

Spiffs and Rebates

Sales and Marketing Programs Operating Letter
United States and Canada



Effective January 1, 2026 to December 31, 2026
PUBL-3229-CO-202601-A
www.colemanac.com/dealers



**HEATING AND
AIR CONDITIONING**





Spiffs and Rebates

The Coleman® Heating & Air Conditioning Spiffs and Rebates program is designed to bring a little more flexibility to our traditional incentive programs by allowing distributors to select from two different incentive options. Distributors may choose to run consumer rebates from April through October, or alternatively have the option to reward salespeople through spiffs for up to three months during peak season and utilize rebates in the shoulder months. **All of these are 100% funded by the factory and no contractor or distributor contribution is required.**

Program Summary

Incentive Types and Eligible Levels:

Option	Incentive Type	Duration	Eligible Levels
A	Homeowner Rebate Only	April – October (7 months)	Coleman Premier and CCE
B	Spiff	June, July, August	Coleman Premier and CCE
	Homeowner Rebate	April, May, September, October	Coleman Premier and CCE
C	Spiff Only	April – October (7 months)	Coleman Premier and CCE
N/A	Bonus Consumer Rebates	Year-long	Coleman Premier and CCE
N/A	Personal Use Rebates (for contractors and distributors)	Year-long	All levels

- Each distributor must select option A, B, or C to participate

Qualifying Products:

- 13.4+ SEER2 AC/HP, premium and enhanced furnaces, air handlers, premium packaged units
- Ductless Mini-Splits and Mini-VRF

Terms & Conditions:

- Claim must be filed online within 60 calendar days of installation
- Incentives paid to homeowner
- Contractors must enroll in Coleman Premier or CCE to access homeowner rebates and bonus consumer rebates
- Offered only on residential equipment and single-family residential applications
- Each serial number is eligible to receive only one incentive type (homeowner rebate, spiff, bonus consumer rebate, or personal use rebate)

Program Selection Deadline

Distributors have until March 1st, 2026 to make changes to the above program selection in Marketing Dashboard.

Qualifying Products and Schedule

Limited-time Base Rebate/Spiff column reflects the base homeowner and spiff rebate. Bonus Consumer Rebate & Personal Use 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. It also reflects the total rebate value for distributors and contractors partners eligible for a personal use rebate.

Air Conditioner and Heat Pumps					
Type	Models	Type	Models	Limited-time Base Rebate/Spiff	Bonus Consumer Rebate & Personal Use Rebate*
		18-19+ SEER2	AC21 / XCV / HC20 / XH9 / XHV / AC19 / XC8 / HC19	\$360	\$430
17 SEER	CC7 / CC17	16-18 SEER2	HMC2 / HMC7 / XC6 / XH6 / HH8	\$300	\$365
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	13.4 SEER2	TCD2 / XC3	\$75	\$90
Furnaces					
Type	Models			Limited-time Base Rebate/Spiff	Bonus Consumer Rebate & Personal Use Rebate*
Premium	CP9C / CPLC / Z9VV			\$220	\$265
Enhanced	TM8V / TM8Y / TM9V / TM9Y / Z8ET / Z9ET / Z8VT / Z9VT			\$165	\$200
Standard	TM9E / Z9ES / TL9E / Z9HS / TM8E / Z8ES / TL8E / Z8HS			\$100	\$120
Air Handlers					
Type	Models			Limited-time Base Rebate/Spiff	Bonus Consumer Rebate & Personal Use Rebate*
All	AVC / AVV / MVC / AE / AP / ME / JHET / JMET / JHV / JHVT / JMV / JHV / AHV / AVC / JHV / JHC / JMC / JHE / JME / JSE / JSC			\$75	\$90
Packaged Units					
Type	Models			Limited-time Base Rebate/Spiff	Bonus Consumer Rebate & Personal Use Rebate*
Premium	PCG6 / PCE6 / PHE6 / PHG6 / PC5 / PG5 / PH5 / PD5			\$195	\$230
Standard	PCG4 / PCE4 / PHE4 / PHG4 / PC3 / PG3 / PH3			\$75	\$90

