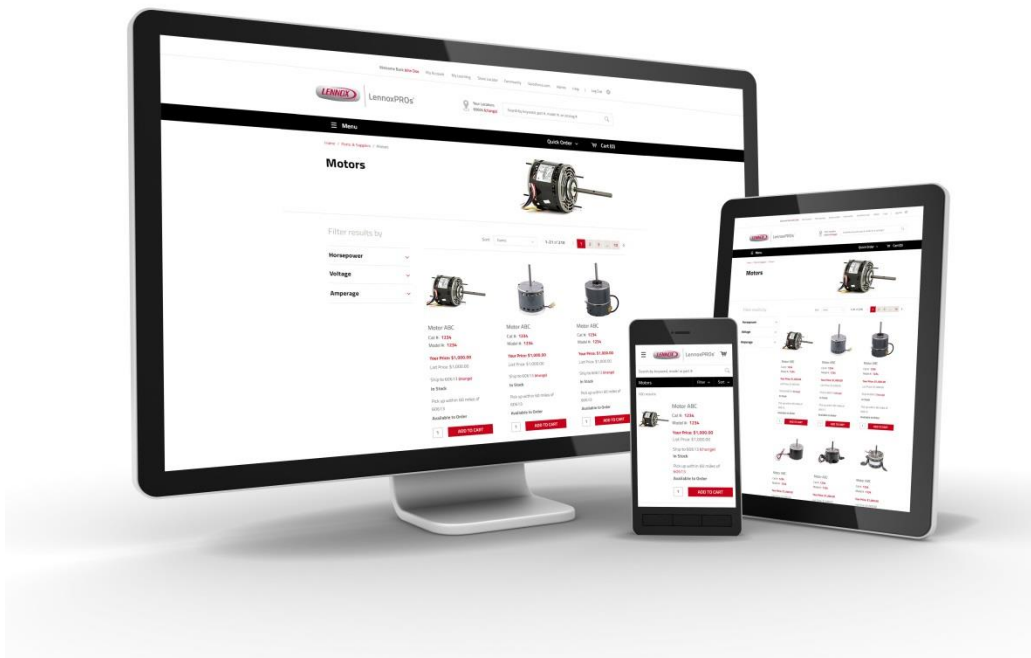




LennoxPROs

# LennoxPROs.com

## User Guide



# Table of Contents

How do I find LennoxPROs help? ..... 3

How do I receive a Lennox/LennoxPROs customer number?..... 3

How do I register for LennoxPROs.com? ..... 4

How can new users join the company LennoxPROs account? ..... 7

I do not have an email address. How can I get a LennoxPROs account? ..... 11

How can I receive LennoxPROs emails to one inbox? ..... 14

How can I edit existing users’ profiles and permissions? ..... 16

How do I access LennoxPROs mobile? ..... 19

How do I find product pricing? ..... 20

How do I find Availability? ..... 22

Availability Scenarios ..... 25

How do I update availability from the Cart? ..... 27

How do I order on LennoxPROs.com? ..... 35

How do I order on LennoxPROs mobile? ..... 40

Applications are not opening up in my browser. What do I do? ..... 44

How do I find out-of-production documents? ..... 50

Where do I find marketing brochures..... 52

Where do I find technical docs?..... 53

How do I locate information within PDFs? ..... 55

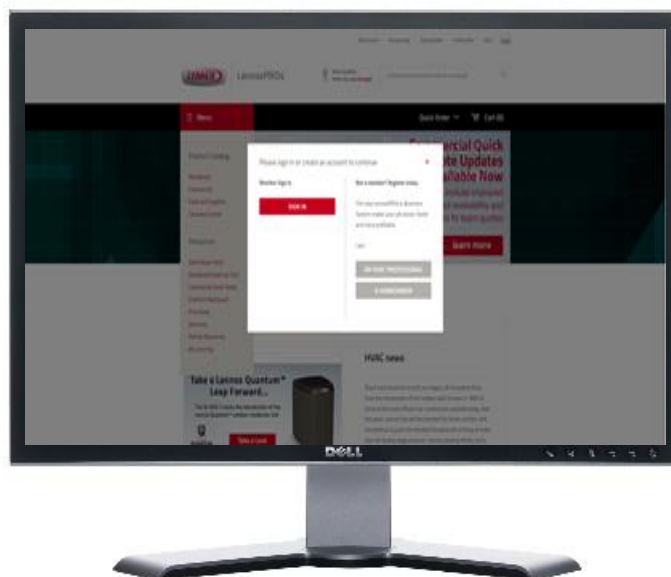
## How do I find LennoxPROs help?

If you need LennoxPROs assistance, please call the LennoxPROs Help Desk at 1-877-570-0123 (24/5), or [open a support ticket](#) under the “Help” area on LennoxPROs.

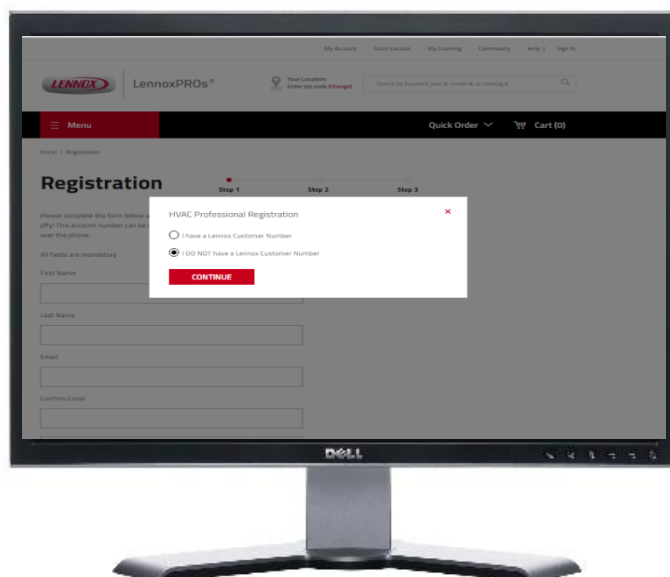
## How do I receive a Lennox/LennoxPROs customer number?

Go to [LennoxPROs.com](http://LennoxPROs.com):

1. Click “Sign In”.



2. Click “I DO NOT have a Lennox Customer Number”

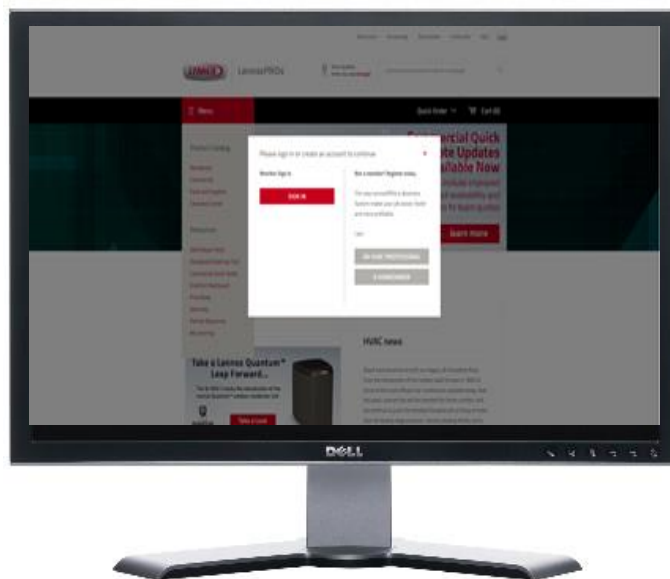


3. Complete steps 1-2-3 to finish registration. You will receive a registration confirmation email with your customer number and you can login to LennoxPROs.com.

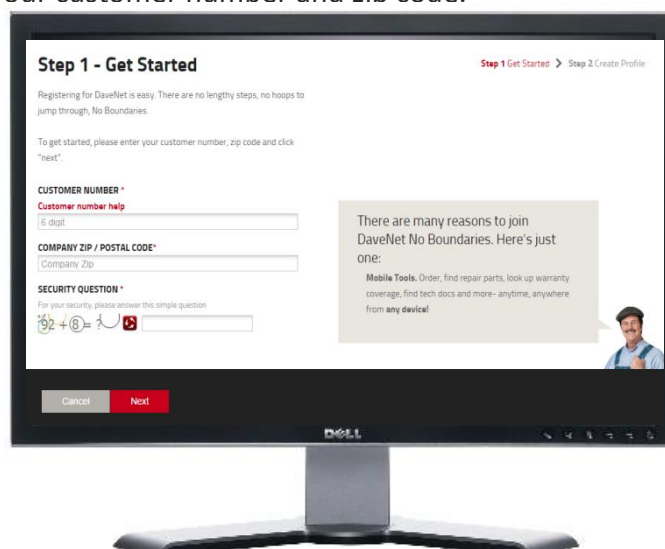
## How do I register for LennoxPROs.com?

Go to [LennoxPROs.com](http://LennoxPROs.com) and follow the 2 minute process below:

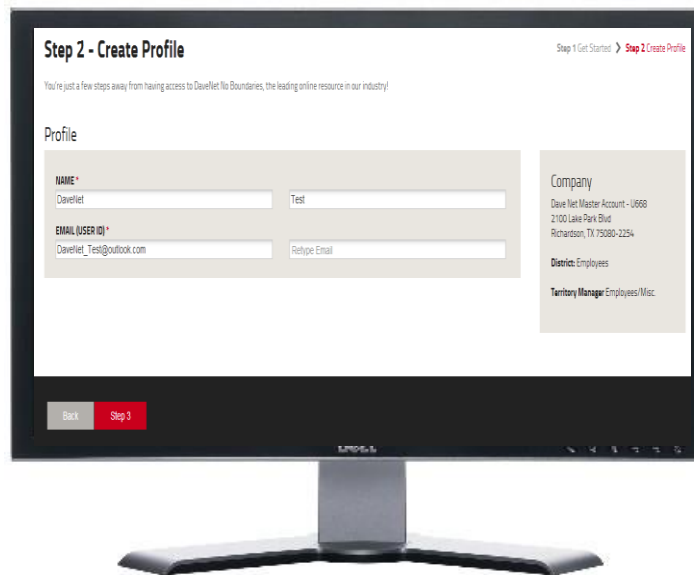
1. Click “Sign In”.



2. Select “An HVAC Pro” and “I have a Lennox Customer Number”.
3. Enter your customer number and zip code.

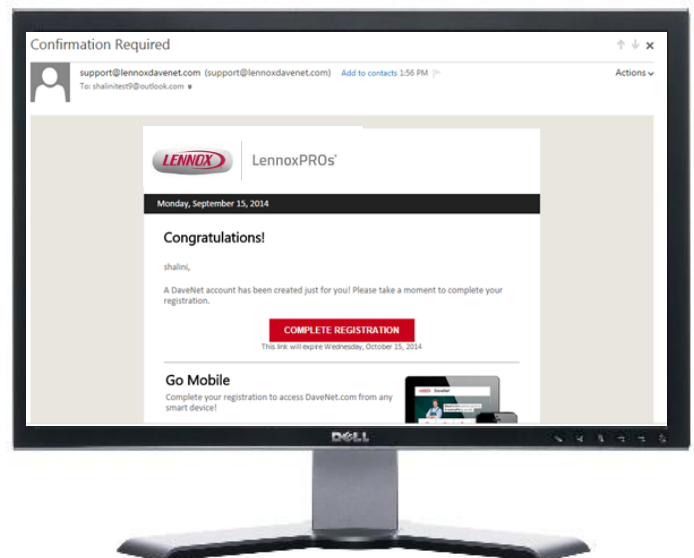
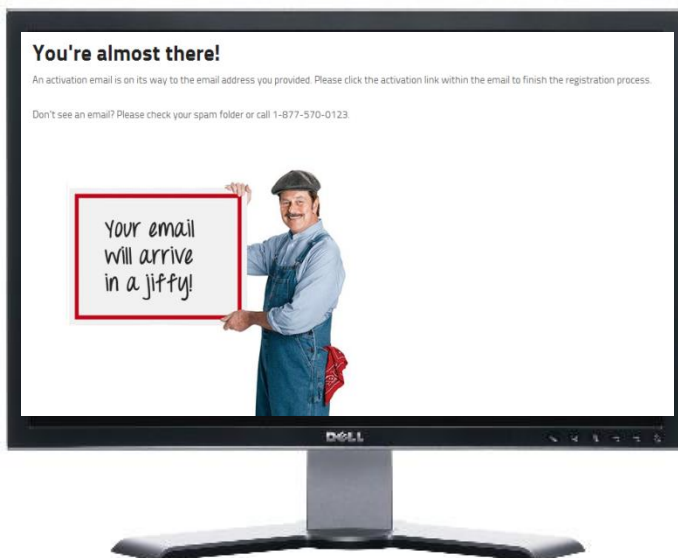


4. Add your email address.



The screenshot shows a web browser window on a monitor displaying the 'Step 2 - Create Profile' page. The page has a header with 'Step 1 Get Started' and 'Step 2 Create Profile'. Below the header, there's a sub-header 'Profile' and a message: 'You're just a few steps away from having access to DaveNet. No Boundaries, the leading online resource in our industry!'. The main content area contains two input fields for 'NAME' (with 'DaveNet' and 'Test' entered) and 'EMAIL (USER ID)' (with 'DaveNet\_Test@outlook.com' and 'Reltype Email' entered). To the right, there's a 'Company' section with details: 'Dave Net Master Account - U668', '2100 Lanes Park Blvd', 'Richardson, TX 75080-2254', 'Division: Employees', and 'Territory Manager: Employees/Misc.'. At the bottom, there are 'Back' and 'Step 3' buttons.

5. Check your inbox for an activation email. Open the email and click the “Complete Registration” button.



6. Setup your new password and profile alias.

**Step 1 - Create Profile** Step 1 Complete Profile > Step 2 Account Detail

Almost there! By registering as a new user, you can take advantage of mobile access and innovative e-tools that are some of the most helpful online resources in the industry.

**Profile**

**NAME \*** DaveNet Test

**EMAIL (USER ID) \*** DaveNet\_Test@outlook.com

**PASSWORD \***  (Type Password)

**PROFILE ALIAS \*** i.e. John the Wizard Will be used in community discussions

**PROFILE DESCRIPTION**  
Provide a short professional description of yourself. This will be used on the community (optional).

**Company**  
Dave Net Master Account - U668  
2100 Lake Park Blvd  
Richardson, TX 75080-2254

**District:** Employees  
**Territory Manager**  
Employees/Misc

**Step 2**

7. Complete your profile and you're done!

**Step 2 - Account Detail** Step 1 Complete Profile > Step 2 Account Detail

You're at the finish line. Get ready to experience the full potential of DaveNet No Boundaries anytime, anywhere!

**Contact Information**

**COMPANY** Dave Net Master Account - U668

**BUSINESS PHONE \*** 972 497 5246

**FAX**

**MOBILE**

**ADDRESS \*** 2100 Lake Park Blvd  
Apt, Suite or Bldg #  
Richardson TX 75080-2254  
Country

**Company**  
Dave Net Master Account - U668  
2100 Lake Park Blvd  
Richardson, TX 75080-2254

**District:** Employees  
**Territory Manager**  
Employees/Misc

**Additional Information**

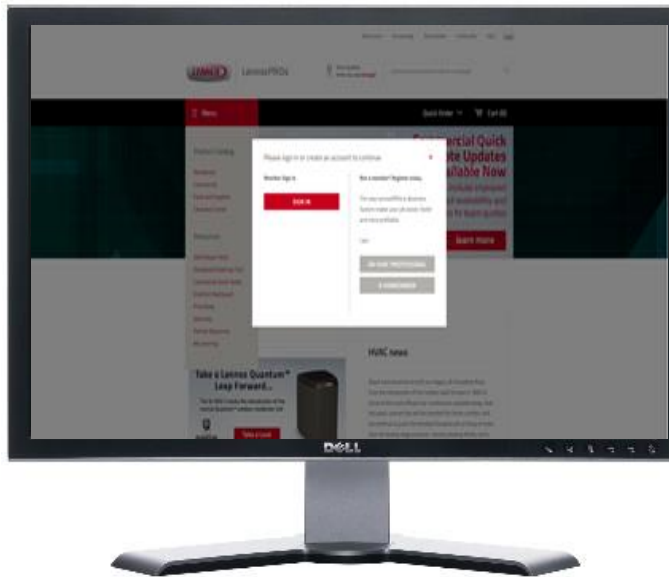
**PRIMARY ROLE \*** Primary Role

**PHOTO**

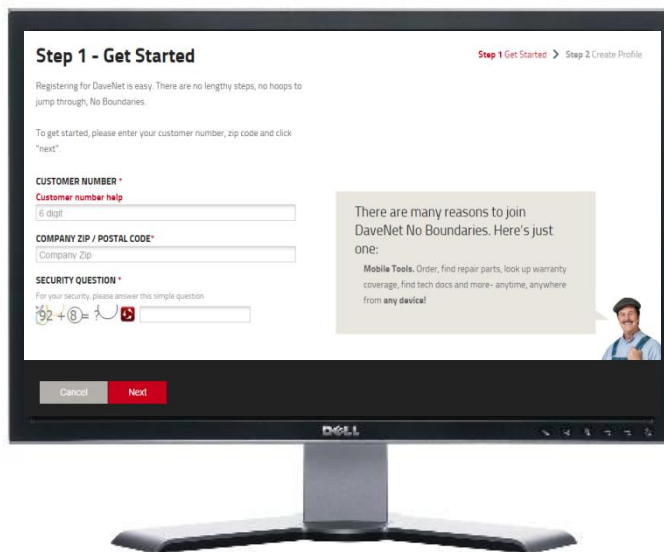
## How can new users join the company LennoxPROs account?

