



LENNOX



2026 Fall Promotional Offers

SELL BETWEEN

September 14 - December 4, 2026

Decide which offer works best for you!

Lennox Rebates **OR** Special Financing

Offer **rebates up to \$1,800** on the Ultimate Comfort System™
(Rebate is paid in the form of a Lennox Prepaid Mastercard®)



In addition to local utility rebates and other incentives, you can realize even more savings through Lennox. **Contact Rabe Hardware, your Lennox Premier Dealer for more details!**

(319) 454-6514 | RabeHardware.com

Located in Blirstown & Vinton, Iowa

Receive a Lennox rebate up to **\$1,800***

when you purchase a qualifying Lennox home comfort system (rebate is paid in the form of a Lennox prepaid Mastercard®)

System Rebate Matrix*

System rebate requires the purchase of an indoor unit, an outdoor unit and a qualifying thermostat

	SLP99VK	CBK48MVT	SL280VK	EL297VK	EL297EK	CBK47UHET	CBK45UHV	ML296VK	ML180EK
SL22KLV	\$1,500	\$1,400	\$1,300	\$1,300	N/A	N/A	N/A	N/A	N/A
SL25KCV	\$1,500	\$1,300	\$1,225	\$1,225	N/A	N/A	N/A	N/A	N/A
EL21KLV	\$1,300	\$1,150	\$1,125	\$1,100	\$1,100	\$950	\$925	N/A	N/A
EL22KCV	\$1,250	\$1,075	\$1,050	\$1,025	\$1,025	\$900	\$875	N/A	N/A
EL19KPV	\$1,000	\$950	\$925	\$900	\$875	\$850	\$800	N/A	N/A
EL18KCV	\$1,000	\$950	\$925	\$900	\$800	\$850	\$625	N/A	N/A
EL18KSLV	\$950	\$800	\$750	\$725	\$750	\$700	\$625	N/A	N/A
EL16KP1	\$925	\$775	\$700	\$675	\$725	\$650	\$575	\$450	\$425
EL16KC1	\$800	\$725	\$650	\$625	\$600	\$525	\$500	\$425	\$400
EL15KC1	\$775	\$700	\$625	\$600	\$575	\$525	\$475	\$400	\$375
ML17KC2	N/A	\$650	\$575	\$550	\$525	\$450	\$425	\$375	\$350
ML16KP2	N/A	\$650	\$575	\$550	\$525	\$450	\$425	\$375	\$350
ML15KSPV	N/A	\$650	\$575	\$550	\$525	\$450	\$425	\$375	\$350
ML14KP1	N/A	\$550	\$500	\$475	\$450	\$400	\$375	\$350	\$325
ML14KC1	N/A	\$525	\$475	\$450	\$425	\$375	\$350	\$325	\$300

Please refer to page 5 of the flyer for a list of Acceptable Substitutes

System "Add-Ons"

Lennox S40 Smart Thermostat	\$100
Lennox E40 Smart Thermostat	\$50
Lennox M40 Smart Thermostat	\$25
PureAir S	\$125
PureAir	\$100
Lennox Smart Zoning System	\$75
Lennox Smart Air Quality Monitor	\$35
HRV/ERV	\$35
MERV 16 Filters	\$20

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 and acceptable product substitutes, please see promotional guidelines.

Qualifying Thermostats

- Lennox S40 Smart Thermostat
- Lennox E40 Smart Thermostat
- Lennox M40¹ Smart Thermostat
- Lennox L40¹ Smart Thermostat
- Honeywell Programmable
- Braeburn Programmable
- Ecobee



¹The Lennox M40 Smart Thermostat and Lennox L40 Smart Thermostat are both ENERGY STAR® certified. Homeowners may qualify for local utility rebates based on Energy Star certification.

