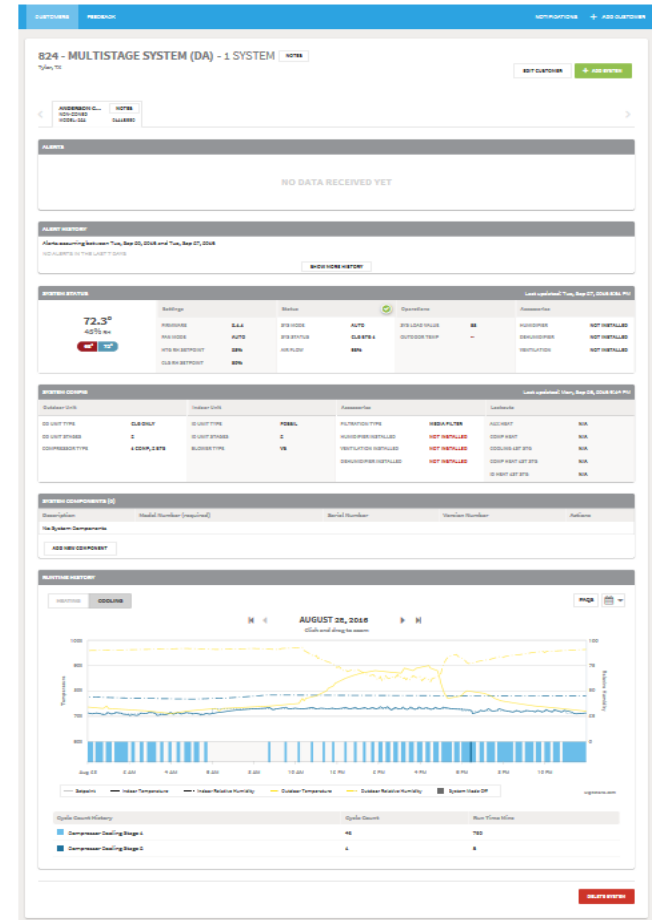


Dealer Diagnostics



- Tool for dealers to remotely view live data about HVAC systems at their customers' homes
- Available via any Trane Wi-Fi control connected to a Trane or non-Trane HVAC system via Nexia™
- **Improves service to your customers**
 - Detects malfunctions and notifies HVAC contractor
- Real time data
 - Alerts and potential root causes
 - System status
 - System configuration
 - Runtime history and graphs



Every Wi-Fi thermostat HVAC contractors connect to Nexia™ allows them to connect Dealer Diagnostics



It's Hard To Stop A Trane.®

[Home](#) : [Site Map](#) : [Help](#) : [Contact Us](#) : [Logout](#)

---Select a Portal View--- ▾

set as default

DEVOE WARD

- ▶ [Order Center](#)
- ▶ [Parts & Supplies](#)
- ▶ [Financial Center](#)
- ▶ [Marketing Center](#)
- ▶ [Warranty Center](#)
- ▶ [Training Center](#)

▼ Nexia™

- ▶ [Product Info](#)
- ▶ [Tech Support](#)
- ▶ [AMSTDNET](#)
- ▶ [Admin Center](#)

QUICK ORDER

Enter Item # Here

add this item

Nexia™

- ▶ [Product Info](#)
- ▶ [Nexia™ Diagnostics](#)
- ▶ [Nexia™ Diagnostics Demo](#)

← [back](#)

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4 CUSTOMERS



Customer	System Name	Alerts & Status	Device AUID	Model	Actions
824 - Multistage System (DA) Tyler, TX	Anderson Comfort		0141BEEC	824	ⓘ
950 - Multistage System Non-Zoned (KD) Tyler, TX	my house		00403DB4	950	ⓘ
824 - Multiple Single Stage Systems (MN) Lake Jackson, TX	First Floor		014001F0	824	ⓘ
	Second Floor		01400430	824	ⓘ
950 - Variable Speed System Zoned (PA) Charlotte, NC	0040EA08	NOT ENROLLED IN NEXIA HOME	0040EA08		ⓘ

ADD CUSTOMER

CUSTOMER INFO

First Name *

Last Name *

Address 1

Address 2

City

State

Zip

Phone

NOTIFY DEALER OF:

Major Alerts

Critical Alerts

Email

NOTES

SAVE

Cancel



Dashboard

Event History

Automations

Modes

Alerts

Mobile

Ward Castle



Edit

Add Home

Make Default Home



Add Devices



Security & Sensors



Video



Lighting & Modules



Climate



Blinds & Shades



Groups



Geofences ^{BETA}



Home Controllers

National Fire Prevention Month

Don't wait check the date! Replace smoke alarms every 10 years.



**NATIONAL
FIRE PREVENTION
WEEK**

Fire prevention week
October 9-15, 2016

firepreventionweek.org

To place an order, contact
Nexia support at (877) 288-7707

14 days left

Frequently Asked Questions



How do I update my account email and password?



How do I edit mobile app permissions?



How do I update my credit card information?



How do I add and manage alert recipients?



How do I enroll a new device?



How do I create and manage automations?

Subscriber News

Subscriber Community

Amazon Echo Integration is Here!

Amazon Echo Integration is here! Use voice commands with Amazon-Alexa's enabled devices to control your lighting, ceiling fan and thermostat. Current subscribers can activate Nexia on Echo by enabling the Nexia skill in the Skills menu on the Alexa app.

Tips for Security Cameras

Thinking of installing security cameras in or outside your home? Or, already have them, but have more questions? Take some tips from our Nexia guru in the latest [Ask Paul column](#). He explains everything from what HD means to offering up some genius ideas for trouble-

Recent Events

Event History

Ward Castle

Edit Add Home

[Make Default Home](#)

Add Devices

- Security & Sensors
- Video
- Lighting & Modules
- Climate
- Blinds & Shades
- Groups
- Geofences^{BETA}
- Home

Edit Home

- [Home Information](#) [Firmware Updates](#) [Advanced](#)

Update Home Information

** Your local address is hidden for your security.*

Home Name*:

Country*:

Home Street Address*:

Home Address 2:

Home City*:

Home State*:

Home Zip Code*:

Time Zone*:

** Required Fields*

Allow my registered HVAC dealer to perform remote diagnostics for my air conditioning and/or heating system.

Send alerts if bridge connects or disconnects.

[Save Changes](#)



You can upload a new image for this home.

Upload Image

Bridge Information

Nexia Home Bridge

Bridge MAC ID : 00023104D9F3