

# Consumer Rebates

The Consumer Rebates Program is designed to improve product mix and increase sales volume. It is comprised of three components:

1. Limited-time homeowner rebates
2. Bonus consumer rebate categories
3. Personal use rebates for contractor and distributor personnel

**All of these are 100% funded by the factory.**

## New this year!

As part of the Bonus Consumer Rebates, contractors can provide year-long, higher-value rebates to homeowners that serve our communities\*. Homeowners in the following categories can take advantage of year-long increased rebates on qualifying products:

- Military and veteran personnel
- First responders
- Educators
- Nurses
- Homeowners residing in communities affected by emergencies or natural disasters

*\*For a full list of eligibility, see the Bonus Consumer Rebates section below.*

**Eligible Levels:** Liberties<sup>^</sup>, Liberties Plus, and Certified Comfort Expert

*<sup>^</sup>Liberties-level contractors are eligible for the year-long personal use rebates but are not eligible to offer homeowner rebates and bonus consumer rebates.*

## Qualifying Products and Rebate Schedule

Base rebate column reflects the base homeowner rebate. Bonus rebate column reflects the total rebate value for bonus consumer categories comprised of military and veteran personnel, first responders, educators, nurses, and homeowner residing in communities affected by natural disasters.

| Air Conditioner and Heat Pumps |           |            |              |             |                        |
|--------------------------------|-----------|------------|--------------|-------------|------------------------|
| Type                           | Models    | Type       | Models       | Base Rebate | Bonus Consumer Rebate* |
| 21 SEER                        | YXV / YZV | 19 SEER2   | YXV / YZV    | \$325       | \$390                  |
| 19 SEER                        | YXT / YZT | 18 SEER2   | YXT / YZT    | \$300       | \$360                  |
| 17 SEER                        | YFK / YCG | 16 SEER2   | HMCG2 / HMH7 | \$275       | \$330                  |
| 16 SEER                        | YHM / YHG | 15.2 SEER2 | YC2F / YH2F  | \$250       | \$300                  |

| Furnaces                          |   |             |                        |
|-----------------------------------|---|-------------|------------------------|
| Type                              | Models  | Base Rebate | Bonus Consumer Rebate* |
| Premium                           | YPLC / YP9C   | \$175       | \$210                  |
| Enhanced                          | TM8Y / TM9Y / TM8V / TM9V   | \$150       | \$180                  |
| Air Handlers                      |   |             |                        |
| Type                              | Models  | Base Rebate | Bonus Consumer Rebate* |
| All                               | AVC / AVV / MVC / AE / ME / JHET / JMET / JHVV / JHVT / JMTV / JHVV   | \$75        | \$90                   |
| Packaged Units                    |   |             |                        |
| Type                              | Models  | Base Rebate | Bonus Consumer Rebate* |
| Premium                           | PCG6 / PCE6 / PHE6 / PHG6   | \$150       | \$180                  |
| Ductless Mini-splits and Mini-VRF |   |             |                        |
| Type                              | Models  | Base Rebate | Bonus Consumer Rebate* |
| Premium                           | DHS / DHX / DHZ / DHW / RAS-SH / RAC-SH / RAS-PH / RAC-PH   | \$60        | \$72                   |
| Standard                          | DHP / DHR / DHM / RAS-EH / RAC-EH / RAM-S / RAS-EH / RAS-SH / RAI-SH / RAF-SH / RAD-SH / RAS-1.0-4.0 / RPK / RCIM / RCI / RPIL / RPIM / RPK | \$50        | \$60                   |
| Mini-VRF                          | HVAHP   | \$60        | \$72                   |

Note: All rebates depicted above are in United States Dollars (USD).

\*The Bonus Consumer Rebate column reflects the total rebate that an eligible individual in the bonus consumer rebate category can receive.

Homeowners will be unable to file claims for this program for installation dates that do not fall within selected months. Months that have passed cannot be selected or cancelled, and installations for those months will not be eligible for payout.

