



DELIVERING INTEGRATED SOLUTIONS
FOR THE LIFE OF YOUR HVAC EQUIPMENT.





Dear National Account Customer:

There are other companies out there that promise high-efficiency HVAC equipment and quick installation. But at Lennox, we know planning and purchasing is just the beginning of your HVAC investment.

That's why we designed our national accounts program to offer exceptional support over the entire life of your equipment. By incorporating both sales and service, Lennox National Accounts integrated solutions are uniquely structured to provide long-term HVAC solutions that guarantee the lowest total cost of ownership and consistent, reliable performance.

From restaurants to retail to hotels—and nearly every industry in between—we're here to help top-performing businesses like yours meet comfort and regulatory goals with our innovative products and incomparable services.

With business-friendly services ranging from our full-protection service offering, preventive maintenance and planned replacement installation to commissioning and equipment recycling, you'll see that Lennox is committed to delivering a world-class experience for our national account customers. In fact, nearly 85% of the more than 350 national account customers in our program, contract exclusively with us.

We'd love to add your business to that group in 2016. So please, don't hesitate to let us know how we can serve you better. We look forward to being an integral part of your business success story.

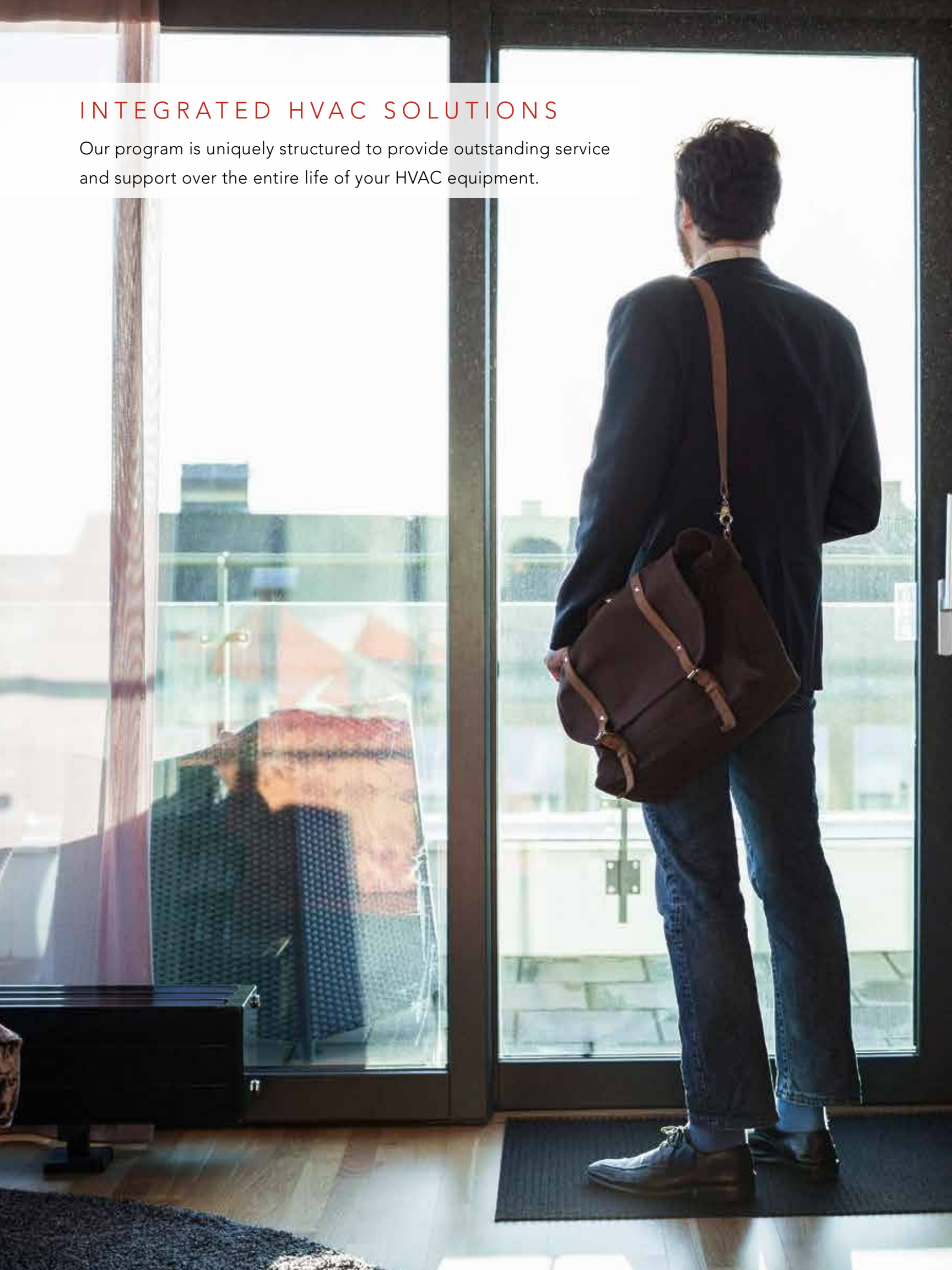
Sincerely,

A handwritten signature in black ink that reads "Terry Johnston". The signature is written in a cursive, flowing style with a large initial "T" and "J".

Terry Johnston
EVP, President and COO
North America Commercial HVAC

INTEGRATED HVAC SOLUTIONS

Our program is uniquely structured to provide outstanding service and support over the entire life of your HVAC equipment.





Direct-to-customer distribution

We ship products directly from our facilities to the jobsite, which eliminates construction delays while maintaining consistent nationwide pricing.

Accurate, reliable setup and commissioning

Our carefully designed equipment operation check (EOC), guided setup and commissioning ensure your system is running efficiently and reliably from the start.

Cost-effective maintenance

Nationwide self-performing preventive maintenance services enable you to control maintenance costs and make repairs before major expenses occur.

Comprehensive surveys

National account service and support team offers comprehensive asset evaluations.

Turnkey planned replacement

Our program can help you proactively replace old and ageing equipment on your terms and budget rather than waiting for an expensive emergency situation.

Sustainable equipment recycling

