# TRACE 3D<sup>®</sup> Plus Accessibility Conformance Report Revised Section 508 Edition

VPAT<sup>®</sup> Version 2.3 (Revised) – April 2019

Name of Product/Version: TRACE 3D<sup>®</sup> Plus Version 2

**Product Description:** TRACE 3D<sup>®</sup> Plus is a building design and analysis software used to perform load design and energy models.

Report Date: October 9, 2019

**Contact Information:** Our C.D.S. Support Center at 608-787-3926

Notes:

**Evaluation Methods Used:** Testing is based on general product knowledge

#### **Applicable Standards/Guidelines**

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline                       | Included In Report |
|--|--------------------|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes)      |
|  | Level AA (Yes)     |
|  | Level AAA (No)     |

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## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- Not Applicable: The criterion is not relevant to the product.
- Not Evaluated: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

# WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the <u>WCAG 2.0 Conformance Requirements</u>.

## Table 1: Success Criteria, Level A

| Criteria   | Conformance Level            | Remarks and Explanations                               |
|--|------------------------------|--|
| 1.1.1 Non-text Content (Level A)                                     |                              | Web:   |
| Also applies to:   | Web:                         | Electronic Docs:                                       |
| Revised Section 508  | Electronic Docs:             | Software: A tree records all of the content defined in |
| <ul> <li>501 (Web)(Software)</li> </ul>                              | Software: Partially Supports | non-text screens. Editing the content can be done with |
| • 504.2 (Authoring Tool)   | Authoring Tool:              | the tree.  |
| • 602.3 (Support Docs)   |                              | Authoring Tool:  |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A)              |                              |  |
| Also applies to:   | Web:                         | Web:   |
| Revised Section 508  | Electronic Docs:             | Electronic Docs:<br>Software:                          |
| <ul> <li>501 (Web)(Software)</li> </ul>                              | Software: Not Applicable     | Software.  |
| • 504.2 (Authoring Tool)   | Authoring Tool:              | Authoring Tool:  |
| • 602.3 (Support Docs)   |                              | Authorning root.                                       |
| 1.2.2 Captions (Prerecorded) (Level A)                               |                              |  |
| Also applies to:   | Web:                         | Web:   |
| Revised Section 508  | Electronic Docs:             | Electronic Docs:                                       |
| <ul> <li>501 (Web)(Software)</li> </ul>                              | Software: Not applicable     | Software:  |
| <ul> <li>504.2 (Authoring Tool)</li> </ul>                           | Authoring Tool:              | Authoring Tool:  |
| 602.3 (Support Docs)   |                              |  |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | Web:                         | Web:   |
| Also applies to:   | Electronic Docs:             | Electronic Docs:                                       |
| Revised Section 508  | Software: Not applicable     | Software:  |
| <ul> <li>501 (Web)(Software)</li> </ul>                              |                              | Software.  |
| <ul> <li>504.2 (Authoring Tool)</li> </ul>                           | Authoring Tool:              | Authoring Tool:  |
| 602.3 (Support Docs)   |                              |  |
| 1.3.1 Info and Relationships (Level A)                               | Web:                         | Web:   |
| Also applies to:   | Electronic Docs:             | Electronic Docs:                                       |
| Revised Section 508  | Software: Partially Supports | Software: See Remarks and Explanations for 502.3.11    |
| <ul> <li>501 (Web)(Software)</li> </ul>                              | Authoring Tool:              | Authoring Tool:  |
| <ul> <li>504.2 (Authoring Tool)</li> </ul>                           |                              |  |

