

# Trane Scheduled Service Agreement

**SERVICE PROPOSAL FOR:**

**Riverside City of**  
3900 MAIN ST.  
RIVERSIDE, CA 92522  
Attn: James Perez / Bryan Atkisson

**SITE ADDRESS:**

Riverside City of Turbine Plant  
5901 Payton Avenue  
RIVERSIDE, CA 92504  
United States

**LOCAL TRANE OFFICE:**

Trane U.S. Inc. dba Southern California Trane  
3253 E. Imperial Hwy.  
Brea, CA 92821

**LOCAL TRANE REPRESENTATIVE:**

Kerry Frank  
Cell: (818) 391-4656  
Office: (626) 913-7123

**AGREEMENT/PROPOSAL NUMBER:**

1888 / 35385493-20-001 / 2335856 rev. 1

**DATE:**

July 6, 2020



## TRANE SCHEDULED SERVICE AGREEMENT

# Executive Summary

Thank you for choosing Trane Building Services as your HVAC support partner. We are committed to working with you to help you ensure your building serves the needs of your organization. The details of that commitment are in the following pages.

A Trane Scheduled Service Agreement will provide planned maintenance for your HVAC systems. The agreement assures that factory recommended services are executed on scheduled intervals.

**Pricing contained in this proposal is in accordance with US Communities Contract RFP# 15-JLP-023.**

Beyond the benefits of a typical service plan, a Trane Scheduled Service Agreement can deliver enhanced value through an optional Performance Package. Trane is continuously collecting data from your HVAC system that can be streamed into a report to provide insight into the overall performance of your building. Based on a professional analysis of the report's findings, we can demonstrate opportunities for improvement, and recommend actions to help you achieve performance objectives for energy usage, operational efficiency, environmental impact, air quality and more.

Additionally, as a Trane customer you can count on:



- ☑ **Priority Response** – as a Trane Service Agreement customer you will have service priority, above time and materials customers.
- ☑ **Advanced Diagnostics** – Trane proprietary applications and technologies equip technicians to analyze system performance and make actionable service recommendations.
- ☑ **Trane OEM Service Delivery** – ensures the right services are completely and consistently performed to keep your equipment running efficiently and reliably.
- ☑ **Dedicated Trane Service Team** – a local service team consisting of a Service Coordinator, one or more Service Technicians and an Account Manager, all of whom will be familiar with your service requirements, your HVAC equipment and your facility.

**WE VALUE THE CONFIDENCE YOU HAVE PLACED IN TRANE AND LOOK FORWARD TO WORKING WITH YOU.**



TRANE SCHEDULED SERVICE AGREEMENT

# Added Value

Proper maintenance can save an estimated 12-18%\* of your budget compared to a run-to-fail approach. A Service Agreement is structured to help you capture those savings.



**Research has shown that regular maintenance can:**

- Cut unexpected breakdowns by ..... **70-75%\***
- Reduce downtime by ..... **35-45%\***
- Lower equipment repairs and maintenance costs by ..... **25-30%\***
- Reduce energy consumption by ..... **5-20%\***

\* Source: FEMP O&M Guide – July 2004

In addition to financial value, when you partner with Trane you can expect:

## Dependability and Consistency

**Assigned Service Team** - Your service team will consist of our professional Service Coordinator, Service Technicians, and Account Manager with extensive HVAC experience. Our technicians have a thorough understanding of controls, heating, refrigeration, and airside systems.

**Priority Response** - Riverside City of will receive preferred service status. Priority Emergency Response is available on a 24-hour-per-day basis. Response times are as follows:

Non-emergency: call back within 4 hours, technician on-site with-in 24 hours (overtime will apply if needed and approved)

Emergency: call back within 2 hours, technician on-site the same day (overtime will apply if needed and approved)

**Automated Scheduling System** - Trane utilizes a computerized scheduling program to ensure that all services included in the agreement are performed.

## Superior Service Delivery

**Trane’s OEM Service Delivery Process** ensures consistent quality through:

- Uniform service delivery
- Pre-job parts planning
- Documented work procedures
- Efficient and economical delivery of services
- Emphasis on Safety & Environments



## Superior Service Delivery (continued)

**Service Work Flow** - Trane's industry exclusive service flow process includes detailed procedures that identify steps for: safety, parts, materials, tools, and sequence for execution. Trane's procedures also include steps for safety, quality control, work validation, and environmental compliance.

