

# Consumer Rebates

Sales and Marketing Programs Operating Letter  
Canada



Effective January 1, 2025 to December 31, 2025  
PUBL-3229-CO-202501-B  
[www.colemanac.com/dealers](http://www.colemanac.com/dealers)



**HEATING AND  
AIR CONDITIONING**



# Homeowner Rebates

Our Homeowner Rebates program is designed to help our contractor partners close the sale! With this competitive offering, they'll be able to attract new customers and ensure homeowners can benefit from the value of buying our brand. Qualified products installed during selected promotional months are eligible for a homeowner rebate. This program is fully funded by the factory - **no dealer contribution is required!** Homeowners will be responsible for filing a claim for the rebate at [www.ductedsystemsincincentives.com](http://www.ductedsystemsincincentives.com).

## Qualifying Products and Schedule

Consumer Rebates (**May to November**): column reflects the base homeowner rebate for installations during these dates. Bonus Consumer Rebate & Personal Use Rebate (**Year Round**): 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**. These two columns of rebates are not combinable.

## Incentive Schedule

Air Conditioners and Heat Pumps					
Type	Models	Type	Models	May-November Rebate	Bonus Rebate & Personal Use Rebate*
		18-19+ SEER2	AC21, XCV, HC20, XH9, XHV, AC19, XC8, HC19	\$325	\$390
17 SEER	CC7, CC17	16-18 SEER2	HMCG2, HMM7, XC6, XH6, HH8	\$275	\$330
16 SEER	CH6B, CH16	15.2 SEER2	TCF2, THF2, XH5	\$250	\$300
14 SEER	TC4, TF4, TW4B, TH4, TE4	14.3 SEER2	TCE2, XC4, THE2, XH4	\$100	\$120
13 SEER	TC3, TF3, TCHD, TCHE	14.3 SEER2	TCD2, XC3	\$75	\$90
Furnaces					
Type	Models			May-November Rebate	Bonus Rebate & Personal Use Rebate*
Premium	CP9C, CPLC, Z9VV			\$200	\$240
	TM8V, TM8Y, TM9V, TM9Y, Z8ET, Z9ET, Z8VT, Z9VT			\$150	\$180
Standard	TM9E, Z9ES, TL9E, Z9HS, TM8E, Z8ES, TL8E, Z8HS			\$100	\$120
Air Handlers					
Premium	AVC, AVV, MVC, AE, AP, ME, JHET, JMET /JHVV, JHVT/ JMVT, JHVV, AHV, AVC, JHV, JHC, JMC, JHE, JME, JSE, JSC			\$75	\$90
Packaged Units					
Premium	PCG6, PCE6, PHE6, PHG6, PC5, PG5, PH5, PD5			\$175	\$210
Standard	PCG4, PCE4, PHE4, PHG4, PC3, PG3, PH3			\$75	\$90
Ductless Mini-splits HITACHI				Enhanced	
Premium	DHS, DHX, DHZ, DHW, RAS-SH, RAK-GJ, RAC-SH, RAC-GJ, RAS-PH, RAK-XJ, RAC-PH, RAC-XJ			\$60	\$75
Standard	DHP, DHR, DHM, RAS-EH, RAK-DJ, RAK-EJ, RAC-EH, RAC-DJ, RAC-EJ, RAM-S, RAM-G, RAI-SH, RAI-GJ, RAF-SH, RAF-FJ, RAD-SH, RAD-GJ, RAS-1.0-4.0, PAS, RP			\$50	\$60

Note: All rebates depicted above are in United States Dollars (USD). New R-454B model numbers for equivalent products are also eligible. \*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.

## Bonus Consumer Rebates

Eligible Levels: Coleman Premier 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: Coleman Premier and Certified Comfort Expert

1. Available year-round from January 1st, 2025 to December 31st, 2025 with enrollment in a Gold, Coleman Premier, 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

### Rebates

1. A participating and eligible dealer installs equipment represented on the rebate schedule.
2. Within 60 calendar days from installation, 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, and provide 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 installing dealer  
Note: Dealers 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, homeowner 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 homeowner via check within 45 days of approval.
  - a. Consumers will have the option to select their preferred payment method using a dropdown on the rebate submission page on [www.ductedsystemsincincentives.com](http://www.ductedsystemsincincentives.com).

## Program Terms and Conditions

### Contractor Eligibility

- All participating contractor must be actively enrolled in the Consumer Rebates program as a Coleman Premier or Certified Comfort Expert dealer in the Marketing Dashboard at time of installation.

### Eligible Equipment

- This program is exclusively offered on residential equipment. See table above for eligible products.
- The following are excluded from this program: Manufactured housing, new construction installations, parts, multi-family installations, three-phase equipment, commercial applications and properties, service work, warranty sales.
- Single-family rental properties, if they belong to a single landowner (not a company) are eligible.
- Promotional offers will not be extended for products not in stock.

### Consumer Rebate Claims

- Claims must be filed via [www.ductedsystemsincincentives.com](http://www.ductedsystemsincincentives.com) within 60 calendar days of installation. Claims submitted any other way will not be accepted.
- Evidence of eligibility must be submitted along with claim and additional information may be requested for validation.
- Eligible individuals may claim up to 10 serial numbers at the same address per program year.
- Homeowners are not required to live on premises and may claim a rebate on single-family rental properties they own.
- Once a claim is approved and paid, the serial number will be invalid for additional rebates.
- Ineligible dealers, projects, or serial numbers will cause the system or audit process to reject the claim.
- Discrepancies must be identified, and disputes sent to [your Dealer Support Team](#) within 45 days from the date the claim was denied.

### Incentive Payouts

- Rebates are paid exclusively in US dollars (USD).
- Discrepancies must be identified and disputed in writing within 60 calendar days of claim denial. Send disputes to [your Dealer Support Team](#).

### Other Terms & Conditions

- 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 terms or conditions of the program may exclude the distributor or contractor from participating in the program.

---

Contact your local Master Representative for questions, feedback or other support

---



**HEATING AND  
AIR CONDITIONING**

