

2009 Re-enrollment Guidelines

I. DEALER QUALIFICATION REQUIREMENTS

- A. To qualify for re-enrollment in the 2009 TCS Program, independent Trane Comfort Specialist™ dealers must be in good standing with the DSO/IWD and have met the 2008 TCS program criteria below **from October 1, 2007 through September 30, 2008**
1. **Customer Satisfaction Survey Participation**
 - Total number of survey submissions required is 80 (20 must be for installations)
OR
 - Secure a minimum of 20 survey responses (10 must be for installations)
 2. **Customer Satisfaction Performance**
 - Maintain a minimum customer satisfaction survey score of 90 or higher.
 - Maintain a minimum referral rate of 85% or higher.
 3. **Continuing Education**

The dealer, its employees and subcontractor(s) as applicable, responsible for sales, application, service or installation must have each attended a minimum of 8 hours of continuing education.

Customer Satisfaction Training
Each dealer employee responsible for customer contact must complete and pass the Commitment to Customer Loyalty: Customer Satisfaction Training available on-line through ComfortSite.com website.
 4. **NATE Certification**

The independent TCS dealer should have 1 NATE certified person employed and maintain the certification throughout the program year.
 5. **TCS AD Club**

The independent TCS dealer is required to participate in their local TCS ad club. They may also choose to participate in the regular RDSO ad club in addition to the TCS ad club.
 6. **Credit Requirement**

Dealer must maintain account current status throughout the year with Trane Business Services. Dealer forfeits right to participation in events, travel and additional TCS benefits when account is not current.
 7. **Purchase Level**

Dealer must maintain or exceed 60% of gross purchases in Trane product, subject to review by local DSO sales office.
- B. Dealers who have not met the 2008 TCS program criteria by September 30, 2008 will not be invited to participate in the 2009 TCS program. Trane will remove the dealers from the program effective December 31, 2008 and send a confirming e-mail to the dealer and DSO/IWD. Per the 2008 TCS Participation Agreement, as of such date, the dealer will cease and desist from representing the company as a Trane Comfort Specialist dealer and will cease use of the TCS logo and return all copies of the TCS Operations Manual to its Trane DSO/IWD. In addition, the dealership will no longer have access to the national TCS Program benefits.

Non-qualifying dealers may seek to re-qualify for the TCS Program by meeting the criteria outlined in the Customer Satisfaction Survey Only Sales Plan SP0931A-SO. Any dealer terminated from the TCS program due to failure to meet the requirements will not be eligible for re-enrollment for a period of at least 90 days following termination.

II. DEALER RE-ENROLLMENT PROCESS

- A. Enrollment in the Trane Comfort Specialist Program is no longer an annual process. All dealers that meet the requirements of the program will automatically renew each year until the DSO/IWD requests dealer termination or the dealership opts out of the program. Re-enrollment will be required only when the Trane Comfort Specialist Program Terms and Conditions or costs change.