



# Trane Intelligent Services— monitoring options

*Off-site monitoring and event mitigation with a professional advantage.*

Get more from your Trane Service or Contracting Agreement. Advanced capabilities in off-site building system monitoring help protect your business day and night, 365 days a year. Trane Intelligent Services are available exclusively to customers with Tracer™ enabled systems and/or an approved interface.

## **Intuitive monitoring gets to the core of the matter—faster**

So many aspects of your business depend on the consistent performance of your HVAC and other critical systems. With TIS, your building systems are constantly monitored and you are immediately alerted of any operational events that could effect your building performance.

Trane Intelligent Services monitoring options combine the power of our advanced intelligent services center with the knowledge of Trane Technical Specialists. It is an effective and affordable way to look after your HVAC and other critical systems connected to your BAS.

## **You define the structure of service**

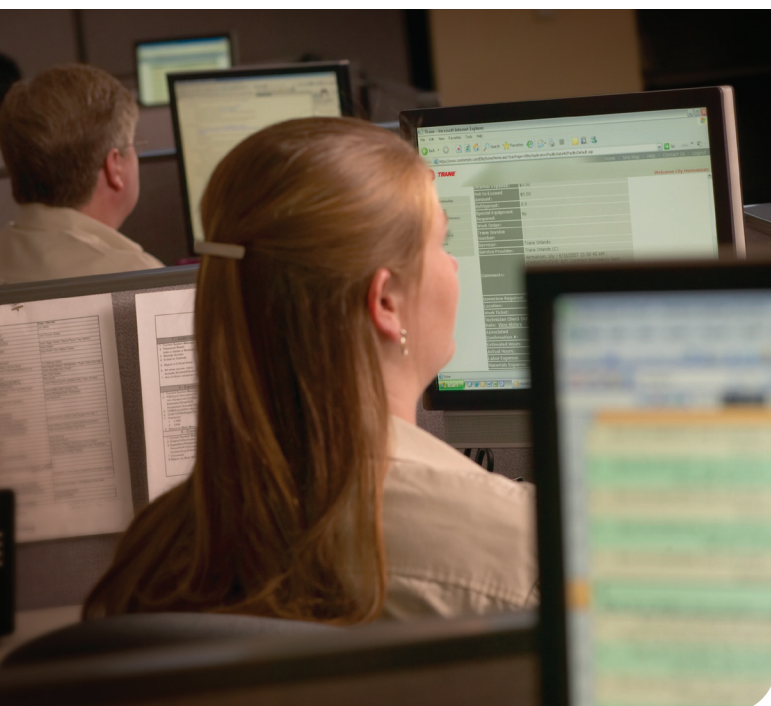
What should we monitor? And how should we respond? Every business and every building is different. That is why Trane offers a range of off-site monitoring services. We will work with you individually to establish critical points, appropriate parameters, actions and procedures.

Whether you require continuous monitoring and automated notification, monitoring plus an action plan for remediation or custom monitoring services, Trane can provide a cost-effective solution.

## **Reduce risk. Control costs.**

It pays to avoid trouble. Literally. Trane Intelligent Services monitoring helps minimize the occurrence and severity of system failures through early detection of alarms and performance issues. With automated monitoring that is always on, and Technical Specialists watching non-stop, nothing slips by unnoticed.

Need to consolidate or centralize your operations? Trane Intelligent Services monitoring can deliver the standardized procedures and consistent outcomes you want, at a fraction of the costs you would incur to set up the capabilities in-house. Trane invests in leading technologies and top-notch personnel, so you don't have to.



## Choose a level of service that is right for your operations

### Alarm Notification

Included as a standard feature for all Trane Service Agreements and optional on Contracting Agreements.

Features:

- Timely detection and automatic notification of critical building system alarms 24 hours a day. Avoids off-shift labor and untimely emergency response hassles.
- A custom notification procedure by email, text message and/or pager assures that appropriate staff members are notified. Helps assure rapid response to critical system failures.
- Critical alarm history archived, system data backup, reporting available upon request
- Basic connectivity to Trane. Opens the gateway to more advanced monitoring and performance services.

### Active Monitoring

Provides the benefits of Alarm Notification plus alarm management, timely diagnosis and intelligent mobilization of local resources.

Features:

- Timely detection of critical alarms. Faster detection means faster fixes.
- Trane resolves 40% of critical alarms within 30 minutes or less.
- Intelligent mobilization of local resources. Equipped with both a probable diagnosis and recommended action conveyed by our Technical Specialists, local Trane technicians can quickly resolve your problem onsite. Our high first-time fix rate gets you going faster saving you time and money.
- Documentation and periodic reporting of critical alarm data delivered to you by your local field office



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### Custom Monitoring

A range of customized monitoring and reporting services are available to serve the needs of businesses operating critical environments that require proof of performance.

For example:

- Measurement & Verification reporting
- Performance services and contracting reporting
- Customer specified “non-standard” TIS monitoring services

### Building Performance Package

Includes Active Monitoring features and provides continuous, system-wide analysis and actionable, outcome-oriented recommendations.

- Detects “hidden” HVAC system problems and developing deficiencies. Provides energy cost avoidances and helps prevent equipment downtime that can lead to other business losses (in quality, productivity, etc.) that may be linked to poor HVAC system performance.
- Improvement recommendations provided by Trane technicians. Professional insight helps you leverage your building to accomplish specific business objectives.

### What you need to get started:

- A new or existing Service or Contracting Agreement with Trane
- Tracer™ or other Trane-approved control interface communication system
- Modem and/or broadband connection

## We listen to your building so you can listen to your business.

Trane combines exclusive, state-of-the-art technology and experienced personnel to collect, archive, mediate and report critical system alarms.

Continuous monitoring and alarm notification keep a pulse on your building and allow Trane professionals to resolve up to 40% of issues remotely. This allows you to stay focused on your core business objectives without interruptions in productivity, sales or the wellbeing of the people in and around your building.

