



# WINTER 2019 CONSUMER REBATE OFFERS

UNITED STATES NW83CR0119

## RECEIVE UP TO \$1,250

	SLP98V, CBA38MV <sup>^</sup> , SL280V, SLO185V, GWM	EL296V, EL196E <sup>^</sup> , CBA27UH <sup>^</sup>	CBX25UHV <sup>^</sup>
XP/XC25, XP/XC21, SL18XP/XC1	\$800	\$650	\$550
XP/XC20, XCZ20, XP/XC16, XP14, EL16XC1 <sup>^</sup>	\$650	\$500	\$400

### PACKAGED UNITS

	Individual	System
LRP14	\$50	\$250
LRP16	\$300	\$500

### MINI-SPLITS

	Individual	System
Outdoor	\$50	\$300
Indoor	\$50	\$300

### IMPORTANT SYSTEM REBATE INFORMATION

1. System rebates in the tables above include the \$200 system bonus.
2. To receive this offer, the qualifying indoor and outdoor units MUST be sold with an eligible thermostat or system "add-on".
3. Packaged Units MUST be sold with either an eligible thermostat or system "add-on".
4. The only system that DOES NOT require a thermostat is Outdoor & Indoor Mini-Split systems.
5. For full system eligibility requirements, please see promotional guidelines.

#### ELIGIBLE THERMOSTATS

iComfort® S30  
iComfort® E30  
iComfort® M30  
iComfort® Wi-Fi  
CS7500  
CS5500  
Nest  
Honeywell Programmable

#### SYSTEM "ADD-ONS"

iComfort® S30: \$150 Rebate  
iHarmony®: \$150 Rebate  
PureAirS™: \$150 Rebate  
HRV/ERV: \$100 Rebate  
iComfort® E30: \$25 Rebate  
PureAir™: \$25 Rebate

### INDIVIDUAL REBATES

INDOOR	OUTDOOR	AMOUNT
SLP98V, CBA38MV <sup>^</sup> , SL280V, SLO185V, GWM	XP/XC25, XP/XC21, SL18XP/XC1	\$300
EL296V, EL196E <sup>^</sup> , CBA27UH <sup>^</sup>	XP/XC20, XCZ20, XP/XC16, XP14, EL16XC1 <sup>^</sup>	\$150
CBX25UHV <sup>^</sup> , Indoor Mini-Split	Outdoor Mini-Split	\$50

<sup>^</sup>Acceptable qualifying product substitutes exist.  
Please reference the promotional guidelines for more information.

Rebate requires purchase and installation of qualifying items and submission of a completed online rebate form (with proof of purchase) to lennoxconsumerrebates.ca no later than March 1, 2019. Rebate is paid in the form of a Lennox Industries (Canada) Ltd. Visa® prepaid debit card. Card is subject to terms and conditions found or referenced on card and expires 12 months after issuance. Conditions apply. See the promotional guidelines for terms and conditions.



# WINTER 2019 LEADING FINANCING OFFERS

United States Only

## SYSTEM FINANCING OFFERS DAVE LENNOX SIGNATURE SYSTEM

PLAN	DESCRIPTION	WINTER RATE	LENNOX REFUND	DEALER COST
3060	60 Months Equal Payments 0.00% APR	14.90%	7.00%	7.90%

### Qualifying System Options

Indoor Unit Options	Outdoor Unit Options	Required	Finance Cap
SLP98V, CBA38MV, SL280V, SLO185V, GWM	XP/XC25, XP/XC21, SL18XP/XC1, LRP16	Qualifying Thermostat or System "Add-On"	\$875

## SYSTEM FINANCING ANY MIX & MATCH SYSTEM

PLAN	DESCRIPTION	WINTER RATE	LENNOX REFUND	DEALER COST
3060	60 Month Equal Payments 0.00% APR	14.90%	5.00%	9.90%
1018	18 Months, Deferred Interest with Minimum Monthly Payments	5.00%	5.00%	0.00%
2012	12 Months Deferred Interest with No Payments	5.00%	5.00%	0.00%
4316	3 Month No Payment No Interest rolled into 6.99% APR for 60 Months	5.00%	5.00%	0.00%
4398	3 Month No Payment No Interest rolled into 6.99% APR for 120 Months	5.00%	5.00%	0.00%

