wells Fargo programs, average TCS dealer finances \$250K annually	\$2,500	1% discount on all Wells Fargo programs, average TCS dealer finances \$250K annually	\$2,500
Year-Round Financing Program	Not Included	\$0	Standard Year-Round Financing (Plan still to be written, estimated standard savings)	\$1,500	Enhanced Year-Round Financing (Plan still to be written, estimated standard savings)	\$2,500
Local Presence Management	Included	\$1,200	Included	\$1,200	Included	\$1,200
National Promotion Extension	Included	\$600	Included	\$900	Included	\$1,200
TCS Conference (Next Conference 2019)	\$650 First Registered Couple, Additional attendees \$1400/Single, \$2000/Couple	\$1,350	1 Couple attends free, Additional attendees \$1400/Single, \$2000/Couple	\$2,000	2 Couples attend free	\$4,000
Fleet Discounts	Not Included	\$0	Access to fleet discounts through Ford, GM, Nissan and Chrysler, Average fleet discount \$3000/vehicle	\$3,000	Access to fleet discounts through Ford, GM, Nissan and Chrysler, Average fleet discount \$3000/vehicle	\$3,000
Discount Buying Program	Not Included	\$0	Access to additional business discounts through Distributor Solutions Inc	Varies	Access to additional business discounts through Distributor Solutions Inc	Varies
NATE Reimbursement	1 technician, \$250 reimbursement	\$250	2 technician, \$500 reimbursement	\$500	Unlimited technicians, unlimited reimbursement with proof of certification	\$500
Summary of Benefits Listed	\$18,300*		\$34,900*		\$49,600*	

*Actual savings will vary dealer to dealer

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TRANE®

**2018 Dealer Identification Sign Program
& Price List**



VISUAL COMMUNICATIONS

1500 N. Bolton, Jacksonville, TX 75766

Website: www.federalhealth.com

Phone: 800.888.1327

Fax: 903.589.2105

Gayle Mauldin x2159 gmauldin@federalhealth.com

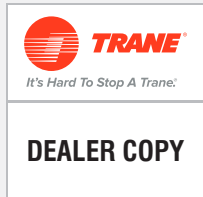


2018 Dealer Identification Sign Program

Style 1

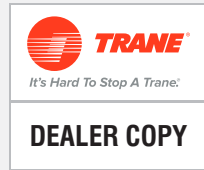
6' x 6' Sign

3' x 6' I.D. Face with
3' x 6' Dealer Face



5' x 6' Sign

3' x 6' I.D. Face with
2' x 6' Dealer Face



4' x 6' Sign

3' x 6' I.D. Face with
1' x 6' Dealer Face



Style 2

3' x 12' Sign

3' x 6' I.D. Face with 3' x 6' Dealer Face



3' x 14' Sign

3' x 6' I.D. Face with 3' x 8' Dealer Face



3' x 16' Sign

3' x 6' I.D. Face with 3' x 10' Dealer Face



3' x 18' Sign

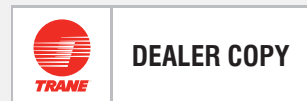
3' x 6' I.D. Face with 3' x 12' Dealer Face



Style 3

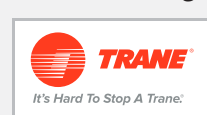
3' x 9' Sign

3' x 3' I.D. Face with
3' x 6' Dealer Face



Style 4

3' x 6' I.D. Sign



Style 5

3' x 3' I.D. Sign



Sign Construction

Trane dealer and identification signs are available in single and double faced options. The double faced sign is illuminated and requires twin pole mounting. The single faced option, for fascia mounting, comes as either illuminated or non-illuminated (please see order form). The signs are made of the highest quality materials and are built to withstand the toughest environments. The sign cabinet is constructed of mill-finished extruded aluminum, containing a resistant pan-formed face made of heavy-duty acrylic.

I.D. graphics on Trane approved signs have a white background with the Trane logo. Dealer graphics consist of at least six-inch dealer copy in black against a white background.

Limited Warranty

Federal Heath warrants products of its own manufacture against defects in material and workmanship for a period of one year from the date of shipment. This warranty applies to the extent hereinafter set forth:

- a) Warranty includes material for **one (1) year** from date of shipment. The labor to replace any material is covered for **ninety (90) days** from the date of shipment under this warranty. This warranty is valid only if all other terms and conditions herein are met.
- b) The warranty covers all components of the sign which are manufactured by Federal Heath. Components carry the warranty of the manufacturer of that item which may exceed Federal Heath's standard warranty period. **Specifically: 1) fluorescent lamps carry no warranty; and 2) ballasts and transformers are covered for a period of three years from the date they are installed in the sign.**
- c) Federal Heath requires notification prior to replacement of a part under warranty. Replacement parts will be supplied, F.O.B. Jacksonville, Texas. They will be billed and then credit applied upon receipt of the defective part, shipped prepaid. Federal Heath shall have no obligation under this warranty if: 1) the signage is improperly installed by others not contracted by Federal Heath; 2) if the buyer fails to notify Federal Heath of any possible defect; and, if 3) the signage is damaged by acts of God, vandalism or any force

There are no warranties, expressed or implied, extending beyond those stated here. This warranty is given in lieu of all other warranties, expressed or implied. The obligation of Federal Heath is limited to replacement of defective parts or components for the period of time as stated above. Federal Heath has no other obligation or liability for any other injury or damage resulting there from.



2018 Sign Order Form

Description	Part Number	Price
Trane 3 x 9 ID VC SF Illuminated Sign	Tr0039SF.OV	\$1,088.00
Trane 4 x 6 ID VC SF Illuminated Sign w/ Tagline	Tr0046SF.TV	\$1004.00
Trane 4 x 6 ID VC SF Illuminated Sign no Tagline	Tr0046SF.OV	\$984.00
Trane 4 x 6 ID VC DF TP Illuminated Sign w/ Tagline	Tr0046TP.TV	\$1,501.00
Trane 4 x 6 ID VC DF TP Illuminated Sign Not Tagline	Tr0046TP.OV	\$1,470.00
Trane 6 x 6 ID VC SF Illuminated Signw/ Tagline	Tr0066SF.TV	\$1254.00
Trane 6 x 6 ID VC SF Illuminated Sign no Tagline	Tr0066SF.OV	\$1,238.00
Trane 3 x 12 ID VC SF Illuminated Sign w/ Tagline	Tr0312SF.TV	\$1,200.00
Trane 3 x 12 ID VC SF Non-Illuminated Sign w/ Tagline	Tr0312SF.TVNI	\$1,054.00
Trane 3 x 12 ID VC SF Illuminated Sign No Tagline	Tr0312SF.OV	\$1,184.00
Trane 3 x 16 ID VC SF Illuminated Sign w/ Tagline	Tr0316SF.TV	\$1,495.00
Trane 3 x 16 ID VC SF Illuminated Sign no Tagline	Tr0316SF.OV	\$1,479.00
Trane 3 x18 ID VC SF Illuminated Sign w/ Tagline	Tr0318SF.TV	\$1,648.00
Trane 3 x18 ID VC SF Illuminated Sign no Tagline	Tr0318SF.OV	\$1,632.00
Trane 3 x 3 ID Replacement Face	Tr1033RF	\$213.00
Trane 3 x 3 ID SF Illuminated Sign	Tr1033SF	\$610.00
Trane 3 x 3 ID DF TP Illuminated Sign	Tr1033TP	\$812.00
Trane 3 x 6 ID Replacement Face w/ Tagline	Tr1036RF.T	\$293.00
Trane 3 x 6 ID Replacement Face no Tagline	Tr1036RF	\$220.00
Trane 3 x 6 ID SF Illuminated Sign w/ Tagline	Tr1036SF.T	\$686.00
Trane 3 x 6 ID SF Illuminated Sign no Tagline	Tr1036SF	\$687.00
Trane 3 x 6 ID DF TP Illuminated Sign w/ Tagline	Tr1036TP.T	\$987.00



