



WARRANTY YOUR WAY™

USER GUIDE & MANUAL*

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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

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Core Values



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 is also introducing a new product registration and coverage selection website that 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.

Program Overview

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.



You or your homeowners, will make coverage selections through the brand-new product registration and coverage selection website, 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 that is up to 12 times faster

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.

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, 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.

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 | \$65 | \$85 | No |
| ESA Upgrade Option 1* | \$75 | \$100 | Yes |
| ESA Upgrade Option 2* | \$85 | \$125 | 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 \$85 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 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) | | | | Elite Limited Warranty (no registration) | | | | DLSC Limited Warranty (no registration) | | | | | |
| Compressor | Heat Exchanger | All Other Parts | | Compressor | Heat Exchanger | | All Other Parts | | Compressor | Heat Exchanger | | All Other Parts | |
| 5 YRS | 20 YRS | 5 YRS | | 10 YRS | 80% | 90+ & Oil | LIFE | | 10 YRS | 80% | 90+ & Oil | LIFE | |
| Merit Extended Limited Warranty (with registration*) | | | | Elite Limited Warranty (with registration*) | | | | DLSC Limited Warranty (with registration*) | | | | | |
| Compressor | Heat Exchanger | Alls Other Parts | Labor | Compressor | 80% | 90+ & Oil | All Other Parts | Labor | Compressor | 80% | 90+ & Oil | All Other Parts | Labor |
| 10 | 20 | 10 | 0 | 10 | 20 | LIFE | 10 | 0 | 12 | 20 | LIFE | 12 | 0 |
| or choose | | | | or choose | | | | or choose | | | | | |
| 7 | 20 | 7 | 3 | 10 | 20 | LIFE | 7 | 3 | 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.

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 to register and for more information.



Inclusions

The following products* are currently eligible to receive the Warranty Your Way Extended Limited Warranty options with the 3-year labor coverage. 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.

- 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

Exclusions (Parts Extension Only)

The following products are currently not eligible to receive the Warranty Your Way Extended Limited Warranty options with the 3-year labor coverage:

- Boilers
- Mini-splits

Exclusions (Not Covered Under Warranty Your Way)

The following products are currently not eligible for the Warranty Your Way 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:

- 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 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

| Product Tier | Default Extended Limited Warranty | Comfort Shield ESA Upgrade Option 1 |
|------------------------------|-----------------------------------|-------------------------------------|
| 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

| Product Tier | Alternative Extended Limited Warranty | Comfort Shield ESA Upgrade Option 2 |
|------------------------------|---------------------------------------|-------------------------------------|
| 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) or 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:

| Product | Basic Limited Warranty | Parts Coverage Upgrade Options | Comfort Shield ESA Upgrade Options |
|--|------------------------|--|--|
| ComfortSense® 5500 Series, ComfortSense® 7500 Series, | 5-year parts | <ul style="list-style-type: none"> ○ 10 years ○ 12 years (with DLSC) | <ul style="list-style-type: none"> ○ 3, 5, 10 years ○ 12 years (with DLSC) |

| | | | |
|--|---------------|--|---|
| iComfort® E30, iComfort® M30, iComfort Wi-Fi® | | | |
| iComfort® S30 | 10-year parts | ○ 12 years (with DLSC) | ○ 3, 5, 10 years ○ 12 years (with DLSC) |
| ComfortSense® 3000 Series | 2-year parts | ○ 3, 5, 10 years ○ 12 years (with DLSC) | ○ 2, 3, 5, 10 years ○ 12 years (with DLSC) |
| iHarmony® | 5-year parts | ○ 10 ○ 12 years (with DLSC) | ○ 3, 5, 10 years ○ 12 years (with DLSC) |
| Harmony III™, LZP-2, LZP-4 | 5-year parts | ○ 3, 5, 10 years ○ 12 years (with DLSC) | ○ 2, 3, 5, 10 years ○ 12 years (with DLSC) |
| Equipment Interface Module | 5-year parts | ○ 10 ○ 12 years (with DLSC) | ○ 3, 5, 10 years ○ 12 years (with DLSC) |
| Healthy Climate | 5-year parts | ○ 10 ○ 12 years (with DLSC) | ○ 3, 5, 10 years ○ 12 years (with DLSC) |

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.)

