



*It's Hard To Stop A Trane.®*

2024

# Trane TCS High-Efficiency SPIFF Sales Plan

Channel: DSO + IWD

| Owner: Trane Residential Channel Marketing Team

**Synopsis:** To grow independent Trane Comfort Specialist (TCS) Dealers through sales incentives on Trane's premium product lines.



## Purpose

With a growing focus on sustainability, Trane encourages and rewards the sale of energy-efficient residential equipment, purchased using standard pricing from a Trane distributor and for retail replacement applications.

## Program Summary

During the Effective Period, Eligible Participants can earn Sales Performance Incentive Funds (SPIFF) dollars based on their sales of Qualifying Equipment listed in Exhibit A (“Qualifying Equipment”). Sales made prior to or after the Effective Period are not eligible for this program.

All rewards will be paid on a weekly basis on Thursday once claims achieve APPROVED status by the weekly cut off. Claims moved into APPROVED status after the deadline will be paid on the following Thursday.

## Effective Period

**Sale Date:** January 1, 2024 – December 31, 2024

**Installation Date:** January 1, 2024 – January 10, 2025

**Submission Deadline:** Up to 90 days after the installation date -or- January 15, 2025, whichever comes first. Claims submitted after the Submission Deadline will be declined.

## Eligible Participants

- DEALER PERSONNEL OR PRINCIPAL employed by an independent Trane Comfort Specialist (TCS) dealer (“Trane Dealer” or “Dealer”); and
- DEALER PERSONNEL OR PRINCIPAL must be the individual who closes the sale of the Qualifying Equipment; and
- DEALER PERSONNEL OR PRINCIPAL must be employed by a Trane Dealer during the entirety of the Effective Period through and including the defined program Payout Date identified below; and
- In addition, each Trane Dealer must have a signed Dealer Sales and Service Agreement with Trane that includes a sales goal of at least \$100,000. Dealer must have a signed 2024 Dealer Sales Agreement or other signed, current, and active Dealer Sales and Service Agreement on file with the DSO or IWD, for any payouts to be made under this program; and
- Participating Owner/Dealer Principal must have opted into this program and completed the TCS enrollment via the Trane MAX Site.
- Owner/Dealer Principal must authorize DEALER PERSONNEL OR PRINCIPAL to participate in the Trane TCS High-Efficiency SPIFF Sales Plan before DEALER PERSONNEL OR PRINCIPAL can register and/or submit claims; and
- Participating DEALER PERSONNEL OR PRINCIPAL are required to complete a one-time registration process to verify information and accept terms and conditions for Trane programs. Registration can be completed any time by visiting **ComfortSite > Marketing Center > Trane Dealer Rewards**.

## Program Requirements

1. Eligible Participants must submit SPIFF claims of Qualifying Equipment for qualifying sales under this program in Trane Dealer Rewards (**ComfortSite > Marketing Center > Trane Dealer Rewards**).
2. Dealers must provide the following for the sales when submitting SPIFF claims:
  - **Sale Date**
  - **Installation Date**
  - **Serial Numbers of all eligible equipment**
  - **Homeowner Invoice Number**
  - **Homeowner First and Last Name** (Name on proof of purchase must match claim entry)
  - **Homeowner Address**
  - **Proof of purchase is required for this promotion, either a HOMEOWNER INVOICE or a TRANE LIMITED WARRANTY CERTIFICATE is acceptable.**
    - DEALER INVOICES: **MUST INCLUDE** Dealer Name and Address, Homeowner Name and Address, Sale and Installation Dates, Model number(s) of all Qualifying Equipment, Serial(s) for all Qualifying Equipment. Illegible or **incomplete invoices may result in declined claims.**
    - TRANE LIMITED WARRANTY CERTIFICATE: To reduce the potential for declined claims, we recommend dealers submit the Trane Limited Warranty Certificate, which meets the validation requirements for proof of purchase.
3. DEALER PERSONNEL OR PRINCIPAL have up to 90 days to submit claims after installation date **or** January 15, 2025, **whichever comes first.**
4. **No credit will be given for sales claims received after the Submission Deadline.** DEALER PERSONNEL OR PRINCIPAL are encouraged to file as soon as possible to expedite award payment.
5. Only Eligible Participants are eligible to earn SPIFFs. **No pooling or transferring of dollars is allowed.** Payments can only be made to DEALER PERSONNEL OR PRINCIPAL individuals who close the sale of Qualifying Equipment.
6. Only Qualifying Equipment sales made during the Effective Period qualify. All offers are based on product availability. **No substitutions or exceptions will be granted.**
7. Each DEALER PERSONNEL OR PRINCIPAL participating in this program will receive incentive awards via a reloadable Trane Dealer Rewards VISA card.
8. If the DEALER PERSONNEL OR PRINCIPAL leaves employment with the dealer or is terminated under any conditions, all unpaid SPIFFs and privileges are immediately forfeited, and no payout shall be made.
9. Each DEALER PERSONNEL OR PRINCIPAL participating in this program is responsible for any and all tax obligations for funds earned on this program.
10. Trane reserves the right to amend or cancel this Plan, or any portion thereof, in its sole discretion at any time.

