Enroll Your Mobile Device with AirWatch

Install this new security measure by Aug. 31 or you will no longer be able to access your company email, calendar and contacts through your mobile device.

HVAC Knowledge Center Now Unavailable

HVAC Knowledge Center is now unavailable. Check out Getting Started - Hub How-to Videos and Hub Help for training and to ask questions and provide feedback.

Ford Quality Advisory - What to Expect

Ford has notified us of a quality issue that we must bring to your attention. While Ford has not issued a recall or recognized this as a safety issue at this time, we wanted to make you aware of it.

KestrelView SP7 is Now Released

KestrelView/TechView V14.0 SP7 contains a new MP file for CGAM plus a new database.

Click Update: Changes Help Portland Realize Successful Implementation

The Portland, Oregon, Trane office rolled out Click last month and was able to benefit from recent process tweaks to tech training, technical support and management of the tool.

Use TeamViewer Next Time You Call Support and Don't have VPN Access

If you haven't used TeamViewer for quick and easy troubleshooting without the need for VPN or IR network connection, then you should give it a try.

Opening Tracer TU Reports after upgrading to Office 2013

If you upgrade to Office 2013, you may have issues opening chiller service reports due to the file association not defaulting to Internet Explorer.

UCP2 Controlled Expansion Valves for RTHB and RTHC Chillers Soon to be No Longer Available

RTHB and RTHC chillers were sold with four (4) different EXVs part numbers. The EXVs for these chillers will not be restocked as our vendor is no longer making them.

August Anniversaries

July New Hires
Enroll Your Mobile Device with AirWatch

Immediate Action Required

Install this new security measure by Aug. 31, or you will no longer be able to access your company email, calendar and contacts through your mobile device.

- Managers of employees who have not yet enrolled are now being notified.
- Thank you for your attention to this important initiative.

Get Started: Complete Enrollment by Aug. 31

- Access the AirWatch Deployment US Service Group on the Hub and look for the enrollment instructions for your Apple, Android or Samsung device.
- App download and enrollment should take approximately 20 minutes.

TIP: Your leader may offer for you to do this together during a team meeting. Check with your leader.

Can I Opt Out?

- Company-owned devices must have AirWatch installed.

Why Do I Need to Make This Change?

AirWatch provides a way to protect and remove company data from a mobile device in the event it is lost or stolen. Take action now so that your email access is not interrupted!

Submit a MyTicket using “Mobile Services” for the Category and “AirWatch” as the Product

- Email your request for help to IRHelp@csc.com
- Call your local Service Desk for help
- For questions only email IRITSEC@irco.com or call IT Security at 844-385-0993

Make Sure to Opt for Automatic Airwatch Updates, and Update to Latest Version

There is an Airwatch Agent App Update available in the Google Play store. The following are some items to keep in mind about this update:

- If you choose to not update the Airwatch Agent App in a timely fashion, this could impact access to mobile company email on your device.
- If you have not opted in for “automatic updates” to the app, you may have missed this update.
- If you have more than one device enrolled, or have recently enrolled a new device, this message could pertain to an older device left unattended.
  - If the older device no longer needs company email access, no action is required related to Airwatch.
- If you determine that any of your devices need to retain company email access, please make sure you complete the application update.

Not sure if your Airwatch App is up to date? Check the Google Play store menu and choose My Apps and Games. Search for the app. Hit “update” if that is what is listed.

Questions? Need help?

Contact support via email IRHelp@csc.com or call your local help desk.
HVAC Knowledge Center Now Unavailable

WHY THIS MATTERS TO YOU:

All HVAC-KC solutions were migrated to the Hub in October 2015, and the Product and Technical Support teams have been updating and creating solutions solely in the Hub since then. For the latest and greatest information, use the Hub.

ACTION NEEDED:

If you haven’t made the transition to the Hub, please do so now.

CONTACT:

Tracy Scobba or Linda Ingalls

MORE INFORMATION / RESOURCES:

Check out Getting Started - Hub how to Videos and Hub Help for training and to ask questions and provide feedback.

