

# Frequently Asked Questions

## WARRANTY YOUR WAY™ COVERAGE DETAILS

### › What are the differences between Lennox Basic Limited Warranty and Lennox Extended Limited Warranty?

For complete details, please visit [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay).

### › What are the Lennox Extended Limited Warranty options available by product tier?

For complete details, please visit [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay).

### › What products are eligible to receive the Lennox Extended Limited Warranty options with the 3-year labor coverage?

Currently the air conditioners, air handlers, gas furnaces heat pumps, Lennox branded evaporator coils, oil furnaces and packaged units (residential) are all eligible. For a complete list of eligible products visit [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com).

### › Is the Extended Limited Warranty transferable to subsequent homeowners?

If labor coverage was added to the Extended Limited Warranty coverage, then the labor portion is transferable to the new homeowner if you sell your home.

### › If I have a home warranty policy from a 3rd party vendor, how will this impact my Warranty Your Way coverage?

Having a 3rd party home warranty will not affect your Warranty Your Way coverage options. However, we strongly encourage you to evaluate both the Warranty Your Way coverage and home warranty policy when filing a claim.

## COMFORT SHIELD® EXTENDED SERVICE AGREEMENTS

### › What Comfort Shield Extended Service Agreement upgrade options are available for purchase?

We recommend you discuss with your installing dealer what's the best coverage for you.

### › How much do the Comfort Shield Extended Service Agreement upgrade options cost?

We recommend discussing ESA options and cost with your installing dealer.

### › How do I pay for a Comfort Shield Extended Service Agreement (ESA) purchased through WarrantyYourWay.com?

You'll be directed to a payment gateway where you will be able to process your payment for the Comfort Shield ESA via credit card.



# THE WARRANTY REGISTRATION PROCESS

## › How do I register for the Lennox Extended Limited Warranty program?

Please visit [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com) to complete and submit the registration form. The website is mobile-friendly, and the process can be completed on your desktop, tablet, or mobile.

## › Can equipment be registered after 60 days from either the installation date or closing date in the case of a newly constructed home?

To obtain these benefits (outside of California, Quebec, and other jurisdictions where registration requirements to effectuate warranties are prohibited), eligible equipment must be registered within 60 days of installation (existing homes) or closing date (new construction). In California, Quebec, and other jurisdictions prohibiting registration requirements to effectuate warranties, eligible equipment automatically comes with the parts-only Extended Limited Warranty and homeowners have 60 days from installation (existing homes) or closing date (new construction) to receive the alternative coverage that reduces the parts-coverage term but includes labor. Failure to register eligible equipment will not diminish your warranty coverage if you purchased your eligible equipment in California, Quebec, or another jurisdiction that prohibits registration requirements to effectuate a warranty. Please read the terms and conditions for full details at [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay).

## › Can a dealer register on my behalf?

Yes. The dealer will provide you with a Customer Disclosure form, which highlights all the warranty options have been explained to you.

## › Can I change my Lennox coverage selection after the product has already been registered?

Homeowners are unable to change their registration selection.

## › Do Dave Lennox Signature® Collection products need to be registered to receive the Extended Warranty?

Registration is required (except in California, Quebec, or where registration is otherwise prohibited by law). Terms, conditions, and exclusions apply. We encourage you to read the full terms and conditions at [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay).

## › As a homeowner, do I need to create an account in order to register?

No account is needed for registering your products.

## › I live in a state or province where registration is not required. Do I qualify for the Extended Limited Warranty?

Yes. Extended limited warranty eligibility is based on the address where the unit is installed. The new Lennox unit must be properly installed, operated and maintained by a licensed professional installer (or equivalent), or by a service agency in accordance with the unit installation, operation and maintenance instructions provided with each Lennox unit. Failure to provide maintenance per Lennox instructions will void the warranty. You may be asked to provide written documentation of annual and other periodic preventive maintenance. Proof of original installation may be required. Visit [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay) for more details.

## › Can I change the Comfort Shield ESA coverage selection after the product has already been registered?

The Comfort Shield ESA can be updated within the first 15 days after registration. Contact your installing dealer to update your coverage.

## › I didn't want labor coverage when my unit was installed and registered, but now I do. Is it too late?

Contact your installing dealer to add an Extended Service Agreement (ESA) with Comfort Shield.