After installing your new unit, we'll remove your old equipment safely and securely and recycle, reclaim or dispose of the components according to EPA guidelines. We will also provide the landfill avoidance report to meet your sustainability goals.

Dedicated national account team

Our team of experienced sales and service professionals works exclusively with our national account customers, ensuring priority attention and rapid support.

PRODUCT INNOVATIONS

National account customers enjoy first access to new Lennox® products designed with smart features, innovative technologies and industry-leading efficiencies.



Lennox is a leading provider of smart solutions for nearly all types of applications. Our innovative HVAC technologies and products can reduce energy costs and improve your bottom line.



Energence® Ultra-High-Efficiency Rooftop Units – Now Available in 3-20 tons

The most recent addition to the Energence® Ultra-High-Efficiency lineup featuring units for 3- to 20-ton applications.

The Most Efficient Rooftop Units in Their Class

- Up to 23.5 SEER, 15 EER and 22 IEER—the highest on the market today¹
- Exceed ASHRAE 90.1 2010 by up to 96%
- Exceed ASHRAE 90.1 2013 by up to 73%
- Variable-speed compressor, blower and outdoor fan

The Quietest Units in Their Class

- Sound levels as low as 73 dBA² for exceptionally quiet performance

The Lightest-Weight Units in Their Class

- Up to 47% lighter than competition³

Comfort and Humidity Control

- Four stages of heat and modulating variable-speed technology for enhanced comfort and dehumidification



Prodigy® Control System

The Prodigy® Control System intelligently operates the Energence rooftop unit to ensure maximum reliability, efficiency and comfort. The new Prodigy 2.0 unit controller features a user-friendly interface and simplified navigation to make HVAC setup, troubleshooting and servicing easier than ever before. The Prodigy Control System is standard on all Energence rooftop units. Available as a free download for most smartphones, the Lennox Prodigy® App speeds up service by offering on-the-spot access to helpful resources.



Lennox® VRF (Variable Refrigerant Flow)

Lennox® VRF is the only heating and cooling solution to combine the zoning and energy advantages of variable refrigerant flow with the unparalleled knowledge and expertise of Lennox. Multiple configurations and support resources are available:

- Flexible installation in most buildings, regardless of structure's age
- Dedicated team of Lennox VRF experts who make your project their priority
- Customizable VRF installation and maintenance training
- VRF App for on-the-go convenience: calculate additional refrigerant charge, look up error codes, reference how-to videos and more



MSAV® (Multi-Stage Air Volume) Supply Fan Option

Available for the full line of Lennox rooftop units, our revolutionary MSAV® supply fan technology provides significant year-round savings without compromising on comfort:

- Improved part-load efficiency:
Up to 27% IEER improvement*
- Reduced energy consumption:
Up to 75% supply fan power savings†
- Improved indoor comfort:
Up to 29% better moisture removal**†

MSAV Retrofit

Available for Lennox Energence, L Series® rooftop units and all competing brands, MSAV retrofits allow units with fixed-speed blowers to be converted to multi-stage air volume units. Retrofitting provides you with all the benefits listed above, plus quality support you can rely on:

- Installed by Lennox trained technicians
- Backed by Lennox factory warranty

Lennox currently supplies HVAC equipment and services for 10 of the top 20 casual dining chains in the U.S.

SOURCE:
Nation's Restaurant News

¹ Efficiency based on AHRI directory, January 12, 2016

² Ultra-high-efficiency commercial packaged units, 3-phase, 17 SEER or IEER and above

³ Compared to commercial variable-speed models

* Depending on model

** At 67% airflow when compared to full load

† At 55% airflow when compared to full load

LENNOX® COMMERCIAL PRODUCT LINE

Our comprehensive portfolio of heating and cooling solutions provides industry-leading efficiencies to help reduce energy costs without sacrificing comfort.



Packaged Rooftop Units

Lennox® rooftop units are easy to install, simple to maintain and unmatched for efficiency, reliability and comfort.

	Energence® Rooftop Units	Strategos® Rooftop Units	Landmark® Rooftop Units	Raider® Rooftop Units
Tonnages	3–50 tons	3–24 tons	2–25 tons	3–12.5 tons
SEER	Up to 23.5	Up to 16.1	Up to 14.0	Up to 14.0
EER	Up to 15.0	Up to 14.3	Up to 12.7	Up to 11.7
IEER	Up to 22.0	Up to 16.8	Up to 16.0	Up to 15.0
Configurations	G/E, E/E	G/E, E/E	G/E, E/E, H/P	G/E, E/E, H/P
Controls	Prodigy 2.0 unit controller	Prodigy	Electromechanical	Electromechanical



Energence® Ultra-High-Efficiency rooftop units achieve up to 23.5 SEER, 15 EER and up to 22 IEER—the highest efficiencies on the market.



Available in 3- to 12.5-ton gas/electric, electric/electric and heat pump models, the Raider® rooftop unit line is designed to be compatible with many replacement installations and to fit with one of the most popular curb sizes currently in use. And best of all, it's available when you need it.

- Same-day delivery for most customers in North America, with units stocked at all Lennox commercial distribution facilities
- Compatible with one of the most popular curb sizes, eliminating the need for an adaptor curb for many replacement jobs
- Commercial Quick Quote app available for convenient ordering
 - Allows fast identification of ready-to-ship replacement models with accessory options
 - Offers ability to create and email quotes

Split Systems

With some of the highest efficiencies on the market, Lennox split systems can help reduce energy bills while maximizing comfort.



	S-Class® Split Systems	T-Class™ Split Systems	
Tonnages	3–5	3–5	6–20
Efficiency	High	High & Standard	Standard
SEER/IEER	Up to 16.5	Up to 16.0	Up to 13.3
EER	Up to 13.5	Up to 13.5	Up to 11.7
HSPF/COP	Up to 9.5	Up to 9.7	Up to 3.3

Lennox’ line of air handlers and indoor coils is designed to match seamlessly with our split systems.

Mini-Split Systems (New)

Some areas may be difficult to heat and cool, or impossible to reach with the ductwork of a traditional system. Some areas aren’t designed to accommodate large heating and cooling equipment. For these situations, Lennox offers a brilliant, innovative solution: Mini-Split Systems.



Indoor Units	Wall-Mounted Non-Ducted	Ceiling Cassette Non-Ducted	Medium Static Ducted	Ceiling/Floor Non-Ducted
Tonnages	0.75 - 2.5	0.75 - 4	0.75 - 4	2 - 4
SEER	Up to 23.5	Up to 20.5	Up to 19	Up to 18.5
HSPF	Up to 10	Up to 10.5	Up to 10.5	Up to 10.5

Outdoor Units	Single-Zone Heat Pump Units	Multi-Zone Heat Pump Units
Tonnages	0.75 - 4	1.5 - 4
SEER	Up to 23.5	Up to 22
Zones	1	Up to 5

Commercial Heating

Lennox furnaces and heaters offer easy, flexible installation and customizable configurations to meet almost any application need.