This process assures a complete service event. No critical steps are skipped or lost. Systems serviced in this way offer a higher degree of reliability and operational longevity. Trane's exclusive service procedures deliver superior service and most reliable outcomes at the most cost-effective price.

Where applicable, Trane's exclusive service process meets or exceeds ASHRAE 180-2008 Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems.

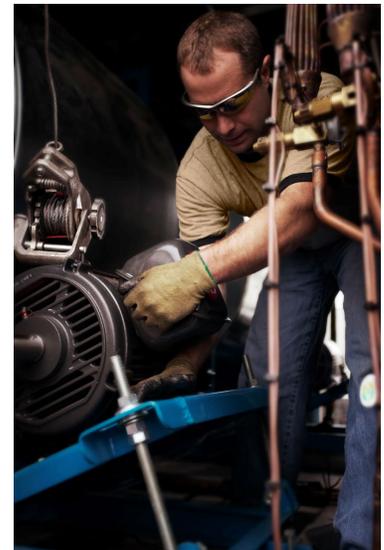
**Trane's proprietary program is unequalled in the industry.**

## Knowledge Transfer

**Documentation** - Work performed on your equipment will be documented by the technician and reviewed with you at the completion of each visit.

**Operational System Optimization** - Trane Technicians will review operating sequences and practices for the equipment covered by the agreement and advise you of operational improvement opportunities.

**Training for Facility Staff** - Concurrent with annual start-up, your Trane Technician will instruct your operator how to operate the equipment covered by the agreement.



## Health and Safety

**Safety Management Program** - Trane Building Services employs several full time Occupational Safety and Health Administration (OSHA) 30-hr certified safety managers who are available to perform safety consultations related to the service performed at your site. Our Safety Management Program includes monthly safety training for all Trane Building Services field personnel, field supervisor jobsite audits, technician job safety analyses, and other key risk assessments and control strategies.

**Personal Safety** - Trane service technicians are, at a minimum, OSHA 10-hr certified, or equivalent with yearly retraining on all key occupational safety and health topics. Most of our technicians have participated in "Smith Safe" driver training and are Department of Transportation (DOT) Hazmat certified. They are provided with up to date personal protective equipment (PPE), training on its use and limitations, and FR protective apparel. Trane maintains an industry leading position in National Fire Protection Agency (NFPA) 70E Electrical Safety, technician ergonomics and fall protection programs.

**Drug-Free Workplace** - Trane service maintains a Drug-Free Workplace, with a robust drug and alcohol testing program.



## Environmental Management

**Refrigerant Policy** - Trane Building Services practices and procedures are compliant with all Federal and State laws and regulations concerning the proper handling, storage, and repair of leaks of ozone-depleting refrigerants and their substitutes according to Environmental Protection Agency regulation 40 CFR Part 82. Trane service technicians are Universal-certified and use only certified recovery equipment.

**Refrigerant Management Program** - Trane Building Services maintains and uses Trane Refrigerant Management Software (RMS) to capture, manage and report Refrigerant Activity. The Refrigerant Activity Report Form is used by the technician to record all refrigerant activity that has occurred on each piece of equipment. The form data is entered into RMS after it is submitted to and checked by central office personnel. Annually, Trane prints a report from RMS of all Refrigerant activity that has occurred at each site. The report details all refrigerant activity performed by Trane Building Services Technicians for each piece of equipment, and can be used to satisfy reporting requirements.

**Oil Disposal** - Trane Building Services removes used oil from your refrigeration units and disposes of it in accordance with applicable environmental regulations. Trane has a national contract with a leading provider of used oil services to recycle used oil where allowed and properly dispose of used oil which does not meet recycling requirements (in states where used oil is a hazardous waste, Trane will remove used oil from refrigeration units for the customer to arrange disposal).



