

2026 Trane Comfort Specialist™ Program

Do What's Right Growth Benefit



Dealer Guide for Usage

The purpose of this benefit is to support the TCS Dealer with additional flexibility and autonomy to “Do What’s Right” for the customer. By choosing this benefit, the dealer will have the ability to replace a specified number of units during the year, to be used in the following situations:

Below are the allotted number of units per level:

- TCS Select = up to 1 MBU/Year
- TCS Prime = up to 3 MBU/Year
- TCS Premier = up to 5 MBU/Year

1. Warranty Product Exchange

When a warranty product issue cannot be resolved through the existing “First 90 days Major Failure Exchange” policy or a standard repair, a TCS dealer may utilize this benefit to replace an existing piece of Trane equipment.

Replacement must take place during warranty period (10 year maximum) and is **limited to Like-for-Like equipment**, including Trane/RunTru outdoor splits, packaged units, furnaces, coils, and air handlers. Some examples of qualifying like-for-like models are listed in the table below. Like-for-like also equates to same tonnage and brand. In Warranty Product Exchange instances where a Like-for-Like replacement is not an option or available, substitution will be accepted if the MBU is a **downgrade**. For example, if a Priority 17 model is installed, it may be replaced with a Choice 15 model. Trane will not reimburse the cost difference between a downgraded MBU.

Additional guidelines for Warranty Product Exchange:

- **Trane (or IWD Partner) Invoice to contractor/dealer** and end **Consumer Invoice** will be required for submission.
- The benefit CANNOT be used for personal use or training purposes. Personal use includes employee and family use.
- Equipment claimed through the DWR program CANNOT be resold to the end user.
- Labor, materials, crane, refrigerant, reclaim, removal, etc., may not be charged to the end user.
- The program is subject to availability, and there will be no substitutions or upgrades. Product replaced must have been sold through the residential channel.
- MBU must be installed by the TCS dealer leveraging the growth benefit.
- Products must be residentially applied. 3 phase equipment and Ductless/METUS products are excluded from the program.
- Trane is not responsible for changing out the indoor unit to achieve a rated AHRI matched system, or a matched refrigerant system, i.e. R-410A vs R454B
 - Example: An R-410A outdoor unit is replaced by an R-454B unit via the DWR program using one MBU, the dealer must also replace the corresponding indoor unit using an additional DWR MBU. If the dealer runs out of DWR MBUs, the dealer is responsible for the cost of replacing the indoor unit.
- Claims will be submitted and tracked through the MAX portal and will require approval from the FSR.
 - DSO Dealer- Submit directly through MAX
 - IWD Dealer- Submit form to your IWD
- All claims must be submitted within **90 days** of the Trane invoice date or by 6:00 PM CST on **December 15, 2026, whichever comes first**.
- DWR orders must be picked up or shipped within 14 days of order or no later than December 30, 2026 whichever comes first. Orders not shipped/picked up will be cancelled January 1, 2026.
- Approvals (internal) must be completed by 12:00 PM CST on December 31, 2026.
- All approved DWR claims are eligible for a complimentary 2-year extended labor warranty powered by JB Warranties.

**Please note that the “First 90 days Major Failure Exchange” policy is separate from “Do What’s Right” and does not count against the dealer’s allotted number of units below.*

Some Examples of Like-for-Like Qualifying Equipment for Warranty Opportunities			
ODU Type	R-454B Production	Replaces	R-410A Unit
Variable Speed	Premier 20 SEER2 VSPD with WeatherGuard™ (AC & HP)	Replaces ->	XV20 (AC & HP)
Variable Speed	Premier 18 SEER2 VSPD (AC & HP)	Replaces ->	XV18, XV17 (AC & HP)
Variable Speed	Premier 19 SEER2 VSPD (HP Only)	Replaces ->	XV19 (HP Only)
Multi-Speed	Priority 17 SEER2 Multi-Speed with WeatherGuard™ (AC & HP)	Replaces ->	XL17 (AC & HP)
Multi-Speed	Priority 17 SEER2 Multi-Speed (AC & HP)	Replaces ->	XR16 (AC & HP)
Single Stage	Choice 15 SEER2 1-Stage with WeatherGuard™ (AC & HP)	Replaces ->	XL15 (AC & HP)
Single Stage	Choice 15 SEER2 1-Stage (AC & HP)	Replaces ->	XR15 (AC & HP)
Single Stage	Choice 14 SEER2 1-Stage (AC & HP)	Replaces ->	XR14 (AC & HP)
Side Discharge	Choice 16 SEER2 Multi-Speed (HP Only)	Replaces ->	XR15 (AC & HP)

2. Charitable Opportunities

- When an opportunity exists to serve the local community, a dealer may use this benefit to provide an equipment donation to a charitable organization or person in need, provided that any such donation complies with applicable laws and Trane's policies, including but not limited to anticorruption.