### Qualifying System Options

Indoor Unit Options	Outdoor Unit Options	Required	System Cap
SLP98V, CBA38MV, SL280V, SLO185V, GWM, EL296V, EL196E, CBA27UH, CBX25UHV, Indoor Mini-Split	XP/XC25, XP/XC21, XP/XC20, XCZ20, SL18XC/XP1, XP/XC16, XP14, EL16XC1, Outdoor Mini-Split, LRP16, LRP14	Qualifying Thermostat or System "Add-On"	\$875

THESE FINANCING PLANS CANNOT BE COMBINED WITH ANY OTHER PROMOTIONAL OFFER.  
DEALER WILL BE FUNDED THE LOAN AMOUNT LESS THE PRICE AS LISTED ON THE FLYER.



# WINTER 2019 LEADING FINANCING OFFERS

United States Only



## INDIVIDUAL UNIT FINANCING OFFERS

PLAN	DESCRIPTION	WINTER RATE	LENNOX REFUND	DEALER COST
<b>4132</b>	9.99% APR for 120 months	2.50%	2.50%	0.00%

### Qualifying Individual Unit Options

Individual Indoor Unit Options	Individual Outdoor Unit Options	Not Required	Finance Cap
SLP98V, CBA38MV, SL280V, SLO185V, GWM, EL296V, EL196E, CBA27UH, CBX25UHV Indoor Mini-Split	XP/XC25, XP/XC21, XP/XC20, XCZ20, SL18XC/XP1, XP/XC16, XP14, EL16XC1, Outdoor Mini-Split, LRP16, LRP14	Thermostat or System "Add-On" not required	\$875

PLAN	DESCRIPTION	WINTER RATE	LENNOX REFUND	DEALER COST
<b>1018</b>	18 Months, Deferred Interest with Minimum Monthly Payments	5.00%	3.00%	2.00%
<b>2012</b>	12 Months Deferred Interest with No Payments	5.00%	3.00%	2.00%
<b>4316</b>	3 Month No Payment No Interest rolled into 6.99% APR for 60 Months	5.00%	3.00%	2.00%
<b>4398</b>	3 Month No Payment No Interest rolled into 6.99% APR for 120 Months	5.00%	3.00%	2.00%

### Qualifying Individual Unit Options

Indoor Unit Options	Outdoor Unit Options	NOT Required	Finance Cap
SLP98V, CBA38MV, SL280V, SLO185V, GWM, EL296V, EL196E, CBA27UH, CBX25UHV Indoor Mini-Split	XP/XC25, XP/XC21, XP/XC20, XCZ20, SL18XC/XP1, XP/XC16, XP14, EL16XC1, Outdoor Mini-Split, LRP16, LRP14	Qualifying Thermostat or System "Add-On" NOT required	\$210

**THESE FINANCING PLANS CANNOT BE COMBINED WITH ANY OTHER PROMOTIONAL OFFER.  
 DEALER WILL BE FUNDED THE LOAN AMOUNT LESS THE PRICE AS LISTED ON THE FLYER.**



WINTER 2019

# CONSUMER PROMOTIONAL GUIDELINES

United States Only

## PROMOTIONAL GUIDELINES

### Promotional Dates:

This promotional offer applies to:

- Purchases of qualifying product made from the participating Lennox dealer between January 14, 2019 to February 8, 2019 and installed by February 15, 2019.
- Financing and rebate claims submitted by March 1, 2019.

### Dealer Eligibility:

- To participate in this promotional offer, dealers must have purchased a 2019 Full Service Premium or Self Service CAP package.
- No portion of this promotional offer will be charged by the dealer to the homeowner.

