



It's Hard To Stop A Trane.®

Mid-Atlantic Region Weekly Updates 11.14.2023

A CHANCE TO WIN!: TOP 10 AWARDS

A CHANCE TO WIN!

TOP 10 TRIP

DETAILS:
ALL INCLUSIVE CRUISE TO
NASSAU, BAHAMAS
PORT FROM CHARLESTON SC

MARCH 7-11 2024



Recorded Virtual Training Available!

Check out our 1-hour webinars for technical training topics through various products & and diagnostic procedures.

Field Tech Talks

Fall Training Classes are now LIVE!

***If you are registered for a class, we are committed to holding space for you. If you are registered and cannot 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.**

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

If you have any questions, please don't hesitate to reach out to your Account Manager.

NEW CLASSES HAVE BEEN ADDED!

- Heat Pump Fundamentals & Troubleshooting (11/10 - Wilmington)

November	Class	Location	Instructor	Time
1	Zoning with Link	Roanoke	Scott Beynon	8:30a-4:00p
1	XV Variable Speed Certification	Charlotte	Wesley Brookover	9:00a-4:00p
2	Defrost Control Board Operation Fundamentals	Raleigh	Lyon Britt	9:00a-3:00p
2	Mitsubishi Applications	Charlotte	Eric Watts	10:00a-2:00p
7	Introduction to LINK Communicating Systems	Wilmington	Lyon Britt	9:00a-4:00p
7-8	GROW (Getting Results on your work)	Chesapeake	Mark Gaylor	9:00a-4:00p
8	Gas Furnace Installations	Raleigh	Anthony Maynor	8:30a-4:00p
8	Precedent/Voyager ReliaTel Service	Greensboro	Billy Guthrie	9:00a-3:00p
9	XV Certification	Midlothian	Scott Beynon	8:30a-4:30p

10	Heat Pump Fundamentals & Troubleshooting	Wilmington	Anthony Maynor	8:30a-4:00p
14	Intro to Symbio Commercial Controls	Chesapeake	Bill Smith	8:30a-12:00p
14-15	Real-World Wrightsoft System Design	Charlotte	Anthony Maynor	8:30a-4:00p
15	Electrical Diagrams and Introduction to Electrical Troubleshooting	Raleigh	Lyon Britt	9:00a-4:00p
15	Mitsubishi Performance Construction	Midlothian	Josh Wharton	?
16	S Furnace Control Board Operation Fundamentals	Charlotte	Chris Abernethy	9:00a-3:00p
21	Odyssey Symbio Introduction	Greensboro	Billy Guthrie	9:00a-1:00p
22	Gas Furnace Fundamentals & Troubleshooting	Raleigh	Anthony Maynor	8:30a-4:00p
28	Refrigerant Diagnostics/Thermodynamics- Intro to R454-B	Charlotte	Wesley Brookover	9:00a-3:00p
29	Introduction to Symbio controls	Raleigh	Jamey Cape	9:00a-2:00p

30	Defrost Control Board Operation Fundamental	Charlotte	Christopher Abernethy	9:00a-3:00p
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Training Calendar

Register Here!

Dealers Can Get Logo Fee Waived with QuikBox Labeling Program

First 10 dealers enrolled in QuikBox Labeling Program will get \$75 logo fee waived.

We've recently launched the Trane QuikBox Labeling Program as a way for you to stay connected to your customers by keeping their brand top-of-mind. Professionally imprinting their logo and contact information on every QuikBox Air Cleaner makes it easy for homeowners to know who to reach out to for their HVAC maintenance and service needs. Get more information on QuikBox Air Cleaners and the Labeling Program [here](#). Submit completed order forms to the NEXT-FD Order Management team (rs.canadianorders@trane.com) for processing.

The first 10 dealers who enroll will have the one-time \$75 logo design set up fee waived! Contact Jennie Bergman (jennie.bergman@tranetechnologies.com) for a coupon code.

HEADS UP: Trane Dealer Rewards Survey Launched

A user experience survey has been sent to those who recently submitted claims in Trane Dealer Rewards. The survey was emailed from the Experience Dealer Rewards on November 8th. You have until November 22nd to share your voice!!

