

Question and Answer:

Why am I getting an invalid email error?

Please reach out to your distributor to confirm the email address they have listed on your account.

Why am I not receiving the verification code email to create my account?

Some email servers have blocked the email sending verification codes. Add "noreply@accesslennox.com" to your safe sender list and try again.

Why was I locked out of my account?

If a user has three failed login attempts, they will be locked out for one hour. Once an hour has passed, use the forgot password option to reset your password.

Why did I receive a notification that my email already exists?

If you already have an account in Allied product registration, Lennox Pros, or the Armstrong or AirEase dealer site, you will use the same login credentials for each site. No need to create a new account!

Still have questions?

Call 1-800-233-7899 and select prompt 2 for technical support.