2018 Sign Order Form

Description	Part Number	Price
Trane 3 x 6 ID DF TP Illuminated Sign w/ no Tagline	Tr1036TP	\$956.00
Trane 1 x 6 VC Replacement Face	Tr3016RF.OV	\$233.00
Trane 2 x 6 VC Replacement Face	Tr3026RF.OV	\$254.00
Trane 3x 6 VC Replacement Face	Tr3036RF.OV	\$293.00
Trane 3 x 8 VC Replacement Face	Tr3038RF.OV	\$323.00
Trane 3 x 10 VC Replacement Face		\$355.00
Trane 3 x 12 VC Replacement Face	Tr3312RF.OV	\$362.00

* Face prices include crating charge.

ZSC Use:

Sign Price:	<input type="text"/>
Add Appropriate Sales Tax:	<input type="text"/>
Total (freight is additional):	<input type="text"/>

Dealer Copy Line 1: _____

Line 2: _____

Line 3: _____

Authorized Signature & Date: _____

Ship To: _____

Bill To: _____

Phone: _____

Phone: _____

FAX: _____

FAX: _____

Contact: _____

Contact: _____

Orders will be produced within 6 - 8 weeks. All invoices are due upon receipt.

Distributors: Forward orders to **Federal Heath Visual Communications: 1500 North Bolton, Jacksonville, TX 75766.**

WARRANTY INFORMATION

Federal Heath warrants products of its manufacture, against defects in material & workmanship for a period of one (1) year, from the date of shipment.

Ballasts are warranted for three (3) years, by the manufacturer. This warranty includes the replacement of defective parts only; lamps are specifically excluded from this warranty. For ballast replacement, notify the manufacturer, whose phone number is located on the side of the ballast.

Replacement parts will be provided FOB Federal Heath. Defective parts must be returned to Federal Heath. An invoice will be issued for replacement parts, at the time of shipment. A credit will be issued upon receipt of the defective parts.

If any work is performed without prior approval from Federal Heath, the warranty will become void.

FREIGHT RECEIVING INFORMATION

It is the responsibility of the receiving party to indicate on the Bill of Lading any damages to or shortages of product.

When a shipment is received and unloaded, inspect the shipment carefully, before opening. In the case of visible damage to the crate or product, make specific notations on the Bill of Lading, before signing the bill. If the driver refuses to wait, note the bill, "subject to inspection".

If damage is noticed, STOP uncrating. Call the carrier and obtain an "Inspection Report of Notation of Damage". Save any parts of the crate that have been removed. Continue uncrating in the presence of the inspector, to insure that further damage will be noted on the report. This includes sending power to the sign, in order to check the electrical components.

After you have obtained your copy of the noted freight bill and the inspection report, prepare a quotation for repair of the signs. Send all three (3) forms to Federal Heath. We will advise you of the course of action we prefer, as soon as we receive the above mentioned forms. If damage is not significant, we may ask you to repair the sign. If damage is extensive, we may send you another sign.



Other Office Locations:

Los Angeles - Oceanside - Las Vegas
Tacoma - Kansas City - Willowbrook
Milwaukee - Euless - Houston
San Antonio - Atlanta
Tampa - Daytona Beach

Building Quality Signage For American Business

Base Limited Warranty

Subject to the terms and conditions of this limited warranty, Trane U.S., Inc. ("Company") extends a limited warranty against manufacturing defects for the product(s) identified in **Tables 1, 1A, 1B** attached hereto ("Products") that are installed in a residential/multi-family application (personal, family or household purposes) under normal use and maintenance in the United States and Canada.

This limited warranty applies to Products manufactured on or after January 1, 2017.

In order to maximize the available benefits under this limited warranty, the Purchaser (as defined below) should read it in its entirety. All repairs of Product parts covered under this limited warranty must be made with authorized service parts and by a licensed HVAC service provider. Additionally, commercial applications are treated differently under this limited warranty as stated in **Tables 1, 1A, 1B** attached hereto. For purposes of this limited warranty, "commercial applications" shall mean any application other than for personal, family, or household use.

TERM: The limited warranty period for Products is as stated in **Tables 1, 1A, 1B** attached hereto. If the Purchaser properly registers the Products, the limited warranty period shall be extended as stated in **Tables 1, 1A, 1B** attached hereto. Regardless of registration, the Commencement Date for a limited warranty period shall be the date that the original installation is complete and all Product start-up procedures have been properly completed and verified by an installer's invoice. If the installation and start-up date cannot be verified by the installer's invoice, the Commencement Date shall be sixty (60) days after the factory manufacture date which is verified by the Product serial number. Where a Product is installed in a newly constructed home, the Commencement Date is the date the Purchaser purchased the residence from the builder. Proof of Product purchase, installation, and/or closing date of the residence may be required to confirm the Commencement Date.

The installation of Product replacement parts under this limited warranty shall not extend the original warranty period. The warranty period for any Product part replaced under this limited warranty is the applicable warranty period remaining under the original Product warranty.

WHO IS COVERED: This limited warranty is provided only to the original owner and his or her spouse ("Purchaser") of the residence where the Products are originally installed. This warranty is not transferable except according to terms stated on the applicable website identified below under Registration Requirements. Company has the right to request any and all proof of Product purchase or installation and/or closing date of the residence.

WHAT COMPANY WILL DO: Company may request proof of Product purchase and/or installation in order to provide Product parts under this limited warranty. As Company's only responsibility and Purchaser's only remedy under this limited warranty, Company will furnish a replacement part to the licensed HVAC service provider, without charge for the part only, to replace any Product part that fails due to a manufacturing defect under normal use and maintenance. The Purchaser must pay for any and all shipping and handling charges and other costs of warranty service for the replacement part. If a Product part is not available, Company will, at its option, provide a free suitable substitute part or provide a credit in the amount of the then factory selling price for a new suitable substitute part to be used by the Purchaser towards the retail purchase price of a new Company product. Any new Product purchase shall be at Purchaser's sole cost and expense including, but not limited to, all shipping, removal, and installation costs and expenses.

REGISTRATION REQUIREMENTS: All Products must be properly registered online by the Purchaser within sixty (60) days after the Commencement Date to receive the registered limited warranty terms. To register online, go to:

<http://www.trane.com/Residential/For-Owners/Warranties> or
<http://www.americanstandardair.com/servicesupport/pages/warranty.aspx>

and click "Begin Online Registration." If a Purchaser does not register within this stated time period, the base limited warranty terms shall apply.

