



Managing Future Cost Volatility for Refrigerant

Future service events involving refrigerant replacement are projected to add substantial costs beyond the expectations of residential and commercial equipment owners.

Service providers will wrongfully bear the brunt of the negative reaction.

Lennox is at the forefront of these concerns and understands the need to provide solutions to our loyal customers.

The following refrigerant coverage options can offset costs to limit the negative perception of the service provider and bypass the need to explain the complicated government policies at the core of the problem.



Refrigerant coverage options

Refrigerant coverage starting day 91

Term	Max allowance
5 years	\$300
7 years	
10 years	
12 years	
5 years	\$500
7 years	
10 years	
12 years	
5 years	\$750
7 years	
10 years	
12 years	

- Must be purchased for new equipment less than 365 days old
- Equipment model and serial required for registration
- Residential installations only
- Can be purchased in conjunction with other extended service agreements or as a standalone

Reimbursement options

- \$300 limit per policy
- \$500 limit per policy
- \$750 limit per policy

Terms

- 5-year
- 7-year
- 10-year
- 12-year

For more information, please contact: **866-816-2434** | hvacsupport@aig.com



Refrigerant Coverage Frequently Asked Questions

Will the refrigerant coverage plan cover all types of refrigerants?

Yes, all refrigerants are eligible.

Are dealers able to add this coverage to existing systems?

Yes, if the covered equipment is less than 365 days old.

Can this standalone refrigerant coverage be combined with Comfort Shield extended service agreement plan refrigerant allowance?

Yes, up to the amount of coverage purchased with the standalone refrigerant coverage. Anything additional defaults to the \$30 allowance.

Does standalone refrigerant coverage cover commercial equipment?

No, this would be for residential installations only.

Can standalone refrigerant coverage be combined with standard Comfort Shield labor ESAs?

Yes, this can be purchased on its own or in conjunction with Comfort Shield. With the standalone refrigerant coverage, repairs and associated labor are not covered. Combining a Comfort Shield ESA with the refrigerant coverage options creates a more comprehensive package.

When does the refrigerant coverage start?

As with Comfort Shield plans, refrigerant coverage starts on day 91.

Will this impact the existing Comfort Shield claims process?

No, the only additional information you will need is the cost per pound and amount of refrigerant used on the job.

What type of repairs are eligible for coverage?

Only mandatory repairs are eligible for reimbursement. Service calls for line set issues, refrigerant top offs, etc., are not eligible.

My Comfort Shield ESA already includes refrigerant. Why should I consider additional refrigerant coverage?

Standalone refrigerant coverage protects dealers against volatile market prices by setting a limit of liability, giving peace of mind no matter how much refrigerant costs may increase.

Can this refrigerant coverage be reflected in Auto-Select campaigns?

Yes, these offers are available in the Comfort Shield vendor portal. Dealers can set up one campaign at a time based on their preferences.

Are there eligibility requirements for dealers to receive refrigerant coverage?

Dealers are required to accept the Comfort Shield terms and conditions and exercise sensibility when claiming.

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