| Criteria                                   | Conformance Level            | Remarks and Explanations                                      |
|--|------------------------------|---|
| 602.3 (Support Docs)                       |                              |   |
| 1.3.2 Meaningful Sequence (Level A)        |                              |   |
| Also applies to:                           | Web:                         | Web:  |
| Revised Section 508                        | Electronic Docs:             | Electronic Docs:  |
| <ul> <li>501 (Web)(Software)</li> </ul>    | Software: Not Applicable     | Software:   |
| • 504.2 (Authoring Tool)                   | Authoring Tool:              | Authoring Tool:   |
| 602.3 (Support Docs)                       |                              |   |
| 1.3.3 Sensory Characteristics (Level A)    |                              |   |
| Also applies to:                           | Web:                         | Web:  |
| Revised Section 508                        | Electronic Docs:             | Electronic Docs:  |
| <ul> <li>501 (Web)(Software)</li> </ul>    | Software: Partially Supports | Software: See Remarks and Explanations for 302.4 and 502.3.11 |
| • 504.2 (Authoring Tool)                   | Authoring Tool:              | Authoring Tool:   |
| • 602.3 (Support Docs)                     |                              |   |
| 1.4.1 Use of Color (Level A)               |                              |   |
| Also applies to:                           | Web:                         | Web:  |
| Revised Section 508                        | Electronic Docs:             | Electronic Docs:  |
| <ul> <li>501 (Web)(Software)</li> </ul>    | Software: Supports           | Software: See Remarks and Explanations for 302.3              |
| <ul> <li>504.2 (Authoring Tool)</li> </ul> | Authoring Tool:              | Authoring Tool:   |
| 602.3 (Support Docs)                       |                              |   |
| 1.4.2 Audio Control (Level A)              |                              |   |
| Also applies to:                           | Web:                         | Web:  |
| Revised Section 508                        | Electronic Docs:             | Electronic Docs:  |
| <ul> <li>501 (Web)(Software)</li> </ul>    | Software: Not Applicable     | Software:   |
| <ul> <li>504.2 (Authoring Tool)</li> </ul> | Authoring Tool:              | Authoring Tool:   |
| 602.3 (Support Docs)                       |                              |   |
| 2.1.1 Keyboard (Level A)                   | Web:                         | Web:  |
| Also applies to:                           | Electronic Docs:             | Electronic Docs:  |
| Revised Section 508                        | Software: Partially Supports | Software: See Remarks and Explanations for 302.2,             |
| <ul> <li>501 (Web)(Software)</li> </ul>    |                              | 302.7 and 502.3.11  |
| <ul> <li>504.2 (Authoring Tool)</li> </ul> | Authoring Tool:              | Authoring Tool:   |
| 602.3 (Support Docs)                       |                              |   |
| 2.1.2 No Keyboard Trap (Level A)           | Web:                         | Web:  |

| Criteria  | Conformance Level          | Remarks and Explanations                              |
|---|----------------------------|---|
| Also applies to:  | Electronic Docs:           | Electronic Docs:                                      |
| Revised Section 508   | Software: Does Not Support | Software:   |
| • 501 (Web)(Software)   | Authoring Tool:            | Authoring Tool:                                       |
| • 504.2 (Authoring Tool)  |                            |   |
| 602.3 (Support Docs)  |                            |   |
| 2.2.1 Timing Adjustable (Level A)   |                            |   |
| Also applies to:  | Web:                       | Web:  |
| Revised Section 508   | Electronic Docs:           | Electronic Docs:                                      |
| • 501 (Web)(Software)   | Software: Not Applicable   | Software:   |
| • 504.2 (Authoring Tool)  | Authoring Tool:            | Authoring Tool:                                       |
| 602.3 (Support Docs)  |                            |   |
| 2.2.2 Pause, Stop, Hide (Level A)   |                            |   |
| Also applies to:  |                            | Web:  |
| •   | Web:                       | Electronic Docs:                                      |
| Revised Section 508   | Electronic Docs:           | Software: TRACE 3D Plus does not use flashing or      |
| • 501 (Web)(Software)   | Software: Supports         | blinking text. The software updates controlled by the |
| • 504.2 (Authoring Tool)  | Authoring Tool:            | user.<br>Authoring Tool:                              |
| 602.3 (Support Docs)  |                            | Authorning root.                                      |
| 2.3.1 Three Flashes or Below Threshold (Level A)                          |                            |   |
| Also applies to:  | Web:                       | Web:  |
| Revised Section 508   | Electronic Docs:           | Electronic Docs:                                      |
| • 501 (Web)(Software)   | Software: Not Applicable   | Software:   |
| • 504.2 (Authoring Tool)  | Authoring Tool:            | Authoring Tool:                                       |
| • 602.3 (Support Docs)  |                            |   |
| 2.4.1 Bypass Blocks (Level A)   |                            |   |
| Also applies to:  |                            | M/- L.  |
| Revised Section 508   | Web:                       | Web:  |
| • 501 (Web)(Software) – Does not apply to non-web software                | Electronic Docs:           | Electronic Docs:                                      |
| • 504.2 (Authoring Tool)  | Authoring Tool:            | Authoring Tool:                                       |
| <ul> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> |                            |   |
| 2.4.2 Page Titled (Level A)   | Web:                       | Mah   |
| Also applies to:  | Electronic Docs:           | Web:  |
| Revised Section 508   | Software: Supports         | Electronic Docs:                                      |

