



Comfort Shield Extended Service Agreement

Repair Times Matrix



RESIDENTIAL HEATING - Maximum Labour Repair Hours

Parts Replaced	Furnace (Gas)	Furnace (Oil)	Air Handler	Mini-Split Air Handler	HM30	Rework Period (Days)
Full Unit Replacement	4	4	4	2	4	30
Blower Parts						
Capacitor	1	1	1	1	-	30
Complete Assembly	1.5	1.5	1.5	1.5	-	30
Motor	1.5	1.5	1.5	1.5	-	30
Wheel	1.5	1.5	1.5	1.5	-	30
Blower Coil Replacement	3	3	3	3	-	30
Burner Parts						
Burner/Burner Cluster	1.5	-	-	-	-	30
Cad Cell	-	1	-	-	-	30
Circulation Pump	-	-	1.5	1.5	1.5	30
Pump Cartridge Only	-	-	0.5	0.5	0.5	30
Cold End Header Box	1.5	-	-	-	-	30
Combustion Air Blower	1.5	-	-	-	1	30
Complete Burner Assembly	-	1.5	-	-	1	30
Complete Heat Exchanger	4 to 6*	4 to 6*	-	-	-	30
Electrical Elements	-	-	0.5	0.5	-	30
Flapper Assembly	1	-	-	-	-	30
Gas Valve	1	-	-	-	1	30
HM 30 Change Out	-	-	-	-	6 to 8	30
Ignition Transformer	-	1	-	-	-	30
Ignition/Integrated Control	1.5	-	-	-	-	30
Nozzle	-	1	-	-	-	30
Oil Pump	-	1.5	-	-	-	30
Orifice (all)	1	-	-	-	-	30
Pilot Assembly	1	-	-	-	-	30
Primary Control	-	1	-	-	-	30
Pump Motor	-	1	-	-	-	30
Control Parts						
Blower Control Board	0.5	0.5	0.5	0.5	-	30
Circuit Board	-	-	-	-	0.5	30
Control Transformer	1	1	1	1	-	30
Dip Tube	-	-	-	-	1 ea.	30
Fan Limit	1	1	-	-	-	30
Limit Switch	-	-	-	-	0.5	30
Pressure Relief	-	-	-	-	1	30
Pressure Switches	1	-	-	-	0.5	30
Relays	1	1	1	1	-	30
Sequencers	-	-	1	1	-	30
Thermistor	-	-	-	-	0.5	30
Thermostat	1	1	1	1	1	30

*4 hours for 80% efficiency and 6 hours for 90% efficiency

RESIDENTIAL COOLING - Maximum Labour Repair Hours

Parts Replaced	Air Conditioners	Heat Pumps	Packaged Units	Mini-Split Outdoor Unit	Rework Period (Days)
Full Unit Replacement	4	4	4	2	30
Accumulator *	1.5	1.5	1.5	1.5	30
Capacitor	1	1	1	1	30
Blower Coil *	3	3	3	3	30
Check Valve *	-	2.5	2.5	2.5	30
Compressor *	4 to 5*	4.5 to 6*	4 to 6*	4 (MS AC) 4.5 (MS HP)	30
Condenser Coil *	3	3	4	3	30
Contactors	1	1	1	1	30
Crankcase Heater	0.5	0.5	0.5	0.5	30
Defrost Timer	-	1	1	1	30
Distributor Tube Assembly	3	3	3	3	30
Evaporator Coil *	3	3	4	3	30
Fan Blade	1	1	1	1	30
Fan Motor **	1.5	1.5	1.5	1.5	30
Pressure Switch *	2	2	2	2	30
Refrigerant Leak *	2.5	3	3.5 to 4	2.5 (MS AC) 3 (MS HP)	30
Relays (all)	0.5	0.5	0.5	0.5	30
Reversing Valve *	-	3.5	3.5	3.5	30
Service Valve *	-	2	2	2	30
Thermostat	1	1	1	1	30
Transformer	1	1	1	1	30
TXV (flared) *	2	2	1	2	30
TXV (sweat) *	2.5	2.5	2.5	2.5	30

* Repairs are refrigerant relevant and times given include leak search, evacuation, drier change, recharge, and clean-up.