For a full list of currently available coverage options, see the Summary of All Coverage Options table in this guide.

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.

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

| Product Tier/Category | Equipment Type | Basic Limited Warranty | 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 ¹ /12 ² | 0 | 0/10 ¹ | 3,5,10,12 ² | NA | NA | NA | NA |
| Mini-Split | Mini-Split Indoor Units | 5 | 5 ³ /12 ⁴ | 0 | 0/10 ⁴ | 3,5,10,12 ⁴ | NA | NA | NA | NA |
| T-stats & Controls | Thermostats | 10 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| T-stats & Controls | Thermostats | 5 | NA | NA | 3,5,10,12 [^] | 2,3,5,10,12 [^] | NA | NA | NA | NA |
| T-stats & Controls | Zoning Systems - iHarmony® | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| T-stats & Controls | T-stat & Controls Accessories | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | 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 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| Healthy Climate | Media Air Cleaners | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| Healthy Climate | HEPA Filtration Systems | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| Healthy Climate | Germicidal Lights | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| Healthy Climate | Whole Home Dehumidifiers | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| Healthy Climate | Humidifiers | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |

| | | | Option 1 | | | | Option 2 | | | |
|-----------------------|------------------------------|------------------------|---------------------------|-------|----------------------------|------------------------|---------------------------|-------|----------------------------|-------|
| Product Tier/Category | Equipment Type | Basic Limited Warranty | Extended Limited Warranty | | Comfort Shield ESA Options | | Extended Limited Warranty | | Comfort Shield ESA Options | |
| | | | Parts | Labor | Parts | Labor | Parts | Labor | Parts | Labor |
| Healthy Climate | Heat Recovery Ventilators | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| Healthy Climate | Energy Recovery Ventilators | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | NA | NA | NA | NA |
| Healthy Climate | Ventilation Control Systems | 5 | NA | NA | 10,12 [^] | 3,5,10,12 [^] | 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

¹MCA*, MHA*

²3PB, MLA, MPA, MPB, 3PC, MLB, MPC

³MWCA*, MWHA*

⁴3WMB, M22A, M33A, M33B, MCFA, MCFB, MMDA, MMDB, MWMA, MWMB, MFMA, M33B, M33C, MWMC, 3WMC

Payment Methods

- 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.
- Homeowners
 - Will pay for any Comfort Shield Service Extended Service Agreements via credit card on WarrantyYourWay.com.

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 our Warranty Your Way and 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 limited warranty makes clear that it does not cover labor, this continuously presents a problem as some homeowners wrongly assume that it does. As a result, they may be upset to learn of labor charges on an otherwise warranted repair.

Dealer Benefits

Why Warranty Your Way is Good for Dealers:

- As the first and only HVAC OEM featuring the option to obtain a 3-year labor coverage at no additional cost, Lennox provides dealers the market differentiation to help you stand out in a competitive market.
- 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

Why Warranty Your Way is Good for Homeowners:

- 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, 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
- 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 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 Dealer and Equipment Owner Path videos 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
2. Enter your Lennox customer number and click "Continue"

Customer Number ✕

Enter your Lennox Customer Number below so we can make your registration process even easier.

