THERMO KING

TRANE TECHNOLOGIES

# Blue Track

## by Thermo King®



# Blue Track by Thermo King®

## Experience a New Level of Customer Service Excellence.

The Blue Track by Thermo King elite dealer service model defines service excellence through triage and express services, dwell-time monitoring, real-time updates and extended dealership hours. When you choose a Blue Track by Thermo King dealer, you receive an upgraded service experience.

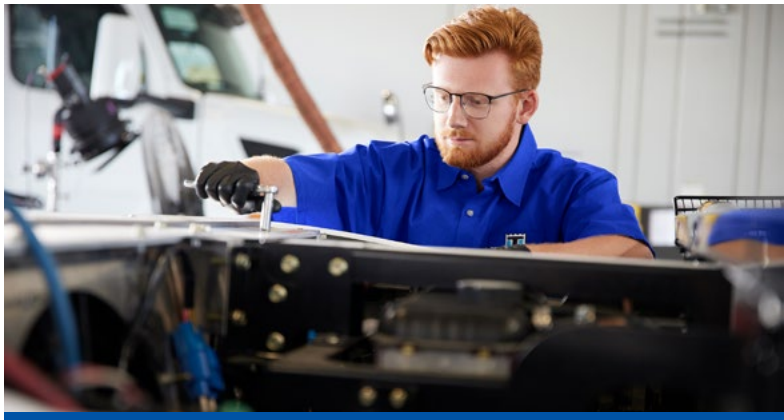
Blue Track by Thermo King dealers set new industry standards in transport refrigeration. Our goal is to provide true customer value by maximizing equipment uptime, promoting a positive and efficient experience for you.

## Optimize Your Equipment Uptime.

Blue Track by Thermo King dealers are required to take additional training that focuses on lean improvements, as well as make investments in technician education, technology and dealership amenities.

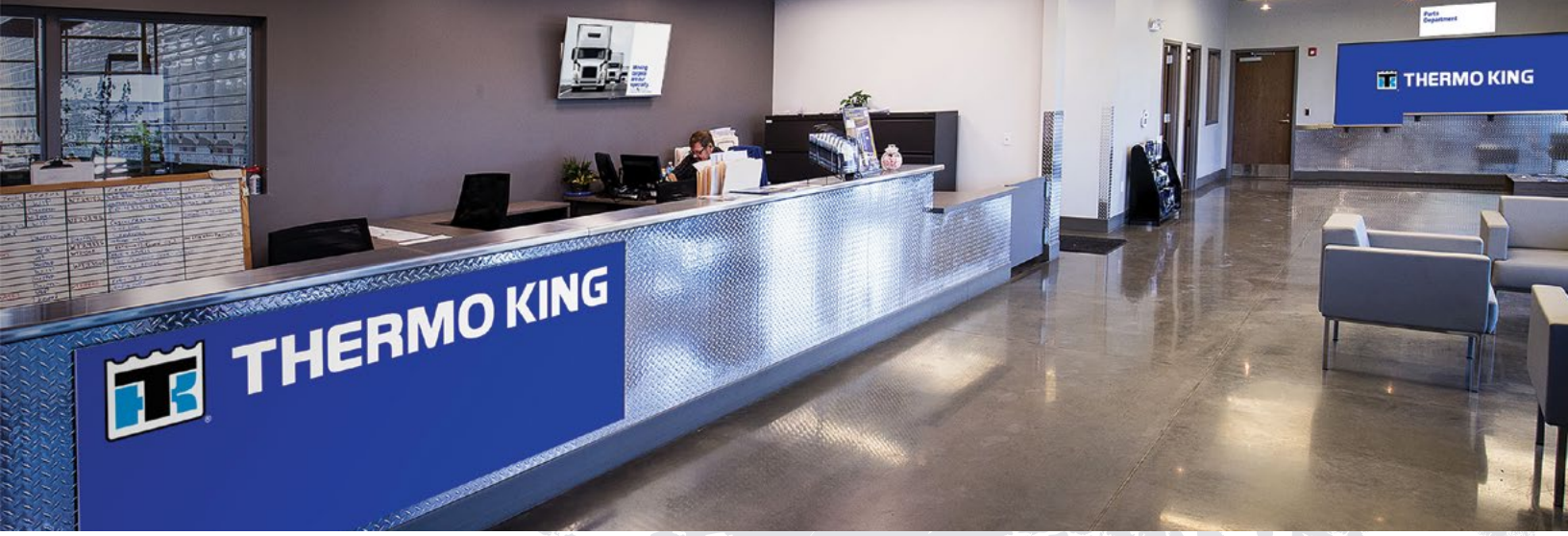
Once certified, BlueTrack by Thermo King dealers provide you with:

- Real-time repair updates
- Dwell-time monitoring
- Readily available parts
- Triage and express services
- Enhanced dealership hours



BLUE TRACK by THERMO KING

Blue Track by Thermo King enhances every step of the service process, from arrival to triage, to express lane service and parts availability. Our consistent service unites these elite Thermo King dealers across the country, giving you the same quality of repairs and an efficient experience regardless of the Blue Track by Thermo King location where you receive service.




## Exceeding Your Expectations with Fast and Reliable Service.

To maintain Blue Track by Thermo King status, dealership performance is tracked and measured – and the value you receive is clear:

- Triage and express service lanes allow these dealership locations to complete common repair jobs, such as alternator, starter and battery work, within 24 hours 87% of the time.
- Based upon the Customer Satisfaction Index (CSI), these Blue Track by Thermo King dealerships receive a 94% customer satisfaction rating from drivers visiting their locations.

## Elite Network of Dealers.




## Learn More

Blue Track by Thermo King dealers are committed to expediting your service needs and providing a positive, efficient experience. Visit thermoking.com to locate a Blue Track by Thermo King dealer.



THERMO KING

Thermo King – by Trane Technologies (NYSE: TT), a global climate innovator – is a worldwide leader in sustainable transport temperature control solutions. Thermo King has been providing transport temperature control solutions for a variety of applications, including trailers, truck bodies, buses, air, shipboard containers and railway cars since 1938. For more information, visit thermoking.com or tranetechnologies.com.

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