

# Consumer Rebates

Sales and Marketing Programs Operating Letter  
United States and Canada



Effective January 1, 2024 to December 31, 2024  
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[www.york.com/dealers](http://www.york.com/dealers)



# 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 Base Homeowner Rebates
2. Year-long Bonus Consumer Rebate Categories
3. Year-long Personal Use Rebates (*for contractor and distributor personnel*)

**All of these are 100% funded by the factory and no contractor or distributor contribution is required.**

**Eligible Levels:** Liberties, Liberties Enhanced, Liberties Plus, and Certified Comfort Expert

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

*Liberties Enhanced, Liberties Plus and CCEs are eligible for the personal use rebates, homeowner rebates, and bonus consumer rebates.*

## Qualifying Products and Rebate Schedule

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

Air Conditioner and Heat Pumps					
Type	Models	Type	Models	Limited-time 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			Limited-time Base Rebate	Bonus Consumer Rebate*
Premium	YPLC / YP9C / Y9VV^			\$175	\$210
Enhanced	TM8Y / TM9Y / TM8V / TM9V / Y82E / Y92E^ / Y82V^ / Y92V^			\$150	\$180
Air Handlers					
Type	Models			Limited-time Base Rebate	Bonus Consumer Rebate*
All	AVC / AVV / MVC / AE / ME / JHET / JMET / JHVV / JHVT / JMVT / JHVV			\$75	\$90
Packaged Units					
Type	Models			Limited-time Base Rebate	Bonus Consumer Rebate*
Premium	PCG6 / PCE6 / PHE6 / PHG6			\$150	\$180

Ductless Mini-splits and Mini-VRF			
Type	Models	Limited-time Base Rebate	Bonus Consumer Rebate*
Premium	DHS / DHX / DHZ / DHW / RAS-SH/ RAC-SH / RAS-PH / RAC-PH	\$60	\$75
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	\$75

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. Distributors and contractor partners are eligible for the bonus consumer rebate value through their Personal Use Rebates.

^Available throughout calendar year 2024.

## Eligible Promotional Period

### Homeowner Rebates

Eligible Levels: Liberties Enhance, Liberties Plus and Certified Comfort Expert

**Base Homeowner Rebates: (January - March & October - December)**

**Bonus Homeowner Rebates: (All Year for Qualifying Homeowners)**

**Personal Use Rebates: (All Year)**

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

Eligible Levels: Liberties Enhance, Liberties Plus and Certified Comfort Expert

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 consumer categories:
  - a. Military and veteran personnel
  - b. First responders: law enforcement officers, paramedics, EMTs, and firefighters
  - c. Educators: K-12 teachers, daycare/early learning educators, post-secondary educators, and school staff
  - d. Nurses: 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.
  - e. Homeowners residing in communities affected by natural disasters

## Personal Use Rebates

Eligible Levels: Liberties, Liberties Enhanced, Liberties Plus, and Certified Comfort Expert

1. Available year-round from January 1<sup>st</sup>, 2024 to December 31<sup>st</sup>, 2024 with enrollment in a Liberties, Liberties Plus, or Certified Comfort Expert level of partnership.
2. Personal Use Rebates have the same rebate amount as the Bonus Consumer Rebate in the Qualifying Products and Rebate Schedule above.

## **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 Enhanced, 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 Enhanced, 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).
- Rebates are issued exclusively to eligible homeowners who 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.

## Revision History

Version No.	Release Date	Revision Description

Contact us at **833-242-7869** or **[bts-ds-marketing@jci.com](mailto:bts-ds-marketing@jci.com)** for questions, feedback, or other support

