

CONTRACTOR

P R O G R A M G U I D E

2024

GET PRO POWERED



PRO
PARTNER™

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POWER
TO THE
PRO

THE OFFICIAL GUIDE TO
THE RHEEM® PRO PARTNER™ PROGRAM



INTRODUCTION

This document serves as the official guide to the Rheem Pro Partner Program, for the purposes of participant education, as well as program marketing, advertising and promotion. Rheem reserves the right to update this Program Guide at any time. The most current version of the Program Guide is available on [My.Rheem.com > Marketing > Programs > Pro Partner > Guides > Pro Partner Program Guides](#).

For questions regarding the ***Rheem Pro Partner Contractor Program Guide***, its use or contents, please contact your Rheem Distributor or email help@myrheem.com.

ENGINEERED FOR THE INDUSTRY'S ELITE

The Pro Partner Program is designed to offer an expansive scope of benefits that deliver value and a positive impact for leading distributors and contractors as well as customers. Rheem® Pro Partner™ instantly resonates with both trade partners and customers to help cement members' reputations as dedicated, elite, Rheem-recognized industry professionals.

PROGRAM GOALS

- Help partners achieve more residential product sales, acquire new customers and retain existing customers
- Strengthen relationships between Rheem, distributors, contractors and customers to help advance mutual success at every connection in the value chain
- Recognize and reward a select group of premier partners who provide a first-class customer experience through their commitment to Rheem-quality products and service
- Provide engaging training tools online and in the field, exclusively for partners
- Establish and maintain open dialogues and communication with partners to ensure continual support and partner driven program evolution
- Ensure the program and participation process is highly functional and easy for Rheem and our partners to implement, adopt and maintain

THE PRO PARTNER CORNERSTONES

This program is engineered to provide value in four key areas



CONSUMER EXPERIENCE

- **The Rheem® Quality Pledge** – Giving Pro Partners™ peace-of-mind
- **Residential KwikComfort® Financing** – This program offers exclusive promotions for Pro Partners on eligible Rheem equipment—and offers homeowners better buying options
- **Rheem Ratings & Reviews** – These help Pro Partners build a strong online reputation and attract more online consumers



TRAINING

- **Tailored Training** – Rheem offers comprehensive training solutions, both online and in-person, covering all the topics you need to run a successful HVAC business
 - **Online Technical Training** – Interplay Learning modules give you access to a full catalog of industry-leading training remotely and on your own time
 - **Graduate Studies Courses** – Rheem curated these business-related courses with you in mind
 - **Premier Learning Facilities** – Our Innovation Learning Centers provide intensive, hands-on training that helps Pro Partners boost their business



CONTRACTOR INCENTIVES

- **Exclusive Rheem-administered Promotions** – Seasonal CashBack and *Residential KwikComfort® Financing* promotions. Best of all, Pro Partners can combine these rebates for even stronger purchase incentives
- **ProClub Rewards** – Pro Partners can earn rewards for points earned on eligible equipment purchases



MARKETING & BUSINESS SUPPORT

- **Rheem-generated Leads** – Rheem provides a number of exclusive opportunities to promote Pro Partners online
 - **Digital Brand Awareness Campaigns** – These are targeted by consumer, and customized by region / state and season
 - **Priority Rheem.com Locator Listings** – Pro Partners enjoy top billing on Rheem.com/Find-A-Pro
- **Pro Partner Social Media Program** – Rheem provides a social media management tool, along with ready-to-use Rheem-branded social media content for Pro Partners' Facebook, X (formerly Twitter) and Instagram social media pages
- **Exclusive Program Discounts and Promotions** – Pro Partners enjoy exclusive benefits from our vendor partners
- **Rheem RepBooster™** – Protecting and improving a Pro Partner's online reputation is easy with RepBooster
- **Recruitment Support Program** – In order to help with the Pro Partners with their recruitment efforts, Rheem has partnered with MilitaryHire

PRO PARTNER VALUE GUIDE

The value that a Rheem® Pro Partner™ realizes for their membership features will depend on the size of their business and their active participation in promotions and programs.

