

Trane Factory Tour

Planning Guide



It's Hard To Stop A Trane.



Welcome

Factory Tours are a sure way to build confidence in Residential Solutions products and services. Perceptions of Trane are enhanced by touring our state-of-the-art facility, seeing how Trane quality is built into our products, and hearing the pride our employees take in producing the best products possible. Our goal is to gain your trust and loyalty by providing you with the information you need and want to make good business decisions. We are confident that after the tour your guests will choose to sell more products as well as install higher efficiency, higher margin equipment.



Tour Highlights

New Lab Tour*

- EEV Cycle Testing
- HALT Chamber
- Compression Test
- Thermal Shock
- Temperature & Humidity Chamber
- Vibration Table
- Inclined Impactor & Drop Test
- Attic & Basement Environment
- Gas Furnace Testing
- Reverberant Chamber

SEET Lab Tour*

- SEET Facility
- Sound Room
- M & P Lab
- Air Flow Testing
- Compressor Life Test
- Compressor Calorimeter
- Compressor Buildup
- Psychrometric Test
- Rain & Fog Room

Plant Tour*

- Joe Cool and Compressor Display
- Spine Fin™
- Powder Paint
- Tube Fabrication
- Top Cover
- DFT Lines
- Run Test
- Top Press
- Coil Winder

*Lab and Plant Tour Highlights are subject to change based on operational considerations.



Getting Started

This planning document is designed to help you plan a successful **Factory Tour**. Planning, booking, and confirming your tour has never been easier. This document includes everything you need to know to book your tour along with hotel, restaurant, and ground transportation recommendations.

All tour information, including the ability to book and confirm your tour, is now available on the **Customer Support and Literature Ordering Center** in the **Factory Tour** folder.

For distributors in the US, your tour must be booked, with details confirmed, at least 30 days before the tour date; guest list must be completed three weeks



before. For international distributors, your tour must be booked, with details confirmed, at least 40 days before the tour date; guest list must be completed 30 days before.

Special requests, large tour groups (35+ guests) or 1-1/2 day tours require approval to ensure there are adequate resources available. Reserving the tour date as soon as possible is recommended to increase the likelihood of approval.

There is no cost to reserve a tour date; cost will be calculated upon completion of Step 2. An invoice will be sent following completion of your tour; this will be a comprehensive invoice, including all costs outlined in Step 2 plus additional costs incurred during your tour. However, cancellation fees may apply if a tour is canceled less than 30 days before the tour date.

While you are in the factory, we will arrange for lunch, morning and afternoon snacks, coffee, juice, and water. The distributor is responsible for all other accommodations such as travel, lodging, outside meals, and any other potential costs incurred during the tour. Your guests will receive an information packet, a parts sample packet, and a complementary digital photo.

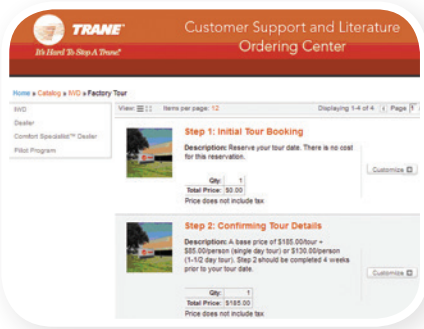
To get started, you will need to:

- Reserve your tour date online (see online booking instructions on page 4), required at least 30 days in advance for US guests and 40 days in advance for international guests.
- Book your travel arrangements
- Make hotel reservations (see hotel listings on page 7); we recommend requesting a welcome sign for your group at the hotel.
- Book your ground transportation (see ground transportation listings on page 6)
- Make dinner reservations (see restaurant listings on page 7).
- Confirm your tour online and fill in all details (see online booking instructions on page 4), required at least three weeks in advance for US guests and 30 days in advance for international guests.
- Complete and email your **Guest List** to Tours@PrettyIncredible.com, required at least three weeks before the tour date for US guests and 30 days in advance for international guests.

A standard tour agenda is shown on the right; this is subject to change, based on time and available resources. All times are shown as Central Standard Time (CST).

