

# 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

## Comfortsite Support

1-800-430-5284

### Source Support

[onecartsupport@tranetechnologies.com](mailto:onecartsupport@tranetechnologies.com)

## Credit Department - Supply

1-800-299-7800

## Consumer Relations

1-800-945-5884

[consumer.relations@concentrix.com](mailto:consumer.relations@concentrix.com)

For Homeowners for additional support

## Trane Tech Rewards Support

1-800-989-7601

[tranesupplytechrewards.com](http://tranesupplytechrewards.com)

## Trane Dealer Rewards Support

1-888-565-7628

[ContactUs@ExperienceDealerRewards.com](mailto:ContactUs@ExperienceDealerRewards.com)

## Limited Residential Warranty/Product Registration

855-260-2975

[mawarranty@tranetechnologies.com](mailto:mawarranty@tranetechnologies.com)

## Quote Request/ Damaged Equipment Credit/ Tech Support

Contact your local Inside Sales Team

## MAX Support

855-808-9229

[support@tranemax.com](mailto:support@tranemax.com)

## Dealer Order Management (Customer Service)

1-800-AC-Trane

Text: 1-844-634-5353

Email: See Infographic

### When to call:

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

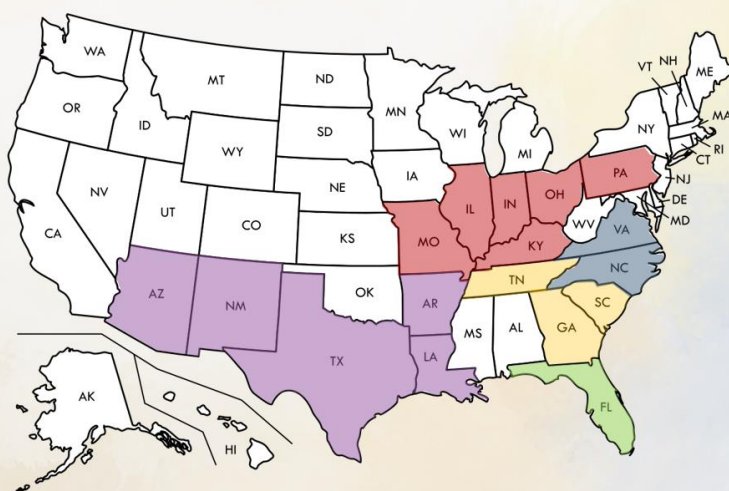
### Information to have on hand:

- 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.)

New Dealer FAQs - Trane



### Area

### Team Email

Mid Atlantic

[mid-atlanticrdom@trane.com](mailto:mid-atlanticrdom@trane.com)

Midwest

[MIDWESTRDOM@tranetechnologies.com](mailto:MIDWESTRDOM@tranetechnologies.com)

Southeast

[southeastdom@tranetechnologies.com](mailto:southeastdom@tranetechnologies.com)

Florida

[Floridadom@tranetechnologies.com](mailto:Floridadom@tranetechnologies.com)

Greater Southwest

[GSWOrderManagement@tranetechnologies.com](mailto: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.



## 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](mailto: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 Wells 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](mailto: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](mailto:learningresources@tranetechnologies.com))

## How can we get training on Trane Nomenclature?

Reach out to your Account Manager for a product handbook