# The Agreement



**TRANE SCHEDULED SERVICE AGREEMENT**

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## Scope of Services – Standard Inclusions

Provided in your Scheduled Service Agreement:

### **Trane Scheduled Maintenance**

Scheduled number of specific service events and associated labor performed during Trane normal business hours as outlined in the Equipment Coverage and Services section of this Agreement. Basic materials and supplies determined necessary by the Trane Technician for the normal performance of Scheduled Maintenance are covered by the annual fee and include grease, cleaning solvents, and wiping cloths.

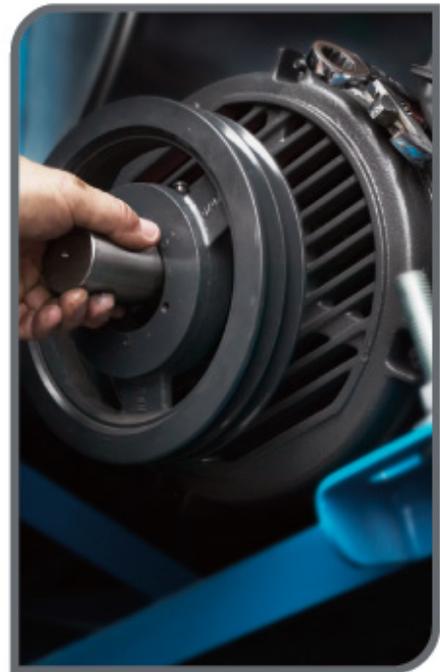
### **Refrigerant Management**

This scope includes:

- Refrigerant Replacement at 0% of Charge per unit per year
- Trane Technicians will capture and track all refrigerant activity performed by Trane for each piece of Covered Equipment
- Refrigerant Usage Reports can be generated annually

### **Trane Laboratory Analysis**

The Trane Chemical Laboratory performs routine analysis and trending of oil, absorption solutions, and refrigerants as required. Equipped with this knowledge and Trane's extensive experience we can identify and head off potential system failures more definitively than service providers who depend on third party testing laboratories.





TRANE SCHEDULED SERVICE AGREEMENT

# Equipment Coverage and Services



Trane will perform the following scheduled services on the described equipment located at:

## Riverside City of Turbine Plant

The following "Covered Equipment" will be serviced at Riverside City of Turbine Plant:

Equipment	Qty	Manufacturer	Model Number	Serial Number
Centrifugal Chiller	1	Trane	CDHF3500K1	L08C01309
Centrifugal Chiller	1	Trane	CDHF3500KP	L04F02980

Description	Quantity Per Year
Duplex Annual Inspection (Service 1)	1
Duplex Centrifugal Operational Quarterly Inspection (Service 2)	3

See Appendix for detailed workflows.

### Repairs

Any repairs found to be required during the contract period will be quoted by Trane to the plant manager for approval. All repair proposal pricing will be in accordance with the US Community contract # 15-JLP-023. Repairs made under this agreement shall not exceed \$50,000 annually



**US COMMUNITIES PROPOSAL**

**TRANE SCHEDULED SERVICE AGREEMENT**

# Pricing and Acceptance

**Attention: James Perez / Bryan Atkisson**  
Riverside City of  
3900 MAIN ST.  
RIVERSIDE, CA 92522

**Site Address:**  
Riverside City of Turbine Plant  
5901 Payton Avenue  
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United States

## Trane Service Agreement

This Service Agreement consists of the pages beginning with the title page entitled "The Agreement," the consecutively numbered pages immediately following such title page, and includes and ends with the Trane Terms and Conditions (Service) (collectively, the "Service Agreement" or "Agreement"). Trane agrees to inspect and maintain the Covered Equipment according to the terms of this Service Agreement, including the "Terms and Conditions," and "Scope of Services" sections. Trane agrees to give preferential service to Customer over non-contract customers.

## Service Fee

As the fee(s) (the "Service Fee(s)") for the inspection and maintenance services described in the Scope of Services section with respect to the Covered Equipment, Customer agrees to pay to Trane the following amounts, plus applicable tax, as and when due.

Contract Years (2)	2 Year Term Amount USD	Payment USD	Payment Term
2020-2022	48,359.00	6,044.88	Quarter

**Pricing contained in this proposal complies with US Communities Contract RFP# 15-JLP-023.**

## Term

The initial term of this Service Agreement is 2 years, beginning August 1, 2020. However, Trane's obligation under this Agreement will not begin until authorized representatives of Trane and Customer have a fully executed contract in place.

