



**UNITED REFRIGERATION INC.**

## **Frequently Asked Questions (FAQs) for URI's URHVAC Dealer Program**

### **User Login**

**Q:** How can I reset my password?

**A:** You can select the Forgot My Password option below Username and Password Entry Boxes. Once you have selected this, you'll enter your Email or Username, and from here you'll be able to reset your password.

**Q:** Who can I contact when I need to troubleshoot my account?

**A:** If you are having difficulty accessing your account you can reach out to our Support Team at [urhvacsupport@uri.com](mailto:urhvacsupport@uri.com). Standard response time will be anywhere from 48-72 hours.

### **Reward Points**

**Q:** What is the Rewards Program?

**A:** Reward Points are earned (After fulfilling your annual minimum purchase level of \$50,000 from participating brands) and can be redeemed for a variety of rewards. This ranges from apparel, home goods, electronics such as iPads, TVs and GoPros, and even trips!

**Q:** Why can't I review my Reward Points on the urhvac.com?

**A:** When your URHVAC account is setup, we also get you signed up for the Rewards Site (These are separate usernames and passwords so please be sure to have this recorded for your knowledge). If you cannot get access to the Rewards Site you can contact us at [rewards@urhvac.com](mailto:rewards@urhvac.com). You will then have the ability to review your balances at your leisure.

**Q:** When do I start accumulating Reward Points?

**A:** You begin accumulating Reward Points after fulfilling your annual minimum purchase level of \$50,000 from participating brands. Once this is completed you will receive the points for the initial \$50,000 in spend, and then for each following purchase.

**Q:** How many points are earned per purchase?

**A:** For each dollar spent for residential purchases you will earn 2 points. For specified "premier" unit purchases you will earn 2.5 points. Lastly, for each dollar spent for commercial purchases you will earn .5 points. (Following fulfillment of your annual minimum purchase level of \$50,000 from participating brands)

**Q:** Which brands participate in the Rewards Program?

**A:** Participating brands include: Arcoaire, Thermal Zone, Eubank, Mortex, Reznor, Amana, FHP, Koldwave, Phoenix, Sea Breeze, RUUD, Daikin, Bosch, Guardian, Velocity, Williams Comfort Products, National Comfort Products, ADP, and The Unico System.

**Q:** How can I view my balances for Reward Points?

**A:** You have the ability to review your points balance in live time through the Rewards Site via [urhvac.com](http://urhvac.com). You are also sent an updated communication on the 20<sup>th</sup> of each month, providing you with your current balance of points remaining.

**Q:** Why aren't my points reflecting my spending and purchases?

**A:** We recommend checking your spend gauge to see if you have fulfilled the annual minimum purchase requirement of \$50,000. If this has already been met, you will start to see your points accumulating. (The latest they will reflect is on the 10<sup>th</sup> of each month). If you still cannot see your points following this, please contact us [rewards@urhvac.com](mailto:rewards@urhvac.com).

**Q:** Is there a deadline to redeem my Reward Points?

**A:** You must redeem your rewards prior to June 30<sup>th</sup> of the following year.

**Q:** I redeemed my points but my order hasn't shown up, what do I do next?

**A:** If your order has exceeded its slated arrival date, please contact our Rewards Portal Administrator Team. They can be reached at [rewards@urhvac.com](mailto:rewards@urhvac.com), and their Customer Support and Client Services Teams will troubleshoot the issue and have it escalated, if necessary.

## **Marketing Toolkit**

**Q:** What is the Marketing Toolkit?

**A:** The Marketing Toolkit is a site designated for your business to purchase marketing material like apparel, print and digital material, and even mailers for your consumers. All items are pre-approved and pre-discounted for your convenience.

**Q:** How can I view my Marketing Toolkit?

**A:** The Marketing Toolkit tab is on [urhvac.com](http://urhvac.com). If you cannot locate this, feel free to contact our Support Team at [urhvacsupport@uri.com](mailto:urhvacsupport@uri.com). Standard response time will be anywhere from 48-72 hours.

**Q:** What can I spend my Marketing Dollars on?

**A:** Marketing Dollars can be spent on a variety of options including, but not limited to: custom apparel (t-shirts, work shirts, hats, hoodies & sweatshirts, etc.) dealer brochures, and marketing

materials (business cards, door hangers, magnets, lawn signs, and postcard mailings)

## **Additional Resources**

**Q:** How can I have my Traditional COOP covered with URI?

**A:** Prior to having any sponsored COOP Branding completed (Truck Wrapping, Building Signs or Billboards, and/or Sponsorships or Newsletters), please contact our Support Team at [urhvacsupport@uri.com](mailto:urhvacsupport@uri.com). Standard response time will be anywhere from 48-72 hours. We would need to have the invoice, details, and specs **confirmed** and **approved** prior to providing sponsorship for this.

**Q:** How do I qualify for the Dealer Trip?

**A:** There are a series of qualifications to be considered for the Dealer Trip. First and foremost, you must meet the purchase requirements for two consecutive years in order to be eligible to receive a trip invitation for you and a guest. To review the additional qualifications please review [this document](#), and it will inform you of what you can do to become eligible.

**Q:** Do you offer web design opportunities for local dealers? Is there a monthly charge?

**A:** To take advantage of the website design opportunity, log in to your account on [urhvac.com](http://urhvac.com) and complete the URHVAC Dealer Website Agreement. From here you would choose 1 of 3 website themes/designs, the URHVAC brands and products you would like to promote, the services you would want to promote, and then provide us with your logo, images, and any customer testimonials you have. If you already have an existing website, we can secure the web address so your consumers can continue to access your products/services through this site. A representative would then reach out to you for a 30-minute consultative call, where we will discuss your business, how you would like to present it, and how you would like to personalize your site. We assume the cost for website creation, but there is a monthly charge that which will be discussed with you via our Design Team.

**Q:** Does the URHVAC Program offer Financing Options?

**A:** Yes, we offer Financing Options for both [Residential](#) and [Commercial](#) Purchases. Follow the links provided and complete the necessary documentation in order to qualify for these payment options!

**Q:** How can I become an Elite Dealer?

**A:** To become an Elite Dealer you will need to meet the following qualifications:

- Liability and Worker's Compensation Insurance (where applicable)
- Minimum annual Arcoaire equipment purchases: \$100,000

- Arcoaire represents at least 70% of branded HVAC sales
- An active website that advertises Arcoaire
- Offer financing to customers through an accredited financial institution
- Promote the Arcoaire brand equal to other brands represented in advertising
- 12 hours of distributor training or 50% of technicians NATE certified

To learn about the benefits of becoming an Elite Dealer, you can contact our Support Team at [urhvacsupport@uri.com](mailto:urhvacsupport@uri.com) or access our Resources Page [HERE!](#)

**Q:** Does it cost me anything to be a member of the URHVAC Dealer Program?

**A:** This is a NO COST service and offered to our customers for everything you do for United Refrigeration!

If you have any other questions or concerns that we have not addressed in this document, you can contact our Support Team at [urhvacsupport@uri.com](mailto:urhvacsupport@uri.com) or access our Resources Page [HERE!](#) We are always looking for ways to enhance our members' experience and provide you top notch service thru our URHVAC Program at United Refrigeration!