If you have questions or need assistance with your tour, please contact the Tour Support Team at Pretty Incredible Communications at Tours@PrettyIncredible.com or 800.237.5894 x 25.

8:00	Welcome & Presentation
9:15	Safety Video & New Lab Tour
10:30	SEET Lab Tour
11:30	Lunch
12:30	Plant Tour
2:30	Product Leader Presentations
4:00	Close



Online Booking Instructions

Select the Training Center on [ComfortSite™](#) under Tours, choose Book Your Trane Tour. This will take you to the Customer Support and Literature Ordering Center, choose the factory tour folder for everything you need to book a tour quickly and easily.

To reserve a tour date online, choose **Step 1: Initial Tour Booking**. Select an available tour date. For distributors in the US, your tour must be booked at least 30 days before the tour date. For international distributors, your tour must be booked, at least 40 days before the tour date. Reserving the tour date as soon as possible is recommended to increase the likelihood of approval.

Next, answer some preliminary questions regarding your group size and tour details. These are for pre-planning purposes and, if necessary, can be changed later when you confirm your tour in Step 2. There are several things that might require additional time for approval such as special requests, large groups, and extended tours.

There is no cost to reserve a tour date; cost will be calculated upon completion of Step 2. An invoice will be sent following completion of your tour; this will be a comprehensive invoice, including all costs outlined in Step 2 plus additional costs incurred during your tour. However, cancellation fees may apply if a tour is canceled less than 30 days before the tour date.

Once your request has been received and confirmed, which could take up to four business days, you will receive an email with a **Guest List** template and a checklist of information needed to complete **Step 2: Confirming Tour Details**. This is the final step in the tour planning process. The final items needed for your tour are listed below:

- Your reserved tour date (Step 1 must have already been completed)
- Factory arrival and departure times
 - A standard tour lasts from 8:00-4:00 CST. This allows time for a complete factory tour experience; see the standard agenda on page 3.
- Estimated number of guests (if you have not yet completed your guest list)
- Four topics of interest
 - For a 1 day tour, choose up to four of the options on the left to focus on during the Product Leader Presentations; for a 1½ day tour, you can choose up to six topics.
 - Topics of Interest Choices are not guaranteed and will be based on the availability of Product Leaders and Product Support team members.

Topics of Interest

Outdoor Units - Air Conditioners

Outdoor Units - Heat Pumps

Variable Speed

Mini/Multi Split Ductless

Indoor Units - Air Handlers

Indoor Units - Furnaces

Indoor Units - Aluminum Coils

Nexia™ Home Intelligence

Indoor Air Quality

Residential Packaged Products

Zoning

Geothermal

Comfort Controls

Elite Dealer Program

All tours include the Trane Difference in the Welcome & Presentation.



- Choose your group's lunch from the menu on the right.
- Photo Options
 - One individual photo setting is complimentary. You can choose from the SEET lab, Brazing Equipment, or Son of Snowball; the SEET lab is the most popular choice. If the SEET lab is not available, the photo setting will default to Son of Snowball.
 - Additional individual photo settings are available as well. Along with SEET, you can have individual photos taken at Brazing Equipment or Son of Snowball. You may also choose to have prints (4x6") made of your photos. A group photo at the factory entrance is another option.
 - The digital images of all your photos are included on a DVD and given to you at the end of your tour. Costs for all of these photo options are listed in **Step 2: Confirming Tour Details**.
- Travel Information
 - In order to better assist you while visiting Tyler, we ask you to share any travel accommodations you have confirmed. This is optional and is not necessary to continue with your booking.
- Additional Material
 - Any additional material that you would like included with your tour must be shipped to:
6200 Troup Hwy, Tyler, TX 75707, Attn Jessica Blair/Tours
 - It must be scheduled to arrive at least two weeks prior to your tour date. A description of information is required to ensure that your material is distributed to your guests on your tour date.
 - If you would like assistance choosing additional materials, the Tour Support Team at Pretty Incredible Communications will be glad to assist you. Contact us at Tours@PrettyIncredible.com or 800.237.5894 x 25.
- Guest List
 - A blank **Guest List** template, with space for special requests such as dietary restrictions or language barriers, will be emailed with your tour confirmation. Please complete and return to Tours@PrettyIncredible.com three weeks prior to the tour date for US distributors and 30 days before the tour date for international distributors.
 - The **Guest List** form is available online for download as well.

