

Trane SPRING 2012 Consumer Offer

April 9 – June 15, 2012



FREE Parts & Labour Warranty

AND

**Up to \$250 Instant Rebate on TRANE Innovative Products
purchased and installed with a system**

(On qualifying equipment through participating dealers / Please refer to complete program details inside)



It's Hard To Stop A Trane.®

Program Details

OFFER

Consumers purchasing **qualifying Trane product(s)** as defined in this plan may be eligible for:

1. XLi SYSTEM: Free 12-Year **Parts & Labour** Extended Warranty with purchase of High Efficiency VS Furnace or VS Air Handler system with XLi outdoor unit
OR
2. XR15 SYSTEM: Free 10-Year **Labour Plus** Extended Warranty with purchase of High Efficiency VS Furnace or VS Air Handler system with XR15 outdoor unit
OR
3. STANDALONE UNITS: Free 10-Year **Labour Plus** Extended Warranty with purchase of XLi Air Conditioners / Heat Pumps or XR15 Air Conditioners / Heat Pumps or VS Furnace / VS Air Handler
AND, IN ADDITION TO THE ABOVE
4. Trane Innovative Products Instant Rebate on ComfortLink™ / ComfortLink II™ / CleanEffects™ when purchased and installed with a qualified complete system (as noted above in 1 or 2)

Effective Period

Purchase/Sales Dates: April 9 – June 15, 2012

Install Dates: April 9 – June 29, 2012

Submission via Trane Promotional Claim Center (TPCC): April 9 – July 13, 2012

Eligible Participants

Trane Canada DSO and their participating independent Trane dealers who have completed and returned the program participation agreement (Exhibit 1 attached).

Recipient Eligibility

- Residential homeowners who purchase eligible products from a participating independent Trane dealer within the Sales Plan period.
- Dealer sales to a builder without a direct homeowner purchase at the time of sale / installation are not eligible.

Eligible Equipment

- Only products as defined in this Sales Plan are eligible for any of the above-stated program options. The grid contained herein reflects systems/products eligible for the program.



DETAILED GUIDELINES/ADMINISTRATION

Dealer Requirements:

- Dealers must be in good standing with Trane Credit (Trane Credit will determine standing).
- Validate dealer information on ComfortSite.
- Complete, sign and return the Participation Agreement (Exhibit 1).
- Accept Terms and Conditions on ComfortSite/Trane Promotional Claim Center (TPCC) while submitting the first claim against the program (once the Terms & Conditions are accepted, this step will not be necessary for all subsequent claims under the program).
- All reimbursements under the program are subject to audit. If reimbursement is received on any claim that is later determined to be ineligible, Trane will debit the dealer's account in the amount of the ineligible claim.
- Dealer must retain a copy of the invoices/proposal signed by the consumer for at least 18 months. Paperwork will be maintained by the dealer and will not be submitted to Trane unless requested in an audit.
- Extended Warranty
 - Dealer agrees to be charged the full amount for the extended warranty at the time of purchase. The dealer will then submit for reimbursement of the Trane share through the Trane Promotional Claim Center (TPCC).
 - DSO dealers will be reimbursed the Trane portion via credit to their account on a weekly basis.
- Trane Innovative Products Instant Rebate (as a system purchase add-on)
 - Dealer agrees to deduct the instant rebate amount in its totality from the consumer invoice. The consumer invoice / proposal must show the total purchase price and show the rebate amount deducted as a separate line item.
- Agree to abide by all Sales Plan parameters and will only be reimbursed for claims following these guidelines.
- **Note, dealers will only be eligible for sales made after they have signed the Participation Agreement and the DSO has opted them into the program.**