Additional guidelines for Charitable Opportunities:

- Trane (or IWD Partner) Invoice to contractor/dealer and Customer Invoice** will be required for IWD submissions.
- The benefit CANNOT be used for personal use or training purposes.
- Personal use includes employee and family use.
- Equipment claimed through the DWR program CANNOT be resold to the end user.
- Labor, materials, crane, refrigerant, reclaim, removal, etc., may not be charged to the end user.
- The program is subject to availability, and there will be no substitutions or upgrades.
- Product replaced must have been sold through the residential channel.
- MBU must be installed by the TCS dealer leveraging the growth benefit.
- Products must be residentially applied. 3 phase equipment and Ductless/METUS products are excluded from the program. Full list of qualifying models is listed in the table below.
- Trane is not responsible for changing out the indoor unit to achieve a rated AHRI matched system, or a matched refrigerant system, i.e. R-410A vs R-454B
 - Example: An R-410A outdoor unit is replaced by an R-454B unit via the DWR program using one MBU, the dealer must also replace the corresponding indoor unit using an additional DWR MBU. If the dealer runs out of DWR MBUs, the dealer is responsible for the cost of replacing the indoor unit.
- All R-410a installations are to follow all EPA rules and guidelines around replacement and servicing. Units listed as eligible for the DWR program are not indicative of what is allowed for installation or replacement. Please see EPA guidance for rules on service components and R-410a unit installation
- Claims will be submitted and tracked through the MAX portal and will require Distributor/DSO approval.
 - DSO Dealer- Dealer works with ISS team to place order.
 - IWD Dealer- Submit form to your IWD
- IWD ONLY:** All claims must be submitted within 90 days of Trane invoice date (or IWD Partner invoice date) or by 6:00 PM CST on December 15, 2026, whichever comes first.

- DWR orders must be picked up or shipped within 14 days of order or no later than December 30, 2026 whichever comes first. Orders not shipped/picked up will be cancelled January 1, 2027.
- Approvals (Internal) must be completed by 12:00 PM CST on December 31, 2026.
- All approved DWR claims are eligible for a complimentary 2-year extended labor warranty powered by JB Warranties.
- ACTION: Please complete the DWR Survey and share how you are giving back to your community. Your story could be featured on our social media platform [Click here to participate.](#)

Qualifying Equipment for Charitable Opportunities	
Model Family	Product Category
ODUs	4TTR5, 4TWR5, 4TTR4, 4TWR4, 4TTR3, A4AC3, A4AC4, A4AC5, A4HP4, A4HP5 5TTR5, 5TWR5, 5TTR4, 5TWR4, 5TTR3, A5AC3, A5AC4, A5AC5, A5HP4, A5HP5, 5HPL5, 5HCL5
Package Units	4WCC4, 4YCC4, 4TCC4, 4YCL4, 5WCC4, 5YCC4, 5TCC4, A5PH3, A5PG3, A5PA3, 4YCL4
Furnaces	S9B1, S8B1, S9X1, S8X1, S9X2, S8X2, A801X, A951X, L8V1
AHUs	TEM6, TEM4, TMM4, TMM5, A4AH4, A4AH5, A4AH6, P0V0, E4HL5, E4AH5 5TEM6, 5TEM4, 5TMM5, A5AHC, A5AHV, A5HL5
Coils	4AXA, 4PXFH, 4MXC, 4TXC, 4PXC-U, 4PXC-D 5AXA, 5PXFH, 5MXC, 5TXC, 5PXC-U, 5PXC-D

Do What’s Right Complimentary 2-Year Extended Labor Warranty Process:

1. Dealer enrolls in the TCS Program and selects DWR as a growth benefit.
2. Once the MBU has been installed, per the DWR guidelines, starting January 2026, claims will be submitted to JBW and may take up to 60 business days to show up in the dealer’s JBW portal.
3. Once the claim is submitted to JBW:
 - a. If the dealer is registered with JBW:
 - i. JBW will create a no charge 2-year/\$125 extended labor DWR warranty and add it to the dealer portal.
 - ii. JBW sales rep reaches out to confirm DWR order is complete.
 - iii. Dealers may submit any questions to the “Got Questions” button on tcs.jbwarranties.com. These questions will be routed to the correct representative.
 - b. If the dealer is not registered with JBW:
 - i. JBW will register the dealer and create a JBW dealer portal. The dealer will have to accept all terms and conditions on the portal.
 - ii. JBW will create a no charge 2-year/\$125 extended labor DWR warranty and add it to the dealer’s JBW portal.
 - iii. JBW sales rep reaches out to dealer to confirm DWR order is complete and to provide new dealer onboarding and training on the JBW portal.

Dealers may submit any questions to the “Got Questions” button on tcs.jbwarranties.com. These questions will be routed to the correct representative