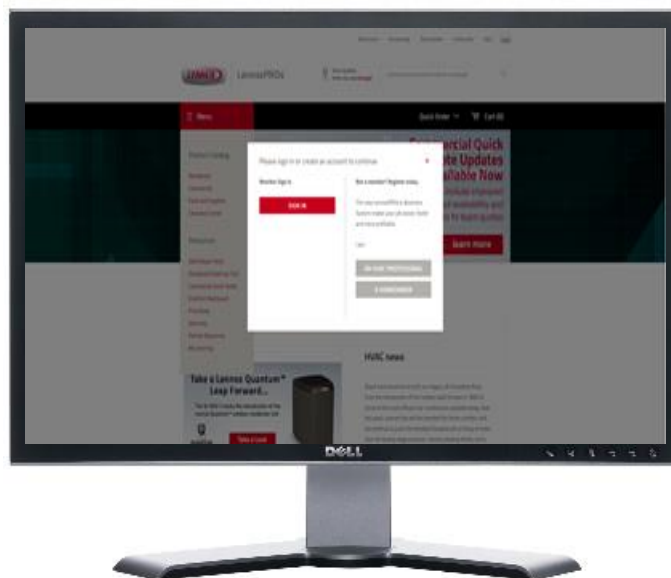# "How To" Guide

Table of Contents

I need LennoxPROs.com help. Where should I go?

If you need LennoxPROs.com assistance, please call the LennoxPROs.com. Help Desk at 1-877-570-0123 (24/5) or, **open a support ticket** under the "Help" area on LennoxPROs.com.
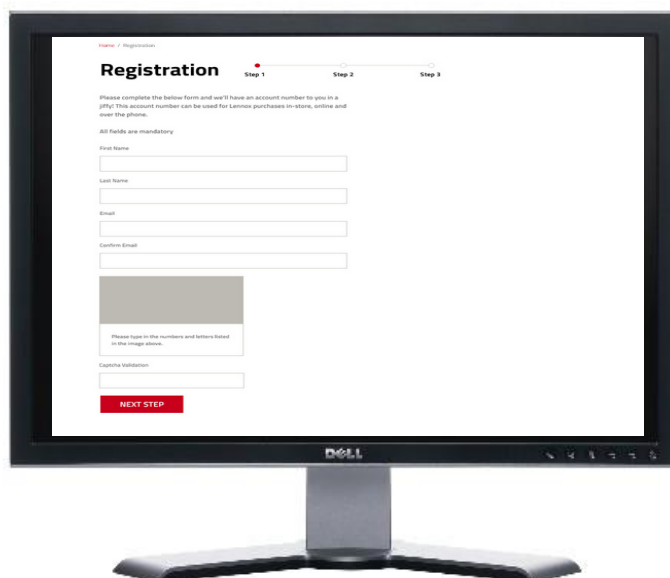
How do I receive a LennoxPROs.com   customer number?

Navigate to **LennoxPROs.com**:

1. I am a "HVAC Professional" Click "Register Now".

2. Enter your first, last name and email address. When you're done Click "Next Step"

3. Enter your company's information such as name, shipping address, and business telephone number(s). Click "Next" when you are finished.

4. Enter your EPA or HVAC License. Click "Sign Me Up". In 24-48 hours your account will be created.

How do I register for LennoxPROs.com with an existing customer number?

Navigate to **LennoxPROs.com** and follow the 2 minute process below:

1. Click "I am a HVAC Professional".
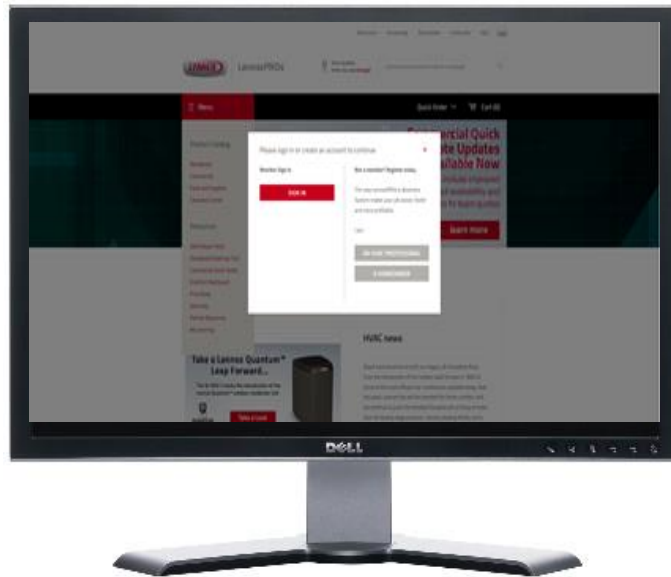
2. Click "I have a Lennox customer number".

3. Add your email address.

4. Check your inbox for an activation email. Open the email and click the "Complete Registration" button.
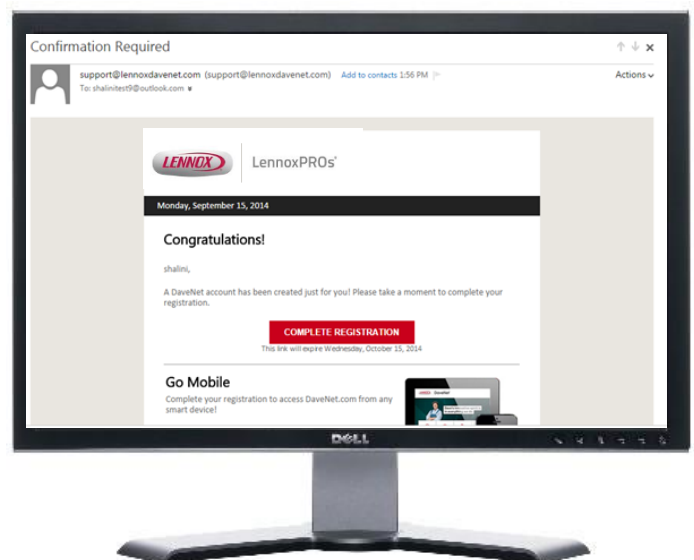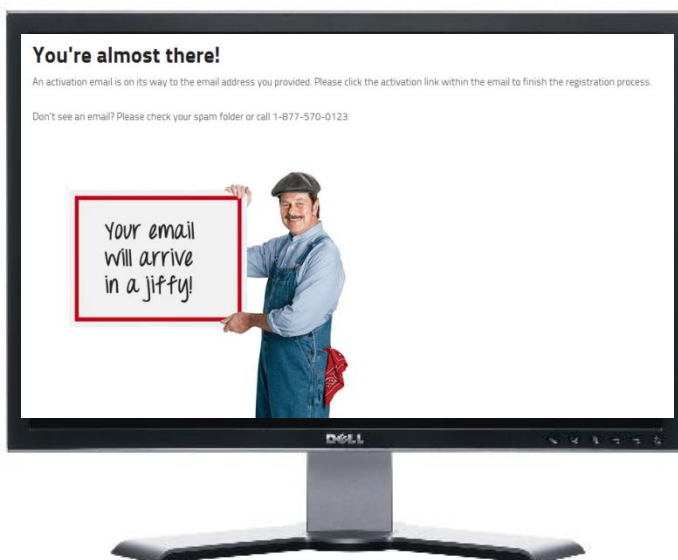
5. Setup your new password and profile alias.

6. Complete your profile and you're done!

How can new users join the company LennoxPROs.com account?

Option 1: The user can navigate to LennoxPROs.com and follow the process below:

1. Click "Register Now".
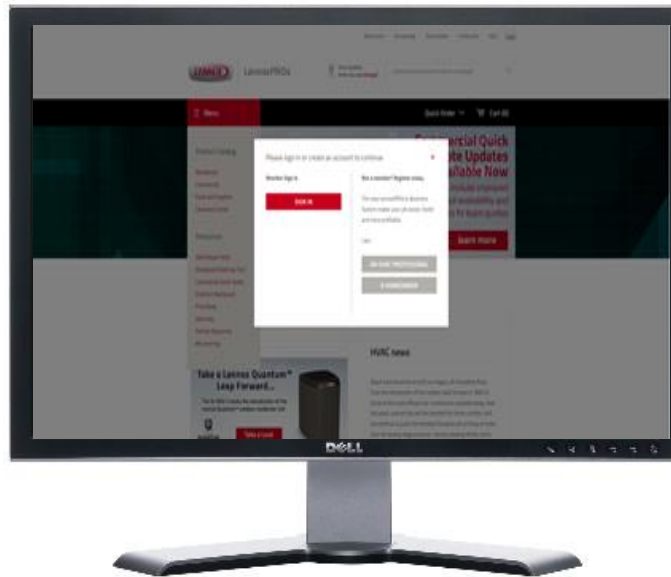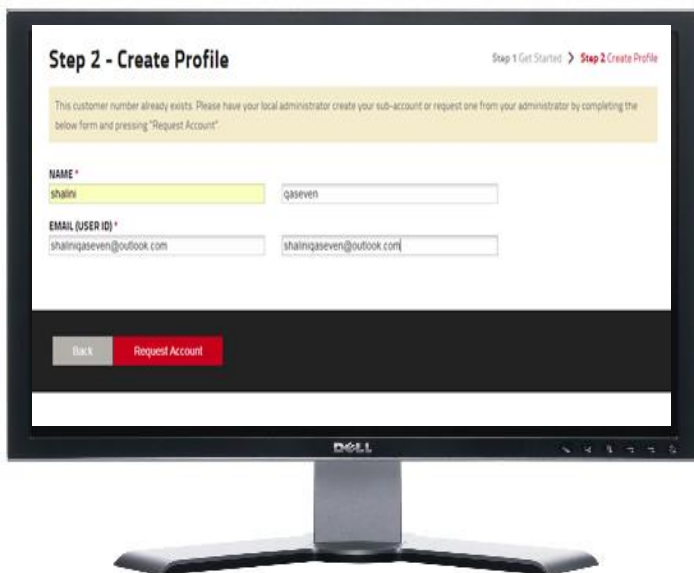
2. Enter the customer number and zip code.
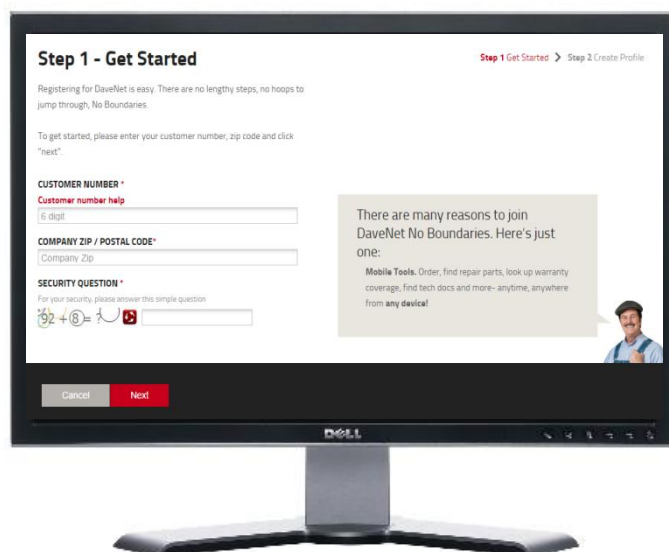
3. The new user will add their email address and hit "Request Account". The customer's request will be sent to the Admin on the account for approval.
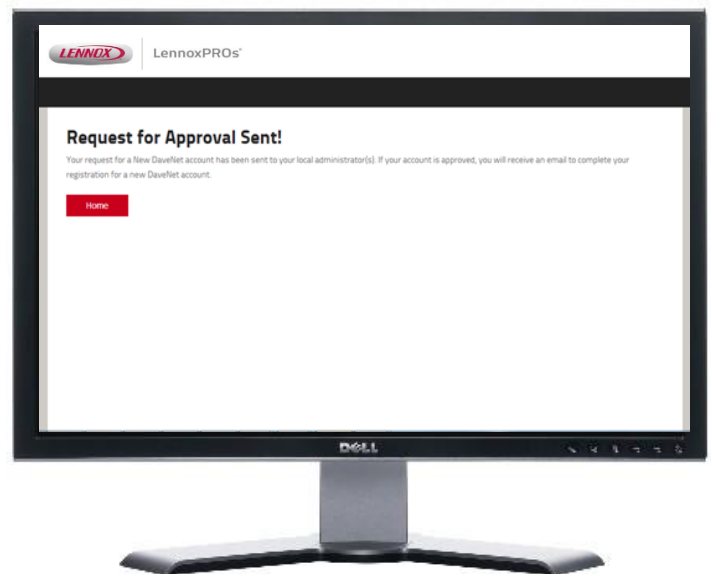
4. Once the Admin approves the account, the new user will be notified via email. The user can click the "Complete Registration" button to finish the registration process.
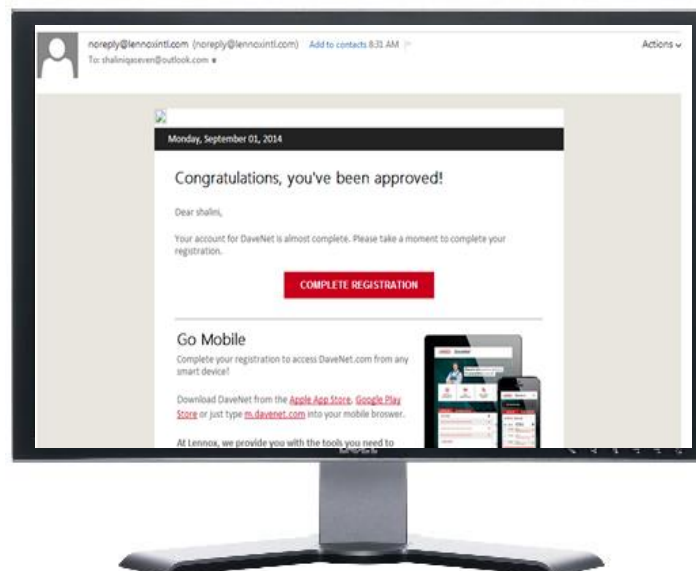
Option 2: Admins can create new users by following the steps below:

