



# Warranty Your Way™

## USER GUIDE & MANUAL\*

Version 2.0  
April 2025

By offering the opportunity to obtain industry-leading labor coverage on eligible products and more limited warranty and coverage options to choose from, Warranty Your Way™ proves that perfect air isn't just something we talk about—it's something we stand behind.



\*This User Guide is for informational purposes only and does not create or constitute a contract between Lennox and Dealer. To participate in Warranty Your Way, Dealer must read and accept the Dealer Terms and Conditions. Dealer's participation in Warranty Your Way is governed by the Warranty Your Way: Dealer Terms and Conditions. In the event of a conflict between this User Guide and the Dealer Terms and Conditions, the Dealer Terms and Conditions shall apply. Lennox reserves the right to modify this User Guide, without notice to you. For the most up to date version, please visit [LennoxPros.com/WarrantyYourWay](http://LennoxPros.com/WarrantyYourWay)

# Table of Contents

---

Core Values.....	1
Introduction.....	1
Overview .....	1
Limited Warranty and Coverage Choices.....	2
Lennox Basic Limited Warranty .....	2
Lennox Extended Limited Warranty Choices .....	2
Summary of Lennox Basic and Extended Limited Warranty Options* .....	4
Lennox Extended Limited Warranty Labor and Parts Options .....	4
Lennox-Branded Standalone Evaporator Coils.....	4
Lennox Extended Limited Warranty Parts Only Extension.....	4
Excluded from Lennox Extended Limited Warranty Offering .....	5
Comfort Shield® Extended Service Agreement (ESA) Upgrade Options .....	5
Comfort Shield: Auto-Select ESA Path (Previously ADVANTAGE) .....	6
Summary of All Coverage Options.....	7
Payment Methods- Comfort Shield Extended Service Agreements .....	9
Comfort Shield Extended Service Agreement Pricing .....	9
Warranty Your Way Benefits .....	10
Why Offer Warranty Your Way.....	10
Dealer Benefits.....	10
Homeowner Benefits .....	10
Registration & Limited Warranty and Coverage Selection Process .....	10
Dealer Path.....	12
Dealer Path Troubleshoot .....	15
Equipment Owner Path .....	16
Equipment Owner Troubleshoot .....	16
Limited Warranty & Coverage Claims Process .....	18
How to File a Lennox Basic Limited and Extended Limited Warranty Claim.....	18
How to File a Claim for Extended Service Agreement (ESA) with Comfort Shield .....	24
Dealer Terms and Conditions and Requirements .....	25
Sales & Legal Best Practices.....	26
Frequently Asked Questions.....	26
Qualifications .....	26
Registration and Coverage Selection Process.....	27
Registration and Limited Warranty Selection Notifications.....	28
Invoicing and Billing.....	29
Limited Warranty and Extended Service Agreement Selections.....	30
Comfort Shield Auto-Select ESA Path (Formerly ADVANTAGE) .....	31
Limited Warranty and Extended Service Agreement Coverage Details.....	32
Claims.....	33
General.....	34
Training and Marketing Materials.....	34
Contact Information .....	35

# Core Values

## Introduction

Offering the opportunity to obtain industry-leading labor coverage on eligible products and more limited warranty and coverage options to choose from, Warranty Your Way™ proves that perfect air isn't just something we talk about—it's something we stand behind.

Warranty Your Way™ features the opportunity to obtain 3-year labor coverage at no additional cost\*. On eligible Merit® and Elite® products, homeowners now have the opportunity to receive the traditional 5-year parts only extension or a 3-year labor and 2-year parts extension. For the Dave Lennox Signature® Collection, homeowners have the opportunity to receive 3 years of labor coverage or an additional 2 years of parts only coverage (for a total of 12 years parts only). They can also purchase additional labor coverage through the Comfort Shield® program, which is provided by Service Net Warranty, LLC, part of AIG, and is transferable.

Traditionally in the HVAC industry, labor has not been covered as part of the standard manufacturer's limited warranty. This continuously presents a problem as homeowners assume that the standard limited warranty includes labor and then are upset when they find out that is not the case. This lack of understanding can have a damaging impact on both dealer and HVAC OEM trust with homeowners. In recent Lennox Voice of Customer research, "Warranty" was listed as the number one negative sentiment. Additionally, over 80% of the negative calls to Lennox Consumer Support are directly related to labor charges. When a failure occurs, the average cost of repair is 85% labor and only 15% parts. As a result, dealers will often concede the labor fees and cover the costs themselves. As equipment becomes more sophisticated, complex, and expensive, labor coverage is becoming a more important consideration for homeowners.

Lennox' new product registration and coverage selection website allows the user to, among other things, review the terms and conditions of Lennox's limited warranties, register Lennox products\*, select coverage, and purchase additional coverage and upgrades through Comfort Shield.

\*Terms, conditions, and exclusions apply. Please read the full terms and conditions at [www.Lennox.com/WarrantyYourWay](http://www.Lennox.com/WarrantyYourWay).

## Overview

INTEGRITY	RESPECT	EXCELLENCE
<b>Accountability</b> We deliver on our commitments.	<b>Customer Experience</b> We earn the loyalty of our customers.	<b>Innovation</b> We embrace original ideas and creative solutions.
<b>Positive Engagement</b> We energize and motivate others.	<b>Sustainability</b> We care for our community and planet.	<b>Quality</b> We strive for continuous improvements.
<b>Trust</b> We are honest, ethical and safe.	<b>Talent</b> We foster belonging and create opportunities to grow.	<b>Results</b> We prioritize superior outcomes for our stakeholders.

With the introduction of Warranty Your Way, homeowners with eligible equipment and who satisfy any applicable registration and other requirements will now have an opportunity to keep the default parts-only Extended Limited Warranty or instead receive 3-year labor coverage with a lesser parts extension. In addition, should a homeowner want additional coverage for peace of mind, they will have the option to purchase an extended service agreement. Details are covered in the Limited Warranty and Coverage Choices section of this guide and at [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay).

You or your homeowners, will make coverage selections through the brand-new product registration and coverage selection website, [WarrantyYourWay.com](http://WarrantyYourWay.com).

Features of this new site include:

- Mobile and tablet friendly
- Dedicated dealer and homeowner paths
- Address completion and validation with Google
- Streamlined process



## Limited Warranty and Coverage Choices

---

### Lennox Basic Limited Warranty

The default Basic Limited Warranty on eligible equipment without registration is as follows:

Product Tier	Basic Limited Warranty
Merit Series	5-year parts
Elite Series	5-year parts
Dave Lennox Signature Collection	10-year parts

---

### Lennox Extended Limited Warranty Choices

Eligible equipment comes with a default parts only Basic Limited Warranty (for Merit and Elite, 5 years parts only and for Dave Lennox Signature Collection, 10 years parts only). Terms, conditions and exclusions apply. Please review the full terms and conditions at [www.Lennox.com/WarrantyYourWay](http://www.Lennox.com/WarrantyYourWay).

In addition, for eligible equipment, Lennox gives the opportunity to extend the Basic Limited Warranty at no additional charge in two ways:

For eligible Merit and Elite series products, homeowners have the opportunity to obtain the default 5-year parts only extension (for a total of 10-years parts only coverage) or, in lieu of that option, they have the opportunity to receive 3 years of labor coverage and 2 years of parts coverage (for a total of 3 years labor coverage and 7 years parts coverage).

---

For eligible Dave Lennox Signature Collection products, homeowners have the opportunity to obtain the default 2 years parts only extension (for a total of 12-years parts only coverage) or, in lieu of that option, they have the opportunity to receive 3 years of labor coverage (for a total of 10 years parts and 3 years labor).

For homeowners outside of California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited, to be eligible for the default parts only Extended Limited Warranty or the alternative parts and labor Extended Limited Warranty, eligible equipment must be properly registered within 60 calendar days of installation (existing homes) or closing date (new construction).

For homeowners in California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited, eligible equipment automatically comes with the default parts only Extended Limited Warranty. Homeowners will have the ability to change their coverage to the alternative parts and labor Extended Limited Warranty within 60 days of installation (existing homes) or closing date (new construction) at [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com), e-mailing Lennox by going to <https://www.lennox.com/help/contact-us/warranty> and then clicking "Email Our Contact Center," or by calling Lennox at 1-800-9-LENNOX. Other terms, conditions, and exclusions apply. You can review the full terms, conditions, and exclusions at [www.Lennox.com/WarrantyYourWay](http://www.Lennox.com/WarrantyYourWay).

## Lennox Extended Limited Warranty Choices

Product Tier	Option 1	Option 2
Merit Series	10-year parts; no labor	7-year parts; 3-year labor
Elite Series	10-year parts; no labor	7-year parts; 3-year labor
Dave Lennox Signature Collection	12-year parts; no labor	10-year parts; 3-year labor

If you, on behalf of your homeowner, select the Extended Limited Warranty option with 3-year labor coverage, you will have another option to upgrade your reimbursement tier and add refrigerant coverage at an additional cost.

Tier	Trip Reimbursement	Labor Rate Reimbursement	Refrigerant Coverage
Standard	\$85	\$125	Yes
ESA Upgrade Option 1*	\$100	\$175	Yes
ESA Upgrade Option 2*	\$125	\$250	Yes

\*Includes additional benefits like parts markup and refrigerant coverage. Please note that Standard (Basic), ESA Upgrade Option 1 (Tier 1) and ESA Upgrade Option 2 (Tier 2) upgrades include leak repair (labor only) covered as a standalone repair. In the event the original End Customer or installing dealer of the Covered Equipment purchased a higher reimbursement level, Dealer will be paid the respective hourly rate of the purchased level. For the avoidance of doubt, the labor rate is tied to the Covered Equipment not Dealer. In other words, if Dealer provides covered labor for Covered Equipment Dealer did not install, and the installing dealer did not purchase a higher reimbursement level, Dealer will be paid the basic rate of \$125 per hour regardless of whether or not Dealer typically purchases a higher reimbursement level when it installs WYW Eligible Equipment. (Please reference the Lennox Extended Limited Warranty Repair Times Matrix located at [www.LennoxPros.com/WarrantyYourWay](http://www.LennoxPros.com/WarrantyYourWay) for complete details.

Important: Dealers are required by law to disclose to the homeowner the Lennox Basic Limited Warranty and Lennox Extended Limited Warranty options that are available to them prior to registration and/or selection. The dealer is required by law to provide the Customer Disclosure Form to the homeowner which highlights all the warranty options have been explained to them by the dealer.

