

Lennox® 10-Year Extended Limited Warranty Program Frequently Asked Questions: Homeowner

Warranty Explanations:

Q: What is the Lennox 10-Year Extended Limited Warranty Program?

A: The Lennox 10-Year Extended Limited Warranty Program extends the basic coverage provided by the Lennox Equipment Limited Warranty. Qualifying parts are covered for an additional five years beyond the basic warranty period. This provides a total of ten years of warranty coverage on qualifying parts.

Q: Who is responsible for giving me the basic Lennox Equipment Limited Warranty certificate and the notification of the 10-Year Extended Limited Warranty Program?

A: The Lennox Equipment Limited Warranty certificate is provided with the product at the time of installation. On qualifying products, the extended parts warranty notification sheet is also provided with the product. If you are missing either of these documents, contact your installing Lennox dealer.

Q: What is the difference between the Lennox Equipment Limited Warranty and the Lennox 10-Year Extended Limited Warranty Program?

A: The Lennox Equipment Limited Warranty is the basic coverage provided on all units. The Lennox 10-Year Extended Limited Warranty Program extends the basic coverage for an additional 5 years with registration.

How to Register:

Q: How do I register for the Lennox 10-Year Extended Limited Warranty Program?

A: Please visit www.lennoxwarranty.com to complete and submit the registration form on-line.

Q: What information do I need to register?

A: Registration requires the following information:

- Name, address, telephone number and email
- Installation date (or closing date if newly constructed home)
- Product model and serial numbers
- Installing dealer or contractor's name, address and phone number

Q: What is involved in the registration process?

A: Begin the registration process by having all the necessary information listed above. Next, go to www.lennoxwarranty.com. Click 'I've got it – let's get started' to begin. There are a few brief screens where you will enter your information. Registration is a one-time process. Review your entries on the last page of the registration. Once the information is reviewed and all information is correct, submit your registration. Upon submittal of your registration, you will receive a registration number and a summary of the registration. You will also receive an email confirmation of the registration.

If any of the products you registered today are eligible for the Lennox 10-Year Extended Limited Warranty Program, the registration will reflect this information.

*Thank you for choosing Lennox®!
For questions, please call 1-800-953-6669.*

Eligibility:

Q: What Lennox products are eligible for this Extended Limited Warranty Program?

A: Select Merit® and Elite® gas furnaces, air conditioners, heat pumps, air handlers and residential packaged units are eligible when installed in an owner occupied, single family residential application. Rental property is excluded. Qualifying products must be installed on or after March 1, 2009. Select coils installed on or after January 1, 2012 may also be eligible. Qualifying products must be registered within 60 days of installation, or in the case of a newly constructed home, within 60 days of the closing date. For a complete list of eligible products and program requirements, please visit www.lennoxwarranty.com.

Q: Can equipment be registered after 60 days from either the installation date or closing date in the case of a newly constructed home?

A: Yes, we encourage you to register all Lennox products. In order to qualify for the Lennox 10-Year Extended Limited Warranty Program you must register your equipment within 60 days.

Q: I live in a state or province where registration is not required. Do I qualify for the extended limited warranty?

A: Yes. Extended limited warranty eligibility is based on the address where the unit is installed. There are qualifying factors of the program that also need to be met, such as installed in an owner-occupied single family residence and being a matched system. The new Lennox unit must be properly installed, operated and maintained by a licensed professional installer (or equivalent), or by a service agency in accordance with the unit installation, operation and maintenance instructions provided with each Lennox unit. Failure to provide maintenance per Lennox instructions will void the warranty. You may be asked to provide written documentation of annual and other periodic preventive maintenance.

Q: Can I register just my gas furnace?

A: Yes. We encourage you to register all Lennox products.

Q: My dealer told me that my system qualifies for the extended limited warranty. Why did Lennox deny it?

A: If you have questions, you can email the Lennox Product Registration department at: product.registration@lennoxind.com or call Lennox at 1-800-953-6669.

Your extended limited warranty may be denied because of one or more of the following:

Your unit is not a Lennox-branded product.

Your unit is not installed in a residential application which is defined as an owner occupied, single-family residence.

Your unit was not registered within 60 days of the original date of installation.