*Option 1: The user can go to LennoxPROs.com and follow the process below:*

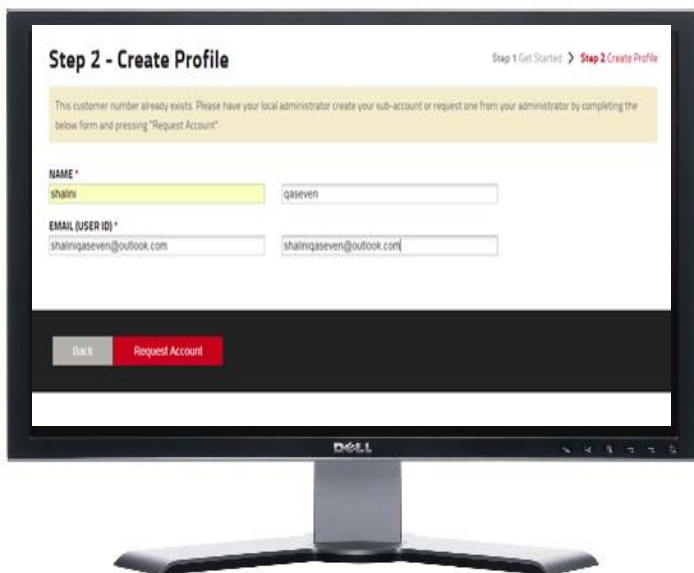
1. Click “Register Now”.



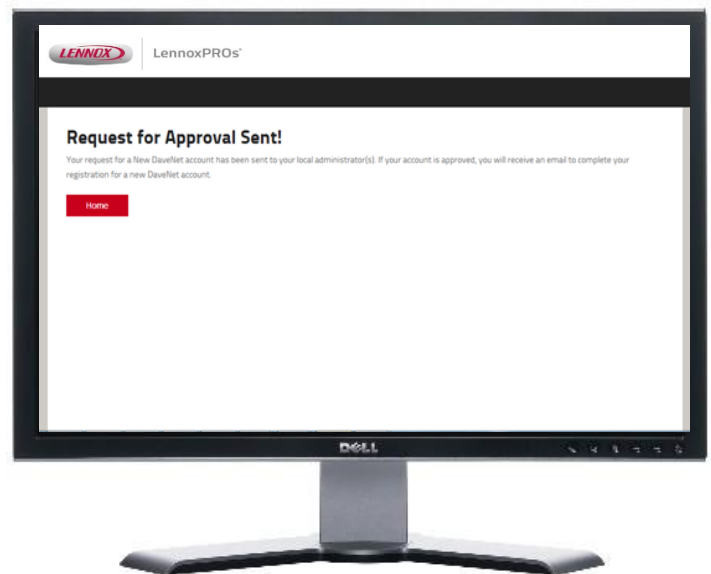
2. Enter the customer number and zip code.



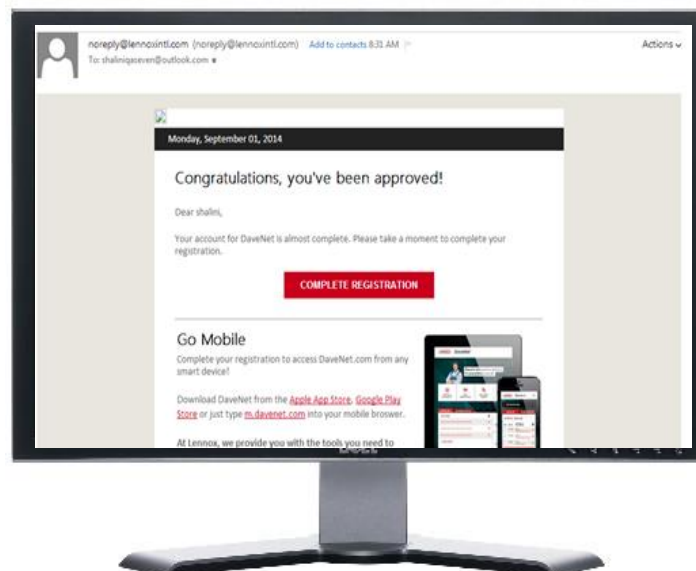
3. The new user will add their email address and hit “Request Account.” The customer’s request will be sent to the Admin on the account for approval.



The screenshot shows a web browser window displaying the 'Step 2 - Create Profile' page. At the top, there's a navigation bar with 'Step 1 Get Started' and 'Step 2 Create Profile'. A yellow warning box states: 'This customer number already exists. Please have your local administrator create your sub-account or request one from your administrator by completing the below form and pressing "Request Account".' Below this, there are two input fields for 'NAME \*' with the value 'shaini' and 'qaseven'. There are also two input fields for 'EMAIL (USER ID) \*' with the value 'shainiqaseven@outlook.com'. At the bottom, there are two buttons: 'Back' and 'Request Account'.



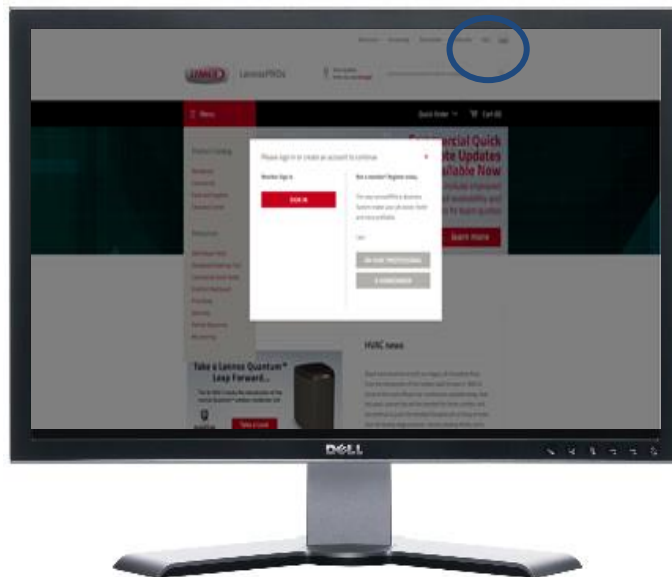
4. After the Admin approves the account, the new user will be notified via email. The user then clicks the “Complete Registration” button to finish the registration process.



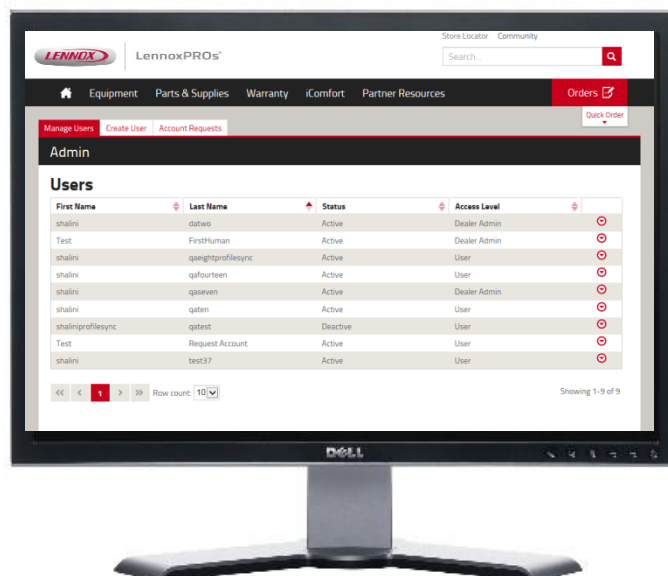


*Option 2: Admins can create new users by following the steps below:*

1. While in LennoxPROs.com, click “Admin” in the upper right hand corner



2. Click the “Create User” tab



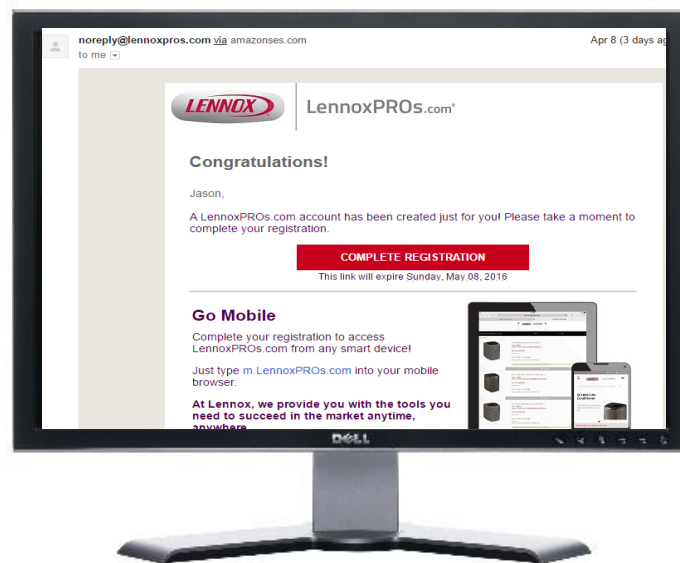
3. Enter the user's name and email

The screenshot shows a Dell monitor displaying the LennoxPROs website. The page is titled 'Create User' and is at 'Step 1 Create Profile'. The navigation bar includes 'Equipment', 'Parts & Supplies', 'Warranty', 'iComfort', 'Partner Resources', and 'Orders'. The 'Create User' tab is active. The form has two main sections: 'User' and 'Additional Information'. The 'User' section contains fields for 'NAME' (First Name and Last Name) and 'EMAIL' (email@sample.com and retype email). The 'Additional Information' section has a 'PRIMARY ROLE' dropdown menu. To the right, there is a 'Company' information box with details for McLaren Inc. and a 'District' dropdown menu. At the bottom of the form are 'Back' and 'Next' buttons.

4. Set the new user's permissions, and press "Create User."

The screenshot shows the same Dell monitor displaying the 'Set Permissions' page. The page is titled 'Set Permissions' and is at 'Step 2 Set Permissions'. The navigation bar is the same as in the previous screenshot. The 'Create User' tab is active. The form shows a list of permissions with checkboxes. The 'Expand All' and 'Collapse All' buttons are at the top left of the list. The permissions listed are: Admin, Purchasing Tools, Pricing, Warranty Tools, Product Information, Learning Tools, Marketing Tools, Technical Tools, Sales Tools, CloudNet Community, and Premier Tools. To the right, there is a 'Company' information box with details for McLaren Inc. and a 'District' dropdown menu. At the bottom of the form are 'Back' and 'Create User' buttons.

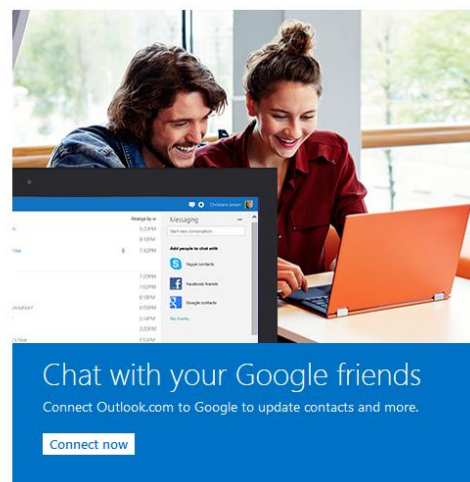
5. The user will receive an activation email to continue the registration process.



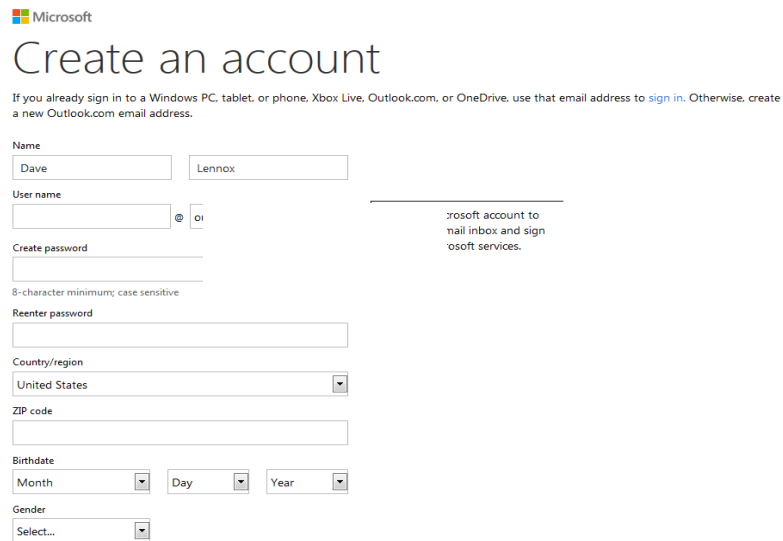
## I do not have an email address. How can I get a LennoxPROs account?

Email addresses are required for LennoxPROs account authentication but, and our Help Desk would be happy to walk your customer through the email account creation process. Just call 1-877-570-0123 for email assistance, or follow the “How to Create Outlook Emails” guide below.

- 1 For [www.outlook.com](http://www.outlook.com)
- 2 Click “Sign up Now” in the bottom right hand corner.



- 3 Create your account by filling in your information and clicking “Create Account” at the bottom of the screen.

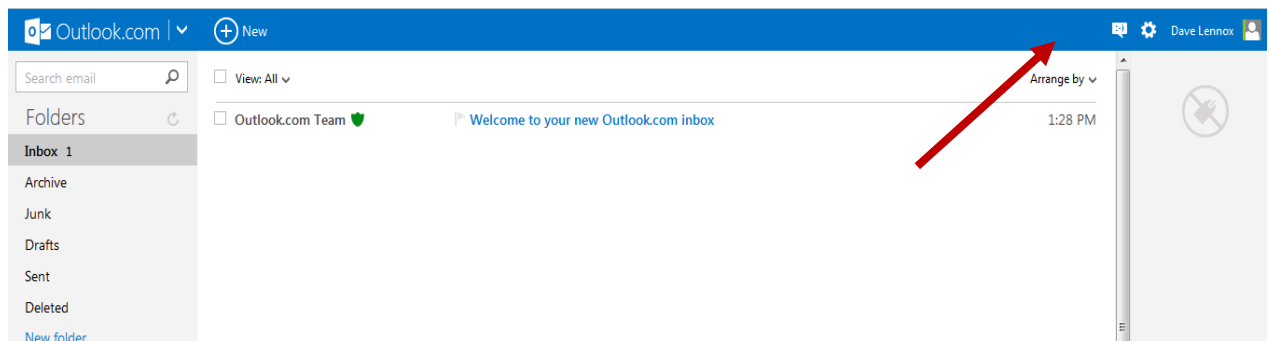


The image shows the Microsoft 'Create an account' page. At the top is the Microsoft logo and the heading 'Create an account'. Below this is a sub-header: 'If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that email address to [sign in](#). Otherwise, create a new Outlook.com email address.' The form fields include: 'Name' (first name 'Dave' and last name 'Lennox'), 'User name' (a text box followed by '@' and 'or'), 'Create password' (a text box with a note '8-character minimum; case sensitive'), 'Reenter password' (a text box), 'Country/region' (a dropdown menu set to 'United States'), 'ZIP code' (a text box), 'Birthdate' (three dropdown menus for 'Month', 'Day', and 'Year'), and 'Gender' (a dropdown menu set to 'Select...'). To the right of the form, there is a link: 'Link your Microsoft account to mail inbox and sign into Microsoft services.'

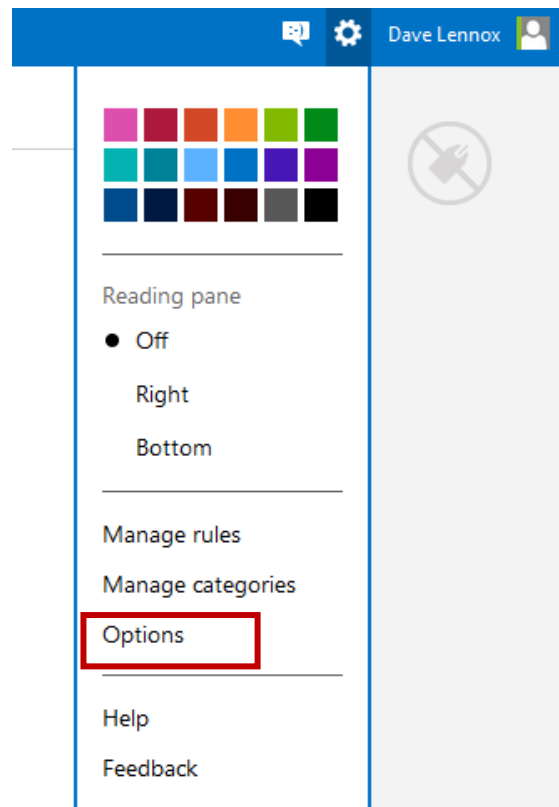
**I have multiple customer numbers/LennoxPROs accounts. How can the information be sent to a single inbox?**

Creating email “aliases” will allow you to manage multiple email and LennoxPROs accounts from the same email inbox! Just follow the steps below to create email aliases.

