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## HEATING AND COOLING INCENTIVE

Incentive Update - June 2014

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### 2014 HEATING & COOLING INCENTIVE Initiative - New - Installations

Good news! You may begin entering any claims for "New Installs" starting Manday June 9th, 2014, retroactive to January 1st, 2014.

With the addition of the NEW installs component to the current HCI Program generating a substantial amount of interest, HRAI has created a list of commonly asked questions. [Click Here](#) to access the FAQs.

Just a reminder that Heat Loss Heat Gain Calculations are required for New installs.



### AC Optimization Requirement Reminder

For participation in the 2014 initiative, the OPA has made it mandatory for all participating AC technicians to attend the 1 day AC Installation Optimization training course.

The course has been offered to technicians since the beginning of February 2013 for this mandatory requirement as of Jan. 1st, 2014. If your AC technicians have not already taken the training, please have them do so as soon as possible to continue to offer incentives for Air Conditioners.

The next available course will be in Mississauga on June 7th, 2014. [Click Here](#) to register or contact Angie Mantei at [amantei@hrai.ca](mailto:amantei@hrai.ca) with any questions you have regarding the schedules & registration information.



### AHRI Directory of Certified Product Performance Technical Support Update

Please note HRAI has been advised that any requests for confirmation of archived ratings will no longer be supported by AHRI. As per AHRI all requests for archived information must be directed towards the manufacturer of the unit. If there are any AHRI numbers that you need added back into the online submission site please provide a copy of the Ratings Certificate. If you do not have one, please request it from your manufacturer and send it to [mgrenier@hrai.ca](mailto:mgrenier@hrai.ca) for addition to the online submission site.



### AHRI Number Selection in Claim Documents

There has been a rise of complaints regarding falsely stating specific Evaporator Coils are installed to ensure their customers claims are approved. Any contractors entering claims fraudulently may be removed from the program with no future ability to provide this incentive to their customers.



### Contractor Support Contact Updates

If you need assistance with any registration issues, online profile information (adding new technicians or users, updating company information, etc.), or login issues please contact Sarah Coleman at [scoleman@hrai.ca](mailto:scoleman@hrai.ca) or at 1-800-267-2231 ext. 236.

If you need assistance with the submission of online claim forms, if the claim is "Declined" and you require direction regarding processing a resubmission please contact Kayleigh Breen at [kbreen@hrai.ca](mailto:kbreen@hrai.ca) or at 1-800-267-2231 ext. 244.

For any complaints, AHRI and ECM equipment support for claim

submission please contact Michelle Grenier  
atmgrenier@hrai.ca or at 1-800-267-2231 ext. 248.

Please remember that the email address to resubmit claims is:  
heatingcoolingincentive@millennium1solutions.com

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[heatingcoolingincentive@hrai.ca](mailto:heatingcoolingincentive@hrai.ca)



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HRAI (Heating, Refrigeration & Air Conditioning Institute of Canada) | 2800 Skymark Avenue, Bldg. 1, Suite  
201 | Mississauga | L4W 5A6 | Canada