	T-Class Separated Combustion Unit Heater	LF24 Unit Heater	LD4 Duct Furnace
Heating Capacity (Btuh)	45,000 – 300,000	30,000 – 400,000	75,000 – 300,000
Thermal Efficiency	Up to 82%	Up to 81%	Up to 80%

Lennox furnaces are an effective, reliable heating option, with efficiencies up to 98.7 AFUE and capacities from 30,000–132,000 Btuh.

LENNOX® COMMERCIAL PRODUCT LINE

A full suite of products—including outstanding indoor air quality options, distinct ventilation systems and innovative controls—means heating and cooling professionals can turn to Lennox for almost any HVAC need.





Humiditrol®
dehumidification
system

Indoor Air Quality

From top-rated filtration to humidity control, Lennox offers a variety of innovative options for improving indoor air quality and productivity.

- Humidity control without overcooling the space
- Demand control ventilation for CO₂ control
- Germicidal lights to help control irritants
- High-efficiency MERV filtration

The Humiditrol® dehumidification system features a patented design that independently controls both humidity and room temperature.

- Available on rooftop units and small split systems
- Reduces spread of allergens such as mold, mildew and dust mites
- Advanced system is available for 3- to 25-ton Energence® rooftop units



Dedicated Outdoor Air Systems

Ventilation requirements have become more stringent over the last few years. This has led to a rise in the demand for dedicated outside air systems. Dedicated outside air system uses a separate unit to condition up to 100% of the entire outdoor air ventilation requirement for a particular application.

- Makes it easier to verify sufficient ventilation for the application
- Helps maintain comfortable space conditions

Controls

Lennox® commercial controls provide you with the optimum flexibility to build the best system to meet your needs. Designed to take HVAC management to a higher level, Lennox' complete line of innovative commercial controls helps provide ideal comfort and productivity while helping to reduce energy spending.



ComfortSense® CS7500 Commercial Thermostat

- Precise, sophisticated control with settings designed for light commercial buildings
- Multi-day programming options for holidays and special events to ensure optimal comfort and efficiency
- Touchscreen design and intuitive navigation for effortless setup and operation
- Remote sensor for greater precision and flexibility in temperature control
- Service and filter reminders when maintenance is required



ComfortSense® 3000 Non-Programmable Thermostat

- Simple up and down arrows for intuitive temperature adjustment
- Equipment protection timers and filter/service reminders to help maintain smooth system operation
- Easy-to-read digital interface that displays operational status
- Stylish design to complement any interior setting

OUTSTANDING PRODUCT SUPPORT

Our nationwide team of factory-trained, NATE®-certified technicians is dedicated exclusively to our national account customers, so you're assured of comprehensive HVAC service for all your U.S. business locations.



Plus, Lennox guarantees nationwide pricing on the majority of rooftop unit repairs, making it easy for you to focus on your bottom line.

Intuitive, user-friendly website

This easy-to-use site offers 24/7 access to your HVAC asset inventory along with other great features:

- Real-time data access
- Unit site and location history
- Service call status updates
- Customized, automated reports
- Maintenance quote review
- HVAC asset list by location