FEATURE	CONTRACTOR VALUE
Rheem Online Ratings & Reviews – Review management portal; unlimited automated email surveys; automated verification, posting & notification of reviews	\$2,400
Pro Partner CashBack Rebates – Exclusive CashBack promotions	\$4,500
Residential KwikComfort® Financing Promotions – Eight (8) months of promotions	\$11,000
Digital Brand Advertising – Based on brand awareness campaign, plus value of a blended service / install average ticket	\$5,000
ProClub Rewards – Based on selling two qualifying units a month	\$1,000
2025 National Conference – Two-day conference with instructor-led courses (limited availability)	\$1,000
RepBooster™ – Total digital reputation management solution pulling together Google, Facebook and Rheem Ratings & Reviews	\$300
Online Appointment Booking – Through the Book Now feature on Rheem.com	\$400
WebSuite™ – Customizable website options (\$84–500)	\$500
Rheem-branded Creative Assets – Complete library of creative assets	\$1,500
Interplay Learning – Courses for all skill levels from the leading provider of online training for the skilled trades; includes five (5) passes per company	\$2,800
Recruitment Support Program – MilitaryHire.com is your resource for hiring talent from the US Military. This program provides 1 recruiter account, up to 10 job postings, up to 600 resume views per month and up to 10 automated Resume Search agents	\$2,400
Graduate Studies – Our online Graduate Studies section has business-related courses specifically curated with you in mind	\$750
Pro Partner Social Media Program – This program provides a social media management tool, along with five pieces of social media content a month	\$8,000
Total Average Monetary Benefit of a Pro Partner Contractor Membership*	\$41,550

*This is the estimated value a participating contractor can expect to see as a Pro Partner. Actual value may vary.

PROGRAM DETAILS



PROGRAM PARTICIPATION

Contractor Requirements

To be eligible for Pro Partner membership, contractors must:

- Maintain high-performing Rheem annual product sales, with annual purchases made up of at least **60% Rheem residential products***
- Maintain high-level customer service and satisfaction, as demonstrated by a **four-star rating** on the Rheem Online Ratings & Reviews program via a **minimum of 30 customer review submissions per year**
- Remain committed to continuing industry education / training, including completing a **minimum of 10 collective, business-wide hours** of Rheem authorized courses each year (this includes Rheem online, in-class and conference courses, as well as certain industry courses)
- Hold all required, current and applicable state license documentation, and be in good standing with their distributors



**Any single-phase residential equipment installed in a residential application—including single-family dwellings—which includes apartments, condominiums, duplexes and homes.*



OUR QUALITY PLEDGE

Giving Pro Partners Peace-of-Mind

Any Rheem® manufactured matched system¹ installed by a Pro Partner Contractor, in a residential application² as part of an AHRI-matched system, that experiences failures that cannot be resolved **in the first year** after installation, may qualify for a Rheem Quality Pledge *Unit Replacement & Labor Allowance*, with Rheem District Technical Representative (DTR) approval prior to the equipment being removed from the application.³

Defined Labor Allowances

The Quality Pledge *Labor Allowance* is a flat rate to cover all expenses for labor, refrigerant and other miscellaneous materials required to successfully complete the replacement.

Products with a Labor Allowance up to \$225

- 1–3 Ton Residential Unit
- 1–3 Ton Residential Packaged Systems
- 1–3 Ton Air Handlers

Products with a Labor Allowance up to \$300

- 3.5–5 Ton Residential Unit
- 3.5–5 Ton Residential Packaged Systems
- 3.5–5 Ton Air Handlers
- Gas Furnaces



Additional Information

Please reach out to your Distributor regarding the claim process.

¹Excludes: Geothermal Heat Pumps and Oil Furnaces. ²Residential Application is defined as any single-family dwelling, which includes apartments, condominiums, duplexes and homes. ³Full Unit Replacements require pre-approval by the Rheem District Technical Representative to be eligible.

EXCLUSIVE SEASONAL PROMOTIONS

Pro Partners receive an elite sales advantage with **exclusive CashBack** and **Residential KwikComfort® Financing promotions**. Best of all, Pro Partners can combine these rebates for even stronger purchase incentives.

Pro Partners will receive information on specific enhancements to each promotion directly from Rheem®, as exclusive benefits may vary by promotion.

Benefits for Pro Partners

- Seasonal CashBack promotions
- Seasonal Residential KwikComfort Financing promotions
- Options to combine promotions for additional incentives

**Eligible equipment matrix will be announced approximately 60 days from promotion start date and is subject to change at Rheem's discretion.*

Residential KwikComfort Financing Enrollment

Contractors can enroll by going to My.Rheem.com and going to their company profile, clicking on the *KwikComfort* tab and filling out the application. More information on this program is available on the *Residential KwikComfort Financing* page on My.Rheem.com.

CashBack Promotions

Rheem will automatically enroll Pro Partners into seasonal Pro Partner™ Promotions—and any exclusive Pro Partner benefits will be automatically applied to your qualifying rebate submissions.