ELIGIBILITY REQUIREMENTS: The following items are required in order for the Products to be covered under this limited warranty:

- The Products must be in the same location where they were originally installed.
- The Products must be properly installed, operated, and maintained by a licensed HVAC service provider in accordance with the Product specifications or installation, operation, and maintenance instructions provided by Company with each Product. Failure to conform to such specifications and/or instructions shall void this limited warranty. Company may request written documentation showing the proper preventative maintenance.
- All Product parts replaced by Company under this limited warranty must be given to the servicing provider for return to Company.
- Air handlers, air conditioners, heat pumps, cased or uncased coils and stand-alone furnaces must be part of an Air Conditioning, Heating, and Refrigeration Institute rated and matched system or a specification in a Company provided bulletin or otherwise approved in writing by a Company authorized representative.

EXCLUSIONS: The following are not covered by this limited warranty:

- Labor costs including, but not limited to, costs for diagnostic calls or the removal and reinstallation of Products and/or Product parts.
- Shipping and freight expenses required to ship Product replacement parts.
- Failures, defects, or damage (including, but not limited to, any loss of data or property) caused by (1) any third party product, service, or system connected or used in conjunction with the Products; (2) any use that is not designed or intended for the Products; (3) modification, alteration, abuse, misuse, negligence, or accident; (4) improper storage, installation, maintenance, or operation including, but not limited to, operation of electrical equipment at voltages other than the range specified on the Product nameplate; (5) any use in violation of written instructions or specifications provided by Company; (6) any acts of God including, but not limited to, fire, water, storms, lightning, or earthquakes; or any theft or riots; or (7) a corrosive atmosphere or contact with corrosive materials such as, but not limited to, chlorine, fluorine, salt (provided that indoor and outdoor coils will only be covered if a Sea Coast Kit is installed), sulfur, recycled waste water, urine, fertilizers, rust, or other damaging substances or chemicals.
- Products purchased direct including, but not limited to, Internet or auction purchases and purchases made on an uninstalled basis.
- Cabinets or cabinet pieces that do not affect product performance, air filters, refrigerant, refrigerant line sets, belts, wiring, fuses, surge protection devices, non-factory installed driers, and Product accessories (unless otherwise specified).
- Increased utility usage costs.

REFRIGERANT POLICY: (1) **Manufacturer-Installed Refrigerant:** Beginning on January 1, 2010, R-22 refrigerant will no longer be used as a manufacturer-installed refrigerant as required by federal regulation. All Products with manufacturer-installed refrigerant will include R410-A refrigerant. Any and all expenses or costs associated with replacing Product parts that are not R-410A compatible will not be covered by the terms and conditions of this limited warranty. (2) **Non-Manufacturer installed Refrigerant:** For Products manufactured and sold by the Company without refrigerant, only manufacturer approved and genuine alternate refrigerants shall be used. The use of contaminated, counterfeit, non-genuine, or non-manufacturer approved alternate refrigerant will void this limited warranty. (3) **All Products:** Products include a liquid line filter drier which must be replaced when a compressor replacement is necessary. A suction line filter drier must be added for compressors defined as burnouts and failure to do so will void this warranty. Non-approved refrigerant and/or non-approved refrigerant system additives including, but not limited to dyes will void this limited warranty.

ADDITIONAL TERMS:

THIS LIMITED WARRANTY AND LIABILITY SET FORTH HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES AND LIABILITIES, WHETHER IN CONTRACT OR IN NEGLIGENCE, EXPRESS OR IMPLIED, IN LAW OR IN FACT. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE APPLICABLE PRODUCT WARRANTY. COMPANY DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCTS.

NOTWITHSTANDING ANYTHING IN THIS LIMITED WARRANTY TO THE CONTRARY, COMPANY SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL AND/OR PUNITIVE DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE), PATENT INFRINGEMENT, OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. COMPANY'S MAXIMUM LIABILITY HEREUNDER IS LIMITED TO THE ORIGINAL PURCHASE PRICE OF THE PRODUCTS.

No action arising out of any claimed breach of this limited warranty may be brought by a Purchaser more than one (1) year after the cause of action has arisen.

This limited warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this Product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages, how long a warranty lasts based on registration, or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this limited warranty.

Consumer Relations
20 Corporate Woods Dr.
Bridgeton, MO 63044

Or visit our website at www.trane.com or www.americanstandardair.com

GW-658-4217

TABLE 1: Warranty Time Periods for Outdoor Units, Air Handlers, Packaged Air Conditioners and Heat Pumps, Furnaces, Ductless Systems Cased and Uncased Coils - Trane and American Standard Products

COVERAGE TERMS FOR RESIDENTIAL APPLICATIONS: Pursuant to the Trane U.S., Inc. ("Company") limited warranty terms and conditions, the following Products are covered for the base time periods as stated below ("Base Limited Warranty Period"). If registered, the Base Limited Warranty Periods for certain Products will be extended as stated below ("Registered Limited Warranty Period").

SINGLE PHASE R-410A OUTDOOR UNITS:

4TTB, 4TTM, 4TR, 4TWB, 4TWR, 4TTL6, 4TWL6, 4TWL9, 4A6B, 4A6H4/5/6, 4A7B, 4A7M, 4A7A3/4/6 4A7L6, 4A6L6, 4A6L9

Base Limited Warranty Period:
Compressor, Outdoor Coil, Parts – five (5) years.
Registered Limited Warranty Period:
Compressor, Outdoor Coil, Parts – ten (10) years.

4TTX, 4TTV, 4TWX, 4TWW, 4A6H7, 4A6V, 4A7A7, 4A7V:

Base Limited Warranty Period:
Compressor, Outdoor Coil, Parts – five (5) years.
Registered Limited Warranty Period:
Compressor – twelve (12) years, Outdoor Coil, Parts – ten (10) years.

SINGLE PHASE R-22 OUTDOOR UNITS:

2TTB, 2TTM, 2TWB, 2A6B, 2A7B:

Base Limited Warranty Period:
Compressor, Outdoor Coil, Parts – one (1) year.
Registered Limited Warranty Period:
Compressor, Outdoor Coil, Parts – five (5) years.

AIR HANDLERS:

TAM9, TAM6, TAM7, TAM4, GAF2, GAM5, TAMG:

Base Limited Warranty Period:
Indoor Coil and Parts – five (5) years.
Registered Limited Warranty Period:
Indoor Coil and Parts – ten (10) years.

TEM, TMM, TVM:

Base Limited Warranty Period:
Indoor Coil and Parts – three (3) years.
Registered Limited Warranty Period:
Indoor Coil and Parts – ten (10) years.

PACKAGED AIR CONDITIONERS and PACKAGED HEAT PUMPS (SINGLE-PHASE):

4TCC4, 4TCY4, 4TCY5, 4WCC4, 4WCY4, 4WCY5, 4WHC4:

Base Limited Warranty Period:
Compressor, Coils, Parts – five (5) years.
Registered Limited Warranty Period:
Compressor, Coils, Parts – ten (10) years.

4YCC4, 4DCY4, 4YCY4, 4YCY5, (SINGLE-PHASE):

Base Limited Warranty Period:
Compressor, Coils, Parts – five (5) years, Heat Exchanger – twenty (20) years.
Registered Limited Warranty Period:
Compressor, Coils, Parts – ten (10) years, Heat Exchanger – twenty (20) years.

4WCZ6 (SINGLE-PHASE):

Base Limited Warranty Period:
Compressor, Coils, Parts – five (5) years.
Registered Limited Warranty Period:
Compressor – twelve (12) years, Coils, Parts – ten (10) years.

