

SUBJECT: Residential and Commercial Product Warranty

APPLIES TO: Lennox Industries Residential and Commercial Heating & Cooling

APPROVED BY:

TRACKING:	ORIGINAL DATE ISSUED	REVISION DATE	POLICY NO.	SUPERSEDES:	PAGES:
	June 15, 2007	July 12, 2018		July 1, 2013	8

Warranty Policy

STATEMENT OF PURPOSE:

The purpose of this policy is to publish Lennox’ position regarding manufacturer warranties provided with residential product for both residential and commercial applications. Additionally, updated policy regarding differences between Out of the box (OTB) coverage and extended coverage provided after homeowner registration of qualifying product.

SCOPE

The support and processing of residential finished goods warranties provided by Lennox Industries Inc. are governed by our “terms and conditions of sale” and our product specific warranty documents. This policy is intended to define and explain the application and support of our warranty claims process, and to support to the reputation and quality standards of Lennox products and the support of our installing contractors.

GENERAL INFORMATION

1. Lennox warrants title to the goods. Further obligations of Lennox Industries Inc. shall be limited to its limited warranty covering the product at the time of shipment. **LENNOX MAKES NO EXPRESS WARRANTIES OTHER THAN THE PRODUCT SPECIFIED WARRANTY.** All other warranties, expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, are hereby excluded to the extent legally permissible or are limited to a period of (1) year. Should such exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to the duration of the warranty specified. Liability for incidental and consequential damages is excluded. Some states do not allow limitation of incidental or consequential damages, so the limitations or exclusions may not apply.
2. Lennox will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electric heat.
3. The furnishing of a replacement part under the terms of the Lennox warranty will apply to the original warranty period only and not serve to extend such period.
4. For items that fail because of a manufacturing defect within the Warranty Period, as set forth in the Lennox Equipment Limited Warranty, Lennox will provide free of charge a replacement part. Due to continued product improvements in manufacturing and design, the original failed part may be replaced at Lennox sole discretion. The authorized replacement part or kit will be of similar quality or grade. A qualified service contractor must make repairs of covered components with authorized service parts.

5. For a credit request, an order or invoice may be specified. Pricing and taxes will be based on this information. Another option is to allow the claims system select an invoice that has not been credited to be selected, and its prices and taxes will apply. If an invoice cannot be found that has not already been credited, then a replacement part will be shipped.
6. Lennox will not pay lodging expenses or labor involved in diagnostic calls or in removing, servicing or replacing parts. All repairs must be made with authorized service parts. All shipping charges will be the responsibility of the servicing contractor.
7. The following components are not covered by the warranty: cabinets, cabinet pieces, air filters, filter-driers, refrigerant, refrigerant line sets, belts, UV lamps, fuses, oil nozzles. Accidental damage occurring during shipment is not covered under warranty. There are other limitations to warranty that are addressed in the Lennox Quality Care Program Equipment Limited Warranty. Please refer to the pertinent section for the product being covered. Unit installation date/serial number will determine which program covers said unit. The covered equipment and covered components are warranted from date of original unit installation.
8. Compressors or parts purchased outright carry a limited warranty for 12 months from date of installation or 15 months from date of shipment, whatever comes first. A Lennox invoice for the purchase of the original failed part will be required to determine start date of such warranty. This requirement is necessary because this warranty period is not covered by the unit's warranty.
9. Parts, accessories and supplies that are purchased from Lennox but not manufactured by Lennox or which are not components of a Lennox manufactured or supplied unit are covered by that manufacturer's warranty. These items must be returned to receive warranty credit or a replacement part.
10. Warranty claim information must be submitted electronically via LennoxPros **no later than 45 days after part failure date**. Claims received after 45 days will not be processed.
11. Compressors failing within 20 months of compressor manufacture date (see page 5) must be returned to your nearest Lennox location to be considered for warranty processing. The related warranty claim will not be processed unless the compressor has been returned **no later than 45 days after compressor failure date**.
12. Replacement parts shipped under this agreement will be shipped freight paid, FOB point of shipment. (This will only apply to ship replacement requests received via LennoxPros) All compressors and parts required to be returned to Lennox, must be shipped freight prepaid to the nearest Lennox warehouse location.
13. **Do not return any parts to the Lennox Corporate Offices in Dallas/Richardson.**
14. Make every effort to return component in same carton in which replacement was shipped, as this should give maximum shipping protection. The condition of the part as received will have to be considered in determining warranty status.
15. Unless otherwise provided in these instructions, failed parts (except compressors and aftermarket sales items) are not generally required to be returned. Parts that are required to be returned will be relayed to you via a Special Returns List which can be obtained through your nearest warehouse location, Warranty Department, or on LennoxPros.
16. All failed and non-returned warranty parts must have a copy of the LennoxPros warranty claim attached and held in your inventory for 60 days following replacement. At Lennox' discretion, these held parts may be required to be returned for analysis.
17. Parts involved in personal injury or equipment failures associated with fire, smoke, etc. must be held on behalf of Lennox, indefinitely.

WARRANTY DEPARTMENT CONTACTS

Questions regarding warranty claims and status may be obtained from:

Product Warranty Department

Phone: 1-800-453-6669 opt. 3, opt 1, opt 2

Fax: 1-972-497-7884

E-mail: warranty@lennox.com

*Mail: Lennox Industries Inc.