## Summary of Lennox Basic and Extended Limited Warranty Options\*



Merit Limited Warranty (no registration)			
Compressor	Heat Exchanger	All Other Parts	
5 YRS	20 YRS	5 YRS	

Elite Limited Warranty (no registration)				
Compressor	Heat Exchanger		All Other Parts	
	80%	90+ & Oil	LIFE	5YRS
10 YRS	20 YRS	LIFE	5YRS	

DLSC Limited Warranty (no registration)				
Compressor	Heat Exchanger		All Other Parts	
	80%	90+ & Oil	LIFE	10 YRS
10 YRS	20 YRS	LIFE	10 YRS	

Merit Extended Limited Warranty (with registration*)				
Compressor	Heat Exchanger	Alls Other Parts	Labor	
10	20	10	0	
or choose				
7	20	7	3	

Elite Limited Warranty (with registration*)					
Compressor	80%	90+ & Oil	All Other Parts	Labor	
	Heat Exchanger	LIFE		10	0
10	20	LIFE	10	0	
or choose					
10	20	LIFE	7	3	

DLSC Limited Warranty (with registration*)					
Compressor	80%	90+ & Oil	All Other Parts	Labor	
	Heat Exchanger	LIFE		12	0
12	20	LIFE	12	0	
or choose					
10	20	LIFE	10	3	

\*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 default 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 the homeowner's warranty coverage if the homeowner purchased its 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).

## Lennox Extended Limited Warranty Labor and Parts Options

The following products\* are currently eligible to receive the Lennox Extended Limited Warranty options with the 3-year labor coverage or keep the parts only extension. Lennox reserves the right to change the equipment eligible for the Warranty Your Way Extended Limited Warranty at any time. For a complete and updated list of eligible products, visit [www.LennoxPros.com/WarrantyYourWayESA](http://www.LennoxPros.com/WarrantyYourWayESA).

- Air conditioners
- Air handlers
- Gas furnaces
- Oil furnaces
- Heat pumps
- Lennox Branded Evaporator Coils
- Packaged Units (Residential)\*\*

\* Applies only to single-phase Residential products installed in residential applications.

\*\* Only models LRP14, LRP16

## Lennox-Branded Standalone Evaporator Coils

The Extended Limited Warranty for Lennox-branded coils shall have the coverage options of 7-year parts/3-year labor or 10-year parts. When a Lennox-branded coil is installed and registered with a DLSC outdoor product, the coil coverage will be updated to match the DLSC outdoor product selection.

Note: ADP coils will need to be registered with ADP to receive its manufacturer's extended coverage. Please visit [www.ADPnow.com](http://www.ADPnow.com) to register and for more information.

## Lennox Extended Limited Warranty Parts Only Extension

The following products are currently not eligible to receive the Extended Limited Warranty options with the 3-year labor coverage but are eligible for the parts only extension with registration:

- Boilers
- Mini-splits

## Excluded from Lennox Extended Limited Warranty Offering

The following products are currently not eligible for the Lennox Extended Limited Warranty offering. Not eligible means, these equipment/components DO NOT get a choice of parts only or parts and labor when it comes to our Lennox Extended Limited Warranty. However, coverage may be available through Comfort Shield ESA program.

- 3-phase equipment
- Accessories
- Commercial equipment
- Ductwork
- Electric heat strips
- Non-Lennox Branded Coils

## Comfort Shield® Extended Service Agreement (ESA) Upgrade Options

Comfort Shield is an Extended Service Agreement (“ESA”) program designed to help our dealers provide homeowner’s peace of mind. Comfort Shield ESAs will be made available for purchase on WarrantyYourWay.com\* and are currently available regardless of which Extended Limited Warranty a homeowner selects. Lennox reserves the right to terminate its association with the Comfort Shield program at any time.

Pricing varies by reimbursement tier, product type, and limited warranty coverage selection. Please refer to the Comfort Shield pricing sheet on the Comfort Shield portal or at LennoxPros.com/WarrantyYourWay for details.

\* At time of registration, when registered within 60 days of install date (existing homes) or closing date (new construction).

### Comfort Shield Extended Service Agreement Upgrade Options

#### **Extended Limited Warranty – Option 1**

<b>Product Tier</b>	<b>Default Extended Limited Warranty</b>	<b>Comfort Shield ESA Upgrade Option 1</b>
Merit Series	10-year parts; no labor	3, 5 or 10-year labor
Elite Series	10-year parts; no labor	3, 5 or 10-year labor
Dave Lennox Signature Series	12-year parts; no labor	3, 5 or 10 or 12-year labor

#### **Extended Limited Warranty – Option 2**

<b>Product Tier</b>	<b>Alternative Extended Limited Warranty</b>	<b>Comfort Shield ESA Upgrade Option 2</b>
Merit Series	7-year parts; 3-year labor*	Extend to 5 or 7-year labor
Elite Series	7-year parts; 3-year labor*	Extend to 5 or 7-year labor
Dave Lennox Signature Series	10-year parts; 3-year labor*	Extend to 5 or 10-year labor

\*Note: Dealers will have the ability to upgrade the Comfort Shield ESA Tier reimbursement for the 3-year Lennox labor option to ESA Upgrade Option 1 (Tier 1) and ESA Upgrade Option 2 (Tier 2) if they choose to do so. Homeowners can also upgrade the Comfort Shield ESA reimbursement for the 3-year Lennox labor option. However, this will be automatically upgraded to Tier 2 plus 30% mark-up. (There are no options for homeowner to select Basic or Tier 1 when purchasing ESAs.)

Additionally, for those Lennox products that are not eligible for the Lennox Extended Limited Warranty, your homeowners will have the ability to purchase a Comfort Shield Extended Service Agreement (ESA) at WarrantyYourWay.com, with the following options currently being available:

<b>Product</b>	<b>Basic Limited Warranty</b>	<b>Parts Coverage Upgrade Options</b>	<b>Comfort Shield ESA Upgrade Options</b>
ComfortSense® 5500 Series, ComfortSense® 7500 Series, iComfort® E30, iComfort® M30, iComfort Wi-Fi®	5-year parts	<ul style="list-style-type: none"> <li>○ 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>	<ul style="list-style-type: none"> <li>○ 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>
iComfort® S30	10-year parts	<ul style="list-style-type: none"> <li>○ 12 years (with DLSC)</li> </ul>	<ul style="list-style-type: none"> <li>○ 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>
ComfortSense® 3000 Series	2-year parts	<ul style="list-style-type: none"> <li>○ 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>	<ul style="list-style-type: none"> <li>○ 2, 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>
iHarmony®	5-year parts	<ul style="list-style-type: none"> <li>○ 10</li> <li>○ 12 years (with DLSC)</li> </ul>	<ul style="list-style-type: none"> <li>○ 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>
Harmony III™, LZP-2, LZP-4	5-year parts	<ul style="list-style-type: none"> <li>○ 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>	<ul style="list-style-type: none"> <li>○ 2, 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>
Equipment Interface Module	5-year parts	<ul style="list-style-type: none"> <li>○ 10</li> <li>○ 12 years (with DLSC)</li> </ul>	<ul style="list-style-type: none"> <li>○ 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>
Healthy Climate	5-year parts	<ul style="list-style-type: none"> <li>○ 10</li> <li>○ 12 years (with DLSC)</li> </ul>	<ul style="list-style-type: none"> <li>○ 3, 5, 10 years</li> <li>○ 12 years (with DLSC)</li> </ul>

For products with a 2- or 5-year parts Lennox Basic Limited Warranty without an option to extend coverage at no additional cost, homeowners will have the ability to purchase additional coverage at WarrantyYourWay.com. (Terms, conditions, and exclusions apply. We encourage you to read the full terms and conditions at Lennox.com/WarrantyYourWay.)

NOTE: Lennox is not a seller or provider of Comfort Shield ESAs. Rather, Comfort Shield ESAs are being provided by an independent third party. Lennox shall have no liability or responsibility with respect to any coverage disputes arising out of or relating to Comfort Shield ESAs. For a full list of currently available coverage options, see the Summary of All Coverage Options table in this guide.

## Comfort Shield: Auto-Select ESA Path (Previously ADVANTAGE)

Auto-Select Extended Service Agreement (ESA) is a Comfort Shield feature that allows dealers to pre-select labor coverage options to automatically include/apply on all equipment during product registration.

Other benefits include:

- Automated processing
- Deeply discounted pricing (on 3-year terms)
- Pre-selected coverage options
- One-time setup
- Profit margin opportunity on all sales
- Multiple reimbursement rate option



Merit	Unit Heaters/Duct Heaters	5	NA							
Merit	Accessories	5	NA							

Product Tier/Category	Equipment Type	Basic Limited Warranty	Option 1				Option 2			
			Extended Limited Warranty		Comfort Shield ESA Options		Extended Limited Warranty		Comfort Shield ESA Options	
			Parts	Labor	Parts	Labor	Parts	Labor	Parts	Labor
Package Units	Packaged units	5	10	0	0	3,5,10	7	3	0	3,5,7
Package Units	Electric Heat Sections	5	NA	NA	10	5,10	NA	NA	NA	NA
Boilers	Boilers - High Efficiency	10	NA	NA	0	3,5,10	NA	NA	NA	NA
Boilers	Boilers - Standard Efficiency	5	10	0	0	3,5,10	NA	NA	NA	NA
Mini-Split	Mini-Split Outdoor Units	5	5 <sup>1</sup> /12 <sup>2</sup>	0	0/10 <sup>1</sup>	3,5,10,12 <sup>2</sup>	NA	NA	NA	NA
Mini-Split	Mini-Split Indoor Units	5	5 <sup>3</sup> /12 <sup>4</sup>	0	0/10 <sup>4</sup>	3,5,10,12 <sup>4</sup>	NA	NA	NA	NA
T-stats & Controls	Thermostats (S30)	10	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
T-stats & Controls	Thermostats	5	NA	NA	3, 5,10,12 <sup>^</sup>	2,3, 5,10,12 <sup>^</sup>	NA	NA	NA	NA
T-stats & Controls	Zoning Systems - iHarmony®	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
T-stats & Controls	T-stat & Controls Accessories	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
T-stats & Controls	Zone Dampers	5	NA	NA	NA	NA	NA	NA	NA	NA
Healthy Climate	Air Purification Systems	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
Healthy Climate	Media Air Cleaners	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
Healthy Climate	HEPA Filtration Systems	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
Healthy Climate	Germicidal Lights	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
Healthy Climate	Whole Home Dehumidifiers	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
Healthy Climate	Humidifiers	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
Healthy Climate	Heat Recovery Ventilators	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
Healthy Climate	Energy Recovery Ventilators	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA
Healthy Climate	Ventilation Control Systems	5	NA	NA	10,12 <sup>^</sup>	3,5,10,12 <sup>^</sup>	NA	NA	NA	NA