4DCZ6, 4YCY6 (SINGLE-PHASE):

Base Limited Warranty Period:
Compressor, Coils, Parts – five (5) years, Heat Exchanger – twenty (20) years.
Registered Limited Warranty Period:
Compressor – twelve (12) years, Coils, Parts – ten (10) years, Heat Exchanger – twenty (20) years.

FURNACES (*First digit may be "T" or an "A"):

***UD1/DD1, *UD1-H/DD1-H, *UD2/DD2, *UE1/DE1:**

Base Limited Warranty Period:
Parts – five (5) years, Heat Exchanger – twenty (20) years.
Registered Limited Warranty Period:
Parts – ten (10) years, Heat Exchanger – twenty (20) years.

S9V2, S9X2, *UC1/DC1, *UD2-V/DD2-V, *UD2-C-V/DD2-C-V, *UH1/DH1, *UX1/DX1, *UH2/DH2, *UHM/DHM:

Base Limited Warranty Period:
Parts – five (5) years, Heat Exchanger – twenty (20) years.
Registered Limited Warranty Period:
Parts – ten (10) years, Heat Exchanger – Lifetime

Note Regarding Heat Exchangers: If a heat exchanger fails because of a manufacturing defect within the sixth through twentieth year of the applicable warranty period, Company will, at its sole option, provide either a replacement heat exchanger without charge, or allow a credit in the amount of the then factory selling price of an equivalent heat exchanger toward the retail purchase price of a new heating unit.

CASED AND UNCASSED COILS:

4TXA, 4TXC, 4CXC, 4NXA, 4NXC, 4PXC, 4PXA, 4TXF-CC/CZ, 4FXC/A, 4FXFH, 4FXCH:

Base Limited Warranty Period:
Coil, Parts – five (5) years.
Registered Limited Warranty Period:
Coil, Parts – ten (10) years.

4GXC, 4MXCA/B/C/D:

Base Limited Warranty Period:
Coil, Parts – three (3) years.
Registered Limited Warranty Period:
Coil, Parts – ten (10) years.

DUCTLESS SYSTEMS:**

4TXU, 4UXD, 4UXC, 4UXL, 4UXX, 4UXW:

Base Limited Warranty Period:
All Parts – one (1) year.
Registered Limited Warranty Period:
All Parts – five (5) years.

4TYK/4MYW, 4TXK/4MXW, 4TXM, 4MXC85, 4MXL, 4MXD, 4MXF, 4MXX, 4TUK45, 4TUKL5, 4MUC45, 4MUD45, 4MUS45

Base Limited Warranty Period:
All Parts – one (1) year.
Registered Limited Warranty Period:
All Parts – ten (10) years.

***If any part of your Ductless System fails because of a manufacturing defect under normal use and maintenance within the Limited Warranty Period, the Company will furnish the required replacement part, or if the compressor, outdoor coil or indoor coil should be the part that fails during the Limited Warranty period, the affected unit will be replaced. The Purchaser must pay for any and all shipping and handling charges and other costs of warranty service for the replacement part including, but not limited to, any related service labor, diagnosis calls and refrigerant. There is no distinction between residential and commercial use for this Limited Warranty term and coverage.*

SPECIFIC TERMS FOR COMMERCIAL APPLICATIONS.

SINGLE PHASE and ALL 3-PHASE

(Models listed in Tables 1, 1A, 1B - excluding ductless systems)

Base Limited Warranty Period: Coil, Parts – one (1) year.
Base Limited Warranty Period: Compressor – five (5) years.
Base Limited Warranty Period: Packaged Unit Heat Exchanger – five (5) years.
Base Limited Warranty Period: For All Heat Exchangers on All Other Furnaces – twenty (20) years.

Table 1A: Warranty Time Periods for Controls, Zoning Products, Humidifiers, Energy Recovery Ventilators, Fans and other ventilation products, Air Cleaners, whole home Dehumidifiers.

COVERAGE TERMS FOR RESIDENTIAL APPLICATIONS: Pursuant to the Trane U.S., Inc. ("Company") limited warranty terms and conditions, the following Products, Functional Parts (as defined in Product Guide) are covered for the base time periods as stated below ("Base Limited Warranty period"). If registered, the Base Limited Warranty Periods for certain products will be extended as stated below ("Registered Limited Warranty Period").

CONTROLS: *CONT200, *CONT401, *CONT402, *CONT600, *CONT602, *CONT624, *CONT724

Base Limited Warranty Period: one (1) year
Registered Limited Warranty Period: five (5) years

CONTROLS: *ZEMT500, *CONT800, *CONT802, *CONT803, *CONT824, *CONT850, *CONT900, *ZONE950, *ZON1050

Base Limited Warranty Period: five (5) years
Registered Limited Warranty Period: ten (10) years

ZONING PRODUCTS: *ZONE940, ZZONEPNLAC52Z, ZZONEEXPAC52Z, ZZSENSAL0400, BAYSENO1ATEM-PA, BAY24VRP, ZDAMPDR, ZDAMPDM, ZDAMPBM, ZDAMPBR

Base Limited Warranty Period: five (5) years
Registered Limited Warranty Period: ten (10) years

HUMIDIFIERS: *HUMD200, *HUMD300, *HUMD500 and EHUM800

Base Limited Warranty Period: five (5) years
Registered Limited Warranty Period: ten (10) years

ENERGY RECOVERY VENTILATOR (TERV): TERVR100, TERVR200 & TERVR300

Base Limited Warranty Period: five (5) years
Registered Limited Warranty Period: ten (10) years

FANS AND OTHER VENTILATION PRODUCTS: Ventilator QF130V

Base Limited Warranty Period: One (1) Year
Registered Limited Warranty Period: five (5) years

AIR CLEANERS: TFD & AFD

Base Limited Warranty Period: five (5) years
Registered Limited Warranty Period: ten (10) years

(*First digit may be a "T" or an "A")

DEHUMIDIFIERS: 70V, 98H, 105XT, SD-12, 100V, 155XT, 205H

Base Limited Warranty Period:
One (1) Year Functional Parts, One (1) Year Unit Exchange *Refrigerant System Failure
Registered Limited Warranty Period: Five (5) Year Functional Parts, Five (5) Year Unit Exchange *Refrigerant System Failure *Refrigerant System Failure means a failed component in the sealed refrigerant circuit including compressor, coil and related components.
Note: If any part of your Dehumidifier Refrigerant System fails because of a manufacturing defect under normal use and maintenance within the Limited Warranty Period the affected unit will be exchanged. The purchaser must return the affected unit to the place of purchase in exchange for an equal replacement unit. Documentation relating to original owner, purchase date and install location will be required including a service diagnosis of failure. The purchaser is responsible for all costs of warranty service including, but not limited to, any related service labor or diagnosis calls. The purchaser relinquishes all rights to ownership of the returned unit.

SPECIFIC TERMS FOR COMMERCIAL APPLICATIONS:

Base Limited Warranty Period Applies for all controls, zoning products, humidifiers, dehumidifiers and ERV's

Table 1B: Warranty Time Periods for Installed Accessories in Air Handlers and Packaged Units

COVERAGE TERMS FOR RESIDENTIAL APPLICATIONS: Pursuant to the Trane U.S., Inc. ("Company") limited warranty terms and conditions, the following Products are covered for the time periods as stated below.

