

New Dealer FAQ's



It's Hard To Stop A Trane.®

Leading
distributors
and dealers
to **Excellence.**

New Dealer FAQ's



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WHO TO

CONTACT

Credit Department - Equipment
1-800-241-8507

Comfordsite Support
1-800-430-5284
Source Support
onecartsupport@tranetechnologies.com

Credit Department - Supply
1-800-299-7800

Consumer Relations
1-800-945-5884
consumer.relations@concentrix.com
For Homeowners for additional support

Trane Tech Rewards Support
1-800-989-7601
tranesupplytechrewards.com

Trane 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
855-808-9229
support@tranemax.com

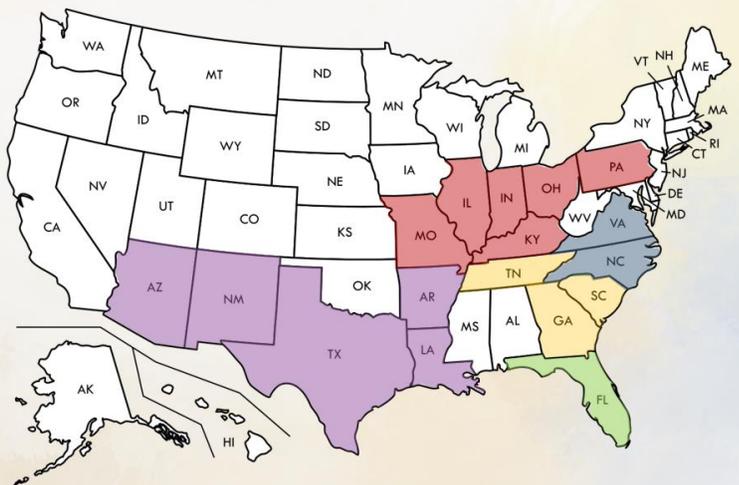
Dealer Order Management (Customer Service)
1-800-AC-Trane
Text: 1-844-634-5353
Email: See Infographic

- When to call:**
- o Placing orders
 - o Applying promos
 - o Modifying orders
 - o Tracking information / order status
 - o Good stock return
 - o Damaged return

- Information to have on hand:**
- o Account Number
 - o Promo Number/Quote Number
 - o 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.)

New Dealer FAQs - Trane



Area	Team Email
Mid Atlantic	mid-atlanticrdom@trane.com
Midwest	MIDWESTRDOM@tranetechnologies.com
Southeast	southeastdom@tranetechnologies.com
Florida	Floridadom@tranetechnologies.com
Greater Southwest	GSWOrderManagement@tranetechnologies.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 Comfort site under product info - performance data and ratings utilities - current ratings

Where can I learn model #s and product information?

Go to Comfort site - Product Info - Product Literature

ComfortSite FAQs



What is ComfortSite?

ComfortSite 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.comfortsite.com

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

Contact your local admin

Contact ComfortSite support at ptservice@comfortsite.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 ComfortSite?

Yes. Your company's ComfortSite 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 Trane?

Yes, you can access the Trane Brand Store on Comfort Site - Marketing Center - Trane Merchandise Shop

Can I order co-branded shirts through Trane?

Yes, you can access the Trane Brand Store on Comfort Site - Marketing Center - Trane Merchandise Shop - Custom Orders - Upload your companies logo

How do I get the official Trane Logo?

Go to comfort site - 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 Comfort site - 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/text DOM at 800-AC-TRANE 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 800-AC-TRANE

Do you charge for shipping?

No.

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

Contact DOM at 800-AC-TRANE

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 Trane.

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 Trane, RunTru, Mistubishi?

To register Trane equipment:

[Register Trane Equipment](#)

To register RunTru equipment:

[Register RunTru 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 Comfort site - 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

Does Trane offer consumer financing?

Trane has partnered Well Fargo Bank, NA to help give your customers flexible payment options that fit their budget.

How do I sign up for the program?

Log-in to your Comfort Site account and click the Financial Center tab > Consumer Financing > Enroll Now.

How long does it take to enroll?

The entire process from application submission to approval can take 2-3 weeks. If you have any problems during the application process, please contact Wells Fargo Merchant Support at 1-800-577-5313 between 8am-5pm CT or reach out to your Regional Finance Manager.

What kinds of promotions will I be able to offer my customers?

The Wells Fargo Home Projects Credit Card Program has a full menu of options. Pick and choose which promotions serve your customers best. The promotional rate sheet is available in Comfort Site under the Financial Center tab.

Training FAQs



Trane Learning Resources

Trane 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