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| Criteria   | Conformance Level   | Remarks and Explanations   |
|--|---|--|
| <ul> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Authoring Tool:   | Software: A navigation bar shows the title of a screen at<br>all times<br>Authoring Tool:  |
| <ul> <li>2.4.3 Focus Order (Level A)<br/>Also applies to:<br/>Revised Section 508 <ul> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> <li>2.4.4 Link Purpose (In Context) (Level A)<br/>Also applies to:<br/>Revised Section 508 <ul> <li>501 (Web)(Software)</li> </ul> </li> </ul> | Web:<br>Electronic Docs:<br>Software: Not Applicable<br>Authoring Tool:<br>Web:<br>Electronic Docs: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool:<br>Web:<br>Electronic Docs:   |
| <ul> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Software: Not Applicable<br>Authoring Tool:   | Software:<br>Authoring Tool:   |
| <ul> <li>3.1.1 Language of Page (Level A)</li> <li>Also applies to:</li> <li>Revised Section 508 <ul> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>   | Web:<br>Electronic Docs:<br>Software: Not Applicable<br>Authoring Tool:                             | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool:   |
| <ul> <li>3.2.1 On Focus (Level A)</li> <li>Also applies to:<br/>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Web:<br>Electronic Docs:<br>Software: Supports<br>Authoring Tool:                                   | Web:<br>Electronic Docs:<br>Software: Change of focus in a component in focus is<br>controlled by the user and does not affect context.<br>Authoring Tool: |
| <ul> <li>3.2.2 On Input (Level A)</li> <li>Also applies to:</li> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>   | Web:<br>Electronic Docs:<br>Software: Supports<br>Authoring Tool:                                   | Web:<br>Electronic Docs:<br>Software: User settings are controlled by the user and<br>do not affect context.<br>Authoring Tool:                            |

| Criteria   | Conformance Level   | Remarks and Explanations  |
|--|---|---|
| 602.3 (Support Docs)   |   |   |
| <ul> <li>3.3.1 Error Identification (Level A)</li> <li>Also applies to:</li> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web:<br>Electronic Docs:<br>Software: Supports<br>Authoring Tool:         | Web:<br>Electronic Docs:<br>Software: TRACE 3D Plus identifies input errors<br>automatically with text and color<br>Authoring Tool: |
| <ul> <li>3.3.2 Labels or Instructions (Level A)<br/>Also applies to:<br/>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>         | Web:<br>Electronic Docs:<br>Software: Supports<br>Authoring Tool:         | Web:<br>Electronic Docs:<br>Software: All fields are labeled<br>Authoring Tool:   |
| <ul> <li>4.1.1 Parsing (Level A)</li> <li>Also applies to:</li> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>              | Web:<br>Electronic Docs:<br>Software: Not Applicable<br>Authoring Tool:   | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool:  |
| <ul> <li>4.1.2 Name, Role, Value (Level A)<br/>Also applies to:<br/>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>              | Web:<br>Electronic Docs:<br>Software: Does Not Support<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool:  |