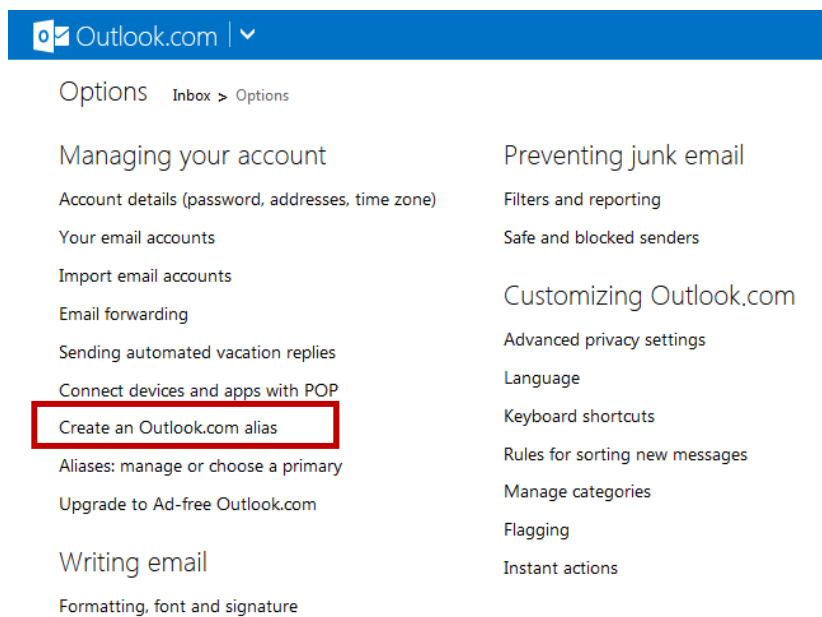
1. In your inbox, click the gadget symbol in the upper right hand corner.



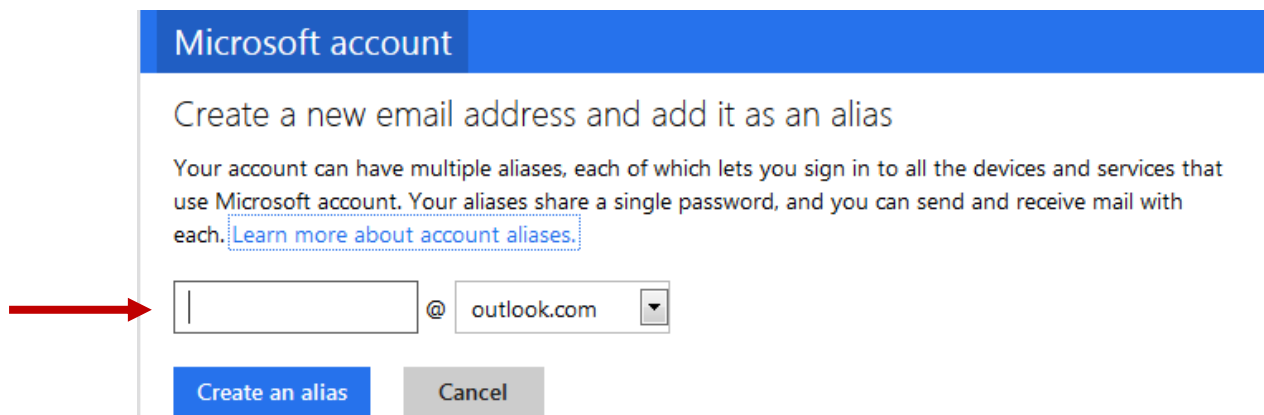
2. Next, click “Options.”



3. Then, click on “Create an Outlook.com Alias.”



- 4 Type in another unique email address. And click “Create an alias.” And you’re done!



**Microsoft account**

Create a new email address and add it as an alias

Your account can have multiple aliases, each of which lets you sign in to all the devices and services that use Microsoft account. Your aliases share a single password, and you can send and receive mail with each. [Learn more about account aliases.](#)

@ outlook.com

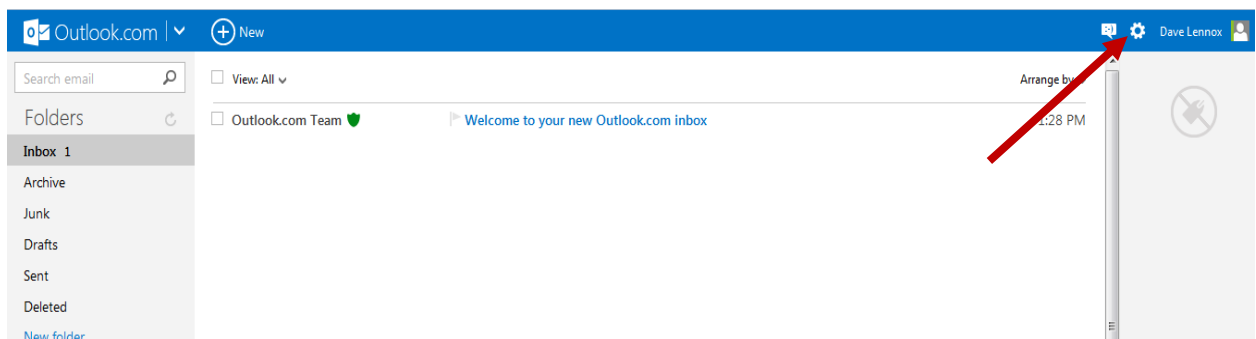
**Create an alias** Cancel

**IMPORTANT:** By creating aliases, or unique email addresses, you can create up to 10 email addresses associated with one outlook account. All of the email addresses can share the same password.

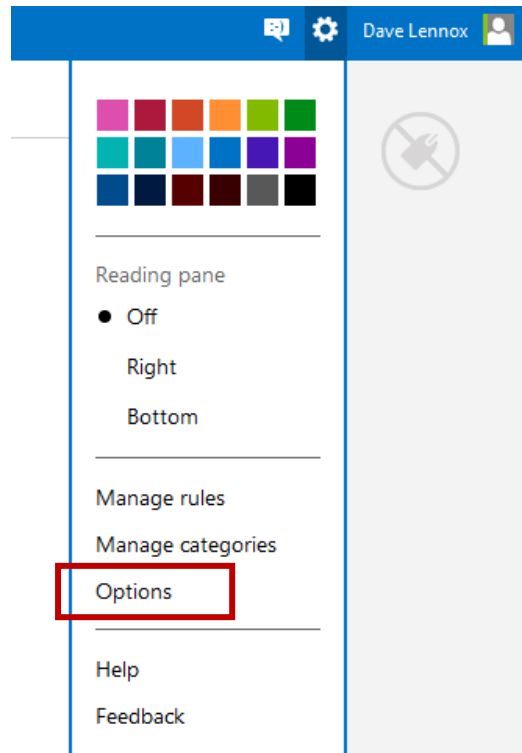
## How can I receive LennoxPROs emails to one inbox?

Email forwarding will allow you to manage multiple email and LennoxPROs accounts from the same email inbox. Just follow the steps below to forward your outlook emails to your work address.

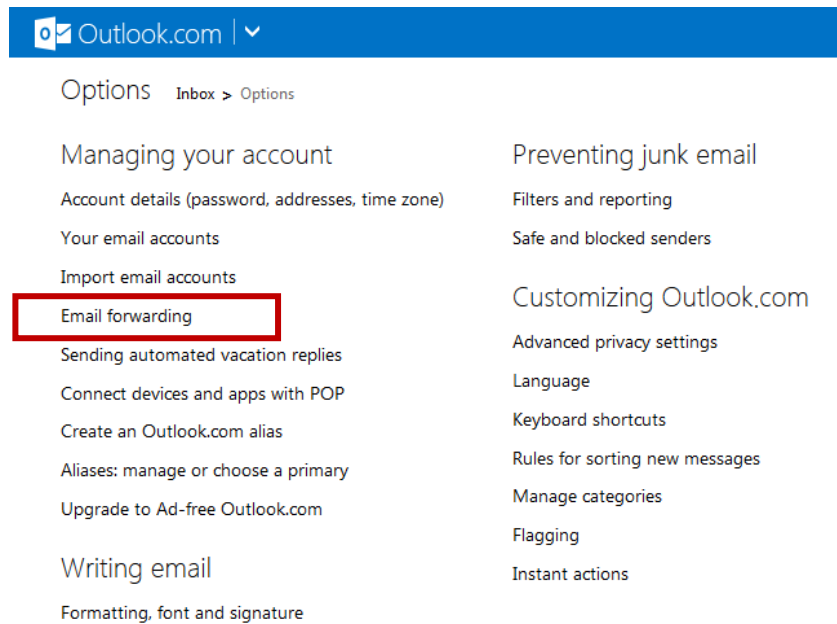
1. In your inbox, click the gadget symbol in the upper right hand corner.



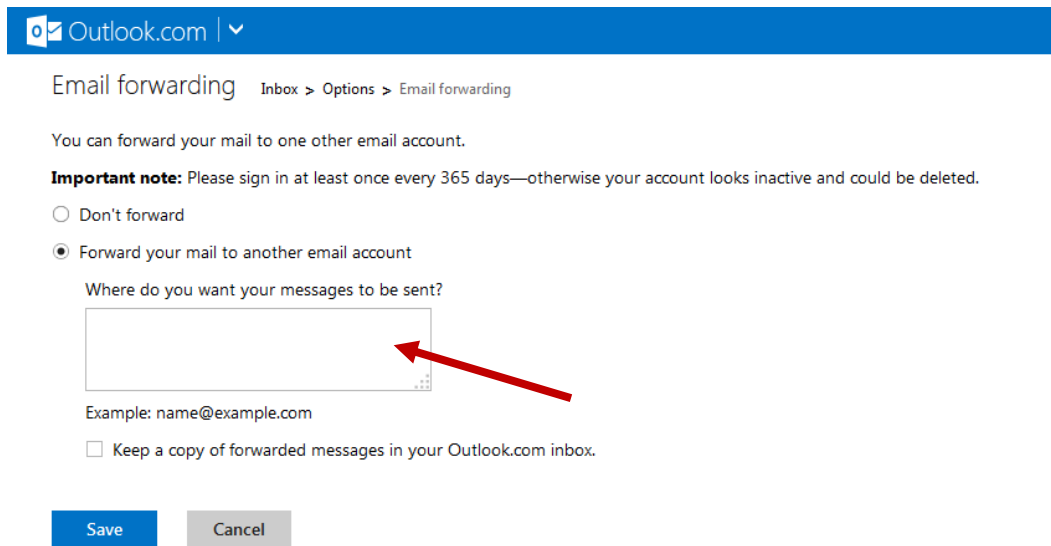
2. Next, click “Options.”



3. Then, click on “Email forwarding.”



4. Click the “Forward your mail to another email account” radio button. Type your email that you wish to receive the forwarded messages into the box. And you’re done!

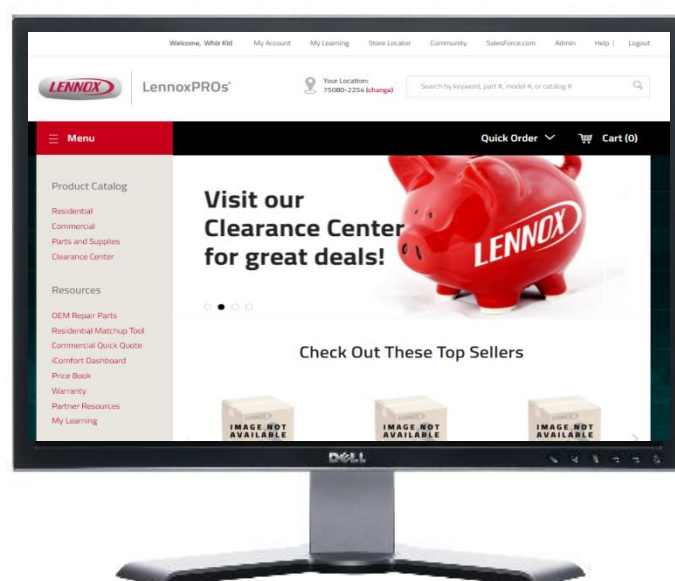


**IMPORTANT:** By forwarding your email, you must sign into the outlook email once every year—otherwise your account looks inactive and could be deleted.

## How can I edit existing users’ profiles and permissions?

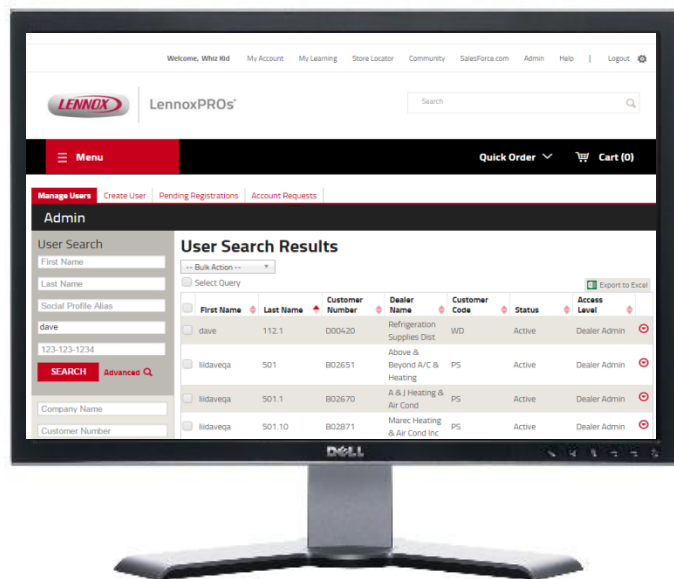
1. Navigate to LennoxPROs.com and login. Go to Admin tab.

*Don’t see “Admin”? Call 1-877-570-0123.*

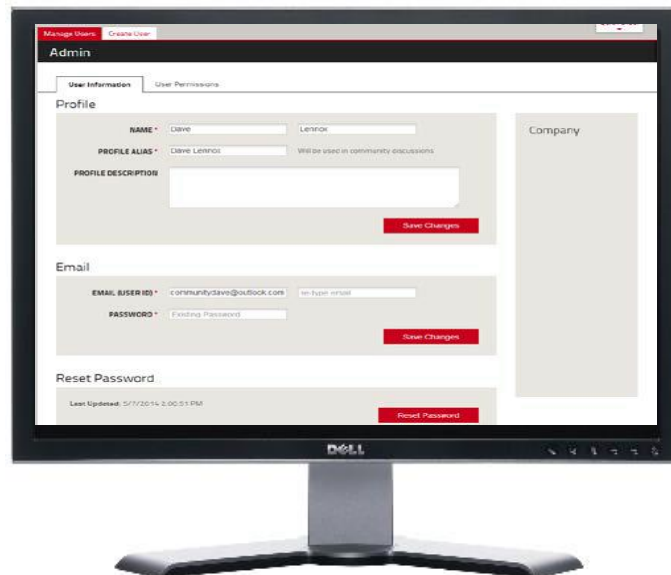




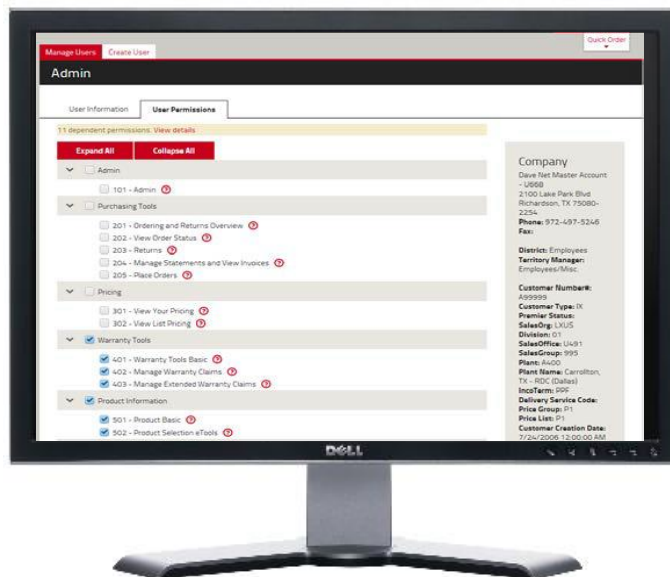
2. Under Manager Users, select the User you would like to modify, hover over the right down arrow and select “Edit.”



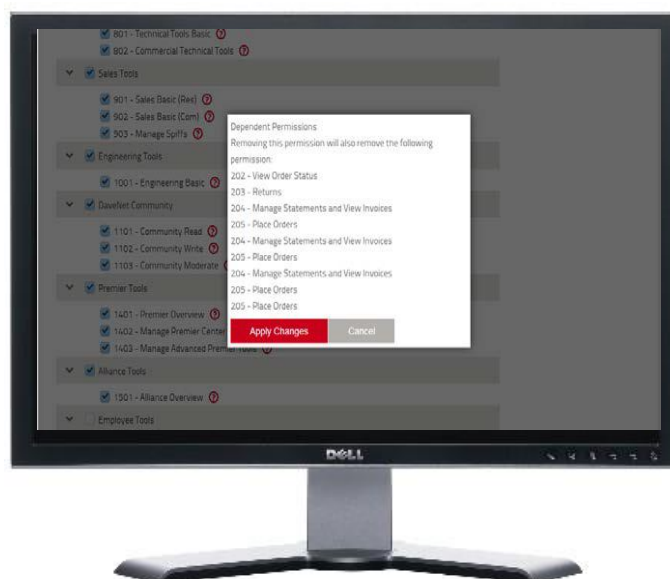
3. To edit profile information, use the “User Information” tab and click “Save Changes”



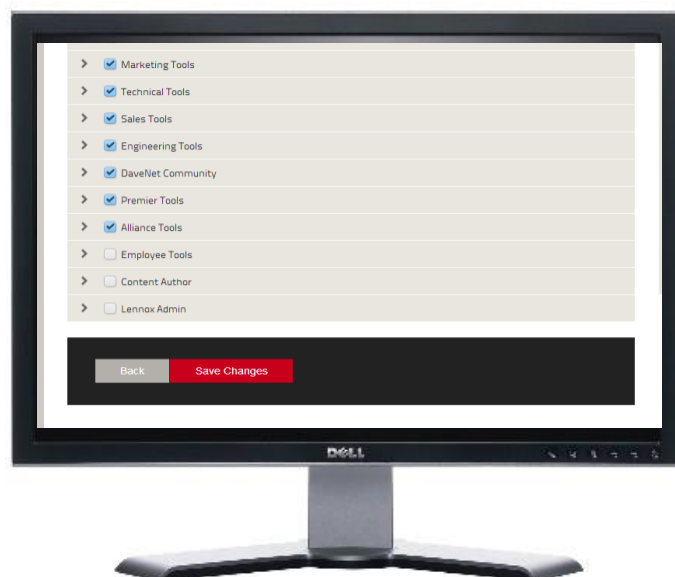
4. To update permissions, click the “User Permissions” tab and modify the permissions, as needed.



