BUILT TO A HIGHER STANDARD.

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HEATING & AIR CONDITIONING

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American Standard Product Update

February 2020

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Product Updates and Managers:

- Diagnostics – Christina Cho
- Heat Pumps & Air Conditioners – Tim Storm (presented by Charles Trammell)
- Furnace – Mark Woodruff & Kellie Lindenmoyer
- Controls – Nathan Matney
- Residential Packaged – Charles Trammell
- Light Commercial Packaged – Matt Bynum
- Closing Comments

Agenda

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Diagnostics Christina Cho

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Based on overwhelming feedback to Diagnostics:

- If Dealers enter in their dealer code when commissioning and installing connected controls, devices will no longer show Dealer principle/owner names
  - All new installs no longer show dealer owner names in the controls
  - Previous installs (prior to January 2020 - retroactive) require firmware version 5.9 in order for the owner's name to no longer appear in the thermostat

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Dealer Remote Configuration (DRC)

- If you haven't heard about DRC, which allows Dealers to remotely adjust settings in thermostats much as if they were standing in front of it, check out what other Dealers are excited about:

Dealer Diagnostics: DRC American Standard

https://ircohvac.wistia.com/medias/oz6ch01fgx

- We're also looking for American Standard Dealers who leverage Diagnostics to record testimonials. Please contact Christina Cho if interested.

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Heat Pumps & ACs

-Tim Storm (Presented by Charles Trammell)

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Silver 16 3 Phase Side Discharge

- Air Conditioners and Heat Pumps
- Up to 17 SEER on AC
- Up to 16 SEER / 10 HSPF on HPs
- 230 and 460V options
- 3,4,5 ton models
- Factory installed sump heat
- 200 foot line lengths
- 5 Year Compressor and 1 year Commercial parts
- 10 Year Compressor and Parts for Residential use
- First Order: Available for Order Now!
- First Ship: Build to Order, ships 4 weeks after order is received

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PRODUCT BULLETIN: eAPB1951

AMERICAN STANDARD SILVER 16
3-PHASE LOW PROFILE SIDE DISCHARGE

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JANUARY 16, 2019

» IMPORTANT DATES:

- **FIRST ORDER DATE:** January 20, 2020
- **FIRST SHIP DATE:** February 20, 2020

The First order date for "Epoxy Coated Coil" models is February 20th.
Change the 11th thru 13th digit of the model number to "COT" to special order an epoxy coated coil.

» MODEL NUMBERS:

See tables

» WARRANTY:

- **COMMERCIAL USE:**
  5 Year Compressor, 1 Year Coil/Parts
- **RESIDENTIAL USE:**
  10 Year Compressor, Coil/Parts

» RATINGS:

AHRI Ratings Available at ahridirectory.org

FEATURES

- Up to 17 SEER and 10 HSPF
- Single stage Climatuff™ scroll compressor
- Copper tube and aluminum fin coil
- Most efficient 3-Phase side discharge units on the market
- 73-76 dBA sound levels
- 230/460 Volt models available in 3,4,5 ton capacities

PRODUCT MANAGER

Tim Storm

American Standard Heating & Air Conditioning is pleased to announce the launch of the 3-Phase Silver 16 low profile side discharge air conditioners and heat pumps for split ducted systems.

This low profile, side discharge unit is designed to meet the needs of difficult-to-install applications or tight space requirements that make standard, vertical discharge units a less than optimal solution.

