

# CONSUMER REBATE OFFERS

FALL 2020

Receive a Lennox rebate up to \$1,350

📍 SOUTH NF83CR0520

## SYSTEM REBATE MATRIX

	SLP99V	CBA38MV	SL280V	EL296V	CBA27UH	EL280E
XP/XC25	\$1,100	\$1,100	\$1,000	\$800	\$0	\$0
XP/XC21	\$900	\$900	\$800	\$575	\$0	\$0
XP/XC20	\$900	\$900	\$800	\$575	\$0	\$0
SL18XP/C1	\$700	\$700	\$600	\$375	\$375	\$300
XP/XC16	\$500	\$500	\$400	\$325	\$325	\$250
EL16XP1	\$400	\$400	\$350	\$275	\$275	\$200
EL16XC1	\$350	\$350	\$300	\$250	\$250	\$175

### SYSTEM "ADD-ONS"

iComfort® S30	\$75
iComfort® E30	\$25
iComfort® M30 <sup>1</sup>	\$10
PureAir™ S	\$100
PureAir™	\$25
iHarmony®	\$75
HVR/ERV	\$50

### SYSTEM ELIGIBILITY

1. All system rebate offers must include a qualifying thermostat.
2. System add-ons do not qualify for an individual rebate and cannot be combined with individual unit offers.
3. For full-system eligibility requirements, please see promotional guidelines.

### QUALIFYING THERMOSTATS

- iComfort® S30
- iComfort® E30
- iComfort® M30
- CS7500
- CS5500
- Nest
- Honeywell Programmable
- Emerson Programmable
- Ecobee



<sup>1</sup> the iComfort® M30 is now ENERGY STAR® certified, homeowners may qualify for local utility rebates based on Energy Star certification.

## INDIVIDUAL REBATES

### MINI-SPLITS

MWM, MCF, M22/M33, MMD	\$50
MLA, MPB	\$250

### OUTDOOR UNITS

XP/XC25	\$200
XP/XC21	\$125
XP/XC20	\$125
SL18XP/C1	\$75
XP/XC16	\$50

### INDOOR UNITS

SLP99V	\$200
SL280V	\$150
EL296V	\$100
EL280E	\$50

### PACKAGED UNITS<sup>2</sup>

LRP16	\$400
LRP14	\$100

<sup>2</sup> Packaged units are eligible to receive system add-on rebates.

**SELL BETWEEN:** September 7, 2020 through November 27, 2020

**INSTALL BY:** December 4, 2020

**SUBMIT CLAIMS BY:** December 18, 2020

**Disclaimer:** Disclaimer: Rebate requires purchase and installation of qualifying items and submission of a completed online rebate form and proof of purchase to lennoxconsumerrebates.com no later than December 18, 2020. Rebate is paid in the form of a Lennox Visa® Prepaid card. Card is subject to terms and conditions referenced on card and expires 12 months after the date of issue. Conditions apply. Use your Visa Prepaid card anywhere Visa debit cards are accepted in the U.S. The card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc. See promotional guidelines for terms and conditions.

# CONSUMER FINANCING OFFERS



FALL 2020

Combine any Fall financing offer with an eligible rebate!

## How to Redeem Financing & Rebates Offers

Plans: 4632, 4316, 3060, 3036, 1018, 2012

- Step 1: Enter in a financing claim for plans 4632, 4316, 3060, 3036, 1018, or 2012 through LennoxPros.com
- Step 2: No need to submit a rebate. After the financing claim is marked approved, the eligible rebate will process within 7 business days
- Step 3: Rebate claim submission and other status notifications will be sent to the financing claim entrant's email on file

## DLSC or Elite System Financing Offers

Plan	Description	Promo Rate	Lennox Refund	Dealer Cost
4632	6 Months No Interest No Payments Rolled Into 9.99% APR for 120 Months	5.00%	5.00%	0.00%
4316	3 Months No Interest No Payments Rolled Into 6.99% APR for 120 Months	5.00%	5.00%	0.00%
3060	60 Months Equal Payments No Interest	14.90%	5.00%	9.90%
3036	36 Months Equal Payments No Interest	13.25%	5.00%	8.25%

### Qualifying System Options

Eligible Indoor Unit Options	Eligible Outdoor Unit Options	Required	Reimbursement
SLP99V, CBA38MV, SL280V, SLO185V, GWM, EL296V, EL296E, EL196E, EL280E, CBA27UH, CBA25UHV, MWM, MCF, M22/M33, MMD	XP/XC25, XP/XC21, XP/XC20, SL18XP/C1, XP/XC16, EL16XP1, EL16XC1, LRP16, LRP14, MLA, MPB	Qualifying Thermostat or System "Add-On"	\$950 max