*Some permissions are dependent. A notice will appear to let you know when dependent permissions have changed.*

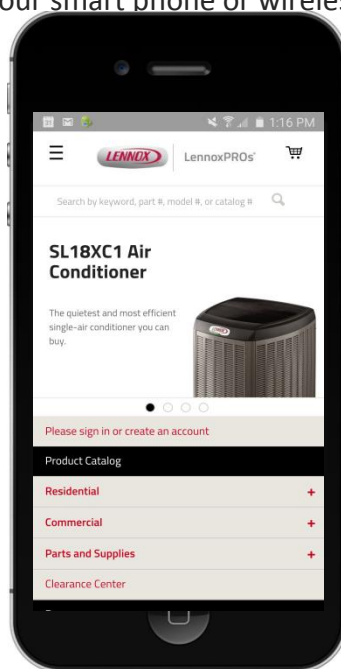


5. After you've updated the user's permissions. Click "Save Changes."

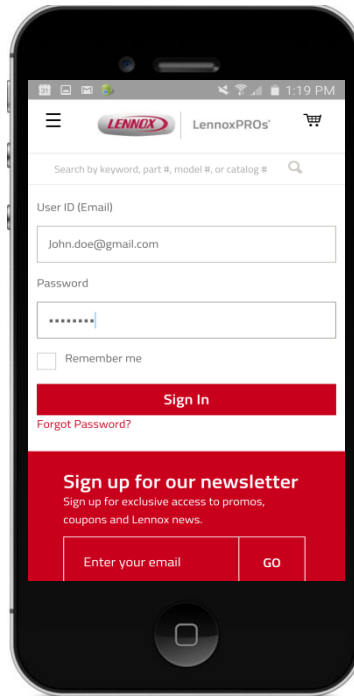


## How do I access LennoxPROs mobile?

1. Go to [m.LennoxPROs.com](http://m.LennoxPROs.com) on your smart phone or wireless device.



2. Type in your user id (email) and password and login. You're done!



**[See edits on Product Pricing Module for Consistency – INSERT HERE.]**

## How do I find product pricing?

1. Login to your LennoxPROs.com account.
2. Navigate to the **Product Catalog** to search for the product. Or search for the product by keyword, part number, model number or catalog number in the top **Search Bar**.

Welcome, Ms Community1   My Account   My Learning   Store Locations   Community   Salesforce.com   Admin   Help   Sign Out

**LENNOX**   LennoxPROs®   Your Location: 75081 (change)   Search by keyword, part #, model #, or catalog #

**Menu**   Quick Order   Cart (12)

**Product Catalog**


- Residential
- Commercial
- Parts and Supplies
- Clearance Center
- Weekly Deals

**Resources**




- OEM Repair Parts
- Residential Matchup Tool
- Commercial Quick Quote
- iComfort Dashboard
- Price Book
- Warranty
- Partner Resources
- Lennox PartsPlus
- Employee Product Planner
- Marketing Project Request Form
- News
- Lennox Proposal Tool Pilot

## Precision is its Middle Name

With true variable speed and capacity, the XC25 takes the Elite product family to the next level.



Check Out These Top Sellers

		
Cal-Blue LT, 1 quart spray bottle Y0076	COPELAND COMPRESSOR ZR54K5E-TFD-800 11C47	DiversiWhips, 3/4" x 6' #8 THHN Wire - Metallic Connectors 27P44
Your Price: \$10.07 List Price: \$22.47	Your Price: \$831.00 List Price: \$1911.30	Your Price: \$19.65 List Price: \$45.19

**3. Your pricing will be visible on all the products after you have logged in.**

*Don't see pricing? Contact your company LennoxPROs Admin to update your account permissions to view pricing or call 1-877-570-0123.*

**4. Product search results will be displayed as below. The product listing page provides high level information on the product availability as well as pricing.**

You can modify your shipping and pickup options, by clicking on the product, changing the zip code or by adding it to the cart and modifying from the cart.



XC16-060-230  
Condenser/5Ton/230-1  
CAT # : 10N41  
DESCRIPTION: XC16-060-230  
CONDENSER/5TON/230-1

Your Price: [REDACTED]

List Price: \$ [REDACTED]

Ship to 75080 (change)

**Available To Order**

Pick up within 60 miles of 75080

**Available To Order**

Regional standards restrictions  
may apply

1

ADD TO CART



XC16-048-230  
Condenser/4Ton/230-1  
CAT # : 15W42  
DESCRIPTION: XC16-048-230  
CONDENSER/4TON/230-1

Your Price: [REDACTED]

List Price: \$ [REDACTED]

Ship to 75080 (change)

**Available To Order**

Pick up within 60 miles of 75080

**Available To Order**

Regional standards restrictions  
may apply

1

ADD TO CART



XC16S036-230  
Condenser/3 Ton/230-2  
CAT # : 13J41  
DESCRIPTION: XC16S036-230  
CONDENSER/3 TON/230-2

Your Price: [REDACTED]

List Price: \$ [REDACTED]

Ship to 75080 (change)

**In Stock**

Pick up within 60 miles of 75080

**In Stock**

Regional standards restrictions  
may apply

1

ADD TO CART

## How do I find Availability?




1. Login to LennoxPROs.com.
2. Navigate to the **Product Catalog** to search for the product. Or search for the product by keyword, part number, model number or catalog number in the top **Search Bar**.

3. The product listing page provides high level information of the product.

For example, the product listing page shows quantity 1 or more are In Stock for shipping at the selected default zip code and quantity 1 or more are available for pickup at one or more locations within the selected zip code radius.


Filter results by


Sort: Relevance (Default) Page 1 of 1

BRAND	+			
STATUS	+	HEALTHY CLIMATE PCO3-16-16 CAT #: Y6598 DESCRIPTION: HEALTHY CLIMATE PCO3-16-16	Healthy Climate PCO3-20-16 CAT #: Y6595 DESCRIPTION: HEALTHY CLIMATE PCO3-20-16	Healthy Climate PCO3-14-16 CAT #: Y6601 DESCRIPTION: HEALTHY CLIMATE PCO3-14-16
PRICE	+	Your Price: \$ List Price: \$	Your Price: \$ List Price: \$	Your Price: \$ List Price: \$
		Ship to 75081 (change) In Stock Pick up within 30 miles of 75081 In Stock	Ship to 75081 (change) In Stock Pick up within 30 miles of 75081 In Stock	Ship to 75081 (change) In Stock Pick up within 30 miles of 75081 In Stock
		1 ADD TO CART	1 ADD TO CART	1 ADD TO CART

To change zip code or radius, go to Your Location and select change.

Welcome, Ms Community1 My Account My Learning Store Locations Community Salesforce.com Admin Help | Sign Out

 LennoxPROs®

 Your Location: 75081 (change)

Search by keyword, part #, model #, or catalog #

Menu Quick Order Cart (12)

- If you need to modify the pick up or availability options, you can do so from the product detail page or in the Cart.

All items default to standard shipping. Availability will change depending on the shipping method selected.

Click the product you wish to find availability for. On the product detail page, under **Select Delivery Method**,

- Ship to:** Provides stock info and estimated arrival dates.
- Pick up:** Provides info on pick up stores and availability dates. You can select another store for pickup from here.



## Series 41 Manifold with 60" PLUS II Standard Fittings psi R22/404A/410A DEG F (Clamshell)

Cat #: Y6723 | DESCRIPTION: Series 41 Manifold with 60" PLUS II Standard Fittings psi R22/404A/410A DEG F (Clamshell)

Your price: \$130.00  
List price: \$299.00

### Select Delivery Method

- ☒ Ship to: 75081 (change)  
In Stock Estimated Arrival: **Wed, Aug 3**
- ☐ Pick up within 30.0 miles of: 75081 (change)  
In Stock Select a store  
Available for Pickup: **Tue, Aug 2**

1

ADD TO CART

Clicking on “Select a store” provides availability information at each of the stores. You can select a store for your pick up options from here.

### Select a Store

Zip code

75081

Select Radius

Within 30 miles

GO

2. Lennox PartsPlus Allen  
1307 North Watters Road  
Allen TX, 75013-5397

11.32 mi

Available for Pickup: **Mon, Aug 1**

SELECT

Hours: 7:30am-4:30pm M-F 7:30-11:30  
Sat

3. Lennox PartsPlus Carrollton  
2051 McKenzie Drive  
Carrollton TX, 75006-6846

12.95 mi

Available for Pickup: **Mon, Aug 1**

SELECT



Availability Scenarios

Availability Message

In Stock

Available for Pickup: Tue, Jul 26

What does this mean?

The date provided is the earliest possible pickup date from the closest store within your zip code radius.



Series 41 Manifold with 60" PLUS II Standard Fittings psi R22/404A/410A DEG F (Clamshell)

Cat # : Y6723 | DESCRIPTION: Series 41 Manifold with 60" PLUS II Standard Fittings psi R22/404A/410A DEG F (Clamshell)

Your price: \$130.00  
List price: \$299.00

Select Delivery Method

- ☒ Ship to: 75080-2254 (change)  
In Stock Estimated Arrival: Wed. Jul 27
- ☐ Pick up within 60.0 miles of: 75080-2254 (change)  
In Stock Select a store  
Available for Pickup: Tue. Jul 26

1 ADD TO CART

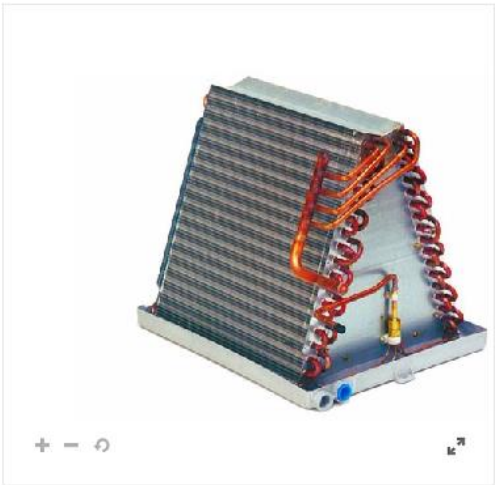
Availability Message

Available To Order:

Please call 1-877-570-0123 for Availability

What does this mean?

Items are currently backordered. Please call to find availability.



HC AU48B1C Upflow Coil-Uncased 4T Evap

Cat # : Y2990 | DESCRIPTION: HC AU48B1C Upflow Coil-Uncased 4T Evap

Your price: \$282.00  
List price: \$655.50

Select Delivery Method

- ☒ Ship to: 75080 (change)  
Available To Order Please call 1-877-570-0123 for Availability.
- ☐ Pick up within 60.0 miles of: 75080 (change)  
Available To Order Select a store  
Available for Pickup: Call 1-877-570-0123 for Availability

1 ADD TO CART

### Availability Message

#### In Stock

Available for Pickup: Call 1-877-570-0123 for Availability

#### What does this mean?

Quantity 1 or more is available at 1 or more pick up locations within the radius but the item is backordered at the selected pick up location.

To view pick up at other locations, simply click **Select a store** and change your pick up location to another one or call for availability.

Home / Residential / Coils / Indoor Coils / CX35-50/60C-6F-1



## CX35-50/60C-6F-1

Cat #: 10C57 | DESCRIPTION: CX35-50/60C-6F-1

[Sign in to view pricing](#)

Select Delivery Method

☒ Ship to: 75081 [\(change\)](#)

**In Stock** Estimated Arrival: **Wed. Jul 27**

☐ Pick up within 60.0 miles of: 75081 [\(change\)](#)

**In Stock** [Select a store](#)

Available for Pickup: Call 1-877-570-0123 for Availability

1

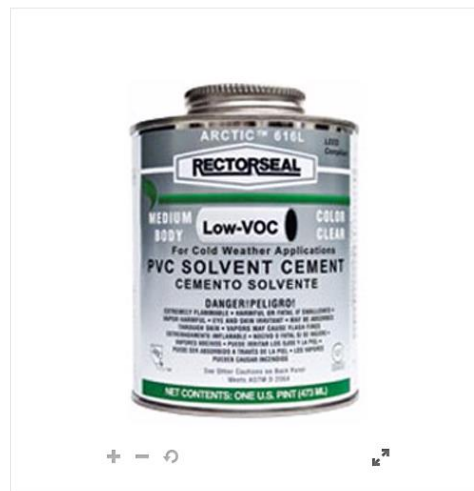
ADD TO CART

### Availability Message

This item is not available from a location in your area. Please call 1-877-570-0123.

#### What does this mean?

This product is **not available** for pick up within your zip code radius. You can either ship it or change zip code or radius to see availability.



## Arctic 616L Clear - Medium Body PVC Solvent Cement, 1/2 Pint Dauber Top, 24 Can/Case

Cat #: 56P92 | DESCRIPTION: Arctic 616L Clear - Medium Body PVC Solvent Cement, 1/2 Pint Dauber Top, 24 Can/Case

Your price: \$12.96

List price: \$31.21

Select Delivery Method

☒ Ship to: 75080 [\(change\)](#)

**In Stock** Estimated Arrival: **Fri. Jul 29**

☐ Pick up within 60.0 miles of: 75080 [\(change\)](#)

**This item is not available from a location in your area. Please call 1-877-570-0123** [Select a store](#)

1

ADD TO CART

Want to see availability for quantity greater than 1? No problem! Enter the quantity of products on the product details page and availability will be updated automatically.

### Availability Message

#### In Stock

Available for Pickup: **Wed, Jul 27** (Qty 4)

Available for Pickup: **Mon, Aug 1** (Qty 1)

#### What does this mean?

4 products are available at your pickup location on Jul 27<sup>th</sup> while the remaining will be available on Aug 1<sup>st</sup>.



## ComfortSense 7 or 5/2 Day Programmable Thermostat Dual Fuel Capability Automatic Changeover Touchscreen Display

Cat #: 13H15 | DESCRIPTION: ComfortSense 7 or 5/2 Day Programmable Thermostat Dual Fuel Capability Automatic Changeover Touchscreen Display

Your price: \$510.39  
List price: \$510.39

Need your unit today? See product availability listed below, visit [Commercial Quick Quote](#), or call the Rapid Replacement Hotline at 877-792-0024.

Select Delivery Method

☐ Ship to: 75081 ([change](#))  
**Available To Order** Estimated Arrival: **Fri, Jul 29**

☒ Pick up within 30.0 miles of: 75081 ([change](#))

**In Stock** Select a store  
Available for Pickup: **Wed, Jul 27** (Qty 4)  
Available for Pickup: **Mon, Aug 1** (Qty 1)

5

ADD TO CART

5. Once you've selected your item click "Add to Cart"


## How do I update availability from the Cart?

1. Once products are added to cart and you are ready to check out, click on the Cart and **View All Items**.

### 2. Update Shipping/Pick Up for all Line Items


- To update the shipping/pick-up for all line items, click on the **"Update Shipping/Pick Up for all Line Items"** link located on the top left.

Welcome, [Testvertexo](#)
[My Account](#)
[My Learning](#)
[Store Locator](#)
[Community](#)
[Help](#)
[Sign Out](#)



Your Location:  
75081 [\(change\)](#)



Menu

Quick Order ▼  Cart (6)

## Active Cart

Update Shipping/Pick Up for all Line Items

Save Cart | Email Cart | Print Cart | Clear Cart

Product	Quantity	Total Price
<div>Item 1</div> <div>  <div> <b>DiversiWhips, 3/4" x 6' #8 THHN Wire - Metallic Connectors</b>  Product Cat #: 27P44  Weight: 3.0 lbs  Add item to saved cart:  <input type="text" value="Select cart"/> </div> </div>	<div>5</div> <div> <a href="#">update</a>  <a href="#">remove</a> </div>	\$98.25
<div>Item Delivery Information: Estimated Arrival: August 03, 2016</div>		
<div>Item 2</div> <div>  <div> <b>Cal-Blue LT, 1 quart spray bottle</b>  Product Cat #: Y0076  Weight: 2.4 lbs  Add item to saved cart:  <input type="text" value="Select cart"/> </div> </div>	<div>1</div> <div> <a href="#">update</a>  <a href="#">remove</a> </div>	\$10.07
<div>Item Delivery Information: Estimated Arrival: August 03, 2016</div>		

### Checkout

P.O. Number/Job Reference

### Order Summary

Subtotal:	\$108.32
Weight:	17.4 lbs
Estimated Shipping:	\$21.00
Estimated Taxes:	\$10.67
<b>Estimated Total:</b>	<b>\$139.99</b>

PROCEED TO CHECKOUT

- b. Choose the delivery date and shipping or pick up options.

Your shipping choices are: Standard Shipping, Second Day, Next Day Air, Weekend Delivery and Next Day 8 am.

Select your shipping address.

You can also add a new shipping address by selecting “Ship to new address.”