MODEL FAMILY	TYPE	POWER SUPPLY	NOM CAP COOLING	DIMENSIONS HxWxD	SOUND RATING
4A7SG03GA3000A	AC	208/230/3/60	35000	36"x47"x10"	73
4A7SG040A3000A	AC	208/230/3/60	46500	36"x47"x10"	76
4A7SG060A3000A	AC	208/230/3/60	56000	42"x47"x10"	76
4A7SG03GA4000A	AC	460/3/60	35000	36"x47"x10"	73
4A7SG040A4000A	AC	460/3/60	46500	36"x47"x10"	76
4A7SG060A4000A	AC	460/3/60	56000	42"x47"x10"	76
4AGSG03GA3000A	HP	208/230/3/60	36000	36"x47"x10"	73
4AGSG040A3000A	HP	208/230/3/60	43000	42"x47"x10"	76
4AGSG060A3000A	HP	208/230/3/60	56000	42"x47"x10"	76
4AGSG03GA4000A	HP	460/3/60	36000	36"x47"x10"	73
4AGSG040A4000A	HP	460/3/60	43000	42"x47"x10"	76
4AGSG060A4000A	HP	460/3/60	56000	42"x47"x10"	76

Product Information available on

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Furnace
-Mark Woodruff
-Kellie Lindenmoyer

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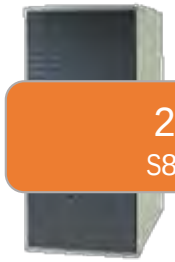
Furnace Lineup 2020

	Ameristar	Single Stage		Two Stage			Modulating
90%	96% CTM, 1-Stg A951X	96% VS, 2-Stg A952V	92% CTM S9B1	96% CTM S9X1	96% CTM S9X2	96% VS S9V2	97% VS S9V2-VS	Up to 97% VS, Comm 2021 S9VM AUHM
80%	1-Stg A801X	PSC S8B1	CTM S8X1	CTM S8X2	VS  2021 S8V2-C AUD2-V	VS, Comm AUD2-C		
	RNC and NOO	RNC, Non-Owner Occ., Owner Occ.					Owner Occ.	

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80% Burner Noise Complaints

80% Status:

Timing: 1st production of improved models is Q3 2020

Retro-fit kits: intend to have field-conversion kits available at that same time.

90% Status:

Timing: 1st production of improved models is late Q4 2020

Retro-fit kits: intend to have field-conversion kits available at that same time.

Engage your FSR, and regional manager!

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California Ultra-Low NOx

Update:

- B060-3T: L8X1B060U4U3XSAA
  - Pilot this week!
  - Production next week 2/17 if all goes well.
- B080-4T: L8X1B080U4XSAA
  - Production start: planned ~March 15.

L8X1
Ultra-Low NOx

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General Status Updates

S9X2 IFC Bulletin: *(Issue Closed)* IFC resets to factory settings if power is cycled. No safety issue. Bulletin has been issued.

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Controls
Nathan Matney

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5.9 Firmware release for 824/850/1050

- The Controls Team has begun to release our newest firmware for our connected thermostats (824/850/1050), which is version 5.9. It is being progressively rolled out as an 'over the air' update to our customer base over the coming weeks.

- Some of the features with this release are humidity set point dead band improvements, improved diagnostics support, dealer info service screen improvements and other general bug fixes and enhancements. 5.9 firmware will be available to download via ASDealerNet shortly.

- For more information about this release, please contact you FSR.