Individual Rebates

Heat Pumps

SL22KLV	\$300
EL21KLV	\$250
EL19KPV	\$200
EL18KSLV	\$150

Air Conditioners

SL25KCV	\$250
EL22KCV	\$200
EL18KCV	\$150

Gas Furnaces

SLP99VK	\$150
SL280VK	\$125
EL297VK	\$100
EL297EK	\$75

Other Equipment

Mini Split Outdoor <i>ALL Lennox Powered by Samsung</i>	\$250
MWHD Mini Split Outdoor	\$125
Mini Split Indoor <i>ALL Lennox Powered by Samsung (Includes MWHD Mini Split Indoor)</i>	\$100
LRP15/LRP16 [^]	\$300
HP, Power Vent and Light Comm. Water Heaters	\$125
Gas and Electric Storage Option Water Heaters ^{**}	\$40

Boilers

GWM***	\$125
GWB9***	\$125
GCWB95	\$125

***While supplies last

[^]Eligible to receive system add-on rebates

^{**} Point Of Use not included

Please refer to page 5 of the flyer for a list of Acceptable Substitutes

SELL BY: September 14, 2026 - December 4, 2026

INSTALL BY: December 11, 2026

SUBMIT CLAIMS BY: January 10, 2027

Disclaimer: Rebate requires purchase of qualifying items between September 14, 2026 and December 4, 2026 from a participating Lennox® dealer. Contact your local participating Lennox® dealer for promotion details. Qualifying items must be installed by December 11, 2026. This offer applies to residential installations only. Rebate claims must be submitted (with the Dealer's invoice to the homeowner listing all models and serial numbers) to www.lennoxconsumerrebates.com no later than January 10, 2027 11:59:59 p.m. ET. Rebate is paid in the form of a Lennox Prepaid Mastercard®. Use your card anywhere Mastercard is accepted. This card is issued by The Bancorp Bank, N.A., pursuant to license by Mastercard International. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated. The Bancorp Bank, N.A.; Member FDIC. This is not a gift card. This card is issued for loyalty, award or promotional purposes. Please note that prepaid cards are subject to expiration, so pay close attention to the expiration date of the card. Conditions apply. See www.lennox.com/terms-and-conditions for complete terms and conditions.

Receive **special financing** and a Lennox rebate up to **\$1,400***

when you purchase a qualifying Lennox home comfort system (rebate is paid in the form of a Lennox prepaid Mastercard®)

For financing plans 541243, 3025, 4096, 3060, 4126, 1018 and 2012, submit **BOTH** the financing AND rebate claims **TOGETHER**.

System Rebate Matrix*

System rebate requires the purchase of an indoor unit, an outdoor unit and a qualifying thermostat

	SLP99VK	CBK48MVT	SL280VK	EL297VK	EL297EK	CBK47UHET	CBK45UHV	ML296VK	ML180EK
SL22KLV	\$1,200	\$1,125	\$1,050	\$1,050	N/A	N/A	N/A	N/A	N/A
SL25KCV	\$1,200	\$1,050	\$975	\$975	N/A	N/A	N/A	N/A	N/A
EL21KLV	\$1,050	\$925	\$900	\$875	\$875	\$750	\$750	N/A	N/A
EL22KCV	\$1,000	\$850	\$850	\$825	\$825	\$725	\$700	N/A	N/A
EL19KPV	\$800	\$750	\$750	\$725	\$700	\$675	\$650	N/A	N/A
EL18KCV	\$800	\$750	\$750	\$725	\$650	\$675	\$500	N/A	N/A
EL18KSLV	\$750	\$650	\$600	\$575	\$600	\$550	\$500	N/A	N/A
EL16KP1	\$750	\$625	\$550	\$550	\$575	\$525	\$450	\$350	\$350
EL16KC1	\$650	\$575	\$525	\$500	\$475	\$425	\$400	\$350	\$325
EL15KC1	\$625	\$550	\$500	\$475	\$450	\$425	\$375	\$325	\$300
ML17KC2	N/A	\$525	\$450	\$450	\$425	\$350	\$350	\$300	\$275
ML16KP2	N/A	\$525	\$450	\$450	\$425	\$350	\$350	\$300	\$275
ML15KSPV	N/A	\$525	\$450	\$450	\$425	\$350	\$350	\$300	\$275
ML14KP1	N/A	\$450	\$400	\$375	\$350	\$325	\$300	\$275	\$250
ML14KC1	N/A	\$425	\$375	\$350	\$350	\$300	\$275	\$250	\$250

Please refer to page 5 of the flyer for a list of Acceptable Substitutes
System "Add-Ons"

Lennox S40 Smart Thermostat	\$75
Lennox E40 Smart Thermostat	\$35
Lennox M40 Smart Thermostat	\$25
PureAir S	\$75
PureAir	\$50
Lennox Smart Zoning System	\$50
Lennox Smart Air Quality Monitor	\$25
HRV/ERV	\$25
MERV 16 Filters	\$20

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 and acceptable product substitutes, please see promotional guidelines.