Shipping/Pick Up for all Line Items

Requested Delivery Date: August 10, 2016 | future date

Delivery Method

☒ Shipping

☐ Pickup

Shipping Address

Robertson Htg & Air Cond - 1503 AVENUE H, Levelland, TX, 79336-8341

Robertson Htg & Air Cond - 1503 AVENUE H, Levelland, TX, 79336-8341

Ship to new address

Standard

☐ Lift Gate - Additional freight charges may apply

**WARNING: If you update order level delivery, this will override delivery options selected for items below.**

**UPDATE ALL ITEMS** **CANCEL**

PROCEED TO CHECKOUT

**CANCEL** **UPDATE ITEM**

**TIP:** You can also update your pick-up location by changing the zip code.

## Update Shipping/Pick Up for all Line Items



Requested Delivery Date: August 10, 2016 | future date

### Delivery Method

☐ Shipping

Enter your Zip/Postal code

Selected Store:  
None selected.

☒ Pickup

**SELECT A STORE**

\*Items must be picked up within 7 calendar days.

**WARNING:** If you update order level pickup, this will override pickup options selected for items below.

UPDATE ALL ITEMS

CANCEL

Make your selection. Then, click **Update All Items**.


### 3. Update Line Item Level

- You can have different shipping addresses for each line item. If no line item address is selected, the item defaults to the order level shipping address.
- Click on the “Item Delivery Information: Estimated Arrival” link

# Active Cart

[Update Shipping/Pick Up for all Line Items](#)

[Save Cart](#) | [Email Cart](#) | [Print Cart](#) | [Clear Cart](#)

Product	Quantity	Total Price
<div><div>Item 1</div><div><div><div><b>DiversiWhips, 3/4" x 6' #8 THHN Wire - Metallic Connectors</b></div><div>Product Cat #: 27P44</div><div>Weight: 3.0 lbs</div><div>Add item to saved cart</div><div>Select cart ▾</div></div></div></div>	<div>5</div> <div><a href="#">update</a></div> <div><a href="#">remove</a></div>	\$98.25

**Item Delivery Information: Estimated Arrival: August 03, 2016**

**Estimated Arrival:** August 03, 2016 | [future date](#)

**Line Item Delivery (optional)**  
If line item delivery is not chosen, delivery method defaults to order level.

☒ Shipping

☐ Pickup

Shipping Address

Test , - 2140 LAKE PARK BLVD, RICHARDSON, TX, 75080-2252 ▾

Shipping method

Standard ▾

Add Item PO# (optional)

CANCEL

UPDATE ITEM

**Checkout**

P.O. Number/Job Reference

Required

Add

**Order Summary**

Subtotal:

\$108.32

Weight:

17.4 lbs

Estimated Shipping:

\$21.00

Estimated Taxes:

\$10.67

Estimated Total:

\$139.99

Apply Promo

**PROCEED TO CHECKOUT**

- Select the requested delivery date and pick-up/shipping details for each item.
- Update Item** once you have made your selections.

## 4. Checkout

- Once you are ready to Checkout, add the PO number and click **Proceed to Checkout**.

*If you are unable to checkout, contact your company LennoxPROs Admin to update your account permissions or call 1-877-570-0123.*

### Checkout

P.O. Number/Job Reference

Add

### Order Summary

Subtotal:	\$581.00
Weight:	88.45 lbs
Estimated Shipping:	\$72.00
Estimated Taxes:	\$0.00
<b>Estimated Total:</b>	<b>\$653.00</b>

Apply Promo

PROCEED TO CHECKOUT

- b. If you don't have a credit application signed with Lennox, just order using your credit card.





LennoxPROs®

## Checkout

Payment Method

Order Review

Order Confirmation

[Back to Cart](#)

### Select Payment Type

☒ Invoice

☐ Credit Card

### Checkout

#### PO Number

123

[Edit](#)

#### Order Summary

Subtotal:	\$581.00
Weight:	88.45 lbs
Estimated Shipping:	\$72.00
Estimated Taxes:	\$0.00
<b>Estimated Total:</b>	<b>\$653.00</b>

**REVIEW ORDER**

c. After you have selected your Payment Method, click **Review Order**.

d. Enter shipping instructions or any notes to customer service.

You can also edit the shipping and order information here.

## Checkout

Payment Method

Order Review

Order Confirmation

[Back to Cart](#)

### Order comments

Shipping Instructions / Notes for your Reference

Notes for Customer Service

**This order will be reviewed if notes for customer service are entered, which may delay delivery.**

### Order Information

#### Shipping Address [\(edit\)](#)

Company Name:  
Attention:  
Address Line 1: 1503 AVENUE H  
Address Line 2:  
City/Municipality: Levelland  
State/Province: TX  
Zip/Postal Code: 79336-8341  
County:  
Country: US

#### Shipping Method [\(edit\)](#)

Method: Standard  
Lift Gate: Required

#### Payment Method [\(edit\)](#)

Invoice

#### Billing Address

Company Name: Robertson Htg & Air Cond  
Name:  
Address Line 1: 1503 AVENUE H  
Address Line 2:  
City/Municipality: Levelland  
State/Province: TX  
Zip/Postal Code: 79336-8341  
County:  
Country: US

#### PO Number [\(edit\)](#)

123

#### Order Summary

Subtotal:	\$581.00
Weight:	88.45 lbs
Estimated Shipping:	\$72.00
Estimated Taxes:	\$0.00
<b>Estimated Total:</b>	<b>\$653.00</b>

**SUBMIT ORDER**

e. When you are ready to buy, click **Submit Order**.

f. You will receive an order confirmation email to your LennoxPROs.com registered email address.

TIP: You can review the order anytime by going to My Account -> My Orders-> Order Status

*If you are unable to view your order status, contact your company LennoxPROs Admin to update your account permissions or call 1-877-570-0123.*

## Checkout

Payment Method      Order Review      **Order Confirmation**

Thank you for your order.

Order # **0022107989** | [View order status](#)

Your email confirmation will arrive shortly.

Hide Order Summary

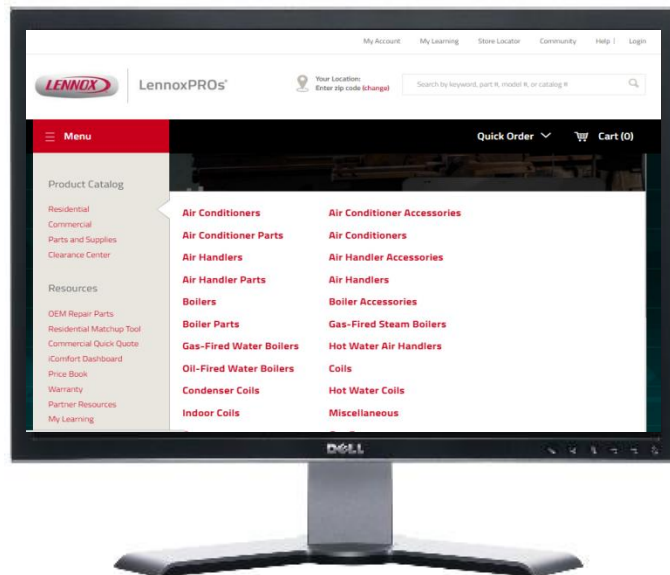
Product Details	P.O. #	Unit Price	Extended Price	Quantity
COMP-COPE CR42K6E-PFV-875 Cat #: 11A92	123	\$477.00	\$477.00	1
COMFORTSENSE 5000 L5711U Cat #: X4146	123	\$104.00	\$104.00	1

### Order Summary

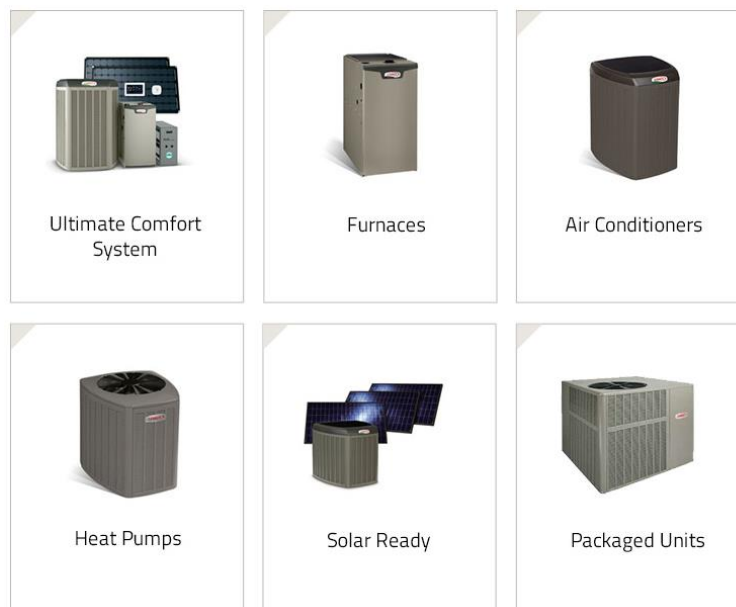
Subtotal: \$581.00  
Weight: 88.45 lbs  
Shipping: \$72.00  
Taxes: \$0.00  
**Total: \$653.00**

## How do I order on LennoxPROs.com?

1. Login to LennoxPROs.com and goto the product catalog and select the category you require.



2. Browse through all products in a category by clicking any of the options available. For example, click residential and all residential products will appear. This works for all the catalogs, as well.




- Next select a product. Add filters to customize your search.

Home / Residential / Air Conditioners / AC Units




## AC Units

AC Units



Filter results by

Sort: Relevance ▼ Page 1 of 19

BRAND	+			
STATUS	+	XC16-048-230 Condenser/4Ton/230-1 CAT #: 15W42 MODEL #: XC16-048-230 CONDENSER/4TON/230-1	XC20-024-230 Condenser/2Ton/230 CAT #: 11X53 MODEL #: XC20-024-230 CONDENSER/2TON/230	XC20-060-230 Condenser/5Ton/230 CAT #: 11X56 MODEL #: XC20-060-230 CONDENSER/5TON/230
COMPRESSOR	+	Login to view pricing	Login to view pricing	Login to view pricing
COOLING CAPACITY	+	Ship to (change)	Ship to (change)	Ship to (change)
DEPTH	+			
EFFICIENCY	+			
HEATING CAPACITY	+			
HEIGHT	+			
ICOMFORT ENABLED	+			

1 ADD TO CART 1 ADD TO CART 1 ADD TO CART

- Click “Add to Cart” button to add items to your cart.

*Don't see permissions to “Add to Cart”? Contact your LennoxPROs Admin or call 1-877-570-0123.*

- Now let's check out! Add the products to the cart and select a shipping method or pick up in store option.

Welcome, [Testvertex](#) | [My Account](#) | [My Learning](#) | [Store Locator](#) | [Community](#) | [Help](#) | [Sign Out](#)



**LENNOX** | **LennoxPROs®** | Your Location: 75081 (change) | Search by keyword, part #, model #, or catalog #

**Menu** | **Quick Order** | **Cart (6)**

## Active Cart

[Update Shipping/Pick Up for all Line Items](#)

Save Cart | Email Cart | Print Cart | Clear Cart

Product	Quantity	Total Price
<b>Item 1</b>  <b>DiversiWhips, 3/4" x 6' #8 THHN Wire - Metallic Connectors</b> Product Cat #: 27P44 Weight: 3.0 lbs Add item to saved cart: <input type="text" value="Select cart"/>	<input type="text" value="5"/> <a href="#">update</a> <a href="#">remove</a>	\$98.25
<b>Item Delivery Information: Estimated Arrival: August 03, 2016</b>		
<b>Item 2</b>  <b>Cal-Blue LT, 1 quart spray bottle</b> Product Cat #: Y0076 Weight: 2.4 lbs Add item to saved cart: <input type="text" value="Select cart"/>	<input type="text" value="1"/> <a href="#">update</a> <a href="#">remove</a>	\$10.07
<b>Item Delivery Information: Estimated Arrival: August 03, 2016</b>		

### Checkout

P.O. Number/Job Reference:

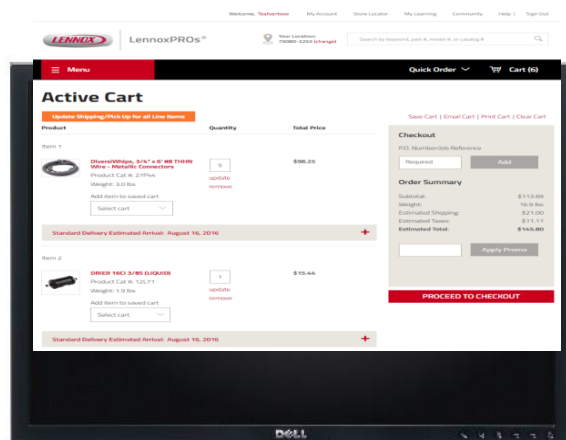
### Order Summary

Subtotal:	\$108.32
Weight:	17.4 lbs
Estimated Shipping:	\$21.00
Estimated Taxes:	\$10.67
<b>Estimated Total:</b>	<b>\$139.99</b>

**PROCEED TO CHECKOUT**

6. Add a PO number (this can be any text or numbers you choose).

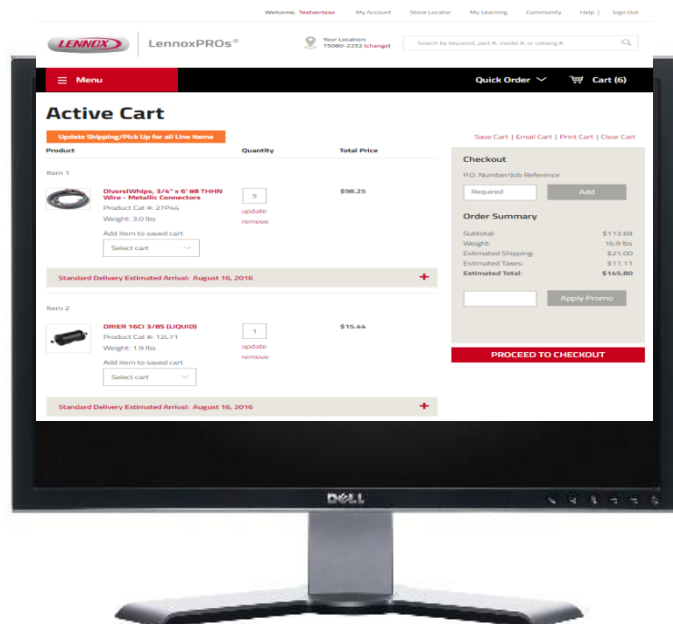
*You can assign different PO number for each line item. If no line item PO is selected, the item defaults to the order level PO.*



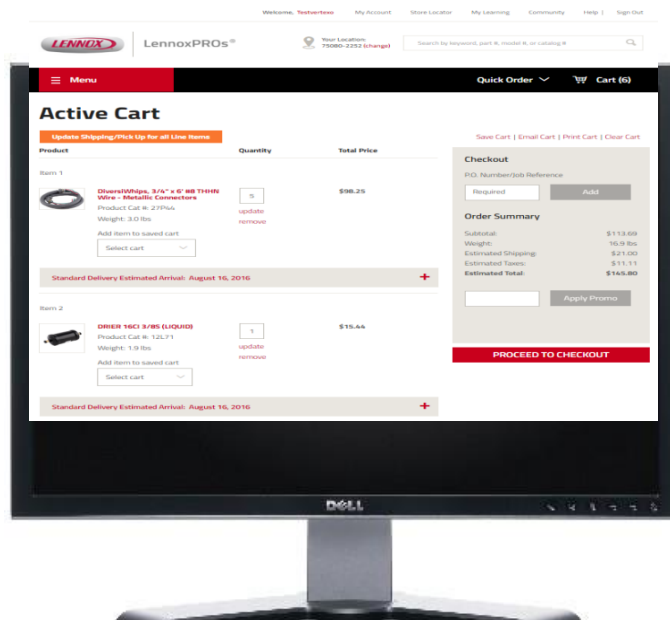
7. Select a shipping method. Your shipping choices are: Standard Shipping, Next Day Air, Second Day Air, Weekend Delivery, Next Day 8 am and Will Call.

LennoxPROs automatically checks availability in applicable warehouses based on your location. If you are having difficulty finding the availability needed, try changing your shipping method to view different availability options.

*You can select different shipping methods for each line item. If no line item method is selected, the item defaults to the order level shipping method.*



8. Select the requested delivery date.  
*If you can have different delivery dates for each line item, if no line item date is selected, the item defaults to the order level delivery date.*



9. Add the catalog number, quantity and requested delivery date of each item you would like to order.
10. Review the order and select your payment method (invoice, COD, credit card, etc.) If you don't have a credit application signed with Lennox, Just order using your credit card. You can now order to your location or pick up in store.

*Did you know... you can now save your credit card information to your account for quick and secure ordering?*

**Checkout**

Payment Method    Order Review    Order Confirmation    [Back to cart](#)

**Payment Method**

☐ Invoice

☒ Credit Card

☐ Saved Card Ending in xxxx - 1234

☒ New Credit Card

Cardholder Name

Card Number

Name on Card

Exp:  /

☐ Save Credit Card

☐ Make Default Card

☐ COD - Fee May Apply

© 2015 Lennox International, Inc.

**Order Summary**

\$XX away from free ground shipping!