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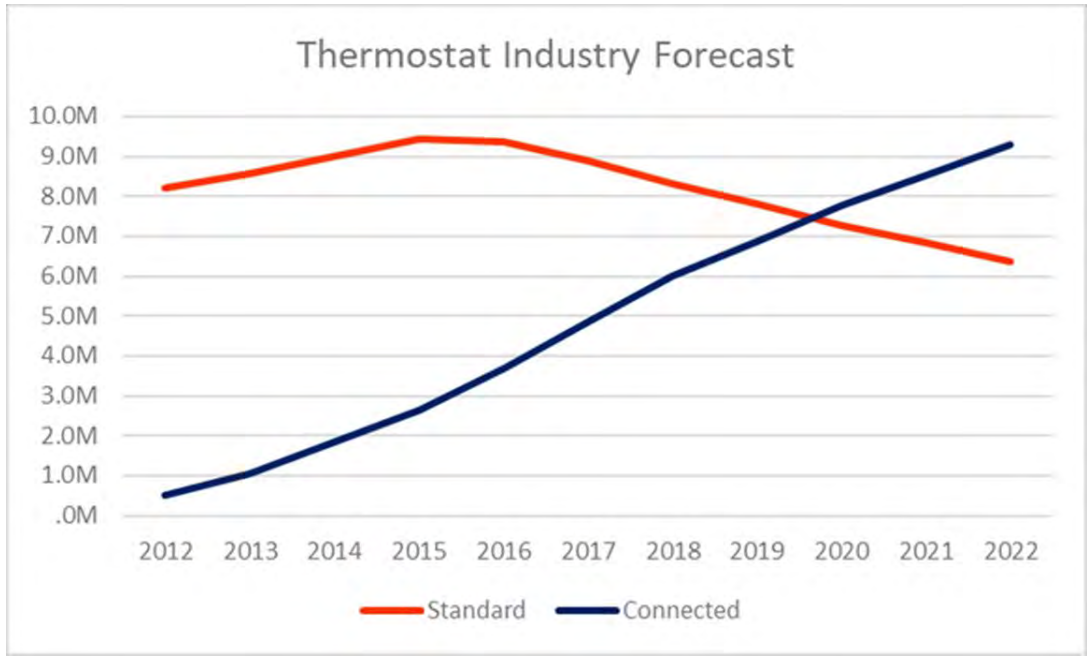
Smart vs. Standard Thermostats Outlook for 2020



Source: Parks Associates, 2018

- According to research, it is estimated that sales (in # of units) of smart thermostats (Wi-Fi, connected thermostats) will surpass sales of standard or non-connected controls for the first time in 2020
- However, only ~20% of households actually have smart thermostats today
- 80% of the market it up for grabs!

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Smart Thermostat Sales & HVAC Dealers

- 53% of homeowners still purchase their smart thermostat at online or brick & mortar retailers*
- However, reliance on HVAC dealers for information and installation has grown substantially since 2015 **(from 10% in 2015 to 23% in 2018)***
- As HVAC professionals, you have a great opportunity to capture the emerging **80%** of homeowners that still do not have smart thermostats
- Your expertise & ability to consult with the homeowner about features & benefits is a 'key moment' in the customer satisfaction journey for their smart thermostat purchase…allowing you to capture revenue away from retailers!

***Source: Parks Associates, 2018**

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Smart Thermostat Lineup

NOW FULLY IN STOCK!

- Lower cost option for Trane Branded Wi-Fi Smart Thermostat
- Control with Nexia® Mobile App
- Nexia® Diagnostics Compatible

SILVER 724

ALSO WORKS WITH Ameristar™ HEATING & COOLING

GOLD 824

ALSO WORKS WITH Ameristar™ HEATING & COOLING

PLATINUM 850

PLATINUM 1050

$ → *FUNCTIONALITY*

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Reminder!
American Standard 824b Connected Control:
Energy Star Approved!

<u>Advantages:</u>

- Rebate Eligibility (where applicable)

- Use of 'Energy Savings' feature via Nexia Mobile App that uses learning technology to help homeowners manage their system efficiency and possibly lower utility bills!