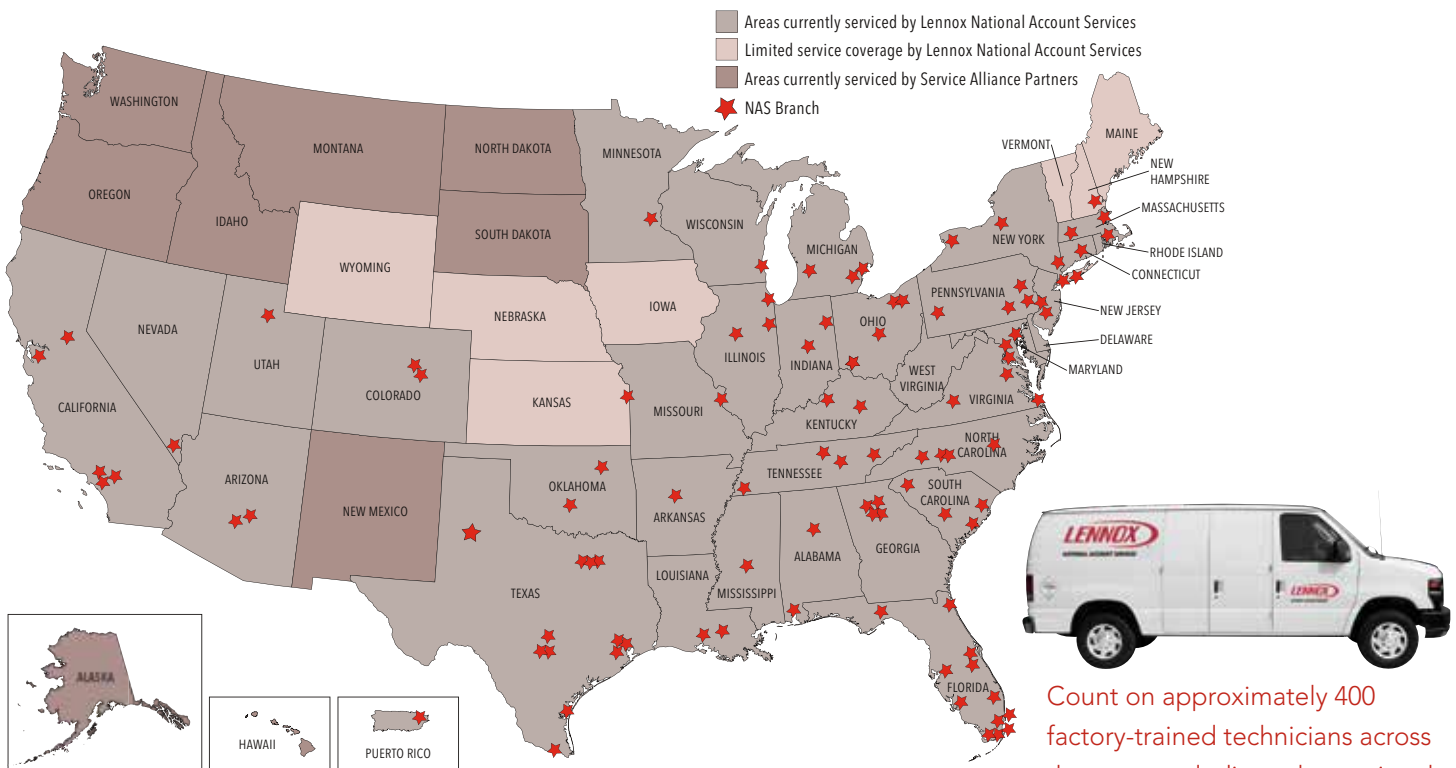
Visit LennoxNationalAccounts.com for comprehensive support to optimize your HVAC investment.



NATIONWIDE SELF-PERFORMING SERVICE TEAM

Across the country, top retailers and restaurants trust the experience and expertise of Lennox service teams:

- Factory-trained, self-performing technicians
- Dedicated exclusively to national account customers
- Nationwide geographic coverage
- Fast, reliable HVAC service



Count on approximately 400 factory-trained technicians across the country dedicated to national account customers.

Service history database

We keep a detailed database of equipment service history, so you'll have the information you need to make informed decisions about service, preventive maintenance and replacement.

NATE®-certified technicians

Many Lennox technicians have earned the prestigious NATE (North American Technical Excellence) certification, demonstrating the most rigorous product knowledge and HVAC systems training.

Service coverage map is a representation only. Actual service areas and locations may change. Please contact a Lennox representative for the most up-to-date coverage information.

COMPREHENSIVE SERVICES

From initial planning and purchasing to removing and recycling old equipment, Lennox offers an array of services to help you optimize your HVAC investment.



Full-protection service offering

This program locks in your HVAC service expenses at an agreed-upon rate, eliminating any potential cost escalations and substantially reducing paperwork. And since it covers repair and replacement of everything inside an HVAC unit, it also helps keep equipment performing optimally and lowers operational costs.

Preventive maintenance

Performed up to four times per year, our 22-point maintenance check covers all major system components and provides a comprehensive rating for your equipment. This allows you to make repairs before major expenses occur, extending the life of your equipment and helping control costs.

Equipment survey

We can provide a simple Asset Inventory, or a more detailed Asset Evaluation, to help our national account customers manage and evaluate their HVAC fleet.

Planned replacement program

At some point, it becomes more cost-effective to stop repairing older equipment and instead invest in new equipment that delivers higher efficiencies along with potential rebates and tax credits. Our team can help you proactively replace old and ageing equipment on your terms rather than waiting for an emergency situation.