IMPORTANT! Pro Partners enrolling in the program by the end of March can submit rebate claims on equipment purchased and installed back to the start of the promotion. Pro Partners enrolled in the program between April–November 15 can submit rebate claims on equipment purchased and installed going back to the first day of the month they enrolled, if during the promotion timeframe. To be eligible for Fall CashBack promotions, the contractor must be enrolled in the Pro Partner Program by November 15.



CashBack

RHEEM ONLINE RATINGS & REVIEWS

Program Overview

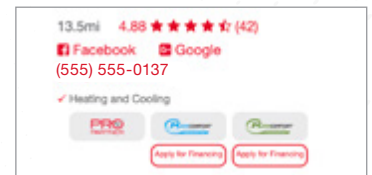
The Rheem® Pro Partner™ Online Ratings & Reviews Program solicits, manages and promotes contractor reviews by customers. Reviews are hosted on Rheem.com's Find a Pro pages, as well as on any Rheem-developed sites that are part of our WebSuite™ program. They can also be easily displayed on a contractor's proprietary website to enhance their individual search and page rank.

Benefits for Pro Partners

Reviews provide compelling, confidence-inspiring differentiation and promotion of Rheem Pro Partners' businesses in a crowded online marketplace. The Pro Partner Online Ratings & Reviews Program is exclusive to Pro Partners, and allows you to build and maintain a strong online reputation and use positive customer reviews to help grow your business.

Benefits for Customers

- Trustworthy, quality, Rheem-validated reviews and ratings of local contractors, right on Rheem.com's Find a Pro pages
- Easy-to-compare ratings & reviews make finding the best providers for their needs quick and convenient
- Badges indicating which providers are certified Rheem Pro Partners, and online reviews that clearly show what makes Pro Partners the best-of-the-best



Using the Rheem Online Ratings & Reviews Program

Pro Partners can access their ratings & reviews information by logging into their My.Rheem.com account, and going to the Marketing tab > Programs > Pro Partner > Ratings & Reviews. From there, you can:

- View, manage and respond to reviews
- Send review requests to customers
- Add reviews to your website
- View helpful program information and review response tips



Additional Information

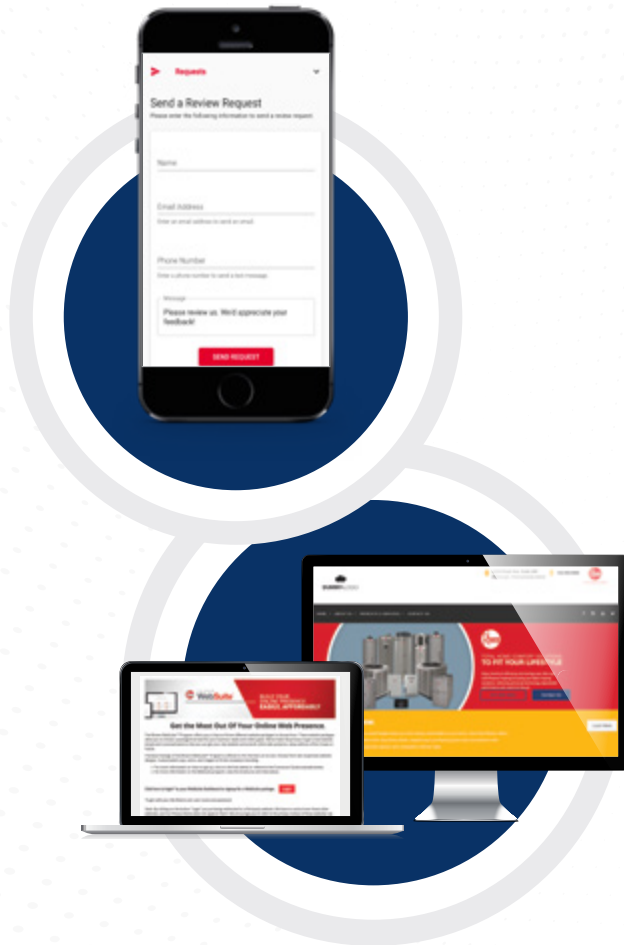
For more information on the Rheem Online Review Process & Navigating the Ratings & Reviews Dashboard, please review the Quick Start Guide. My.Rheem.com > Marketing > Programs > Pro Partner > Pro Partner Programs Quick Start Guide

ONLINE REPUTATION MANAGEMENT

Program Overview

The Rheem® Online Reputation Management Program powered by RepBooster™ makes it easy for Pro Partners™ to improve their online reputation with:

- Review Monitoring: Monitor reviews on Google & Facebook
- Review Notifications: Receive alerts when a new review appears online
- Review Responding: Pro Partners can respond to reviews directly from the dashboard
- One Central Dashboard: Available on your desktop, tablet or mobile device
- Simple Review Requests: Pro Partners can enter the customer's name and phone and/or email address then click send. It's easy and fast for anyone to request a review right from the contractor app



Getting Started

To access RepBooster program features, Pro Partners will need to visit My.Rheem.com > Marketing > Programs > Pro Partner > Rep Booster, and click the "Login" button.