Lunch

Barbeque

Fajitas

Stuffed Chicken wrapped in Bacon

Carved turkey

Pot Roast & Chicken Spaghetti

Hamburgers

Boxed lunches

Cafeteria

(required for less than 10 guests)

Any special requests or dietary restrictions should be included on your Guest List.



Factory Tour Safety Requirements

Current PPE and Safety requirements are listed below and are subject to change. In addition, an email will be sent to you and your dealers with current Safety requirements before your tour date.

1. Cameras and cell phones are not allowed in the lab or manufacturing facilities.
2. Shoes must be steel-toed to protect against impacts, punctures, and cuts. Shoe covers will be made available to those without steel-toed shoes. Open-toed shoes, sandals, spiked heels or heels greater than 2 inches, or shoes which do not cover the entire foot are not allowed at any time. It is highly recommended that each guest either wears their own steel-toed shoes or they wear tennis shoes. Dress shoes are discouraged.
3. Safety glasses with side shields that meet ANSI Standard Z87.1 must be worn in all areas of the factory at all times. Safety glasses will be provided for each tour guest while at our facility.
4. Pants must cover the lower body from the waistline to the top of the shoe (with no exposed skin areas). Tight, form-fitting materials (such as Spandex) are not a substitute for pants and are not allowed. Shorts/Capris are not permitted in the factory area.
5. Shirts must cover upper body to the waistline and have short or long sleeves. Tank and half tops are not allowed at any time. Tight, form-fitting materials (such as spandex) are not a substitute for shirts and are not allowed. No portion of the torso can be exposed.
6. Each guest will be required to wear protective sleeves while in the plant and lab areas. Protective sleeves will be provided for each tour guest while at the facility.
7. While touring our facilities, please stay with your Tour Guide at ALL times.

Transportation

Trane and Pretty Incredible are not endorsing any of the hotels, restaurants, or transportation services listed in this document. These items are included as information that might be helpful when you plan your trip.

Airport Shuttle Service of East Texas
P: (903) 534-3688
www.shuttleofeasttexas.com
info@shuttleofeasttexas.com

Classic Coach & Carriage
P: (903) 581-7566 F: (903) 593-6272
www.classiccoachandcarriage.net/
limoweezy@suddenlink.net

Chuck's Travel
P: (903) 597-4993 F: (903) 597-3522
www.motorcoachtravel.com/
donny@motorcoachtravel.com

Tyler Taxi
P: (903) 592-3232 F: (903) 592-3266

Forms to order any of the below transportation services are available on the Customer Support & Literature Ordering Center.



