

From: American Standard Diagnostics team dealerdiags@asairhome.com
Subject: TEST | American Standard® 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 American Standard 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@asairhome.com.

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

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

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 ▼

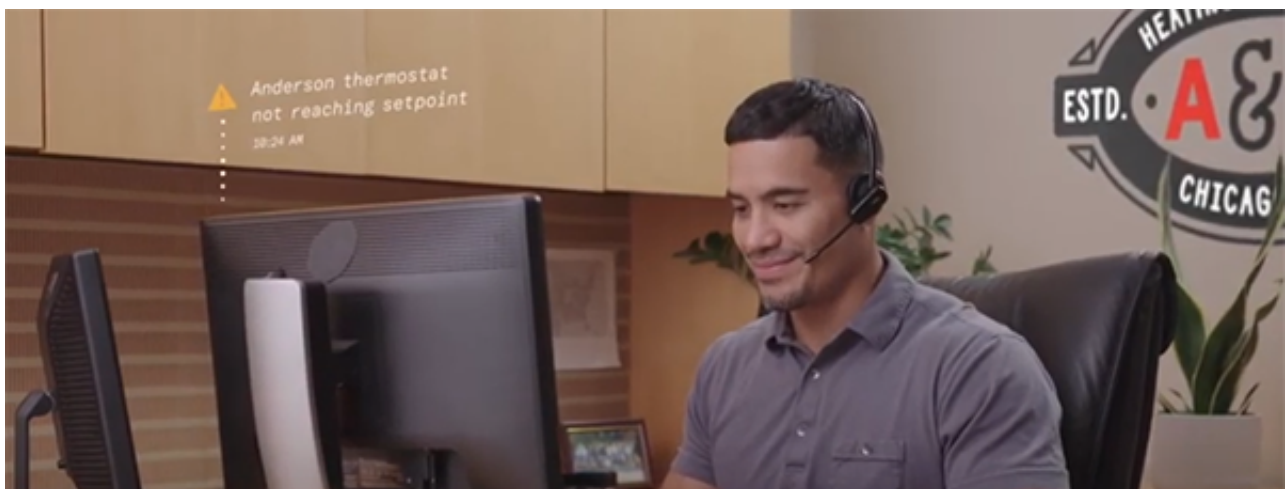
Reminder: Smart Diagnostics Alerts (SDA)

Did you know that in addition to equipment level alerts, American Standard 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](#)





American Standard Diagnostics Rebranding

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

Also, our Nexia® homeowner mobile app has transitioned to American Standard Home.

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

Resources and links

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

You can also access these links directly from [ASDealerNet](#).

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

[Visit the Portal](#)

ABOUT US

American Standard has been creating comfortable and affordable living environments for more than a century.

LOCATION

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CONTACT US

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