Customer Number

[Continue](#)

- a. If your dealership has multiple Lennox customer numbers, please enter the account that purchased the equipment
3. Select the installation location and click “Next”

This equipment is installed in a:

Existing Home

Newly Constructed Home

Commercial: Existing and New Construction

[Next](#)

4. Enter all the required equipment owner information

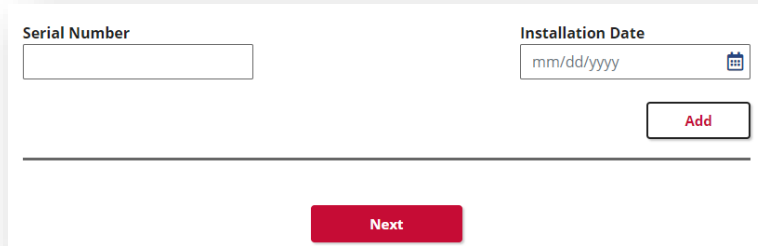
| | |
|--|--|
| First Name | Last Name |
| <input type="text" value="Homeowner"/> | <input type="text" value="Smith"/> |
| <input type="text" value="2140 Lake Park Boulevard, Richardson, TX, USA"/> | |
| Street address | |
| <input type="text" value="2140 Lake Park Boulevard"/> | |
| Country, Region | State, Province |
| <input type="text" value="US"/> | <input type="text" value="TX"/> |
| City | Postal, Zip |
| <input type="text" value="Richardson"/> | <input type="text" value="75080"/> |
| Phone | |
| <input type="text" value="123-456-7896"/> | |
| Dealer Email | Owner Email |
| <input type="text" value="LennoxDealer@HVAC.com"/> | <input type="text" value="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](#)

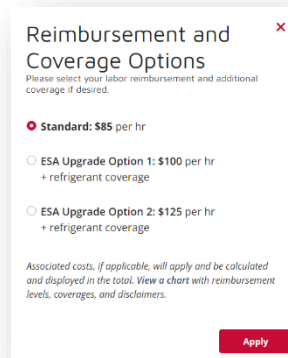
- a. Use the “Enter The Address” field to use the address auto-populate feature
- b. **We strongly encourage you to enter the equipment owner’s email** so that they will receive a confirmation of their limited warranty and coverage selection options
- c. You must agree to the eligibility requirements

5. Enter the equipment serial number and installation date and click “Add”.



The form contains two input fields: "Serial Number" and "Installation Date". The "Installation Date" field includes a calendar icon. Below these fields is an "Add" button. At the bottom of the form is a red "Next" button.

- 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”



Reimbursement and Coverage Options ✕
Please select your labor reimbursement and additional coverage if desired.

- Standard: \$85 per hr**
- ESA Upgrade Option 1: \$100 per hr**
+ refrigerant coverage
- ESA Upgrade Option 2: \$125 per hr**
+ refrigerant coverage

Associated costs, if applicable, will apply and be calculated and displayed in the total. View a chart with reimbursement levels, coverages, and disclaimers.

Apply

- 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**

| | | | |
|--|--------|--|------------|
| Equipment Location Homeowner Smith 2140 Lake Park Boulevard Richardson, TX 75080 123-456-7896 Homeowner@Email.com edit | | Installing Contractor 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® | | | |
| Labor Reimbursement \$85.00 Hr. | | | |
| Payment Due \$192.07 | | | |
| Payment Type | | | |
| <input checked="" type="radio"/> Invoice <input type="radio"/> Credit Card | | | |
| <input checked="" type="checkbox"/> I have reviewed and agree to the LII Arbitration Provision, LII Terms of Use, LII Privacy Policy and Dealer Terms & Conditions. | | | |
| <input checked="" type="checkbox"/> I have reviewed and agree to the Comfort Shield Terms & Conditions | | | |
| <input checked="" type="checkbox"/> 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
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 an 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

| 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. |
| 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. Please email product.registration@lennoxind.com to complete your registration. | You will not be able to proceed with registration within the tool. Please email product.registration@lennoxind.com 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. Please visit the Comfort Shield portal on LennoxPros. | Visit the Comfort Shield portal on LennoxPros to verify existing coverage or contact Comfort Shield support at 866-816-2434 for more information. |
| Labor warranty options unavailable through this site | Extended labor warranty options may be available for the product(s) registered. Please visit the Comfort Shield portal on LennoxPros. | Visit the Comfort Shield portal on LennoxPros to purchase an ESA coverage or contact Comfort Shield support at 866-816-2434 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. 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

| 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 registrations@lennox.com to complete your registration. | Check serial number entered. If serial number entered is correct, user will not be able to proceed and should email registrations@lennox.com 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: www.ADNow.com |
| 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. |