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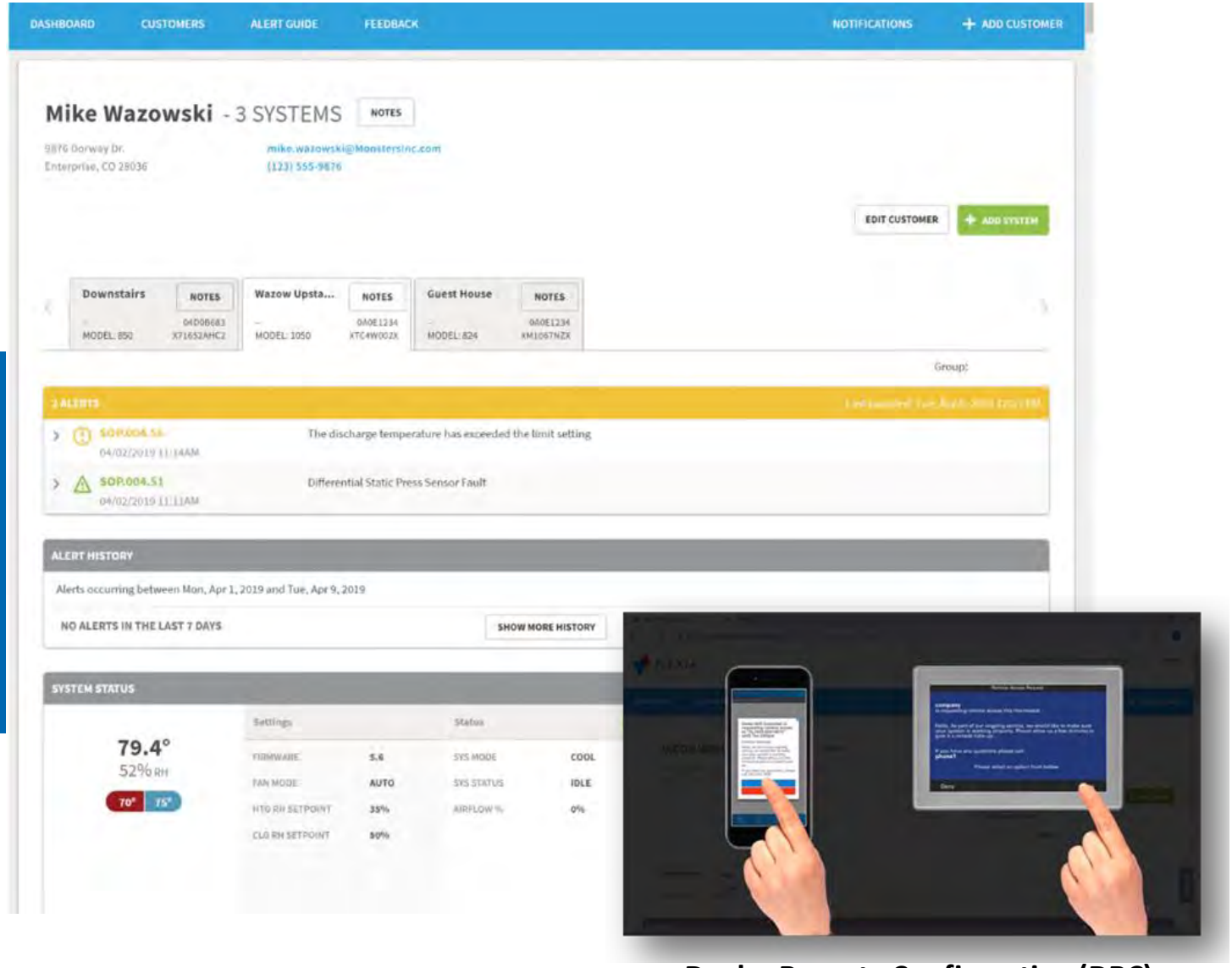
Why American Standard Smart Thermostats?

Smart Thermostat Features	Gold 824	Other Leading Retail Thermostats
Touch Screen	✓	✓
Smartphone App	✓	✓
System Alerts	✓	✓
Remote Temperature Sensors	✓	✓
Remote Humidity Sensors	✓	✗
Full Humidity Control (BK Terminal)**	✓	✓
C-Wire Power Included	✓	✓
Emergency Heat	✓	✓
Geofencing	✓	✓
Voice Control via Voice Assistants	✓	✓
HVAC Equipment Diagnostics	✓	✗
Remote Access Permission	✓	✗

"We check all the boxes…and more!"