Equipment operation check and guided setup

After each unit has been installed, we'll perform a comprehensive 64-point check to ensure it's working properly and take it through the basic and advanced guided setup processes. Any defective components will be repaired and a report for each unit will be provided to the installing contractor, general contractor and owner.

Commissioning

Lennox' carefully designed commissioning process helps ensure your system is running efficiently and reliably from the start. Our technicians will verify and document key functions, including:

- Correct equipment and options are installed and meet construction details
- Lennox start-up procedures are performed and sequences of operations are correct
- Devices, including remote sensors, are correctly calibrated
- System alarms are active, operation is correct and equipment safeties are functioning properly

Equipment recycling

After installing your new unit, we'll also haul away the old equipment safely and securely, decommission and recycle the used materials and provide the landfill avoidance reporting to meet your sustainability goals. Considering Lennox National Account customers replace, on average, 215 rooftop units per year, you could save up to 74.7 metric tons of CO₂ annually just by using our recycling program.

STATE-OF-THE-ART FACILITIES

From key locations across the U.S., Lennox provides equipment manufacturing and contracting services that together become your single-source integrated solutions provider.





Equipment Manufacturing in Stuttgart, Arkansas

- Provides a majority of commercial equipment production
- Computerized run test and comprehensive leak checks
- Routine customer surveys and product audits
- Certified ISO 9001 2008 registry since 1992 – Stuttgart manufacturing facility
- 29 consecutive audits (2 per year) without a non-conformance cited

Corporate Headquarters in Richardson, Texas

- Equipment call center and customer service group
- Technical support and applications

Research and Development in Carrollton, Texas

- Design engineering group uses state-of-the-art technology to create industry-leading products
- Test rooms assure product performance and reliability, from full units to individual controls and components

National Account Services in Ft. Lauderdale, Florida

- 24/7 National Account Services call center
- Extensive training facility for technicians

DEDICATED SALES AND SERVICE TEAMS

With Lennox, you'll benefit from sales and service teams dedicated exclusively to our national account customers. That means priority attention, quick answers and direct access to experienced professionals with industry-leading HVAC expertise.

National Account Advocates (NAAs)

Think of our National Account Advocates as an extension of your construction or facilities department.

Count on your NAA to provide:

- Review of all site-specific drawings for accuracy and compliance
- Resolution of any discrepancies with the mechanical engineer and construction or architectural project manager
- Preparation of quotes nationally, plus equipment and accessories ordering as per the national account specification
- Coordination of equipment delivery exactly when you need it on-site

Service Account Managers (SAMs)

When it comes to day-to-day customer support, Lennox Service Account Managers routinely go above and beyond for our national account customers. Whether it's scheduling, problem solving or approvals, these HVAC professionals are committed to delivering fast, reliable solutions and the very best Lennox experience possible.

INDUSTRY RECOGNITION

The ACHR News Dealer Design Award

- 2014 Bronze Winner: Smart Airflow®
- 2014 Bronze Winner: Energence® Ultra-High-Efficiency Unit
- 2013 Silver Winner: Raider® Rooftop Unit
- 2012 Silver Winner: Energence Rooftop Unit
- 2011 Gold Winner: SunSource® Commercial Energy System
- 2011 Silver Winner: Energence Rooftop Unit

Architectural Products Magazine

- 2011 Product Innovation Award: SunSource Commercial Energy System

AHR Expo Innovation Award

- 2014 Money-Saving Products Award: Landmark® Rooftop Unit

Buildings Magazine

- 2014 Money-Saving Products Award: Landmark Rooftop Unit
- 2012 Money-Saving Products Award: Energence Rooftop Unit
- 2011 Money-Saving Products Award: SunSource Commercial Energy System

Consulting-Specifying Engineer Award

- 2012 Product of the Year Award: SunSource Commercial Energy System
- 2015 Consulting-Specifying Engineer 2015 Product of the Year Finalist, HVAC category – Energence® Ultra-High-Efficiency Rooftop Units



CONTACT YOUR NATIONAL ACCOUNT MANAGER TO START LEVERAGING THE
BENEFITS OF LENNOX NATIONAL ACCOUNTS FOR YOUR BUSINESS TODAY!



Call 800-367-6285 or visit www.lennoxnationalaccounts.com

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