## Warranty

The warranty for this service work is 90 days labor and 1 year parts.

## Insurance

Trane insurance coverages will be in accordance with the attached Trane Insurance Requirements document.

TRANE SCHEDULED SERVICE AGREEMENT

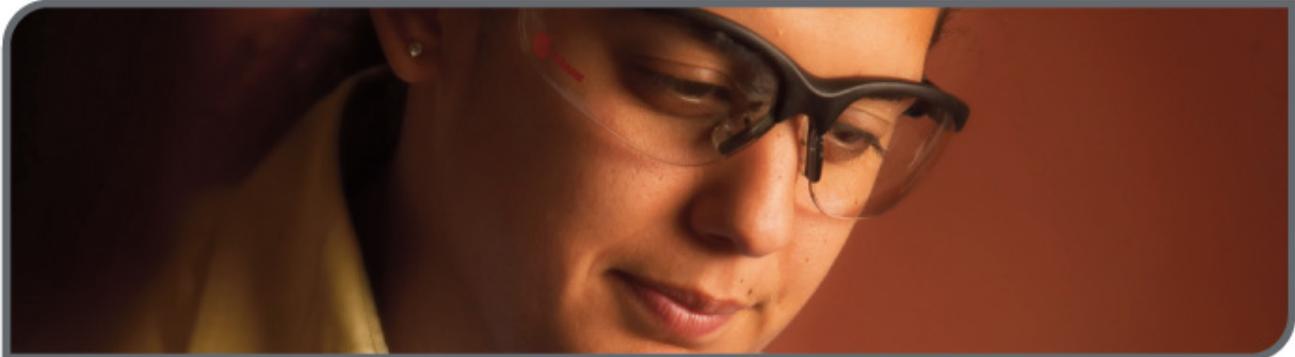
# Terms and Conditions (Service)

**Terms and Conditions are per US Communities Contract RFP# 15-JLP-023.**

# Appendix

Safety  
Customer Service Flows

# Safety



## Trane's Safety Standard

Trane is committed to providing a safe work environment for all employees and to preventing accidents in its business operations. To accomplish our objectives Trane has instituted safety programs, procedures and training that incorporate a progressive approach to injury prevention.

## Proven Safety Success

Trane's safety culture in North America is unparalleled in the building services industry and has demonstrated proven results via continuous reduction of injury rates.

## Trane Injury Rates v. Industry Competitors

Since 2003 the US Bureau of Labor Statistics records reflect Trane's Total Recordable Rate (TRIR) and Days away from work (DAFW) rate have been significantly lower than HVAC repair and maintenance contractors and Specialty Trade contractors (construction). Trane's safety culture in America is unparalleled in the building services industry and has demonstrated proven results via continuous reduction of injury rates.

Trane's incident (OSHA) rates are consistently 50-70% below the industry average. This outstanding safety achievement is the end result of the rigorous team oriented approach to our safety program that creates accountability and empowerment in all employees and management and fuels our institutional safety culture. This is the key to our continual improvement.

## Safety Tools, Training & Expertise

Trane's service and contracting technicians are not only among the most skilled in the industry they are also extensively trained in safe work procedures. Our technicians receive safety training, equipment, tools, procedures, and management support to identify jobsite hazards and take appropriate measures to prevent personal injuries. The resources available to Trane technicians include:

- Safety Training – 20 hrs per year, including classroom and web-based platforms.  
-Topics include, but are not limited to, Lockout/Tagout, Confined Space Entry, Hazard Communication, Respiratory Protection, Hearing Conservation, Excavations, Scaffolding, Rigging, Powered Industrial Truck operation, Ladders, Vehicle Safety, Fire Protection, PPE, Emergency Response, First Aid / CPR.
- Electrical Safety – NFPA 70E compliant – electrical PPE; flame-resistant clothing; training.
- Fall Protection – full complement of fall arrest and fall restraint equipment for each technician.
- Ergonomics – custom-designed for HVAC field technicians, includes training, material handling equipment and procedures.