### Homeowner Eligibility:

- Purchases of qualifying product must be made by the individual receiving the rebate.

### Exclusions

- This promotional offer applies to residential installations only. Commercial installations, homebuilder or contractor purchases for new construction, homeowner upgrade through homebuilder or contractor, installations in multi-family dwellings, or any dwelling other than a single-family residence do not qualify for this offer.
- This promotional offer is not valid through retail partners, including, without limitation, Costco, Home Depot, or Lowe's.
- This promotional offer cannot be combined with any other Lennox consumer promotional offer.

### Product Availability:

- Only equipment and systems listed on promotion are eligible for this promotional offer and is 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 2019 Winter Consumer Promotion. Products are subject to availability.

- o CBA38MV Substitutes: CBX40UH and CBX32MV
- o CBA27UH Substitute: CBX27UH
- o EL16XC1 Substitute: XC14
- o EL196E Substitute: EL195E
- o CBX25UHV Substitute: CBA25UHV

### System Eligibility Requirements:

- All Lennox system rebates require a qualifying indoor unit, outdoor unit, and either a "System Add-on" or qualifying thermostat
- System Add-on Options: iComfort® S30, iComfort® E30, PureAirS™, 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, iComfort® Wi-Fi, CS7500, CS5500, Honeywell Programmable, Nest
- 3rd party thermostats must be purchased through Lennox
- Serial numbers for thermostats are required for claim entry



WINTER 2019

# CONSUMER PROMOTIONAL GUIDELINES

United States Only

## PROMOTIONAL GUIDELINES

### System Bonus

- A homeowner is eligible for an additional system bonus if a qualifying indoor unit, outdoor unit, and either a “System Add-on” or qualifying thermostat is purchased.
- A \$200 bonus will be added on to all systems sold with either a “System Add-on” or qualifying thermostat.
- A \$200 bonus will be added to an Outdoor and Indoor Mini-Split system. “System Add-on” or qualifying thermostat NOT required.
- A \$200 bonus will be added to packaged unit (LRP16 or LRP14). “System Add-On” or qualifying thermostat required.

### Calculating a System Rebate

- System rebates are calculated by adding the outdoor and indoor unit individual rebates *plus* (if applicable) any system add-on *plus* the eligible system bonus
- Below are examples on how to calculate a system rebate. Please note there are additional combination possibilities. Examples are intended to help provide clarity on how system rebates are structured.

*Example:* DLSC Indoor (\$300) + Elite Outdoor (\$150) + iComfort S30 (\$150) + System Bonus (\$200) = System Rebate (\$800)

*Example:* Elite Indoor (\$150) + DLSC Outdoor (\$300) + Nest Thermostat (\$0) + System Bonus (\$200) = System Rebate (\$650)

*Example:* Indoor Mini-Split (\$50) + Outdoor Mini-Split (\$50) + System Bonus (\$200) = System Rebate (\$300)

*Example:* LRP16 Packaged Unit (\$300) + Nest Thermostat (\$0) + System Bonus (\$200) = System Rebate (\$500)

### Lennox Visa® Prepaid Rebate Card:

- 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 debit card directly sent to the purchasing homeowner.
- Debit cards are valid for 12 months from the issue date.
- Please allow 2-4 weeks for Visa® Prepaid debit card processing after claim has been properly submitted, processed, and approved.
- See card FAQs for more details.

### Financing - Reimbursement:

- After the financing claim is audited, approved, and paid, Lennox will credit the dealer’s account an amount equal to the Lennox buy-down portion of the loan financed.
  - Maximum reimbursement for the “Lead System” and “Any Mix and Match System” financing offer is \$875.
  - Maximum reimbursement for the “Individual Unit Financing” is \$210

### Claim Submission:

- Claims must be submitted online by the claim submission date. Failure to do so will result in the claim being declined and are 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/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.