## Table 2: Success Criteria, Level AA

| Criteria                         | Conformance Level | Remarks and Explanations |
|----------------------------------|-------------------|--------------------------|
| 1.2.4 Captions (Live) (Level AA) | Web:              | Web:                     |
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| Criteria  | Conformance Level          | Remarks and Explanations |
|---|----------------------------|--------------------------|
| Also applies to:  | Electronic Docs:           | Electronic Docs:         |
| Revised Section 508   | Software: Not Applicable   | Software:                |
| • 501 (Web)(Software)   | Authoring Tool:            | Authoring Tool:          |
| • 504.2 (Authoring Tool)  |                            |                          |
| 602.3 (Support Docs)  |                            |                          |
| 1.2.5 Audio Description (Prerecorded) (Level AA)                              |                            |                          |
| Also applies to:  | Web:                       | Web:                     |
| Revised Section 508   | Electronic Docs:           | Electronic Docs:         |
| • 501 (Web)(Software)   | Software: Not Applicable   | Software:                |
| • 504.2 (Authoring Tool)  | Authoring Tool:            | Authoring Tool:          |
| 602.3 (Support Docs)  |                            |                          |
| 1.4.3 Contrast (Minimum) (Level AA)   |                            |                          |
| Also applies to:  | Web:                       | Web:                     |
| Revised Section 508   | Electronic Docs:           | Electronic Docs:         |
| • 501 (Web)(Software)   | Software: Does Not Support | Software:                |
| • 504.2 (Authoring Tool)  | Authoring Tool:            | Authoring Tool:          |
| • 602.3 (Support Docs)  |                            |                          |
| 1.4.4 Resize text (Level AA)  |                            |                          |
| Also applies to:  | Web:                       | Web:                     |
| Revised Section 508   | Electronic Docs:           | Electronic Docs:         |
| • 501 (Web)(Software)   | Software: Does Not Support | Software:                |
| • 504.2 (Authoring Tool)  | Authoring Tool:            | Authoring Tool:          |
| • 602.3 (Support Docs)  | Authorning 1001.           | Authoring Tool:          |
| 1.4.5 Images of Text (Level AA)   |                            |                          |
| Also applies to:  | Web:                       | Web:                     |
| Revised Section 508   | Electronic Docs:           | Electronic Docs:         |
| • 501 (Web)(Software)   | Software: Not Applicable   | Software:                |
| • 504.2 (Authoring Tool)  | Authoring Tool:            | Authoring Tool:          |
| • 602.3 (Support Docs)  |                            |                          |
| 2.4.5 Multiple Ways (Level AA)  |                            | M/ah.                    |
| Also applies to:  | Web:<br>Electronic Docs:   | Web:<br>Electronic Docs: |
| Revised Section 508   |                            |                          |
| <ul> <li>501 (Web)(Software) – Does not apply to non-web software)</li> </ul> | Authoring Tool:            | Authoring Tool:          |