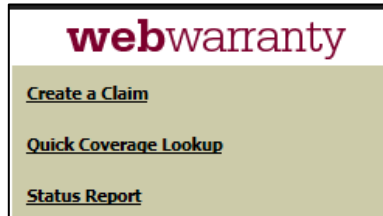
Limited Warranty & Coverage Claims Process

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

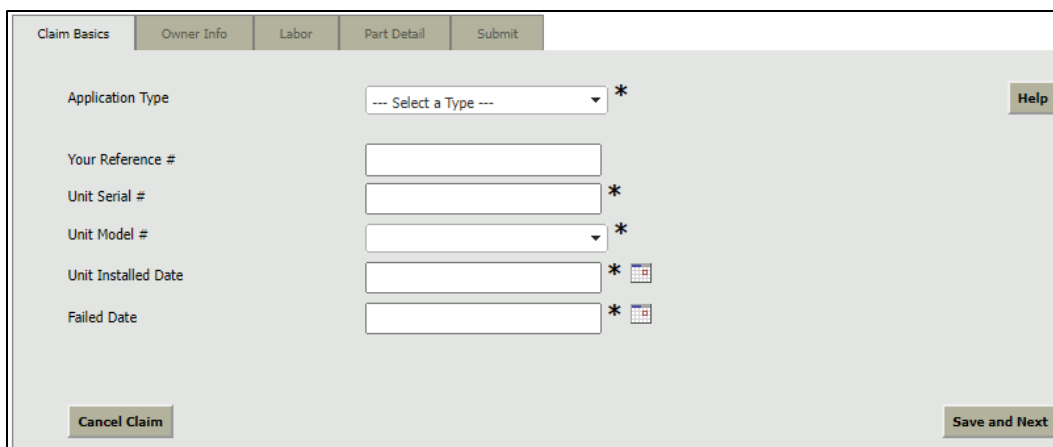
All warranty claims are filed online at www.lennoxpros.com.

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 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 the "Claim Basics" form. The form has a light gray background and a white border. At the top, there are five tabs: "Claim Basics", "Owner Info", "Labor", "Part Detail", and "Submit". The "Claim Basics" tab is selected. The form contains the following fields:

- Application Type**: A dropdown menu with the text "--- Select a Type ---" and an asterisk (*).
- Your Reference #**: A text input field.
- Unit Serial #**: A text input field with an asterisk (*).
- Unit Model #**: A dropdown menu with an asterisk (*).
- Unit Installed Date**: A date input field with an asterisk (*) and a calendar icon.
- Failed Date**: A date input field with an asterisk (*) and a calendar icon.

At the bottom left, there is a "Cancel Claim" button. At the bottom right, there is a "Save and Next" button. 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**

6. 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?**”

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

Is This Claim for Leak Repair? Yes No

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

- 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 and Tier 3 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.

| ✓ Claim Basics | ✓ Owner Info | ✓ Labor | Part Detail | Submit |
|--|--------------|---------------------------------------|------------------------------|---------------|
| 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**.
9. 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 Help

Your claim requires review by a member of our warranty team.

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 | Shipment Details | Shipment Address |
| Name Test T | Ship to Ship to selected Location | |
| Address 2100 Lake Park Blvd RICHARDSON, TX US 75080 | Location | |
| Phone 9999999999 | | |

| 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.

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

Accessory Claims

11. 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 *

Help

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

The screenshot shows the 'Owner Info' tab of a claim management system. The form includes the following fields:

- 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 *

Navigation buttons at the bottom include: Back, Cancel Claim, Main Menu, and Save and Next. A Help button is located in the top right corner.

