

COMMERCIAL TRAINING TOOLBOX TIPS

The Equipment is Suspected to be Defective. What to do?

Applies to new deliveries and any equipment still within its warranty period.

If you feel that you have received Lennox Commercial equipment that is defective, contact the Lennox Commercial Technical Support team for assistance and guidance BEFORE beginning any work to repair the equipment. Lennox Commercial is not responsible for the cost to repair or replace any equipment until the allowance is authorized.



DO NOT BEGIN WORK

Advise Lennox before beginning any work or incurring other charges that will be submitted for reimbursement. Additionally, please communicate any changes to the scope of work in advance for approval.

1. Call for Technical Support

- a. Commercial Customers: 800-4LENNOX (800-453-6669)**
Select option 2 for Technical Support, then option 2 for Commercial Equipment, and finally option 2 for Commercial HVAC Technical Support.
- b. National Account Specific Jobs: 800-367-6285**
Select option 2 for Technical Support.

2. Information Needed for the Call

- a. Equipment model number _____
- b. Equipment serial number _____
- c. Site Location Address _____

- d. Contact Name and Number _____

We continually strive to improve the customer experience, and we stand behind our quality for both our customers and end users.

MORE Training Toolbox Tips Available!
Click [here](#) to download them all.

Self-Service Technical Support with No Wait Times! Click the black logos to download these apps.



Click [here](#) to register for any of the Lennox Commercial Product Technical Training Webinars.