Dealer Remote Configuration (DRC)

- Available with **ALL** American Standard Smart Thermostats ***(724/824/850/1050)***
- Value to customer & dealer that no other retail smart thermostat can offer!
- Ability to differentiate and offer validated service that customers are looking for

“Own the Wall” with American Standard Smart Thermostats

“When asked what brand of HVAC system they had, ***14.8% of respondents stated that their system brand was the thermostat brand and NOT the HVAC brand*** *(ex. stated that they had a “Honeywell” HVAC system based on the name on their thermostat).”*

Deep Blue Insight Customer Purchase Intent Survey, 2019

Dealer Contact Info Widget

Ensure your company gets the call from the homeowner when issues arise by utilizing the Dealer Contact Widget to allow homeowners easy access to your contact information!

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“Own the wall & YOU will get the call!”

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Controls Portfolio - Goals for 2020

Product Features Planned for 2020

- French Language Support (supports sales of Variable Speed systems in French Canada)
- Finalized Integrations with leading home automation companies (Crestron®, Savant®, Control4® & AMX®)
- Radiant/Boiler support for 824/850/1050
- Thermostat support for Room IQ feature (feature using our ZSENS930 wireless temp/humidity sensor)
- Energy Star® Certification for 724/850/1050

Other Planned Improvements

- Better overall communications between field concerning new firmware/feature releases, improved feedback mechanisms to provide the controls team 'real time' feedback on desire for new features/functionalities/issues in the field
- Inclusion of our dealers as we develop next generation of American Standard Smart Thermostats– ***stay tuned!***

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Standard Thermostat Lineup

ACONT102 & ACONT103

ACONT102	ACONT 103
Very low cost 1h/1c builder model	Very low cost HP stat 2h/1c

ALSO WORKS WITH Ameristar™ HEATING & COOLING

Replaces ACONT200 and ACONT401

ACONT202 & ACONT203

ACONT202	ACONT 203
1h/1c programmable	HP stat with 4h/2c

ALSO WORKS WITH Ameristar™ HEATING & COOLING

Replaces ACONT600 and ACONT602

ACONT302 & ACONT303

ACONT302	ACONT 303
Larger; Touchscreen	Onboard humidity sensor
Dual Fuel Capable	Cooling dehumidification feature
	Dual Fuel Capable

ALSO WORKS WITH Ameristar™ HEATING & COOLING

Replaces ACONT802 and ACONT803

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Silver 724

Gold 824

Platinum 1050

For more information about our Controls Portfolio, contact:

Nathan Matney
Sr. Product Manager, IoT & Controls
nathan.matney@irco.com

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Residential Packaged Charles Trammell