Ductless Mini-splits and Mini-VRF			
Type	Models	Limited-time Base Rebate/ Spiff	Bonus Consumer Rebate & Personal Use Rebate*
Indoor Unit			
Premium	RAK-GJ / RAK-XJ	\$60	\$75
Standard	JPE / P-AP / PCI / PCIM / PPFC / PPIM / PPK / RAD-GJ / RAF-FJ / RAI-GJ / RAK-DJ / RAK-EJ	\$50	\$60
Outdoor Unit			
Premium	RAC-GJ / RAC-XJ / RASM	\$60	\$75
Standard	PAS / RAC-DJ / RAC-EJ / RAM-G	\$50	\$60
Mini-VRF	HVAHP	\$60	\$75

Note: All rebates depicted above are in United States Dollars (USD). R410-A model numbers eligible in Canada only.

*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 Claim* below for more details.
2. Eligible consumer categories:
 - a. Military and veteran personnel
 - b. First responders, including retirees: police officers, paramedics, EMTs, and firefighters
 - c. Educators, including retirees: K-12 teachers, daycare/early learning educators, post-secondary educators, and school staff
 - d. Nurses, including retirees: 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
 - e. Homeowners residing in communities affected by natural disasters

Personal Use Rebates

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

1. Available year-round from January 1st, 2026 to December 31st, 2026 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.
3. **NEW for 2026!** Coleman Heating & Air Conditioning distributors and contractors have the exciting opportunity to transfer their one-time annual personal-use rebate to a friend or family member. To participate:
 - a. Visit www.ductedsystemsincincentives.com
 - b. Select the "Friends and Family – Distributor/Dealer" category within the Consumer Rebates claims tile
 - c. Upload the completed Friends & Family Affidavit Form, available in Marketing Library and also attached to this operating letter

How to Enroll a Contractor

1. Create a Tier 2 or sub-account in HVAC Navigator:
 - a. Include Territory Manager or Account Manager information
 - b. Assign eligible brands
 - c. Add Marketing
2. Enroll the contractor in an eligible level of partnership, as defined above.
3. Select the programs this contractor will be participating in for the program year, including the Spiffs and Rebates program and complete the required information according to the selected program option.
4. For Spiffs, distributor is required to enroll all eligible salespeople in the contractor's company as users with the "CF Dealer Salesperson" permission group assigned. "CF Dealer" can be assigned to an administrator or company owner who needs to be able to file claims on behalf of others or view other programs in the Marketing Dashboard.

How to Select Options

1. Access Solution Navigator (Distributor sales manager, principal or delegated administrator).
2. Open the "Marketing Dashboard" application under Resources
3. Using the drop-down menu, scroll to the "Dealer Registration" option and select the Coleman Rebate/Spiff Administration option that appears under the Reporting section.
4. Select the program year to update.
5. Search account ID and select "Submit."
6. Confirm the account by selecting the Customer ID.
7. Select Option A, Option B1/B2, or Option C.

Option A – Homeowner Rebates

1. Choose option A for rebates only.
2. Our system will automatically present the eligible contractor's information on our claiming portal for a homeowner to select during the rebate claim process.

Option B Only – Combination Spiff and Homeowner Rebate*

1. Choose option B for a combination of rebates and spiffs.
2. Enroll all eligible salespeople in the Contractor's company as users with the "CF Dealer Salesperson" or permission group assigned.
 - a. "CF Dealer" can be assigned for an administrator or company owner who needs to be able to file claims on the behalf of others or view other programs in the Marketing Dashboard
3. Salesperson is exclusively able to enter personally identifiable information, preferred payment method, and tax elections. Claims cannot be filed until all required information is complete.
 - a. Available payment methods include direct deposit or check. Checks require a mailing address.
 - b. If changes are required on any of the information entered, they must be submitted to the Sales and Marketing Programs department at bts-ds-marketing@bosch-hcgroup.com and may take up to 30 days to process.

