

# Odyssey Product Installation Requirements

June 15, 2023



## DETAILS

Odyssey Product will be tagged with a **NOTICE STICKER** which includes directions that installation techs are **REQUIRED TO PERFORM PRIOR TO INSTALL**. The configuration and field wiring varies depending on what model is being installed, thus following these directions is imperative. **This sticker will be included on all TTA, TWA, and TWE equipment.**

**Installation without following these directions may result in improper wiring, incorrect application, or equipment failure which is NOT covered under Trane's commercial warranty.**

## STEPS REQUIRED

This sticker directs the tech to scan a **QR code** that takes them to a website (<https://tinyurl.com/bdisymbio>) where a submission form collects information needed for the FSR to provide correct wiring diagrams.

Information required from installation tech:

- ◆ Dealer Name
- ◆ Technician's Name
- ◆ Tech Cell Phone# (so FSR can speak to them if needed)
- ◆ Tech Email Address (so wiring diagrams can be sent to tech)
- ◆ Is the system a Trane matched system?
- ◆ Outdoor Model# and Serial#
- ◆ Indoor Model# and Serial#
- ◆ Input voltage
- ◆ Butcher Distributors Order Number
- ◆ Optional: Upload attachments such as a picture of your invoice, or equipment serial number tags

**NOTICE**  
PRIOR TO INSTALLATION  
YOU MUST EITHER:

**VISIT**  
<https://tinyurl.com/bdisymbio>

OR

**CALL**  
**337-235-7423**

OR

**SCAN THIS QR CODE**

Upon receipt of the completed submission form, a Butcher FSR will send the correct wiring diagrams to install the equipment. If the tech has additional questions, they can call **Butcher Tech Support at (337) 235-7423**.

## FALL SYMBIO TECHNICAL CLASSES

In the fall; Butcher is hosting Symbio tech classes throughout our territory to further review and troubleshoot these units. **It is strongly suggested, all customers who install TWA, TWE, TTA units should send multiple install and service technicians to one of these classes.** Discounted tuition will be offered to companies sending at least two (2) technicians to the Fall Symbio Tech Classes.

<u>Louisiana</u>		<u>Mississippi</u>	
New Orleans	12/10/24	Gulfport	12/19/24
Lafayette	12/12/24	Jackson	12/17/24

## QUESTIONS

For more information, contact **Jordan 601-352-2759** or **Carter 601-352-2750** in **Butcher's Commercial Sales Department 833-280-6661** or your TM.