Electric Heaters for Multi-Position Air Handlers

HEATERS, Installed in GAM2, GAM5, GAT2, TAM4, TAM9, and TAMGB Air Handlers: BAYEA
Limited Warranty Period: ten (10) years

HEATERS, Installed in GAF2 Air Handlers: BAYEC

Limited Warranty Period: ten (10) years

HEATERS, Installed in TAM7, TAM8 & TAMG Air Handlers: BAYEV

Limited Warranty Period: ten (10) years

HEATERS, Installed in 4FWCA/F, 4FWHA/F Air Handlers: BAYHTR, BAYHTRDS, BAYHTRBK

Limited Warranty Period: ten (10) years

HEATERS, Installed in TEM, TVM Air Handlers: BAYHTR15

Limited Warranty Period: ten (10) years

HEATERS, Installed in TMM Air Handlers: BAYHTRM5

Limited Warranty Period: ten (10) years

HEATERS, Installed in 4TEE & 4TEC Air Handlers: BAYHTR14

Limited Warranty Period: ten (10) years

Optional Accessories for Multi-Position Air Handlers

UVCLIGHTS, Installed in GAF2, GAM2, GAM5, GAT2, TAM4, TAM7 & TAM8, TAMG, TAM9 Air Handlers: BAYUVC
Limited Warranty Period: Ballast - ten (10) years, Bulbs - one (1) year

COMPRESSOR CONTROL MODULE, Installed in TAM8 Air Handlers: BAY24CCVK

Limited Warranty Period: ten (10) years

Hydronic Heaters for Multi-Position Air Handlers

HOT WATER COIL, Installed in TAM9, TAMGB, GAM5 Air Handlers: BAYWA

Limited Warranty Period: ten (10) years

HOT WATER COIL, Installed in TAM7, TAM8, TAMG Air Handlers: BAYWW

Limited Warranty Period: ten (10) years

Electric Heaters for Packaged Units

HEATERS, Installed in 4TC*3 & 4, 4WC*3, 4 & 6 Packaged Units: BAYHTRV

Limited Warranty Period: ten (10) years

HEATERS, Installed in 4WHC Packaged Units: BAYHTRC

Limited Warranty Period: ten (10) years

Optional Accessories for Packaged Units

UVCLIGHTS, Installed in 4TC*3 & 4, 4WC*3, 4 & 6, 4YC*3, 4 & 6, 4DC*4 & 6 Packaged Units: BAYUV

Limited Warranty Period: Ballast - ten (10) years, Bulbs - one (1) year

ECONOMIZERS, Installed in 4TC*3 & 4, 4WC*3, 4 & 6, 4YC*3, 4 & 6, 4DC*4 & 6 Packaged Units: BAYECON

Limited Warranty Period: ten (10) years

MOTORIZED DAMPER, Installed in 4TC*3 & 4, 4WC*3, 4 & 6, 4YC*3, 4 & 6, 4DC*4 & 6 Packaged Units:

BAYDMPR
Limited Warranty Period: ten (10) years

SPECIFIC TERMS FOR 3-PHASE UNITS

(Models up to 5 Tons in a RESIDENTIAL Application):

3-PHASE OUTDOOR UNITS: 2TTA, 4TTA, 4TWA, 4A7C, 4A6C:

3-PHASE PACKAGED UNITS: 4TCY4, 4TCX3, 4TCC3, 4WCZ6, 4DCZ6, 4WCY4, 4DCY4, 4WCX3, 4WCC3, 4YCY6, 4YCY4, 4YCX3, 4YCC3

Base Limited Warranty Period:
Outdoor Coil, Parts – one (1) year, Compressor – five (5) years.
Registered Limited Warranty Period:
Compressor, Outdoor Coil, Parts – five (5) years.

GW-658-4217

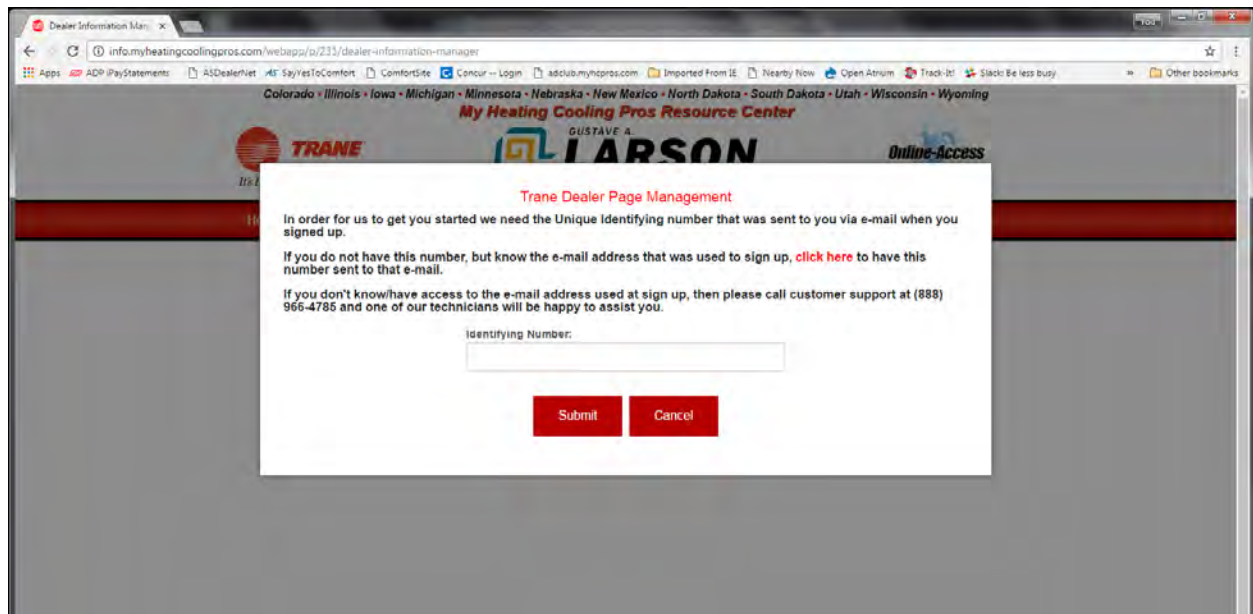


How to Update Information on LMG Dealer Landing Page

Trane dealers participating in the LMG Program can log into the Trane Dealer Page Management platform by clicking the link below:

<http://info.myheatingcoolingpros.com/webapp/p/231/dealer-information-manager>

There is an option to request the dealer's Unique ID be emailed to them again if they cannot locate it in their email.