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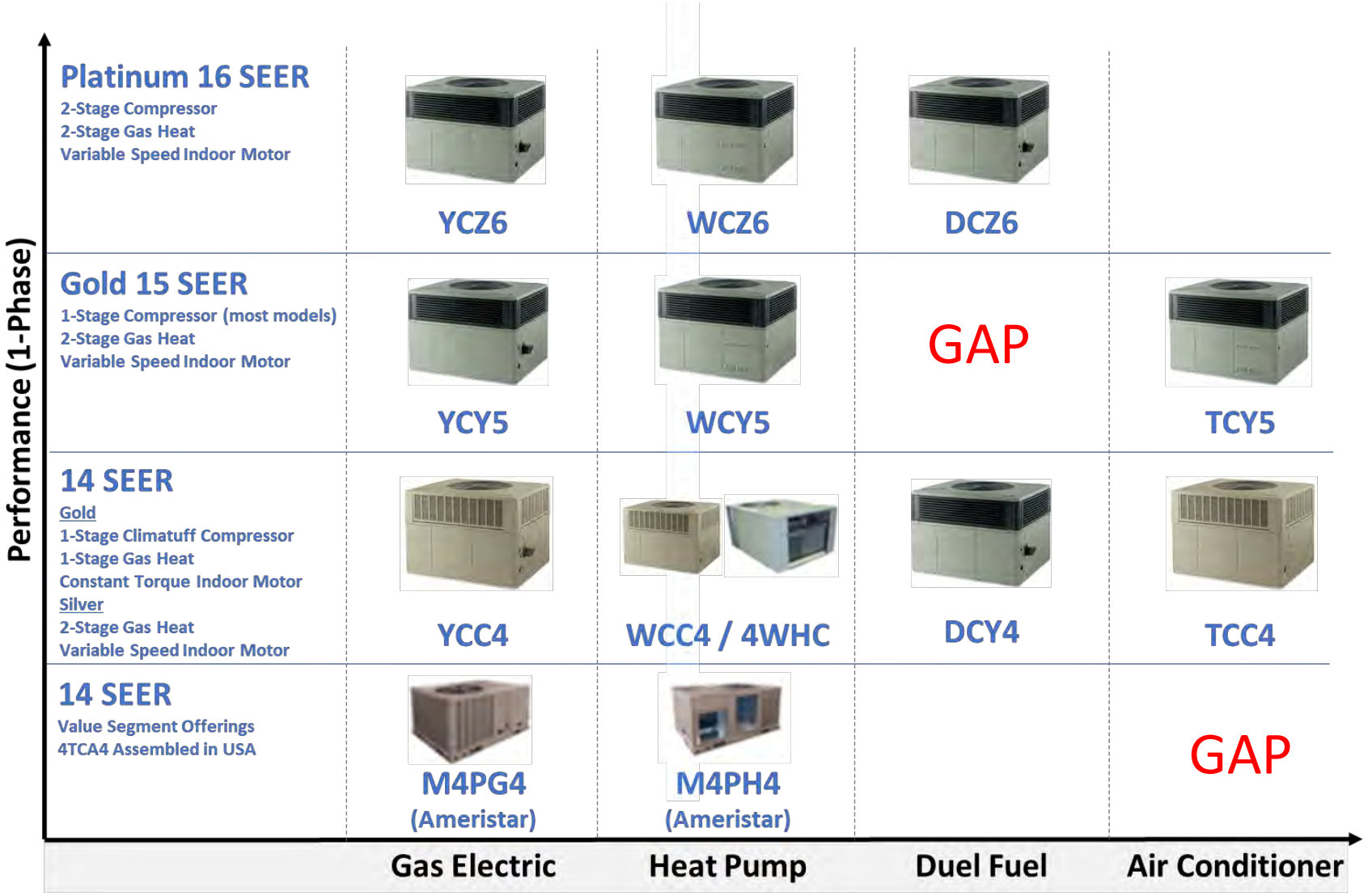
Winning with Residential Packaged Units

Our portfolio is strong and diverse competing in key targeted markets



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Winning with Residential Packaged Units

In January 2021, Ameristar will offer an in-house manufactured low-cost line

Current Ameristar

Heat Pump (HP)

2-5 Ton, 14 SEER
Horizontal Only
Standard Supply/Return

Gas Electric (GE)

2-5 Tons, 14 SEER
Convertible
Non-Standard Supply/Return

Air Conditioner (AC)

Proposed Ameristar

HP / GE / AC

- 2-5 Ton, 14 SEER
- Convertible
- Supports Modular/ Mfg. Homes
  - Square to Round
  - High Static Blower System
  - Neighbor-Friendly Sound
- Low Lot Lines

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Winning with Residential Packaged Units

Potential Near-Term Ultra Low NOx Solutions/Alternatives

- Sourced solution
- Initially 3, 4 and 5 tonnages (75% of current GE volumes)
- Potential Target Date: Q3 2020

- New low-cost Heat Pump (HP)
- Sell in place of Gas Electrics (GE) at competitive price
- Potential Target Date: TBD

- Impack (i2) Duel Fuel (DF) at competitive price
- Equipped with thermostat trip point of ~40 degrees
- Potential Target Date: Q3 2020