**This is noted in Marketing Dashboard as B1 (spiffs)/B2(homeowner rebates). Selecting one automatically populates the other.*

Option C Only - Contractor Spiffs

1. Choose option C for spiffs only.
2. See section on Spiffs under How to File a Claim below.

Personal Use Rebates

1. Available year-round for contractor and distributor personnel from January 1st, 2026 to December 31st, 2026 with enrollment in a Gold, Coleman Premier, or Certified Comfort Expert level of partnership.

How to File a Claim

Rebates

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, 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 installing 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 or past employment (e.g. employer ID)
 - c. Educators: evidence of current or past employment (e.g. employer ID)
 - d. Nurses: evidence of current or past employment
 - e. Emergency and disaster relief: news article or FEMA emergency status release or state emergency status 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
 - h. Friends and Family: completed affidavit form
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.
6. Claims are paid exclusively to the consumers via their preferred payment method within 45 days of approval. Consumers will have the option to select their preferred payment method using a dropdown on the rebate submission page on www.ductedsystemsincincentives.com.
 - a. If the gift card option is selected:
 - i. The homeowner's personal email address should be used to ensure accurate delivery
 - ii. User should not use the contractor company's email address in this field
 - iii. It is recommended to double-check the email before submitting to avoid delays or mis-delivery

Spiffs

1. An eligible participating contractor installs qualifying equipment represented on the incentive schedule in this operating letter.
2. Within 60 calendar days from installation, the contractor salesperson must go to the Marketing Dashboard and submit their claim under the “Contractor Spiffs” program. The following information will be required:
 - a. Serial Number
 - b. Homeowner Information

- c. Sale Price
- d. Installation Date
- 3. Submit for review and confirmation. Claims are processed within five business days.
- 4. Claim status updates are available within the Marketing Dashboard under the menu navigation FIM Programs – Claim History Report.
- 5. Claims are paid via selected payment method within 45 calendar days of approval.

Program Terms and Conditions

Contractor Eligibility

- All participating contractors must be actively enrolled in the Contractor Spiffs and Rebates program as a Coleman Premier or Certified Comfort Expert Contractor in the Marketing Dashboard at time of installation.

Eligible Equipment

- This program is exclusively offered on residential equipment. See above table for a list of 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.

Distributor Requirements

- Distributors must finalize their program option by the deadline stated above. Exceptions cannot be made once any incentive has been processed through the program.

Consumer Rebate Claims

- Claims must be filed via 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 contractors, projects, or serial numbers will cause the system or audit process to reject the claim.
- Discrepancies must be identified, and disputes sent to bts-ds-marketing@bosch-hcgroup.com within 60 days from the date the claim was denied.

Spiff Claims

- All promotional incentives described in this letter must be claimed within 60 calendar days of the installation date via the Marketing Dashboard in Solution Navigator. Claims submitted any other way will not be accepted.
- Once a claim is approved and paid, the serial number will be invalid for additional spiffs.
- Submitted claims are considered final and changes will not be made. This includes the reassignment of an incentive to a different salesperson.
- Non-compliant claims discovered after payout may result in an invoice to the distributor.

Incentive Payouts

- Spiffs are paid out using local currency—United States Dollars in the United States and Canadian Dollars in Canada.
- Homeowner and Personal Use Rebates are paid exclusively in US dollars (USD).

- Spiff claims are paid and sent exclusively to eligible salespeople (individuals, not companies) who are active employees of an eligible contractor company. Spiff claims will not be paid directly to contractor or distributor companies.
- Discrepancies must be identified and disputed in writing within 60 calendar days of claim denial. Send disputes to bts-ds-marketing@bosch-hcgroup.com.

Other Terms and Conditions

- Each serial number is eligible to receive only one incentive type (homeowner rebate, spiff, bonus consumer rebate, or personal use rebate).
- Claim submissions will automatically register the serial number to the homeowner for the standard warranty within 30 days of the claim submission.
- If a salesperson needs to be deactivated from the program, a request must be sent to bts-ds-marketing@bosch-hcgroup.com and may take up to 30 days to process.
- 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.

Revision History

Version No.	Release Date	Revision Description

Contact us at **833-242-7869** or bts-ds-marketing@bosch-hcgroup.com for questions, feedback, or other support



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