1. While in LennoxPROs.com, click "Admin" in the upper right hand corner
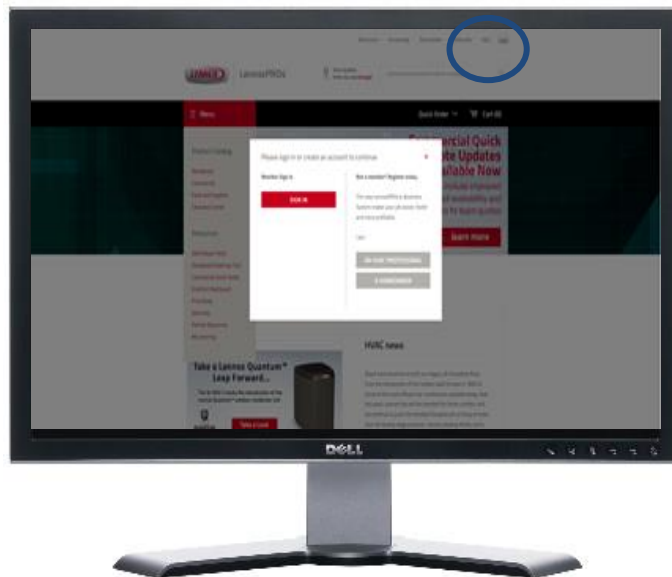
2. Click the "Create User" tab
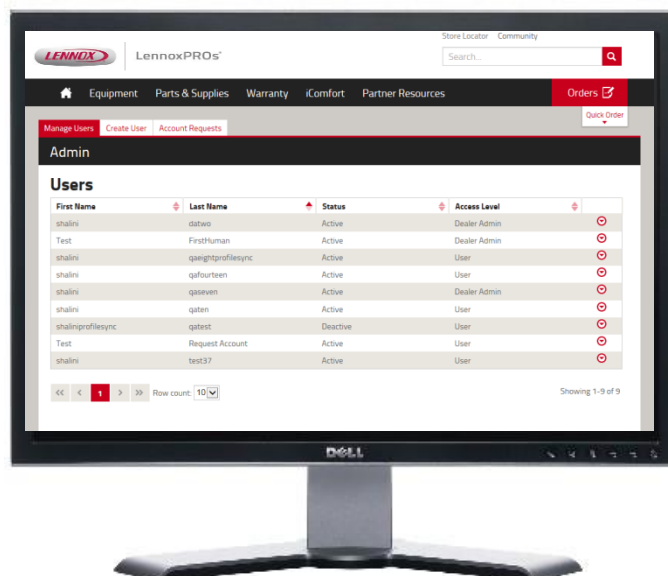
3. Enter the user's name and email

4. Set the new user's permissions and press "Create User"

5. The user will receive an activation email to continue the registration process
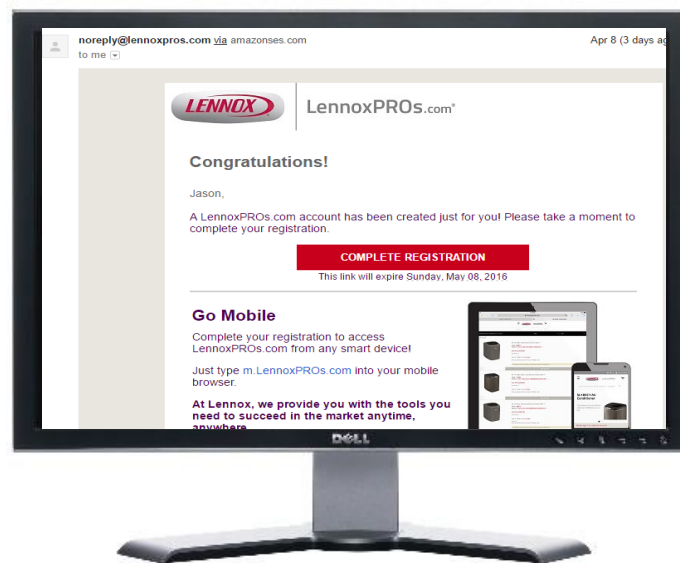
I do not have an email address. How can I get a LennoxPROs.com account?

Email addresses are required for LennoxPROs.com account authentication but, our Help Desk would be happy to walk your customer through the email account creation process.   Just call 1-877-570-0123 for email assistance or, follow the "How to Create Outlook Emails" guide, below.

1   Navigate to www.outlook.com

2   Click "Sign up Now" in the bottom right hand corner
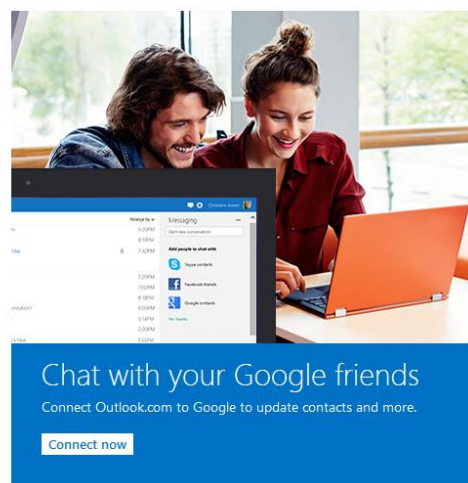
3   Create your account by filling in your information and clicking "Create Account" at the bottom of the screen

I have multiple customer numbers/LennoxPROs.com accounts. How can the information be sent to a single inbox?

Creating email "aliases" will allow you to manage multiple email and LennoxPROs.com accounts from the same email inbox! Just follow the steps below to create email aliases.

1. In your inbox, click the gadget symbol in the upper right hand corner
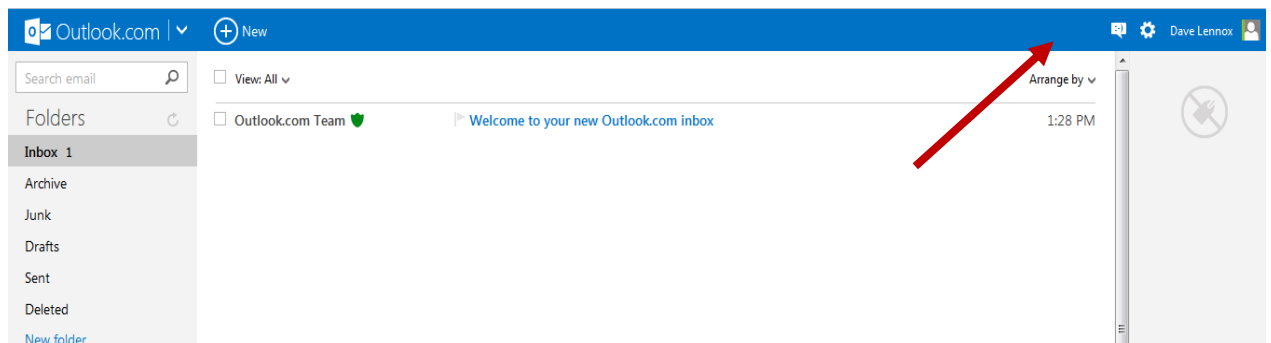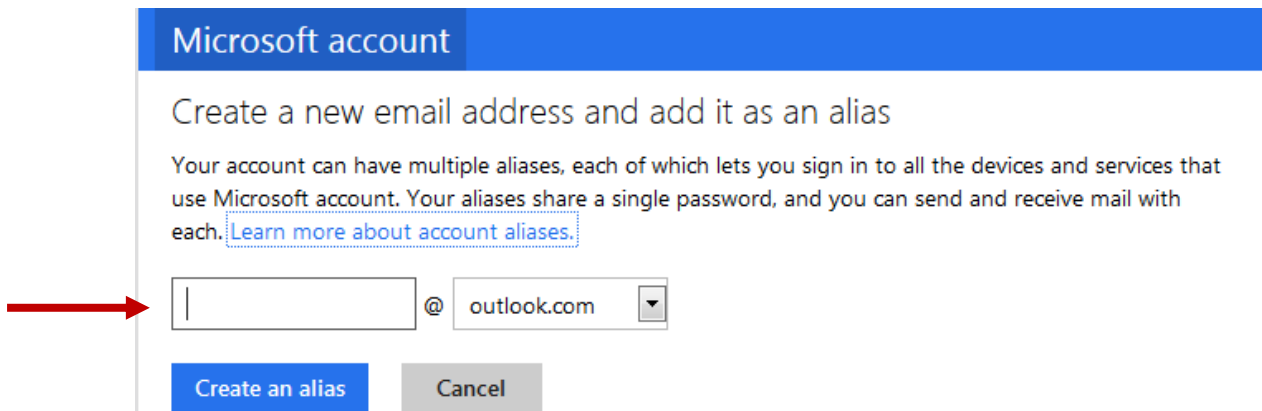
2. Next, click "Options"
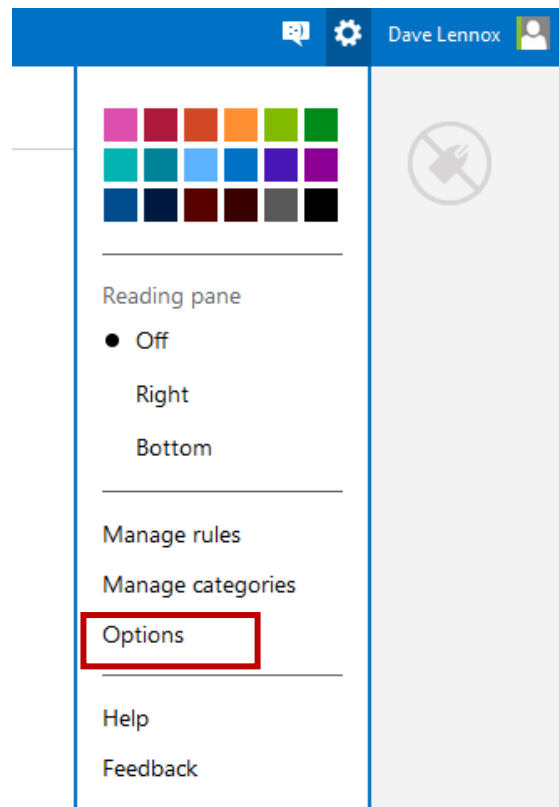
3. Then, click on "Create an Outlook.com Alias"
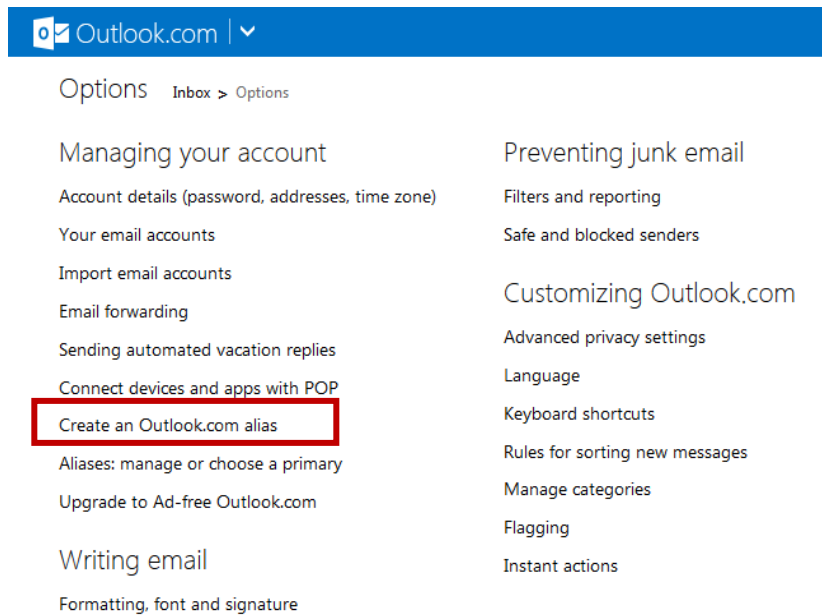
4   Type in another unique email address. And click "Create an alias". And you're done!

IMPORTANT: By creating aliases, or unique email addresses, you can create up to 10 email addresses associated with one outlook account. All of the email addresses can share the same password.

How can I receive LennoxPROs.com emails to one inbox?

Email forwarding will allow you to manage multiple email and LennoxPROs.com accounts from the same email inbox! Just follow the steps below to forward your outlook emails to your work address.

1. In your inbox, click the gadget symbol in the upper right hand corner
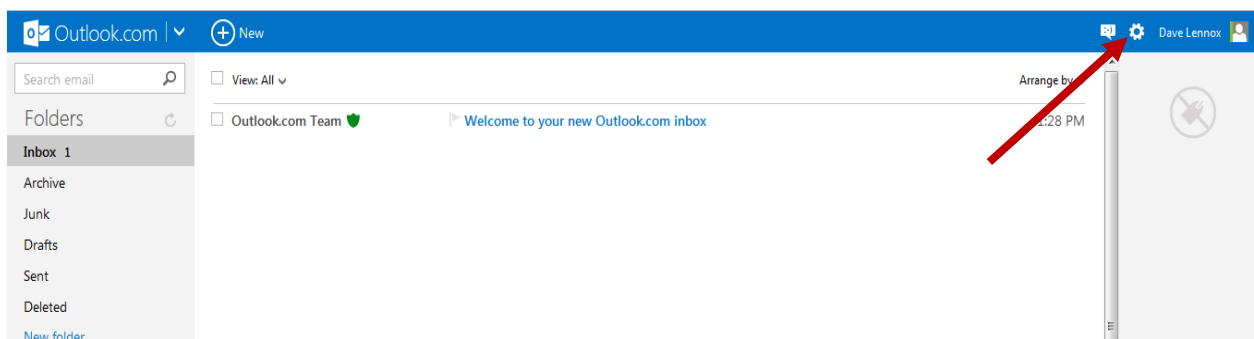
2. Next, click "Options"
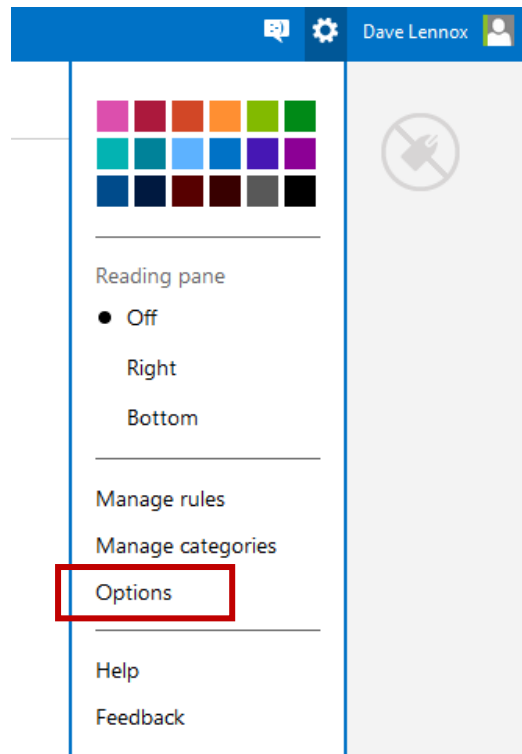
3. Then, click on "Email forwarding"
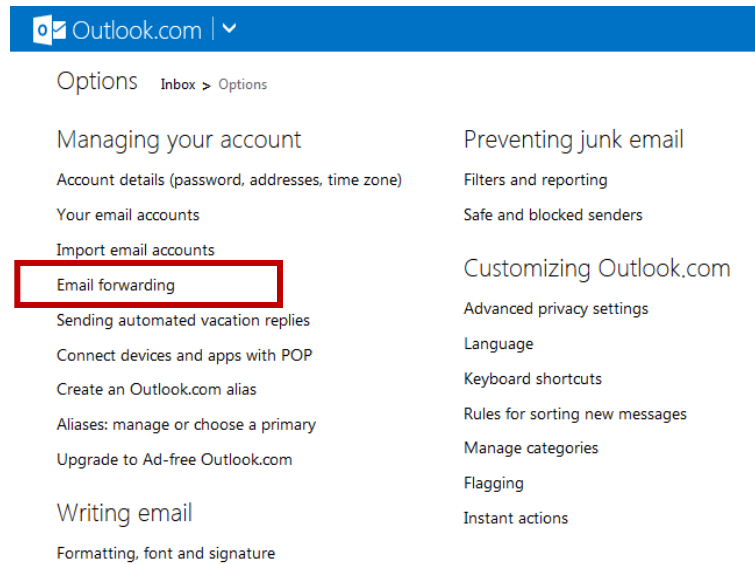
4. Click the "Forward your mail to another email account" radio button. Type your email that you wish to receive the forwarded messages into the box. And you're done!