## Additional Financing Offers

Plan	Description	Promo Rate	Lennox Refund	Dealer Cost
1018	18 Months Deferred Interest with Minimum Monthly Payments	5.00%	3.75%	1.25%
2012	12 Month No Interest No Payments	5.00%	3.75%	1.25%

**Component #1:** Sell (1) outdoor or indoor unit listed to the right

+

**Component #2:** Complete the system with any other Lennox outdoor or indoor unit

+

**Component #3:** Complete the system with a thermostat or "add-on"

### Qualifying System Options

Component #1	Component #2	Component #3	Reimbursement
SLP99V, CBA38MV, SL280NV, SL280V, SLO185V, GWM, EL296V, EL296E, EL196E, EL280E, CBA27UH, CBA25UHV, MLA, MPB, XP/XC25, XP/XC21, XP/XC20, SL18XP/C1, XP/XC16, EL16XP1, EL16XC1, LRP16, LRP14, MWM, MCF, M22/M33, MMD	ANY Lennox unit to complete the system (DLSC, Elite, and Merit product)	Qualifying Thermostat or System "Add-On"	\$950 max

## How to Redeem 4132 Financing & Rebate Offer

- Dealers redeem the reduced cost of plan 4132 upfront from Service Finance and will not need to file a financing claim through LennoxPros.com
- To redeem any eligible rebates, you must submit a claim at [lennoxconsumerrebates.com](http://lennoxconsumerrebates.com)

## 4132 Financing and Rebate Offer

Plan	Description	Promo Rate	Lennox Refund	Dealer Cost
4132	9.99% APR for 120 Months	2.50%	2.50%	0.00%

**SELL BETWEEN:** September 7, 2020 through November 27, 2020

**INSTALL BY:** December 4, 2020

**SUBMIT CLAIMS BY:** December 18, 2020

# PROMOTIONAL GUIDELINES

FALL 2020

## Promotion Dates:

This promotional offer applies to:

Qualifying product(s) purchased by a participating Lennox dealer between September 7, 2020 and November 27, 2020, and installed by December 4, 2020. Claim deadline is December 18, 2020.

## Dealer Eligibility:

To participate in this offer, dealers must have purchased a 2020 CAP Package. No portion of this offer will be charged by the dealer to the homeowner.

## Homeowner Eligibility:

Purchases of qualifying product(s) must be made by the individual receiving the rebate.

## Exclusions:

- This promotional offer applies to residential applications only. Commercial installations, homebuilder or contractor purchases for new construction, homeowner upgrades through homebuilder or contractor, or installations in multi-family dwellings, or any dwelling other than a single-family residence do not qualify.
- This promotional offer is not valid for purchases made through retail partners, including but not limited to Costco Wholesale, The Home Depot, or Lowe's Home Improvement.
- This promotional offer can be combined with any Lennox financing offer as noted on the promotional flyer.

## Product Availability:

Only equipment and systems listed on promotion are eligible for this promotional offer and are subject to availability. New products are subject to availability in certain markets. Multiple qualifying products may be sold within an individual family or household.

## Acceptable Product Substitutes:

The following product substitutes are eligible for the Fall 2020 Consumer Promotion. Products are subject to availability.

- SLP99V substitutes: SLP98V
- CBA38MV substitutes: CBX40UH and CBX32MV
- CBA27UH substitute: CBX27UH
- EL16XC1 substitute: XC14

## System Eligibility Requirements:

- All Lennox system rebates require a qualifying indoor unit, outdoor unit, and either a system add-on or a qualifying thermostat.
- Exception: System add-ons are eligible for rebate when purchased with a packaged unit.
- System add-on options: iComfort® S30, iComfort® E30, iComfort® M30, PureAir™S, PureAir™, iHarmony®, HRV, ERV.
- System add-on options do not qualify for an individual rebate and cannot be combined with individual unit offers.
- Qualifying thermostats: iComfort® S30, iComfort® E30, iComfort® M30, CS7500, CS5500, Honeywell Programmable, Nest, Emerson Programmable, and Ecobee.
- Third-party thermostats must be purchased through Lennox.
- Thermostat serial numbers are required for claim entry.

