

How AI tools are transforming service technician workflows

Copeland Mobile's new AI feature simplifies cross-referencing, sourcing and troubleshooting





With Scout AI, Copeland Mobile gives HVACR technicians powerful new tools to streamline their workflows.



Any Device,
Wherever
You Are



Troubleshoot
and Diagnose



Quickly Access
Product and Job
Information



Find Local
Inventory



Help Us
Build Better
Products



Access
Support

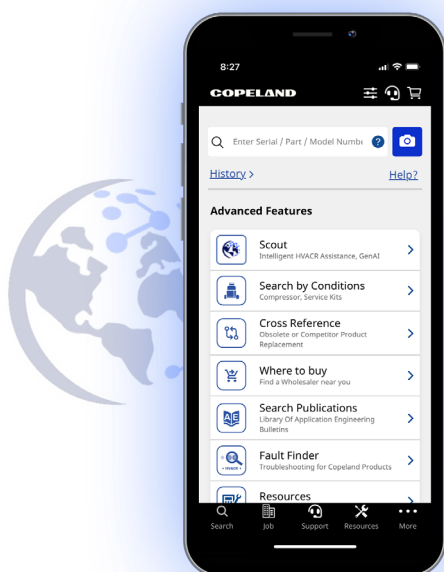
It's an exciting time to be an HVACR service technician. The equipment landscape is shifting to accommodate low global warming potential refrigerants, evolving energy-efficiency standards and more eco-friendly technologies. A dynamic yet fragmented regulatory environment presents regional nuances that require constant attention and careful consideration.

And while the need for HVACR technicians is more vital than ever, a technician shortage is forcing contracting companies to do more with less and send fewer technicians into the field to solve problems. With many tenured service technicians reaching retirement age, their successors may not have the chance to benefit from their knowledge and experience.

Today's technicians need innovative, user-friendly tools to make their jobs easier in these challenging conditions.

Over the past decade, mobile apps have become increasingly essential in service technicians' toolkits. With more than 50,000 regular end users and a near-5-star rating on the Apple App Store, Copeland Mobile is one of the most trusted apps in the HVACR industry—used by technicians, wholesalers and stakeholders throughout the HVACR equipment supply chain.

Copeland Mobile recently got a major functionality upgrade with its new artificial intelligence (AI) feature, Scout. With Scout AI, Copeland Mobile gives HVACR technicians powerful new tools to streamline their workflows. Designed as the ultimate field companion, Copeland Mobile's cutting-edge solution now leverages AI to transform insights into action, helping technicians quickly diagnose, troubleshoot and resolve issues in the field like never before.



Turbo-charged search engine

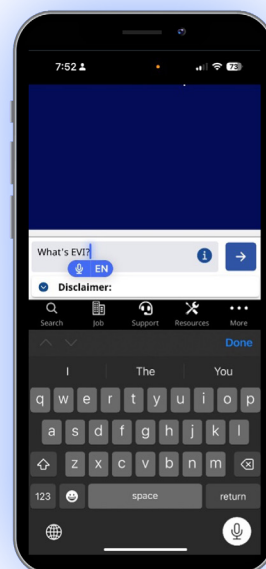
The addition of AI significantly enhances Copeland Mobile's award-winning platform. Scout AI's powerful search capabilities provide fast access to an ever-expanding knowledge base that improves efficiency and equips users to solve complex challenges quickly and accurately.

The user-friendly AI chatbot draws from 100 years of Copeland expertise and three decades of an online product information (OPI) database to deliver valuable insights in seconds. From technical bulletins, educational documents, videos and content resources to product availability and warranty information, Scout AI ends fruitless web searching. Not only does it summarize answers to your questions, but it also provides links to specific resources for deeper exploration.

Built-in troubleshooting assistance

Copeland Mobile with its Scout AI feature is an always-ready virtual troubleshooting expert designed for technicians of all experience and skill levels. Scan a barcode on any Copeland product (or most competitive nameplates) to view its specifications. If you have a specific question or issue, ask Scout AI for advice—e.g., “Why are these two lights blinking on the controller?” or “What does this error code mean?” On the Copeland Mobile app, technicians can type in their questions or use the microphone in the keyboard interface for voice-to-text, hands-free convenience.