Your unit is not part of a complete AHRI-matched system.

Your unit was installed prior to March 1, 2009, or January 1, 2012 for coils

Your unit was not installed by a licensed, professional installer.

You did not provide all the required information.

Q: After I have registered, do I have to use the installing dealer in order to maintain the manufacturer's warranty?

A: The new Lennox® unit must be properly installed, operated and maintained by a licensed professional installer (or equivalent), or by a service agency in accordance with the unit installation, operation and maintenance instructions provided with each Lennox unit. Failure to provide maintenance per Lennox instructions will void the warranty. You may be asked to provide written documentation of annual and other periodic preventive maintenance.

Q: Is the extended limited warranty transferable to subsequent homeowners?

A: No. The extended limited warranty applies only to the original homeowner.

Q: Will products using R-22 refrigerant be eligible for the extended parts warranty?

A: No. One of the requirements of the extended limited warranty states that the unit must use R-410A refrigerant.

Confirmation & Notifications:

Q: How do I know if I have this extended limited warranty?

A: After you have submitted the online registration at www.lennoxwarranty.com, you will receive a confirmation page online and an email confirmation of your registration. Both will include a copy of the Extended Limited Warranty Certificate if all requirements were met.

Q: Will I be notified if my equipment is approved or rejected for the warranty?

A: Yes. After registering your product at www.lennoxwarranty.com, the confirmation page and email will state whether or not your equipment receives the extended limited warranty.

Q: I submitted my online registration, but have not received a confirmation email. What do I do?

A: Please call 1-800-953-6669.

Additional Resources:

Q: Who do I contact if I have any questions?

A: Please call Lennox at 1-800-953-6669.

Q: I do not have a computer. How do I register my product?

A: Please contact your installing contractor or call Lennox at 1-800-953-6669.

Q: What program information is available for homeowners?

A: The following documents are posted at both www.lennoxwarranty.com and www.lennox.com:

The extended limited warranty notification

Complete list of eligible products

List of Frequently Asked Questions

Q: If my registration for the Lennox® 10-Year Extended Warranty Program is denied, whom do I contact?

A: Contact Lennox at 1-800-953-6669. Please have your registration number available.

Matched System Questions:

Q: What is a “properly matched” system?

A: Air conditioners and heat pumps must be installed with an indoor coil which provides proper system performance. Indoor air handlers must be matched to an outdoor heat pump. For standard or extended manufacturer parts warranties, your Lennox products must be part of a properly matched system and installed per the guidelines in the manufacturer’s instructions.

Q: What is AHRI?

A: According to their website, AHRI is the trade association representing more than 350 manufacturers of air conditioning, heating and commercial refrigeration equipment. AHRI is home to the industry’s three performance certification programs for indoor comfort and commercial refrigeration equipment and components:

ARI Performance Certified (air conditioning and refrigeration equipment and components)

GAMA Efficiency Rating Certified (space and water heating equipment)

I-B-R (hydronic heating products)

Q: What is an AHRI-matched system?

A: An AHRI-matched system is recorded by AHRI as a properly matched system. Only upon performance verification is a certification symbol applied to HVACR products to serve as visual statements of conformance. AHRI certification means its efficiency and capacity ratings have been verified by AHRI, the governing trade association for the heating and air conditioning industry.

Q: What is the difference between an ARI and AHRI?

A: ARI means Air Conditioning and Refrigeration Institute. In 2007, the organization added the letter 'H' to their name. AHRI stands for Air Conditioning, Heating and Refrigeration Institute.

Q: Since my dealer did not install the proper matching coil, can Lennox make the dealer replace it with the proper coil?

A: No.

Q: Who is responsible for making sure that my system is matched?

A: Your installing contractor.

Q: Where is it written that my specific equipment doesn't qualify for the extended warranty?

A: Please visit www.lennoxwarranty.com for a complete list of qualifications and eligible equipment.

Q: Do Dave Lennox *Signature*[®] Collection products need to be registered to receive the extended warranty?

A: The basic Lennox Equipment Limited Warranty on Dave Lennox *Signature* Collection products is a 10-year limited warranty and registration is not required to receive the 10 year warranty on parts. But we encourage you to register all Lennox products.