



## Comfort Shield FAQs



### **Why should I offer my consumers Comfort Shield labor warranties?**

Offering Comfort Shield warranties not only gives you an opportunity to clarify the manufacturer's limited warranty, but also gives your consumers the choice to be protected from costly out of pocket expenses should failures occur. Your company too deserves protection from costly expenses related to consumer concessions, as well as to be reimbursed for your services when unexpected failures occur in the early months or years following installations.

### **If I sell brands other than Lennox, will Comfort Shield cover that equipment too?**

Yes, Comfort Shield is a comprehensive solution which allows you to manage all of your labor warranty business through one program - no matter the brand.

### **What do Comfort Shield warranties cover?**

Comfort Shield warranties cover repairs needed as a result of mechanical and electrical failures. Depending on the tier purchased, coverage will extend to other items such as refrigerant, parts mark up, and miscellaneous parts that may be needed to complete repairs.

### **When will the Comfort Shield warranty take effect?**

The labor portion of warranties can begin as early as ninety-one (91) days from installation date. If parts are included in the warranty sold then coverage begins upon expiration of the factory parts warranty. For all labor coverage, effective dates will be ninety (91) days after the contract is received by Comfort Shield.

### **How do I submit warranties that I've sold to my consumers?**

To enter warranty sales, go to [LennoxPros.com](http://LennoxPros.com). You will click on Warranty, then CompleteCare+ Labor Warranty Program.

### **How do I pay for Comfort Shield warranties that my consumers purchase?**

If your company has a credit account with Lennox you will be invoiced for the sales through normal invoicing procedures you have with Lennox. All payments for contracts should be remitted to Lennox. If your company does not have a credit account with Lennox then payment via credit card will be required during the sales entry process. A 2% processing fee will be included.

### **Will my consumer be required to pay a deductible if they need to set up service?**

No, consumers that purchase Comfort Shield warranties will not be required to pay a deductible when setting up a service call.

**Will I be the preferred servicer for consumers that purchase a Comfort Shield warranty from my company?**

Yes, if your company sells Comfort Shield warranties to consumers then you will have first right of refusal for all service calls that may be needed. Your company information will also print on the certificate of coverage that consumers will receive once the warranty is purchased.

**Am I required to obtain authorization prior to replacing equipment?**

During factory warranty you must follow the OEM's replacement procedure and guidelines. If the equipment is out of factory warranty and covered by Comfort Shield please call at 866-816-2434 to notify us of the replacement and to receive an authorization number that will be used when filing claims.

**Is annual maintenance required on equipment covered by Comfort Shield?**

Yes, annual maintenance is a requirement of the Comfort Shield program and must be completed per the manufacturer's specifications. The annual maintenance requirement prints on the front page of the Certificate of Coverage and in the Terms & Conditions that consumers receive. If selected during claims processing, proof of annual maintenance of the covered equipment must be provided.

**Are Comfort Shield warranties only offered on new installations?**

New equipment and previously installed equipment are eligible for coverage. Previously installed equipment must be in good working condition and coverage must be sold within sixty (60) months of installation. Reimbursement tiers available for purchase vary based on date of previously installed equipment.

**What trip and/or labor rates will I be paid for completed repairs?**

Comfort Shield warranties have multiple reimbursement tiers so trip and labor rates will vary depending on the warranty sold. Reimbursement Tiers are as follows:

Tier	Trip Amount	Labor Rate	Time to Sell from Equipment Installation Date
Basic	\$65	\$85	Within nine (9) months
Tier 1	\$75	\$100	Within sixty (60) months
Tier 2	85	125	Within sixty (60) months