

New Dealer FAQ's

BUILT TO A HIGHER STANDARD[®]
American Standard
HEATING & AIR CONDITIONING

Leading
distributors
and dealers
to **Excellence.**

New Dealer FAQ's

BUILT TO A HIGHER STANDARD®
American Standard
HEATING & AIR CONDITIONING

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WHO TO

BUILT TO A HIGHER STANDARD
American Standard
HEATING & AIR CONDITIONING

CONTACT

ASDealernNet Support

1-800-430-5284

Source Support

onecartsupport@tranetechnologies.com

Credit Department - Equipment

Vanessa Brandon

vanessabrandon@tranetechnologies.com

1-800-241-8507

Credit Department - Supply

Marissa Midtlien

Marissa.Midtlien@tranetechnologies.com

615-232-1002

Consumer Relations

1-800-945-5884

consumer.relations@concentrix.com

For Homeowners for additional support

American Standard Tech Rewards Support

1-800-989-7601

tranesupplytechrewards.com

American Standard Dealer Rewards Support

1-888-565-7628

ContactUs@ExperienceDealerRewards.com

Limited Residential Warranty/Product Registration

855-260-2975

mawarranty@tranetechnologies.com

Quote Request/ Damaged Equipment Credit/ Tech Support

Contact your local Inside Sales Team

MAX Support

855-747-0588

support@asaairmax.com

Dealer Order Management (Customer Service)

1-877-265-8933

Email: See Infographic

When to call:

- Placing orders
- Applying promos
- Modifying orders
- Tracking information / order status
- Good stock return
- Damaged return

Information to have on hand:

- Account Number
- Promo Number/Quote Number
- If applicable, PO Number, SO Number

Damaged equipment credit request- work with AM or ISS to process

(Must provide picture of serial plate and damage.)



Area

Team Email

American Standard

Amstnd_dom@trane.com

Product Information

Why do I need a parts and an equipment account?

Equipment orders ship from the DSO warehouse and the parts/supply orders ship from Trane Supply stores.

How do I find match ups?



[AHRI Directory](#)

Also available in As DealerNet under product info - performance data and ratings utilities - current ratings

Where can I learn model #s and product information?

Go to AS DealerNet- Product Info - Product Literature

AS DealerNet FAQs

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What is AS DealerNet?

AS DealerNet is an online platform that serves as the portal through which many branded assets, information and promotional items can be accessed, downloaded, or submitted.



www.asdealernet.com

AS DealerNet access is not working, who can help me log back in or reset my password?

Contact your local admin

Contact AS DealerNet support at Support@AsDealerNet.com

How can I update Company or User Information?

The administrator for your company has this ability. To edit your company information, click on ADMIN CENTER, SITE ADMINISTRATION. Each user can also update their individual user information by clicking on ADMIN CENTER/EDIT MY PROFILE.

Can I add additional users to my company access to AS DealerNet?

Yes. Your company's AS DealerNet Administrator has the ability to add as many users that may be required.

Advertising FAQs

What is LMG?

LMG is local marketing group. We charge 2.5% on all residential non-quotes equipment purchases to fund local marketing campaigns.

Can I order hats, t-shirts, and polos through American Standard?

Yes, you can access the American Standard Brand Store on AS DealerNet- Marketing Center – American Standard Merchandise Shop

Can I order co-branded shirts through American Standard?

Yes, you can access the American Standard Brand Store on AS DealerNet- Marketing Center – American Standard Merchandise Shop - Custom Orders - Upload your companies' logo

How do I get the official American Standard Logo?

Go to AS DealerNet- Marketing center - MAX
- Click advertising materials - My logos

Source FAQs

What is Source?

Source is our digital platform developed to deliver the best experience for customers. Source offers an easy, consistent, and seamless way to find, buy, and pay for products.
<https://sourcepartnerportal.com/>

How do I check inventory?

Go to source- product search - Type in equipment/part # - Check availability

How do I place an order for equipment?

Go to Source - Product search - Drop down on search bar - click current parts and equipment

How do I place an order for parts/supplies?

Go to source - Product search - Drop down on search bar - click current parts and equipment

How do I pay Invoices?

Go to AS DealerNet- Financial Center - Invoice management

What do I do if there is a price discrepancy?

Contact your Account Manager

Can I return an item/RMA? How?

Yes, call Dealer Order Management at 877-265-8933 if the item is not damaged. For damaged returns, contact quick Fix at 800-449-4682

What do I do if the item I want is backordered?

Contact DOM for order status at 877-265-8933

Do you charge for shipping?

No.

What happens if there is an issue with deliver or the status of my delivery?

Contact Dealer Order Management at 877-265-8933

What is the cut off time for me to receive my order next day?

Equipment and supply orders need to be submitted on Source by 1:30pm CST on average, but varies per store, please check with your local supply store for details.

Pricing FAQs

How do you handle price increases?

You will receive an announcement from American Standard.

As a new dealer, how is my pricing determined?

Pricing is based on a Tiered structure.

How do we get our pricing?

Contact your account manager to get access to your pricing via Pricebook digital.

Warranty FAQs

How do register the warranty? For American Standard, Ameristar, Mitsubishi?

To register American Standard equipment:



[Register American Standard Equipment](#)

To register Ameristar equipment:



[Register Ameristar Equipment](#)

To register Mitsubishi equipment:



[Register Mitsubishi Equipment](#)

How do I check to see if the equipment is under warranty?

You can call your local parts store or check in AS DealerNet- Homepage - Model number lookup - Enter serial number

What are my extended warranty options?

Extended warranties are purchased through third parties.
Example: AIG/ComfortSure and JB Warranties

What happens if a new unit is installed and DOA?

Contact your local FSR.

Do you pay labor?

In some circumstances, our FSRs are able to concession labor.

Financing FAQs

Are there financing options for new dealers?

We have partnered with Wells Fargo for consumer financing. The application process can be found on AS DealerNet in the Financial center.

What are my financing options for homeowners and how do I sign up to offer it?

Financing options change per Wells Fargo, please visit AS DealerNet to sign up.

Training FAQs

American Standard Learning Resources

American Standard Learning Resources is an online platform that houses over 325 different learning courses. Users have the ability to access technical training such as the “Service Tech” learning path, as well as subscribe to thousands of courses from SkillSoft that are not industry specific, courses that help with computer skills, customer service, and others.

The platform can be accessed at:



Support for Learning Resources: learningresources@tranetechnologies.com

How do I set up my team for trainings in person?

Reach out to your Account Manager, they can provide a training schedule for your local trainings.

Can I assign my team courses on the online training?

Select My team home - Select enroll via catalog from actions drop down - click advanced search - select residential HVAC learning resources - click search - click enroll

How can I see what courses my team has completed on the online training?

Select My Reports from reporting dropdown - Run - XLS Excel - Click the list and calendar icons to select report parameters - Run - Download - Save report

(If access is needed for manager reports, email

learningresources@tranetechnologies.com)

How can we get training on Trane Nomenclature?

Reach out to your Account Manager for a product handbook