



*It's Hard To Stop A Trane.®*

# Mid-Atlantic Region Weekly Updates 09.06.2022

## Training Registration Available

**\*If you are registered for a class, we are committed to holding space for you. In the event you are registered and are unable to attend, please cancel your registration. There will be a no-show charge of \$75 per person for technical classes, \$500 per person for business classes, and \$1,495 for ACT Group Boot Camps.**

Training Calendar

Please register on the Mid-Atlantic Website - [tranemidatl.com](http://tranemidatl.com)  
The username is your account number, the password is trane (all lowercase)

If you have any questions, please reach out to your Account Manager.

Register Here!

## St. Jude Walk/Run Fundraiser

- **Raleigh:** Register for St Jude/Walk/Run



-[https://fundraising.stjude.org/site/TR?fr\\_id=137445&pg=entry&sc\\_cid=smd87779](https://fundraising.stjude.org/site/TR?fr_id=137445&pg=entry&sc_cid=smd87779)

- **Charlotte:** Register for St. Jude/Walk/Run - [St. Jude Walk/Run - Charlotte, NC - St. Jude Walk/Run | St. Jude Children's Research Hospital \(stjude.org\)](#)

## Inflation Reduction Act Signed

Last week, the Inflation Reduction Act was signed, which includes a newly created High-efficiency Electric Home Incentive Program. The incentives (including tax credits and rebates) are designed to increase the use of electric appliances in new and existing homes by encouraging the replacement of gas appliances with heat pumps and electric appliances. Our teams are working to review the details of the Act and determine how to support our customers and will be sharing more information soon.

You can find more information about this Act [HERE](#)

Click here to learn more

## Trane® ComfortSite Login Authentication Changing for Users on Sept. 18

Our company requires identity authentication in order for users to access Trane® ComfortSite and the various applications within the platform. On September 18, we are migrating our authentication platform to Microsoft Azure B2C. Users will see a slightly different login screen moving forward. In order to access ComfortSite and all of the applications within the portal, users will need to reset their password. What will not change is the platform's security - how the information will be managed, and how it will be protected.

### Who is affected:

Anyone who uses ComfortSite.

### What users will need to do:

Effective September 18 or the next time a user signs on to ComfortSite thereafter, they will need to reset their password. Once that is done, they will be good to go and have access to ComfortSite and all of the applications within it that helps them do business with us.

\*Please note that for now, users should continue to log in as they usually do. The password reset becomes effective on September 18.



Azure Migration Login Instruction Guide

Azure Migration FAQ

## Cancel Pickup Orders With a Simple Click on Trane® Source

Customers who have placed an online order for pickup in a warehouse or a parts and supply store can cancel their orders digitally, directly on Source, without making a phone call. Simply click the "Cancel Pick-up Item" link and Source will cancel the order and email the warehouse or parts store to alert them so items can be returned to the shelf.



Also, if a customer hasn't picked up their order within 7 days, they'll now receive email reminders that the order is still on hold. If they no longer want the product, they can simply log on to Source and cancel the order. We encourage all orders to be picked up within 21 days. Otherwise, the order is at risk of cancellation at the discretion of the warehouse or parts store.

For any questions about Trane Source or these new features,  
 email [SourceSupport@tranetechnologies.com](mailto:SourceSupport@tranetechnologies.com) or  
 call the Dealer Digital Tools support team at 800-430-5284.  
 Live phone support is available Monday-Friday, 7:00am-4:30pm CST

## New Effective Date for Wells Fargo Consumer Finance Rate Changes

In order to give our Dealers adequate time to prepare for the new rate changes the promotional rates for the Wells Fargo consumer finance program will go into effect on **September 19<sup>th</sup>, 2022**.

Promotional rate sheets are now available in ComfortSite. Please see the attached letter for further details.