IMPORTANT: By forwarding your email, you must sign into the outlook email once every year—otherwise your account looks inactive and could be deleted.

How can I edit existing users' profiles and permissions?

1. Navigate to LennoxPROs.com and login. Go to Admin tab.

Don't see "Admin"? Call 1-877-570-0123.
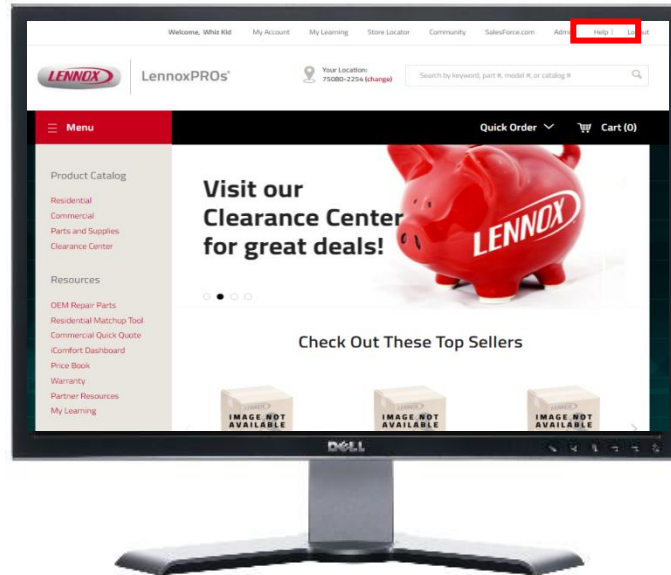
2. Under Manager Users, select the User you would like to modify, hover over the right down arrow and select "Edit"
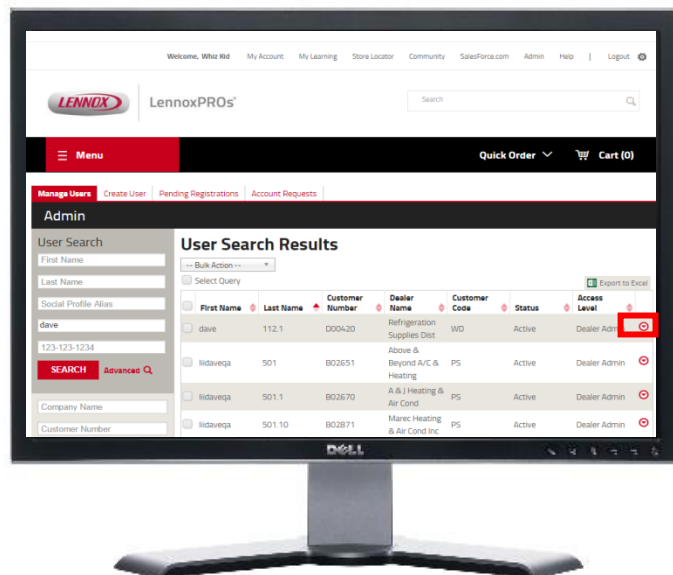
3. To edit profile information, use the "User Information" tab and click "Save Changes".
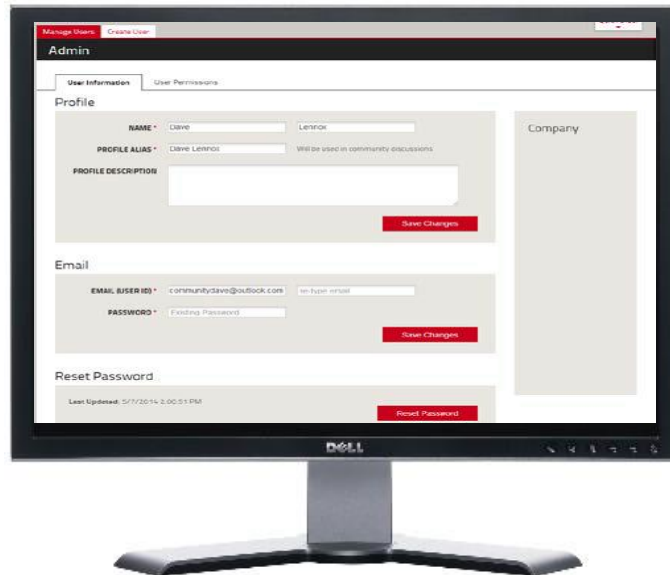
4. To update permissions, click the "User Permissions" tab and modify the permissions as needed.
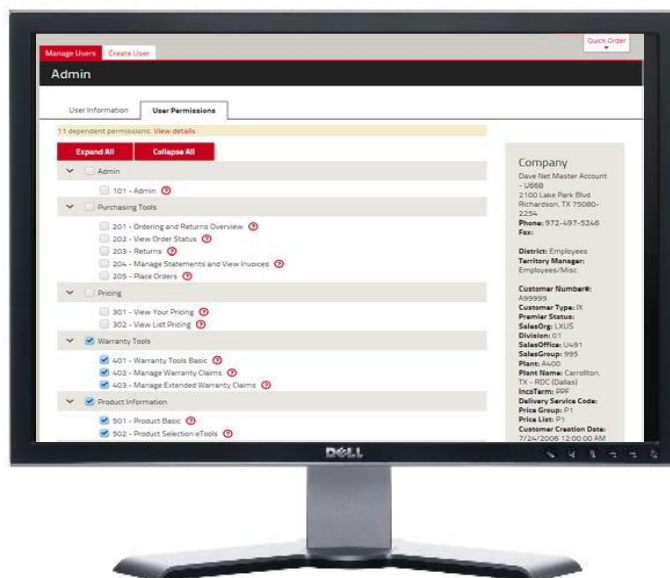
Did you know… Some permissions are dependent. A notice will appear to let you know when dependent permissions have changed.
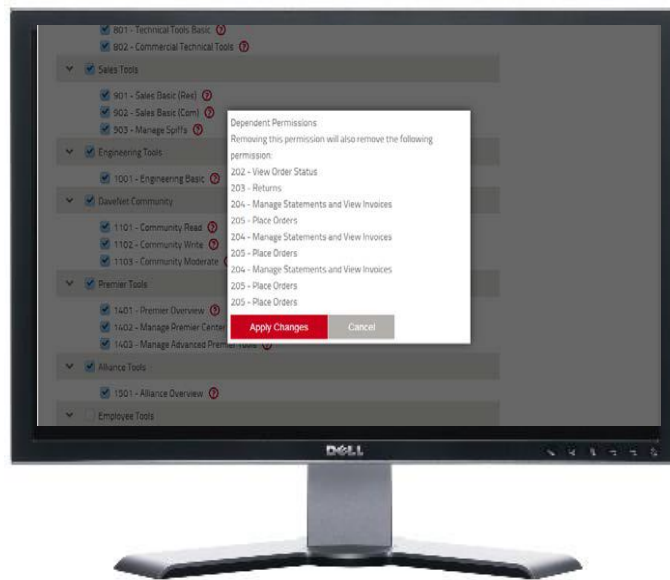
5. After you've updated the user's permissions. Click "Save Changes".
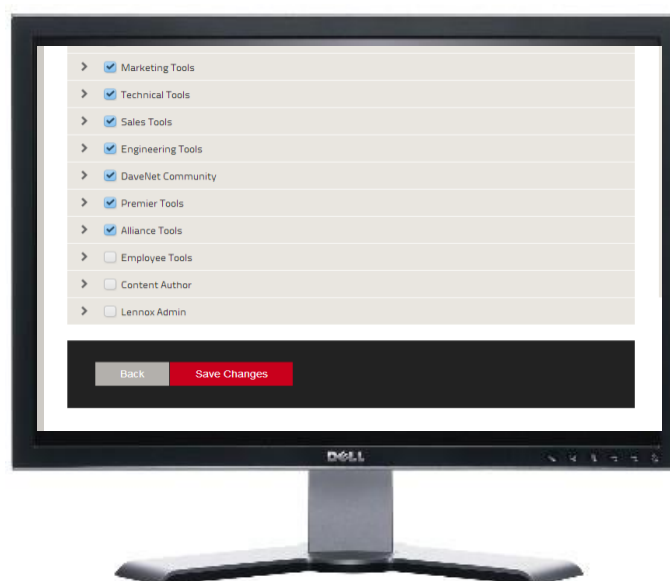
How do I access LennoxPROs.com mobile?

1. Navigate to **m.LennoxPROs.com** from your mobile device and Click "Sign In".
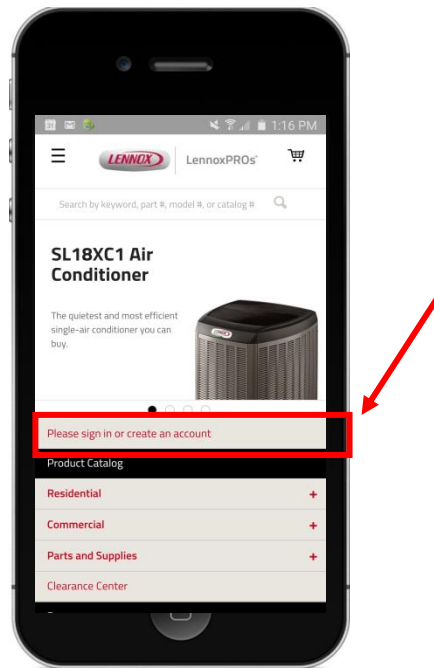
2. Type in your user id (email) and password and login. You're done!
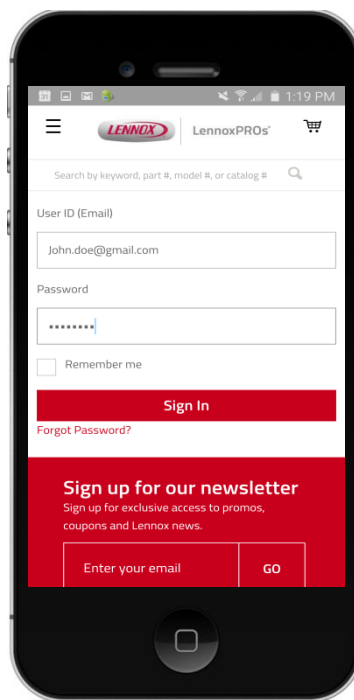
How do I order on LennoxPROs.com?

1. Know the catalog number? Click "Quick Order" on the Home screen.
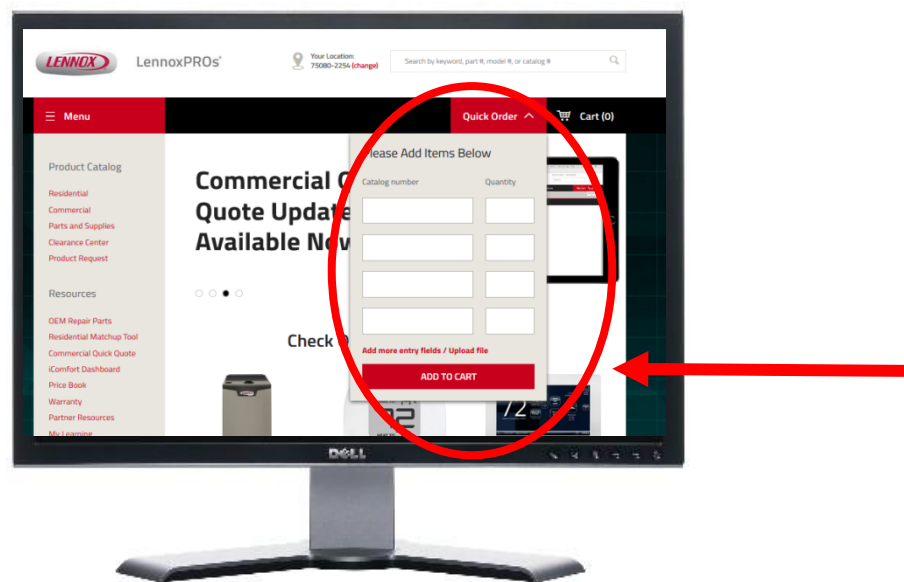
2. Add items directly to the cart.

   Tip: Do you need to add more items? Click "Add more entry fields/Upload file" and upload an excel spreadsheet or add more items using CAT numbers.
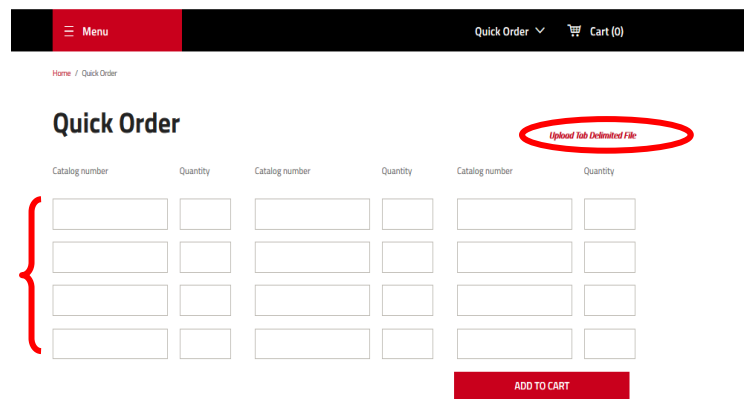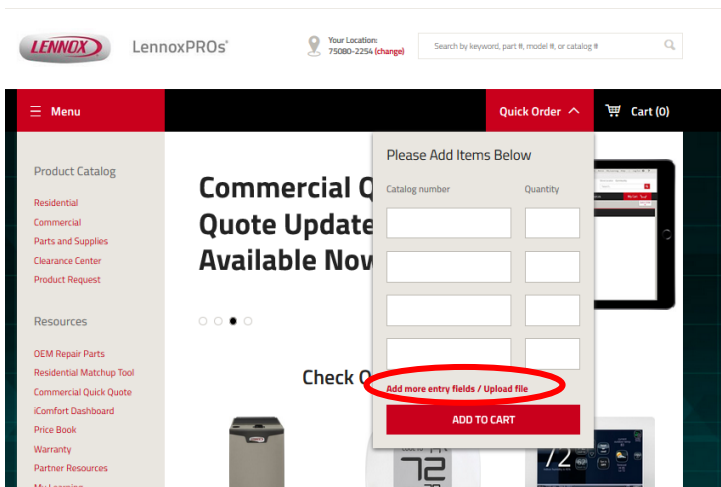
Don't know the catalog numbers?

