



# Why Trane?

*From equipment to solutions provider...*

## STABILITY

Contractors often come and go in this industry. Their businesses fail for various reasons ranging from shifts in market conditions to poor capitalization. Trane's Virginia District has roots dating back to 1975 when Newbern-Trane was founded as a privately owned franchise with 4 employees. Now a locally operated sales and service office for Trane, we are now 270 strong, backed by the global resources of Ingersoll Rand.

## EXPERTISE

A quality difficult to discern through a sales proposal or a picture...expertise is the most important factor in determining a company's ability to professionally service the equipment in your facility. Trane routinely maintains complex commercial/industrial comfort and process heating/cooling equipment. Our field service staff is comprised of technical college graduates, many of whom were valedictorians of their class. We spend thousands of dollars annually for schooling outside the workplace, as well as monthly in-house training sessions. The average field experience of our technicians is approximately 18.4 years.

## EMERGENCY RESPONSE

When a problem arises and fast response is required, Trane can place a technician on your site within two hours or less, thanks to the size and depth of our service staff. A minimum of 3 technicians are on call 7 days a week, 24 hours a day, 365 days a year to answer your emergency needs. This level of service is very difficult to achieve in firms with a smaller local presence.

## DEPTH OF TALENT

Many servicing contractors have only a few technicians in their organization capable of servicing commercial / industrial equipment and controls. Trane has over 100 service technicians throughout Virginia and Tennessee whose core competency is diagnosis and repair of commercial / industrial air conditioning systems and controls. Backing this service force are mechanical, electrical, electronic and professional engineers, who in turn are backed by the technical and engineering staff of Trane, a division of Ingersoll Rand.

## TRAINING AND EDUCATION

Trane is committed to personal excellence and continuing education. Our facility houses a dedicated Learning Center for ongoing training of our associates and customers. We train monthly on the disciplines of our industry.

## RESOURCES

The ability of any service organization to meet their contractual obligations is directly affected by the resources at their disposal. All Trane technicians have the latest training and diagnostic tools required to professionally carry out their duties.

## FULL SERVICE PROVIDER

Many service providers have a team sufficient to cover the level of business they have in the field, but none have an internal support organization with the capabilities of Trane. Our service technicians are supported by 6 mechanical and electrical engineers, 7 Professional Engineers, 6 technical project engineers, 2 NEBB-certified TAB specialists, and a host of other highly-skilled professionals.

## COMMUNITY INVOLVEMENT AND CORPORATE CITIZENSHIP

- **Local Chambers of Commerce, Active Members...**Roanoke Regional, Danville Pittsylvania, Kingsport, Bristol, Johnson City, Lynchburg, Greater Richmond, etc.
- **Roanoke Valley Economic Development Partnership,** Board of Directors and Member
- **Blue Ridge Chapter of American Institute of Plant Engineers (AIPE),** Charter Member
- **American Society of Heating, Refrigeration & Air Conditioning Engineers (ASHRAE),** Member
- **United Way of the Roanoke Valley,** Board of Directors
- **American Heart Association,** Annual sponsor of fundraisers
- **Junior Achievement,** Past sponsor of "Par for the Kids" Golf Tournament
- **Muscular Dystrophy,** Past Sponsor of Annual Golf Tournament
- **American Red Cross,** Annual Contributor
- **"Renew Roanoke" Program,** Supporter
- **Local Retail Customers,** Annually purchase gift certificates and awards from local customers
- **Local Colleges,** Supporter (Roanoke College, Hollins University, Virginia Tech, etc.)
- **Center-in-the-Square,** Foundation Contributions
- **James River Chapter of the US Green Building Council,** Founding Sponsor
- **Go Green Virginia – VSBA, VML, VACO and VAIS,** Sponsor
- **Sustaining Virginia – VMA,** Sponsor