EXTENDED WARRANTY

- The homeowner must sign the Optional Extended Warranty application to indicate he/she understands the terms and conditions listed on the reverse side of the application. The dealer is NOT to sign for the homeowner.
- Cost sharing: Please reference program grid for dealer claim-back amounts allowed on each warranty.
- Dealer Requirements:
 - Dealer will pay the full amount for the extended warranty at the time of purchase. The dealer will then submit for reimbursement of the Trane share through the Trane Promotional Claim Center (TPCC).
 - Submit the Optional Extended Warranty within 60 days of installation to ensure registered limited warranty is in place*.
 - Through ComfortSite: Dealers may order the Optional Extended Warranty online. If the dealer chooses this method they **do not** mail the warranty application form.
 - Through the DSO Office: Dealers may mail the completed Optional Extended Warranty application form to the DSO Office for processing.
 - *All “WRR” extended warranty models were designed to cover registered equipment with longer limited warranty terms and will NEVER cover the cost of the part.
 - If the province regulates the sale of Optional Extended Warranties, the dealer must document on the homeowner’s invoice: “Optional Extended Warranty is included at NO CHARGE.” The dealer is not allowed to list FREE or \$0 as the Sales Price on the application (or on ComfortSite). The dealer may not list an amount less than his actual cost. Note: The dollar amount a dealer enters as the Sale Price will appear on the Optional Extended Warranty Agreement.
 - Dealer must retain a copy of the invoices/proposal signed by the consumer for at least 18 months.



TRANE INNOVATIVE PRODUCT INSTANT REBATE – System Add-On

- Up to \$250 consumer instant rebate on Trane Innovative Products added to eligible system purchase (see product grid included herein for eligible equipment).
- Products must be purchased and installed at the same time as the qualified system purchased. (Note that a system warranty does not cover ComfortLink™ / ComfortLink II).
- The rebate is offered in addition to the extended warranty offered on eligible SYSTEM PURCHASES ONLY and is NOT offered on a standalone product purchase.
- Cost sharing: Dealer 50%, Trane 50%, as shown in the program grid.
- Dealer must deduct the instant rebate in its totality from the consumer invoice
 - The consumer invoice / proposal must show the total purchase price and show the instant rebate amount as a separate line item.
 - Dealer must retain a copy of the invoices/proposal signed by the consumer for at least 18 months.



PROCESSING

- Claims must be submitted by the dealer and will be processed through the Trane Promotional Claim Center - TPCC (accessible via ComfortSite).
- All claims will be validated on:
 - Approved participating dealer
 - Dealer Opt-in date is on / before consumer sales date
 - Program periods (sales, installation, submission)
 - Eligible models
 - Valid / non-duplicated serial numbers
 - Additional information which will be verified:
 - Consumer name
 - Valid address based on Post Office data
 - Valid phone number
- Claims failing to validate on the above points will be denied. If upon audit it is found that illegitimate claims were processed, dealers will be billed back in full all consumer and processing costs associated with the program.
- “Real time” daily / month summary reports will be made available to dealers on the Trane Promotional Claim Center (TPCC).
- All reimbursements under the program are subject to audit and dealers should expect random audits. Dealers must maintain supporting documents for at least 18 months.
- If reimbursement is received on any claim that is later determined to be ineligible, Trane will debit the dealer’s account in the amount of the ineligible claim.

Claims submitted after the final submission date will not be processed

ADVERTISING

Advertising

- The 2012 Spring Consumer Offer is “Purchase a qualifying Trane heating & cooling product and receive up to a 12-year Extended Warranty FREE. Add a Trane Innovative Product to a system for up to an additional \$250 Instant Rebate.”
- All advertising for this program must adhere to the guidelines as defined by Trane Canada DSO.
- Advertising templates to support this program will be posted to tranecanada.com for dealers to download.



PROGRAM GRID - ELIGIBLE EQUIPMENT & REIMBURSEMENT

(Extended Warranty / Instant Rebate)

Products are eligible based on availability and must be sold/installed/claimed during the promotion period. Eligibility is based upon a Trane comfort system configuration and use of Trane products.

