



# TRY BEFORE YOU SELL

PERSONAL USE PROGRAM

**Comfortmaker**<sup>®</sup>  
Air Conditioning & Heating

Comfort with Confidence.

A Carrier Company

[www.comfortmaker.com](http://www.comfortmaker.com)



# EXPERIENCE COMFORTMAKER COMFORT

The Comfortmaker Personal Use Program (PUP) is designed to allow an individual from a dealership or distributorship the opportunity to purchase our top-of-the-line Comfortmaker® products for their own home at highly subsidized pricing. We feel there is no better way for us to support your sales efforts than to help you develop firsthand experiences with our top-tier products! The “PUP” enables you and your team to “**try before you sell**”.

Whether you purchase our newest line of furnaces, air conditioners or other eligible products, we think there will be no question in your mind about the quality and comfort that our high-tier products can bring to your customers.



## PRODUCT EDUCATION

Living with Comfortmaker products furthers the depth and breadth of your understanding of the Comfortmaker line and its benefits.



## PERSONAL TESTIMONY

Your personal experience with Comfortmaker products can be an effective way to build the line's reputation with consumers as you attest to their performance with full



## SALES MIX

Your Comfortmaker selling points and conversational skills will naturally increase from your firsthand experience to help you close the sale more effectively and increase your average ticket price.



## GETTING STARTED

### Dealer Eligibility

All dealers of Comfortmaker distributor customers are eligible at the distributor's discretion. Any personnel within the dealership that have sales responsibilities and dealer principals are also eligible for the program.

### Distributor Eligibility

All distributor employees may order if they are a general manager, service manager, branch manager, territory manager, sales manager, or principal with the proper role designated in HVACpartners.

## ENROLLMENT PROCESS

- 1) Register for a Personal Use Program account on [ICPhvac.myshopify.com](https://ICPhvac.myshopify.com)
- 2) Distributor will receive an email asking them to approve the registration
- 3) Upon approval, dealers will receive an email confirming their enrollment with a link to place an order

## ORDER INSTRUCTIONS

PUP purchases are limited to one full system per individual every two years. The program also allows you to purchase a complete ductless system with multiple indoor ductless units. Follow these steps to place an order:

VISIT	ICPhvac.myshopify.com
SELECT	“Registration” to fill out the PUP registration form
LOG IN	To ICPhvac.myshopify.com after your distributor has approved your registration
SELECT	“Catalog” at the top of your screen
SEARCH	Product catalog by clicking the magnifying glass to search for desired product models
SELECT	“View Product” to view product details or “Add to Cart” to purchase product
SELECT	Shopping bag icon in the top right corner of your screen to view your shopping cart
PRESS	Check out after confirming all items have been added to your shopping cart
CONFIRM	Contact information and shipping address
SELECT	A) Have the equipment delivered to your dealership B) Pick up the equipment at your distributor. Choose your preferred distributor location from the drop-down menu
ENTER	Payment information and billing address
SIGN UP	For text message or app notifications on your order. You will automatically receive real-time email notifications.

## RETURNS

It is at the distributor's discretion if PUP equipment can be accepted for returns. Written confirmation that the distributor will accept the equipment as a return must be sent to the PUP manager before a credit refund request (less any restocking fees) can be initiated.

## SUPPORT

General questions about the Personal Use Program can be directed to:  
**pupsupport@carrier.com.**

More information can be found on HVACpartners and GoComfortmaker.com under the Secure Dealer Login, PUP Resources section.



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