## Claim Submission:

- Claims must be submitted online by the claim submission date. Failure to do so will result in the claim being declined and subject to the submitting dealer's expense.
- Homeowners are responsible for rebate claim entry; dealers are responsible for financing claim entry.
- Claims paid on returned products may be subject to reversal.
- Incomplete, illegible, early, or late submissions will be declined.
- Lennox is not responsible for lost or missing paperwork.
- Lennox reserves the right to request additional information to validate a claim and to inspect any installation that is a part of this promotional offer.
- Claim review will not begin until Lennox receives all proper documentation.

## Submitting Financing AND Rebate Claims:

Plan 4132 Only:

- **Step 1:** Dealers redeem the reduced cost of plan 4132 upfront from Service Finance and will not need to file a financing claim through LennoxPros.
- **Step 2:** To redeem any eligible rebates, you must submit a claim at [lennoxconsumerrebates.com](http://lennoxconsumerrebates.com)

**SELL BETWEEN:** September 7, 2020 through November 27, 2020

**INSTALL BY:** December 4, 2020

**SUBMIT CLAIMS BY:** December 18, 2020

**Disclaimer:** Lennox reserves the right to cancel or change this promotional offer at anytime. By participating in this promotional offer, the dealer agrees to be responsible for compliance with the terms and conditions of this promotional offer, along with all appli-cable laws, rules, and regulations in connection with dealer's participation. Use your Visa Prepaid card anywhere Visa debit cards are accepted in the U.S. The Visa card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc.

# CLAIM SUBMISSION

FALL 2020

## Cont'd - Submitting Financing AND Rebate Claims:

Plans 4632, 4316, 3060, 3036, 1018, 2012 Only:

- **Step 1:** Enter in a financing claim through LennoxPros.com > Sales Tools > Consumer Rebates > Check Claim Status/Enter Dealer Claims
- **Step 2:** You do not need to submit a rebate. After the financing claim is marked approved, the eligible rebate will process within 7 business days.
- **Step 3:** Rebate claim submission and other status notifications will be sent to the financing claim entrant's email on file.
- Dealers must enter financing claims online via LennoxPros.com. Financing offers are available exclusively through Service Finance Company (SFC) and only when financing Lennox products. CAP Dealers eligible for Lennox Fall 2020 Consumer Promotion must be enrolled with SFC to participate in this consumer financing offer.
- Homeowners must be approved for financing by SFC. SFC funds the the dealer the cost of the job less any noted financing costs.
- All jobs must be funded by December 11, 2020.
- To ensure maximum reimbursement per system, please key each system in as a separate claim.

## Submitting Rebate-Only Claims:

Rebate-only claims must be entered online at [lennoxconsumerrebates.com](http://lennoxconsumerrebates.com).

## Promotion Claim Documentation:

A homeowner invoice is required for each claim submission and should be attached online at the time the claim is entered. Additional documentation is required for financing claims, including a copy of the SFC funding statement.

## Invoice to Homeowner:

The following must be included on the invoice in order for the claim to be processed:

- Dealer name and address
- Invoice number
- Homeowner name and installation address
- All model numbers, including those for thermostats
- Serial numbers of the products being claimed (equipment sticker is acceptable)
- Date of installation (do not use dealer invoice date or paid date if it is not the same as the installation date)

## Completing the Claim:

- Please fill out the claim(s) in entirety. Failure to do so could delay rebate or financing credit processing.
- If there is an error with the claim and additional information is required, 360Insights will send an email:
  - For rebate-only claims: to the homeowner notifying them of the error (homeowner email is required for claim status notification).
  - For financing and rebate claims: the financing entrant's email on file

## Dealer Reimbursement & Rebate Invoices:

After the financing claim is audited, approved, and paid:

- Any consumer rebate will process within 7 business days
- Lennox will credit the dealer's account an amount equal to the Lennox buy-down portion of the loan financed.
- Maximum reimbursement for each Spring financing financing claim is \$950. If multiple systems are sold, key in 2 separate claims to maximize reimbursement

After the rebate claim is audited, approved, and paid:

- Lennox will bill the dealer its portion of the rebate based on the dealer's CAP package level.
- Rebates will be issued in the form of a Visa Prepaid card sent directly to the purchasing homeowner.
- Cards are valid for 12 months from the date of issue.
- Please allow two to four weeks for Lennox Visa Prepaid card processing after claim has been properly submitted, processed, and approved. See card FAQs for more details.