12 YEAR Extended Warranty - SYSTEM - XLi AC/HP AND Variable Speed Furnace/Air Handler					
– Eligible Products / Warranty #'s					
Eligible Products	Eligible Outdoor Model Numbers <i>(Outdoor unit must be combined with matching ELIGIBLE indoor unit)</i>	EXTENDED WARRANTY			
		12 Year System Warranty	Reimbursement to Dealer		
XL15i System	4TTX5, 4TWX5	CAYW AR 0459	\$325		
XL16i System	4TWX6, 4TTX6	CAYW AR 0459	\$325		
XL20i System w/comm comfort control	4TWZ0, 4TTZ0	CAYW AR 0459	\$325		
<i>Indoor unit must be combined with matching ELIGIBLE outdoor unit</i>	Eligible Variable Speed Indoor Model Numbers				
	Oil Furnace*		Gas Furnace XV95/XC95m		Air Handler/Blower
	THV-V TLR-V TLF-V TDF-V (*subject to availability)	TUH2 TUHM TDH2 TDHM	TAM7 TAM8		

10 YEAR Extended Warranty - SYSTEM – XR15 AC/HP AND Variable Speed Furnace/Air Handler					
– Eligible Products / Warranty #'s					
Eligible Products	Eligible Outdoor Model Numbers <i>(Outdoor unit must be combined with ELIGIBLE matching indoor unit)</i>	EXTENDED WARRANTY			
		10 Year System Warranty	Reimbursement to Dealer		
XR15 System	4TTR5-E, 4TWR5-E	CAYW RR 0004	\$236		
XR15 System with CleanEffects	4TTR5-E, 4TWR5-E	CAYW RR 0395	\$278		
XR15 System with non-Trane coil	4TTR5-E, 4TWR5-E	CAYW RR 4202	\$236		
XR15 System with non-Trane coil & CleanEffects	4TTR5-E, 4TWR5-E	CAYW RR 4204	\$278		
<i>Indoor unit must be combined with ELIGIBLE matching outdoor unit</i>	Eligible Variable Speed Indoor Model Numbers				
	Oil Furnace*		Gas Furnace XV95/XC95m		Air Handler/Blower
	THV-V TLR-V TLF-V TDF-V (*subject to availability)	TUH2 TUHM TDH2 TDHM	TAM7 TAM8		



10 YEAR Extended Warranty - INDIVIDUAL UNIT SALES			
– Eligible Products / Warranty #'s			
Eligible Products	Eligible Model Numbers	EXTENDED WARRANTY	
		10 Year Warranty	Reimbursement to Dealer
XLi AC or HP (Trane Coil)	4TWZ0, 4TTZ0, 4TWX6, 4TTX6, 4TWX5, 4TTX5	CAYWRR0081	\$137
XLi AC or HP (Non-Trane Coil)	4TWZ0, 4TTZ0, 4TWX6, 4TTX6, 4TWX5, 4TTX5	CAYWRR4211	\$137
XR15 AC or HP (Trane Coil)	4TTR5-E, 4TWR5-E	CAYWRR0002	\$129
XR15 AC or HP (Non-Trane Coil)	4TTR5-E, 4TWR5-E	CAYWRR4210	\$129
XC95m, XV95 or VS Furnace	TUH2, TDH2, TUHM, TDHM	CAYWRR0278	\$170
XC95m, XV95 or VS Furnace with CleanEffects	TUH2, TDH2, TUHM, TDHM	CAYWRR0430	\$221

Trane Innovative Product Instant Rebate – added to eligible system purchase as outlined above			
– Eligible Products			
Eligible Products	Eligible Model Numbers	INNOVATIVE PRODUCT REBATE	
		Consumer Instant Rebate Amount	Reimbursement to Dealer
Trane ComfortLink (CRT Kit)	TZTSK500	\$100	\$50
Trane ComfortLink II	TZONE950	\$100	\$50
Trane CleanEffects	TFD	\$150	\$75

NOTE: ComfortLink™ / ComfortLink II is not included in the system Extended Warranty.



Legal

THIS DOCUMENT CONTAINS CONFIDENTIAL, PROPRIETARY OR TRADE SECRET INFORMATION OF TRANE U. S. INC. IT MAY NOT BE DISCLOSED TO ANY THIRD PARTY WITHOUT PRIOR WRITTEN CONSENT FROM TRANE U.S. INC. OR ITS AFFILIATES.