Qualifying Thermostats

- Lennox S40 Smart Thermostat
- Lennox E40 Smart Thermostat
- Lennox M40¹ Smart Thermostat
- Lennox L40¹ Smart Thermostat
- Honeywell Programmable
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¹The Lennox M40 Smart Thermostat and Lennox L40 Smart Thermostat are both ENERGY STAR® certified. Homeowners may qualify for local utility rebates based on Energy Star certification.

Individual Rebates

Heat Pumps

SL22KLV	\$250
EL21KLV	\$200
EL19KPV	\$150
EL18KSLV	\$125

Air Conditioners

SL25KCV	\$225
EL22KCV	\$175
EL18KCV	\$125

Gas Furnaces

SLP99VK	\$125
SL280VK	\$100
EL297VK	\$75
EL297EK	\$50

Other Equipment

Mini Split Outdoor <i>ALL Lennox Powered by Samsung</i>	\$200
MWHD Mini Split Outdoor	\$100
Mini Split Indoor <i>ALL Lennox Powered by Samsung (Includes MWHD Mini Split Indoor)</i>	\$75
LRP15/LRP16 [^]	\$250
HP, Power Vent and Light Comm. Water Heaters	\$100
Gas and Electric Storage Option Water Heaters ^{**}	\$25

Boilers

GWM***	\$100
GWB9***	\$100
GCWB95	\$100

***While supplies last

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^{**} Point Of Use not included

Please refer to page 5 of the flyer for a list of Acceptable Substitutes

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DLSC or Elite System Financing Offers

Plan	Description	Standard Fee	Promo Rate	Lennox Refund	Dealer Cost
541243	12 Months No Interest No Payments + 11.95% APR for 120 Months Non-Countered Finance Option	7.50%	6.50%	5.00%	1.50%
NEW! 4096	7.99% APR for 180 Months Buy-Deeper Plans Are Not Eligible as Substitute Options for Countered Plans	8.10%	7.00%	4.50%	2.50%
3025	25 Months Equal Payments No Interest Non-Countered Finance Option	8.75%	7.75%	5.00%	2.75%
3060	60 Months Equal Payments No Interest Non-Countered Finance Option	14.90%	14.90%	6.00%	8.90%

Qualifying System Options

Both units must be DLSC or Elite

Eligible Indoor Units	Eligible Outdoor Units	Required	Dealer Reimbursement
SL297NVK, SLP99V, CBK48MVT, SL280NVK, SL280VK, GWM, GWB9, GCWB95, EL297VK, EL297EK, EL195NEK, EL196EK, EL180NEK, EL280EK, CBK47UHET, LRP16, LRP15, ALL Lennox Powered by Samsung Mini-Splits	SL22KLV, SL25KCV, EL22KCV, EL21KLV, EL19KPV, EL18KSLV, EL18KCV, EL16KP1, EL16KC1, EL15KC1, LRP16, LRP15, ALL Lennox Powered by Samsung Mini-Splits	Qualifying Thermostat*	\$1,400 max per system (maximum of 2 systems)

*Exception: Mini-split systems do not require a thermostat

Additional Financing Offers

Plan	Description	Standard Fee	Promo Rate	Lennox Refund	Dealer Cost
1018	18 Months Deferred Interest with Minimum Monthly Payments Non-Countered Finance Option	5.50%	4.50%	4.50%	0.00%
NEW! 4126	8.99% APR for 120 Months Buy-Deeper Plans Are Not Eligible as Substitute Options for Countered Plans	1.00%	1.00%	1.00%	0.00%
2012	12 Month No Interest No Payments	6.75%	5.00%	4.00%	1.00%