Attn: Warranty Department

P.O. Box 799900

Dallas, TX 75379-9900

* Do Not Return Parts to the P.O.Box

To submit your claim, visit www.LennoxPros.com, select Warranty then select the link: 'Create a Claim'.

Warranty claims must be filled out completely and accurately to be processed. Claims that are incomplete or have erroneous data will not be processed.

A copy of the LennoxPros Warranty Claim must be attached to all compressors that are returned to Lennox in such a manner that it will remain with compressor from job site to Lennox and on to the compressor manufacturer.

A copy of the LennoxPros Warranty Claim must accompany all items that are required to be returned.

DATA COLLECTION FORM - TOOL

The Warranty Data Sheet can be used to collect all the data needed to submit the warranty claim on LennoxPros. Simply download and print this PDF and send copies with your technicians to complete and submit with their job and warranty paperwork.

Warranty Data Sheet: To submit your claim, visit www.LennoxPros.com and enter this data.

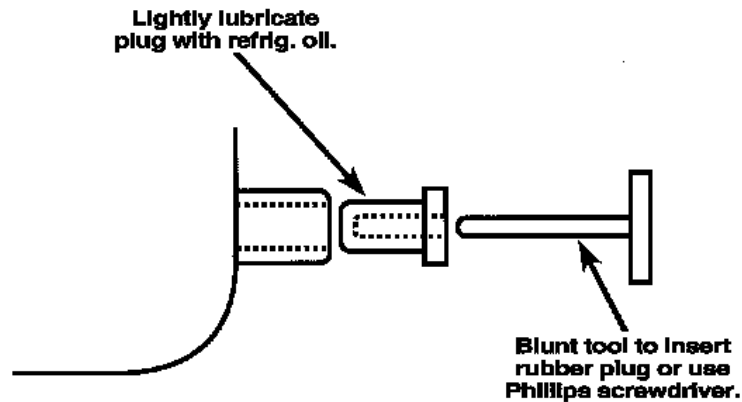
Lennox Warranty Data Sheet		To submit your claim, visit www.lennoxpros.com , select Warranty , then select Create a Claim , and enter the information from your form.			
Collect this data to submit your warranty claim on: www.lennoxpros.com					
Tell us about the failed unit.					
Unit Serial Number: 5811D12345		Unit Model Number: XP14-036-230-03			
Unit Installation Date: June 1, 2016			Failure Date: May 1, 2018		
Is the claim for an indoor coil? If yes, provide the outdoor unit information below:					
Outdoor unit:	SN:		MN:		
Is the claim for an heat strip? (ex: ECB40-10) If yes, provide the Air Handler (Blower Coil) unit information below:					
Air Handler unit:	SN:		MN:		
Is this claim for an Accessory?		If Yes:	<input type="text" value="File claim as:"/>	Unit Serial Number: NA Unit Model Number: Accessories	
Tell us about the equipment owner.					
Owner's Name: John Q Public					
Street Address: 1234 Main St					
City: Dallas					
State / Province: TX		Zip/Postal Code:		75000	
Phone Number: 972-123-1234					
Tell us about the replacement and failed part(s).					
Replacement Part Number(s)	Failed Part Number(s)	Failed Part Serial Number	Failed Part Manufacturer	Reason for failure	Previous Failure Date
11A00	11A00	45678-A	OEM	You tell us	None
				Submitted Warranty Claim #: 100001234567	
				Date Claim Submitted: May 2, 2018	

This form prints on 8.5x11 paper. When techs collect this job on-site, it will save office time when filing claims on-line. There is plenty of room in each line of the form for the required information.

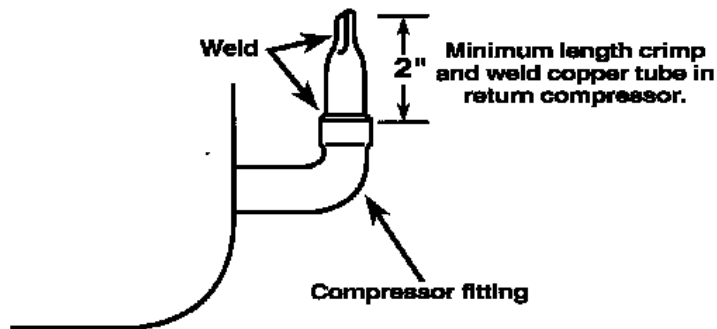
Tips for Compressor Warranty Claims

PROPER SEALING FOR COMPRESSOR RETURNS

All components returned to Lennox Industries must be sealed to prevent oil loss and to prevent moisture from entering compressor. Below are recommended methods.



NOTE: Use plug from new compressor to seal return compressor or weld stub tube as shown.



1. Original equipment or replacement compressors **failing within 20 months** of compressor manufacturing date per the compressor's nameplate serial number must be returned to Lennox, with a completed warranty claim attached to the compressor, to receive warranty credit or a gratis replacement.
2. Original equipment or replacement compressors **failing beyond 20 months** from date of compressor manufacturing date only require the nameplate to be returned. Remove the compressor nameplate or take a clear picture of the nameplate, capturing the compressor model, serial number and brand, and return to Lennox along with a copy of the warranty claim.
3. Compressors being returned to Lennox for warranty credit or shipment of a replacement compressor must be returned to the nearest Lennox location, freight **prepaid**. Returned compressors must be sealed before returning to prevent oil loss and moisture entering, thus rendering the compressor unavailable for analysis.