1. Search the online catalog, filled with new product imagery to locate catalog number.

Tip: Drag your mouse to "hover" over catalog categories to preview items.
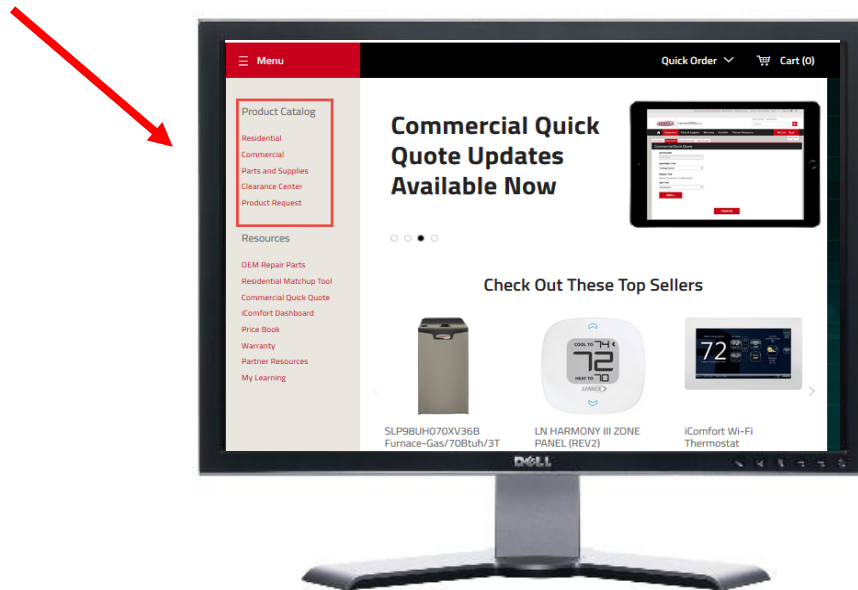
2. Click on any category to display product options.
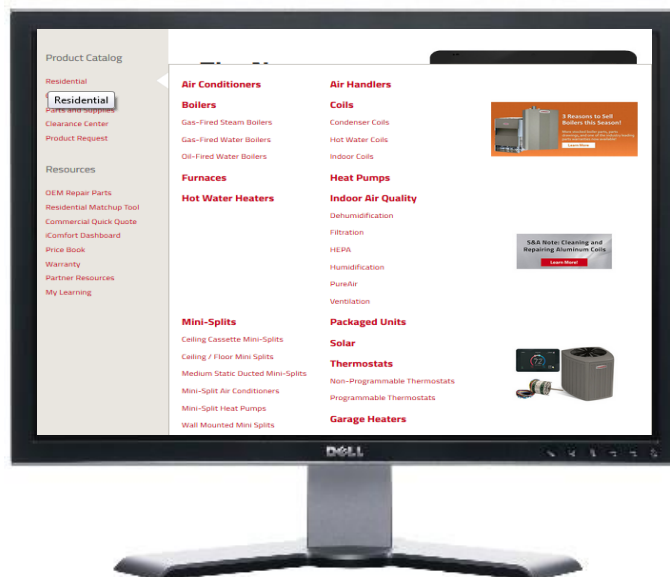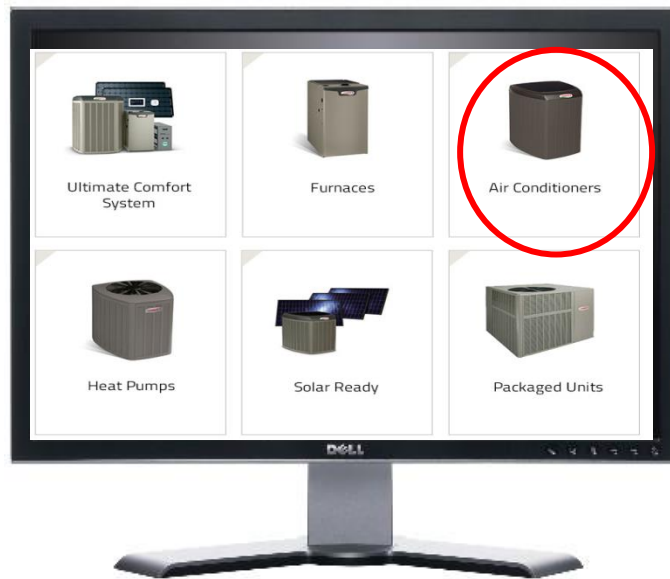
Tip: Enter a product name or descriptions in the universal tool bar to locate CAT numbers.
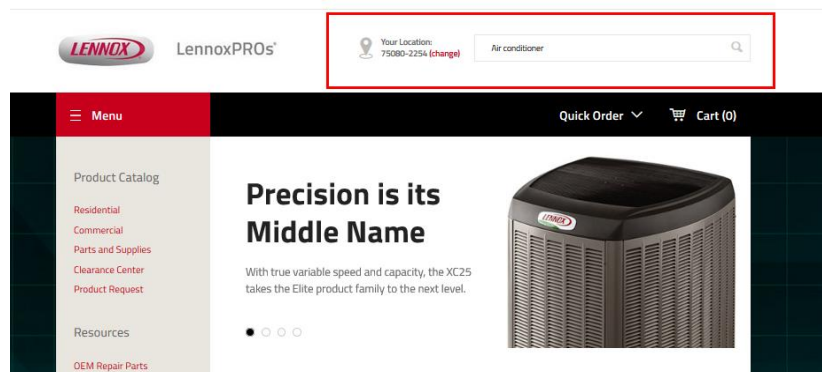
3. The catalog number (CAT) is located under the products in **red** below the product name.

24
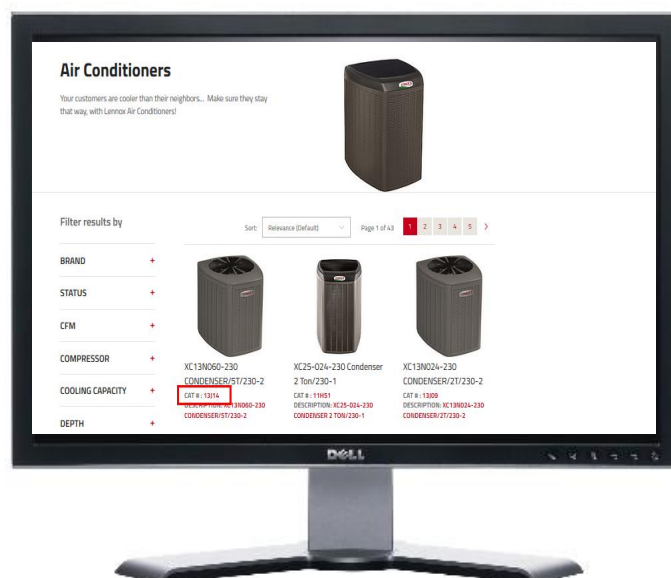
Tip: Add filters to customize your search.

4. Click on a "Product" to view the CAT number and additional product details.
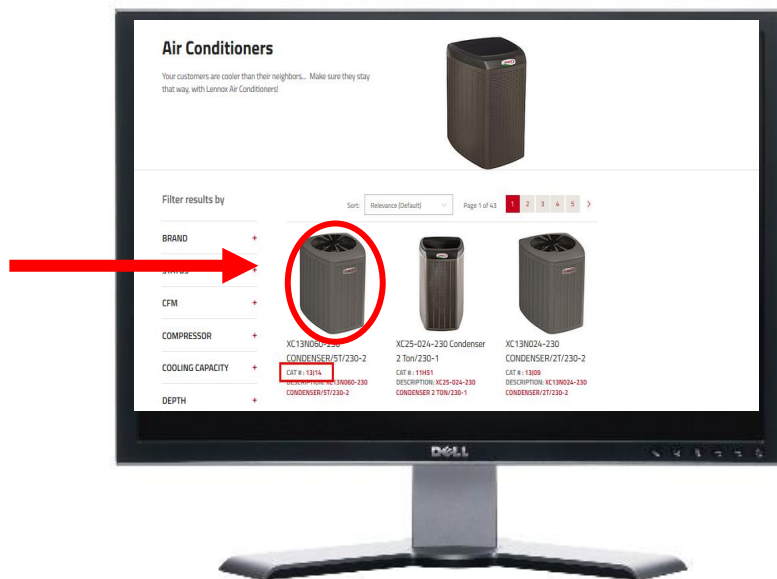
5. View additional product information such as related products/accessories, training videos, and warranty information directly below the product on the product detail page.
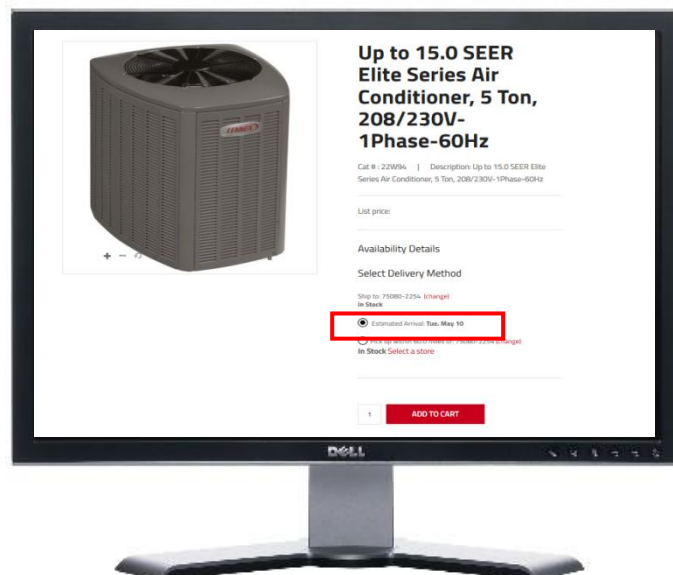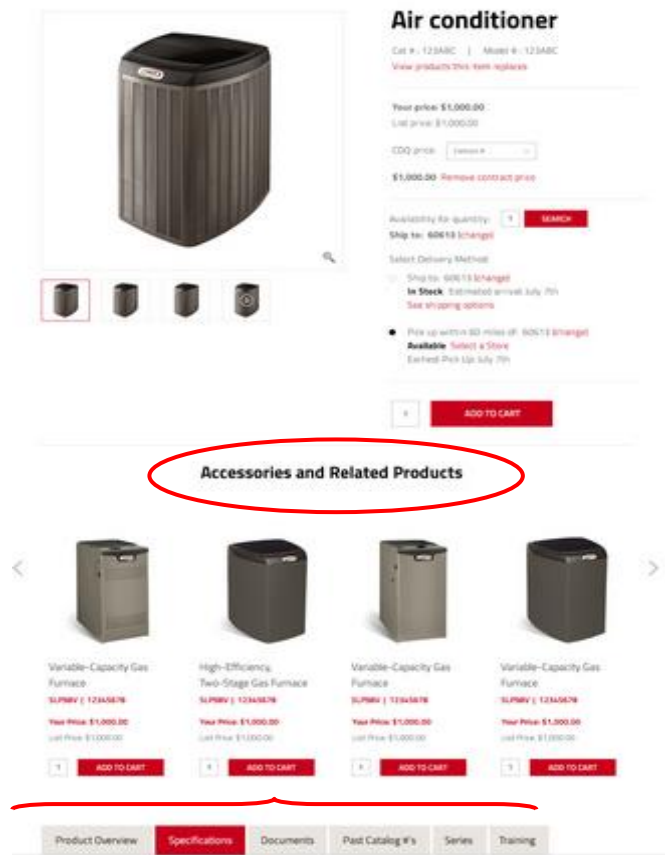
6. On the product detail page, view the real-time availability for "Shipping" or "Pick Up". *OR*

7. When you are finished review the product, Click "Add to cart"

Don't see permissions to "Add to Cart"? Contact your LennoxPROs.com Admin or call 1-877-570-0123.

Cart Order Level Details

8. Now let's check out! You can access your cart from any page. Click red "Cart" button. Click "Checkout Now".
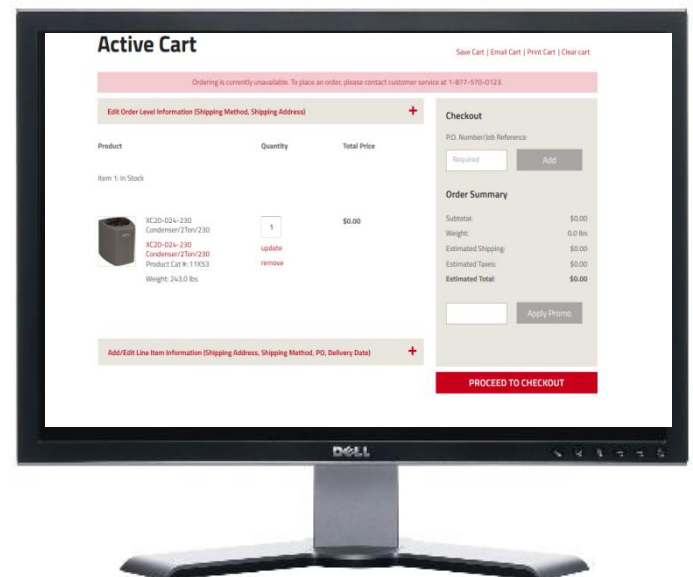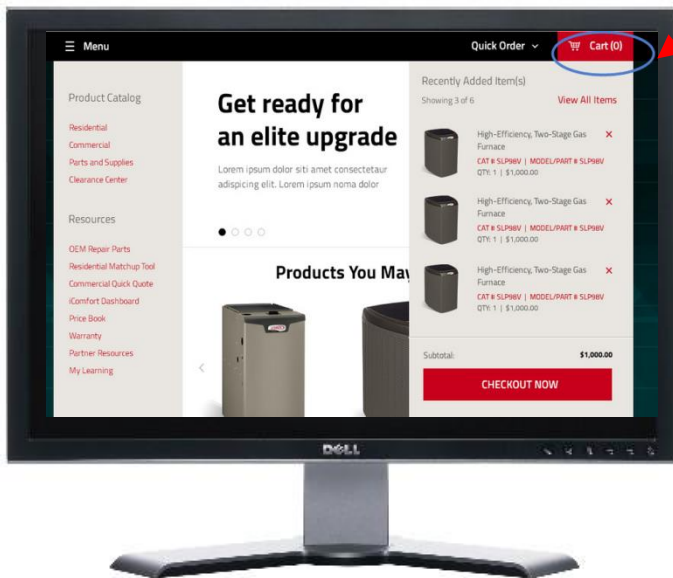
13. Add a PO number (this can be any text or numbers you choose)

Did you know... You can assign different PO number for each line item? If no line item PO is selected, the item defaults to the order level PO.
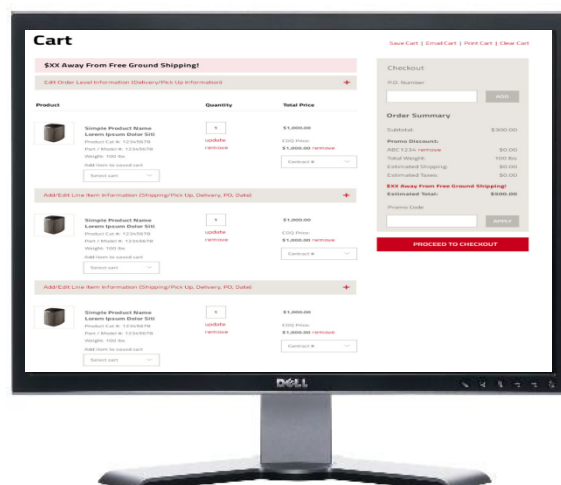
14. Select a shipping method. Your shipping choices are: Standard Shipping, Next Day Air, Second Day Air, Weekend Delivery, Next Day 8 am and Will Call

LennoxPROs.com automatically checks availability in applicable warehouses based on your location. If you are having difficulty finding the availability needed, try changing your shipping method to view different availability options.

