



Bryant® Dealer & Distributor Handbook

Bryant Select Program

Sales Period: August 1, 2016 – December 1, 2017

Installations: August 1, 2016 – December 1, 2017

Claiming: August 1, 2016 – December 31, 2017 (within 30 days of the sale date)

*Promotion terms subject to (1) product availability and (2) change or cancellation without prior notice.
Contact your distributor or program admin if you need clarification on which region you fall into.*

Table of Contents

ARTICLE I. IMPORTANT INFORMATION.....	2
ARTICLE II. PROGRAM RULES	2
SECTION 2.01 PROGRAM OVERVIEW	2
SECTION 2.02 TERMS AND DEFINITIONS	2
SECTION 2.03 KEY DATES.....	3
SECTION 2.04 CONTACTS FOR PROMOTIONAL SUPPORT.....	4
SECTION 2.05 HOMEOWNER ELIGIBILITY	4
SECTION 2.06 QUALIFYING PRODUCTS.....	6
SECTION 2.07 REBATE AMOUNTS	6
SECTION 2.08 REBATE CLAIM OVERVIEW	6
SECTION 2.09 SUBMITTING A REBATE CLAIM	6
SECTION 2.10 PROMOTION DEADLINES	7
SECTION 2.11 REBATE ACTIVITY REPORT	7
SECTION 2.12 PROGRAM MATERIALS	7
SECTION 2.13 DEALER PROGRAM ENROLLMENT	8

Article I. IMPORTANT INFORMATION

1. **IMPORTANT:** Eligibility for the Bryant® Select Program is dependent upon compliance with the following requirements:
 - a. Failure of a major component has occurred (compressor, inverter, evaporator coil, condenser coil, primary heat exchanger or secondary heat exchanger).
 - b. The equipment which experienced the failure is covered under an enhanced warranty. This can be validated through Service Bench.
 - c. The failure occurred in years 6-10 of the enhanced warranty period.
2. It is the responsibility of the dealer to validate the eligibility of the homeowner's equipment under the enhanced warranty policy prior to offering the program to the homeowner. Claims submitted that do not meet the requirements of the program are the responsibility of the dealer.
 - a. Primary Heat Exchangers may have a longer standard warranty period depending upon manufacturing year. If the product is registered and service bench indicates that the part is covered by the standard warranty after year 10, this units would qualify for the rebate.
3. Units that are replaced in the field under this program will be decommissioned from Service Bench following approval of the claim. These units will not be eligible for further warranty claims. The dealer **MUST** scrap these units and the components contained within the units in the field at the time of replacement and will be required to certify as such. NOTE: This program prohibits the resale or reuse of any units or components thereof and in some instances the resale or reuse could be illegal.
4. SMBs will override the ability to participate in this program.
5. Both Factory Authorized Dealers (FAD) and Non-FADs can offer this program in conjunction with Bryant Bonus as well as their respective financing promotions.
6. This program cannot be offered in conjunction with the High-Efficiency Gas Furnace Trade-In Allowance program. Secondary heat exchanger failures that result in the purchase of the following models cannot be claimed against this program while the High-Efficiency Gas Furnace Trade-In Allowance program is active: 925T, 926T, 986T, 987M.
7. Dealers file claims on-behalf of homeowners at www.BryantPromotions.com and must be submitted within **30 days** of the sale. Training materials for how to file claims and the use of other features of the website such as downloading reports are available on www.HVACpartners.com.

Article II. PROGRAM RULES

Section 2.01 Program Overview

The Bryant Select program will provide dealers with the opportunity to offer homeowners an alternative to replacing a major component under the terms of their enhanced warranty. Under this program, homeowners who experience a failure of a compressor, inverter, evaporator coil, condenser coil, primary heat exchanger or secondary heat exchanger in years 6-10 are eligible for a rebate if they decide to replace their existing equipment versus repairing it.

Rebates are subject to requirements of the claim approval process and the rebate amounts available through the program vary by Product Type and by Product Tier (Evolution® Series, Preferred™ Series or Legacy™ Line). Dealers must apply online for the rebate on behalf of the homeowner. In order to complete the rebate, dealers will need to provide valid contact information for the homeowner including a mailing address. Valid model and serial numbers for the both the existing and the new equipment must also be provided in order to complete the claim. Approved rebate claims will be mailed directly from Bryant to the homeowner's address in the form of a VISA® Debit Card in approximately 4-6 weeks.