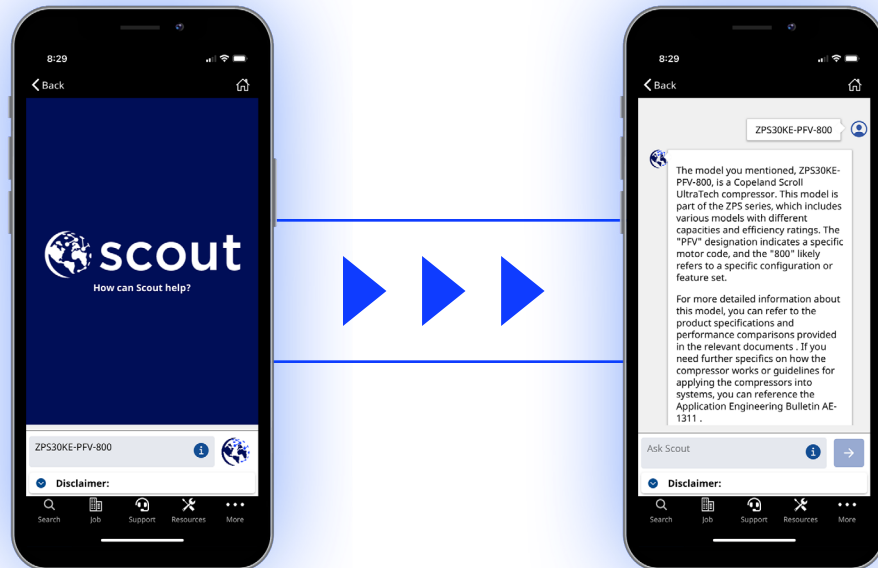
Scout AI answers your troubleshooting questions with step-by-step guidance, pointing you to additional resources within Copeland Mobile to help quickly resolve issues. This saves time on the job, potentially eliminating the need to call for backup or look elsewhere for additional information. By enabling technicians to troubleshoot issues accurately, Copeland Mobile with Scout AI can minimize future failures, reduce callbacks and protect your hard-earned reputation.



Quickly cross-reference and find the parts you need

Copeland Mobile with Scout AI provides quick access to part replacements, product inventories and availability at the nearest wholesaler. Once you've uncovered a root problem and identified the parts that need to be replaced, nothing's worse than being unable to find or order them.

Scout AI enables you to cross-reference replacement parts, review up-to-date product inventories and find where to buy at local wholesalers. Copeland Mobile helps minimize delays and complete projects promptly and efficiently—whether you're on a roof, in a machine room or at a customer's residence.



Where to find Copeland Mobile with Scout AI

The Copeland Mobile app, with Scout AI, is free to download from the Apple App Store and Google Play. It can also be accessed on a desktop or workstation via a standard browser, located on Copeland's website at [Copeland Mobile](https://www.copeland.com/Copeland-Mobile).

Before Scout AI's launch, Copeland Mobile was already a trusted resource for HVACR technicians and industry professionals. In the few months following its launch in early 2025, downloads have increased by up to 15 percent, reflecting its value and rapid adoption among field technicians.

Join the Scout AI revolution

Copeland Mobile with Scout AI is designed to transform insights into meaningful action, enabling technicians to excel in even the most demanding scenarios. Whether

you're diagnosing an issue, streamlining maintenance tasks, or enhancing system performance, Scout AI consistently delivers reliable support tailored to the unique needs of the modern technician.

Copeland is proud to provide HVACR professionals with tools that enhance personal productivity, address technicians' key challenges and elevate the industry's standards for excellence. Future Scout AI upgrades will add more robust, game-changing capabilities to Copeland Mobile's rich feature set.

With Copeland Mobile and Scout AI, the vital information you need is only a tap away.



DOWNLOAD NOW!

To learn more, visit [copeland.com](https://www.copeland.com)

25311 EN PRHV Copeland Mobile ©2025 Copeland LP.
As published in MCAA Smart Solutions, June 2025

COPELAND
Engineered for Sustainability