The information provided herein is considered confidential and proprietary information of Trane U. S. Inc., and its affiliates (“Trane”). It is provided for the sole purpose of permitting the recipient to promote Trane products and services. Recipient agrees to maintain the confidentiality of all proprietary, trade secret information, including confidential pricing data provided in this document. The Recipient hereby agrees that it will not at any time disclose this confidential information or material, in whole or in part, to any person or entity for any reason or purpose whatsoever, unless Trane gives its consent, in writing, to such disclosure, except as required by law. The agreement to maintain the confidentiality of this information extends to any employees, pre or future, involved in the work desired and who will have access to the information. These employees will hold the information in confidence in accordance with this agreement and use the information only in the performance of their employment. Recipient agrees to review this agreement and its terms with employees and will obtain their agreement with the terms of this agreement before providing them with any Trane confidential information.

Amendments, Modifications, or Exceptions

Trane reserves the right to amend, modify, or cancel the program, or any portion at any time. Amendments are not effective unless they are published by Trane in formal Guidelines or are signed by an authorized Trane representative. Any exceptions to the program guidelines must be approved in writing by an authorized Trane representative.

No Other Obligation

Trane shall have no fiduciary duties or other special duties of any kind to any distributor/dealer under the program other than as expressly set forth in these guidelines.

Legal Liability

By participating in this program, each participating distributor warrants that its marketing programs and initiatives are in compliance with all antitrust pricing laws and federal/state/local regulations. Trane does not undertake any legal responsibility for the local management and execution of their marketing programs.

Document Retention

It is the distributor's/dealer's responsibility to maintain copies of supporting documentation and claim reimbursement paperwork for a minimum of 12 months after reimbursement. Prior to implementing any change in your record retention policies, please consult with your accountant and attorney to determine whether you need to retain these records for other business or legal purposes.

Claims Auditing

All reimbursements under the program are subject to audit. If reimbursement is received on any claim that is later determined to be ineligible, Trane will debit the distributor's/dealer's account in the amount of the ineligible claim.

Program Violation

Violation of these guidelines may result in an immediate revocation of any and all rights to use or display Trane's intellectual property (logos, trademarks, creative).

Trane Privacy Policy Disclosure Statement

As part of this program and within Trane's sole discretion, Trane collects various information to support its development and delivery of quality products, services, and programs to its consumers. Information you/consumers provide may be used to evaluate your/consumers reaction to and interest in Trane products and services, to provide dealers and vendors with information concerning your/consumers interest or purchase of Trane products and services, and to conduct marketing and research activities including analyzing the collective characteristics and behaviors of Trane's consumers. Trane protects collected consumer information in accordance with its Privacy Policy. A copy of this Policy is available at www.trane.com.

Financial Status

Eligibility for program and reimbursements are contingent upon Distributor/Dealer account being active and in good standing/current as determined solely by Trane.



Exhibit 1 - Trane Dealer Participation Agreement

Please complete and submit by April 2, 2012

We agree to participate in the consumer offers as defined in this Sales Plan. We have read and understand the program. We agree to offer the free Extended Warranty as outlined.

We understand we will be billed for a claim in its entirety if it is found multiple program options were used in a single sale.

We agree to offer Trane Innovative Product Instant Rebate on all system purchases under this plan, and deduct from the sales price the instant rebate amount at the time of purchase.

We agree to process all claims through the Trane Promotional Claim Center following the guidelines as defined in this Sales Plan.

We agree to manage to the program deadlines and understand that extensions to these dates will not be granted.

By executing this agreement, I agree to abide by and honor the terms and conditions of the Trane 2012 Spring Consumer Offer, including submitting for claims as defined in this Sales Plan.

Authorized
Signature _____

Name & Title
Printed _____

Dealer Name: _____

Date: _____

Please mail or fax this form to:

Marlene Chapman
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