Qualifying System Options

At least one unit must be DLSC or Elite

Eligible Units	Unit #2	Required	Dealer Reimbursement
SL297NVK, SLP99V, CBK48MVT, SL280NVK, SL280VK, GWM, GWB9, GCWB95, EL297VK, EL297EK, EL195NEK, EL196EK, EL180NEK, EL280EK, CBK47UHET, SL22KLV, SL25KCV, EL22KCV, EL21KLV, EL19KPV, EL18KSLV, EL18KCV, EL16KP1, EL16KC1, EL15KC1, LRP16, LRP15, ALL Lennox Powered by Samsung Mini-Splits	ANY Lennox unit to complete the system (DLSC, Elite, and Merit product)	Complete the system with a qualifying thermostat*	\$1,000 max per system (maximum of 2 systems)

*Exception: Mini-split systems do not require a thermostat

Additional Merit System Options

Eligible Indoor Units	Eligible Outdoor Units	Required	Dealer Reimbursement
CBK45UHVT, ML296VK, ML180EK	ML17KC2, ML14KP1, ML14KC1, ML16KP2, ML15KSPV	Qualifying Thermostat	\$1,000 max per system (maximum of 2 systems)

No Claim Financing Offers

Plan	Description	Standard Fee	Promo Rate
54138	10.95% APR for 120 Months Non-Countered Finance Option	3.00%	0.00%
4132	9.99% APR for 120 Months	2.50%	0.00%

Dealers redeem the reduced cost of plans 54138 and 4132 upfront from Service Finance and will not need to file a financing claim through LennoxPros.com

SELL BY: September 14, 2026 - December 4, 2026

INSTALL BY: December 11, 2026

SUBMIT CLAIMS BY: January 10, 2027

Disclaimers: Offer available between September 14, 2026 and December 4, 2026. Requires purchase of qualifying Lennox® system. All applications for promotional financing are subject to credit review and approval. Minimum loan amount ranges from \$500- \$3,000 based on financing offer. Not all applicants will qualify. If approved, qualified buyers will receive 0% interest for 60 months ("Promotion Period"), with equal monthly payments of the financed principal amount. No penalty for prepayment at any time. If the amount financed is not paid in full prior to the expiration of the Promotion Period, or if a scheduled monthly payment is 31 days or more past due during the Promotion Period, the promotional terms are void and the Promotion Period will end. On the first calendar date following the end of the Promotion Period, the remaining unpaid portion of the amount financed will accrue interest at an Annual Percentage Rate ("APR"), which is the yearly rate of interest that is owed on the amount financed. Applicant's APR will vary from 2.99% to 25%, based on applicant's state, total financed amount, term length, and credit profile. Following the end of the Promotion Period, applicant must make equal monthly payments of remaining unpaid financed principal amount and accrued interest for a period of 36 to 60 months. Advertised rates and terms are subject to change without notice. Complete terms and conditions and Truth in Lending disclosures will be set forth in the Retail Installment Contract which you should review carefully.

PROMOTION DATES

This promotional offer applies to:

- Qualifying product(s) purchased from a participating Lennox dealer between September 14, 2026 and December 4, 2026, and installed by December 11, 2026.
- Financing and rebate claims submitted by January 10, 2027.

DEALER ELIGIBILITY

To participate in this offer, dealers must have purchased a 2026 CAP Package. No portion of this promotional 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 or The Home Depot.
- This promotional offer cannot be combined with any other Lennox consumer promotion.

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. A maximum of 25 qualifying products may be claimed per individual family or household for the duration of the promotion.

ACCEPTABLE PRODUCT SUBSTITUTES

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

- SLP99VK substitute: SLP98V and SLP99V
- SL22KLV substitute: XP25 and SL25XPV
- SL25KCV substitute: XC25 and SL28XCV
- EL21KLV substitute: EL22XPV, XP21 and XP20
- EL22KCV substitute: EL23XCV, XC21 and XC20
- EL19KPV substitute: EL18XPV, XP16 and SL18XP1
- EL18KCV substitute: EL18XCV, XC16 and SL18XC1
- EL16KP1 substitute: EL16XP1 and EL17XP1
- EL16KC1 substitute: EL17XC1
- EL15KC1 substitute: EL16XC1
- Lennox S40 Smart Thermostat substitute: Lennox Smart S30 Thermostat
- Lennox E40 Smart Thermostat substitute: Lennox Smart E30 Thermostat
- Lennox M40 Smart Thermostat substitute: Lennox Smart M30 Thermostat
- Lennox L40 Smart Thermostat substitute: CS7500
- CBK48MVT substitute: CBA38MV
- CBK47UHET substitute: CBA27UHE
- CBK45UHVT substitute: CBA25UHV
- SL297NVK substitute: SL297NV
- SL280VK substitute: SL280V
- SL280NVK substitute: SL280NV
- EL297EK substitute: EL297E and EL296E

