



SPRING 2019

CONSUMER REBATE OFFERS

Receive up to **\$1,700** when you purchase a Lennox® Signature System

CANADA NS83CR0119

SYSTEM REBATE MATRIX*

	SLP98V	CBA38MV	EL296V	EL296E
XP/XC25	\$1,250	\$1,250	\$950	\$0
XP/XC21	\$1,100	\$1,100	\$800	\$650
XP/XC20	\$1,000	\$1,000	\$750	\$0
SL18XP/XC1	\$750	\$750	\$600	\$525
XP/XC16	\$700	\$700	\$575	\$500
EL16XP1	\$675	\$675	\$550	\$475
EL15XP1/E16XC1	\$550	\$550	\$425	\$350

SYSTEM ADD-ON

iComfort S30	\$150
iComfort E30	\$25
PureAirS	\$150
PureAir	\$25
iHarmony	\$150

QUALIFYING THERMOSTATS

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

***IMPORTANT:**

- 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.

INDIVIDUAL REBATES**OUTDOOR UNITS**

XP/XC25	\$275
XP/XC21	\$200
XP/XC20	\$175
SL18XP/XC1	\$150
XP/XC16	\$125
EL15XP1	\$75
EL16XC1	\$75

INDOOR UNITS

SLP98V	\$300
EL296V	\$200
EL296E	\$100

PACKAGED UNITS**

LRP16	\$500
LRP14	\$200

**Packaged Units are eligible to receive System Add-On rebates.

MINI-SPLITS

Indoor	\$50
Outdoor	\$250

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 July 5, 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.

SPRING 2019

LEADING FINANCING OFFERS

Canada Only



GET A REBATE UP TO \$1,700 PLUS CHOOSE FROM EITHER FINANCING OPTION

6 MONTH DEFERRAL (CANADA)

DESCRIPTION	SNAP RATE	LENNOX REFUND	DEALER COST
6 Month Deferral	4.45%	4.45%	0.00%

OR

SPECIAL APR BUY-DOWN (CANADA)

DESCRIPTION (TERM/AMORTIZATION)	EXCLUSIVE OFFER	DEALER COST
4.95% APR for 24 Months (180 Months Amortization)	Plan not on the SNAP Rate sheet. Exclusive to Lennox Dealers eligible for the spring promotion	0.00%

SPECIAL APR BUY-DOWN (QUEBEC)

DESCRIPTION (TERM/AMORTIZATION)	EXCLUSIVE OFFER	DEALER COST
4.95% APR for 24 Months (60 Months Amortization)	Plan not on the SNAP Rate sheet. Exclusive to Lennox Dealers eligible for the spring promotion	0.00%

QUALIFYING PRODUCT

Indoor Unit Options	Outdoor Unit Options	Not Required
SLP98V, CBA38MV, EL296V, EL296E, Indoor Mini-Split	XP/XC25, XP/XC21, XP/XC20, SL18XC/XP1, XP/XC16, EL16XP1, EL15XP1, EL16XC1, Outdoor Mini- Split, LRP16, LRP14	Qualifying Thermostat or System "Add-On" (Exception: Mini-Split Systems)



Disclaimer: No payments until 2019 is available to well-qualified buyers, on approved credit, and applies to qualifying items purchased between March 11, 2019, and June 14, 2019 installed by June 21, 2019. All claims must be submitted by July 5, 2019. No down payment required. You may prepay your account at any time without penalty. Financing is subject to credit requirements and satisfactory completion of finance documents. Any finance terms advertised are estimates only. Monthly payments are deferred for 6 months. Contracts will be extended accordingly. Interest charges (if any) will not accrue during the first 6 months of the contract. After 6 months, interest (if any) starts to accrue and the purchaser will repay principal and interest (if any) monthly over the term of the contract, but not until 6 months after the contract date. Conditions apply. See promotional guide-lines for terms and conditions.

SPRING 2019 CONSUMER PROMOTIONAL GUIDELINES

Canada Only

PROMOTIONAL GUIDELINES

Promotional Dates:

This promotional offer applies to:

- Purchases of qualifying product made from the participating Lennox dealer between March 11, 2019 to June 14, 2019 and installed by June 21, 2019.
- Financing and rebate claims submitted by July 5, 2019.

Dealer Eligibility:

- To participate in this promotional offer, dealers must have purchased a 2019 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 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 2019 Spring Consumer Promotion. Products are subject to availability.

- o CBA38MV Substitutes: CBX40UH and CBX32MV
- o CBA27UH Substitute: CBX27UH
- o EL16XC1 Substitute: XC14
- o EL15XP1 Substitute: XP14
- o EL196E Substitute: EL195E
- o CBA25UHV Substitute: CBX25UHV

System Eligibility Requirements:

- All Lennox system rebates require a qualifying indoor unit, outdoor unit, and either a "System Add-on" or qualifying thermostat
- Exception: System add-ons are eligible for rebate when purchased with a packaged unit (LRP14 & LRP16)
- System Add-on Options: iComfort® S30, iComfort® E30, PureAirS™, PureAir™, iHarmony®
- "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

SPRING 2019 CONSUMER PROMOTIONAL GUIDELINES

Canada Only

PROMOTIONAL GUIDELINES

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 card processing after claim has been properly submitted, processed, and approved.
- See card FAQs for more details.

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.

Rebate Claims

Rebate claims must be entered online at www.lennoxconsumerrebates.ca.

Financing Claims

No claim entry is needed for financing claims. The dealer will be funded the promotional rate up front from SNAP Home Finance.

Promotion Claim Documentation

A homeowner invoice is required for each claim submission and should be attached online at the time the claim is entered.

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)

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.

Completing the Claim:

- Please fill out the claims(s) in its entirety. Failure to do so could delay the processing of the rebate.
- If there is an error with the claim and additional information is required 360 Insights will send an email to the homeowner notifying them of the error (homeowner email is required for claim status notification)

LENNOX Visa® Prepaid Card FAQs Canada Only



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 \$2.95 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 or by calling 1-866-230-3890.

Can I get cash from an ATM or bank?

There is a \$4.95 fee per transaction to withdrawal cash from an ATM. Keep in mind, there may be an additional Operator Fee depending on the ATM you use. The maximum amount of cash you are able to take out each day is \$1000.

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 \$10.

LENNOX Visa® Prepaid Card FAQs Canada Only



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:

- Card Reissue Fee: \$10.00
- Maintenance Fee: \$2.95/month if you wish to use the card after expiration
- ATM Balance/Decline Fee: \$0.75/transaction



Spring Lennox National Consumer Promotion Consumer Rebate Submission Form

Sell *between March 11, 2019 to June 14, 2019*

Install *between March 11, 2019 to June 21, 2019*

Submit *claims by July 5, 2019*

Lennox Dealer Instructions: Please complete the information below for your homeowner to use to enter their rebate claim at www.lennoxconsumerrebates.ca. 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.ca by July 5, 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
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(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