VRF	VRF	10	NA	NA	0	3,5,10	NA	NA	NA	NA
VRF	VRF Accessories and Controls	1	NA	NA	NA	NA	NA	NA	NA	NA
Aire-Flo	Air Conditioners	5	10	0	0	3,5,10	NA	NA	NA	NA
Aire-Flo	Heat Pumps	5	10	0	0	3,5,10	NA	NA	NA	NA
Aire-Flo	Air Handlers	5	10	0	0	3,5,10	NA	NA	NA	NA
Aire-Flo	Furnaces	5	10	0	0	3,5,10	NA	NA	NA	NA

^When installed with DLSC

<sup>1</sup>MCA\*, MHA\*

<sup>2</sup>3PB, MLA, MPA, MPB, 3PC, MLB, MPC

<sup>3</sup>MWCA\*, MWHA\*

<sup>4</sup>3WMB, M22A, M33A, M33B, MCFA, MCFB, MMDA, MMDB, MWMA, MWMB, MFMA, M33B, M33C, MWMC, 3WMC

## Payment Methods- Comfort Shield Extended Service Agreements

- Dealers:
  - If you have a credit account with Lennox that is in good standing, you will be given the option upon purchase to receive an invoice from Lennox for the cost of the Comfort Shield Extended Service Agreement purchased or pay via credit card.
  - If your account is in COD status, you will pay for the cost of the Comfort Shield Extended Service Agreement via credit card on WarrantyYourWay.com.
  - Should you have any questions, please contact your Territory Manager or the Lennox Credit department.
- Homeowners
  - Will pay for any Comfort Shield Service Extended Service Agreements via credit card on WarrantyYourWay.com.

## Comfort Shield Extended Service Agreement Pricing

As you know, pricing is the most crucial component when it comes to being profitable. Pricing your products and services poorly can potentially compromise your profitability, while pricing them just right can help you be competitive in your market without sacrificing the value you offer. We want to make sure you understand how to navigate the Comfort Shield Extended Service Agreement (ESA) pricing sheets to ensure maximum profitability while proving excellent value to the equipment owner. Below are a few pricing considerations you must know:

- Complete System ESA pricing includes coverage for the indoor, outdoor, and PureAir. Complete System coverage pricing does not include evaporator coils (unless coil is already part of the Lennox air handler), thermostats, or zone controls. If additional coverage for PureAir parts, thermostats, or evaporator coils is required, please refer to the Accessory Only options.
- If a DLSC unit is installed with Elite or other non-DLSC equipment, there will be at least two groupings for the system during registration and individual ESA offers will be presented for each unit. You should refer to the itemized section for ESA pricing. Itemized pricing for individual equipment does not include coverage for Air Quality Devices (such as Pure Air and other electronic air cleaners), evaporator coils (unless coil is already part of the Lennox air handler), thermostats, or zone controls
- Thermostats, zoning systems, and evaporator coils (unless coil is already part of the Lennox air handler) will always need separate ESA coverage purchased.
- For each offer, one Comfort Shield Extended Service Agreement will be created if a Comfort Shield ESA offering is purchased.
- Commercial\* coverage through Comfort Shield portal via LennoxPros will still be available.
- If you're registering a full system, no need to add PureAir separately. In addition, Comfort Shield ESA pricing is based on four different factors - reimbursement tiers, covered equipment and covered components, Lennox warranty and coverage, and coverage options with Comfort Shield Extended

Service Agreements. You can find more information regarding Comfort Shield ESA's pricing sheets on [LennoxPros > Sales Tools > Promotions > Comfort Shield > Take Action](#)

\*Comfort Shield only covers light commercial systems, commercial furnaces, and unit heaters. To learn more about commercial coverage through Comfort Shield program, please visit [LennoxPros>Comfort Shield Portal](#).

## Warranty Your Way Benefits

---

### Why Offer Warranty Your Way

As equipment becomes more sophisticated and expensive, labor coverage is becoming a more important consideration for homeowners.

Homeowner sentiment collected through review sites and social networks identified warranty as the number one factor for negative feedback.

Although our warranty makes clear that it does not cover labor, this continuously presents a problem as some homeowners wrongly assume that it does.

### Dealer Benefits

Customizable labor coverage packages that best fit your business model and the homeowner's needs.

Easy-to-use, mobile-friendly tool makes registration up to 12 times faster.

Extended Service Agreement coverage can be purchased for your homeowner through Comfort Shield. The cost is billable to any credit card or valid Lennox account.

### Homeowner Benefits

Customized options and complete system coverage for parts and labor provide peace of mind.

Easy-to-understand, provides transparency, and puts the power of choice in their hands.

Registration is easy and mobile-friendly, and the purchase of Comfort Shield extended service agreement are available during the product registration process.

## Registration & Limited Warranty and Coverage Selection Process

---

Before starting the process, please ensure you have the following items:

1. Customer Disclosure Form
2. Your Lennox customer number
3. Serial and model numbers for each piece of equipment installed
4. Installation date for existing homes or closing date for new construction
5. Homeowner's email address for registration confirmation
6. If the equipment qualifies for an Extended Limited Warranty, you will need the following items:
  - a. Serial number(s)
  - b. Model number(s)
  - c. Brand names of all other accessories

TIPS:

- Make sure you have the information for all equipment installed at a specific address ready so you can register and select limited warranty and coverage for all equipment installed at the same time. Registering them separately may have an impact on coverage options available.
- If you are enrolled in the Comfort Shield Auto-Select ESA (previously ADVANTAGE) path, we encourage you to register the equipment on your homeowner's behalf to reduce any potential homeowner confusion and ensure the appropriate coverage is applied.

Important:

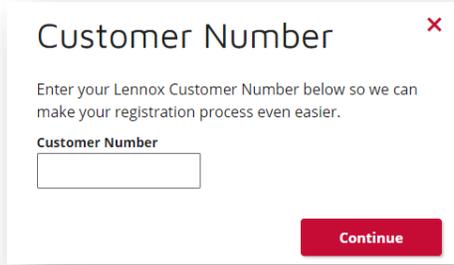
- For homeowners outside of California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited, in order to be eligible for the default parts only Extended Limited Warranty coverage or the alternative parts and labor Extended Limited Warranty coverage, equipment must be properly registered within 60 calendar days of installation (existing homes) or closing date (new construction).
- For homeowners in California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited, eligible equipment automatically comes with the default parts only Extended Limited Warranty. Homeowners will have the ability to change their coverage to the alternative parts and labor Extended Limited Warranty within 60 days of installation (existing homes) or closing date (new construction) at [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com), e-mailing Lennox by going to <https://www.lennox.com/help/contact-us/warranty> and then clicking "Email Our Contact Center," or by calling Lennox at 1-800-9-LENNOX. Other terms, conditions and exclusions apply. You can review the full terms and conditions at [www.Lennox.com/WarrantyYourWay](http://www.Lennox.com/WarrantyYourWay)
- If you are registering on behalf of your homeowner and selecting the alternative Extended Limited Warranty with the 3-year labor coverage, you will be given the option to upgrade your reimbursement tier on the base labor limited warranty for an additional cost. However, **you shall not pass on that cost to your homeowner as the homeowner is selecting a labor limited warranty at no additional cost.**
- Dealer labor reimbursement under the Extended Limited Warranty begins on the 91st day after installation. Pursuant to local regulations and WYW Dealer Terms and Conditions, you are responsible for warranting the first 90 days (or longer if required by law) after installation.

When you're ready, go to [WarrantyYourWay.com](http://WarrantyYourWay.com) to begin!

There are two registration paths available, one for you the dealer, and one for the homeowner (equipment owner). If you are registering on behalf of your homeowner, please use the "Dealer" path. The "Equipment Owner" path should only be used by the homeowner. Below are instructions for both paths. We strongly suggest viewing the [WYW Demo](#) video to fully understand the process.

## Dealer Path

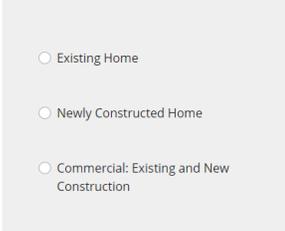
1. Click on “Dealer” on the Warranty Your Way homepage 
  - a. If needed, click on “View a list of eligible products” to see a list of eligible equipment



A dialog box titled "Customer Number" with a close button (X) in the top right corner. The text inside reads: "Enter your Lennox Customer Number below so we can make your registration process even easier." Below this text is a label "Customer Number" and an empty text input field. At the bottom right of the dialog is a red "Continue" button.

2. Enter your Lennox customer number and click “Continue”
  - a. If your dealership has multiple Lennox customer numbers, please enter the account that purchased the equipment otherwise payment for Comfort Shield ESA will require a credit card payment.
3. Select the installation location and click “Next”

This equipment is installed in a:

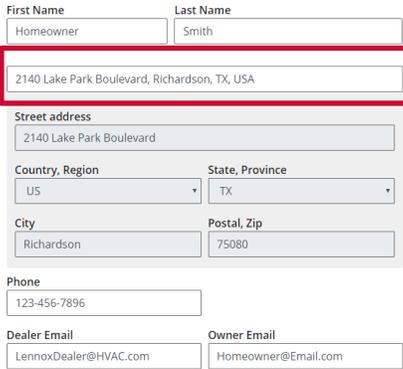


A form with three radio button options for installation location:

- Existing Home
- Newly Constructed Home
- Commercial: Existing and New Construction

 Next

4. Enter all the required equipment owner information



A form for entering equipment owner information. It includes fields for First Name (Homeowner), Last Name (Smith), and a highlighted "Enter The Address" field containing "2140 Lake Park Boulevard, Richardson, TX, USA". Below this are fields for Street address (2140 Lake Park Boulevard), Country, Region (US), State, Province (TX), City (Richardson), and Postal, Zip (75080). There are also fields for Phone (123-456-7896), Dealer Email (LennoxDealer@HVAC.com), and Owner Email (Homeowner@Email.com).

- I confirm and represent that I have obtained the equipment owner's consent to collect and share his/her personal information, including the information above, with Lennox and other third parties that are in any way involved in the sale of or warranty/service coverage for the equipment. I have been expressly authorized by the equipment owner to register this equipment on the owner's behalf and as the owner's agent.
- I have reviewed the Eligibility Requirements and agree to and accept them.

 Next

- a. Use the “Enter The Address” field to view the address auto-populate feature
- b. **We strongly encourage you to enter the equipment owner's email** so that they will receive a confirmation of their limited warranty and coverage selection options

- c. You must agree to the eligibility requirements
- 5. Enter the equipment serial number and installation date and click “Add”.

