

Lessen Marketplace[™] How To Guide

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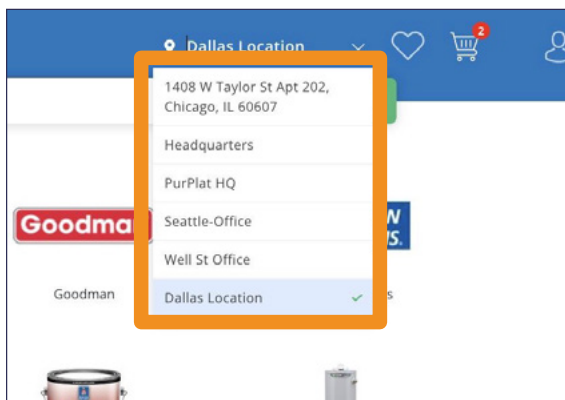
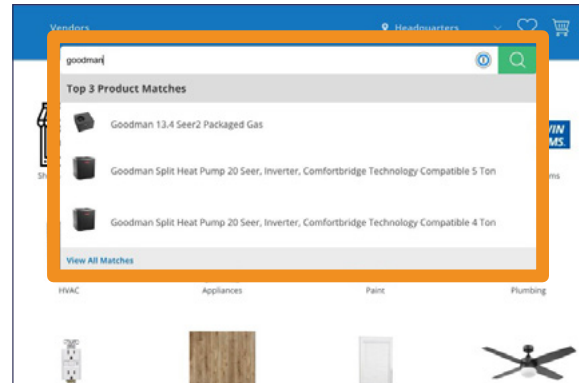
Returns

General Support

Finding Products & Selecting Pickup Locations

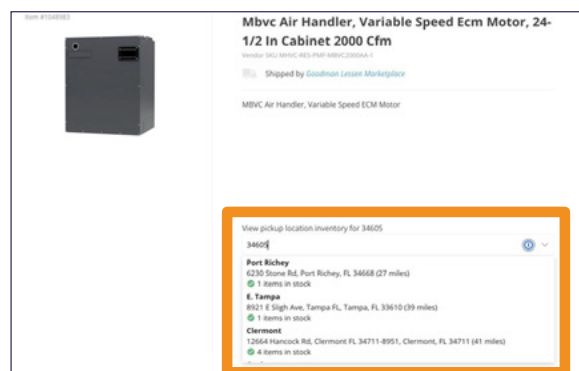
Search for products by

- Manufacturer SKU
- Supplier SKU
- Keyword



The location selected in the header will be used for inventory

Search by zip code on product pages to find more convenient pickup locations



Goodman Product + Labor Warranty Registration

To stay compliant with Lessen it is absolutely crucial that you register every unit you install

Product

To register equipment click here. [Here](#)

When do I register the equipment?

- You have 60 days to register the equipment from date of install

What information do I need?

- REIT Name
- Email Address
- Your Name
- REIT Address
- Installation Date
- Your Phone Number
- Contact Number
- Model + Serial Numbers

Labor

To register equipment click here. [Here](#)

When do I register the equipment?

- You have 60 days to register the equipment from date of install

Parts and Labor Reference

ITEM CLASS	CLASS DESC.	WARRANTY	WARRANTY SKU	DEALER PRICING
CL	Coil	10 yr P & L	REITCL10PL-1	\$40.00
CN	Condenser	10 yr P & L	REITCN10PL-1	\$155.00
FN	Furnace	10 yr P & L	REITFN10PL-1	\$155.00
HP	Heat Pump	10 yr P & L	REITHP10PL-1	\$290.00
AH	Air Handler	10 yr P & L	REITAH10PL-1	\$160.00
PK	Packaged Unit	10 yr P & L	REITPK10PL-1	\$400.00
TP CL	3rd Party Coil	10 yr P & L	REITTPCL10PL-1	\$40.00

Need Help?

To support Lessen and their Vendors to maximize success for all parties.

Product

- Select “Open Support Ticket” on the order page (Settings>Orders)

Payment Issues

- Contact bank & ensure the charge has not been marked as fraudulent, that funds are sufficient, and that the card is valid

Order Updates

- Check the orders page for order details and status updates

Ordering Issues

- Confirm a valid location and payment method are selected.
- Review the cart for error or warning messages.

Our Customer Support team is here to help

memberservices@purchasingplatform.com | 1-312-262-7116

Hours of operation are 8am-5pm ct, M-F, First response <2 hours

Have Feedback?

Use the feedback survey

- Leave a satisfaction rating (1-5 stars)
- Provide feedback on your experience
- Leave your email address if you'd like to receive a follow up.