** Repair time given includes removal of fan blade if necessary.

REFRIGERANT COVERAGE - Standalone Refrigerant ESAs

Max Allowance Options		
\$300	\$500	\$750

COMFORT SHIELD ESA REIMBURSEMENT TIERS

Reimbursement Tier	Trip Fee	Labour Rate	Additional Benefits***
Basic	\$65	\$85	-
Tier 1	\$85	\$125	✓
Tier 2	\$100	\$175	✓
Tier 3	\$125	\$250	✓

***Additional benefits include Parts Markup and Refrigerant

Important Notes:

1. Limited to one (1) Trip Fee reimbursement per Claim. Labour hours are paid according to the above Repair Times Matrix.
2. DOA (defined as a failure prior to install) parts do not require a warranty-of-work period.
3. Labour performed for repairing leaks is covered as a standalone repair.
4. Compressor replacements labour hours vary.
 - Air Conditioners up to 3 tons receive a maximum of 4 hours of labour and a maximum of 5 hours labour for 3 ½ tons or larger.
 - Heat Pumps up to 3 tons receive a maximum of 4 ½ hours of labour and a maximum of 6 hours labour for 3 ½ tons or larger.
5. Any covered component repair not listed in the Extended Service Agreement Repair Times Matrix may receive up to a maximum reimbursement of one (1) labour hour.
6. The cost of refrigerant may be eligible for reimbursement under specific tiers. If eligible, refrigerant reimbursement will be the lesser of (a) your Lennox' cost per pound with up to a 50% markup or (b) the maximum per pound reimbursement rates set forth below. Top offs are not covered as a standalone repair.

Details of Tier 1, Tier 2 and Tier 3 Reimbursement Benefits

Parts Mark-Up (based on the cost of the part from Lennox)	Maximum Mark-Up Per Part
Parts <\$150.00 CAD	40% mark-up from your Lennox cost
Parts >= \$150.00 CAD	25% mark-up from your Lennox cost

Refrigerant Type	Maximum Reimbursement Per Pound (including up to 50% mark-up)
R410A, R454B	\$25.00 CAD
R22	\$40.00 CAD



Air is life. Make it perfect.™

Lennox Extended Limited Warranty

Repair Times Matrix



Call: 1-800-4LENNOX

RESIDENTIAL HEATING - Maximum Labour Repair Hours

Parts Replaced	Furnace (Gas)	Furnace (Oil)	Air Handler	Mini-Split Air Handler	Rework Period (Days)
Full Unit Replacement	4	4	4	2	30
Blower Parts					
Blower Assembly	1.5	1.5	1.5	1.5	30
Blower Housing	1.5	1.5	1.5	1.5	30
Blower Wheel	1.5	1.5	1.5	1.5	30
Blower Replacement Kit	1.5	1.5	-	-	30
Capacitor	1	1	1	1	30
Coil*	-	-	3	3	30
Combination Air/Induced Draft	1.5	1.5	-	-	30
Drain Pan	-	-	3	3	30
Motor	1.5	1.5	1.5	1.5	30
Motor Mount	1.5	1.5	1.5	1.5	30
Burner Parts					
Burners-Gas/Oil	1	1	-	-	30
Burner Kit	1.5	1.5	-	-	30
Burners-Pilot	1	1	-	-	30
Circuit Breaker	-	-	1	1	30
Combustion Air Motor	1.5	1.5	-	-	30
Combustion Component	1.5	1.5	-	-	30
Heat Exchanger	4	4	-	-	30
Electric Duct Heater	-	-	1	1	30
LP Kit	1	1	-	-	30
Motor Impeller Assembly	1.5	1.5	1.5	1.5	30
Oil/Fuel Pump	1.5	1.5	-	-	30
Orifice Ring	1.5	1.5	1.5	1.5	30
Pilots-Gas Train FP Part	1	-	-	-	30
Control Parts					
Air Sensor	1	1	1	1	30
Capacitor	1	1	1	1	30
Control Module	1.5	1.5	0.5	0.5	30
Electrical Component	1	1	1	1	30
Electric Flame/Sensor	1	-	-	-	30
Fan/Limit Control	1	1	1	1	30
Gas Manifold	1	-	-	-	30
Valves-Gas Train FP Parts	1	-	-	-	30
Heating Controls	1.5	1.5	0.5	0.5	30
Heating Element	-	-	1	1	30
Ignition Control	1.5	1.5	-	-	30
Leaks Search and Repair *	-	-	2.5	2.5	30
Pressure Switch	1	1	-	-	30
Regulator	1	1	-	-	30

RESIDENTIAL HEATING - Maximum Labour Repair Hours

Parts Replaced	Furnace (Gas)	Furnace (Oil)	Air Handler	Mini-Split Air Handler	Rework Period (Days)
Control Parts					
Relay	0.5	0.5	0.5	0.5	30
Restrictor*	-	-	2.5	2.5	30
Switch	1	1	1	1	30
Temperature Controller	1.5	1.5	1	1	30
Transformer	1	1	1	1	30
TXV Valve*	-	-	2.5	2.5	30

* Repairs are refrigerant relevant and times given include leak search, evacuation, drier change, recharge, and clean-up.