Upon first login, you will need to activate Facebook and Google review monitoring through the RepBooster program. Activation is completed by following the guided setup procedure and logging into your Facebook and Google profile pages. After your first login and initial setup, you will be able to access the RepBooster dashboard.



Getting Started

The Base Package of the Rheem WebSuite™ Program is offered to Pro Partners at no cost. Choose from two responsive website designs, and receive a fully branded, ready-to-go website. Add your logo, socials and company contact info.

For questions regarding your RepBooster or WebSuite account, contact support@goboost.com

Additional Information

Complete details can be found on My.Rheem.com > Marketing > Programs > Pro Partner

SOCIAL MEDIA PROGRAM

The Rheem® Pro Partner™ Social Media Program includes customizable social media content, access to a user-friendly social media management tool, quarterly webinars, newsletters and more! This program was strategically engineered with the homeowner in mind and helps to establish Pro Partners as trustworthy and knowledgeable thought leaders in their online community.



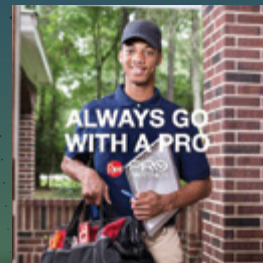
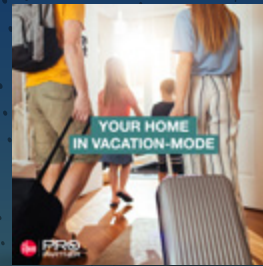
The Pro Partner Social Media Program includes:

- 5 monthly pieces of social media content for Facebook, Instagram and X (formerly Twitter)
- Access to Social Horsepower, the tool where you'll be able to access ALL of the exclusive Pro Partner Social Media Program content and connect and manage your social media accounts in ONE place. You can set up posts to go out onto your pages automatically, or you can review and approve content ahead of time. More features include customizing the posts with your business's logo and contact information and scheduling your own additional content in your content calendar.
- **Access to a library** of yearly holiday social media content in Social Horsepower to post onto your social pages
- **Quarterly newsletters** to keep Pro Partners up to date on all social media news and trends
- **Quarterly infographics** to inform and educate consumers on industry news and information
- **Quarterly webinars** where our marketing team (and even special guests) provide social media best practices and more



Additional Information

Complete details can be found on My.Rheem.com > Marketing > Programs > Pro Partner > Program Details > Social Media Program



DIGITAL BRAND ADVERTISING

Video marketing has emerged as a powerful tool for engaging with your customers and promoting your products or services. Its versatility and captivating appeal make it an ideal medium to showcase the Rheem® Brand and Pro Partners.

Digital Brand Advertising is activated and driven by Rheem. It consists of regional digital brand awareness campaigns that are targeted by consumer, and customized by region / state and season. They automatically and continually market the Rheem products that are most likely to sell to a given audience in a given region, and connect all leads (online clicks and phone calls) to local Pro Partners. The length of these campaigns will vary by market and consumer demand, but most last approximately 3–6 months.

As a Pro Partner™, you are automatically enrolled in a digital campaign. This campaign utilizes the power of video to connect with customers who are actively seeking HVAC services. Moreover, the campaign is managed on a seasonal basis, ensuring that customers are seeing video content that is relevant to the current season.

Benefits for Pro Partners

- More contractor and Rheem brand impressions through smarter targeting of consumers
- Connecting to customers that are “in market” for HVAC services
- Any received leads* go directly to Pro Partners; all online users are directed to a special landing page that connects them with Pro Partners in their area
- Any received leads* are continually tracked both online (by appointment scheduling) and by phone (calls), so Pro Partners will have visibility to the campaign’s effectiveness in their market

**The Digital Brand Advertising does NOT guarantee leads.*



Additional Information

You'll find more information on Digital Brand Advertising on My.Rheem.com, under the Marketing tab, by selecting the Pro Partner Program page link. For questions not answered on the My.Rheem.com website, please contact help@myrheem.com.