Did you know… You can select different shipping methods for each line item? If no line item method is selected, the item defaults to the order level shipping method.

15. Select the requested delivery date.

Did you know… You can have different delivery dates for each line item? If no line item date is selected, the item defaults to the order level delivery date.

28
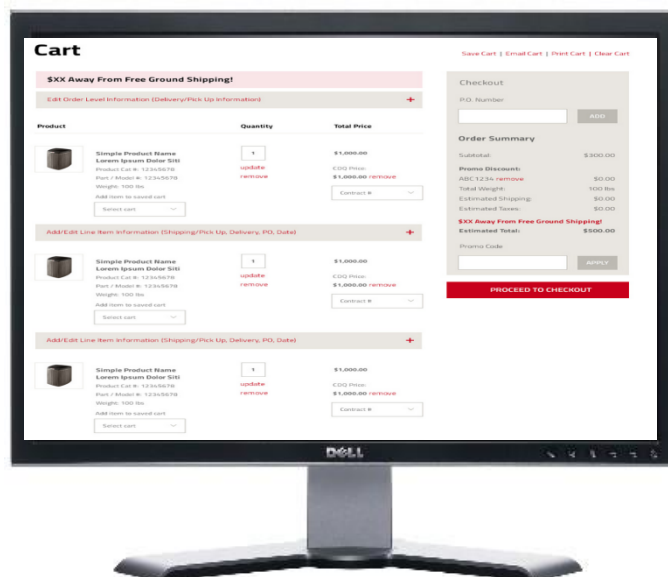
16. Click "'Proceed to Checkout".

17. Review the order and select your payment method (invoice, COD, credit card, etc.). Don't have a credit application signed with Lennox? No Problem! Just order using your credit card. You can now order to your location or pick up in store. It's that easy!

Did you know… you can now save your credit card information to your account for quick and secure ordering?
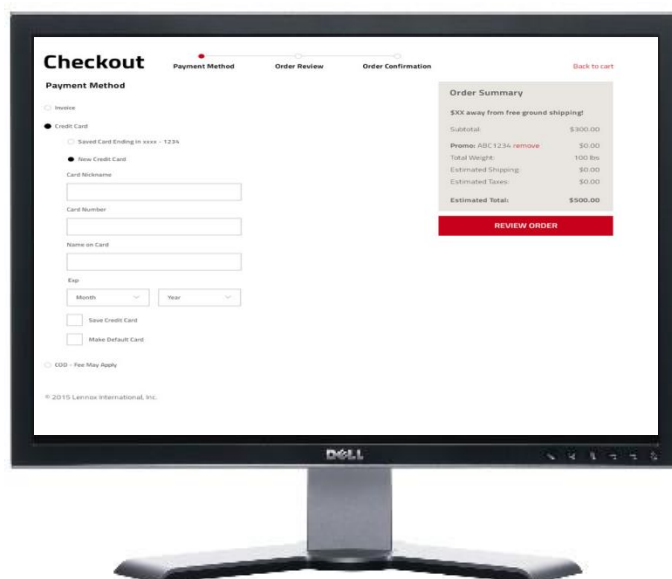
18. Review your cart items, click "Submit Order".
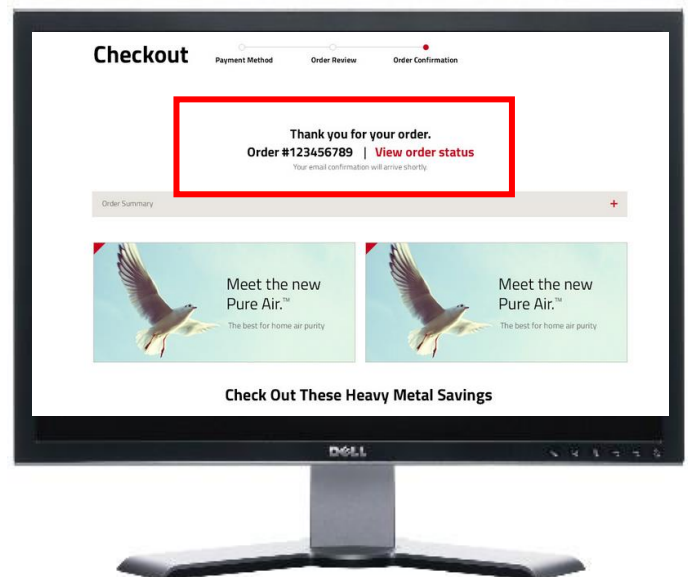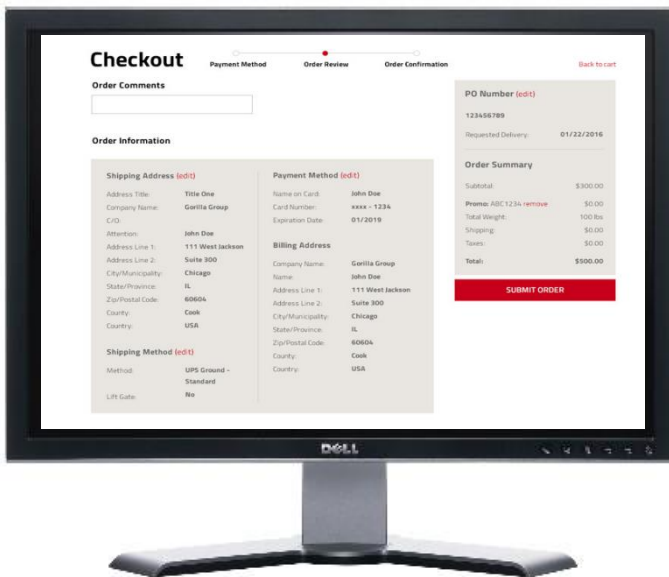
19. View your order number and order status on the confirmation page.

How do I order on LennoxPROs.com mobile?

1. Login to LennoxPROs.com mobile and select the product you want to purchase. Enter quantity and click Add to Cart.
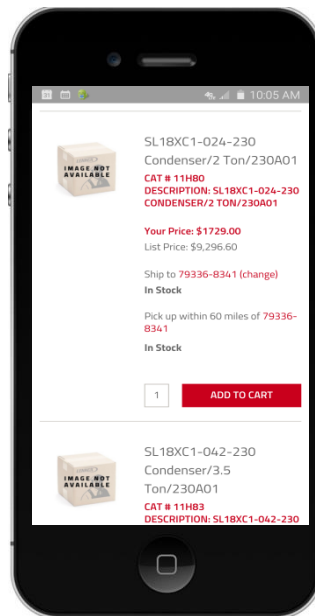
2. Once are you are ready to checkout, proceed to View Cart.
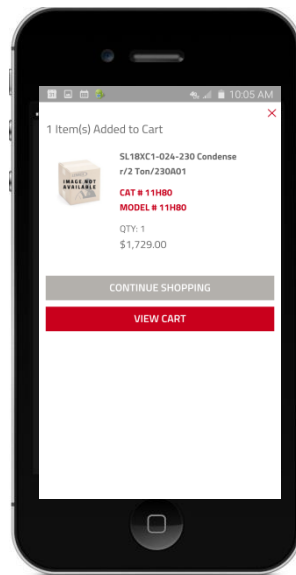
3. Add a PO number (this can be any text or numbers you choose)

Did you know… You can assign different PO number for each line item? If no line item PO is selected, the item defaults to the order level PO.
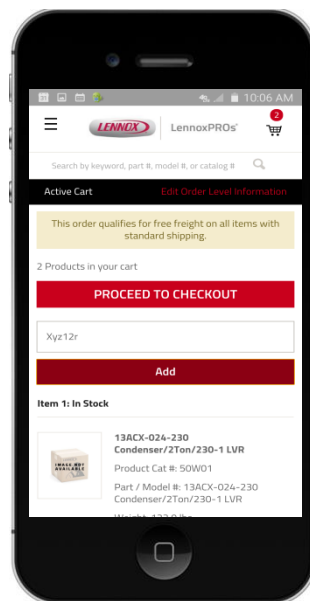
4. Select a shipping address and shipping method. Your shipping choices are: Standard Shipping, Next Day Air, Second Day Air, Weekend Delivery, Next Day 8 am and Will Call.

Did you know… You can select different shipping methods for each line item? If no line item method is selected, the item defaults to the order level shipping method.
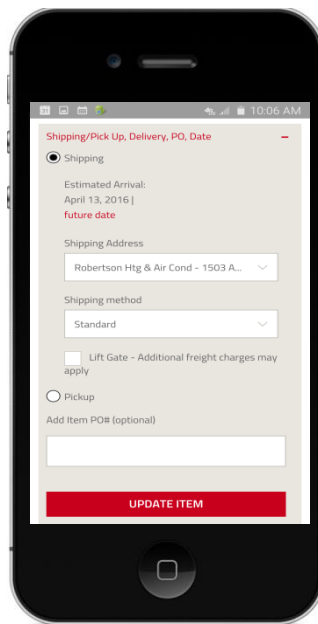
Select a shipping address.

Did you know…You can have different shipping addresses for each line item? If no line item address is selected, the item defaults to the order level shipping address.
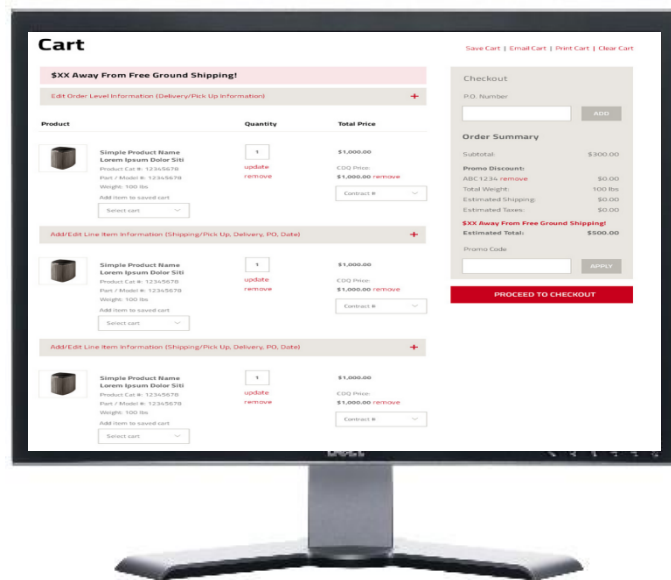
6.   Select the requested delivery date.

Did you know…You can have different delivery dates for each line item? If no line item date is selected, the item defaults to the order level delivery date.

32
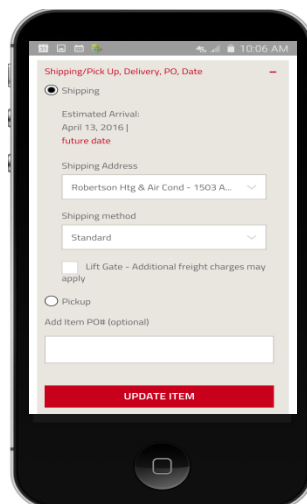
7. Review Order and then Proceed to Checkout.
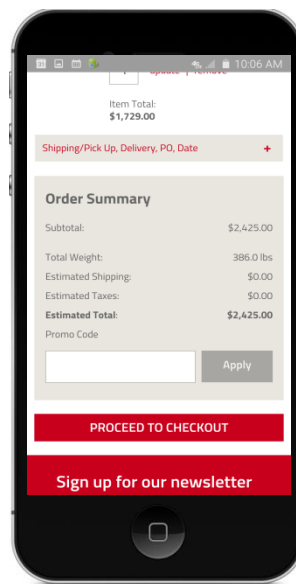
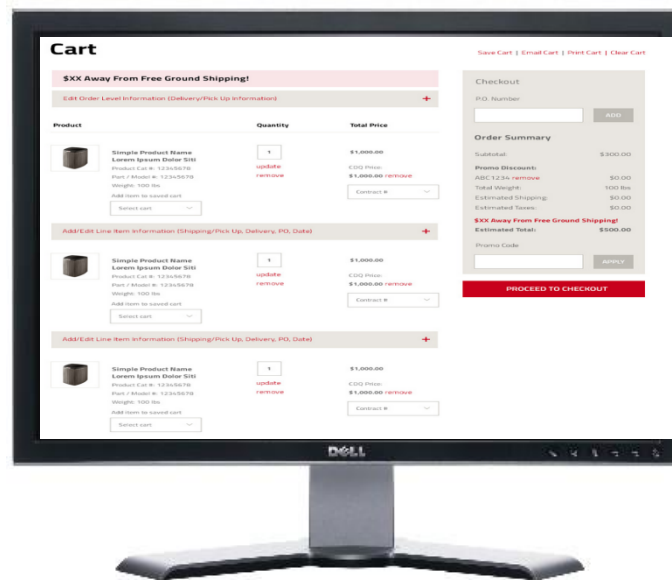8. Select your payment method (invoice, credit card, etc.). Don't have a credit application signed with Lennox? No Problem! Just order using your credit card. You can now order to your location or pick up in store. It's that easy!