## HOW TO KNOW YOU'RE COVERED

### › Will I be notified if my equipment is approved or rejected for the warranty?

Yes. After registering your product at [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com) you will be notified via email when your registration is completed.

### › How do I know if I have an Extended Limited Warranty?

After you have submitted the online registration at [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com), you will receive an email confirmation from us once registration is completed.

Homeowners in California, Quebec, and other jurisdictions where registration requirements to effectuate warranties are prohibited by law will automatically receive the Basic Limited Warranty and Extended Limited Warranty (parts only) applicable to the equipment they purchase and the failure to register equipment will not diminish these warranty rights in any way. Where eligible, if you want to switch from the default parts-only Extended Limited Warranty to the alternative Warranty Your Way coverage, you must select alternative coverage within sixty (60) of installation (for existing homes) or closing date (for new construction). You can inform Lennox of your selection through the [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com).

To contact the Lennox Customer Service team, go to <https://www.lennox.com/help/contact-us/warranty> and then clicking "Email Our Contact Center," or dial 1-800-9LENNOX.

### › After I have registered, do I have to use the installing dealer in order to maintain the manufacturer's warranty?

The new Lennox unit must be properly installed, operated and maintained by a licensed professional installer (or equivalent), or by a service agency in accordance with the unit installation, operation and maintenance instructions provided with each Lennox unit. Failure to provide maintenance per Lennox instructions will void the warranty. You may be asked to provide written documentation of annual and other periodic preventive maintenance.

### › What if I don't receive my confirmation?

We recommend checking your email spam/junk folders first. You can contact your installing dealer for a copy of the registration and coverage certificates.

### › If my registration for the Lennox Extended Limited Warranty offering is denied, whom do I contact?

Contact Lennox at 1-800-953-6669. Please have your reference number available.

### › My dealer told me that my system qualifies for the Extended Limited Warranty. Why did Lennox deny my registration?

If you have questions, you can call us at 1-800-953-6669.

*Your residential extended limited warranty claim was denied because of one or more of the following:*

- Your unit is not a Lennox-branded product.
- Your unit is not Lennox residential equipment installed in a residential application which is defined as an owner occupied, single-family residence.
- Your unit was not registered within 60 days\* of the original date of installation.
- Your unit was not installed by a licensed, professional installer.
- You did not provide all of the required information.

\*Homeowners in California, Quebec, and other jurisdictions where registration requirements to effectuate warranties are prohibited by law will automatically receive the Basic Limited Warranty and Extended Limited Warranty (parts only) applicable to the equipment they purchase and the failure to register equipment will not diminish these warranty rights in any way. If such homeowners wish to change their parts-only Extended Limited Warranty to 3 years of labor and 7 years of parts coverage (for Merit and Elite) and 3 years of labor coverage and 10 years of parts coverage (for Signature), they will need to contact Lennox Consumer Support within 60 days of Installation (for existing homes) or closing date (for new construction).

### › Where is it written that my specific equipment doesn't qualify for the Lennox Extended Limited Warranty?

Please visit [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com) for a complete list of qualifications and eligible equipment.



## YOUR WARRANTY COVERAGE CERTIFICATE

- › **The contact information (name, email address and/or mailing address) listed on my warranty certification is incorrect. How do I resolve this issue?**

You may email [registrations@lennox.com](mailto:registrations@lennox.com) with the details that need to be updated. Proof may be required.

- › **Who is responsible for giving me the Lennox Basic Limited Warranty certificate and the notification of the Lennox Extended Limited Warranty program?**

The Lennox Basic Limited Warranty certificate is provided with the product at the time of installation. If the Lennox Dealer completes the registration process for you, they will provide the necessary documents. If you complete the process by visiting [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com), Lennox will email the documents to you. If you purchase the Comfort Shield ESA, a certificate will be send via mail.

- › **How do I know what coverage a product(s) has?**

Coverage details are listed on the Lennox registration and coverage certificates. If an Extended Service Agreement with Comfort Shield was purchased at the time of registration, the coverage details will be available on the Comfort Shield certificate of coverage. A copy will be mailed to homeowner once transaction has been completed. It may take up to 14 days to receive the certificate of coverage.

