



Lennox Warranty Quick Reference Guide

- How are Warranty Claims Submitted?
 - All warranty claims must be submitted online at LennoxPros.com. Claims cannot be called in over the phone.
- How can a customer check the status of a Warranty Claim?
 - Customers can check the status of claims online via the Status Report on LennoxPros.
- How long do customers have to return a failed part related to a claim?
 - All failed parts required for return must be returned within 45 days of the claim date.
- How long does Lennox take to review/process claims?
 - Claims can take up to 5 business days to review – please allow Warranty to work their process.
- What are the Warranty Periods?
 - The warranty period is dependent on the application type, the equipment manufacture warranty, and the equipment serial number. Original ownership may be necessary.
 - When a unit is under warranty, replacement parts do not extend the warranty period of the unit. The replacement part will carry the remaining unit warranty, whether it's one day or several years. Once the unit is out of warranty, the parts in the unit are no longer under warranty.
 - If a part is purchased outside of the unit warranty, then the part will have a 12 month warranty based on install date not to exceed 15 months from purchase date.
 - If an unauthorized part is used and claimed as a warranty part, the unauthorized part does not have any warranty.
- Why are two purchases required for a credit on parts-only warranty?
 - The first invoice starts the warranty and the second invoice is the replacement part that is being credited for warranty.
- What is the difference between a credit and a ship replacement?
 - If a part is purchased, a credit can be issued against that purchase if the unit is within the warranty period. A ship replacement is a part provided by warranty to replenish stock or repair the unit.
 - A ship replacement cannot be expedited and will ship to the default address on file.
- What are the warranty requirements for compressor claims?
 - Compressors or nameplates are always required to be returned depending on the warranty claim and the age of the compressor. If the age of the compressor is over 20 months, only the nameplate is required.
 - Complete compressor serial numbers are always required.
 - Pictures of compressor serial numbers are required for warranty validation. Pictures can be uploaded to the claim. If the claim is declined, pictures must be emailed to indwarranty@lennoxind.com.
- What are the warranty requirements for TXVs?
 - If this is on a Lennox unit, the TXV carries the warranty period of the unit.
 - If this is not on a Lennox unit, the TXV warranty is dependent on the manufacturer.
 - If the TXV comes with the equipment, the TXV carries the warranty period of the unit.
 - If the TXV does not come with the Lennox equipment, the TXV warranty will match the coil warranty.
 - If the TXV does not come with a non-Lennox coil or is filed as an accessory, the TXV carries a one year warranty.