Section 2.02 Terms and Definitions

1. This program is only applicable for Bryant equipment that has been registered in Service Bench and complies with the terms and conditions of the enhanced warranty policy.
2. Eligibility requires failure of one of the following six major components in years 6-10 of enhanced warranty coverage:

- a. Compressors
 - b. Inverters
 - c. Evaporator Coil
 - d. Condenser Coil
 - e. Primary Heat Exchanger
 - f. Secondary Heat Exchanger
3. **Product Type** – Refers to air conditioners, heat pumps, gas furnaces, fan coils, furnace coils and small packaged products (SPP).
 4. **Product Tier** – Refers to “Premium” as Evolution® Series and “All Other” as Preferred™ Series or Legacy™ Line.
 5. **MyHVACpin** – Is a four- or five-digit identification number that uniquely identifies a person within the dealership. When a person becomes a registered user of HVACpartners.com (meaning they have their own user name and password), they also are assigned a unique personal identification number, referred to as MyHVACpin number. This information must be provided as part of the claiming process.

Sales Associates can learn their MyHVACpin number in one of the following ways:

- Log onto HVACpartners.com, click on My Profile, and scroll to the field labeled MyHVACpin.
- Contact the distributor’s HVACpartners’ Administrator (who can look up the Sales Associate’s profile listed in HVACpartners.com).
- Call Bryant Solution Center at (888) 994-7237

Important: The HVACpartners ID number is not the same as the MyHVACpin number:

- HVACpartners ID – identifies a company/dealer location
- MyHVACpin number – identifies a person - in this case, the Sales Associate

6. www.BryantPromotions.com – Website location for customer rebates and dealer incentives to be claimed.

Section 2.03 Key Dates

Sales Period: August 1, 2016 – December 1, 2017

Installations: August 1, 2016 – December 1, 2017

Claiming: August 1, 2016 – December 31, 2017 (within 30 days of the sale date)

Claiming for the Bryant Select program is only applicable to replacement products sold under the terms and conditions beginning on August 1, 2016. Product sold prior to this date are not eligible for claiming. Equipment must be installed and claimed within 30 days of the sale. Again, this promotion is not retroactive for homeowners who purchased qualifying equipment prior to the program start date.

Example 1: A homeowner experienced a compressor failure on an existing unit, the unit was covered under the enhanced warranty and the failure happened in year 8 of coverage. The homeowner decided to replace the units versus repairing it. However, the sale of the product occurred on July 1, 2016, this sale would not be eligible for claiming because the sale date was prior to the program start date of August 1, 2016.

Example 2: A homeowner experienced a failure of the primary heat exchanger on August 1, 2016, the unit was covered under the enhanced warranty and the failure happened in year 6 of coverage. The homeowner decided to replace the unit versus repairing it, but the Dealer submitted the claim on September 15, 2016. This sale would not be eligible for claiming because the claim was not submitted within 30 days of the sale. In this instance, the rebate would be the responsibility of the dealer.

Section 2.04 Contacts for Promotional Support

Dealer Resources

- General questions about the Bryant Select program: Bryant Solution Center at (888) 994-7237.
- Claim submission process & information: www.BryantPromotions.com.
- Program inquiries or other Bryant program questions: Bryant Distributor/Territory Manager.

Distributor Resources

- General questions about the Bryant Select program: Bryant Solution Center at (888) 994-7237.
- Claim submission process & information: www.BryantPromotions.com.
- Program inquiries or other Bryant program questions: Bryant Regional Sales Manager (RSM).

Homeowner Resources

- General pre-sale inquiries: Bryant dealer or Bryant Consumer Relations at 1-800-428-4326.
- Rebate claim & processing questions, claim status confirmation, or other rebate claim-specific inquiries: Claim Center at 1-877-390-3640.

Section 2.05 Homeowner Eligibility

Homeowners in the U.S. and Canada are eligible for the Bryant Select program. Only Bryant equipment sold as a replacement for the homeowner’s existing eligible Bryant equipment qualifies. Eligibility requires that the homeowner’s current equipment is (1) covered under the terms of the enhanced warranty, (2) failure of a major component (Compressor, Inverter, Evaporator Coil, Condenser Coil, Primary Heat Exchanger or Secondary Heat Exchanger) occurs in years 6-10 of the enhanced warranty coverage and (3) the homeowner purchases a replacement unit (air conditioner, heat pump, gas furnace, fan coil, furnace coil or small packaged product).