- a. If you encounter an issue on this page, please refer to the Dealer Path Troubleshoot section below for more information
- 6. Continue adding eligible equipment for this installation address, click “Next” once all equipment information has been entered
- 7. Select the Extended Limited Warranty your homeowner would like to receive using the radio buttons under “Limited Warranties”

- a. If you select the Extended Limited Warranty that includes the 3-year labor component, you will see a pop-up to select your reimbursement rate. (Reimbursement rate preferences for dealers enrolled in the auto-select path, will be automatically displayed.)
- 8. If desired, you can purchase Comfort Shield ESA to extend the length of the labor cover. To do so, use the sliders under “Extend Your Coverage”

- a. Choose your reimbursement rate on this page
  - i. Note: If you are a Comfort Shield Auto-Select ESA (formerly Advantage) dealer, your pre-determined reimbursement rate will automatically be selected for you.
- 9. Continue your coverage selections for all eligible equipment
  - a. If you are registering an ADP coil, you will need to do so separately via the ADP warranty website (www.adpwarranty.com).
    - i. We will provide the link on the confirmation screen for your convenience.
    - ii. You will be able to purchase a Comfort Shield ESA labor coverage at WarrantyYourWay.com.
  - b. If you are registering Lennox-branded accessories that carry 5 or less years of parts coverage, you will have the option to purchase additional parts and labor coverage through Comfort Shield ESAs

- 10. Once all selections have been made, you will see a summary page to review your registration and coverage selections

**a. Please review carefully to ensure all selections (coverage selection and reimbursement rate) are accurate before clicking the submit button**

<b>Equipment Location</b> Homeowner Smith 2140 Lake Park Boulevard Richardson, TX 75080 123-456-7896 Homeowner@Email.com edit	<b>Installing Contractor</b> Dealer ABC 123 Main Street Anywhere, Texas 555-123-4569 Dealer@Email.com
---	--

---

Air Handler			1 of 1	edit
1618H19266	LENNOX	Not Registered		09/13/2021
CBA38MV-060-230-6-01	AIR HANDLER			
10 yrs Parts, 3 yrs Labor (Lennox® Extended Limited Warranty) 2 yrs Comfort Shield® Extended Service Agreement Provided by Service Net®				

---

Payment Due \$192.07

Payment Type

Invoice     Credit Card

---

I have reviewed and agree to the LII Arbitration Provision, LII Terms of Use, LII Privacy Policy and Dealer Terms & Conditions.

I have reviewed and agree to the Comfort Shield Terms & Conditions

I confirm and represent that, before purchasing the equipment being registered here, the equipment owner listed above received and signed the Customer Acknowledgement Form.

**Submit & Checkout**

11. If you chose to further upgrade the coverage, you will be presented with payment options on the summary page
  - a. If you have a credit line with Lennox and your account is in good standing, you will have the option to pay via Lennox invoice or credit card
  - b. If you do not have a credit line with Lennox or your account is not in good standing, you are required to pay via credit card
    - i. Please note, you will be automatically redirected to the AIG/Service Net platform for payment
  - c. If none of the equipment serial numbers entered were sold to the customer number you entered, per our system, you will only have the option to pay via credit card.
  - d. If you have any questions, please reach out to your Territory Manager, the [Product.Registration@lennoxind.com](mailto:Product.Registration@lennoxind.com) or [Open a Support Ticket](#).
12. Truthfully acknowledge the required check boxes on this summary page and click Submit & Checkout
13. Product registration is complete! You will see a confirmation page and will receive a confirmation email with a copy of the registration. You can also view/download certificates of coverage on this confirmation page using the links provided.
  - a. If you provided the homeowner's email address during the registration process, he/she/they will also receive a copy of the registration via email
  - b. If applicable, a certificate of coverage for a Comfort Shield Extended Service Agreement will be mailed to the homeowner from Service Net Warranty, part of AIG.
14. If you would like to register another product, click on Register Another Product to return to the serial number input screen

## Dealer Path Troubleshoot

Below are answers to frequently asked questions. If you have any additional questions, please reach out to your Territory Manager, the [Product.Registration@lennoxind.com](mailto:Product.Registration@lennoxind.com) or [Open a Support Ticket](#).

Error Type	Error Message	How to Resolve
Previously registered	This serial number is previously registered and cannot be registered again	Double check the serial number you entered is correct. If the serial number entered is correct but you're still receiving the error, you will not be able to proceed with registration. Please call customer service at 1-800-4LENNOX.
Serial Number Lookup	We were unable to automatically look up this serial number. Please tell us a little more about this product.	Use the Product Type, Brand and Model dropdown boxes to provide information on the equipment.
Regional standard issue	Please recheck the serial number you entered. The equipment may be in violation of government regional standards.	If the serial number entered is correct but you're still receiving the error, you will not be able to proceed with registration. Please call customer service at 1-800-4LENNOX
Sales information does not match	The serial number provided cannot be registered. Please remove or correct the serial number to proceed.	Check the serial number entered. If it is correct but you're still receiving the error, you will not be able to proceed with registration. Please call customer service at 1-800-4LENNOX.
Warranty information not found	Warranty information could not be found.	You will not be able to proceed with registration within the tool. Please email <a href="mailto:product.registration@lennoxind.com">product.registration@lennoxind.com</a> to complete your registration.
Dealer sales information not matching	Our records show that serial number: XXXXX was sold to a different account.	Verify the serial number and if correct, you will be asked to confirm again before proceeding with the registration.
Invalid date	The install date cannot be before the equipment manufacture date. Or the install date cannot be a future date.	Enter the correct date to proceed with the registration.
ADP coil registration	To register this coil, please visit the ADP warranty website. We will provide the link on the confirmation screen for your convenience. If you would like to purchase labor coverage, you may do so below.	Register the coil on the ADP warranty website using the link provided.
Coverage already exists	According to our records, labor coverage exists for one or more of the products being registered.	Visit the Comfort Shield portal on LennoxPros to verify existing coverage or contact Comfort Shield support at 866-816-2434 or <a href="mailto:Warranty-HvacSupport@aig.com">Warranty-HvacSupport@aig.com</a> for more information.
Labor warranty options unavailable through this site	Extended labor warranty options may be available for the product(s) registered.	Visit the Comfort Shield portal on LennoxPros to purchase an ESA coverage or contact Comfort Shield support at 866-816-2434 or <a href="mailto:Warranty-HvacSupport@aig.com">Warranty-HvacSupport@aig.com</a> for more information.

## Equipment Owner Path

- 1) Click on "Equipment Owner" on the Warranty Your Way homepage
  - a. If needed, click on "View a list of eligible products" to see a list of eligible equipment
- 2) Select the installation location and click "Next"
- 3) Enter all the required equipment owner information
  - a. Use the "Enter The Address" field to use the address auto-populate feature
  - b. Enter the installing dealer's email address, if available
  - c. User must agree to the eligibility requirements, Lennox privacy notice, LII Terms of Use, Limited Warranties, and LII arbitration provision.
- 4) Enter the equipment serial number and installation date and click "Add". If the user encounters an issue on this page, please refer to the Equipment Owner Path Troubleshoot section below for more information
- 5) Continue adding eligible equipment for this installation address, click "Next" once all equipment information has been entered
- 6) The installing dealer's information will populate based on the equipment information entered. If the information is incorrect, the user will have the ability to edit
- 7) The user will select the Extended Limited Warranty they would like to receive using the radio buttons under "Limited Warranties"
  - a. If the user's installing dealer is enrolled in Comfort Shield Auto-Select ESA path, the maximum extended parts coverage will be selected, and user will be notified that their labor coverage selection has been made for them by their installing dealer.
- 8) If desired, the user can purchase additional coverage through the available ESAs. To do so, the user will use the sliders under "Extend Your Coverage"
  - a. If the user's installing dealer is enrolled in Comfort Shield Auto-Select ESA path, the maximum extended parts coverage will be selected, and user will be notified that their coverage selection has been made for them by their installing dealer.
- 9) User will continue their warranty and coverage selections for all eligible equipment.
  - a. If user is registering an ADP coil, they will need to do so separately via the ADP warranty website [www.adpnow.com](http://www.adpnow.com). They will be able to purchase labor coverage at the Warranty Your Way registration website.
  - b. If user is registering Lennox-branded accessories that carry five (5) or less years of parts coverage, they will have the option to purchase additional parts and labor coverage through ESAs.
- 10) Once all selections have been made, user will see a summary page to review their registration and coverage selections and submit. Please review carefully to ensure all selections are accurate.
- 11) Truthfully acknowledge the required check boxes on this summary page and click "Submit & Checkout"
- 12) Their product registration is complete! They will see a confirmation page and will receive a confirmation email with a copy of the Lennox certificate of coverage and/or Comfort Shield certificate of coverage.
  - a. User can also view/download certificates on this confirmation page using the links provided
  - b. Homeowners will receive a copy of the Comfort Shield certificate of coverage in the mail if an ESA was purchased
- 13) If user would like to register another product, click on "Register Another Product"

## Equipment Owner Troubleshoot

Below are answers to frequently asked questions. If you have any additional questions, please reach out to your Territory Manager, the [Product.Registration@lennoxind.com](mailto:Product.Registration@lennoxind.com) or [Open a Support Ticket](#).

Error Type	Error Message	How to Resolve
Product previously registered	This serial number is previously registered and cannot be registered again.	Check serial number entered. If serial number entered is correct, user will not be able to proceed. Please contact the installing dealer or customer service at 1-800-9Lennox
Regional standard	Please recheck the serial number you entered. The equipment may be in violation of government regional standards. For assistance with regional standards please contact your installing dealer.	Check serial number entered. If serial number entered is correct, user will not be able to proceed and should contact their installing dealer.
No base warranty	Warranty information could not be found. Please email <a href="mailto:registrations@lennox.com">registrations@lennox.com</a> to complete your registration.	Check serial number entered. If serial number entered is correct, user will not be able to proceed and should email <a href="mailto:registrations@lennox.com">registrations@lennox.com</a> to complete their registration.
Serial number not found	We were unable to automatically look up this serial number. Please tell us a little more about this product.	Check serial number entered. If serial number entered is correct, user can enter additional information to proceed.
Install date is before manufactured date	The install date cannot be before the equipment manufactured date.	Double check to ensure the installation date and serial number was entered correctly. User will not be able to proceed unless date and serial number are entered corrected.
ADP coil	To register this coil, please visit the ADP warranty website. We will provide the link on the confirmation screen for your convenience.	Register the ADP coil on the ADP warranty: <a href="http://www.ADNow.com">www.ADNow.com</a>
Non-Lennox equipment	Please refer to manufacturer's website to register this equipment.	Visit the manufacturer's website to register.
Registration is 60 days after installation	For homeowners outside of California, Quebec, and any other jurisdiction 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 order to be eligible for an Extended Limited Warranty. This message reflects that registration occurred beyond that date.	User can contact their installing dealer to discuss coverage options.
Coverage already exists	Extended labor warranty options may be available for the product(s) being registered. Please contact your installing dealer to discuss coverage options.	User can contact their installing dealer to discuss coverage options.
Coverage options not currently available through this site	Extended labor warranty options may be available for the product(s) being registered. Please contact your installing dealer to discuss coverage options.	User can contact their installing dealer to discuss coverage options.
Installing dealer is enrolled in Comfort Shield Auto-Select ESA path (previously ADVANTAGE)	According to our records, your installing dealer will make labor warranty selections for you. Please contact your installing dealer to verify coverage.	User can contact their installing dealer to verify coverage.