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

The screenshot shows the 'Part Detail' tab of the claim management system. The form includes the following fields:

- Replacement Part/Material #: 19V30 * iComfort S30 3.0
- Failed Part/Material #: 19V30 * iComfort S30 3.0
- Failed Part Serial #: (blank)
- Failed Part Manufacturer: Lennox *
- Did the customer return the failed part? Yes No
- Failure Type: Other - Failure not listed (describe) * English French Spanish
- Failure Reason: Blank Screen *
- How do you want to handle this item?: Ship replacement *

Navigation buttons at the bottom include: Launch Repair Part Finder and Add this part to my claim. A warning box at the bottom states: "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."

14. 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**.

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

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

| Claim Basics | | Your claim requires review by a member of our warranty team. | | Help |
|-------------------------------------|------------------------------------|--|---------------------------|--|
| Please enter your note here: | | | | |
| Reference # | | | | |
| Serial # | NA | | | |
| Model # | ACCESSORIES | | | |
| Installed | 01/02/2022 | | | |
| Failed | 01/19/2022 | | | |
| Owner Info | | Shipment Details | | Shipment Address |
| Name | Donald Duck | Ship to | Ship to selected Location | Lennox Warranty Dept |
| Address | 123 ABC Richardson, TX US 75080 | Location | RICHARDSON-(E08634) | 2100 LAKE PARK BLVD RICHARDSON TX US 75080-2254 |
| Phone | 9725555555 | | | |
| Replacement Part | | Details | | |
| 19V30 (iComfort S30 3.0) | | Failed Part 19V30 Ship replacement | | |
| <input type="button" value="Back"/> | | <input type="button" value="Cancel Claim"/> | | <input type="button" value="Submit Claim"/> |

- 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

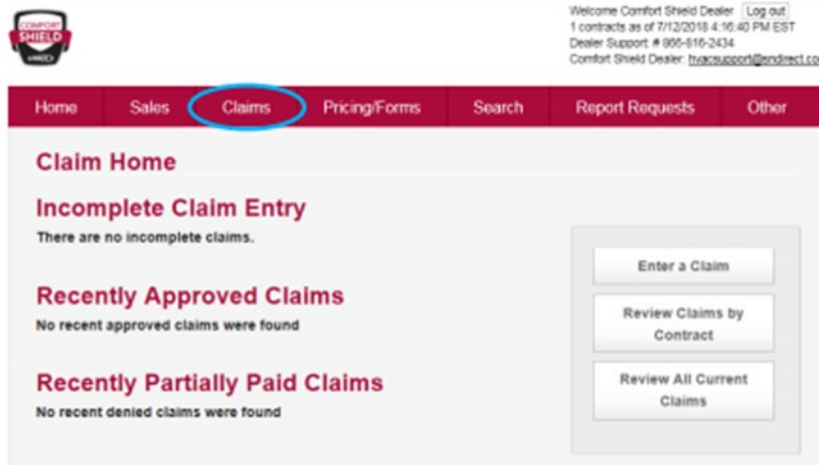
NOTE: Comfort Shield is sold and administered by an independent third party. Lennox is not responsible for any coverage or other disputes, liabilities, or claims arising out of or relating to Comfort Shield.

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

First, you will need to login to the Comfort Shield portal via LennoxPros> Sales Tools> Promotions> Comfort Shield> Take Action to access the claims portal. Once you land on the Home page screen, click on the "Manage Claims" section on the page. This will take you to the Comfort Shield portal where you will then click "Claims" section at the top of the page.

The Claims Home page is dedicated to claims and invoices.

- **Incomplete Claims Entries**
 - Displays claims you started to enter but did not complete. The site allows you to save incomplete entries if you enter and save certain information. To finish entering the claim, click on the date (highlighted in blue). Previously entered information displays. Enter the remaining information and submit. Incomplete entries are retained 30 days.
- **Recently Approved Claims:** Recently approved claims are listed on the Claim Home page. Click claim number to view details.
- **Recently Partially Paid Claims:** This section provides information on partially paid invoices. Details of any charge not covered by the customer’s coverage can be viewed by clicking the claim number.