The following are not eligible for the promotions:

- Commercial or institutional applications
- Residential new construction applications or upgrades
- Multi-family applications
- Investors/investment properties

Section 2.06 Qualifying Products

Product Type	Product Tier	Model Number	Description
Air Conditioner	Premium	180	EVOLUTION® SERIES
Air Conditioner	Premium	189BNV	EVOLUTION® V
Air Conditioner	Premium	187	EVOLUTION® SERIES
Air Conditioner	Premium	186	EVOLUTION® SERIES
Air Conditioner	All Other	127	PREFERRED™ SERIES
Air Conditioner	All Other	126	PREFERRED™ SERIES
Air Conditioner	All Other	123	PREFERRED™ SERIES
Air Conditioner	All Other	116	LEGACY™ LINE
Air Conditioner	All Other	106	LEGACY™ LINE
Air Conditioner	All Other	105	LEGACY™ LINE
Air Conditioner	All Other	114	LEGACY™ LINE
Air Conditioner	All Other	113	LEGACY™ LINE
Heat Pump	Premium	280ANV	EVOLUTION® EXTREME
Heat Pump	Premium	289	EVOLUTION® SERIES
Heat Pump	Premium	288BNV	EVOLUTION® V
Heat Pump	Premium	286	EVOLUTION® SERIES
Heat Pump	Premium	285	EVOLUTION® SERIES

Heat Pump	All Other	226	PREFERRED™ SERIES
Heat Pump	All Other	225	PREFERRED™ SERIES
Heat Pump	All Other	224ANS	PREFERRED™ SERIES
Heat Pump	All Other	215	LEGACY™ LINE
Heat Pump	All Other	214	LEGACY™ LINE
Gas Furnace	Premium	987M	EVOLUTION® SERIES
Gas Furnace	Premium	986T	EVOLUTION® SERIES
Gas Furnace	Premium	315	EVOLUTION® SERIES
Gas Furnace	All Other	926T	PREFERRED™ SERIES
Gas Furnace	All Other	925T	PREFERRED™ SERIES
Gas Furnace	All Other	925S	PREFERRED™ SERIES
Gas Furnace	All Other	314	PREFERRED™ SERIES
Gas Furnace	All Other	313	PREFERRED™ SERIES
Gas Furnace	All Other	312	PREFERRED™ SERIES
Gas Furnace	All Other	915	LEGACY™ LINE
Gas Furnace	All Other	912	LEGACY™ LINE
Gas Furnace	All Other	310	LEGACY™ LINE
Gas Furnace	All Other	311	LEGACY™ LINE
Fan Coil	Premium	FE	EVOLUTION® SERIES
Fan Coil	All Other	FV	PREFERRED™ SERIES
Fan Coil	All Other	FZ	PREFERRED™ SERIES
Fan Coil	All Other	FB	LEGACY™ LINE
Fan Coil	All Other	FX	LEGACY™ LINE
Evap Coil	All Other	CNP	PREFERRED™ SERIES
Evap Coil	All Other	CSP	PREFERRED™ SERIES
Evap Coil	All Other	CNR	PREFERRED™ SERIES
Evap Coil	All Other	CAP	PREFERRED™ SERIES
Packaged Product	All Other	577E	PREFERRED™ SERIES
Packaged Product	All Other	607E	PREFERRED™ SERIES
Packaged Product	All Other	677E	PREFERRED™ SERIES
Packaged Product	All Other	707E	PREFERRED™ SERIES
Packaged Product	All Other	577C	LEGACY™ LINE
Packaged Product	All Other	607C	LEGACY™ LINE
Packaged Product	All Other	677C	LEGACY™ LINE
Packaged Product	All Other	707C	LEGACY™ LINE

Section 2.07 Rebate Amounts

	Premium	All Other	Major Components
Air Conditioner	\$500	\$350	Compressor, Condenser Coil
Heat Pump	\$600	\$450	Compressor, Inverter, Condenser Coil
Gas Furnace	\$500	\$300	Primary Heat Exchanger, Secondary Heat Exchanger
Fan Coil	\$300	\$100	Evaporator Coil

Coil (Furnace Coils)	N/A	\$100	Evaporator Coil
Packaged Product	N/A	\$500	Condenser Coil, Evaporator Coil, Primary Heat Exchanger, Compressor (depending on model)

Section 2.08 Rebate Claim Overview

The process for claiming against the Bryant Select program is similar to the High-Efficiency Gas Furnace Trade-In Allowance program and the Bryant Bonus promotion.