*Did you know... you can now save your credit card information to your account for quick and secure ordering?*
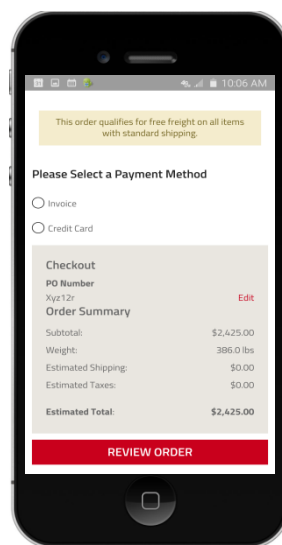

9. Once you've reviewed the order, click Submit.
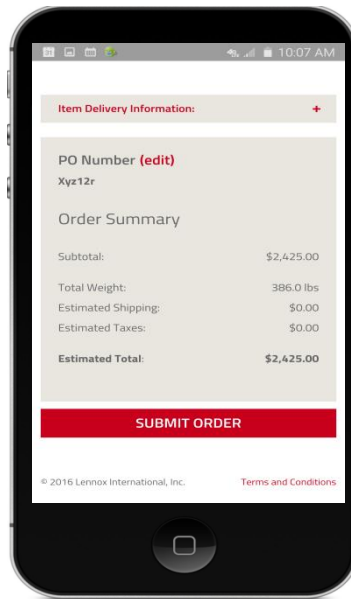
10. Once the order is submitted successfully, you will receive a confirmation email and the order confirmation screen will be displayed.
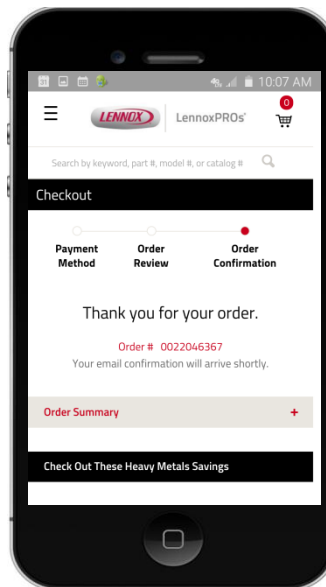
eTools are not opening up in my browser. What do I do?

Please check your pop-up settings. Follow the guide below or give the LennoxPROs.com Help Desk a call at 1-877-570-0123.

Option 1: Google Chrome

1. Click the box with three lines in the top right hand corner. Then click Settings.
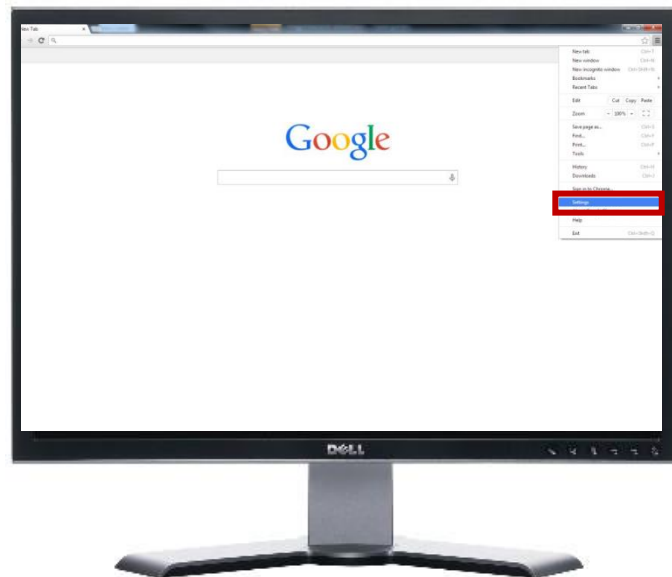
Scroll down and click "Advanced Settings"
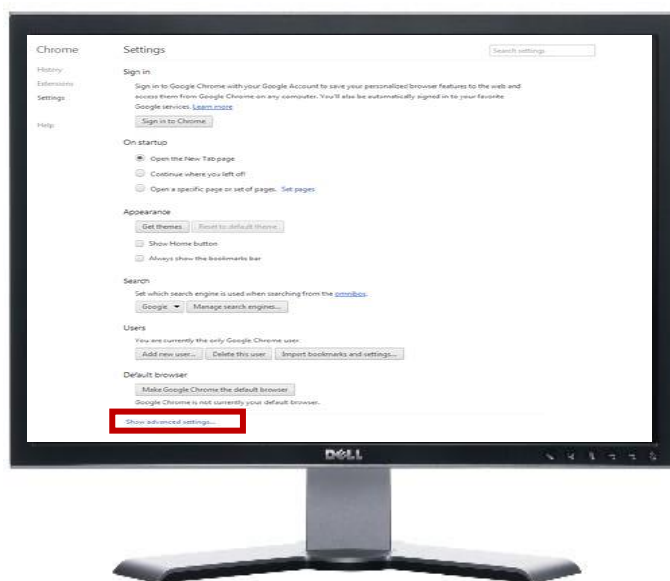
2. Click "Content Settings" under the "Privacy" section.
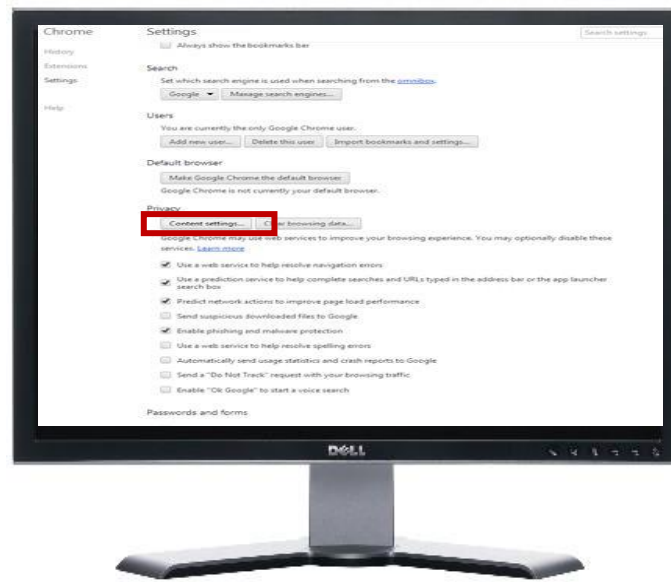
3. Click "Manage Exceptions" under the "Pop-ups" section
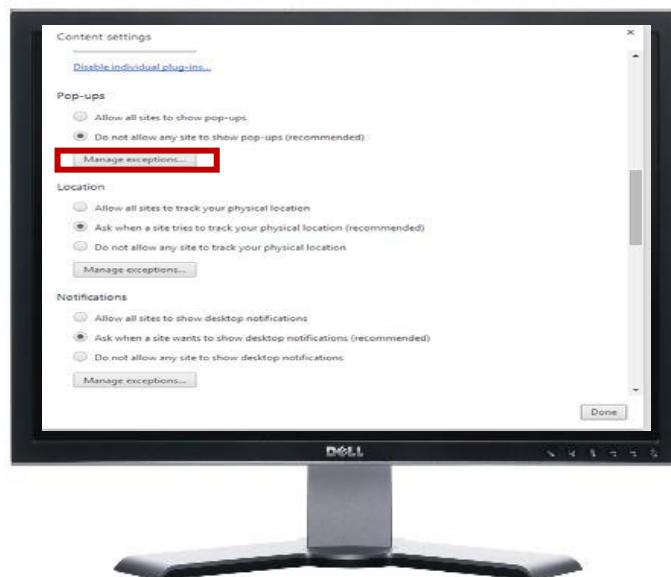
4. Add "https://[*.]www.LennoxPROs.com :443" to the exceptions list and select "Allow", then click "Done".
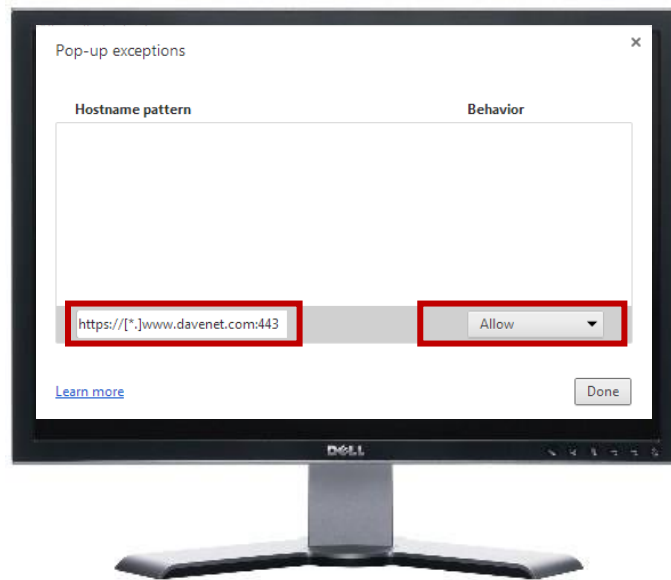
Option 2: Firefox

1. Click the box with three lines in the top right hand corner and choose "Options"
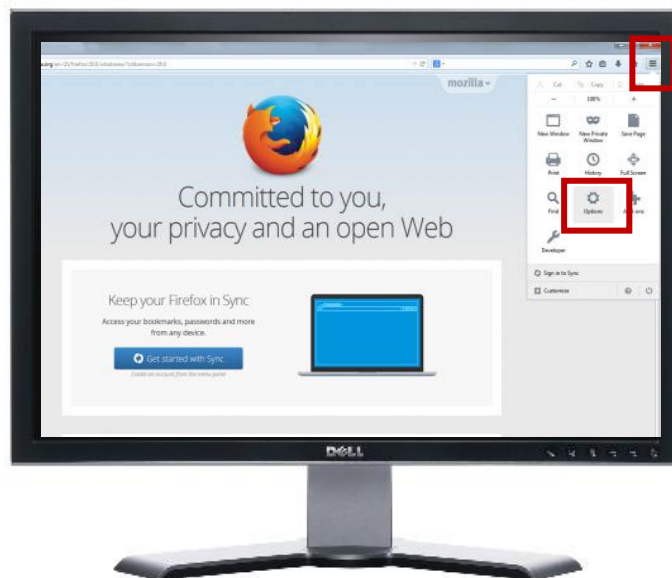
2. Select the "Content" tab and choose "Exceptions…"
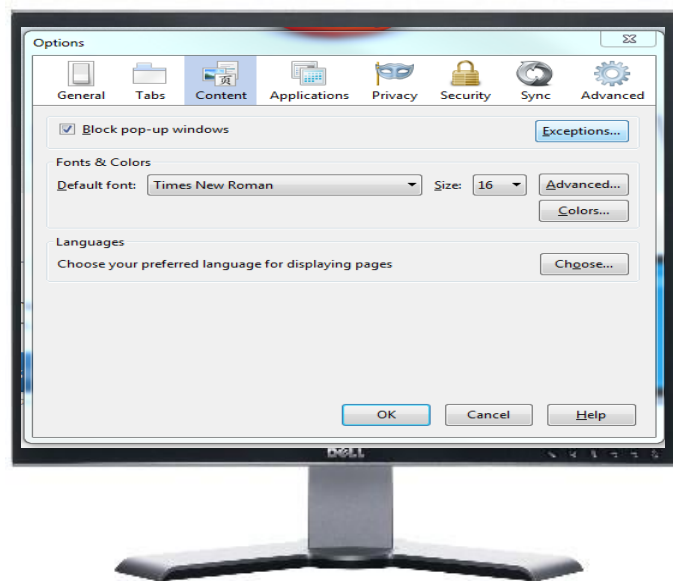
3. Type in www.LennoxPROs.com   and click "Allow". Then click "Close".
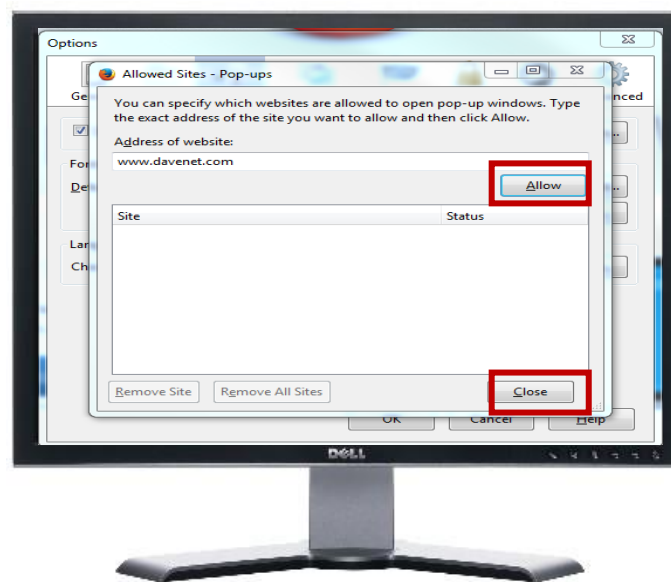
Option 3: Internet Explorer