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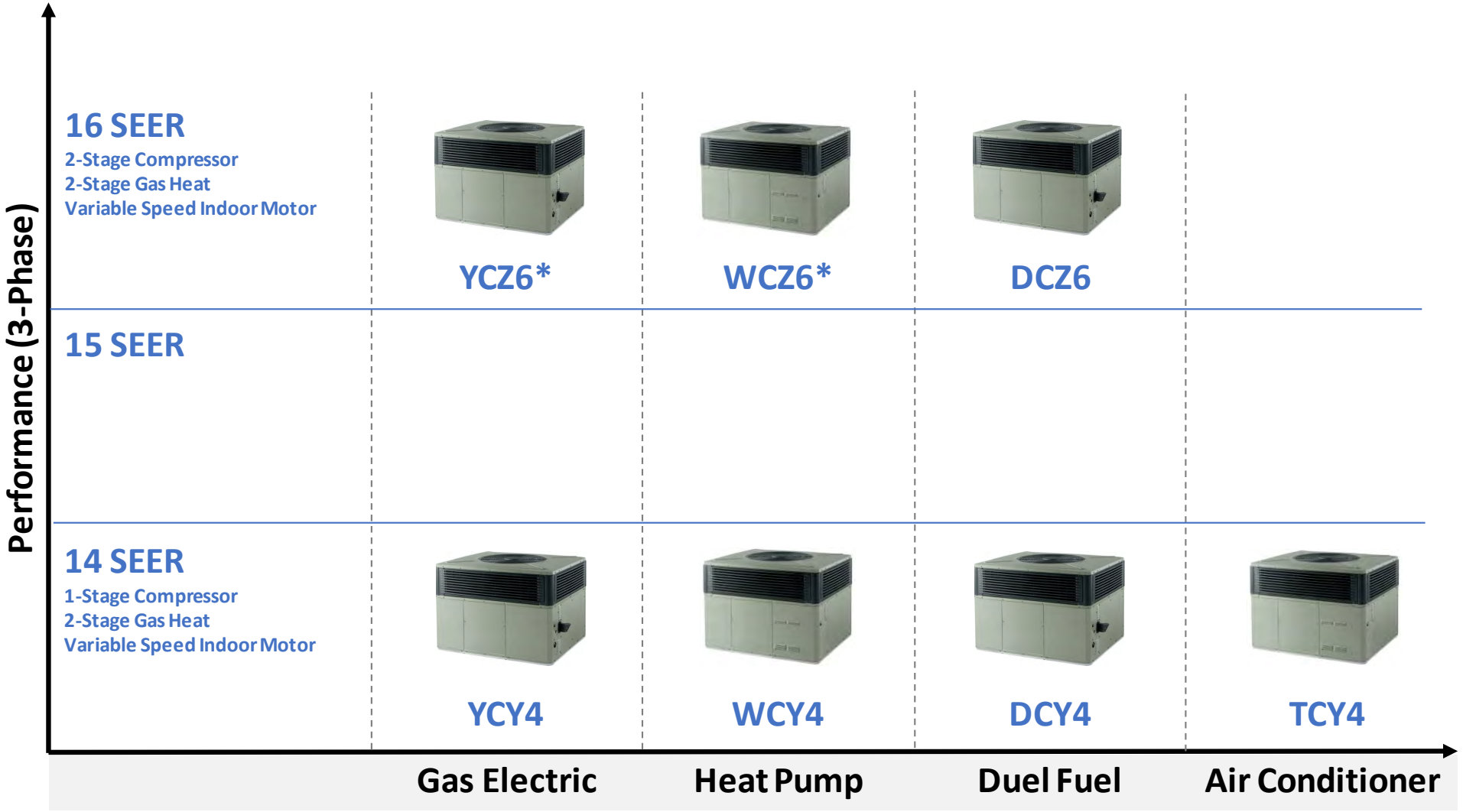
Winning with Impack 3-Phase Packaged Units

In Q4 2020, reintroduce a 460v 3-Phase 14 SEER (CYCY4 and CWCY4)



**Currently Offered in 460 volts*

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LCU Packaged & Splits
Matt Bynum

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New! Control System for Odyssey! (Symbio™)

Odyssey HUB Space

Why the Change?