## Claim Status:

Dealers can view claim status on LennoxPROs.com at Sales Tools > Consumer Rebates > Check Claim Status. If a claim needs further follow-up, the email address provided upon claim entry will receive a weekly email until the information is provided or until the promotion paperwork end date.

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# VISA® PREPAID CARD FAQs

## At what type of merchants can I use my card?

You may use your Lennox Visa Prepaid card at any physical merchant locations, online, over the phone, and for mailed payments. Many online merchants perform address, ZIP code, and/or name verification. If your current personal information is not associated with the card, you may update your profile at the website listed on the back of your card.

## Where can I use my card?

Use your Visa Prepaid card anywhere Visa is accepted in the U.S. Please note that some merchants may choose not to accept foreign currency at their own discretion. If this occurs, pay for your purchase with another form of payment and use your card at a different merchant.

## Do the funds on my card expire?

The Lennox Visa Prepaid card has an expiration date of 12 months from the date of issue.

## How do I check my balance without being charged a fee?

Your card balance may be checked for free by logging on to [PrepaidCardStatus.com](http://PrepaidCardStatus.com) or by calling 1.866.230.3890.

## Can I get cash from an ATM or bank?

You cannot use your card at an ATM or bank to receive cash. The Lennox Visa Prepaid card can be used for any transaction or purchase that you would normally make using cash. The largest card-usage categories currently include shopping, food and dining, travel, utilities, and entertainment.



## Can my card be used for “pay at the pump” gasoline transactions?

Present your card to an attendant inside the gas station. Your card will not work if you try to pay at the pump.

## What should I do if my card is lost or stolen?

Report a compromised card by calling cardholder services at 1.866.230.3809. Your card will be closed and blocked from future purchases. We will reissue you a new card for the unused balance less the card reissue fee.

## How do I purchase an item that costs more than the balance on my card?

If your purchase is more than your card balance, first pay the difference with another form of payment, then charge up to the amount of funds available on your Lennox Visa Prepaid card. Not all merchants accept split transactions.

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# VISA PREPAID CARD FAQs

## Where can I see my transaction history and check my balance?

You can view your transactions and check your balance by visiting the website listed on the back of your card or by calling 1.866.230.3809. Live agents are available 24 hours a day, 7 days a week. You will be able to access your transaction history online and print statements.

## I returned an item purchased with my card. When will the credit be reflected on my account?

Even after the balance is depleted, you should keep your card until you know that you will not be returning any of the items purchased with the card. If you do try to return items, the store's policy may require you to present the card used to make the purchase. You should destroy the card once you are sure you no longer need it. Allow five to ten business days for returns to post to your card account.

## Can my card ever have a negative balance?

Any authorization request that is greater than your card's available balance will be declined; however, there may be times when a merchant completes a transaction without prior authorization. If an overdraft occurs, you will be required to make a payment to cardholder services to cover the negative amount. Payments should be sent to:

Cardholder Services  
P.O. Box 5109  
Buffalo Grove, IL 60089



## What are the fees associated with using the card?

Please see the Cardholder Agreement for any fees associated with the card. The Cardholder Agreement can be found on the back of your card carrier or at [PrepaidCardStatus.com](http://PrepaidCardStatus.com).

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# FALL LENNOX NATIONAL CONSUMER PROMOTION CONSUMER REBATE SUBMISSION FORM

## Dealer Instructions

Please complete the information below for your homeowner to use to enter their rebate claim at [lennoxconsumerrebates.com](http://lennoxconsumerrebates.com). Keep a copy for your records.

### HOMEOWNER INFORMATION

NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROV: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

INSTALLATION ADDRESS (IF DIFFERENT FROM MAILING ADDRESS): \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROV: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_

INSTALLATION DATE: \_\_\_\_\_ HOMEOWNER INVOICE #: \_\_\_\_\_

Homeowner agrees to submit this rebate online at [lennoxconsumerrebates.com](http://lennoxconsumerrebates.com) by December 18, 2020.

HOMEOWNER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Failure to submit this information on time could lead to forfeiture of any rebate amount due. NOTE: Any communication regarding this claim submission will be sent to the email address provided.

### PRODUCT INFORMATION

For additional product, please use a separate form

(Do not enter the letter "S" if it is the first character )

PRODUCT TYPE:	SERIAL NUMBER:	MODEL NUMBER:
Furnace/Air Handler:		
Air Conditioner/Heat Pump:		
Thermostat:		
System Add-On:		

### LENNOX DEALER INFORMATION

NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROV: \_\_\_\_\_ ZIP/POSTAL: \_\_\_\_\_

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