1. Click the box with three lines in the top right hand corner and choose "Internet Options"
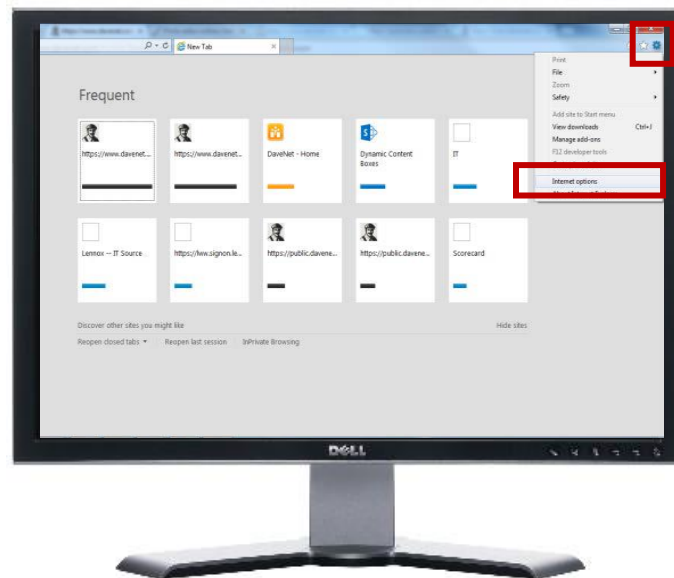
2. Click the "Privacy" tab and then choose "Settings" under Pop-up Blocker
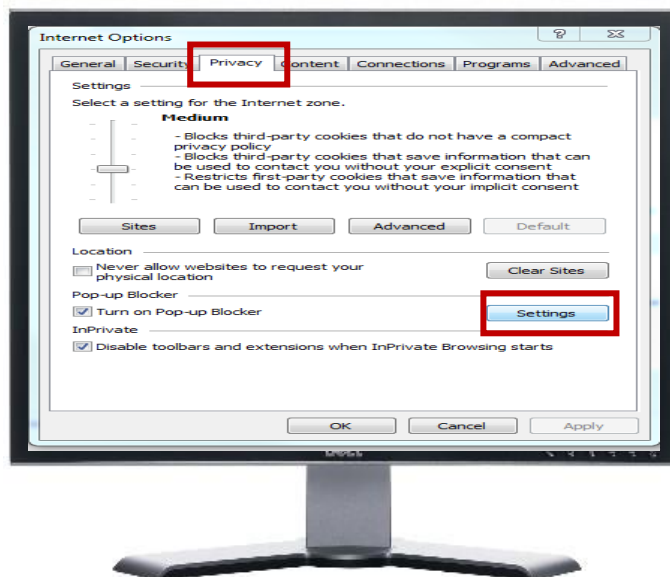
3. Type in www.LennoxPROs.com ,click "Add" and "Close".
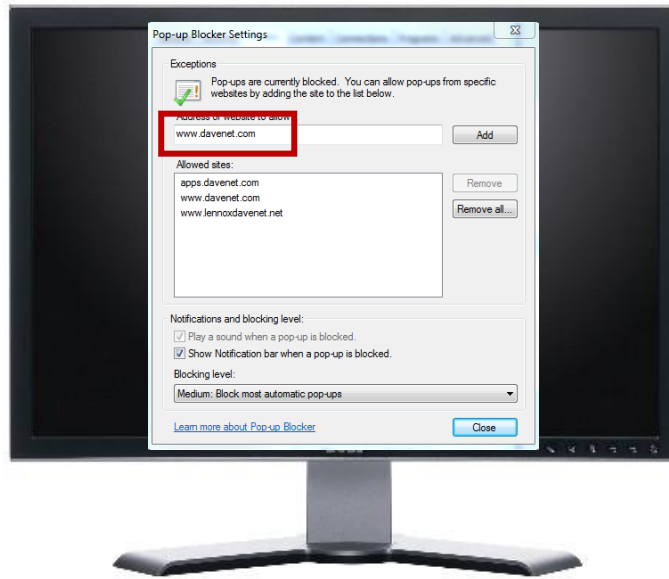
Option 4: Safari

1. While on www.LennoxPROs.com   press the Cmd key, Shift key, and "K" key simultaneously.
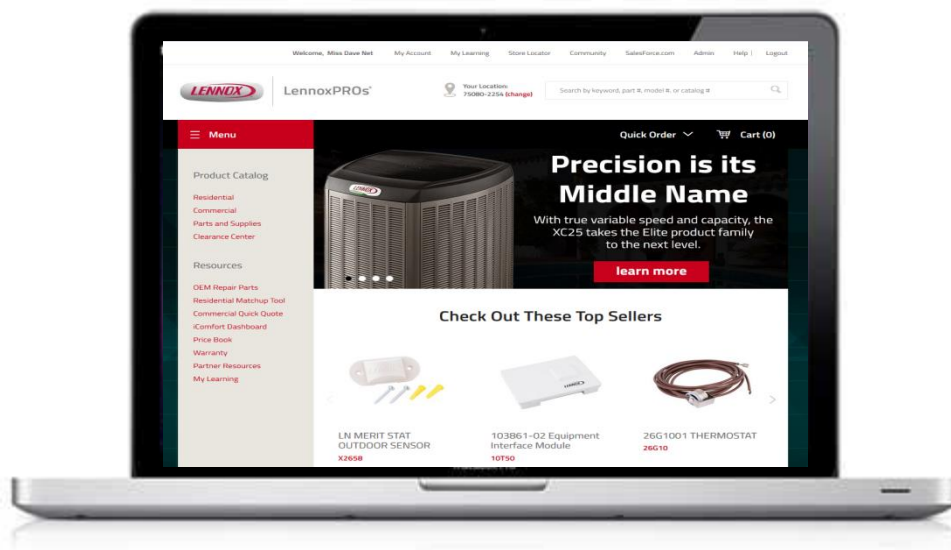
If you need further assistance with pop up blockers, please call the LennoxPROs.com Help Desk at 1-877-570-0123.

I'm looking for out of production documents. How do I find them?

1. Enter your search term in the upper right-hand search bar on the LennoxPROs.com home page. Tip: Try to be as specific as possible in your search terms by using the equipment name and type of document. Ex: "XP21 installation instructions"
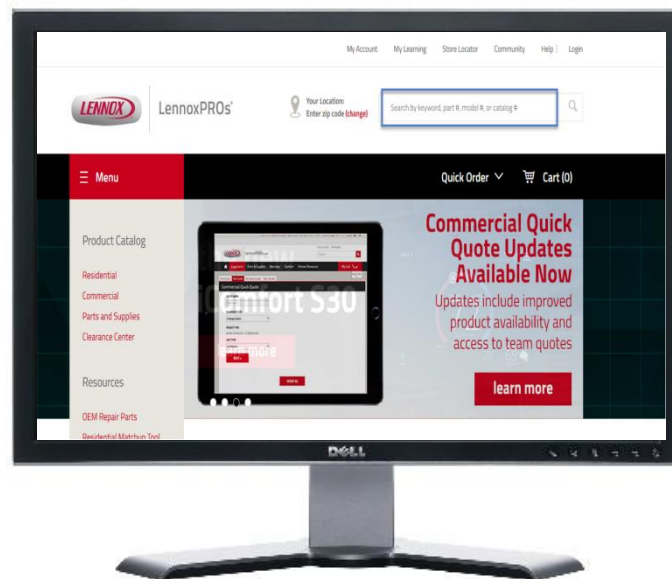
2. Once your search results populate, select the XP21 product details page and all documents related to Marketing, Technical and Warranty will be displayed under the Documents tab.
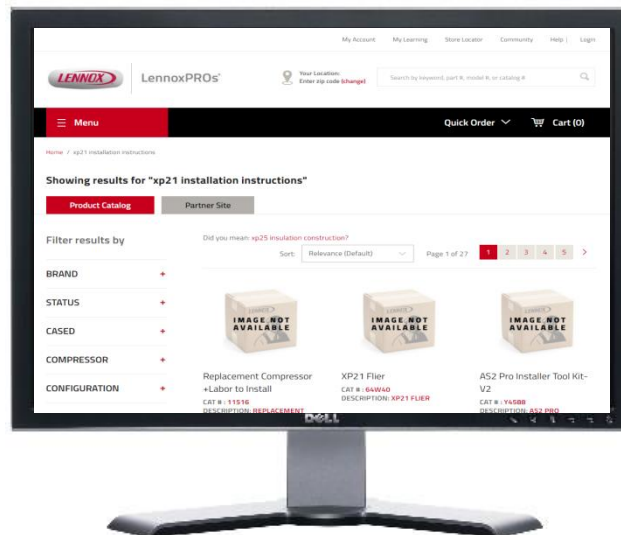
3. Additionally, to view documents, you can select "Partner Site", the second tab after Product Catalog.
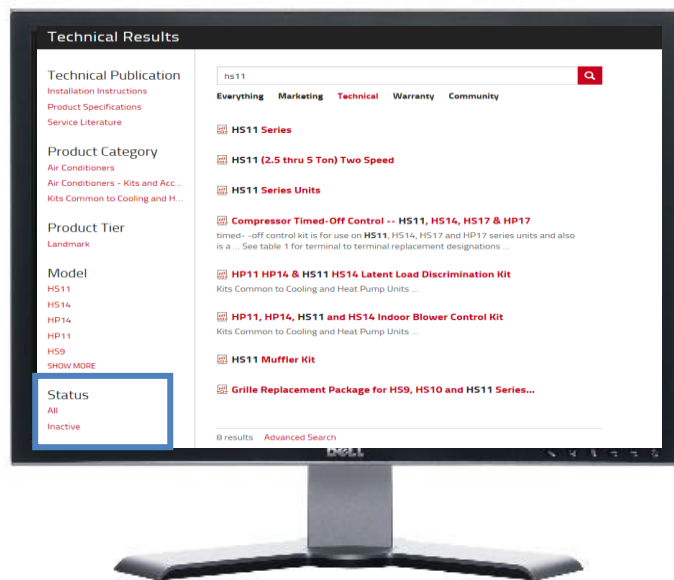
Once your search results populate, scroll down and click the "Inactive" filter to limit your results to inactive products. Tip: Continue to add filters to narrow down your search results. If you're looking for a technical document, make sure to add the "technical" filter. If you're looking for a marketing document, make sure to add a "marketing" filter.

I'm looking for marketing brochures. How do I find them?

1. Marketing documents such as literature, brochures, photos, illustrations and logos can be found in the document library. To get started, enter your search term in the magnifying glass. For instance, search for air handlers in the search box and click the magnifying glass.
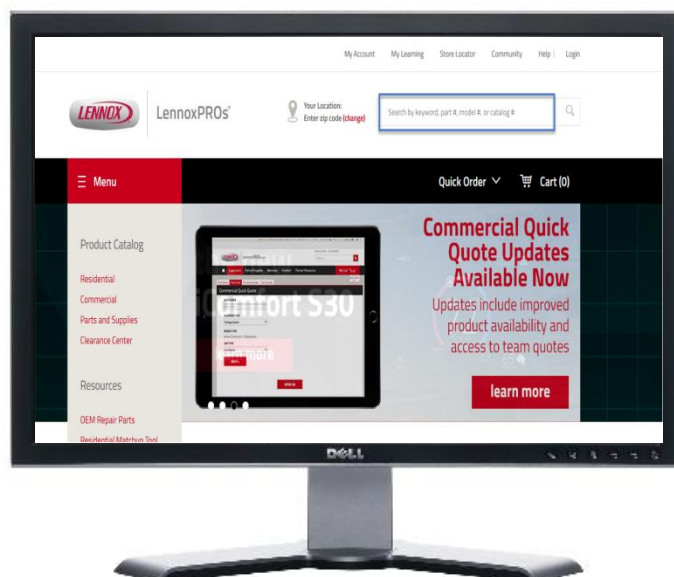
2. To limit your results to marketing assets, click the "Marketing" filter.
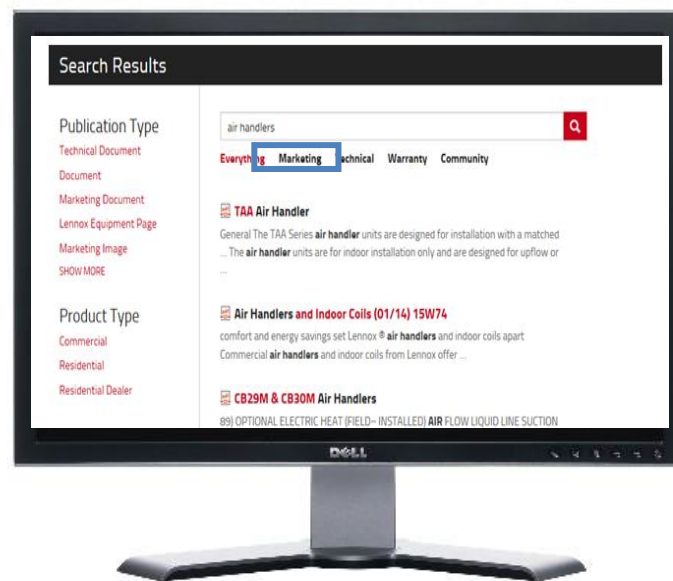
3. Now, you can narrow your results by product type, asset type, product category, product tier or model number. Click the "literature" filter under marketing assets and multiple marketing literature product brochures will populate.
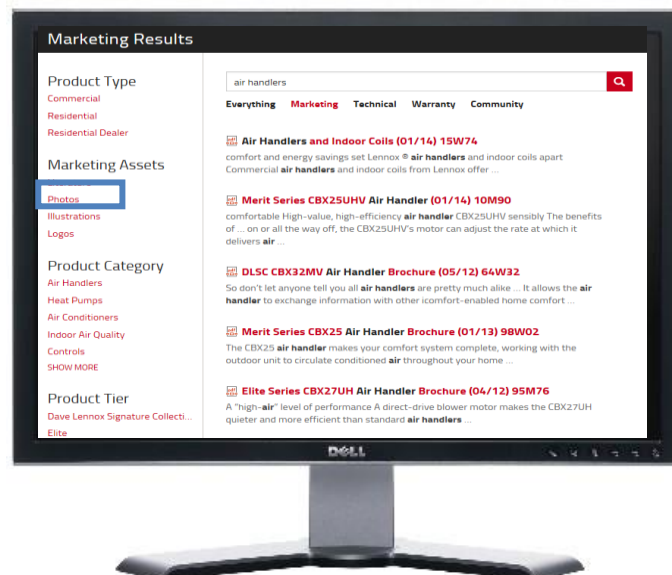
I'm looking for technical docs. How do I find them?