Ford Quality Advisory - What to Expect

Ford has notified us of a quality issue that we must bring to your attention. Certain 2016 model year vehicles including F-series trucks, transit vans, Escapes, as well as some Fusions, are experiencing performance issues due to a defective throttle body assembly. One of the symptoms of this issue is a reduction in power due to the engine going into “safe mode”. The engine will stay running and the brakes, power steering etc. will remain functional, however, the gas pedal will appear to be inoperable. Under normal conditions, restarting the vehicle will correct the problem.

While Ford has not issued a recall or recognized this as a safety issue at this time, we wanted to make you aware of it. If you experience this symptom, please check with your supervisor, they have been provided with a list of vehicles that may experience this issue. If your vehicle is on the list it will be covered under warranty by Ford. At the direction of your supervisor, take your vehicle for repair to a Ford dealership as soon as possible.

KestrelView SP7 is Now Released

KestrelView/TechView V14.0 SP7 contains a new MP file for CGAM plus a new database. Below are details of the changes.

SP7 is available for download at the following link: https://home.ingerrand.com/Our%20Businesses/ClimateSolutions/Sales/TraneBuildingServices/Pages/KestrelView.aspx

Trane KestrelView 14.0 SP7 Includes Changes

General KestrelView software changes:

Changed the EXV minimum software requirement. EXV Software update is now optional, not mandatory.

CGAM Software v16.04

- Corrected an issue with heat pump control not properly entering defrost mode
Click Update: Changes Help Portland Realize Successful Implementation

The Portland, Oregon, Trane office rolled out Click last month and was able to benefit from recent process tweaks to tech training, technical support and management of the tool. The results? A much smoother implementation, a more confident technician force, and success right out of the gate.

New training methods make the difference

One of the most important elements of Portland’s success was the revised training program for Click. The new method is more hands on, drastically reduces the amount of videos used for the tool’s initial introduction, and explains more of the “why” and “how” of the tool.

Service Technician Steve Primrose is a Portland Local Office Champion (LOC) who was impressed with the training. He said, “Every step in the Click process was demonstrated live, and then each technician practiced the same steps with assistance from the instructor and/or one of the Click LOCs. It wasn’t easy, but by the end of the training, the techs were well informed with not only theoretical knowledge, but also practical knowledge - at least enough to be able to start using the new tool.”

Additional factors improve success

In addition to the new training method, the following factors played important roles in Portland’s success:

- Strong leadership during the process to support change
- “Go live” week was held directly after training, providing immediate and direct feedback on all issues
- Local ownership of the tool and processes (this has taken Portland to a different level)
- Techs being open and willing to learn about the tool and apply knowledge

Said Service Operations Director Rod Cook, “We were so impressed with Portland. Their LOCs were able to answer 90 percent of Click-related questions, and the majority of their technicians were very open to learning how to use Click. The office should be very proud of its performance during implementation and of its continued management of the tool.”

Portland LOCs Sound Off on Recent Click Implementation

“I think the biggest adjustment at first was getting everyone to realize and accept the reality that Click is a daily activity - that it needs to be completed every day. With our office recently becoming corporate, this was a big change as our former time sheet and paperwork system didn’t have to be completed daily.

After the first few weeks, most of the guys had the basic principles down and understood them, and we were doing well as a group. At this point, we focused our attention to helping the guys get better at searching and adding assets, reviewing the scope, completing steps, and completing and saving logs.

We found that our younger technicians became proficient with Click very quickly, and the biggest hurdle for us was getting guys to “buy in” to the changes. I believe our technicians did exceptionally well because they are a great group of individuals who take their jobs, and the details of their work, very seriously.”

– Steve Primrose, Portland LOC

“The initial training was very in depth and detail oriented. And we have had multiple trainings with our technicians since the original launch training in order to continue to grow their skills.

As LOCs, Steve and I have been able to answer almost every question. If we do not know the answer we know where to go to find the answer.

One of the most popular questions that I received was, “How do I get paid?” Explaining that completing documentation, (bringing in assets, completing work performed, entering labor, and generating field reports), are all part of getting a paycheck at the end of the week. The field report is key, it is how the company completes billing.