# Limited Warranty & Coverage Claims Process

## How to File a Lennox Basic Limited and Extended Limited Warranty Claim

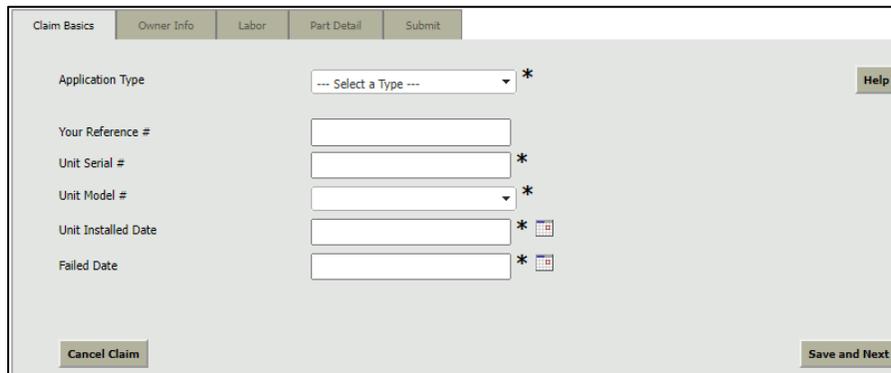
All warranty claims are filed online at [www.lennoxpros.com](http://www.lennoxpros.com).

If a customer does not have a username and password, they need to register by either selecting **AN HVAC PRO** or **OTHER**.

1. Login to [www.lennoxpros.com](http://www.lennoxpros.com) with your username and password.
2. Select **Warranty**
3. On the far right, click **Create a Claim**



4. Fill in the **Claim Basics** information.

A screenshot of a web form titled "Claim Basics". The form has a tabbed interface with "Claim Basics" selected. The form contains several input fields: "Application Type" (a dropdown menu with "--- Select a Type ---" and an asterisk), "Your Reference #" (a text box), "Unit Serial #" (a text box with an asterisk), "Unit Model #" (a dropdown menu with an asterisk), "Unit Installed Date" (a date picker with an asterisk), and "Failed Date" (a date picker with an asterisk). There are "Cancel Claim" and "Save and Next" buttons at the bottom. A "Help" button is located in the top right corner of the form area.

- **Application Type** (residential or commercial)
- **Your Reference #** (this is for the dealer's record keeping)
- **Unit Serial#** (serial number of the Unit)
  - Serial numbers are typically 4 numbers a letter then 5 numbers  
Example: 5615A16541
  - T coils are an exception. Below is an example of the T coil serial number  
Example T18A51415
  - All thermostat & non-Lennox branded items are filed as an accessory (see step 11)

- **Unit Model** (model number of the unit) If the model number doesn't populate automatically, enter the first three characters of the model number and hit tab. When the system responds, select the correct model from the drop-down list.
- **Unit Install Date** (always the install date of the unit not part)
- **Failed Date** (date that the part failed)

Click **Save and Next**

5. Fill in the **Owner Info** details.

- If the equipment is registered, enter the equipment owner's Last Name and Zip/Postal Code.

Claim Basics | Owner Info | Labor | Part Detail | Submit

Our records show the serial number you entered is for a registered unit.

Please enter the equipment owner's last name and the ZIP/Postal Code where the unit is installed so we can verify the registered owner.

Owner's Last Name  \*

Owner's Zip/Postal Code  \*

**Verify Registered Owner**

- If the unit was not registered, enter the equipment owner's information.

✓ Claim Basics | Owner Info | Labor | Part Detail | Submit

First Name  \*

Last Name  \*

Address Line 1  \*

Address Line 2

City  \*

Country  \*

State/Province  \*

Zip/Postal Code  \*

Phone  \*

**Help**

**Back** **Cancel Claim** **Main Menu** **Save and Next**

- For a residential claim, enter the homeowner's information.
- For a commercial claim, use the jobsite information.

When complete click **Save and Next**

- The **Labor** tab will show if free labor was selected during the registration process. If labor was not selected during registration or if this is past the 3-year labor period, skip to this step.

The labor options will depend on the Tier the customer chose during registration.

- Tier 1** registrations: The screen will ask “**Is This Claim for a Leak Repair?**”

- Selecting **Yes** will skip you to the end and past the **Part Detail** tab to the **Submit** tab. You will then see an overview of the submission. It will show the **Equipment Information, Owner Information,** and the **Labor** with description and amount of refrigerant used along with the cost per pound.
  - Selecting **No** will take you to the **Part Details** tab and let you enter in the failed part information and the claim process will continue as normal.

- Tier 2** registrations: the screen will ask “**Is Claim Relevant for Refrigerant?**”

- If you select **Yes**, you will be prompted to select the applicable repairs done to the unit as seen in the screenshot below. Enter the amount of refrigerant used and select the type. The cost will update.

- If you select **No** for refrigerant, you will be asked if the claim is for a leak repair.
  - For leak repair, selecting **Yes** will skip you to the end and past the **Part Detail** tab to the **Submit** tab. Selecting **No** will take you to the **Part Details** tab.

Click **Save and Next**

7. Fill in the **Part Detail** details.

✓ Claim Basics	✓ Owner Info	✓ Labor	Part Detail	Submit
Replacement Part/Material #	16M32	* COMP-LG APM030KA 3T 208/230/1(105345-02)	Help	
Failed Part/Material #	16M32	* COMP-LG APM030KA 3T 208/230/1(105345-02)		
Failed Part Manufacturer	Interlink - LG	* Show Image		
Failed Part Serial #	19F42315	*		
Failure Type	Other - Failure not listed (describe)	*	English French Spanish	
Failure Reason	grounded	*		
How do you want to handle this item?	Ship replacement	*		

- **Replacement Part/ Material#** (part number of part needed for repair)
- **Failed part/ Material** (material number of the failed part)
- **Failure Type** (list of failure reasons)
  - If the reason of failure is not listed, select "Other" and type in the failure reason.
- **How do you want to handle this claim:** (ship replacement, will call, or credit)
  - Select **Ship replacement** if the replacement part is getting shipped.
  - Select **I will pick up the replacement part** if the part is getting picked up at a Lennox store. \* If the part is getting picked up but the system does not give you the option 'I will pick up the replacement part' select ship replacement and contact your local warehouse to tell them that you would like to pick the part up.
  - Select **Credit my account for a specific order/delivery/invoice** for credit against a specific Lennox invoice.
  - Select **Credit my account for a previous purchase** if you want credit but do not have a specific Lennox invoice number to credit.

When complete select **Add this part to my claim**

8. The next screen gives a summary of the part details entered.

Replacement Part	Details	Delete
16M32 (COMP-LG APM030KA 3T 208/230/1(105345-02))	Failed Part 16M32 Ship replacement	Delete

Back Cancel Claim Main Menu Add another part to my claim Save and Next

- If you have another part to add to this claim, select **Add another part to my claim** and repeat Step 7. Additional parts must be part of the same unit.
- If this is the only part needed, select **Save and Next**.

- The Submit tab provides an overview of the warranty claim entered. Here you will see the **Part information** first and then the **Labor** options chosen if any.

✓ Claim Basics   ✓ Owner Info   ✓ Labor   ✓ Part Detail   Submit

**Claim Basics**   **Your claim requires review by a member of our warranty team.**   Help

Please enter your note here:

Reference #   test reference

Serial #   1918H60149  
 Model #   16ACX-036-230A-01  
 Installed   08/01/2020  
 Failed   01/03/2022

**Owner Info**  
 Name   Test T  
 Address   2100 Lake Park Blvd  
             RICHARDSON, TX US 75080  
 Phone   9999999999

**Shipment Details**   **Shipment Address**  
 Ship to   Ship to selected Location  
 Location  

Replacement Part	Details
16M32 (COMP-LG APM030KA 3T 208/230/1(105345-02))	Failed Part 16M32 Ship replacement

LABOR	Labor Claim Details
LABOR	WorkDescriptions : Replace Compressor, Leak Repair Refrigerant Type : R410A - US No Pounds : 2.56 Cost Per Pounds : 14.56

Back   Cancel Claim   Main Menu   Submit Claim

- In the text box **Please enter your note here** you can leave a message for the warranty department if needed.
- If the model and serial number are not on the **Submit** tab, please enter the model and serial number in the notes.
- If it is an emergency, please order the part first then file the warranty claim for credit (no reimbursement for freight charges).
- If a claim is flagged for manual review, the process can take up to 5 business days.
- Once the system generates a warranty claim number the process of filing a warranty claim is complete.

- If everything is correct, press **Submit Claim**.

### Accessory Claims

- If the claim is for an accessory, enter **NA** for **Unit Serial #**. Then select **Accessories** from the **Unit Model #** list. Fill in the **Install Date** and **Fail Date** then select **Save and Next**.