RESIDENTIAL COOLING - Maximum Labour Repair Hours

Parts Replaced	Air Conditioners	Heat Pumps	Packaged Units	Mini-Split Outdoor Unit	Rework Period (Days)
Full Unit Replacement	4	4	4	2	30
AC and HP Control	1	1	1.5	1	30
Accumulator*	1.5	1.5	1.5	1.5	30
Air Sensor	1	1	1	1	30
Blower Assembly	-	-	1.5	-	30
Blower Housing	1.5	1.5	1.5	1.5	30
Burners-Gas/Oil	-	-	1	-	30
Burner Kit	-	-	1.5	-	30
Burners-Pilot	-	-	1	-	30
Capacitor	1	1	1	1	30
Coil*	3	3	4	3	30
Combustion Air Motor	-	-	1.5	-	30
Compressor*	4	4.5	4	4 (MS AC) 4.5 (MS HP)	30
Combustion Air/Induced Draft	-	-	1.5	-	30
Contactors	1	1	1	1	30
Control Module	1	1	1 to 1.5	1	30
Crankcase Heater	0.5	0.5	0.5	0.5	30
Defrost Control	-	1	1	1	30
Drain Pan	-	-	4	-	30
Drier*	2	2	2	2	30
Electrical Component	1	1	1	1	30
Electric Duct Heater	-	-	1	-	30
Electric/Flame Sensor	-	-	1	-	30
Fan/Limit Control	-	-	1	-	30
Fans	1	1	1	1	30
Gas Manifold	-	-	1	-	30

RESIDENTIAL COOLING - Maximum Labour Repair Hours

Parts Replaced	Air Conditioners	Heat Pumps	Packaged Units	Mini-Split Outdoor Unit	Rework Period (Days)
Valves-Gas Train FP Parts	-	-	1	-	30
Heat Exchanger	-	1	4	1	30
Heating Controls	1	1	1 to 1.5	1	30
Heating Element	-	-	1	-	30
Ignition Control	-	-	1.5	-	30
Leak Search and Repair*	2.5	3	3.5	2.5 (MS AC) 3 (MS HP)	30
LP Kit	-	-	1	-	30
Motor	1.5	1.5	1.5	1.5	30
Motor Mount	1.5	1.5	1.5	1.5	30
Motor Impeller Assembly	1.5	1.5	1.5	1.5	30
Orifice Ring	1.5	1.5	1.5	1.5	30
Pilots-Gas Train FP Part	-	1	1	1	30
Pressure Switch*	2	2	2	2	30
Refrigerant Ball Valve*	2	2	2	2	30
Regulator	2	2	2	2	30
Relay	0.5	0.5	0.5	0.5	30
Restrictor*	-	2.5	2.5	2.5	30
Service Valve*	2	2	2	2	30
Switch	2	2	2	2	30
Temperature Controller	1	1	1	1	30
Transformer	-	1	1	1	30
TXV Valve*	2.5	2.5	2.5	2.5	30

* Repairs are refrigerant relevant and times given include leak search, evacuation, drier change, recharge, and clean-up.

Extended Limited Warranty Tiers

Reimbursement Tier	Trip Fee	Labour Rate	Additional Benefits**
Tier 1 No additional fee	\$85	\$125	✓
Tier 2 Fee to upgrade	\$100	\$175	✓
Tier 3 Fee to upgrade	\$125	\$250	✓

**Additional benefits include Parts Markup and Refrigerant

Important Notes:

1. Dealers must pay the respective upgrade fees for Tier 2 or Tier 3 to receive reimbursement at the designated rates and additional benefits.
2. Limited to one (1) Trip Fee reimbursement per Claim. Labour hours are paid according to the above Repair Times Matrix.
3. DOA (defined as a failure prior to install) parts do not require a warranty-of-work period.
4. Reimbursement for up to 8 lbs of refrigerant per claim at the lesser of (a) your Lennox' cost per pound with up to a 50% markup or (b) the maximum per pound reimbursement rates set forth below. Top offs are not covered as a standalone repair.
5. Labour performed for repairing leaks is covered as a standalone repair.

Details of Reimbursement Benefits

Part Costs from Lennox	Maximum Mark Up Per Part
Parts <\$150.00 CAD	40% mark up from your Lennox cost
Parts >= \$150.00 CAD	25% mark-up from your Lennox cost

Refrigerant Type	Maximum \$ Per Lb Per Claim (including up to 50% markup)	Maximum Amount per Claim
R410A, R454B	\$25.00 CAD	Up to 8 lbs