1. Technical documents such as product specifications, installation instructions, service literature, wiring diagrams and user manuals can be found in the document library. To get started, enter your search term in the magnifying glass. For instance, search for a wiring diagram for an xp21 heat pump. Type "xp21" in the search bar and click the magnifying glass.
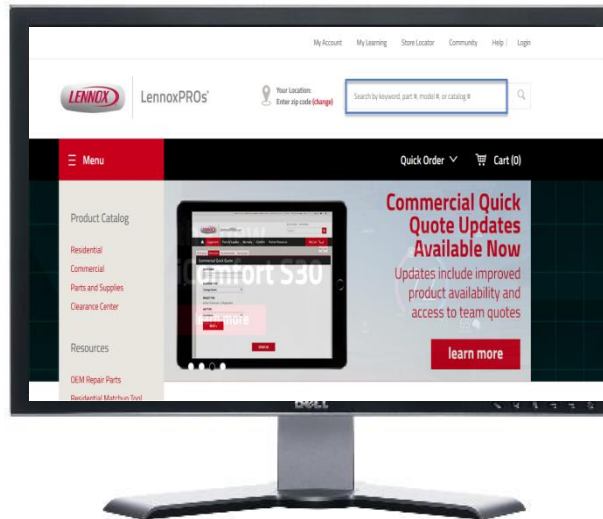
2. To narrow down the results to technical documents, click the "Technical" filter.
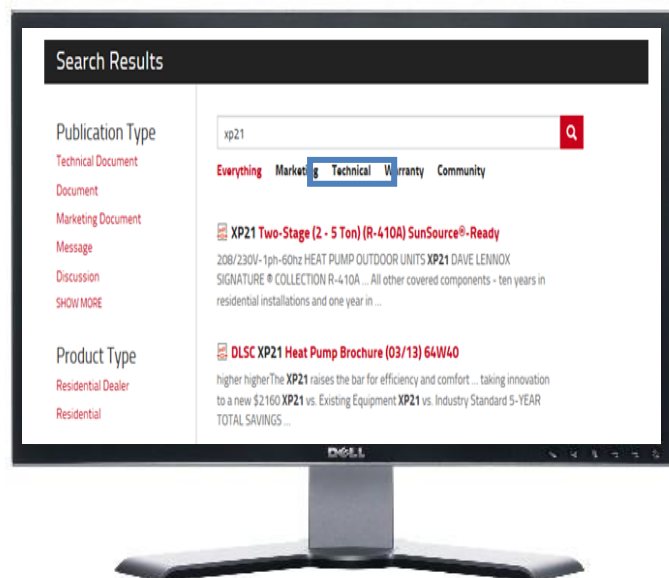
3. Next, select the "Wiring Diagrams" filter under Technical Publication.
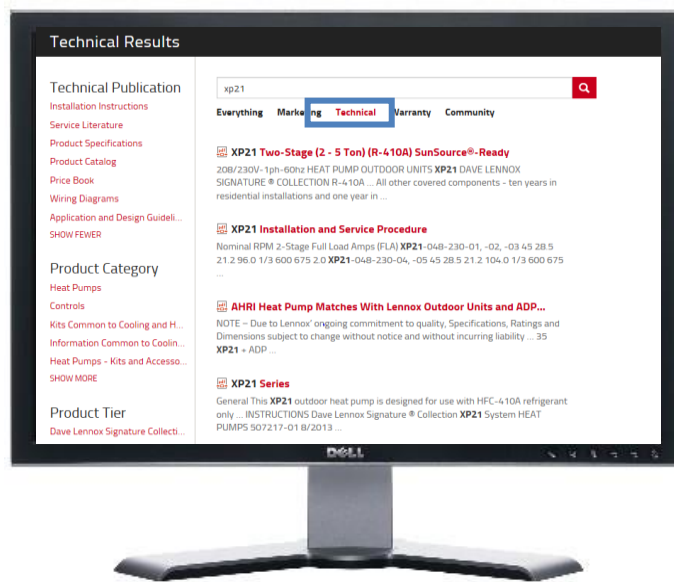
4. The document we are looking for is the top result.

I need help finding information within PDFs. What should I do?

Many of the PDFs in the document library are bigger files, so searching for the exact information you want can sometimes be cumbersome. Below are a few tips on how to quickly find the information you're looking within the PDF document!

Note: The PDF readers in the examples below could be slightly different than your PDF reader on your computer.
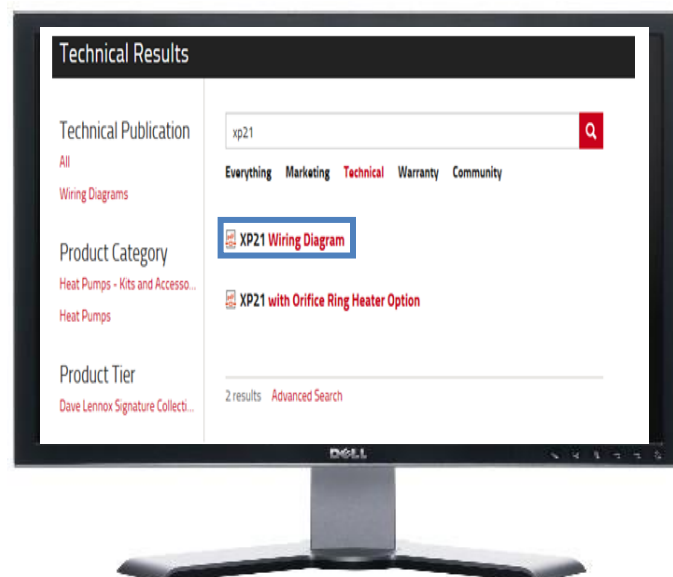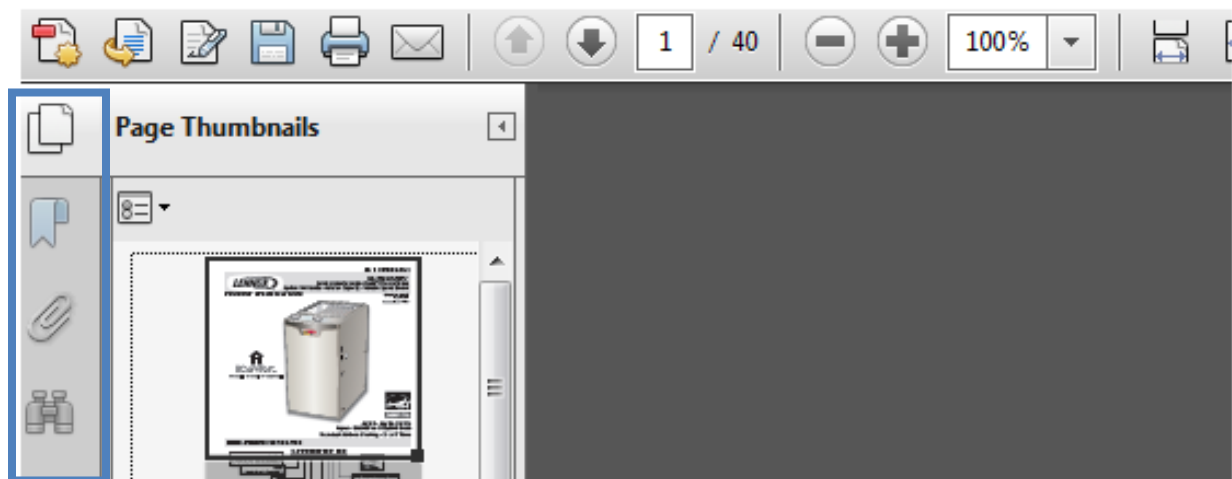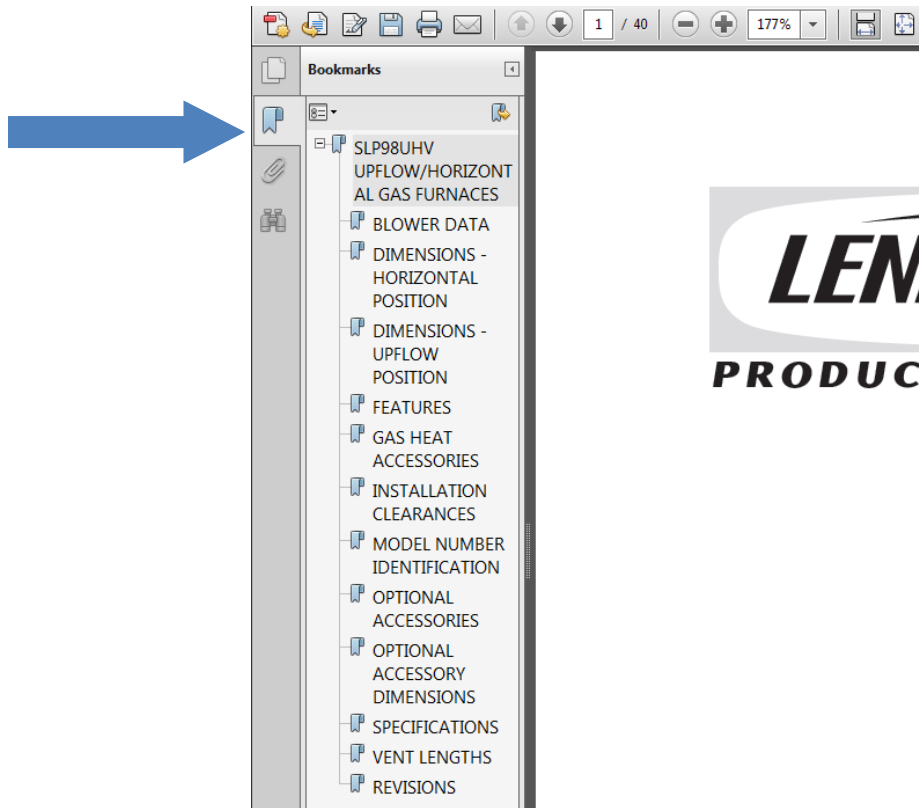
Option 1: Using PDF Readers in Internet Explorer:

1. For this example we are using the **SLP98UHV Product Specifications PDF**. First, open the PDF.

Notice there are four vertical icons on the left hand pane. The first icon is page thumbnails to view the "thumbnail" view of each page.


2. The second icon is the "Bookmarks" (ribbon) icon. These bookmarks will take you directly to the area of the document you're looking for. For instance, click on the "Blower Data" bookmark to be ported to the SLP98V's blower data page instantly.

3. Another useful icon is the search (binoculars) icon. You can use this area to search for any information you're looking for within the PDF. For this example, blower data was used for the keyword.
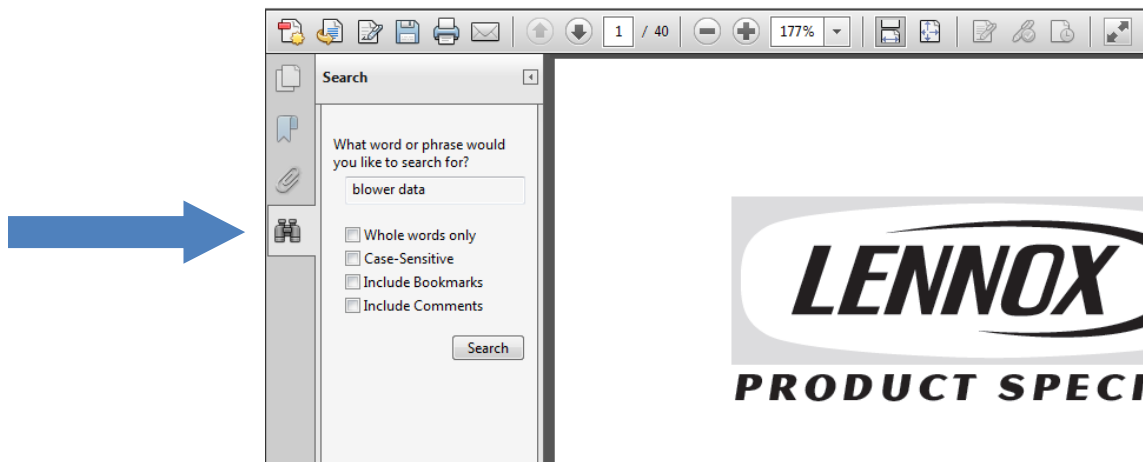
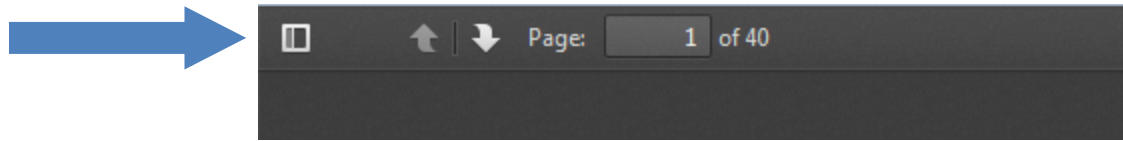4. Results for "Blower data" populate in the document. It's that easy!
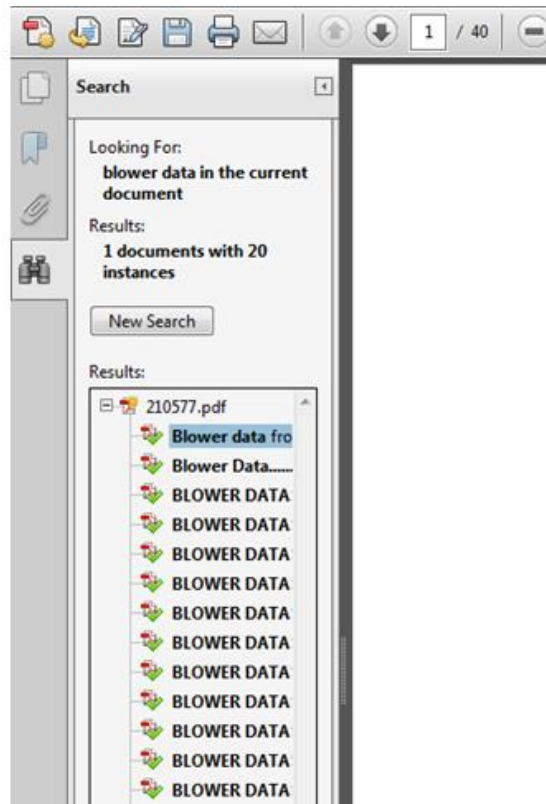
Option 2: Using PDF Readers in Firefox:

1. For this example we are using the **SLP98UHV Product Specifications PDF**. First, open the PDF. Your screen might look something like this:

2. On the upper left hand side of the page, click the left most icon.

This gives you the option to view thumbnails and to view bookmarks within the PDF. The first icon is the thumbnail page view icon. The second, is the bookmark icon. By clicking on any of the bookmarks, you will be ported to that particular area of the document instantly.

3. Remember, at any time you can press the "CTRL F" keys to search keywords within the PDF!

Option 3: Using PDF Readers in Google Chrome:

1. For this example we are using the **SLP98UHV Product Specifications PDF**. First, open the PDF. Your screen might look something like this:

Google Chrome's default PDF viewer does not allow you to view the bookmarks and thumbnail view within the PDF. The best options for viewing PDFs in Chrome are to either use Adobe Reader to open your PDF or to use the "CTRL F" function to search for keywords within the PDF document.

Use Adobe Reader:

Click the PDF icon in the upper right hand corner of the search bar to open the PDF in Adobe Reader.
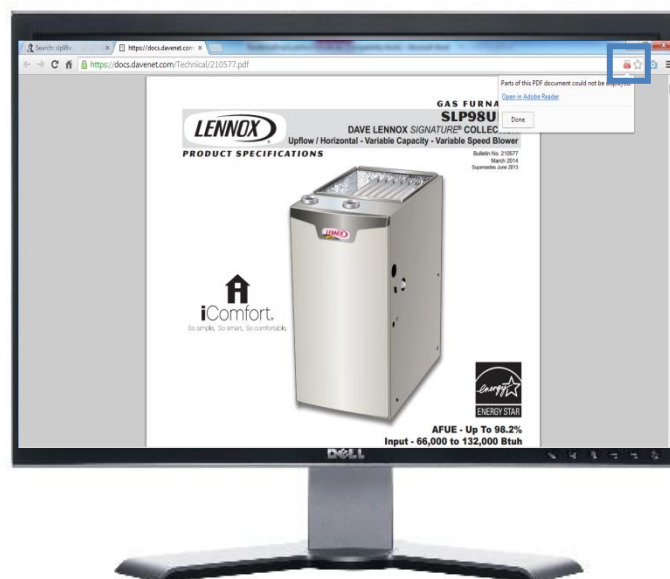
Use "Ctrl F":

For instance, hit "CTRL F", type in "blower data", and 20 different results will populate in the PDF with references to blower data.