Subtotal: \$300.00

Promo: ABC 1234 ~~remove~~ \$0.00

Total Weight: 100 lbs

Estimated Shipping: \$0.00

Estimated Taxes: \$0.00

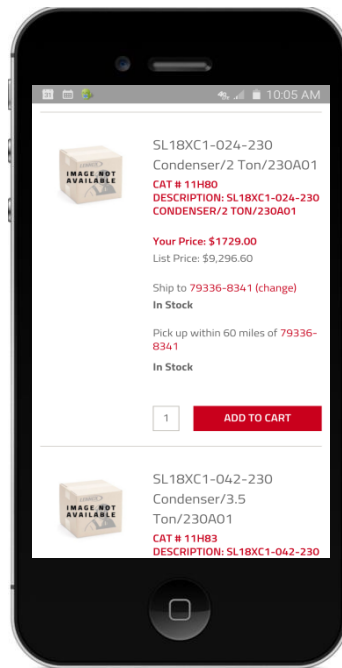
Estimated Total: \$300.00

**REVIEW ORDER**

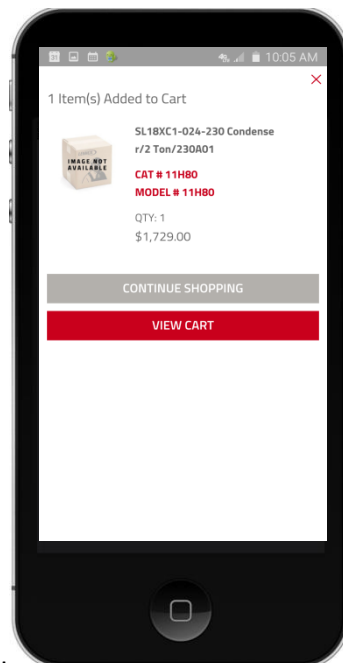
11. Review your order and press "Submit."

## How do I order on LennoxPROs mobile?

1. Login to LennoxPROs mobile, and select the product you want to purchase. Enter quantity and click Add to Cart.



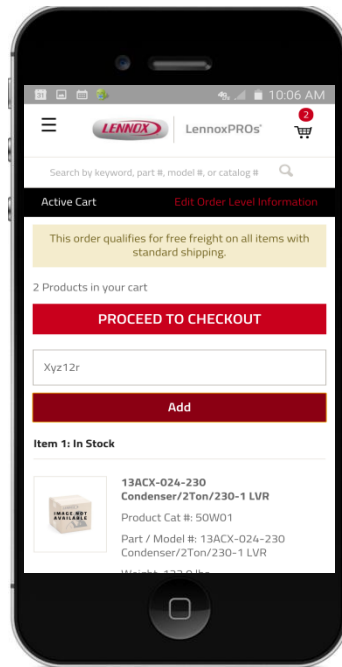
2. When you are ready to checkout, proceed to View Cart.



3. Add a PO number (this can be any text or numbers you choose)

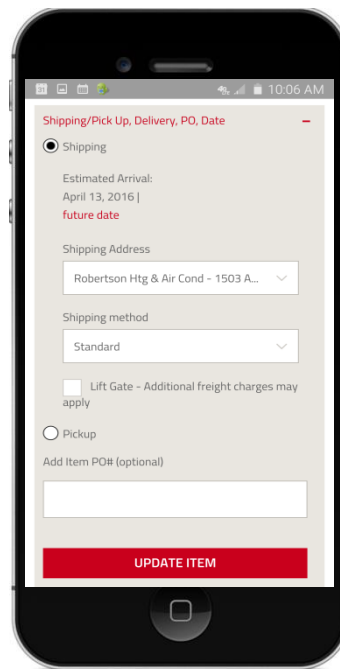
*You can assign a different PO number for each line item. If no line item PO is selected, the item defaults to the order level PO.*





4. Select a shipping address and shipping method. Your shipping choices are: Standard Shipping, Next Day Air, Second Day Air, Weekend Delivery, Next Day 8 am and Will Call.

*You can select different shipping methods for each line item. If no line item method is selected, the item defaults to the order level shipping method.*

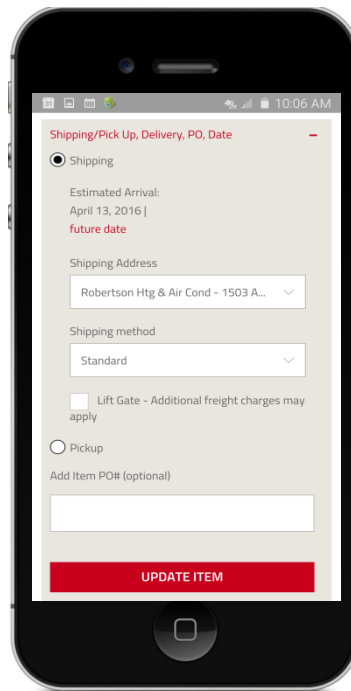


Select a shipping address.

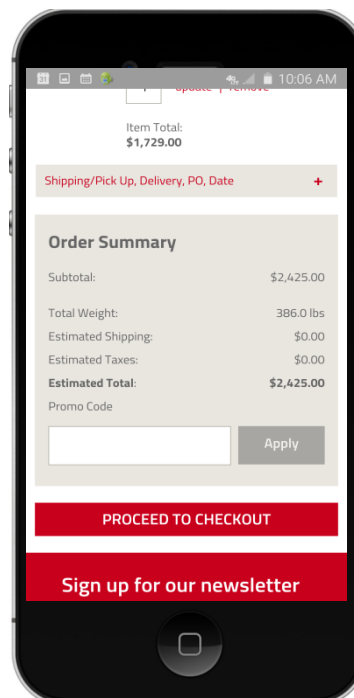
*You can have different shipping addresses for each line item. If no line item address is selected, the item defaults to the order level shipping address.*

6. Select the requested delivery date.

*You can have different delivery dates for each line item. If no line item date is selected, the item defaults to the order level delivery date.*

A mobile app screenshot showing a shipping configuration screen. At the top, there's a header "Shipping/Pick Up, Delivery, PO, Date" with a minus sign. Below it, the "Shipping" option is selected with a radio button. The "Estimated Arrival" is shown as "April 13, 2016" with a "future date" label. The "Shipping Address" is a dropdown menu showing "Robertson Htg & Air Cond - 1503 A...". The "Shipping method" is a dropdown menu showing "Standard". There's a checkbox for "Lift Gate - Additional freight charges may apply" which is currently unchecked. Below that, the "Pickup" option is available with a radio button. At the bottom, there's a text input field for "Add Item PO# (optional)" and a red "UPDATE ITEM" button.

7. Review Order and then Proceed to Checkout.

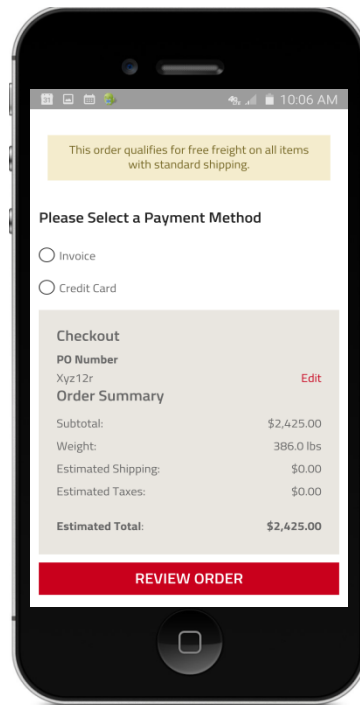
A mobile app screenshot showing an order summary and checkout screen. At the top, there's a header "Shipping/Pick Up, Delivery, PO, Date" with a plus sign. Below it, the "Item Total" is shown as "\$1,729.00". The "Order Summary" section lists: Subtotal: \$2,425.00, Total Weight: 386.0 lbs, Estimated Shipping: \$0.00, Estimated Taxes: \$0.00, and Estimated Total: \$2,425.00. There's a "Promo Code" input field with an "Apply" button. At the bottom, there's a red "PROCEED TO CHECKOUT" button and a red "Sign up for our newsletter" button.

8. Select your payment method  
have a credit application

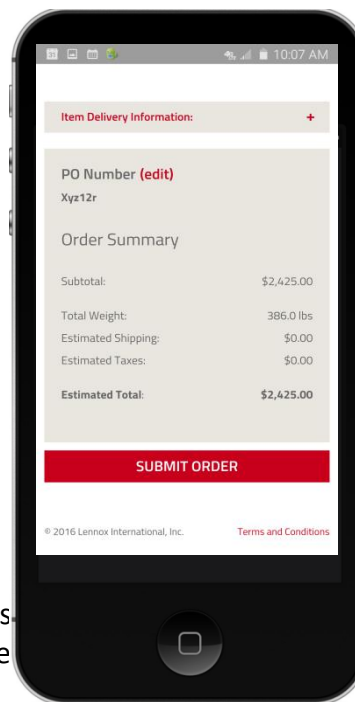
(invoice, credit card, etc.). If you don't  
signed with Lennox, just order using your

credit card. You can now order to your location or pick up in store. Your choice.

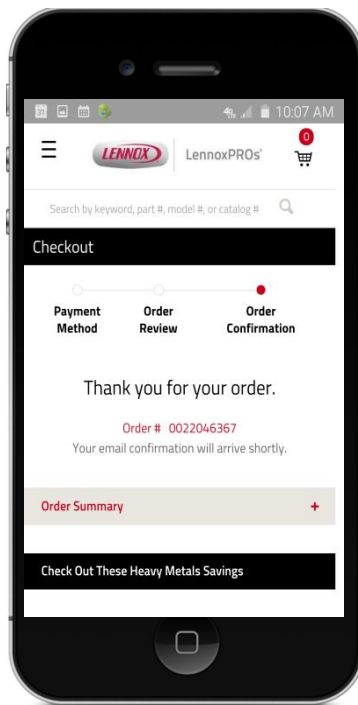
*Plus, You can now save your credit card information to your account for quick and secure ordering.*



9. Review your order, and click Submit.



10. After the order is submitted successfully, a confirmation email and the order confirmation screen will be displayed.

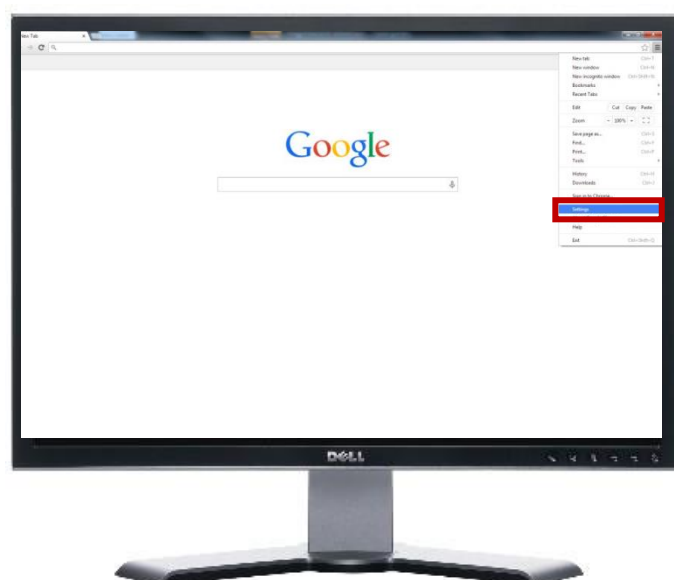


## Applications are not opening up in my browser. What do I do?

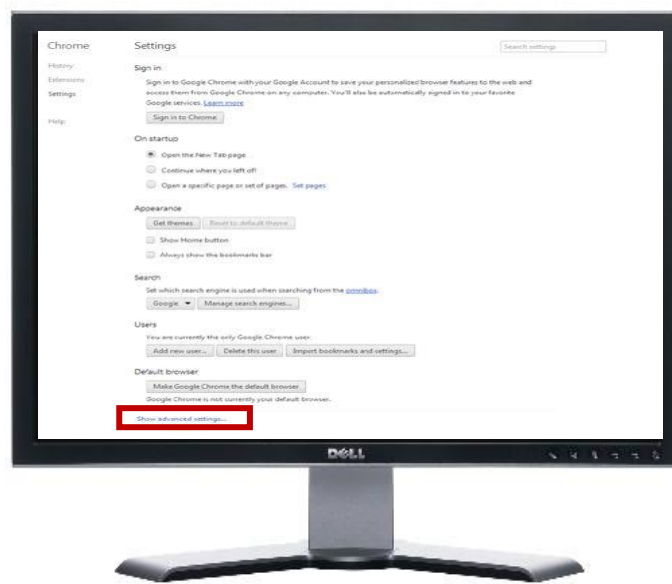
*Please check your pop-up settings. Follow the guide below or give the LennoxPROs Help Desk a call at 1-877-570-0123.*

### *Option 1: Google Chrome*

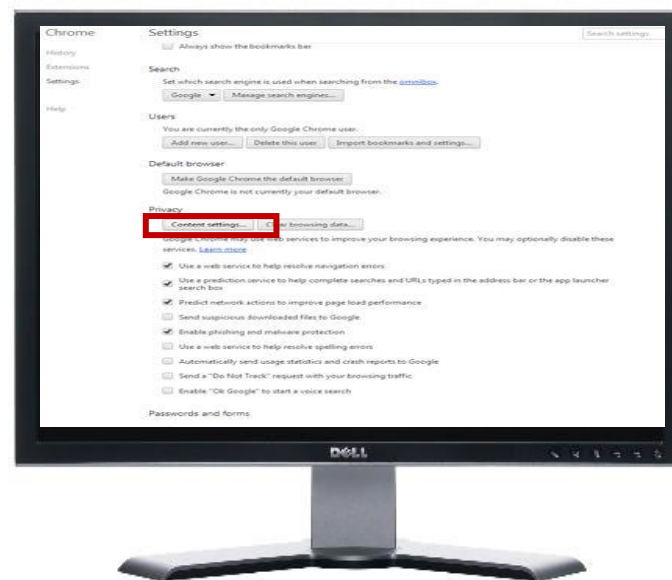
1. Click the box with three lines in the top right hand corner. Then click Settings.



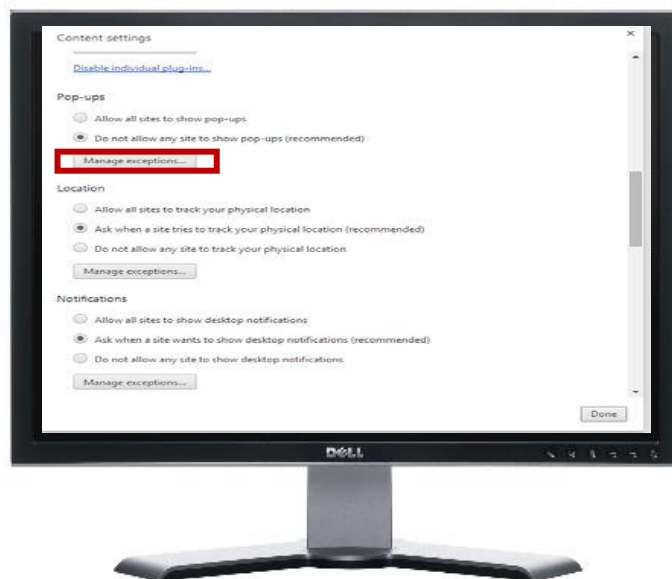
2. Scroll down and click “Advanced Settings.”



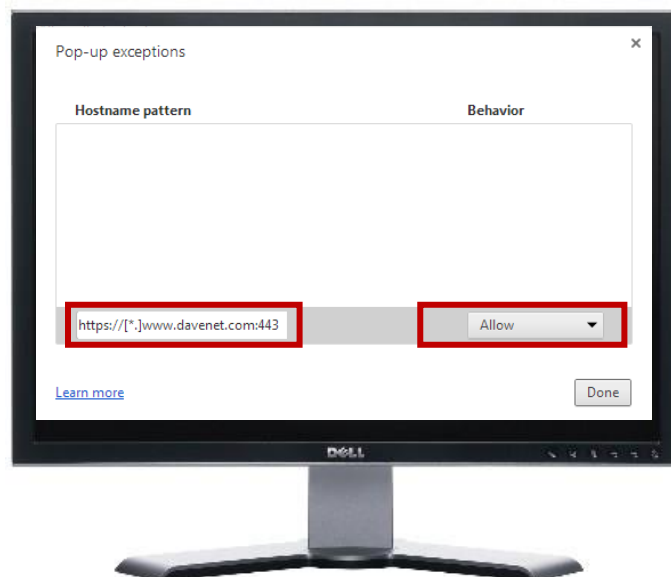
3. Click “Content Settings” under the “Privacy” section.