Introducing Workiz, the newest FSM/CRM Solution eligible for Co-op in 2024

Workiz Ultimate
 \$399 / month
 10 Pro users included
 Additional user: \$15 / month
 All Ultimate plan features included
 Workiz Communications suite is included

Key Features for HVAC business:

- Scheduling
- Set time alerts
- Create bookings
- Create estimates and estimates
- Automated invoices
- Sales prompts
- Customized sales and claims
- Price book & forecasts
- Inventory Management & Equipment tracking
- Advanced Reporting
- Client portal

For customers like us:

- Trane
- Carrier
- Lennox
- York
- Amana
- Goodman
- Bryant
- Trane
- Carrier
- Lennox
- York
- Amana
- Goodman
- Bryant

Workiz is the newest addition to our FSM/CRM software solution options eligible for Co-op starting in 2024, and they have an exclusive offer for Trane Dealers, which includes an exciting perk for current SearchKings customers...

More about Workiz: An industry-leading all-inclusive Field Service Management (FSM/CRM) solution, Workiz is designed for small to mid-size businesses. With over 120,000 pros across industries, Workiz is currently rated by G2 as the #1 platform for ease-of-use, ease of set-up and implementation, customer satisfaction and user adoption.

[See the Offer](#)

Consumer Financing Digital Tools

Wells Fargo Retail Services
 800-MyWells Fargo
 800-4MYWELLS
 800-4MYWELLS

Special Learning Opportunity Just For You!
 Important information regarding your credit and program administration by Wells Fargo Retail Services!

Thank you for using the Wells Fargo consumer financing program. As a reminder, please join our virtual training opportunities to help you get more out of your program. These opportunities are available for merchants who are new to digital processing and also open as a great refresher for those who were previously enrolled. Each information session will be held in a dedicated training session (during the Zoom and will last about 30 minutes).

Session 1: WELLS FARGO CREDIT CONNECT
 This paper-free financing tool is a suitable option and where you could find online application process. In addition, an optional program from your company could be used to complete.

Session 2: REMOTE TERMS ACCEPTANCE
 Consider business from anywhere and at any time with our remote transaction process. This process allows you to submit an authorization prior, charge and give the customer an opportunity to sign the invoice or other document on their own device - whether they are with you or not.

All Trane Retail in Central Time
 Tuesday, October 17 at 10:00am
 Tuesday, October 29 at 10:00am
 Tuesday, October 17 at 10:00am
 Tuesday, November 7 at 10:00am
 Tuesday, November 19 at 10:00am
 Tuesday, November 27 at 10:00am

All Trane Retail in Eastern Time
 Tuesday, October 17 at 11:00am
 Tuesday, October 29 at 11:00am
 Tuesday, October 17 at 11:00am
 Tuesday, November 7 at 11:00am
 Tuesday, November 19 at 11:00am
 Tuesday, November 27 at 11:00am

Don't miss this registration

Thank you,
 Wells Fargo Retail Services

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 Certain features may be subject to change without notice. © 2023 Wells Fargo Bank, N.A. All rights reserved.

DID YOU KNOW THAT ONLY 12% OF ENROLLED TRANE WELLS FARGO DEALERS OBTAIN A DIGITAL FINANCE INVOICE?

Paper applications and invoices leave dealers susceptible to chargebacks and difficult customer disputes. Streamline the customer financing process with digital processing options today with Wells Fargo Credit Connect and Remote Transactions. Training sessions for both tools are available. Registration details and session times are in the attachment here. Sessions last about 30 minutes.

Make credit more convenient - Wells Fargo Credit Connect Overview

The Wells Fargo easy online credit application can be completed by the customer at home, either during your initial consultation or before you arrive. And when it's time to finalize the job, you can send invoices and receive signatures electronically — saving you extra trips to the customer's home.