- After locating a contract on the Review page, select the product that had service, and then click “CREATE CLAIM” to begin. The screen shot below gives information about step 1 of submitting an invoice for service.
- Clicking “Next” will advance you to the Review Claim page, which is the last step in the process before submitting the invoice. Click “Save For Later” if you need more time to complete.

Submit Claim

Invoice Date: 7/13/2018
 Invoice Submitted By: JACantel
 Dealer Invoice #: 0001
 Authorization #:
 Date of Failure: 07/03/2018
 Date of Service: 07/03/2018 Check if the same
 Date of Annual Maintenance: 04/03/2018 [Click here to submit an Annual Maintenance Report](#)
 Problems / Complaints: No Error

Repair Code Selection

FINISHED

Accumulator, Blower Motor & Wheel, Belts, Breakers, Burner, Capacitor (only repair), Circuit Board, Compressor, Condenser Coil, Condenser Fan, Contactor, Defrost

Blower Coil, Drain Valve, Evaporator Fan Assembly, Low Pressure, High Pressure Coil

Labor

| WORK PERFORMED | HRS WORKED | HOURLY RATE | TOTAL TAX \$ | TOTAL |
|----------------|------------|-------------|--------------|--------------|
| (Replace Con) | 4 | 85.00 | 0 | 340.00 |
| | | | | Year: 340.00 |

Refrigerant

| TYPE | LEAKS | PRICE PER LEAK | TOTAL TAX \$ | TOTAL |
|-------|-------|----------------|--------------|-------|
| R22/A | 4 | 19.00 | 0.00 | 80.00 |
| | | | | 80.00 |

Trip/Diagnosis Charge

| TRIP/DIAGNOSIS RATE | TOTAL TAX \$ | TOTAL |
|---------------------|--------------|-------|
| 80.00 | 0.00 | 80.00 |
| | | 80.00 |

Total Claim Amount

\$ 100.00

Considerations:
 Maximum 200 Characters (0/20) Characters Remaining

CLEAR / CANCEL SAVE FOR LATER **NEXT**

Default is current date. Invoices must be received within 60 days of service.

Labor entry starts with the Repair Code Selection. Click the component and a dropdown displays available repairs to select for the work performed. Select the repair that was completed and click the FINISHED button. Next, enter the hours worked and any tax, if applicable.

Click the green circle "+" to add amount to invoice. Click the red circle "x" to remove an entry.

Fields for billable charges related to the repair and covered by the contract will be displayed. Fields for non-billable charges related to the repair for parts, parts markup, or other items will not be displayed or available for invoicing.

- Review all information for accuracy before submitting the invoice for payment. If edits are needed, click "Return to Edit Claim". If all information is correct and the invoice is complete, click "Submit Claim".
- Once a claim is submitted, changes cannot be made. After submittal, the claim number will display.

Review Claim
Please ensure invoice entries are complete and accurate as changes cannot be made once the invoice is submitted. If your service information has changed please update your dealer/service information.

Contract: 080015586028

| | |
|--|--|
| Service Information | Customer Information |
| Comfort Shield Dealer 125 Oak Street Jeffersonville, IN 47130 Phone: 9876543210 | DAVID FRETCH 4615 FIVE LAKES RD N BRANCH, MI 49441 |

Service Tech: Mr. Tech

Claim Details

| | | | |
|------------------------------|-----------|-----------------------|-----------|
| Invoice Date: | 7/12/2018 | Invoice Submitted By: | MCatell |
| Dealer Invoice #: | 9801 | Authorization #: | |
| Date of Failure: | 7/12/2018 | Date of Service: | 7/12/2018 |
| Date of Arrival Maintenance: | 04/02/18 | Claim Number: | |