ACCEPTABLE PRODUCT SUBSTITUTES (CONTINUED)

- EL297VK substitute: EL297V and EL296V
- EL280EK substitute: EL280E
- ML296VK substitute: ML297VK
- Mini Spit Outdoor substitute: MLA, MLB, MPB, MPC
- Mini Split Indoor substitute: MMA, MWM, MCF, M22, M33, MMD, MFMA

SYSTEM ELIGIBILITY REQUIREMENTS

- All Lennox system rebates require a qualifying indoor unit, outdoor unit and a qualifying thermostat.
- Exception: System add-ons are eligible for rebate when purchased with a packaged unit.
- System add-on options: Lennox S40 Smart Thermostat, Lennox E40 Smart Thermostat, Lennox M40 Smart Thermostat, Lennox L40 Smart Thermostat, PureAir™ S, PureAir™, Lennox Smart Air Quality Monitor, Lennox Smart Zoning System, HRV, ERV and MERV 16 Filters.
- System add-on options do not qualify for an individual rebate and cannot be combined with individual unit offers.
- Qualifying thermostats: Lennox S40 Smart Thermostat, Lennox E40 Smart Thermostat, Lennox M40 Smart Thermostat, Lennox L40 Smart Thermostat, Honeywell Programmable, Braeburn Programmable, and Ecobee.
- Third-party thermostats must be purchased through Lennox.
- Serial numbers are required for Lennox thermostat claim entry.

LENNOX PREPAID MASTERCARD®

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 Prepaid Mastercard (choice of physical or virtual 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 Prepaid Mastercard processing after claim has been properly submitted, processed, and marked as paid.
- See card FAQs for more details.

FINANCING OFFERS & 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.
 - › Service Finance Plans 541243, 3025, 4096 and 3060: Maximum reimbursement is \$1,400 per system comprised of two DLSC or Elite units (Buy-Deeper Plans are not eligible as substitute options for countered plans)
 - › Service Finance Plans 1018, 4126 and 2012: Maximum reimbursement \$1,000 per system comprised of DLSC, Elite, or qualifying Merit units
 - › Maximum of two (2) claims per Service Finance credit decision/homeowner invoice (Buy-Deeper Plans are not eligible as substitute options for countered plans)
- Financing can only combine with select rebates.
- For Service Finance Plans 54138 (11.95% APR for 120 months) and 4132 (9.99 APR for 120 months), the dealer will be funded 100% of the loan from the lender. No claim entry through the redemption site is required.

SELL BY: September 14, 2026 - December 4, 2026

INSTALL BY: December 11, 2026

SUBMIT CLAIMS BY: January 10, 2027

Disclaimer: Lennox reserves the right to cancel or change this promotional offer at any time. 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 applicable laws, rules, and regulations in connection with dealer's participation. Use your card anywhere Mastercard is accepted. This card is issued by The Bancorp Bank, N.A., pursuant to license by Mastercard International. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated. The Bancorp Bank, N.A.; Member FDIC. This is not a gift card. This card is issued for loyalty, award or promotional purposes. Please note that prepaid cards are subject to expiration, so pay close attention to the expiration date of the Card.

CLAIM SUBMISSION

- For the Rebate Combined with Financing offer, **BOTH** rebate AND financing claims must be submitted **TOGETHER** for Service Finance Plans 541243, 3025, 4096, 3060, 1018, 4126 and 2012.
- For the Rebate Combined with Financing offer, Dealers are responsible for claim entry.
- 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.
- 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.

REBATE CLAIMS

- Dealers enter rebate claims online via LennoxPros.com
 - Top Tools > Sales Tools > Consumer Promotions > Check Claim Status/ Enter Dealer Claims
- Homeowners **ONLY** enter rebate claims online at lennoxconsumerrebates.com.