Trane Personal Use & Showroom Display Program

Who Is Qualified To Use Program

- Residence of Trane dealer principal/owner
- Principal residence of any current full-time Trane dealership employee
- Key utility company managers for personal use in their primary residence
- Dealer shop or office
- Functional product showroom

Not Qualified

- Family members, friends, etc
- Rental property

Guidelines

- If a dealer principal/owner or dealer employee purchases a Trane heating or air conditioning product for their own personal use in their principle residence or is installed as a working showroom display, the Gustave A. Larson Company will discount the unit(s) **up to 25%** off the regular dealer invoice price based on unit model. Contact your Sales Consultant to obtain a personal use quote
- One system per employee per five years
- The plan may be offered to dealer employees at the discretion of dealer owner/management
- This discount may not be used with any other program or promotion
- **Must be sent in within 60 days of installation and received by January 15, 2019**

Up to a 25% discount off **dealer list price** per the table below:

25% Off: 4TTV0, 4TTV8, 4TTX8, 4TTX6, 4TWV0, 4TWV8, 4TWX8, 4TWX6, TUHM, TDHM, TAM9, CleanEffects, XL1050, XL850

20% Off: 4TTR7, 4TTR6, 4TWR6, 4TWR5, S9V2, S9X2, TUH2, TDH2, TAM7, XL824

15% Off: All other Trane products, including media air cleaners, energy recovery ventilators, humidifiers, thermostats and zoning (excluding extended warranties)



2018 Personal Use / Showroom Display Worksheet

SECTION I: (To be completed by Installing Dealer - Please Print)

Installing Dealer Certification: I certify that the equipment model number(s), serial number(s), and installation date are correct.

Dealer Name: _____ Acct#: _____

Mailing Address: _____ Sales Consultant: _____

City: _____ State: _____ Zip: _____

Installation Address: _____ City _____ St _____ Zip _____

Equipment Installation Date: _____

SIGNATURE: _____

EQUIPMENT INSTALLED				Internal Use Only		
MODEL NUMBER	SERIAL NUMBER	REIMBURSEMENT AMOUNT	Dealer Price	Larson Cost	\$ Below Cost	Trane Share (50%)

Larson invoice number(s): _____

Section II: (To be completed by Distributor)

Distributor: **Gustave A. Larson Company - 989E / 9891 / 9892**

Auth. Signature: _____ Date: _____ Reimbursement: _____

**Completed form must be received within 60 days of the invoice date, no later than January 15, 2019.
 E-mail to Customer.Focus@galarson.com**



Sales Plan

TITLE:

2018 Nexia Personal Use Program for Trane & American Standard Distributor & Dealer Employees

DATE: January 4, 2018 (updated 7/13/2018)

I. EFFECTIVE DATES:

1. January 1st, 2018 through December 31st, 2018

II. PURPOSE:

To provide employees of American Standard and Trane independent distributors and dealers a one-time reduced price on Nexia product to encourage them to use Nexia inside their home or apartment and drive Nexia engagement across the channel. Dealers may also purchase a reduced-price Nexia system for their office or showroom.

III. ELIGIBLE PARTICIPANTS:

All American Standard and Trane distributor and dealer employees.

IV. PLAN DETAILS:

1. American Standard & Trane distributor and dealer employees are able to purchase Nexia product at a reduced price for their personal use inside their home as part of this promotion.
2. Independent distributors and dealers are not to use this pricing to purchase product to sell to customers. This pricing promotion is for employees only and does not extend to friends or family. One system per employee.
3. This personal user program may not be used with any other program or promotion.
4. Dealers: Give your orders to your G. A. Larson Sales Consultant or Store Manager
5. G. A. Larson employees: Enter orders into P21 as **temporary items** with the model #, cost & sell prices (same), supplier ID (AmStd = 13923; Trane = 14868) and segmentation (RH XS 03 CO).
6. **DO NOT RELEASE FROM INVENTORY.** Inventory Management must place the order with American Standard (via ASDealerNet) and enter '**RS-SP322A**' **or** Trane (via ComfortSite) and enter '**RS-SP319T**' in the Promo Code Field. Inventory Manager will notify Pricing Dept to update the sales cost. GM or Pricing Dept. need to release the order.
7. Page 3 lists Nexia components can be combined without incurring a monthly subscription fee.

V. TERMINATION:




This plan is subject to termination or modification at any time by Ingersoll Rand. Such termination or modification shall not affect rights hereunder with respect to sales or contractual commitments made prior to the time of such termination or modification.

Company Name: _____ Acct #: _____
 Employee Name: _____ PO#: _____
 Address: _____ City: _____ ST: _____ ZIP: _____

Category	Model Number	Product Description	Price
Voucher	S00030707017	3 Year Voucher	\$ 145.00
Thermostat	*ZON1050AC52ZA	American Standard or Trane 1050 Control	\$ 279.00
Thermostat	*CONT850AC52UA	American Standard or Trane 850 Control	\$ 149.00
Thermostat	*CONT824AS52DA	American Standard or Trane 824 Control	\$ 139.00
Thermostat	*CONT624AS42DA	American Standard or Trane 624 Control	\$ 88.00
Controller	811097020341	Nexia One Touch	\$ 77.00
Controller	093863124389	Linear Garage Door Controller	\$ 69.00
Controller	857934005133	Fibaro Button – White	\$ 36.00
Controller	857934005096	Fibaro Button – Black	\$ 36.00
Actuator	661799563253	FortrezZ WV02ACT25US - Outdoor Actuator, Indoor Control w/ 25ft cable	\$ 320.00
Actuator	661799563260	FortrezZ WV02ACT50US - Outdoor Actuator, Indoor Control w/ 50ft cable	\$ 340.00
Actuator	661799563284	FortrezZ WV02ACT75US - Outdoor Actuator, Indoor Control w/ 75ft cable	\$ 360.00
Actuator	045635411890	FortrezZ WV01ACTUS - Indoor Actuator Only (New 2018)	\$ 290.00
Valve	045635411852	FortrezZ 151423.01 - 3/4" Valve Only	\$ 35.00
Valve	045635411869	FortrezZ 151424.01 - 1" Valve Only	\$ 45.00
Valve	045635411876	FortrezZ 151425.01 - 1-1/4" Valve Only	\$ 80.00
Sensor	661799486118	FortrezZ WWA02AAUSW White LED Water Sensor – Alert (Phasing Out)	\$ 36.60
Sensor	045635411760	FortrezZ FTSOSUS Flood & Temperature Sensor (New Jan. 2018)	\$ 36.60
Sensor	811097020105	Door/Window Sensor	\$ 19.00
Sensor	811097020112	Motion Sensor	\$ 25.00
Sensor	029054013026	First Alert Smoke Detector	\$ 35.00
Sensor	857934005256	Fibaro Z-Wave Multi Sensor (Model number updated to new model number)	\$ 47.00
Sensor	857934005102	Fibaro Z Wave Multi Sensor (Updated Model Number)	\$ 47.00
Sensor	811097020396	Nexia Door Bell Sensor	\$ 32.00
Sensor	093863133282	Glass Break Sensor	\$ 28.00
Sensor	851166005107	Ecolink Z wave 2.5-ECO - Garage Door Tilt Sensor	\$ 25.00
p\Camera	811097020419	Nexia HD Outdoor Camera	\$ 116.00
Camera	811097020426	Nexia HD Indoor Camera	\$ 116.00
Camera	811097020303	Nexia Indoor Camera	\$ 75.00
Lock	043156312108	Satin Nickel, Camelot, Touchscreen Deadbolt	\$ 150.00
Lock	043156312191	Aged Bronze, Camelot, Touchscreen Deadbolt	\$ 150.00
Lock	043156312207	Bright Brass, Camelot, Touchscreen Deadbolt	\$ 150.00
Lock	043156454051	Matte Black, Camelot, Touchscreen Deadbolt	\$ 150.00
Lock	043156312283	Satin Nickel, Century, Touchscreen Deadbolt	\$ 150.00
Lock	043156454068	Matte Black, Century, Touchscreen Deadbolt	\$ 150.00
Lock	043156296231	Lever Lock (Bright Brass)	\$ 140.00
Lock	043156296248	Lever Lock (Satin Nickel)	\$ 140.00
Lock	043156296255	Lever Lock (Aged Bronze)	\$ 140.00
Lock	043156295982	Deadbolt Lock (Bright Brass)	\$ 140.00
Lock	043156296187	Deadbolt Lock (Satin Nickel)	\$ 140.00
Lock	043156296194	Deadbolt Lock (Aged Bronze)	\$ 140.00
Bridge	811097020129	Nexia Bridge and 1 appliance module	\$ 72.00
Bridge	811097020006	Nexia Bridge	\$ 45.00
Lighting	093863132995	Linear Z-Wave LED Light Bulb	\$ 19.00
Lighting	811097020044	GE Appliance Module	\$ 25.00
Lighting	811097020082	GE Light Module	\$ 23.00
Lighting	030878127301	GE 12730 In-Wall Fan control switch	\$ 32.00
Lighting	043180456588	GE Outdoor Module	\$ 25.00
Lighting	043180457097	GE 45703 In Wall On / Off	\$ 26.00
Lighting	043180457103	GE 45703 In Wall Add On	\$ 15.00
Lighting	043180457127	GE 45703 In Wall Dimmer	\$ 29.00
Lighting	093863122941	Linear In Wall Switch WS - 15Z-N	\$ 28.00
Siren	093863125058	Linear Z-Wave Siren and Strobe	\$ 37.00
Siren	078501401697-0	Dome Multi Chime Siren	\$ 33.00
Cut Off Valve	07850140697-0	Dome DIY Cut Off Valve	\$ 65.00
Mouse Trap	078501401696-3	Dome Mouse/Rat Eradicator	\$ 51.00
Sensor	7350088520024	Sensitive Ultra-Thin Door/Window Sensor (New 2018)	\$ 39.00