Wells Fargo Letter

The image shows a "Trane Dealer Promotional Pricing Sheet for Wells Fargo Home Projects Credit Card Program" effective September 19, 2022. The table lists various Trane HVAC units and their promotional financing rates. The columns include Unit No., Description, and promotional rates for 0%, 12, 18, 24, 36, and 48 months. The rates are generally in the range of 0.00% to 0.99%.

Trane Rates Sheet

## DOE Update and Product Bulletin



**New Department of Energy Resources**  
 Product and Marketing have developed new resources to help educate your customers about the upcoming Department of Energy regulatory changes.

### DOE Overview Video:

Hosted by our Product Management team, this on-demand video provides dealers with a high-level overview of the regulatory changes and provides a deeper dive into specific product changes by category.

[Click here to view](#)

We created a digital resource guide to help you prepare for the **2023 Department of Energy regulatory changes**. This infographic provides the most up-to-date documents, product bulletins, and other marketing materials to help explain the upcoming changes and how they will impact you.

You can access it through Comfortsite > Product Info > 2023 DOE Resource Hub or bookmark [this link](#) for quick access

### DOE Product Updates:

**As a result of the new Department of Energy regulations, effective January 1, 2023, the following products will change. Please review the product bulletins at the links below for complete details.**

2 stage AC & Heat Pumps - Product Bulletin

13 Seer AC - Product Bulletin

14 Seer Heat Pump - Product Bulletin

15 Seer AC - Product Bulletin

Air handlers - Product Bulletin

## ComfortSure Extended Warranty Summer 2022 Cool Down and Rebate Promotions



ComfortSure warranty is pleased to announce the Summer Cool Down promotion for dealers. Just in time for Summer, ComfortSure dealers can enjoy discounts of up to 40% for labor protection plans June 1 – September 30, 2022. In addition to the discounted summer rates, ComfortSure is also offering rebates to newly enrolled Edge dealers.

- Discount pricing
- Close more sales and increase market share
- New Edge Dealer program with \$1,000 rebate for new EDGE dealers

[Click here](#) for more details on the Summer Cool Down & Rebate Promotions for ComfortSure & EDGE.

## Trane Learning Resources Catalog

Check out the newest and featured Technical Training Content.



Click for Catalog

# New Trane Diagnostics Tools & Resources

Trane Diagnostics and Dealer Remote Configuration (DRC) are valuable tools that help monitor and understand your customers' HVAC systems, ensure optimal performance and proactively diagnose and troubleshoot issues.

- **Testimonial Videos** - Check out the new dealer diagnostics testimonial videos that highlight diagnostics' many capabilities and benefits.

- Trane full-length video:

<https://ircohvac.wistia.com/medias/2wbixsn6u2>

- Trane social/shorter

video: <https://ircohvac.wistia.com/medias/smsbpg168g>

- **Getting the Most out of 24Volt Applications One Pager** – Use this one-pager to highlight how Trane Diagnostics and DRC are helpful and beneficial in 24v applications and not just for communicating (smart) systems.

- **Interactive E-Learning Course** – No better way to get onboarded and use diagnostics than this comprehensive training course. [Click here](#) or find more details in the article below.



24V Diagnostics

## Trane Product Nomenclature: Indoor Units

In this course, you will be learning about the nomenclature for furnaces, coils, air handlers and heaters.

At the end of this course, you should be able to:

- Identify basic components Trane indoor equipment
- Understand what each part of the nomenclature means for Trane indoor equipment

This 30-minute course is available via the following links:



Course Link

## AHRI Matchups on Comfort site

When improperly matched, the efficiency and longevity of an HVAC system are significantly compromised. When choosing an HVAC system to install, it is important to make sure your system is properly matched according to AHRI standards. In this course, you will learn how to look up and check to see if a specific system will work by verifying that it's been tested by AHRI. To do this, we will search the units within ComfortSite to find out if they are a valid match-up.

The 30-minute course is available via the following link:



Visit our Website

You Now Have Access to Trane Dealer Rewards

You should have received an email last week with directions on how to access Trane Dealer rewards.