Accommodations

Best Western Southpark Inn & Suites

S. Broadway and Rieck Rd., Tyler, TX 75703
P: (903) 534-8800 F: (903) 534-8800
National reservations: (800) 780-7234

Candlewood Suites

315 Rieck Road, Tyler, TX 75703
P: (903) 509-4131 F: (903) 509-4144
National reservations: (888) CAN-DLE-WOOD

Comfort Suites

303 Rieck Road, Tyler, TX 75703
P: (903) 534-0999 F: (903) 534-1113
National reservations: (877) 424-6423

Country Inn & Suites by Carlson

6702 South Broadway Ave, Tyler, TX 75703
P: (903) 561-0863 F: (903) 581-1689
National reservations: (800) 596-2375

Courtyard by Marriott

7424 South Broadway Ave., Tyler, TX 75703
P: (903) 509-4411 F: (903) 509-4412

Fairfield Inn

1945 West SW Loop 323, Tyler, TX 75701
P: (903) 561-2535 F: (903) 561-2535

Hampton Inn

3130 Troup Hwy., Tyler, TX 75701
P: (903) 596-7752 F: (903) 596-7765
National reservations: (800) 426-7866

Hawthorn Suites by Wyndham

3303 Troup Highway, Tyler, TX 75701
P: (903) 595-5188 F: (903) 595-5719
National reservations: (800) 331-3131

Hilton Garden Inn Tyler

220 East Grande, Tyler, TX 75703
P: (903) 509-1166 F: (903) 509-1167

Holiday Inn Express

3247 West Gentry Pkwy. Tyler, TX 75702
National reservations: (800) 228-5150

Holiday Inn

5701 South Broadway, Tyler, TX 75703
P: (903) 579-8201 F: (903) 509-3931
National reservations: (888) 400-9714

La Quinta Tyler

1601 W Southwest Loop 323
Tyler, TX 75701-8533
P: (903) 561-2223 F: (903) 581-5708
National reservations: (800) 531-5900

Magnuson Hotel

3310 Troup Highway, Tyler, TX 75701
P: (903) 593-3600
www.magnusonhotelytyler.com

Radisson Hotel Tyler

2843 West NW Loop 323, Tyler, TX 75702
P: (903) 597-1301 F: (903) 597-9437
National reservations: (800) 333-3333

Residence Inn Tyler

350 West Heritage Drive, Tyler, TX 75703
P: (903) 787-5899
www.marriott.com/hotels/travel/tytrr-residence-inn-tyler/

Sheraton Tyler Hotel

5701 South Broadway, Tyler, TX 75703
P: (903) 561-5800 F: (903) 561-9916
National reservations: (800) 325-3535

Sleep Inn & Suites

5555 South Donnybrook Avenue, Tyler, TX 75703
P: (903) 581-8646 F: (903) 581-8376

Dining

Bernard's (Mediterranean)

212 Old Grande Blvd (903) 534-0265
www.bernardsintyler.com

Bj's Restaurant and Brewhouse

210 W Southwest Loop 323 (903) 939-2840
(located in the mall parking lot)
www.bjsrestaurants.com/locations/tx/tyler

Chuy's (Mexican)

5935 S Broadway Ave (903) 509-2489
www.chuys.com

Country Tavern (Ribs)

Hwy 31 East (30 minutes) (903) 984-9954
www.countrytavern.com

Coyote Sams Bar & Grill

5424 Old Jacksonville Hwy (903) 509-4226
www.coyotesamsbarandgrille.com

Dakota's Steak & Chop House

5377 S Broadway (866) 727-4808
www.dakotastyler.com

Jakes (Steakhouse)

111 E Erwin (903) 526-0225
www.jakestyle.com

Kiepersol Estates (Winery & Steakhouse)

4120 FM 344 E (903) 894-3300
www.kiepersol.com/restaurant/

Mercados (Mexican)

2214 W SW Loop 323 (903) 534-1754
www.posados.com

On The Border (Mexican)

4301 S Broadway (903) 534-5252
www.ontheborder.com

Outback Steakhouse

5704 S Broadway (903) 509-8193
www.outback.com

Razzoo's Cajun Café

7011 S Broadway Ave (903) 534-2922
www.razzoos.com/locations

Rick's on the Square (American)

104 W Erwin (903) 531-2415
www.rix.com

Shogun (Japanese Steakhouse)

5515 S. Broadway (903) 534-1155
3521 S. Broadway (903) 561-9890

Sonoma Grill

5875 Old Bullard Rd #500 (903) 534-9779
www.sonomagrilltyler.com

St Louis Rib Factory (BBQ)

1523 E Erwin St (903) 592-0404
www.stlouisribs.net

Stanley's Famous Pit Bar B-Q

525 S Beckham Ave (903) 593-0311
www.stanleysfamous.com

Texas Roadhouse (Steakhouse)

2102 ESE Loop 323 (903) 509-0053
www.texasroadhouse.com

Villa Montez (Latin)

3324 Spur 124 (903) 592-9696
www.villamontez.com



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P.O. Box 9010
Tyler TX 75711-9010
<http://www.trane.com>

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Supersedes -

Stocking location PI

Since Trane has a policy of continuous product improvement, it reserves the right to change design and specifications without notice.

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