Choose the Nexia plan that fits your life

★★ Best Value ★★

	Basic	Sensing	In Control	Supplemental Storage
	Common uses Modifying home's comfort level, controlling limited number of lights & watching live video	Common uses Receiving immediate alerts for water leaks, smoke and home entry; controlling limited number of lights & watching live video	Common uses Automating daily tasks; triggering and recording video; monitoring and creating responses to potential threats; & watching/recording live video	
Devices included in plan	 <ul style="list-style-type: none"> • Up to four eligible thermostats* • One Z-Wave lighting control per thermostat <p style="text-align: center;">AND/OR</p> <ul style="list-style-type: none"> • Unlimited video cameras 	 <p>Basic plus:</p> <ul style="list-style-type: none"> • Unlimited sensors • A total of four Z-Wave lighting controls • Unlimited video cameras 	 <p>Sensing plus:</p> <ul style="list-style-type: none"> • Up to 230 Nexia Compatible Z-wave devices - sensors, locks, controllers and more • Unlimited Z-Wave lighting controls • Unlimited cameras AND WiFi controls 	Video storage that can be added to the Basic, Sensing or In Control plans
SMS & Push Notifications	✓	✓	✓	✓
Alexa, voice & app control	✓	✓	✓	✗
Live video streaming	✓	✓	✓	✓
Video cloud Storage	✗	✗	4 GB	12 GB
Pricing	No Charge	\$4.99 a month	\$9.99 a month	\$1.99 a month

* Eligible thermostats include professionally installed Trane or American Standard wifi connected thermostats 824, 850 and 1050, as well as the 950, 624 and 724 thermostats.

V. LEGAL REQUIREMENTS:

Confidentiality

The information provided herein is considered confidential and proprietary information of Ingersoll Rand U.S., Inc., and its affiliates (“Ingersoll Rand”). Recipient agrees to maintain the confidentiality of all proprietary, trade secret information, including confidential pricing data provided in this document. The Recipient hereby agrees that it will not at any time disclose this confidential information or material, in whole or in part, to any person or entity for any reason or purpose whatsoever, unless Ingersoll Rand gives its consent, in writing, to such disclosure, except as required by law. The agreement to maintain the confidentiality of this information extends to any employees, pre or future, who will have access to the information.

No Other Obligation

Ingersoll Rand shall have no fiduciary duties or other special duties of any kind to any Eligible Participants under the program other than as expressly set forth in these guidelines.

Termination or Modification

This sales plan is subject to termination or modification at any time by Ingersoll Rand. Such termination or modification shall not affect rights hereunder with respect to sales or contractual commitments made prior to the time of such termination or modification.

What Is Available on the Learning Management System?

At www.tranelearningresources.com, there are over 65 eLearning courses available for free to you and your employees. This offering includes Product Sales, Product Technical, HVAC Fundamentals, Customer Service, Sales Tools courses and many others.

Popular Courses

- Zoning Application & Installation
- Variable Speed Motors: Operation and Troubleshooting
- Schematics and Electrical Fundamentals
- TXV: All You Need to Know
- Introduction to the TEM8 & TAM9 Air Handler Platform
- S Series S9V2 Furnace Installation
- Why Trane



Learning Paths

- Management Essentials Learning Path
- Trane RSP Learning Path
- Introduction to the HVAC Business and Trane
- NATE Learning Path
- Customer Service Skills Learning Path
- Communicating Learning Path

Manager Capabilities

The eLearning site also allows you to manage your employee's learning! As a manager, you will be able to **create learning paths** for your employees, **assign courses** to your employees and **run reports** of their learning history and progress. To request to be setup as a manager at Trane's eLearning site, email your request to learningresources@irco.com.

SkillSoft eLearning Courses



SkillSoft is an industry leader in personal and professional eLearning courses. The library includes Business and Desktop Skills courses. With a low annual subscription fee of \$75 per user, you will have unlimited access to thousands of eLearning courses.

How do I log in to the Trane Learning Management System (LMS)?



Login to www.ComfortSite.com and select Training Center from the left menu. Click Trane LMS - Single Sign On. Or Go to www.tranelearningresources.com and use your ComfortSite username as your username and welcome as your password.

Product Sales

- **1050 Control: User Setup Wizard**
- **1050 Control: Introduction to the Home Screen**
- **Why Trane**
- **S Series Furnace Widescreen Wisdom**
- **Nexia™ Diagnostics**
- **Introduction to Trane VRF Systems**
- **Trane Ductless Overview**
- **Nexia™ Home Intelligence Dealer Sales Guide**
- **Nexia™ Home Intelligence Frequently Asked Questions**
- **TruComfort™ Variable Speed Sales**
- **ComfortLink™ II Consumer Benefits**
- **ComfortLink™ II Sales**
- **ComfortLink™ II Remote Thermostat Sales**
- **CleanEffects™: 10 Minute Tutorial**

Sales Tools & Customer Experience

- **TCS™ Program Overview**
- **Trane Consumer Financing**
- **Professional U: Telephone Skills, Part 1**
- **Professional U: Telephone Skills, Part 2**
- **Customer Service Part I: Communicating Skills**
- **Customer Service Part II: Resolving Conflict**
- **Extended Warranty**
- **Women Consumers=Profits**

Technical Basics

- **HVAC Basics**
- **Gas Heat Equipment***
- **Gas Heat Foundation***
- **Introduction to R410A**

Bolded courses are available to be played on a tablet.

