

North Carolina Sales Office - Who To Contact

DEALER ORDER MANAGEMENT

Hours: 7:30A-5:00P

- Placing Orders
- Applying Promos
- Modifying Orders
- Tracking
- Information & Order
- Status
- Good Stock Returns
- Canceling Orders

Mid-Atlantic (DOM) Email:

Mid-AtlanticRDOM
@trane.com

1-800-AC-TRANE
(1-800-228-7263)

or

Text 1-800-228-7263

Information to provide:

- Account #
- Promo # / Quote #
- if applicable
- PO # / SO #

INSIDE SALES SUPPORT

Hours: 8:00A-5:00P

- Quote Requests
- Placing Orders (Projects)
- Local tracking

ISS Email Raleigh:
Raleigh_Inside_SalesTeam
@tranetechnologies.com

Raleigh
919-250-6600
(Opt 2, Opt 2)

ISS Email Charlotte/Greensboro:
ISSCHAR-
GREN@tranetechnologies.com

Charlotte
704-399-2617
(Opt 2, Opt 2)

Greensboro
336-273-6353
(Opt 2, Opt 2)

Information to provide:

- Account #
- Promo #/Quote#

QUICK FIX/FACTORY DIRECT

- Damaged Returns
- Damaged
- Equipment Credit Request -provide a picture of serial plate & damage

Quick Fix Email: NEXT-QF
QFMBox.StLouisCCE@trane.com

Factory Direct: NEXT-FD
rs.canadianorders@trane.com

SUPPLY & WAREHOUSE

Charlotte
4501S Tryon Street
Charlotte, NC 28217
(704) 523-4730

Charlotte Airpark
8810-B Airpark West Dr
Charlotte, NC 28214
22902
(704) 697-9006

Matthews
12857 Independence Blvd
Matthews, NC 28105
(704) 893-2090

Hickory
1265 19th St LN NW
Hickory, NC 28601
(828) 267-5697

Asheville
168 Sweeten Creek Rd
Asheville, NC 28803
(828) 210-2632

FIELD SERVICE SUPPORT

Hours: 8:00A-5:00P

Charlotte/ Greensboro
704-399-2617
(Opt 2, Opt 3)

Raleigh
919-250-6600
(Opt 2, Opt 3)

Information to provide:

- Model
- Serial #
- Issue/Fault Codes