## Award

Eligible Participants will earn sales incentive dollars for the sale of Qualifying Equipment (refer to Exhibit A) during the Effective Period.

Award payouts will be made to participating DEALER PERSONNEL OR PRINCIPAL each Thursday for all claims in APPROVED status. For quickest approval and payment, it is highly recommended to submit claims on Monday/Tuesday/Wednesday. Trane will use its best efforts to review and process claims; however, no expedited requests will be accepted.

## Program Administration

- A. Participating DEALER PERSONNEL OR PRINCIPAL must submit SPIFF claim(s) for qualifying sales under this program at the following website: **ComfortSite > Marketing Center > Trane Dealer Rewards.**
- B. Participating DEALER PERSONNEL OR PRINCIPAL must register on Trane Dealer Rewards to submit claims and to accept our Administrator's Terms and Conditions. Only those DEALER PERSONNEL OR PRINCIPALS who provide a valid U.S. Social Security Number are eligible to earn incentives in the TCS High-Efficiency SPIFF Program.
- C. Claims are validated based on the following:
  - **Sale Date** must be within the Effective Period
  - **Installation Date** must be within the Effective Period
  - **Claim Submission Date MUST BE within 90 days of the Installation Date**
  - **Serial Numbers** of all Qualifying Equipment must be provided and must be valid Trane serial numbers
  - **Proof of purchase** must be submitted with the claim (e.g., homeowner invoice or Trane Limited Warranty Certificate)
  - **Homeowner First and Last Name** must and name on proof of purchase must match claim entry
  - **Installation Address** must be provided and match proof of purchase
- D. DEALER PERSONNEL OR PRINCIPAL have up to **90 days after the installation date -or- January 15, 2025, whichever comes first, to submit claims.**
  - a. Claims can be submitted on Trane Dealer Rewards one at a time or in bulk via a template provided by the program Administrator.
  - b. DEALER PERSONNEL OR A PRINCIPAL may designate a proxy to submit claims on his or her behalf.
- E. Sales of Qualifying Equipment must be reported by the Submission Deadline. No credit will be given for claims received after the Submission Deadline. **Claims submitted after the Submission Deadline will be declined.**

- F. Only those claims that are approved will result in an incentive payment to the DEALER PERSONNEL or PRINCIPAL. Each Eligible Participant meeting all requirements set forth in this Sales Plan will receive incentive payments via a reloadable VISA card in his or her name. The DEALER PERSONNEL OR PRINCIPAL'S name will appear on the reloadable VISA card and the DEALER PERSONNEL OR PRINCIPAL is responsible for any and all tax obligations for funds earned on this program. Trane reports all TCS High-Efficiency SPIFF incentive income equal to or greater than \$600 to the U.S. Internal Revenue Service and DEALER PERSONNEL OR PRINCIPAL and will receive a 1099 tax reporting purposes. No exceptions will be made.
- G. Trane reserves the right to audit claims at any time. If DEALER PERSONNEL OR PRINCIPAL is suspected of suspicious activity or fraud, Trane reserves the right to place a hold on the Participant's activity during a review period. Upon review, Trane reserves the right to remove DEALER PERSONNEL OR PRINCIPAL from the Program. Trane reserves the right at its discretion to rectify any transaction for any errors or omissions.