4. Click “Manage Exceptions” under the “Pop-ups” section.

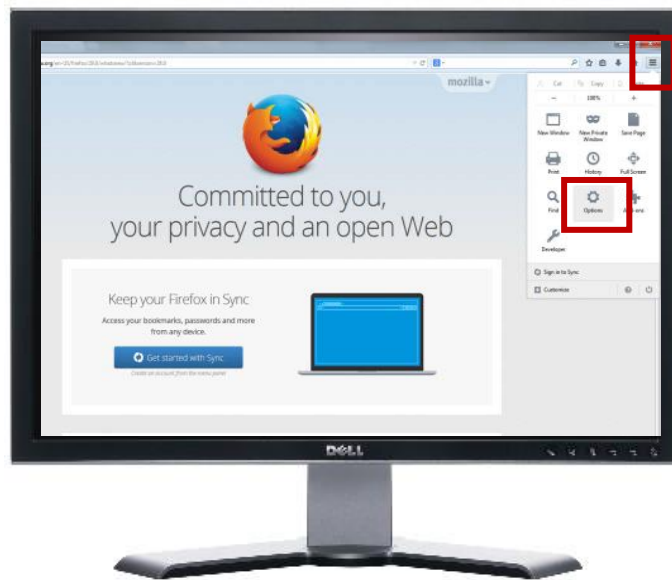


5. Add “https://[\*.]www.LennoxPROs.com:443” to the exceptions list and select “Allow”, then click “Done.”

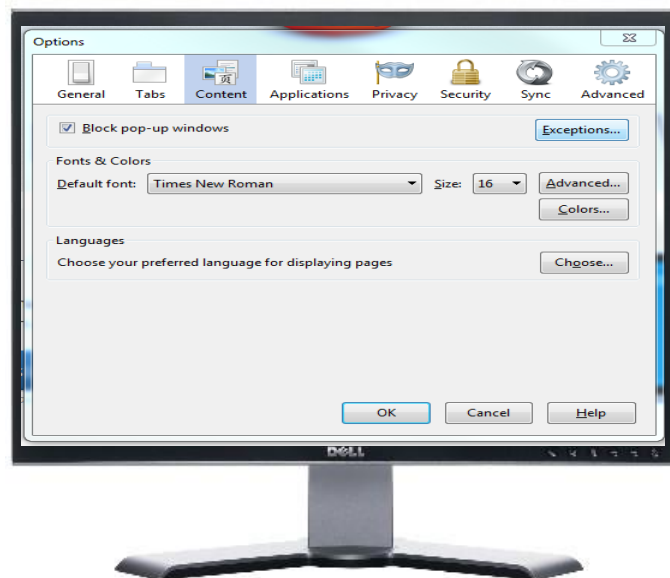


## Option 2: Firefox

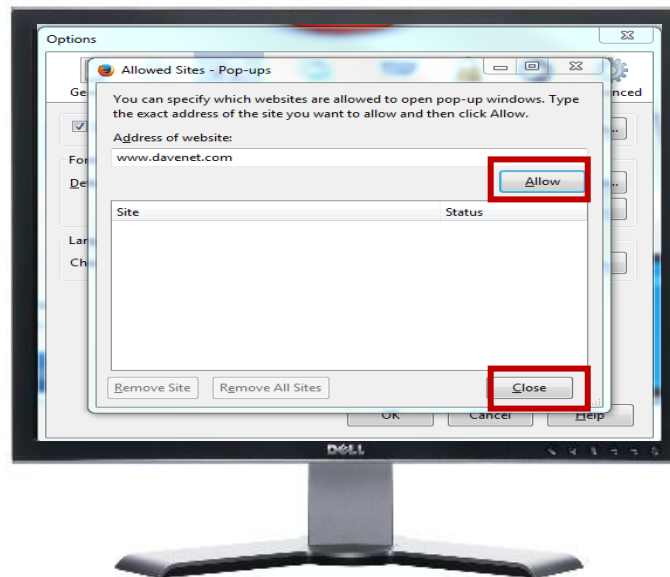
1. Click the box with three lines in the top right hand corner and choose "Options."



2. Select the "Content" tab and choose "Exceptions."

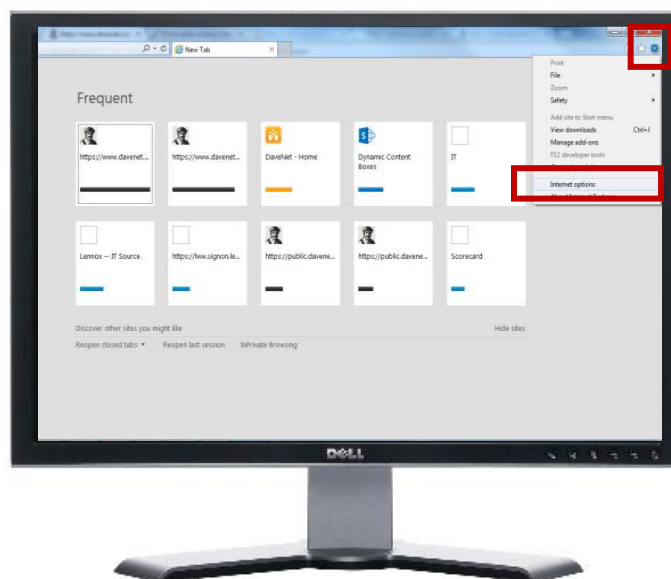


3. Type in [www.LennoxPROs.com](http://www.LennoxPROs.com) and click “Allow.” Then click “Close.”



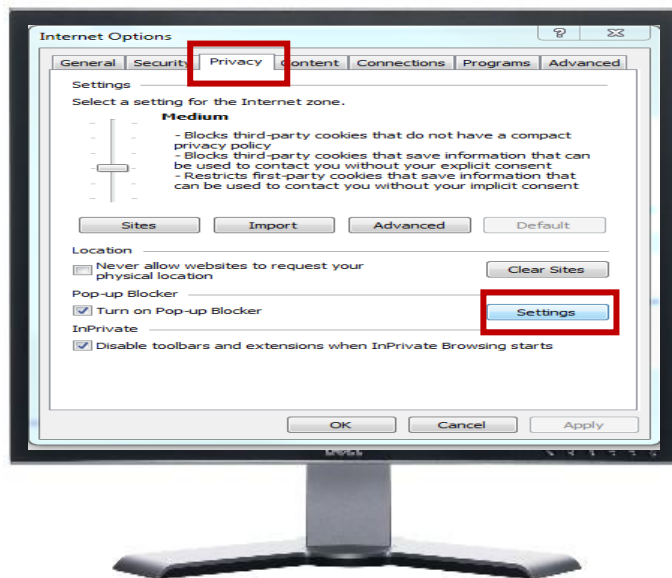
### *Option 3: Internet Explorer*

1. Click the box with three lines in the top right hand corner and choose “Internet Options.”

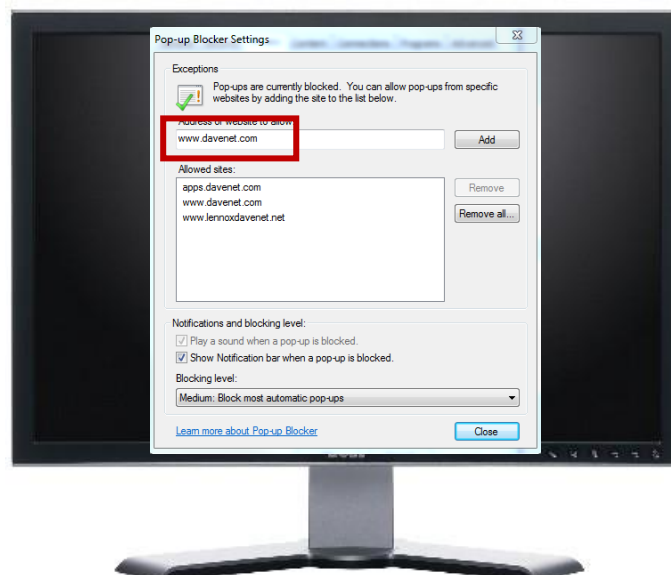




2. Click the “Privacy” tab and then choose “Settings” under Pop-up Blocker.

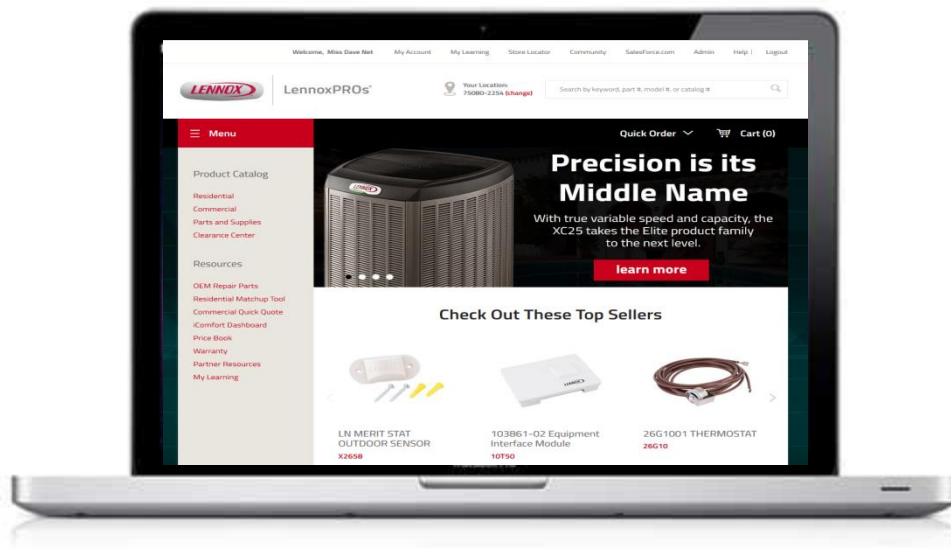


3. Type in www.LennoxPROs.com,click “Add” and “Close.”



#### Option 4: Safari

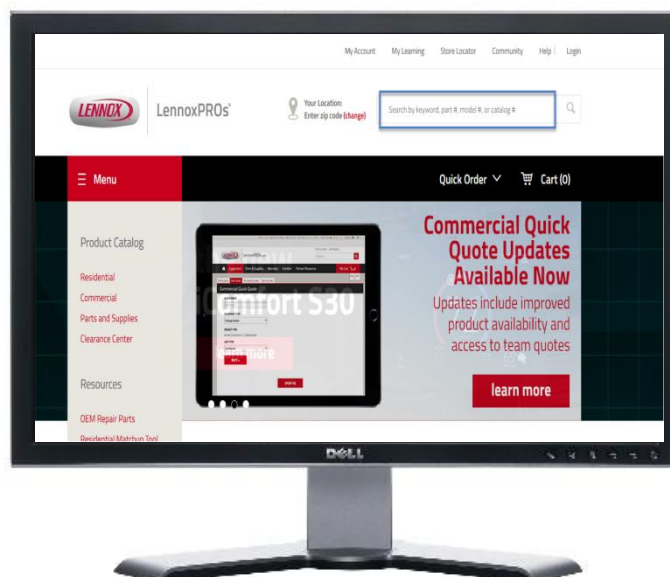
1. While on [www.LennoxPROs.com](http://www.LennoxPROs.com) press the CMD key, Shift key, and “K” key simultaneously.



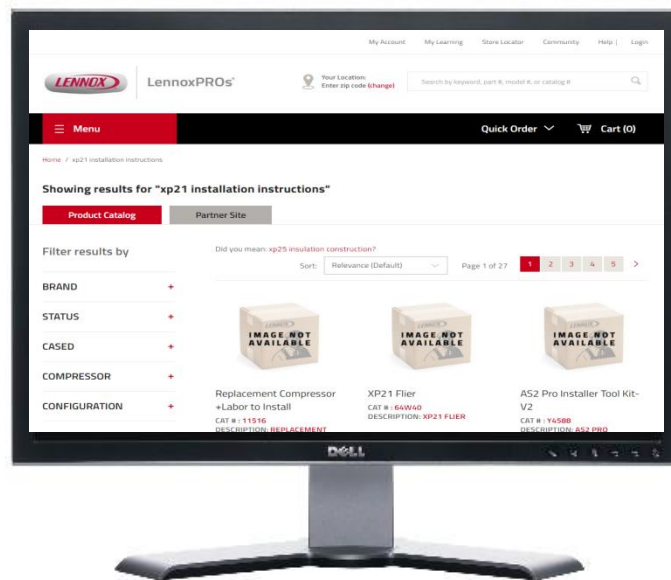
*If you need further assistance with pop up blockers, please call the LennoxPROs Help Desk at 1-877-570-0123.*

## How do I find out-of-production documents?

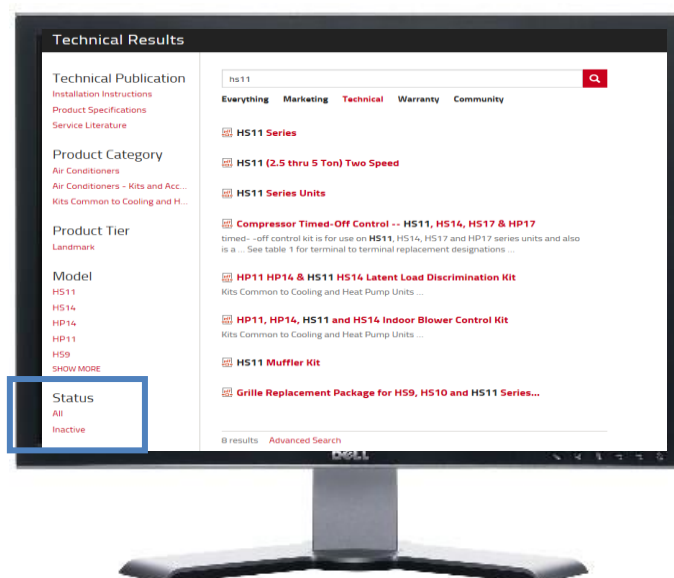
1. Enter your term in the upper right-hand search bar on the LennoxPROs.com home page. Tip: Try to be as specific as possible in your search terms by using the equipment name and type of document. EXAMPLE: “XP21”



- After your search results appear, select the XP21 product details page, and all documents related to Marketing, Technical and Warranty will be displayed under the Documents tab.
- Additionally, to view specific documents, you can select “Partner Site,” the second tab after Product Catalog.

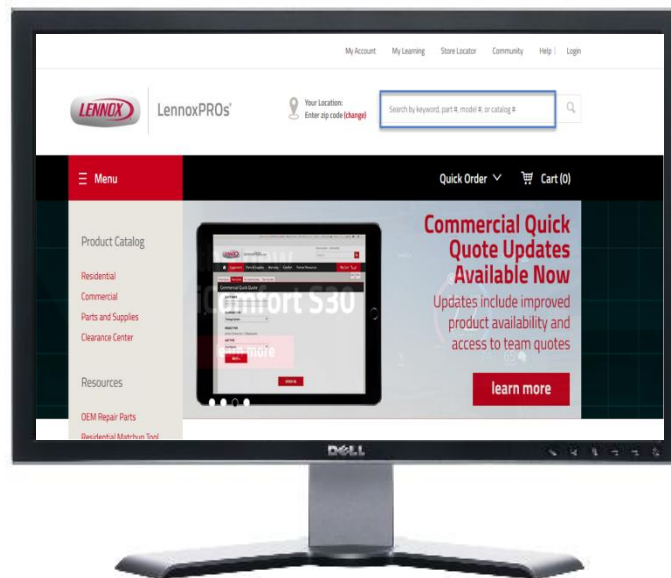


- Scroll down and click the “Inactive” filter to limit your results to inactive products. Tip: Continue to add filters to narrow down your search results. If you’re looking for a technical document, make sure to add the “technical” filter. If you’re looking for a marketing document, make sure to add a “marketing” filter.

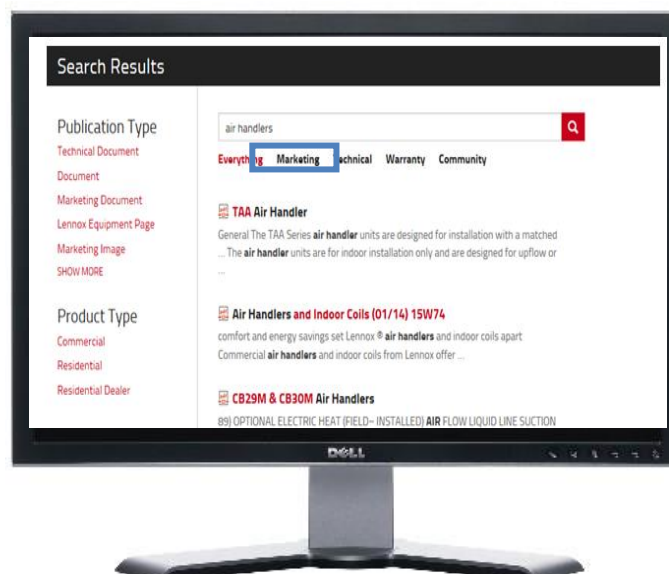


## Where do I find marketing brochures.

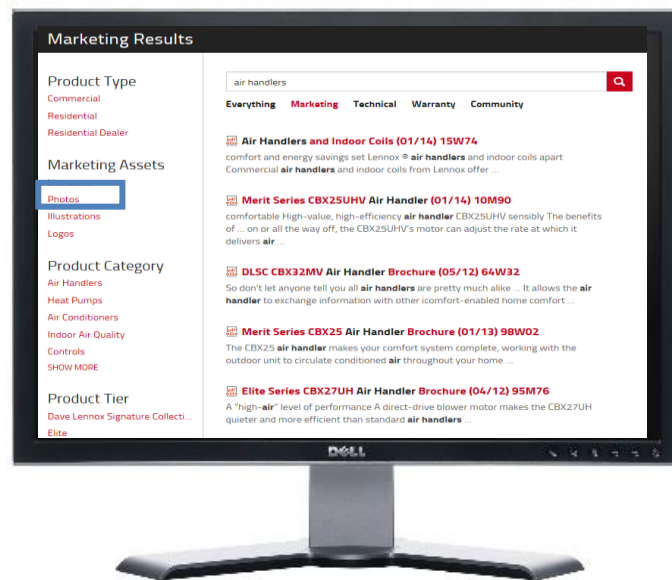
1. Marketing documents such as literature, brochures, photos, illustrations and logos are filed i in the document library. To get started, enter your search term in the magnifying glass. For instance, search for air handlers in the search box and click the magnifying glass.



2. To limit your results to marketing assets, click the “Marketing” filter.

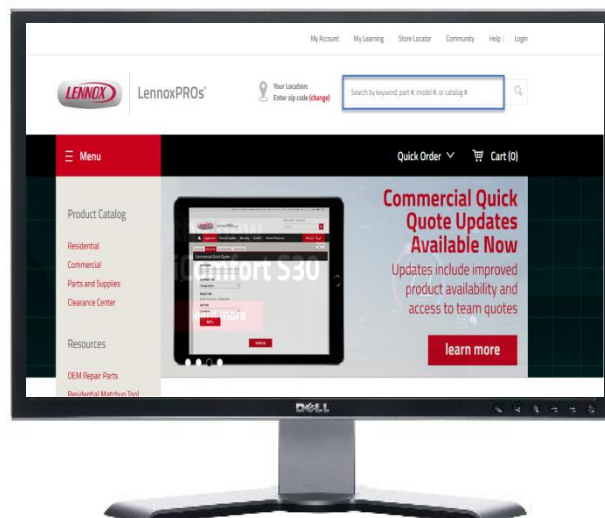


- Now, you can narrow your results by product type, asset type, product category, product tier or model number. Click the “literature” filter under marketing assets and multiple marketing literature product brochures will populate.

