



*Expert support. 24/7.
We're always here for you.*

Trane leads the way in the Service Revolution!

The First and Second Industrial Revolutions saw the development of the Steam and Electric eras respectively which totally transformed human lives and lifestyles. The impact of machines replacing human labor and the incredible escalation of production capability were more profound than one can apprehend. Not only did societies develop the ability to produce more things, we are able to make them better and faster. This is the spirit of continuous improvement that Trane believes in.

In the current age of artificial intelligence, customers are crying out for the human touch, sowing the seed for the Service Revolution. As pioneer and leader in the global HVAC industry, Trane is taking the lead by giving our Service Sales an extreme and extended **Service Transformation**; both inside and outside. Taking its place is a brand new **Trane Service** platform, holistically designed to match and even surpass your expectations - with expert solutions and personalized service.

How does a one-stop contact point to handle your purchasing and servicing requests sound? What about having a knowledgeable Service Customer Consultant who will act as your professional adviser and quality control assistant at the same time? Essentially, convenience, attention, flexibility and speed are in our design to provide you, our valued customers, with better response and service.

Get ready for a brand new experience at no extra cost:

- **FREE professional consultancy** to understand your needs and challenges, and provide sound advice on optimization options (normally chargeable in the industry)
- **FULL-RANGE service assistance**, no matter when, where and what
- **ADDITIONAL resources** to collect your feedback for continuous service improvement
- **TRUSTED partnership** to assist you in making the best decisions on your equipment performance and operation cost
- **RELIABLE delivery of Trane work** with professional excellence and efficiency

We do all these so you can focus on tackling your challenges in other priorities. Trane, we're behind you all the way.



Strengthening our commitment

With added resources to enhance your Trane experience



Service Customer Consultant Team

Introducing a new group of Trane Service Customer Consultants 'transformed' from the former Service Sales Team. Trane Service Customer Consultants understand your business needs like a friend. They think ahead on your behalf and in your interest like your very own professional adviser.

As your consultants, they will make a visit to your facilities to spot potential improvement areas, identify energy saving opportunities and recommend solutions to reduce your operating costs. They will even inspect the work of our own technicians prior to handover.

Trane Service Customer Consultants are all ready to serve you at no extra cost to you.



Technical Support Team

Your technical issues will be resolved by the most qualified technical professionals equipped with numerous years of vast HVAC knowledge.

Customer requests received after office hours will be diverted directly to the technical team on standby.



Customer Quality Team

Armed with the aim to raise customer satisfaction to the next level, a regional team of quality controllers has been formed to address quality issues through feedback survey and performance evaluation, ensuring Trane fulfils the strictest standards with the best quality indicators.



Customer Focused Structure

An enhanced escalation process is in place to ensure your issues and/or feedback are reported to local or regional leadership team for faster resolution, and to your utmost satisfaction.



Customer Service Center

Let Trane Customer Care Representatives at the new call center make your call a breeze. They will promptly handle your service requests, systematically prepare the case file and swiftly direct you to the appropriate Trane department. Over and above, they will go the extra mile by closely monitoring your case and providing regular status update until case closure.

We are committed to improve your Trane Service experience. A survey will be conducted at the end of each service request to gather your feedback, allowing us to continue raising our service level and serve you even better.

Call Trane Customer Service Center
for anything you need.

24/7 hotline:

1-800-019-777

You can also reach us at the above number if you have feedback or are uncertain who is the Service Customer Consultant serving you.



Ingersoll Rand (NYSE:IR) advances the quality of life by creating comfortable, sustainable and efficient environments. Our people and family of brands — including Club Car®, Ingersoll Rand®, Thermo King® and Trane® — work together to enhance the quality and comfort of air in homes and buildings; transport and protect food and perishables; and increase industrial productivity and efficiency. We are a \$13 billion global business committed to a world of sustainable progress and enduring results.



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