

From: Trane Diagnostics team dealerdiags@tranehome.com
Subject: TEST | Trane® Diagnostics Update: SDA alerts and Rebranding
Date: July 27, 2021 at 12:21 PM
To: DuMez, Shelly Michelle.DuMez@tranetechnologies.com



Welcome to our new dealer communication

Hello Trane Diagnostics user -

We are testing out a new, direct-to-dealer email communication.

Don't worry! We will not overload your inbox.

We are going to start with monthly or bi-monthly emails with relevant Diagnostics content that you're interested in!

Enjoy our first email, and please let us know if you have any feedback at dealerdiags@tranehome.com.

1 ACTIVE ALERT Last updated: Wed, Jul 14, 2021 10:36 AM ^

FTA Cooling Mon, Apr 5, 2021 7:24 PM
SDA.001.01

Problem:
Cooling system is failing to maintain an indoor temperature within 3°F of the user selected set point for over 1 hour

- 1 hour is added to the calculation for each degree the setpoint is lowered before this alert is triggered
- Extra time is added as the outdoor temperature approaches the design temperature

Possible Causes:

- Check the operation of the installed cooling system
- The outdoor temperature is at or above design conditions for your area

ALERT HISTORY

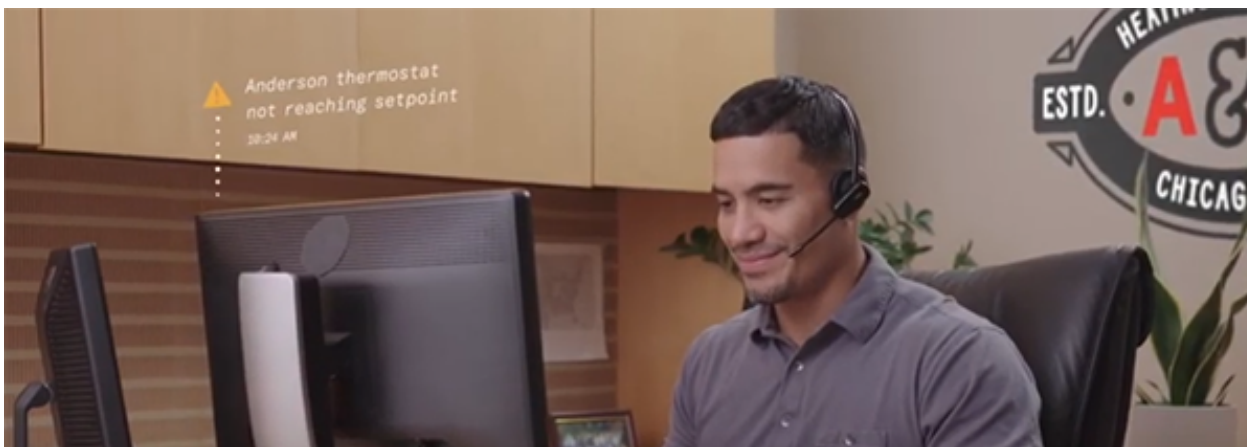
Reminder: Smart Diagnostics Alerts (SDA)

Did you know that in addition to equipment level alerts, Trane Diagnostics also includes smart algorithms (Smart Diagnostics Alerts, or SDAs) that analyze your customers' data to find anomalies that may indicate a problem? These algorithms look for certain patterns in the data, such as a system continually not reaching setpoint, that can give you greater insight into how a system is functioning and enable **more proactive responses to your customers' needs**.

Because SDA alerts generate from Diagnostics and not specific equipment, they give the benefit of alerting you to anomalies from 24V systems as well as communicating systems.

These algorithms are already running and visible in Diagnostics (look for alerts with SDA in the title). You can also enable email notifications by visiting your Notifications and turning on the SDA alerts. **You can see the full list in the Alert Guide, or click below to go directly to that page:**

[SDA alerts](#)





Trane Diagnostics rebranding

As you know, we have shifted the branding of our Diagnostics portal site to align with our core brand of Trane, so Nexia Diagnostics is now known as **Trane Diagnostics**.

Also, our Nexia® homeowner mobile app will be transitioning to Trane Home; we'll be rolling it out to homeowners in the next few weeks.

This branding change is in the look and feel only; all of the functionality remains the same.

Resources and links

- **[NEW Diagnostics portal](#)**
- **[Home dealer kit](#)**
- **[Diagnostics dealer kit](#)**

We will continue to update these kits with new resources and information, so be sure to bookmark the links! You can also access them directly from **[ComfortSite®](#)**.

Questions? Contact our Dealer Customer Support team at **dealerdiags@tranehome.com**.

[Visit the portal](#)

ABOUT US

For over 100 years, Trane has been building home comfort systems like no other thanks to our dedication to quality, innovation and reliability.

LOCATION

800B Beaty Street
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CONTACT US

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Having trouble seeing images? [View the web version.](#)

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