Problem / Complaint
No cool

Repair Work Performed
Replaced the coil

Billable Item Summary

Labor

| WORK PERFORMED | HRS WORKED | HOURLY RATE | TOTAL TAX \$ | TOTAL |
|----------------|------------|-------------|--------------|---------------|
| Replaced Coil | 4.00 | 85.00 | 0.00 | 340.00 |
| | | | | 340.00 |

Parts

| PART NUMBER | DESCRIPTION | BRAND | QTY | PRICE EACH | TAX \$ EACH | TOTAL |
|-------------|-------------|-------|------|------------|-------------|---------------|
| 0002 | Part0002 | Brand | 1.00 | 100.00 | 0.00 | 100.00 |
| | | | | | | 100.00 |

Refrigerant

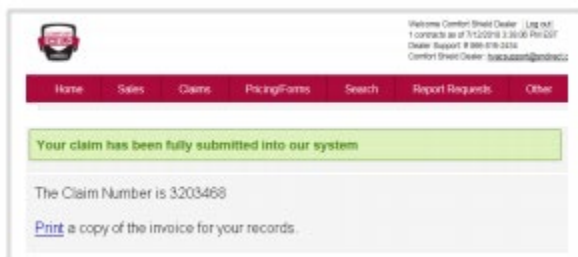
| TYPE | LEAKS | PRICE PER LEAK | TOTAL TAX \$ | TOTAL |
|-------|-------|----------------|--------------|--------------|
| R413A | 4.00 | 15.00 | 0.00 | 60.00 |
| | | | | 60.00 |

Trip/Diagnosis Charge

| TRIP/DIAGNOSIS RATE | TOTAL TAX \$ | TOTAL |
|---------------------|--------------|--------------|
| 85.00 | 0.00 | 85.00 |
| | | 85.00 |

Total Claim Amount **\$565.00**

[RETURN TO EDIT CLAIM](#) [SUBMIT CLAIM](#)



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 to review all of the Dealer terms and conditions or download the Warranty Your Way Dealer Terms and Conditions at www.LennoxPros.com/WarrantyYourWay.

Training and Marketing Materials

- [Warranty Your Way Training Videos](#)
- Resources for Homeowners
 - Lennox.com/WarrantyYourWay
- Resources for Homeowners located at LennoxPros.com/WarrantyYourWay
 - Warranty Your Way Product Brochure Insert
 - Homeowner Frequently Asked Questions
 - Homeowner Equipment Registration Form
- Resources for Dealers located at LennoxPros.com/WarrantyYourWay
 - LennoxPros.com/WarrantyYourWay
 - Warranty Your Way User Guide
 - Warranty Your Way Flyer
 - Warranty Your Way Video
 - Warranty Your Way Dealer Testimonials Video
 - Lennox Extended Limited Warranty Repair Times Matrix
- Resource for Dealers on the Comfort Shield Portal
 - Comfort Shield Pricing Sheets
 - Comfort Dealer Brochure
 - Comfort Shield Homeowner Brochures

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. **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
- 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, 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.
 - 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 or by using the QR code below



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- 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.
- 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 not eligible for the Warranty Your Way options?
 - 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?
 - 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 done at 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 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, 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.
4. Can a dealer/homeowner register non-Lennox branded items that were installed with Lennox equipment?
 - Users will be able to purchase additional coverage for non-Lennox branded items on 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?
 - Dealers will register all eligible equipment at one installation address at a time.
 7. How do I pay for the Comfort Shield ESAs purchased through 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?
 - Homeowners can contact their installing dealer for a copy of their 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 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. Coverage details are listed on your certificate of coverage.
 - 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 with the details that need to be updated. Proof may be required.
 - To update the Comfort Shield ESA certificate, please contact 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, 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 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 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> 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.
 - Homeowners who register and purchase an extended service agreement will pay via credit card on WarrantyYourWay.com.
- 3. When will I get billed for Comfort Shield extended service agreement ?
 - If your account is on COD status or any credit block, you will pay for the cost of the ESA at the time of purchase via credit card on warrantyYourWay.com.
 - If you have credit terms with Lennox, your invoice will appear on your account up to two weeks from the registration date.