CUSTOMIZED AD STRATEGY & VIDEO CONTENT

As an additional feature of the Pro Partner Program, all video content is available to Pro Partners. The videos have been designed in a way that makes them customizable to each business.

In addition, all video content and actors have been licensed at a national level, so you don't have to worry about any additional cost.

Once the videos have been customized, they can be used to promote your business via YouTube, Programmatic and/or Connected TV. The ad campaigns can be configured by your existing digital agency, or you can contact the agency currently managing the Pro Partner digital brand campaign.



Additional Information

To download or customize the new digital brand advertising campaigns, go to [Marketing > Advertising > Custom Templates > Heating & Cooling > Digital Brand Advertising](#)

PROCLUB REWARDS

Program Overview

Pro Partners can earn and redeem unlimited ProClub Points for all eligible Rheem® equipment purchases and can turn those points into valuable rewards—like gifts, tools, travel and event tickets.

Enrollment

Pro Partners can enroll anytime by visiting the ProClub website at My.Rheem.com > Marketing > Programs > Pro Partner > Promotions > ProClub and clicking go to your ProClub Account.

How to Earn Points

Each time you purchase and install eligible Rheem equipment and submit claims on the Contractor Serial Tool (CST), you can earn reward points. Pro Partners enrolling in the program by the end of March can earn points on equipment purchased and installed since January.

ProClub Membership Termination

If you are removed from the Pro Partner Program, your ProClub membership will be terminated immediately. If Rheem discontinues the ProClub program, Pro Partners will have 90 days to redeem their points. Any and all unredeemed points (and the value thereof) remaining shall be forfeited and no reward claims shall be honored thereafter.

IMPORTANT! Units must be claimed within 183 days from install date to be eligible to receive ProClub points.

ProClub Points are tied to the My.Rheem.com user account that submits the installed equipment registration / claim. Pro Partners should choose one My.Rheem.com user to enter submissions under, if they want all of their company's ProClub points listed under one account.

★ Additional Terms

More information on the ProClub Rewards program—including the latest listings of eligible products and detailed Terms & Conditions—is available at My.Rheem.com > Marketing > Programs > Pro Partner > ProClub.

For questions not answered on the ProClub website, please contact help@myrheem.com.

PROCLUB

REWARD YOURSELF



How to Redeem Points

- STEP 1** Login to the My Account tab in My.Rheem.com under ProClub portal
- STEP 2** Browse and select item(s)
- STEP 3** Click Submit to redeem a reward

IMPORTANT! Points expire if there is a 3-month period of contractor inactivity.



BOOK NOW FEATURE & PRO PROFILE

Online Booking

“Book Now” on Rheem.com provides homeowners with an easy way to book a service appointment with a trustworthy Pro Partner™. This feature enables customers to request an appointment from you—right from our Find a Pro tool on Rheem.com



Pro Profile

Pro Partners can claim their Pro Profile and customize it with content, videos and business information to add an even deeper level of trust with the homeowner as they browse. Pro Partners can leverage their Pro Profile to expand their business's organic search profile with a dedicated, customizable page that will be indexed on the major search engines, and can provide another doorway for consumers to find them online.

Navigate to My.Rheem.com, and after logging in click over to your contractor profile. You'll now find a tab on the left-hand menu called “Pro Profile”, and this is the place where you update your Pro Profile page in real-time, including updating your office hours, photos and even your company slogan.



Additional Information

Complete details can be found on My.Rheem.com.

INDUSTRY-LEADING TRAINING

Program Overview

Rheem® offers industry-leading technical and business training designed to help you improve, excel and be a cut above the competition.

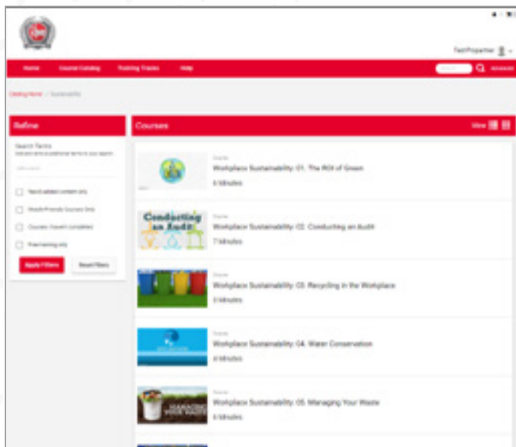
We are proud to offer exclusive, hands-on training at our Innovation Learning Centers—our premier learning environments. We also offer other in-field training opportunities held at distributor locations, as well as online content for Pro Partners who want to brush up on their skills.