| Criteria  | Conformance Level            | Remarks and Explanations                            |
|---|------------------------------|---|
| • 504.2 (Authoring Tool)  |                              |   |
| • 602.3 (Support Docs) – Does not apply to non-web docs                   |                              |   |
| 2.4.6 Headings and Labels (Level AA)                                      |                              |   |
| Also applies to:  | Web:                         | Web:  |
| Revised Section 508   | Electronic Docs:             | Electronic Docs:                                    |
| • 501 (Web)(Software)   | Software: Partially Supports | Software: See Remarks and Explanations for 502.3.11 |
| • 504.2 (Authoring Tool)  | Authoring Tool:              | Authoring Tool:                                     |
| • 602.3 (Support Docs)  |                              |   |
| 2.4.7 Focus Visible (Level AA)  |                              |   |
| Also applies to:  | Web:                         | Web:  |
| Revised Section 508   | Electronic Docs:             | Electronic Docs:                                    |
| • 501 (Web)(Software)   | Software: Partially Supports | Software: See Remarks and Explanations for 502.3.12 |
| • 504.2 (Authoring Tool)  | Authoring Tool:              | Authoring Tool:                                     |
| 602.3 (Support Docs)  |                              |   |
| 3.1.2 Language of Parts (Level AA)  |                              |   |
| Also applies to:  | Web:                         | Web:  |
| Revised Section 508   | Electronic Docs:             | Electronic Docs:                                    |
| • 501 (Web)(Software)   | Software: Does Not Support   | Software:   |
| • 504.2 (Authoring Tool)  | Authoring Tool:              | Authoring Tool:                                     |
| • 602.3 (Support Docs)  |                              |   |
| 3.2.3 Consistent Navigation (Level AA)                                    |                              |   |
| Also applies to:  |                              | NV. 1   |
| Revised Section 508   | Web:                         | Web:  |
| • 501 (Web)(Software) – Does not apply to non-web software                | Electronic Docs:             | Electronic Docs:                                    |
| • 504.2 (Authoring Tool)  | Authoring Tool:              | Authoring Tool:                                     |
| • 602.3 (Support Docs) – Does not apply to non-web docs                   |                              |   |
| 3.2.4 Consistent Identification (Level AA)                                |                              |   |
| Also applies to:  | Mah                          | Mah   |
| Revised Section 508   | Web:                         | Web:  |
| • 501 (Web)(Software) – Does not apply to non-web software                | Electronic Docs:             | Electronic Docs:                                    |
| • 504.2 (Authoring Tool)  | Authoring Tool:              | Authoring Tool:                                     |
| <ul> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> |                              |   |

| Criteria   | Conformance Level   | Remarks and Explanations  |
|--|---|---|
| <ul> <li>3.3.3 Error Suggestion (Level AA)</li> <li>Also applies to:<br/>Revised Section 508 <ul> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>                   | Web:<br>Electronic Docs:<br>Software: Supports<br>Authoring Tool:       | Web:<br>Electronic Docs:<br>Software: Input field limits and suggested ranges are<br>displayed to the user<br>Authoring Tool: |
| <ul> <li>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</li> <li>Also applies to:</li> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web:<br>Electronic Docs:<br>Software: Not Applicable<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool:  |

## Table 3: Success Criteria, Level AAA

Notes: Not Applicable

## **Revised Section 508 Report**

Notes:

#### Chapter 3: <u>Functional Performance Criteria</u> (FPC)

Notes:

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| 302.1 Without Vision   | Does Not Support   |  |
|  |                    | No audio is available in the product.  |
| 302.2 With Limited Vision                                      | Partially Supports | Keyboard navigation is available for some functionality  |
| 302.3 Without Perception of Color                              | Supports           | Color is not the only means of conveying information. Tree structures display all relationships shown in non-text areas. |
| 302.4 Without Hearing  | Supports           | TRACE 3D Plus does not require user hearing in order to operate the software.  |
| 302.5 With Limited Hearing                                     | Supports           | TRACE 3D Plus does not require user<br>hearing in order to operate the software.   |
| 302.6 Without Speech   | Supports           | TRACE 3D Plus does not require user speech in order to operate the software.   |
| 302.7 With Limited Manipulation                                | Partially Supports | Keyboard navigation is available for some functionality.   |
| 302.8 With Limited Reach and Strength                          | Partially Supports | Keyboard navigation is available for some functionality.   |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports           | TRACE 3D Plus does not require user speech in order to operate the software.   |

## Chapter 4: <u>Hardware</u>

Notes: Not Applicable.

