St. Clare Hospital & Health Services

Trane In-Warranty Support Agreement • Baraboo, WI

About St. Clare Hospital
St. Clare Hospital was built in 1962 and is a member of SSM Health Care (SSMHC), sponsored by the Franciscan Sisters of Mary. Based in St. Louis, SSMHC is one of the largest Catholic systems in the country. The system owns, manages and is affiliated with 20 acute care hospitals and three nursing homes in four states: Missouri, Illinois, Wisconsin and Oklahoma. More than 5,000 affiliated physicians and 23,300 employees provide a wide range of services, including rehabilitation, pediatrics, home health, hospice, residential and skilled nursing care. SSMHC also owns an interest in Premier Medical Insurance Group Inc., one of Wisconsin’s largest health maintenance organizations.

Building Type
100-bed acute care hospital offering emergency, critical care, clinic and extended care services.

Project Team
- St. Clare Hospital and Health Center
- H&H Industries, Madison WI (mechanical contractor)
- Ring and Duchateau, Milwaukee, WI (consulting engineer)
St. Clare Hospital & Health Services, Baraboo, Wisconsin, is taking advantage of Trane’s new In-Warranty Support Agreement (IWSA) to get an elite start for performance assurance for its new Trane chiller.

Challenge
During March, 2006, St. Clare Hospital installed a new 500-ton Model CVHF high efficiency chiller to provide added cooling capacity and redundancy for the hospital due to a new addition. St. Clare Hospital did not have the funding appropriated to purchase a full service agreement warranty, but saw the value in first year service support.

Solution
While Trane’s standard first year warranty covers parts and labor if something fails, the In-Warranty Support Agreement program provides quarterly operating checks during the first year and gives customers a good understanding of their new equipment’s operating requirements. The Trane In-Warranty Support Agreement gives building owners the knowledge and experience they need to develop operational strategies and establish system performance baselines and energy consumption profiles. The first year inspections include four quarterly inspections, one oil analysis, a Kestrel View report review, and an extended labor and parts warranty.

Results
Jeff Thompson, Director of Plant Operations at St. Clare Hospital, said, “We elected to go with the Trane In-Warranty Service Agreement because we want to stay on top of the new chiller’s operation and maintenance right from the start. We want to get maximum longevity from this new chiller.”

During the first quarterly inspection in late June, 2006, Ron McFarland, a veteran Trane service technician from Trane’s Madison, WI, office, reviewed all of the chiller’s operating conditions. McFarland suggested a few minor chilled water system operating adjustments to get best performance and took an oil sample that will be analyzed at Trane’s industry-recognized chemistry laboratory. Thompson added, “We get excellent service from Trane. Their response time is excellent. If we don’t have cooling for the hospital, our patients and employees suffer and the community loses faith in our ability to maintain our facility.”

From integrated comfort systems to systems management and climate controls, Trane ensures that your building environment is right so you can run your business better.