## EXHIBIT A – Qualifying Equipment

Only Qualifying Equipment as defined in this Sales Plan is eligible for the SPIFF incentive. All offers are based on product availability. **No substitutions or exceptions will be granted.** Award amounts are based on the **model family of the MBU.** The chart below indicates the payout amount for each MBU sold if the claim is valid and approved by our Administrator.

Product Line	Eligible Model Families	Incentive Amount
<b>Outdoor Units</b>		
XV20 AC and HP	4TTV0, 4TWV0	\$150
XV19 HP	4TWL9	\$125
XV18 AC and HP	4TTV8, 4TWV8	\$100
XV17 AC and HP	4TTV7, 4TWV7	\$85
XL18 AC and HP XL17 AC and HP	4TTX8, 4TWX8 4TTX7, 4TWX7	\$75
XR17 AC and HP XR16 AC and HP	4TTR7, 4TWR7 4TTR6, 4TWR6	\$50
<b>Indoor Units</b>		
TAM/TEM Air Handler XC95m Furnace XC80 Furnace S-Series Furnace	TAMX, TAM9, TEM8 TUHM/TDHM TUDC/TDDC S8V2, S9V2, S9V2VS	\$75
XV80 Furnace L-Series Furnace* P-Series Modular Blower*	TUD2V/TDD2V, TUD2/TDD2 L8X1*, L8X1P*, L9X1*, L8V1* POV0*	\$50
<b>Packaged Units</b>		
16 SEER Package Unit 15 SEER2 Package Unit 13.4 SEER2 Ultra-Low NOx*	4DCZ6, 4WCZ6, 4YCZ6 4DCZ5, 4WCZ5, 4YCZ5 4YCL4*	\$100

\*Only available in California, USA.

### IMPORTANT:

- This program is only eligible for **retail replacement installations** and **EXCLUDES:** light commercial equipment, ductless/minisplits, Ameristar, RunTru™, and any equipment that is included on a residential new construction, non-owner occupied or multifamily quote.
- Proof of purchase (Trane Limited Warranty or homeowner invoice) required.
- **Substitutions using American Standard components are not allowed and will not be reimbursed.**
- This specific sales plan excludes Lowe’s, The Home Depot, Sam’s Club and/or BJ’s sales.

## Legal Requirements

**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. DISTRIBUTOR/DEALER MAY BE LIABLE FOR ANY UNAUTHORIZED DISTRIBUTION.**

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/dealer 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 distributors/dealers responsibility to maintain copies of supporting documentation and claim reimbursement paperwork for a minimum of 24 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, the distributors/dealers account will be either be debited or invoiced in the amount of the ineligible claim plus reasonable and customary expenses incurred for conducting the audit.

### Program Violation

Violation of these guidelines may result in termination of the applicable Distributor Agreement or Dealer Sales Agreement or any portion thereof, including but not limited to an immediate revocation of any and all rights to use or display Trane intellectual property (logo's, trademarks, creative).

### Financial Status

Eligibility for program and reimbursements are contingent upon Distributor/Dealer having a current, executed Distributor Agreement or Dealer Sales Agreement on file and their account being active and in good standing/current as determined solely by 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. In order to ensure that Trane programs are provided and that proper quality in service is achieved, Trane may from time to time directly contact homeowners who purchase Trane products or services to survey customer satisfaction, to evaluate homeowner's reactions to an interest in Trane products and services, and to conduct research activities. These surveys are a result of such things as independent dealer programs, product registrations, extended warranties, etc. and may be provided to you for the homeowner's future purchase of Trane products and services. Any information received or obtained by Trane will be held in accordance with Trane's privacy policy, which may be obtained at [www.trane.com](http://www.trane.com). Trane may from time to time also directly contact homeowners when requested by the homeowner, when required by contract or law, or when a registered homeowner has not received all available coverage for its Trane products.

### Termination

This sales plan is subject to termination or modification at any time by Trane.