Making the adjustment to completing appointments on a daily basis was also hard for our techs. With our old program we were able to complete calls and time weekly. It has taken a little time to adjust to daily entries. In the end, our technicians have always been excellent with new technology and self-training on new programs. I believe our technicians have a great understanding of Click now and are doing well”

– Kris Kuenzi, Portland LOC
Use TeamViewer Next Time You Call Support and Don’t have VPN Access

If you haven’t used TeamViewer for quick and easy troubleshooting without the need for VPN or IR network connection, then you should give it a try. Support is now on version 11, and the solution should already be on your computer via Trane Updater. Here are the details:

Quick and Easy Troubleshooting

- Share your screen with Technical Support using TeamViewer
- No VPN or IR network connection required
- Used by all Support teams
- Quick and easy

Transfer large files

- No email attachment limits
- Transfer in real-time

Install TeamViewer remote session software

- Use TraneUpdater – If you’ve already installed Updater, TeamViewer is already on PC
- Install from TeamViewer web site http://connect.teamviewer.com/v10

Password Notes

Give your ID to the Tech Support Agent. If asked for a password, tell agent that it’s the Trane Tech Support Default

Questions?

Ask on the Hub! Controls - Discussions - Tech

Opening Tracer TU Reports after upgrading to Office 2013

If you upgrade to Office 2013 you may have issues opening chiller service reports due to the file association not defaulting to Internet Explorer. It is simple to change the file association, and the necessary steps have been outlined for you on the Hub.

Get the info
UCP2 Controlled Expansion Valves for RTHB and RTHC Chillers Soon to be No Longer Available

WHAT’S HAPPENING:

RTHB and RTHC chillers were sold with four (4) different EXVs part numbers. The EXVs for these chillers will not be restocked as our vendor is no longer making them. Three (3) of the EXVs are already no longer available (VAL04424, VAL05948, VAL06681). One (1) EXV still has a minimal stock remaining (VAL04417).

WHY THIS MATTERS TO YOU:

It is important for customers to understand their options now before spending money to repair or replace their UCP2 controlled EXVs.

ACTION NEEDED:

Customer’s currently have the following options:

- If their chiller needs VAL04417, there is still a limited stocked supply until they are no longer available.
- If their chiller needs VAL04424, VAL05948, or VAL06681, purchase VAL04417 and use the components and parts from their existing EXV to build a suitable replacement
  - See this documentation on how convert VAL04417: [VAL04424 and VAL05948 - Expansion Valve Replacement - RTHB and RTHC chillers](#)
- Buy a replacement EXV from the salvage market
- Upgrade their controls to UC800\AdaptiView
  - This kit uses, and includes, new EXVs (same EXVs are modern RTHD chillers)
  - Learn more about this upgrade here: [RTHB and RTHC AdaptiView Upgrades Now Available](#)

TIMING:

Now and going forward

CONTACT:

**Dean Gieseman**
Product Manager - Service Products
612-270-1940

MORE INFORMATION / RESOURCES:

- [VAL04424 and VAL05948 - Expansion Valve Replacement - RTHB and RTHC chillers](#)
- [RTHB and RTHC AdaptiView Upgrades Now Available](#)
August Anniversaries: Service Technicians with 25 or More Years of Service

Timothy Dubiak, WI
August 22, 1977
39 years

David L. Schwartz, PA
August 31, 1977
39 years

Richard J. Burton, WI
August 15, 1979
37 years

Peter Schubert, LA
August 6, 1982
34 years

Peter Hendry, ON
August 29, 1983
33 years

John C. Zentz, MD
August 23, 1990
26 years

Hector Figueroa, PR
August 13, 1991
25 years

Stephen G. Norvell, TX
August 19, 1991
25 years

Paul A. Buchanan, IN
August 26, 1991
25 years
Welcome to the Trane Family

### July New Hires

<table>
<thead>
<tr>
<th>Name</th>
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<th>State</th>
<th>Date</th>
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<tr>
<td>Corey William Longbottom, ON</td>
<td></td>
<td>ON</td>
<td>July 11, 2016</td>
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<tr>
<td>Christopher J. Agee, MI</td>
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<tr>
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<tr>
<td>David James Aspery, OH</td>
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<td>Joshua W. Bagby, TX</td>
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<td>Steven Paul Bisson, MA</td>
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<td>Jeremy Carl Brickey, TX</td>
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<td>Eric Lee Lunglohofer, PA</td>
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<td>Andrew S. Williams, AL</td>
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