## Chapter 5: <u>Software</u>

| Criteria   | Conformance Level                   | Remarks and Explanations   |
|--|-------------------------------------|--|
| 501.1 Scope – Incorporation of WCAG 2.0 AA             | See <u>WCAG 2.0</u> section         | See information in WCAG 2.0 section  |
| 502 Interoperability with Assistive Technology         | Heading cell – no response required | Heading cell – no response required  |
| 502.2.1 User Control of Accessibility Features         | Does Not Support                    |  |
| 502.2.2 No Disruption of Accessibility Features        | Does Not Support                    |  |
| 502.3 Accessibility Services                           | Heading cell – no response required | Heading cell – no response required  |
| 502.3.1 Object Information                             | Does Not Support                    |  |
| 502.3.2 Modification of Object Information             | Does Not Support                    |  |
| 502.3.3 Row, Column, and Headers                       | Does Not Support                    |  |
| 502.3.4 Values   | Does Not Support                    |  |
| 502.3.5 Modification of Values                         | Does Not Support                    |  |
| 502.3.6 Label Relationships                            | Does Not Support                    |  |
| 502.3.7 Hierarchical Relationships                     | Does Not Support                    |  |
| 502.3.8 Text   | Does Not Support                    |  |
| 502.3.9 Modification of Text                           | Does Not Support                    |  |
| 502.3.10 List of Actions                               | Does Not Support                    |  |
| 502.3.11 Actions on Objects                            | Partially Supports                  | Keyboard navigation is available for some functionality.   |
| 502.3.12 Focus Cursor                                  | Does Not Support                    |  |
| 502.3.13 Modification of Focus Cursor                  | Does Not Support                    |  |
| 502.3.14 Event Notification                            | Does Not Support                    |  |
| 502.4 Platform Accessibility Features                  | Does Not Support                    |  |
| 503 Applications                                       | Heading cell – no response required | Heading cell – no response required  |
| 503.2 User Preferences                                 | Partially Supports                  | User preferences for color selection in some areas of the software are available and controlled by the user. |
| 503.3 Alternative User Interfaces                      | Not Applicable                      |  |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required  |

| Criteria  | Conformance Level                   | Remarks and Explanations            |
|---|-------------------------------------|-------------------------------------|
| 503.4.1 Caption Controls  | Not Applicable                      |                                     |
| 503.4.2 Audio Description Controls  | Not Applicable                      |                                     |
| 504 Authoring Tools   | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter "not applicable") | See <u>WCAG 2.0</u> section         | See information in WCAG 2.0 section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format          |                                     |                                     |
| Conversion  |                                     |                                     |
| 504.2.2 PDF Export  |                                     |                                     |
| 504.3 Prompts   |                                     |                                     |
| 504.4 Templates   |                                     |                                     |

## Chapter 6: <u>Support Documentation and Services</u>

| Criteria   | Conformance Level                   | Remarks and Explanations  |
|--|-------------------------------------|---|
| 601.1 Scope  | Heading cell – no response required | Heading cell – no response required   |
| 602 Support Documentation  | Heading cell – no response required | Heading cell – no response required   |
| 602.2 Accessibility and Compatibility Features                   | Supports                            | This document is posted at<br><u>www.tranecds.com</u> under Analysis<br>Tools\TRACE 3D Plus.    |
| 602.3 Electronic Support Documentation                           | See <u>WCAG 2.0</u> section         | See information in WCAG 2.0 section   |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports                            | This document is available online and<br>upon request through our C.D.S. Support<br>Center      |
| 603 Support Services   | Heading cell – no response required | Heading cell – no response required   |
| 603.2 Information on Accessibility and Compatibility Features    | Supports                            | This document is posted at at<br><u>www.tranecds.com</u> under Analysis<br>Tools\TRACE 3D Plus. |
| 603.3 Accommodation of Communication Needs                       | Supports                            | Support services include email, phone and web page. Person to person support is also            |

| Criteria | Conformance Level | Remarks and Explanations            |
|----------|-------------------|-------------------------------------|
|          |                   | available through local Trane Sales |
|          |                   | Personnel.                          |

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