WINTER 2019

# CONSUMER PROMOTIONAL GUIDELINES

United States Only

## PROMOTIONAL GUIDELINES

### Rebate Claims

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

### Financing Claims

- Financing claims must be entered by the dealer online via LennoxPROs (LennoxPROs.com > Sales Tools > Consumer Rebates > Check Claim Status/Enter Dealer Claims).
- Financing offers are available exclusively through Service Finance Company ("SFC") and only when financing Lennox products. Any dealer that is eligible for Lennox's 2019 Winter Consumer Promotion (Full Service Premium & Self Service CAP dealers) enrolled with SFC is eligible to participate in this consumer financing offer.
- Homeowners must be approved for financing by SFC. The dealer is "funded" by SFC for each qualifying job, less any noted financing cost.
- All jobs must be funded by February 22, 2019.
- To ensure the maximum reimbursement per system, please key each system as a separate claim.
- Please allow 2- 3 weeks for credit to appear on the dealer's account after claim has been approved.

### 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.

### 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 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)

### Additional Documentation for Financing Claims

- A copy of the SFC Credit Decision

### Completing the Claim:

- Invoice Number Please fill out the claim(s) in its entirety. Failure to do so could delay the processing of the rebate or financing credit.
- If there is an error with the claim and additional information is required, 360Insights will send an email:
  - o Rebate: to the homeowner notifying them of the error (homeowner email is required for claim status notification)
  - o Financing: to the dealer notifying them of the error (dealer email is required for claim status notification)

### Claim Status:

Dealers can view claim status on **LennoxPros® at Partner Resources > Sales > Consumer Promotions/Rebates > Check Claim Status**. If a claim needs further follow up, the email address provided upon entry of the claim will receive a weekly email until the information is provided or until the promotion paperwork end date.

# LENNOX 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?

The front of your card will indicate if the card may only be used in the United States and U.S. territories. If the front of your card does not indicate where it is valid, then you may use it anywhere Visa debit cards are accepted around the world. Please note that some merchants may choose not to accept out of country 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 Prepaid Visa has an expiration date of 12 months from the date of the card issue. If you need longer than 12 months, the expiration can be extended for \$4.95 per month.

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

Your card balance may be checked for free by logging on to [www.prepaidcardstatus.com](http://www.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 categories of card usage 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 of \$12.95.

# LENNOX Visa® Prepaid Card FAQs



## 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 and then charge up to the amount of funds available on your Lennox Pre-Paid Visa®. Not all merchants accept split transactions.

## 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 that was 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 3-5 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 can 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  
PO Box 5109  
Buffalo Grove, IL 60089

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

There are no associated fees to use the card wherever VISA® is accepted for everyday purchases within the first 12 months. Fees issued outside of the 12 month period are as follows:

- Monthly Maintenance Fee: \$4.95/month following card expiration
- Card Reissue Fee: \$12.95 per request





# Winter Lennox National Consumer Promotion Consumer Rebate Submission Form

*Sell between January 14, 2019 to February 9, 2019*

*Install between January 14, 2019 to February 15, 2019*

*Submit claims by March 1, 2019*

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

### Homeowner Information:

Name

Mailing Address

City State /Prov Zip/Postal

Email address

Note: Any communication regarding this claim submission will be sent to the email address provided.

Installation Address (If different from mailing address)

City State /Prov Zip/Postal

Installation Date Homeowner Invoice #

Homeowner agrees to submit this rebate online at [www.lennoxconsumerrebates.com](http://www.lennoxconsumerrebates.com) by March 1, 2019.

Homeowner Signature Date

Failure to timely submit this information could lead to forfeiture of any rebate amount due.

### Product Information:

Product Type	Serial Number	Model Number
--------------	---------------	--------------

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

Furnace/Air Handler \_\_\_\_\_

Air Conditioner/  
Heat Pump \_\_\_\_\_

Thermostat (Control) \_\_\_\_\_

System Add-On \_\_\_\_\_

(For additional product, please use a separate form)

### Lennox Dealer Information:

Name

Address

City State/Prov Zip/Postal