



Press Release

J.D. Power and Associates and McGraw-Hill Construction Report: Trane Ranks Highest among HVAC Manufacturers in Satisfying Contractors

WESTLAKE VILLAGE, Calif.: 13 August 2007 — Trane ranks highest among heating, ventilation and air conditioning (HVAC) manufacturers in satisfying residential and light commercial construction contractors, according to the J.D. Power and Associates/McGraw-Hill Construction 2007 HVAC-Residential and Light Commercial Contractor Satisfaction StudySM released today.

The inaugural study focuses on how residential and light commercial contractors evaluate and rate manufacturers of HVAC systems. Residential HVAC systems are defined as packaged systems up to 5 tons of cooling capacity, while light commercial packaged HVAC systems are greater than 5 tons but fewer than 25 tons. Overall contractor satisfaction with HVAC manufacturers is based on performance in eight factors. They are (in order of importance): product; warranty and repair service; credit/billing process; delivery; ordering process; price; marketing/advertising materials; and sales representative.

Trane ranks highest with a score of 792 on a 1,000-point scale, performing particularly well in four of the seven factors: product; delivery; marketing/advertising materials; and sales representative.

“Trane performs well in both product quality and service, which helps differentiate them from their competitors,” said Burleigh Morton, senior director of research and analytics at McGraw-Hill Construction. “By not only producing high-quality HVAC systems, but by also providing their customers with accurate and on-time delivery and support from sales representatives, Trane sets the benchmark for satisfying contractors with their HVAC systems.”

The study finds that timeliness of order delivery and order accuracy have a significant impact on satisfaction. Contractors who say that their orders arrived on time provide satisfaction scores of 797 index points on average—157 index points higher than the average for contractors whose orders did not arrive on time. In addition, when orders were not filled accurately, satisfaction levels declined 113 points—to an average of 682—from a score of 795 on average reported by contractors whose orders were filled correctly.

“Approximately 86 percent of contractors report receiving their products on time and as ordered, which is the best-case scenario from the contractor’s point of view,” said Morton. “However, those contractors who received goods late or not as ordered are far less satisfied, which demonstrates the impact of effective service.”

The study includes responses from 522 contractors evaluating HVAC manufacturers, and was fielded between May and June 2007.

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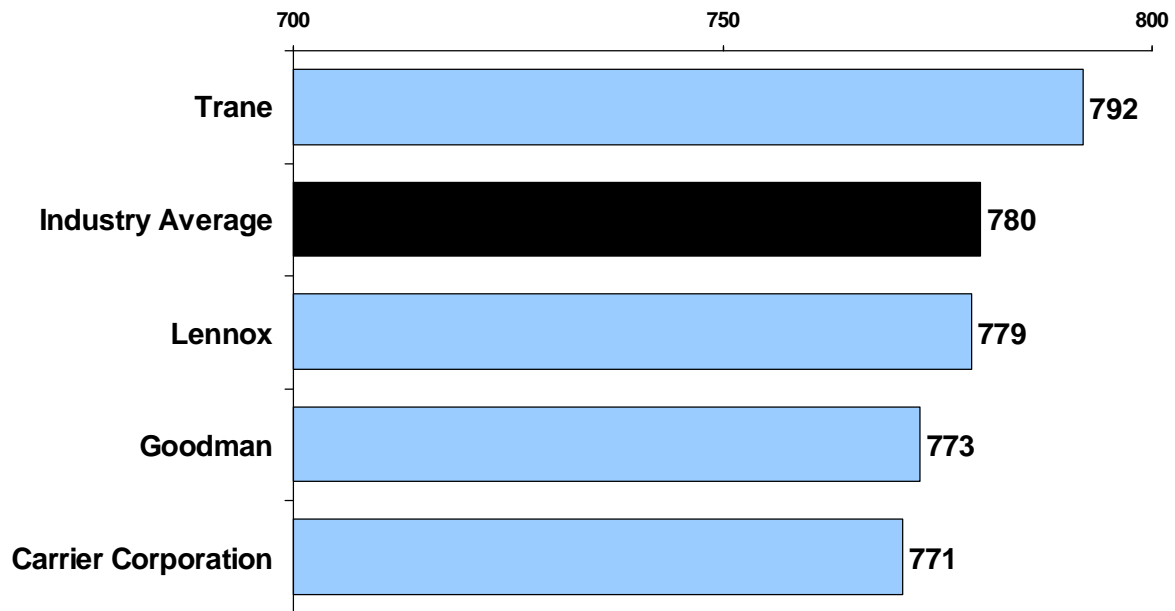
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NOTE: One chart follows.

J.D. Power and Associates/McGraw-Hill Construction 2007 HVAC-Residential and Light Commercial Contractor Satisfaction StudySM

Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



Source: J.D. Power and Associates/McGraw-Hill Construction 2007 HVAC-Residential and Light Commercial Contractor Satisfaction StudySM

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