Claim Basics	Owner Info	Labor	Part Detail	Submit
Application Type	Residential			
Your Reference #				
Unit Serial #	NA			
Unit Model #	Accessories			
Unit Installed Date				
Failed Date				

12. Fill in the **Owner Info** details then click **Save and Next**

✓ Claim Basics	Owner Info	Labor	Part Detail	Submit
First Name				
Last Name				
Address Line 1				
Address Line 2				
City				
Country	United States			
State/Province	--- Select One ---			
Zip/Postal Code				
Phone	999-999-9999			

13. Fill in the **Part Detail** section. If your part has a serial number, please enter it in the **Failed Part Serial #** section. If the part does not have a serial number, you may leave it blank. After you are finished filling in

✓ Claim Basics	✓ Owner Info	Labor	Part Detail	Submit
Replacement Part/Material #	19V30		iComfort S30 3.0	
Failed Part/Material #	19V30		iComfort S30 3.0	
Failed Part Serial #				
Failed Part Manufacturer	Lennox			
Did the customer return the failed part?	<input type="radio"/> Yes <input checked="" type="radio"/> No			
Failure Type	Other - Failure not listed (describe)			<input checked="" type="radio"/> English <input type="radio"/> French <input type="radio"/> Spanish
Failure Reason	Blank Screen			
How do you want to handle this item?	Ship replacement			

This part may need to be returned before your claim can be approved.  
 After submitting this claim, you will receive additional instructions on the confirmation screen.

the section click **Add this part to my claim.**

- The next screen gives a summary of the part details entered in the previous screen. After verifying that the details are correct click **Save and Next.**

The screenshot shows a software interface with a top navigation bar containing tabs: 'Claim Basics' (checked), 'Owner Info', 'Labor', 'Part Detail' (active), and 'Submit'. Below the navigation bar is a table with two columns: 'Replacement Part' and 'Details'. The table contains one row with the following data:

Replacement Part	Details	Delete
19V30 (iComfort S30 3.0)	Failed Part 19V30 Ship replacement	Delete

At the bottom of the screen, there are four buttons: 'Back', 'Cancel Claim', 'Main Menu', and 'Save and Next'.

- The next screen gives an overview of the claim details and allows you to **Submit** the claim.

The screenshot shows a software interface with a top navigation bar containing tabs: 'Claim Basics', 'Owner Info', 'Labor', 'Part Detail' (checked), and 'Submit' (active). The main content area is titled 'Claim Basics' and includes a message: 'Your claim requires review by a member of our warranty team.' with a 'Help' button. Below this is a text box labeled 'Please enter your note here:'. The form contains several sections:

- Reference #**: (empty)
- Serial #**: NA
- Model #**: ACCESSORIES
- Installed**: 01/02/2022
- Failed**: 01/19/2022
- Owner Info**:
  - Name**: Donald Duck
  - Address**: 123 ABC, Richardson, TX US 75080
  - Phone**: 9725555555
- Shipment Details**:
  - Ship to**: Ship to selected Location
  - Location**: RICHARDSON-(E08634)
- Shipment Address**: Lennox Warranty Dept, 2100 LAKE PARK BLVD, RICHARDSON TX US 75080-2254

At the bottom of the screen, there are four buttons: 'Back', 'Cancel Claim', 'Main Menu', and 'Submit Claim'. A table at the bottom of the form area shows the replacement part details:

Replacement Part	Details
19V30 (iComfort S30 3.0)	Failed Part 19V30 Ship replacement

- In the text box **Please enter your note here** you can leave a message for the warranty department.
- If everything is correct, press **Submit Claim.**
- The system will generate a warranty claim number. The process of filing a warranty claim is complete.

# How to File a Claim for Extended Service Agreement (ESA) with Comfort Shield

NOTE: Comfort Shield is sold and administered by an independent third party. Lennox is not responsible for any coverage or other disputes, liabilities, or claims arising out of or relating to Comfort Shield.

If you purchased a Comfort Shield ESA coverage during the product registration and coverage selection process, follow these steps to submit a claim.

## Comfort Shield Dealer User Guide

# Dealer Terms and Conditions and Requirements

The Warranty Your Way Terms and Conditions communicates the Warranty Your Way offering components and defines participating dealer's legal and other requirements. Lennox created this agreement to, among other things, ensure participating dealers have been provided WYW's terms and conditions, including their legal obligations.

To participate in Warranty Your Way, Dealers must agree to the Warranty Your Way terms and conditions and the requirements contained therein, including, but not limited to:

- The initial term of the Agreement commences as of the date Dealer clicks the "Accept" box (the "Effective Date") and continues through December 31 of that calendar year (the "Initial Term"). The term will automatically renew for successive 1-year periods from January 1 through December 31 of each calendar year (each, a "Renewal Term" and, collectively with the Initial Term, the "Term"). Either party may terminate the Agreement, without cause, on 30 days' prior written notice to the other party.
- Complete all mandated Lennox training
- Comply with all Laws
- Obtain and maintain insurance coverage customary in the industry
- Provide the Consumer Disclosure Form to the homeowner
- If a homeowner purchases an Extended Service Agreement, disclose to the homeowner prior to purchase:
  - (a) that, if applicable, the Lennox Equipment comes with a Lennox Limited Warranty or other written limited warranty by Lennox at no charge subject to any terms, conditions, and registration requirements that may apply
  - (b) the cost of the Extended Service Agreement (ESA)
  - (c) a link to such ESA's terms and conditions, including, without limitation, coverage and exclusions.
- Prior to a homeowner purchasing Lennox Equipment for use in a Residential Application via third-party financing, itemize each product, service, and coverage that is being financed, including, without limitation, a separate itemization for any ESAs being purchased.
- In the event You offer to sell Lennox Equipment for use in a Residential Application via third-party financing, You will (a) offer to sell the Lennox Equipment for cash; and (b) offer the same price for both a cash purchase and a credit purchase (excluding any interest or other financing charges).
- Please visit [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com) to review all of the Dealer terms and conditions or download the Warranty Your Way Dealer Terms and Conditions at [www.LennoxPros.com/WarrantyYourWay](http://www.LennoxPros.com/WarrantyYourWay).

# Sales & Legal Best Practices

---

- Prior to purchase, you must conspicuously disclose the available Lennox Basic Limited Warranty and the Lennox Extended Limited Warranty options to potential purchasers/homeowners/equipment owners.
- Prior to purchase, you are required to provide the Customer Disclosure Form to the homeowner, which you can find at [LennoxPros.com/WarrantyYourWay](http://LennoxPros.com/WarrantyYourWay). **YOU ARE NOT AUTHORIZED TO SELL EQUIPMENT TO ANY CUSTOMER WHO DOES NOT FIRST RECEIVE THE CUSTOMER [DISCLOSURE FORM](#). SELLING EQUIPMENT WITHOUT FIRST PROVIDING THE CUSTOMER DISCLOSURE TO THE CUSTOMER CONSTITUTES A BREACH OF THE DEALER TERMS AND CONDITIONS AND MAY RESULT IN TERMINATION OF DEALER'S PARTICIPATION IN THE WARRANTY YOUR WAY PROGRAM.**
- In addition to disclosing the available Lennox Basic Limited Warranty and the Lennox Extended Limited Warranty options, if you're including a Comfort Shield ESA in your proposal, you are required to conspicuously disclose the additional charge and coverage details to the equipment owner. This will help avoid potential issues down the line.
- Prior to purchase, you should inform the customer that they can and should review the limited warranties and Comfort Shield ESAs terms and conditions at [www.Lennox.com/WarrantyYourWay](http://www.Lennox.com/WarrantyYourWay)
- If you selected the Comfort Shield Auto-Select ESA path/Advantage, make sure your customer is aware of what will already be included for them. It is also ideal for you to register for the homeowner to avoid any confusion.
- You are required to comply with all local, state, and federal laws, rules, and regulations, including, but not limited to, consumer protection laws, disclosure laws, privacy, and data security laws, TILA, and Regulation Z.

## Frequently Asked Questions

---

### Qualifications

1. **What are the qualifications to receive the Lennox Extended Limited Warranty at no additional cost options?**
  - For homeowners outside of California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited, to be eligible for the default parts only Extended Limited Warranty coverage or the alternative parts and labor Extended Limited Warranty coverage, equipment must be properly registered within 60 calendar days of installation (existing homes) or closing date (new construction).
  - For homeowners in California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited, equipment automatically comes with the default parts only Extended Limited Warranty. Homeowners will have the ability to change their coverage to the alternative parts and labor Extended Limited Warranty within 60 days of installation (existing homes) or closing date (new construction) at [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com), e-mailing Lennox by going to <https://www.lennox.com/help/contact-us/warranty> and then clicking "Email Our Contact Center," or by calling Lennox at 1-800-9LENNOX. Other terms, conditions and exclusions apply. Please read full terms and conditions at [www.Lennox.com/WarrantyYourWay](http://www.Lennox.com/WarrantyYourWay).
  - The equipment must be used in a residential application.
  - Commercial products are not eligible for extended limited warranty or labor options.
  - Additional terms, conditions, and requirements apply and can be found at [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay) or by using the QR code below



- 2. In a state or province where registration is not required, do homeowners get the Lennox Extended Limited Warranty on eligible products?**
  - Homeowners in California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited will automatically receive the Basic Limited Warranty and the default parts-only Extended Limited Warranty; i.e., 10 years of parts only coverage without registration (for Merit and Elite) and 12 years of parts only coverage (for Signature). For such homeowners, the failure to register equipment will not diminish these warranty rights in any way. If they 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 e-mail Lennox by going to <https://www.lennox.com/help/contact-us/warranty> and then clicking "Email Our Contact Center," or by calling Lennox at 1-800-9-LENNOX. Other terms, conditions and exclusions apply. Please read full terms and conditions at [www.Lennox.com/WarrantyYourWay](http://www.Lennox.com/WarrantyYourWay).
- 3. Is there a matched system requirement?**
  - There is no longer a requirement for a matched system to qualify for a Lennox limited warranty. Equipment owners and dealers may register a single piece of equipment.
- 4. What products are eligible for the Lennox Extended Limited Warranty Options?**
  - Labor and/or Parts Extension: AC, Air Handlers, Furnaces, Heat Pumps, Lennox Branded Coils, Packaged Units (Only models LRP14, LRP16).
  - Parts ONLY Extension: Mini-splits and Boilers
  - Not Eligible for Extended Limited Warranty: 3-phase equipment, accessories, ductwork and commercial equipment are currently not eligible.
- 5. Are Lennox-branded standalone indoor evaporator coils included in the Lennox Extended Limited Warranty?**
  - Yes, Lennox-branded standalone indoor evaporated coils are currently eligible for Warranty Your Way offers.
- 6. Are non-Lennox branded standalone indoor evaporator coils included in the Lennox Extended Limited Warranty?**
  - Non-Lennox branded coils, like ADP, are not included in the Warranty Your Way offering. You will need to visit the manufacture's website to register for their warranty offerings. However, you will be able to purchase Comfort Shield ESA labor coverage through Warranty Your Way.com.

## Registration and Coverage Selection Process

- 1. How does a dealer or homeowner register and select equipment coverage?**
  - Registration and coverage selection can be completed at [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com). The website is mobile-friendly, and the process can be completed on your desktop, tablet, or mobile.
- 2. Can a dealer register on their homeowner's behalf?**
  - Yes. Dealers must provide the Customer Disclosure Form to the homeowner.
  - Please see the Customer Disclosure Form at [LennoxPros.com/WarrantyYourWay](http://LennoxPros.com/WarrantyYourWay) for more details.
- 3. When does eligible equipment need to be registered by to receive Warranty Your Way options?**
  - For homeowners outside of California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited, in order to be eligible for the default

parts only Extended Limited Warranty coverage or the alternative parts and labor Extended Limited Warranty coverage, eligible equipment must be properly registered within 60 calendar days of installation (existing homes) or closing date (new construction).