FINANCING CLAIMS

- Dealers must enter financing claims online via LennoxPros.com
 - Top Tools > Sales Tools > Consumer Promotions > Check Claim Status/ Enter Dealer Claims
- Financing offers are available exclusively through Service Finance Company (SFC) and only when financing Lennox products. CAP Dealers eligible for the Lennox 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 18, 2026.
- Maximum of two (2) systems per Service Finance credit decision / homeowner invoice.
- Please allow two to three weeks for credit to appear on the dealer's account after claim approval.

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 Service Finance credit decision.

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.
- As of March 24, 2025, two new fields are required on rebate claims in order for the homeowner to activate their rebate card:
 - The Homeowner's phone number
 - The Homeowner's email address (Please refer to the Lennox Consumer Rebate FAQs - Dealer Version for the exception process if a homeowner email address cannot be obtained)
- 3-5 business days after a rebate claim is approved and marked as "Paid," the homeowner will receive an email from notification@my-lennoxawardcard.com and be presented with the choice of a physical or virtual card. The homeowner **MUST** make a selection within 90 days or they will NOT receive the rebate payment.
- After the homeowner makes their card selection, they will be asked to confirm their personal information (including mailing address) and will need to accept the card's terms and conditions. Once they have made their card choice, they will receive a separate confirmation email.
 - If they select a virtual card, the homeowner will have immediate access to the card and will have the ability to add their prepaid card directly to an e-wallet app (Apple, Google and Samsung Pay).
 - If they select a physical card, it will be mailed to the address provided by the homeowner. The homeowner will receive a separate confirmation email when the card is mailed. Please allow 2-4 weeks for the card to arrive.
- If a homeowner does not receive the initial email or does not receive their card, please call 1.800.941.1379 or email ContactUs@MyLennoxSPIF.com.
- If there is an error with the claim and additional information is required, Lennox Promotions will send an email:
 - For rebates: To both the claim entrant's email and the email entered into the "homeowner email" upon claim entry.
 - For financing: To the financing claim entrant's email.

CLAIM STATUS

Dealers can view claim status on LennoxPROs.com at Top Tools > Sales Tools > Consumer Promotions > Check Claim Status.

CLAIM EXCEPTIONS

- Claims submitted more than 30 days after the claim submission deadline will be at the Dealer's expense.
- Adjustments to rebate amounts or financing reimbursements will be considered up to 30 days after the claim submission deadline. Adjustments requested more than 30 days after the claim submission deadline will be at the Dealer's expense.
- Claims that are on-hold for 60 days after the claim submission deadline will be denied. Any exceptions to denied claims will be at the Dealer's expense.

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How will I receive my card?

3-5 business days after your rebate claim is approved and paid, you will receive an email from notification@my-lennoxawardcard.com and be given the choice of receiving a physical card or a virtual card. After you make your card selection, you will be asked to confirm your personal information (including mailing address) and to accept the card's terms and conditions.

When will I receive my card?

If you select a virtual card, you will have immediate access to your card and will have the ability to add your prepaid card directly to an e-wallet app (Apple, Google and Samsung Pay).

If you select a physical card, the card will be mailed to the address you provided. You will receive a separate email confirmation when your card is mailed. Please allow 2-4 weeks for the card to arrive.

What happens if I do not make a card selection?

If you do not make a selection within 90 days of receiving the initial email, you will not receive the rebate payment.

What happens if I do not receive an email or my card?

If you do not receive the initial email or your card, you can either call claim support at 1.800.941.1379 or email them at ContactUs@MyLennoxSPIF.com.

At what type of merchants can I use my card?

You may use your Lennox Prepaid Mastercard at any physical merchant locations, online, and over the phone. 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 card anywhere Mastercard is accepted.

Do the funds on my card expire?

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

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

Report a compromised card by calling cardholder services at 1.888.243.3034. 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 Prepaid Mastercard. Not all merchants accept split transactions.

Can I get cash from an ATM or bank?

You cannot use your card at an ATM or bank to receive cash.



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

Your card balance may be checked for free by logging on to my-lennoxawardcard.com or by calling 1.888.243.3034.

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.

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 1.888.243.3034. 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:

Lennox Program Headquarters
7000 Vista Drive
West Des Moines, IA 50266

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 at my-lennoxawardcard.com. This website is also listed on the back of the card.