*In order to receive NATE credit for NATE recognized eLearning courses, please submit your printed certificate to NATE. For more information, go to NATE's website: www.natex.org or call NATE at 877-420-NATE.

Product Technical

- **Zoning Application & Installation***
- **Variable Speed Motors: Operation and Troubleshooting***
- **Schematics and Electrical Fundamentals***
- **TXV: All You Need to Know***
- **Introduction to TEM8 & TAM9 Air Handler Platform**
- **S Series S9V2 Furnace Installation***
- **Pro Series Ductless Installation***
- **Setting Up the 824 and 850 Controls**
- **Variable Speed Outdoor Product Technical***
- **XL850 & XL824 User Setup Wizard**
- **Nexia™ Home Intelligence Installation with XL624 Control**
- **Nexia™ Home Intelligence Installation with ComfortLink™ II Control**
- **Nexia™ Home Intelligence and Wireless Technology Guide**
- **Nexia™ Home Intelligence Technical FAQs**
- **ComfortLink™ II Controls Technical***
- **ComfortLink™ II Furnace Technical***
- **ComfortLink™ II Heat Pump/Air Conditioner Technical***
- **Troubleshooting Electronic Expansion Valves**

Parts Series

- **Control Boards**
- **Filter Driers**
- **Gas Valves**
- **General Furnace Parts**
- **Installation Items I**
- **Installation Items II**
- **Motors**
- **Service Parts I**
- **Specialized Tools**
- **Thermostats and Transformers**

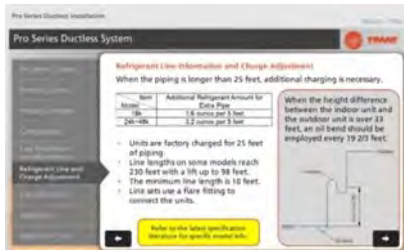
Core Principles

- **Air Volume Measurement***
- **Basic Cooling System Components***
- **Basic Cooling System Operation***
- **Basic Heat Pump Operation***
- **Basic Refrigeration***
- **Compressor Start Circuit***
- **Electronic Components***
- **Inductance & Capacitance***
- **Motors***
- **Ohms Law***
- **Properties of Air***
- **Schematics***
- **Superheat & Subcooling***
- **Three Phase Line Voltage***
- **Transformers***
- **Watts***

Go to www.tranelearningresources.com and use your ComfortSite user id as your username and welcome as your password.

NATE Offerings powered by Learning Resources

Trane Learning Resources offers you and your employees free eLearning courses good towards NATE recertification hours. Our current offering includes 24 eLearning courses worth over 35 hours of training!



NATE ID # are listed below. To receive NATE credit, each user will need to submit their printed completion certificates directly to NATE. If you have questions regarding NATE, go to www.natex.org or call 877-420-6283.

- Core Principles: Air Volume Measurement - 1010-0014 = 1 hour
- Core Principles: Basic Cooling System Components - 1010-0029 = 1 hour
- Core Principles: Basic Heat Pump Operation - 1010-0031 = 1 hour
- Core Principles: Basic Refrigeration - 1010-0032 = 1 hour
- Core Principles: Basic Cooling System Operations - 1010-0030 = 1 hour
- Core Principles: Compressor Start Circuit - 1010-0015 = 1 hour
- Core Principles: Electronic Components - 1010-0016 = 1 hour
- Core Principles: Inductance and Capacitance - 1010-0017 = 1 hour
- Core Principles: Motors - 1010-0018 = 1 hour
- Core Principles: Ohms Law - 1010-0019 = 1 hour
- Core Principles: Properties of Air - 1010-0020 = 1 hour
- Core Principles: Schematics - 1010-0021 = 1 hour
- Core Principles: Superheat and Subcooling - 1010-0022 = 1 hour
- Core Principles: Three-Phase Line Voltage - 1010-0023 = 1 hour
- Core Principles: Transformers - 1010-0024 = 1 hour
- Core Principles: Watts Law - 1010-0025 = 1 hour
- Gas Heat Foundation - 1010-0046 = 1 hour
- Gas Heat Equipment - 1010-0048 = 1 hour
- ComfortLink™ II AC/HP Technical - 1010-0055 = 1 hour
- ComfortLink™ II Controls Technical - 1010-0037 = 1 hour
- Variable Speed Outdoor Product Technical – 1010-0066 = 8 Hours
- Pro Series Light Commercial Ductless Installation - 1010-0067 = 1.5 Hours
- S Series S9V2 Furnace Installation – 1010-0069 = 3 Hours
- TXV: All You Need to Know – 1010-0070 = 4 Hours
- Schematics and Troubleshooting Fundamentals - 1010-0072 = 2 Hours
- Variable Speed Motors: Operation and Troubleshooting - 1010-0071 = 4 Hours
- Zoning Application & Installation - 1010-0076 = 4 Hours

Log in to www.tranelearningresources.com using your ComfortSite username and welcome as the password. Search for *NATE*.

What Is Available on FieldTechHelp.com

At www.fieldtechhelp.com, there are over 40 technical videos available for free to you and your employees. This offering includes outdoor product videos, furnace and coils videos, air handler videos, Nexia videos and many others. No login required! You can conveniently play videos from wherever you are with the touch of a fingertip. You are also able to login to our Learning Management System from this page to access our eLearning courses.

Popular Videos

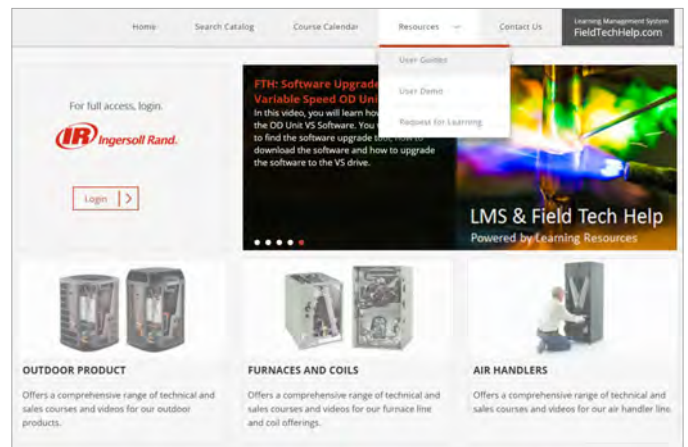
- AFC Board for TEM8 and TAM9
- Software Upgrade Video for Variable Speed OD Units
- Nexia Diagnostics
- S9V2 - LEDs
- XL850 and XL824 Nexia Setup
- XL850 and XL824 Installer Setup Wizard



Field Tech Help Video (no login needed)



eLearning Course (login needed)



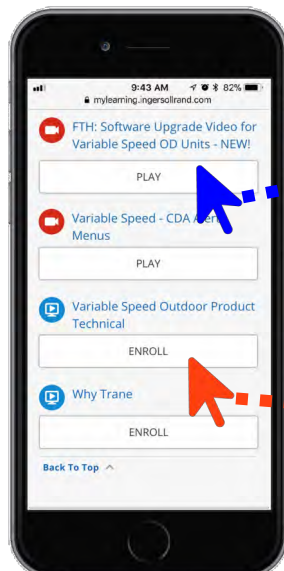
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