- For homeowners in California, Quebec, and any other jurisdiction where registration requirements to effectuate warranties are prohibited, eligible equipment automatically comes with the default parts only Extended Limited Warranty. Homeowners will have the ability to change their coverage to the alternative parts and labor Extended Limited Warranty within 60 days of installation (existing homes) or closing date (new construction) at [www.WarrantyYourWay.com](http://www.WarrantyYourWay.com), e-mailing Lennox by going to <https://www.lennox.com/help/contact-us/warranty> and then clicking "Email Our Contact Center," or by calling Lennox at 1-800-9-LENNOX. Other terms, conditions, and exclusions apply. You can review the full terms and conditions at [www.Lennox.com/WarrantyYourWay](http://www.Lennox.com/WarrantyYourWay).
- 4. Can a dealer/homeowner register non-Lennox branded items that were installed with Lennox equipment?**
    - Users will be able to purchase Comfort Shield Extended Service Agreements for non-Lennox branded items on [WarrantyYourWay.com](http://WarrantyYourWay.com). However, you will need to register the products directly with the manufacturer.
  - 5. As a dealer/homeowner, do I need to create an account in order to register?**
    - No account is needed. Dealers will enter their Lennox customer number and homeowners can proceed with registration without an account.
  - 6. Can a dealer register more than one homeowner/equipment owner at a time?**
    - Yes, dealers will register all eligible equipment for each installation address at a time.
  - 7. How do I pay for the Comfort Shield ESAs purchased through [WarrantyYourWay.com](http://WarrantyYourWay.com)?**
    - Refer to the payment methods in the Warranty and Coverage Choices section for details.

## Registration and Limited Warranty Selection Notifications

- 1. How do I know if a product(s) was/were registered?**
  - After registration is completed, you will receive an email confirmation.
  - Homeowners can contact their installing dealer for a copy of their certificate of coverage.
  - Dealers can use the
  - Dealers can use the Comfort Shield portal to view applicable Comfort Shield ESA coverage.
- 2. How do I know what coverage my product(s) have? (dealer and homeowner)**
  - Coverage details are listed at on your certificate of coverage after registration is complete.
  - If a Comfort Shield ESA 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 the dealer and homeowner once the transaction has been completed.
    - Dealers can download the Comfort Shield certificate of coverage from [LennoxPros> Sales Tools> Comfort Shield> Take Action> Search for contract number or homeowner information.](#)
- 3. What if I don't receive my confirmation?**
  - We recommend checking email spam/junk folders first.
  - Homeowners can contact their installing dealer for a copy of the registration and Comfort Shield certificate of coverage.
  - Dealers can use the Quick Coverage Lookup Tool in [LennoxPros](#) to view the applicable Extended Limited Warranty coverage.
  - Dealers can use the Comfort Shield portal to download copies of Comfort Shield certificate of coverage.
- 4. As a dealer, I want to send a copy of the certificate of coverage and confirmation to both the homeowner/equipment owner and myself. Can I do that?**

- Yes. During the registration and coverage selection process, you should add your homeowner's email address. You will both receive an email with a copy of the certificate of coverage.
  - If Comfort Shield ESA labor coverage is selected, you will also receive the certificate of coverage via mail.
- 5. As a dealer, I want to send a copy of the Comfort Shield ESA certificate of coverage and confirmation to both the homeowner/equipment owner and myself. Can I do that?**
- Yes. During the registration and coverage selection process, you should add your homeowner's mailing address. You will both be mailed a copy of the Comfort Shield ESA certificate of coverage.
- 6. The email address/address/name that was used for/listed on my limited warranty certificate is incorrect. Can you fix it for me?**
- Homeowners or the installing dealer may email [registrations@lennox.com](mailto:registrations@lennox.com) with the details that need to be updated. Proof may be required.
  - To update the Comfort Shield ESA certificate, please contact [hvacsupport@aig.com](mailto:hvacsupport@aig.com).
- 7. What is the process to change the default coverage in California, Quebec, and any jurisdiction where registration requirements to effectuate limited warranties are prohibited?**
- In jurisdictions such as California and Quebec (where registration is not required to extend a limited warranty) homeowners will receive the default parts only limited extended warranty. If they want to select the parts and labor option on eligible equipment, they have 60 days from date of installation (existing homes) or 60 days from closing date (for new construction) to make the selection at [WarrantyYourWay.com](http://WarrantyYourWay.com), e-mailing Lennox by going to <https://www.lennox.com/help/contact-us/warranty> and then clicking "Email Our Contact Center," or by calling Lennox at 1-800-9-LENNOX .
- 8. What is the process to correct homeowner/equipment owner information after registration?**
- Send an email to [registrations@lennox.com](mailto:registrations@lennox.com) to request the homeowner/equipment owner information be changed.
- 9. What is the process to transfer coverage to a new homeowner?**
- Lennox labor coverage: This process will occur when a claim is submitted by the new homeowner.
  - Comfort Shield ESA Coverage: Visit the Comfort Shield portal to download Comfort Shield contract transfer form
  - Please Note: Only labor coverage and not parts coverage is transferable.
- 10. What if a homeowner wants to purchase an Comfort Shield ESA after the registration and limited warranty and coverage selection is complete?**
- The dealer can purchase additional ESA coverage through the Comfort Shield portal.
    - Go to [LennoxPros.com](http://LennoxPros.com)> Sales Tools> Promotions> Comfort Shield> Take Action to purchase a Comfort Shield ESA.

## Invoicing and Billing

- 1. How to read the WYW invoices (dealers)?**
- Ensure dealer and homeowner information is correct.
  - Look at the item identification and description column to ensure you have the correct term and tier coverage.
  - The homeowner and limited warranty and coverage information are listed in the notes section at the bottom of the invoice. On this section, you can also validate if serial number and homeowner information are related. Additionally, you can check the Comfort Shield contract number and material number related to the sale.

## 2. How will I get billed for the Comfort Shield Extended Service Agreement?

- Dealers:
  - If you have a credit account with Lennox that is in good standing, you will be given the option upon purchase to receive an invoice from Lennox for the cost of the Extended Service Agreement purchased or pay via credit card.
  - If your account is in COD status, you will be directed to the Service Net Warranty, LLC payment gateway to pay for the cost of the Extended Service Agreement via credit card.
  - Please Note: If none of the equipment serial numbers entered were sold to the customer number you entered, per our system, you will only have the option to pay via credit card.
  - If you have any questions, please reach out to your Territory Manager, the [Product.Registration@lennoxind.com](mailto:Product.Registration@lennoxind.com) or [Open a Support Ticket](#).
- Homeowners who register and purchase an extended service agreement will pay via credit card on WarrantyYourWay.com.

## 3. My Dealer is receiving a credit card payment option screen instead of the invoice billing option when adding Comfort Shield ESAs during the Warranty Your Way registration process.

- The credit card payment option will appear for THREE reasons:
  - The dealer is using the equipment owner path instead of the dealer path to register the products. The credit card payment option appears on the homeowner path.
  - The dealer is on credit terms with Lennox
    - Reach out to Summer Martin to confirm the dealer is on invoice and doesn't have any credit blocks with Lennox.
  - If the dealer is registering a product that wasn't purchased using the Customer number (dealer number) entered on the first screen during the registration process. To resolve this issue, the dealer has two options:
    - Option 1: The dealer will need to use the dealer number that was used to purchase the equipment.
    - Option 2: Register the equipment on the WarrantyYourWay.com registration site and select only the Lennox Extended Limited Warranty options, then visit the Comfort Shield portal to purchase the Comfort Shield Extended Service Agreement.
  - If you have any questions, please reach out to your Territory Manager, the [Product.Registration@lennoxind.com](mailto:Product.Registration@lennoxind.com) or [Open a Support Ticket](#). Please Note: If none of the equipment serial numbers entered were sold to the customer number you entered, per our system, you will only have the option to pay via credit card.

## Limited Warranty and Extended Service Agreement Selections

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

- The Lennox Basic Limited Warranty covers parts only (for eligible Merit and Elite, 5 years and for eligible DLSC, 10 years) and does not require registration.
- The Lennox Extended Limited Warranty options require registration (except where prohibited by law) and includes the ability to keep the default parts only or select parts and labor coverage.
- In locations where registration is prohibited by law, the homeowner/equipment owner will automatically receive the default parts only Extended Limited Warranty and the failure to register does not diminish warranty rights. The homeowner will have the right to select the alternative labor and parts Extended Limited Warranty within sixty days of purchase (existing homes) or closing date (new construction).

- 2. Where can I find the pricing for the Comfort Shield ESA upgrade options?**
  - Please refer to the pricing section in the Upgrade Options section in this guide for more information or log on to LennoxPros> Sales Tools> Comfort Shield> Take Action or visit [www.LennoxPros.com/WarrantyYourWay](http://www.LennoxPros.com/WarrantyYourWay) and view the dealer resources section.
- 3. As a dealer, what are my options for reimbursement tiers?**
  - You will have three options for reimbursement tiers if you are registering on behalf of homeowner. Refer to the table in the Limited Warranty and Coverage Choices section for more details.
- 4. Can my homeowner change their coverage selection for the Lennox Extended Limited Warranty after the product has already been registered?**
  - Homeowners are unable to change their registration selection for the Lennox Extended Limited Warranty.
- 5. Can my homeowner change the Comfort Shield ESA coverage selection after the product has already been registered?**
  - Yes! Homeowners will need to contact the installing dealer to update coverage. Dealers can call 866-816-2434 for assistance.
- 6. Where do I go to review labor Comfort Shield ESA coverage created for my homeowner?**
  - Visit the Comfort Shield portal on LennoxPros for ESA coverage: Lennox Pros > Sales Tools > Comfort Shield Labor Warranty
- 7. My homeowner didn't want labor coverage when we installed and registered their equipment, but now does. Is it too late?**
  - If you're enrolled in Comfort Shield Auto-Select ESA path at the time the equipment was installed, then coverage was automatically applied and will be available for purchase at Warranty Your Way.
  - If you're not enrolled in Comfort Shield Auto-Select ESA path at the time of installation, and the equipment is less than 5 years old, it's not too late to purchase ESA labor coverage. You can call 866-816-2434 for assistance or go to the Comfort Shield portal on LennoxPros to review ESA offers.
  - Changes can't be made to the Lennox Extended Limited Warranty after registration or after selection of the parts only or labor/parts Extended Limited Warranty option.
- 8. Where can dealers find a copy of the Lennox Limited Warranty certificate?**
  - Dealers have access to the Lennox Limited Warranty Certificates in the Warranty Documents Library on LennoxPros.
  - Please note: Dealers should provide all potential equipment owners an opportunity to review all applicable Basic Limited Warranties and Extended Limited Warranties prior to purchasing the product.
- 9. Where can dealers and/or homeowners find a copy of the Extended Limited Warranty certificate of coverage?**
  - Once the registration and coverage selection information has been processed, you and your homeowner will receive a registration email confirmation along with the Lennox certificate of coverage.
  - If labor is selected, Service Net Warranty, LLC, part of AIG, will mail to you and your homeowner a certificate of coverage that has the details of the warranty. It may take up to 14 days to receive the certificate of coverage. You may also log in to the Comfort Shield portal to view and print contracts.
  - The terms and conditions of all limited warranties are also available at [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay)