1. When a homeowner experiences a failure of a major component (Compressor, Inverter, Evaporator Coil, Condenser Coil, Primary Heat Exchanger or Secondary Heat Exchanger) in years 6-10 and the equipment qualifies for warranty repair under the terms of the enhanced warranty policy, you now can offer them two choices:
 - a. Repair – The existing equipment is repaired under the enhanced warranty policy.
 - b. Replace – Replace the existing equipment and submit a claim for the homeowner to receive money back in the form of a rebate. **NOTE: It is the responsibility of the Dealer to ensure that the existing equipment is covered under the enhanced warranty policy prior to offering this option to the homeowner. This information can be obtained through Service Bench. If there are any questions regarding eligibility, the Dealer should contact their Distributor or Bryant Solution Center at (888) 994-7237.**
2. If the homeowner opts for warranty repair, the dealer will process the warranty as normal.
3. If the homeowner opts for the Bryant Select program, the dealer will complete the following steps:
 - a. Change-out the existing equipment, noting the full model number and serial number for both the existing equipment as well as the replacement equipment.
 - b. Gather the necessary homeowner information including mailing address and email address.
 - c. Go online to the www.BryantPromotions.com website and click on the Bryant Select program option.
 - d. Complete the claim form. Claims cannot be processed without valid model and serial number for both the existing and replacement equipment. In addition, the dealer must indicate which component failed.
4. Approved rebate claims will be mailed directly from Bryant to the homeowner's address in the form of a VISA® Debit Card in approximately 4-6 weeks.

NOTE: Only one unit can be submitted per claim. This program will be monitored for suspicious claiming activities. Such as claiming that multiple units within the home failed simultaneously.

Section 2.09 Submitting a Rebate Claim

The Bryant Select program allows Dealers to submit rebates in two ways:

Preferred Method - the Internet:

Dealers may access the Bryant Select program claim website at www.BryantPromotions.com and provide the required rebate information. The website can be accessed 24 hours a day. After submitting a claim, the system responds with a confirmation number, which the dealer should forward to the homeowner for reference and tracking purposes.

By toll-free phone:

Dealers can call the Claim Center Monday through Friday, 10:00 a.m. to 6:00 p.m. Central Standard Time at 1-877-390-3640 and provide the information on the rebate form. Upon completion, the Customer Service Representative will provide the Dealer with a confirmation number that should be passed to the homeowner for reference and tracking.

Standard Rebate Payment

Once the dealer has properly submitted the claim, the rebate will be paid in the form of a VISA® Debit Card in approximately 4-6 weeks.

NOTE: Homeowners in the U.S. wishing to receive a check or direct deposit into an existing bank account instead of a debit card can request a check AFTER they receive the debit card. Instructions will be provided to the homeowners with their debit card.

Important Notes:

1. No rebates will be accepted without providing both the existing model number and serial number as well as the replacement model number and serial number. Failure type must also be indicated as part of the claim.
2. No rebates will be accepted unless the correct and valid dealership HVACpartners.com PIN number is provided.
3. Distributors may not claim the rebate for the homeowner. Furthermore, third parties may not claim the rebate for the homeowner. Debit cards will only be paid out to the homeowner who made the purchase.

Potential Illegal Activity: *Dealers and distributors **may not** charge the homeowner for any portion of the rebate, as this activity could be considered illegal.*

Section 2.10 Promotion Deadlines

Accounting guidelines and regulations will not permit claim exceptions to be funded from the factory beyond the published deadline. Missed deadlines due to rebate claim system errors will be addressed on a case-by-case basis.

Payment for a claim submitted beyond the published deadline is the responsibility of the distributor and dealer and at their discretion for reimbursement. In this event, Bryant will not be responsible or liable to share in the cost of the homeowner rebate.

Adjustments to a Filed Claim

Current promotion reimbursements may be adjusted within the 30 day window post sale. Contact the Claim Center at 1-877-390-3640 for more information.

Section 2.11 Rebate Activity Report

Dealers and Distributors can access the reports feature at www.BryantPromotions.com to view rebate activity reports. Report updates are provided on a nightly basis indicating the previous day's activity. This data is subject to change any time during the promotion due to adjustment requests, product returns, etc.

The first update will happen one week after the start of the promotion and the reports will display individual homeowner information by dealer. If the reports are accessed before this date, the screen will appear blank.

Section 2.12 Program Materials

The following materials are available to distributors through SAP. Dealers should acquire these materials online at www.HVACpartners.com or from their distributor.

Description	SAP Number	Price
Bryant Select Program - Consumer Brochure	01-8110-1361-25	\$11.50 per pack of 25
Bryant Select Program – Dealer / Distributor Brochure	01-8110-1362-25	\$11.50 per pack of 25

Section 2.13 Dealer Program Enrollment

This program is open to both Bryant FADs and Non-FADs. No enrollment is required for participation.

Bryant reserves the right to audit claims at any point. Any claim/s found to be in violation of the program policies will be the responsibility of the Dealer.