- Supports regulatory compliance for efficiency & sustainability
- New American Standard compressors on certain models
- Electromechanical & ReliaTel controls – will no longer be available

  Standardizing controls platforms across all unitary product lines

Features/Benefits:

- New standard controls system – Symbio 700
- New customer phone app / service & diagnostics tool
- Bluetooth connectivity
- Ability to overlay custom programming that supports unit sequences w/factory protections
- Simple onboard UI with clear diagnostics and alarms

  (no blinking LED's for diagnostics)

Customer Value:

- Expanded capabilities
- Reduced operating costs
- Improved quality & reliability
- Remote access, monitoring & troubleshooting
- Reduced installation and service times

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Odyssey – Order cutoff for Odyssey Non-Packed Stock units

Odyssey HUB Space

Key Dates

January:

- Sales tools/trainings being developed, will release in February
- Start looking at jobs slated to ship in March/April timeframe. March 6 is the cutoff date for configured orders. *Orders for Non-packed stock Electromechanical (EM) or ReliaTel (RT) units must be placed prior to March 6 to guarantee shipment.*

February:

- Continued sales training, webinars/training videos
- Continue to pull in EM and RT non-packed stock jobs to avoid the last minute rush!

March:

- April 3 – *Last order date* for non-packed stock EM and RT units. After this date only units from stock can be ordered as the factory makes the transition to producing the new Odyssey with Symbio units.

April:

- May 4 – *First order date* for new Odyssey with Symbio Controls units.

- **Literature Available:** March 2020
- **Email Plan:** Templates to be available for district-level promotion
- **Digital/Social Plan:** National & district-level social media content – Available: April 2020
- **Link to Resources:** Still in development – Available March 2020 via Hubspace page & In the Box

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Medium Foundation Update

- Plan is to have product in Q4 of 2020
- Sourcing product to make it available ASAP!
- Will have same quality and reliability standards!
- More product updates to come as information is available.

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Need Help? Tell Us!

We have seen a slower start to the year for the residential portion of the market.

If any of the following would be helpful:

- Training
- Materials
- Strategy Development
- Any other area to help grow your Light Commercial Business

Let us know. We're here to help!

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Closing Comments

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Tell us what you think about the Product Update Recordings:

- Is it effective? Why or why not?
- All feedback and questions to Matt.Bynum@irco.com

Name	Title	Email Contact
Tim Storm	Senior Product Manager, Core/Premium Outdoor Units	Tim.Storm@irco.com
Patrick Van Deventer	Indoor Air Quality (IAQ) Product Manager	Patrick.VanDeventer@irco.com
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Mark Woodruff	Product Manager, Furnace	Mark.Woodruff@irco.com
Kellie Lindenmoyer	Associate Product Manager - Furnaces	Kellie.Lindenmoyer@irco.com
Nathan Matney	Controls IoT Product Manager	Nathan.Matney@irco.com
Mel Fox	Sr Product Manager, Nexia	Melanie.Fox@irco.com
Christina Cho	Product Management and Commercialization Leader, Connected S	Christina.Cho@irco.com
Charles Trammel	Residential Packaged Product Manager	Charles.Trammell@irco.com
Matt Bynum	Product Manager - LCU Splits and Packages	Matt.Bynum@irco.com
David Garris	Senior Product Manager, Value Coils	David.Garris@irco.com
Darcy Lee	Product Manager - Core/Premium Fan Coils (Air Handlers)	DLEE@TRANE.COM

Final Comments

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