[Click here for more details:](#)

Here are the steps to get enrolled:

1. Log in to [ComfortSite](#).
2. Go to Marketing Center > Trane Dealer Rewards.
3. Create your profile and select your Dealer Rewards role.

**Note:** With first-time enrollment, it can take up to an hour for your info to populate while we load your data.

### Benefits for You

Now you can check dealer enrollment, payouts, and more in Trane Dealer Rewards! Here is what's available to you!!

#### On Your Homepage

1. YTD Dealer Earnings: See the total amount your dealers have earned across all promotions.
2. Enrolled Dealer Info: View how many of your dealers have enrolled on the Trane Dealer Rewards platform, and click on the Dealers button to find more detailed reporting. Follow up with any dealers who haven't registered yet or aren't actively submitting claims!
3. Active Promotions: Check out eligible promotions currently available to your dealers. For more info on current promotions, go to the Promotions dropdown in the top navigation.
4. Claims Info: Get a snapshot of the status of your dealers' approved, paid and declined claims. For more details, click on the Claims button.
5. Payouts: See the total gross YTD SPIFF and rebate payouts your dealers have received.

#### In Your Reports

- Claims: Find claim details and use the filters to search for specific promotion info.
- Dealers: See how your individual dealers are engaging with the program.
- Enrollments: Check out dealer enrollment information.

## Trane Supply Tech Rewards Launching Refrigerant Reclaim Sweepstakes

On July 1<sup>st</sup>, Trane Supply Tech Rewards is launching the "Who Is the Coolest Technician" refrigerant reclaim sweepstakes in all US Supply stores. The Sweepstakes will last through November 30<sup>th</sup>, 2022. For each cylinder that is brought in at least half full and contains a Qualifying refrigerant, a technician will receive one entry for a monthly drawing and one for the grand prize drawing. In-store promotional support will arrive in stores over the next two weeks.

**Only technicians active in the Tech Rewards program are eligible for this Sweepstakes; let's use this as an opportunity to engage with the already active technicians in the program and activate more technicians!**

For more information on the Sweepstakes, please review the sales plan.

[Click here to view](#)

## Virtual Plant Tour

**The Virtual Plant Tour of Tyler, Texas is now live for you!**

For those who are not able to visit the Tyler, Texas plant and facilities in person, you can now gain the full experience through our in-depth virtual tour. We are now offering you the ability to get a detailed walk-through of the labs, assembly lines, testing facilities, and more—right alongside a knowledgeable tour guide.



**You Now Have Access to Trane Dealer Rewards to View Claims and Reports!**

Here are the steps to get enrolled:

1. Log in to [ComfortSite](#).
2. Go to Marketing Center > Trane Dealer Rewards.
3. Create your profile and select your Dealer Rewards role.



Access the Virtual Tour through the LMS. The virtual tour links, dealer guide and AM guide are below.

**Trane Virtual Tour Links and Resources:**

- Trane Dealers click [here](#).
- [Trane Virtual Tours Dealer Guide](#)

## Tyler Rebuild Video

Check out the recently updated Tyler Rebuild video. Watch the dramatic story of the roof collapse at Trane Residential HVAC & Supply's Tyler, Texas, facility and how the team pulled together to get production back online and rebuild even stronger. Check out the new state-of-the-art building and the opportunities for growth.

For a downloadable version of this video, go to **ComfortSite > Marketing Center > Marketing Advertising Express (MAX) > Info Center > Video Library > Tyler Rebuild - Building 29.**

[Link to Tyler Rebuild Video](#)

## Podcasts



Mid-Atl Region- All Dealers

TRANE | 8810 B Airpark West Drive, Charlotte, NC 28214

[Unsubscribe shaun.rigby@tranetechnologies.com](mailto:shaun.rigby@tranetechnologies.com)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by [byalanna.cohen@tranetechnologies.com](mailto:byalanna.cohen@tranetechnologies.com) powered by



Try email marketing for free today!