1. Program Satisfaction Guarantee
2. *In their first year in the Program only*, TCS dealers who question the value of the Program can review the value of each benefit they received over the course of the year during the fourth quarter of 2019.
3. Using the Value Guide, the Trane Account Manager will document the consumption of benefits (i.e. leads, promotions, continuing education/training, financing, etc.) and review with the dealer. If the value that the dealer received was less than the program fee, then the difference will be deducted from the 2020 TCS Program National Program Fee.
4. TCS Dealers that opt out of the Program will be credited the difference within 30 days of receipt of the completed Value Guide form at comfortspecialist@trane.com.
5. All requests for credit must be made by December 31, 2020.
6. Dealers who voluntarily opt out of the Program and request a refund will not be eligible for reenrollment until the 2021 TCS Program year.

Email a request to remove the dealer from the Program to:

comfortspecialist@trane.com Email must include:

Dealership name and TCS ID

Explanation for removal request

Effective date

11. Whenever a dealer leaves the TCS Program, the DSO/IWD will:

Collect and destroy any electronic or printed copies of the TCS Operations Manual

Ensure the dealer cease and desist from using the TCS Logo

Ensure the dealer removes TCS identification from the dealer’s business location, vehicles and advertising.