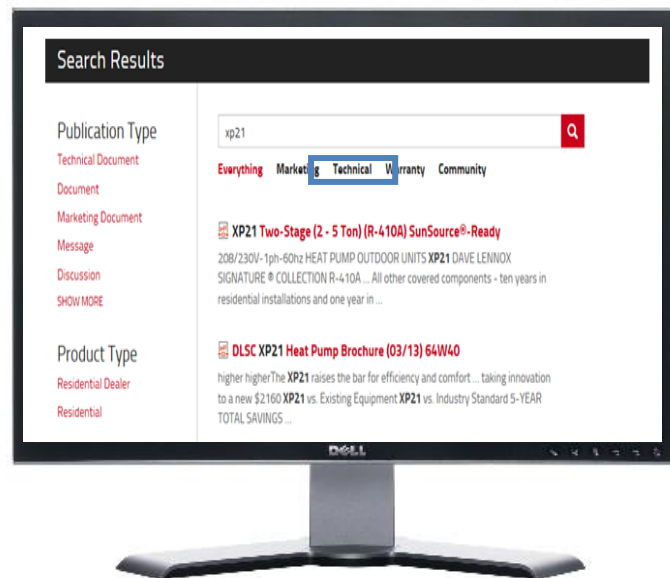


## Where do I find technical docs?

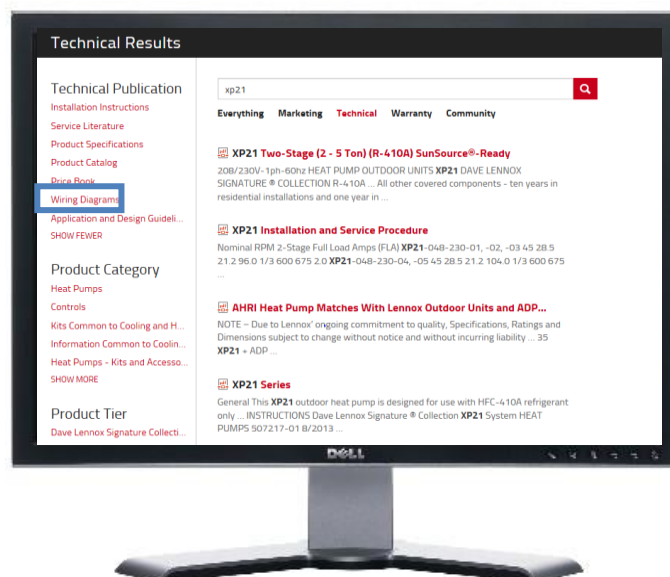
- Technical documents, such as product specifications, installation instructions, service literature, wiring diagrams and user manuals are housed in the document library. Enter your search term in the magnifying glass. For instance, search for a wiring diagram for an xp21 heat pump. Type “xp21” in the search bar, and click the magnifying glass.



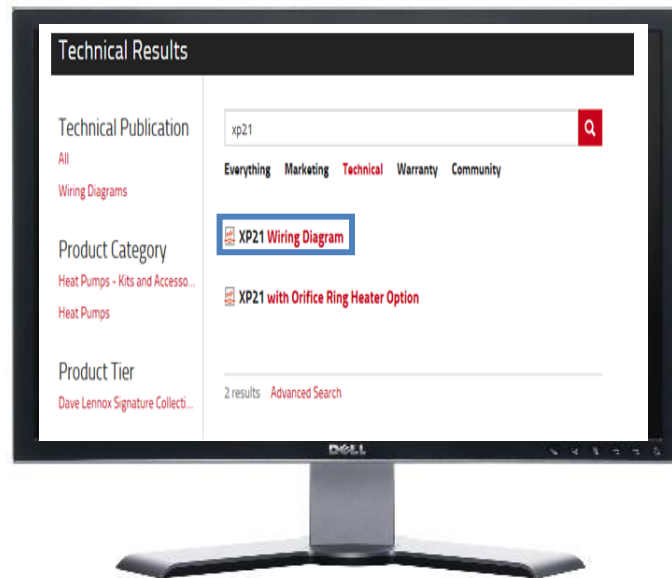
2. To narrow down the results to technical documents, click the “Technical” filter.



3. Next, select the “Wiring Diagrams” filter under Technical Publication.



4. The document your are seeking is the top result.



## How do I locate information within PDFs?

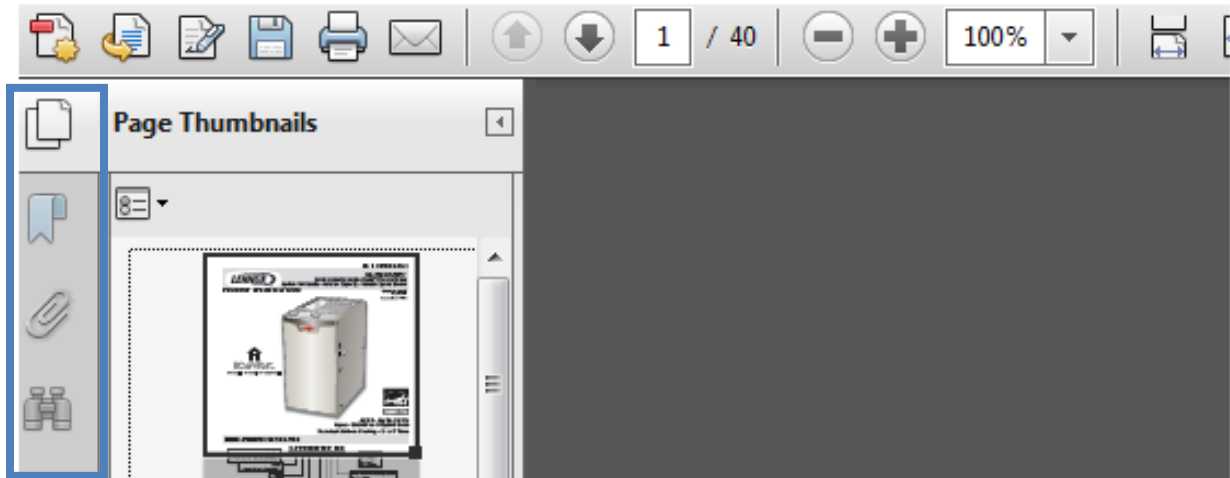
Many of the PDFs in the document library are bigger files, so searching for the exact information you want can sometimes be cumbersome. Below are a few tips on how to quickly find the information you're looking within the PDF document.

**Note:** The PDF readers in the examples below could be slightly different than your PDF reader on your computer.

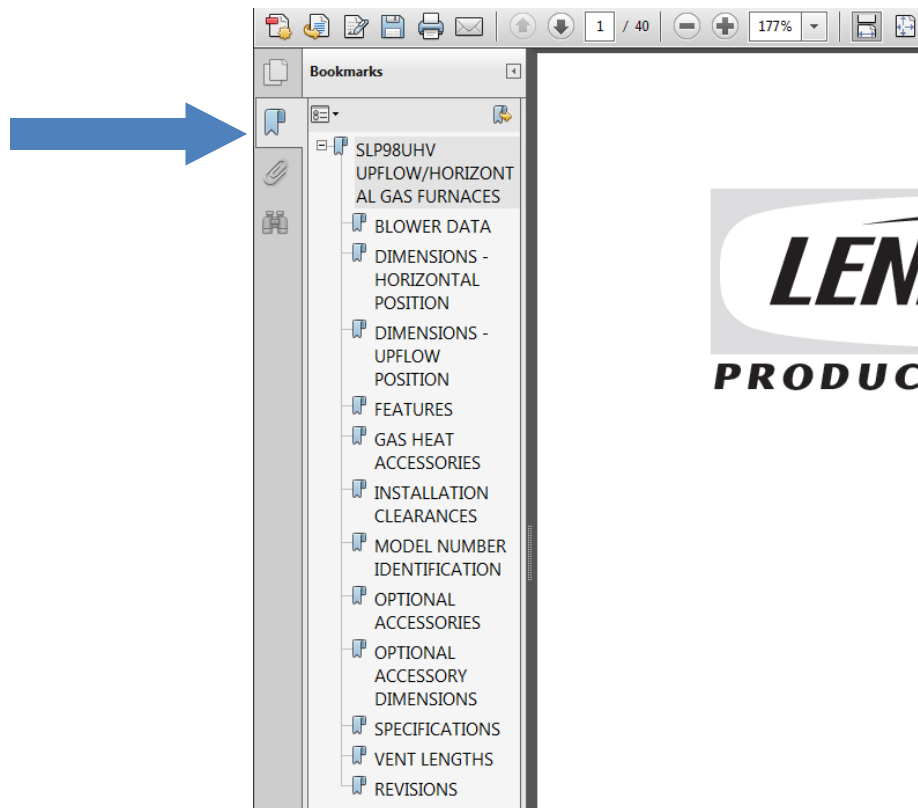
*Option 1: Using PDF Readers in Internet Explorer:*

1. For this example we are using the [SLP98UHV Product Specifications PDF](#). First, open the PDF.

Notice there are four vertical icons on the left hand pane. The first icon is page thumbnails to view the "thumbnail" view of each page.

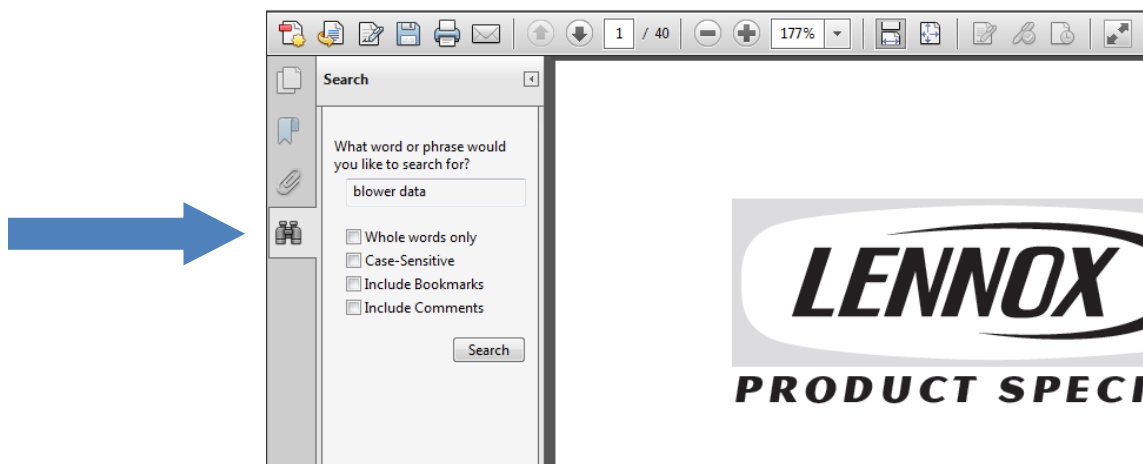


2. The second icon is the “Bookmarks” (ribbon) icon. These bookmarks will take you directly to the area of the document you’re looking for. For instance, click on the “Blower Data” bookmark to be ported to the SLP98V’s blower data page instantly.

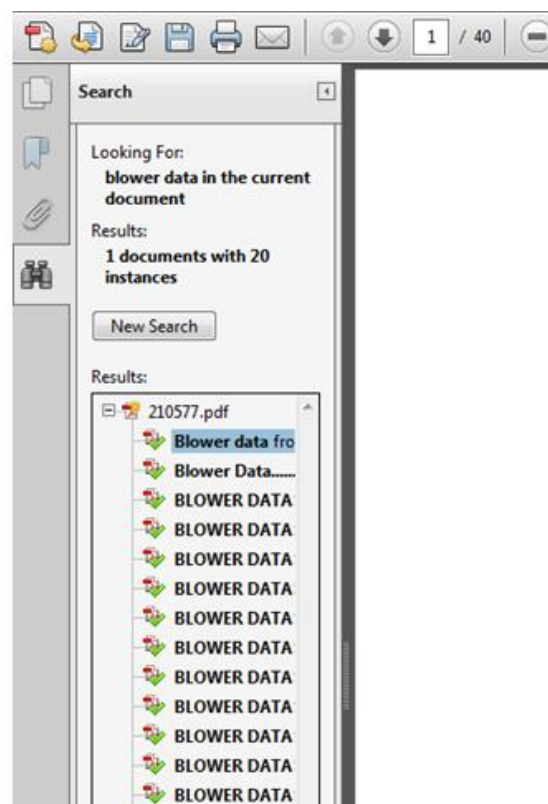




3. Another useful icon is the search (binoculars) icon. You can use this area to search for any information you're looking for within the PDF. For this example, blower data was used for the keyword.



4. Results for "Blower data" populate in the document.

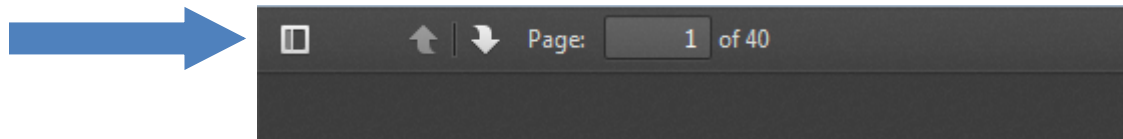


*Option 2: Using PDF Readers in Firefox:*

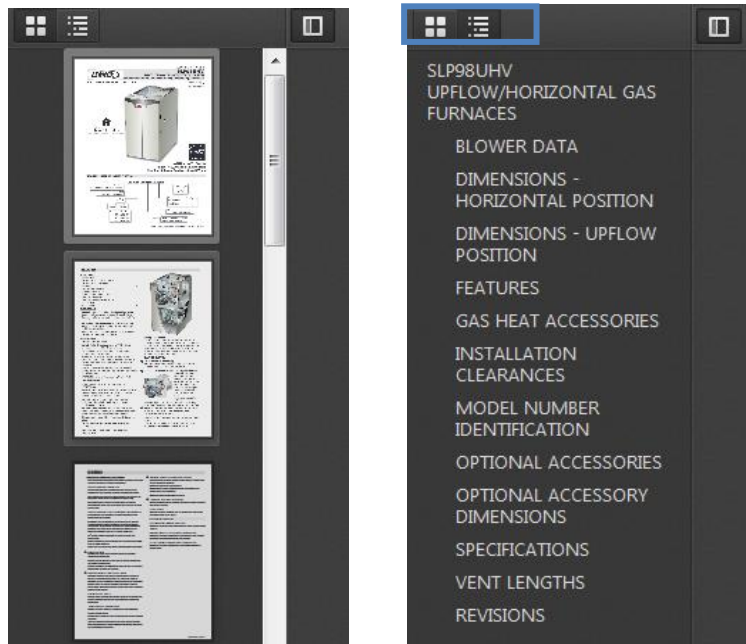
1. For this example we are using the [\*\*SLP98UHV Product Specifications PDF\*\*](#). First, open the PDF. Your screen might look something like this:



2. On the upper left hand side of the page, click the left most icon.



This gives you the option to view thumbnails and to view bookmarks within the PDF. The first icon is the thumbnail page view icon. The second, is the bookmark icon. By clicking on any of the bookmarks, you will be ported to that particular area of the document instantly.



3. Remember, you can always press the “CTRL F” keys to search keywords within a PDF.

### Option 3: Using PDF Readers in Google Chrome:

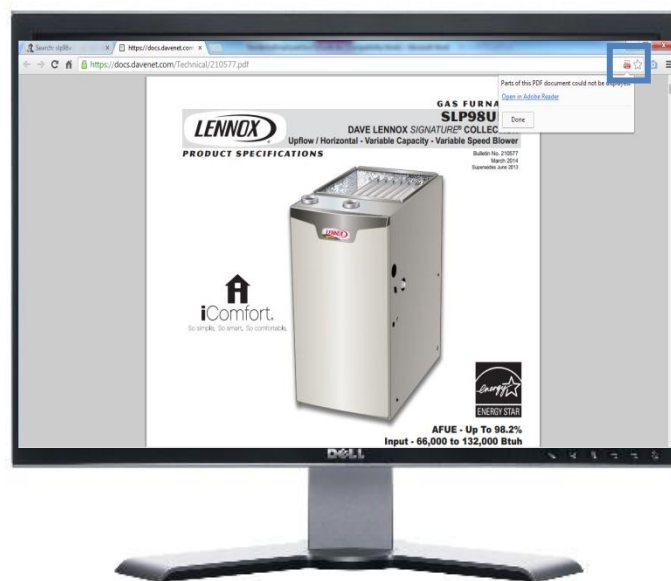
1. For this example we are using the [\*\*SLP98UHV Product Specifications PDF\*\*](#). First, open the PDF. Your screen might look something like this:



Google Chrome's default PDF viewer does not allow you to view the bookmarks and thumbnail view within the document. The best options for viewing PDFs in Chrome are to either use Adobe Reader to open your PDF or to use the "CTRL F" function to search for keywords within the PDF document.

### Use Adobe Reader:

Click the PDF icon in the upper right hand corner of the search bar to open the PDF in Adobe Reader.



### Use "Ctrl F":

For instance, hit "CTRL F", type in "blower data", and 20 different results will populate in the PDF with references to blower data.