### Bonus Consumer Rebates

1. Participating homeowners with bonus rebate eligibility will be required to provide proof of evidence when filing a claim. See the section titled *How to File a Consumer Rebates Claim* below for more details.
2. Eligible first responders include law enforcement officers, paramedics, EMTs, and firefighters  
Eligible educators include K-12 teachers, daycare/early learning educators, post-secondary educators, and school staff.  
Nurses are eligible if they are occupied as any of the following: Certified Nursing Assistant (CNA), Certified Registered Nurse Anesthetist (CRNA), Licensed Practical Nurse (LPN), Licensed Vocational Nurse (LVN), Nurse Practitioner (NP), Practical Nurse, Professional Nurse, Public Health Nurse, Registered Nurse, Registered Professional Nurse, Vocational Nurse, Certified Nurse Aide, Clinical Nurse, Nurse Aide, Nursing Assistant, School Nurse, Home Health Nurse, Clinical Nurse Specialist, Travel Nurse, Respiratory Therapist.

## Personal Use Rebates

1. Available year-round from January 1<sup>st</sup>, 2023 to December 31<sup>st</sup>, 2023 with enrollment in a Liberties, Liberties Plus, or Certified Comfort Expert level of partnership.

## **How to File a Consumer Rebates Claim**

1. A participating and eligible contractor installs equipment represented on the rebate schedule.
2. Within 60 calendar days from installation, the end user must complete the “Consumer Rebates” incentive form on [www.ductedsystemsincincentives.com](http://www.ductedsystemsincincentives.com), selecting the end-user category that is applicable to them, following the prompts to complete, and providing the following information:
  - a. Personal information  
*Note: Rebate claims are automatically submitted for standard warranty registration. Ensure the homeowner’s name listed on the claim is the legal name associated with the ownership of the home.*
  - b. Product information including serial number and installation date  
*Note: An individual may claim up to 10 serial numbers within a program year*
  - c. Sale price
  - d. Authorized installation contractor  
*Note: Contractors not eligible for the program will not appear on the claim form*
  - e. A copy of the invoice
3. Additional evidence will be required of the following bonus consumer categories and personal use rebate users:
  - a. Military and veterans: evidence of current military or veteran status
  - b. First responders: evidence of current employment (e.g. employer ID)
  - c. Educators: evidence of current employment (e.g. employer ID)
  - d. Nurses: evidence of current employment
  - e. Emergency and disaster relief: news article or FEMA emergency status release providing evidence of disastrous impact
  - f. HVAC contractors: proof of current year enrollment in Marketing Dashboard
  - g. Distributor and Channel Partners: evidence of employment with affiliated distributor
4. Once complete, the end-user submits for review and confirmation. Claims are processed within five business days.
5. Consumers will receive status updates as the claim goes through the process and may look up the status on [www.ductedsystemsincincentives.com](http://www.ductedsystemsincincentives.com).
6. Claims are paid exclusively to the consumers via check within 45 days of approval.

## **Program Terms and Conditions**

### Contractor Eligibility

- All participating contractors must be actively enrolled in the Consumer Rebates program as a Liberties Plus or Certified Comfort Expert contractor in the Marketing Dashboard at time of installation to be able to offer Homeowner Rebates.
- Year-long Personal Use Rebates are available for the following Contractor Success Program levels: Certified Comfort Expert, Liberties Plus, Liberties.

### Eligible Equipment

- This program is exclusively offered on residential equipment. See table above for eligible products.
- Manufactured housing, new construction, parts, and multi-family installations do not qualify for promotional programs.
- Three-phase equipment is excluded from this promotion.
- Promotional offers will not be extended for products not in stock.

### Rebate Payouts

- Incentives are paid in US dollars (USD).
- Checks are issued exclusively to eligible homeowners that purchased the product from an eligible participating contractor. Claims will not be paid directly to contractor or distributor companies.

### Other Terms and Conditions

- Once a claim is approved and paid, the serial number will be invalid for additional rebates.
- Claim submissions will automatically register the serial number to the homeowner for the standard warranty within 30 days of the claim submission.
- All program participation is subject to review and audit by the Sales and Marketing Programs department. Any program participation determined to be non-compliant will be denied.
- Non-compliance with any program rule may result in the distributor and/or contractor being ineligible to participate in the program.

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