No more pushing paper - Remote Processing

When you process applications and transactions with our digital tools, all required information is sent directly to Wells Fargo, where we store the information digitally. Customers don't need to complete and sign a paper application when you are in their home because you can access the application and invoice information you need electronically.¹

1. This process requires an internet connection. Please ensure your device is able to connect to the internet using your own data package. This process does not include a Notice of Right to Cancel. If you conduct business outside of your normal place of business (e.g., consumer home, fair, trade show, expo, etc.), you're still required to notify your customers of their rights. Paper applications and invoices must continue to be available for those customers who do not agree to receive the terms and conditions electronically.

[Wells Fargo Training Flyer](#)

Trade Warriors

The Trade Warriors™ program will bridge the technician and installer shortage by matching transitioning Military Veterans and Trane Dealers nationwide. The program will provide rewarding careers for qualified technicians and help Trane Dealers grow their businesses.



How to get involved: We are actively seeking new dealers to join our program to hire Skilled Veterans from future cohorts. Share the Trade Warriors Program with your dealers. Dealers can learn more information and sign up using the link in the attached portal [https://trane-trade-warriors.com](https://trane.trade-warriors.com)

Seeking Dealers in the below locations for students currently or previously enrolled in the program.

- Steven Gonzales - NW Houston, TX
- Jeffery Walsh - North Knoxville, TN
- Dakota Engstrom - San Antonio, TX
- Johnny Knighten - Atlanta, GA
- We have more candidates looking for technician roles with a Trane dealer![See them here.](#)

The Trade Warriors Program is open to dealers across the United States – Once a dealer enrolls in the program, a recruiter will begin seeking candidates for their location!

Check out some of the Trade Warriors Bios with the button below!

Trade Warriors Program with Testimonials

Virtual Tour

Check out the New virtual tours! Now's your chance to see Georgia and New Jersey operations, from anywhere.

You may have seen the incredibly well-received Tyler, Texas virtual tour. A digital walk-through tour where you can get an insider's view into Tyler's operations from anywhere in the world, without ever having to travel.

Take the tour any time.

From [this link](#), you can enter your user ID and password. The tour can be taken from both your desktop and mobile device.

What's the virtual tour like?

If you're expecting one long video that drones on and on, you are in for a treat. These self-paced virtual tours are interactive and made up of a series of short videos; you decide which videos you want to see and in what order. You can

decide to start your tour in the Packaged Unit facility, at the Mass Spectrometer stop, the Tube Bending area, or an assembly line. It's all up to you. A full tour takes just around **30 minutes to complete.**



Trane Virtual Tour: Tyler, TX

Trane Virtual Tour: Vandalia, GA

Trane Virtual Tour: Trenton, NJ

Trane Preferred Dealer Program

If you've enrolled in the Trane Preferred Dealer Program, you can start using marketing activities—right away!

There are dozens of ways to use COOP funds in a variety of categories, but here are just a few ideas...

- Branding: Logoed merchandise & swag, uniforms, truck wraps, and decals
- Digital Marketing: Pricebook Digital, and a full range of email, video/TV, and website options
- Traditional Media: Everything from billboards/outdoor signage and direct mail to door hangers and traditional ads in newspapers, radio, and TV
- Training: EGIA, Contractors University, third-party business or technical training (with pre-approval), and even our new Trade Warriors program
- Miscellaneous: Consumer literature, events, shows, sponsorships, and eligible warranty programs

Best of all, it's easy to leverage COOP funds. If you're ready to get started, just head to MAX to check your balance and put them into action. We've also created a dedicated Dealer Resource website to answer common questions you may have, such as:

- How can I use my COOP funds? The following guidelines cover all the details you need on COOP-eligible categories along with ad and COOP requirements.
- [COOP Advertising Guidelines](#)
- Can I get pre-approval to use my funds? Yes! In fact, we recommend that you use the pre-approval process in MAX to make sure the creative you are leveraging is COOP compliant.
- [How To Submit a Pre-Approval](#)
- How do I submit a claim? It's a simple process to submit a COOP claim, and this step-by-step guide will get you started.
- [How to Submit a COOP Claim](#)
- Where can I find Trane logos? The Trane image library contains a wide variety of brand-compliant logos in different formats, making it easy to find one that's just the right fit.
- [How to Find Trane Logos](#)

Who to Contact

[NC Contact List](#)

[VA Contact List](#)

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)

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