## Safety Tools, Training & Expertise (continued)

- Smith System Safe Driving Program – Trane’s safety Managers are certified instructors; safety Managers train technicians; 1-800 “How’s My Driving?” stickers are located on the back of service vehicles.
- USDOT compliance – technicians scheduled within Material of Trade and Hours of Service limits and are fully qualified under Department of Transportation rules for driving commercial motor vehicles with GVWR >10,000 and 26,000 lbs.
- Refrigerant Management – Service technicians are trained to manage refrigerant in accordance with U.S. EPA rules using a sophisticated electronic tracking system developed by Trane.
- Empowerment - Technicians are empowered with full management support to address safety hazards as they see fit. If ever in doubt about how to do a job or task safely, the technician is required to ask a qualified person for assistance before proceeding with work.

## Management Leadership and Commitment

Accident prevention is a primary responsibility of management at Trane. Trane’s safety culture is based on the following management principles:

- Leadership at the local level manages the local organization’s safety performance.
- Management is financially accountable for safety performance.
- Local management is actively engaged in risk reduction activities and training and manages safety performance outcomes.
- Management clearly communicates to all Trane employees their safety expectations and strongly enforces compliance with those expectations.
- Employees are held accountable when they fail to meet safety expectations.

Local management and supervisory personnel at the local level are responsible for implementation of the following safety program elements:

- The Safety Management System developed by Trane – developed in accordance with OHSAS 18001.
- Audits and Inspections – Supervisors, Middle and Upper Managers must conduct field inspections. Corporate Safety conducts detailed compliance and management systems audits.
- Company safety compliance programs – ensure that they are fully implemented.
- Safety and environmental performance – tracked using a Balanced Scorecard with leading and lagging indicators and metrics.
- Subcontractor Qualification – implement this process to promote safety and safety plan compliance on multi-employer job sites.
- Six Sigma and Lean – use these productivity tools to enhance safety on job sites.
- Drug and Alcohol Policy – mandatory DOT required for-cause and post-accident testing after recordable injuries and property damage.
- Motor Vehicle Records Search – annual checking of driving records of employees driving company vehicles.

## Jobsite Safety Equals Customer Value

At Trane safety is part of our culture for every employee. What this means to our customers is fewer job site accidents and the delays and liability concerns that come along with them. What this means to our staff is greater confidence in the practices and procedures they use on the job and the pride that comes from working for one of the premier service organizations in the world. Tighter safety standards and fewer accidents can also lead to better on-time project completion and higher quality results.

When you use Trane Building Services to install, maintain or upgrade your building systems you will take full advantage of our superior safety program, low incident rates and subcontractor safety management procedures. These help you manage project risk more effectively than you could using multiple contractors or even a single prime contractor with a less impressive safety record.

TRANE SCHEDULED SERVICE AGREEMENT

# Customer Service Flows



The following Customer Service Flows provide additional service description detail for Covered Equipment.

## Service 1: Duplex Annual Inspection (1 time per year)

### Description

- Initial Site Inspection
- Techview/Kestrel View Connection
- Review Diagnostics
- Run Service Report From Kestrel View
- Manual Chiller Log (Applied)
- Review Purge Report
- Oil Level And Temperature Check
- Oil Analysis Per Circuit
- Water Pressure Drop Validation
- Customer Notification Of Chiller Shut Down
- Purge Maintenance And Operation
- Purge Plus Expiration Date Check (High Performance)
- Centrifugal Purge Filter Change
- Vane Linkage And Oil Valve Lubrication
- Centrifugal Oil Filter Change
- Centrifugal Compressor Starter Inspection (4160v)
- Meg Compressor Motor
- Centrifugal Control Panel Electrical Inspection
- Control Panel Calibration Check
- Low Temperature Sensor Calibration
- Drain Rupture Disc Vent Line
- Pre-Start Chiller Check
- Start Chiller
- Techview/Kestrel View Disconnection
- High Side Leak Check Inspection
- Purge Rate Analysis
- Calibrate Refrigerant Monitor

**Service 2: Duplex Centrifugal Operational Quarterly Inspection (3 times per year)**

Description

- Initial Site Inspection
- Techview/Kestrel View Connection
- Review Diagnostics
- Review Purge Report
- Oil Level And Temperature Check
- Run Service Report From Kestrel View
- Manual Chiller Log (Applied)
- Techview/Kestrel View Disconnection