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. What are the “no additional cost” Lennox Extended Limited Warranty options available by product tier?
 - Please refer to the Lennox Extended Limited Warranty section in this guide or Lennox.com/WarrantyYourWay for more information
3. What Comfort Shield ESA upgrade options are available for purchase?
 - Refer to the Warranty Options, Comfort Shield ESA Upgrade Options section in this guide for more information.
4. How much do the Comfort Shield ESA upgrade options cost?
 - 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 located at www.LennoxPros.com/WarrantyYourWay under the dealer resources section.
5. 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.
6. 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.
7. 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. Or, dealer can call 866-816-2434 for assistance.
8. 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
9. 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.
10. Where can dealers and/or homeowners find a copy of the Basic Lennox Limited Warranty certificate?
- Dealers have access to the Lennox Limited Warranty Certificates in the Warranty Documents Library on LennoxPros. 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.
 - The terms and conditions of all limited warranties are also available at Lennox.com/WarrantyYourWay
11. 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
12. How do I and my homeowner know that labor coverage has been applied?
- Once the registration information has been processed, you and your homeowner will receive a registration email confirmation along with a certificate of coverage. Service Net Warranty, LLC, part of AIG, will also mail to you and to your homeowner a certificate of coverage that has the details of ESA coverage. It may take up to 14 days to receive the certificate of coverage.
 - You may also log in to the Comfort Shield portal via LennoxPros to view and print contracts.

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 by your homeowner and then submit a new ESA using your Auto-Select offers and pricing.
3. Will I still receive a discount for the 3-year labor coverage option?
 - o Yes! The benefits of Comfort Shield Auto-Select will remain.
 4. If Lennox is offering 3-year labor coverage on many of its products, why should I consider enrolling in the Comfort Shield Auto Select ESA path?
 - o The 3-year labor coverage reimburses you at an equivalent level as the Comfort Shield
 - Basic Tier: \$85 Per Repair Hour, \$65 Trip Allowance
 - Tier 1: \$100 Per Repair Hour, \$75 Trip Allowance, Parts Mark-up and Refrigerant Included
 - Tier 2: \$125 Per Repair Hour, \$85 Trip Allowance, Parts Mark-up and Refrigerant Included
 - Retail (Equipment Owner Path): Equivalent to Tier 2: \$125 Per Repair Hour, \$85 Trip Allowance
 - Please note that Basic, Tier 1 and Tier 2 upgrades include leak repair (labor only) covered as a standalone repair.
 - o You are eligible to receive discounted pricing on 3-year term ESAs when enrolled in Auto-Select.
 - o Further differentiate yourself from the competition by providing the maximum parts coverage available.
 5. How do I enroll/unenroll in the Comfort Shield Auto-section path?
 - o 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 coverage terms and details for labor coverage Lennox is offering as a choice upon registration?
 - o Visit Lennox.com/WarrantyYourWay for the full terms and conditions of coverage.
2. When does coverage begin after installation?
 - o Parts limited warranty coverage starts upon installation of the equipment (existing homes) or closing date (residential new construction).
 - o Labor coverage for the homeowner under the Lennox Extended Limited Warranty begins as of installation date
 - o 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?
 - o 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?
 - o In this case, you would be reimbursed trip charge and labor.
5. Are commercial products eligible for extended parts limited warranty?
 - o 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. Are residential products in a commercial application eligible?
 - 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.
- 7. Is the parts 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.
 - The parts only portion of the Extended Limited Warranty is not transferable.
- 8. Is the 3-year labor limited warranty transferable?
 - Yes! Terms, conditions, and exclusions may apply.
- 9. 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
2. Is a homeowner required to obtain pre-authorization from Lennox or AIG 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 get paid for approved parts and labor claims?
 - 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 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*
 - *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 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 will be available beginning 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

Contact Information

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