## Comfort Shield Auto-Select ESA Path (Formerly ADVANTAGE)

- 1. As a Comfort Shield Auto-Select ESA dealer, how will my selections be applied?**
  - When you go through the product registration and limited warranty selection site, you will enter your Lennox customer number. If you are enrolled in Comfort Shield Auto-Select ESA path, the system will automatically offer your pre-selected coverage. You will be able to review the selection before completing the registration process.
  - If you are enrolled in Comfort Shield Auto-Select ESA path and your homeowner registers their equipment, they will be notified that you have selected coverage on their behalf. This will prevent the homeowner from purchasing duplicate coverage but will require you to go to the Comfort Shield dealer portal via LennoxPros.
  - Refer to the Registration and Warranty Selection Process section of this guide for detailed steps.
- 2. If a mistake happens and my homeowner purchases duplicate coverage through WarrantyYourWay.com, what do I do?**
  - The product registration and limited warranty and coverage selection site will not allow the same serial number to be registered twice. So, if you have already registered and selected coverage on your homeowner's behalf, the site will not allow your homeowner to go through the process again. Contact Comfort Shield to cancel the ESA purchased and then submit a new ESA using your Auto-Select offers and pricing.
- 3. Will my Comfort Shield ESA Auto-Select path choices be automatically applied during the WarrantyYourWay.com registration process?**
  - Yes. However, should the homeowner choose different coverage options, Dealers will have the option to change coverage options during registration.
  - On the Equipment Owners path, Homeowners are unable to change the dealer's auto-select choices. The homeowner will need to contact the dealer to register their products.
- 4. How do I enroll/unenroll in the Comfort Shield Auto-section path?**
  - Go to the Comfort Shield portal via LennoxPros.com> Sales Tools> Promotions> [Comfort Shield](#)> Take Action> Home Page> Auto Select Program Benefits>Join.

## Limited Warranty and Extended Service Agreement Coverage Details

- 1. What are the terms and details for labor coverage Lennox is offering as a choice upon registration?**
  - Visit Lennox.com/WarrantyYourWay for the full terms and conditions of coverage.
- 2. When does coverage begin after installation?**
  - Parts limited warranty coverage starts upon installation of the equipment (existing homes) or closing date (residential new construction).
  - Labor coverage for the homeowner under the Lennox Extended Limited Warranty begins as of installation date
  - Dealer labor reimbursement under the Extended Limited Warranty begins on the 91st day after installation. Pursuant to local regulations and WYW Dealer Terms and Conditions, you are responsible for warranting the first 90 days (or longer if required by law) after installation.
- 3. What is the reimbursement if I (the contractor) perform repeat service?**
  - You cannot make a claim for labor (both the trip/diagnosis charge and the hourly rate), and you will be fully liable for labor, if the labor occurred: (a) during the first 90 days following installation; or (b) within 30 days of completion of Dealer Services (60 days for leak searches and repairs) on the same part, even if LENNOX approves the underlying parts Claim. If you subsequently perform a repair within that 30/60 time period using a different part(s) on the same Covered Equipment, LENNOX will reimburse you at the hourly rate but not for the trip/diagnosis charge.

4. **What is the reimbursement for service if I (the contractor) perform service of the same equipment within 30/60 days of another contractor who is no longer working with the homeowner?**
  - In this case, you would be reimbursed trip charge and labor.
5. **Are commercial products eligible for extended parts limited warranty?**
  - Warranty Your Way options apply to residential equipment in residential applications. Commercial equipment and commercial applications are excluded from the extended limited warranty program. Some exceptions apply with Mini Splits installed in residential applications.
  - The basic limited warranty for commercial applications is 1 year and has not changed.
6. **Is the parts limited warranty transferable?**
  - The parts only portion of the Extended Limited Warranty is not transferable.
7. **Is the 3-year labor limited warranty transferable?**
  - The Basic Limited Warranty and the no-cost 3-year labor portion of the Extended Limited Warranty are transferable to a subsequent homeowner.
8. **Is the purchased Comfort Shield ESA transferable?**
  - Yes! Homeowners or dealers can submit a Comfort Shield Contract Transfer Form (available on the Comfort Shield portal) to begin this process. All contracts submitted for transfer require original contract holders' signatures and are subject to approval by Comfort Shield.

## Claims

1. **If something goes wrong with a homeowner's equipment, who do they call? Will their limited warranty (both parts and labor) be honored by any contractor?**
  - Yes, for repairs related to the Lennox Basic Limited Warranty coverage (parts only limited warranty).
  - For repairs related to the Lennox Extended Limited Warranty (parts and/or labor), only dealers who have agreed to Warranty Your Way Terms and Conditions are eligible to complete repair.
  - Please refer to the Limited Warranty & Claims Process section for more information on the claims process or view the Claim's portion of the [Warranty Your Way Training videos](#).
2. **Is a homeowner required to obtain pre-authorization from Lennox (Lennox Basic or Extended Limited Warranty) or AIG (Comfort Shield ESA) before calling a contractor to perform service?**
  - No, pre-authorization is not required.
3. **Who files a claim when needed?**
  - Dealers are responsible for filing the claim within 45 days of the failure diagnosis date.
4. **How does a dealer receive payment for approved parts and labor claims pertaining to the Lennox Basic Limited and Extended Limited Warranty?**
  - The dealer who diagnoses the failure files a limited warranty claim on LennoxPros.com for part(s) and labor (when applicable). An approved limited warranty claim provides either a gratis replacement part or a credit to a previous purchase. Labor requests are sent to AIG on approved claims and payment is made within 30 business days.
5. **Service Net Warranty, LLC, part of AIG, is requesting my Federal Tax ID (EIN) before they can pay any labor claims. What do I do next?**
  - If you already have a Federal Tax ID (EIN), please complete a W9 form and return it via email address or the fax number below.
    - Due to security protection guidelines and PCI compliance regulations do not send any social security numbers in the attached form. They must have a Federal Tax ID (EIN) and not a social security number applied to your servicer account.
    - If you do not have a Federal Tax ID (EIN) then applying for one online is simple! Go to <https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online> and apply online.
  - Once you have received your Federal Tax ID (EIN), please complete a W9 form and return it via email address or the fax number below.

- Email Address: [Warranty-Liaison2@aig.com](mailto:Warranty-Liaison2@aig.com)
- Fax Number: 866-211-7763

**6. Why was there a delay in the processing of the claim?**

- There are eight (8) categories in which a Claim may be deferred to exception processing and manually reviewed:
  - Missing or incomplete Dealer Tax ID
  - Limit of liability discrepancy
  - The serial number for the Lennox registration number does not match the serial number in the Supplier database.
  - Product model number does not match the model number in the Supplier database.
  - Brand does not match brand in the Supplier database.
  - The contract status for the Lennox registration number is in a Cancelled or Suspended status.
  - There is a duplicate Lennox Claim number received in the file which has a record in the Supplier system.
  - Category description code is not able to be cross-referenced. Unable to add labor hours to the Claim.

## General

- 1. Is there anything needed from me, a dealer, to participate?**
  - You will need to agree to the Warranty Your Way dealer terms and conditions. The terms and conditions can be found at [WarrantyYourWay.com](http://WarrantyYourWay.com) during the registration process.
- 2. Is there training material available for me and my team?**
  - Yes. We have several training webinars available for you. To view training webinars click [here](#).
- 3. When does Warranty Your Way and its available options go into effect?**
  - The Warranty Your Way offering began on February 8, 2022. For equipment installed before February 8, 2022 but registered on February 8, 2022 or after, labor coverage will be honored.
- 4. What product families are eligible for Warranty Your Way coverage?**
  - A list of currently eligible products is available on the homepage of [WarrantyYourWay.com](http://WarrantyYourWay.com)

## Training and Marketing Materials

---

- Resources for Homeowners
  - [Lennox.com/WarrantyYourWay](http://Lennox.com/WarrantyYourWay)
- Resources for Homeowners located at [LennoxPros.com/WarrantyYourWay](http://LennoxPros.com/WarrantyYourWay)
  - [Warranty Your Way Product Brochure Insert](#)
  - [Homeowner Frequently Asked Questions](#)
  - [Homeowner Equipment Registration Form](#)
  - [Customer Disclosure Form](#)
  - [Customer Disclosure Form-French](#)
- Resources for Dealers located at [LennoxPros.com/WarrantyYourWay](http://LennoxPros.com/WarrantyYourWay)
  - Warranty Your Way User Guide (Log in Required)
  - Warranty Your Way Training Videos (Log in Required)
  - Warranty Your Way Flyer
  - Lennox Extended Limited Warranty Repair Times Matrix
  - Comfort Shield ESA Pricing- Canada
  - Comfort Shield ESA Pricing- Canada French
  - Comfort Shield ESA Pricing- US Groups 2-5
  - Comfort Shield ESA Pricing- FL & LA -Group 1



- Warranty Your Way Video
- Resource for Dealers on the Comfort Shield Portal
  - [Comfort Shield Website](#)
  - Comfort Shield Pricing Sheets
  - Comfort Dealer Brochure
  - Comfort Shield Homeowner Brochures

## Contact Information

---

- General Warranty Your Way Questions: Contact your local Lennox Territory Manager
- Product registration and coverage selection: Contact Lennox at [registrations@lennox.com](mailto:registrations@lennox.com)
- Comfort Shield Customer Service: [hvacsupport@aig.com](mailto:hvacsupport@aig.com)
- Comfort Shield Claims Department: [Warranty-ComfortShieldClaims@aig.com](mailto:Warranty-ComfortShieldClaims@aig.com)
- Homeowner Questions: Contact the Lennox homeowner hotline at 800-953-6669