Graduate Studies Program

You have exclusive access to a wide variety of business and marketing courses through the Graduate Studies program in Rheem Academy. This program offers courses covering topics such as:

- Sustainability
- Sales
- Business Practices & Tools
- Marketing & Communication
- Leadership & Personal Development
- Customer Service

Log in to Rheem Academy today for access to our online training. Go to My.Rheem.com > Education > Rheem Academy



Technical Training Powered by Interplay Learning

Technical training for all skill levels from the leading provider of online training for the skilled trades:

- Includes five (5) passes per company, a \$2,800 value! Additional packs of five (5) can be purchased at a discounted rate
- Over 200 courses and growing
- NATE Continuing Education hours available
- Includes custom Rheem 3D/VR courses (Inverter, Renaissance™ Commercial Rooftop) and four (4) other generic 3D/VR courses
- Access is delegated through your My.Rheem profile. To visit, click on the Pro Partner tab on the left menu and navigate to Interplay section to select Interplay Learning users

Meeting Training Requirements

All Pro Partners must complete a minimum of 10 collective, business-wide hours of Rheem-authorized courses each year to maintain their membership. Rheem® has made it easier than ever for this requirement to be met by allowing you and your employees to utilize a variety of training opportunities.

- **Rheem Academy Courses:** Any course offered by Rheem at an Innovation Learning Center, in-field or online, counts toward this requirement
- **Distributor-led Classes:** Technical courses taken through the distributor are also applied to the Pro Partners' Continuing Education Units (CEUs) goal through our Class Manager Program
- **Industry Associations:** Courses taken through industry associations like ACCA, EGIA and PHCC can be applied toward the annual 10-hour training requirement.

RECRUITMENT SUPPORT PROGRAM POWERED BY MILITARY HIRE

Now more than ever, hiring the right person, who respects customers and co-workers alike, helps to cultivate the best customer service experience. In order to help Pro Partners with their efforts, Rheem has partnered with MilitaryHire to offer the Recruitment Support Program.

MilitaryHire.com is your resource for hiring talent from the US Military. Established over 20 years ago, it is the longest standing online job resource for veteran talent on the internet. With over 600,000 US Military candidates, this site has been developed and is maintained by a team of both military veterans and corporate hiring authorities. MilitaryHire's mission is to "Serve Those Who Served" by connecting veterans of America's armed forces, military spouses and immediate family members with Pro Partners who value their experience and skills.

As part of the Pro Partner™ program, you will receive:

- 1 recruiter account (resume search seats)
- Up to 10 job postings
- Up to 600 resume views per month
- Up to 10 automated Resume Search agents

Within the MilitaryHire network are the resources and contacts which companies and veterans need to successfully connect. MilitaryHire.com has partnerships which help veterans in their transition process and also offer training resources to veterans. MilitaryHire also has extensive blogs for companies and veterans to aid in their talent and job search efforts.



Additional Information

For more information on this benefit, visit
[My.Rheem.com > Marketing > Programs > Pro Partner > Program Details > Recruitment Support Program](#)





2024 Pro Partner™ Checklist

Log into My.Rheem.com and locate the Digital Checklist available in your contractor profile. The digital checklist will help walk through signing up for the Pro Partner benefits that need additional actions within My.Rheem.com. **Not all benefits listed below are shown on the Digital Checklist.*

1. Quick Start Guide:

Download the Pro Partner Quick Start Guide and use along with your Checklist

2. Pro Partner Contractor Guide:

Review to understand all benefits and contractor responsibilities within each program

3. My.Rheem.com:

Upload your business logo
Verify that your profile information is accurate
Become familiar with the navigation and reporting

4. Contractor Serial Tool (CST):

Review the 2024 CashBack and KwikComfort® Promotions
Learn about the CST claim entry process
Set up your payment method in order to receive promotional rebate dollars

5. Residential KwikComfort® Financing:

Gather information about the KwikComfort® Financing programs
Make sure you are signed up prior to February 1st when promotions begin with Synchrony

6. Pro Profile:

Become familiar with the Pro Profile and how it can benefit your company
Set up your Pro Profile to include all of your company information to be included on Rheem.com/Find-a-Pro

7. Training:

Read about the Pro Partner Training program
Validate your NATE Certification within My.Rheem.com to be included on Rheem.com/Find-a-Pro
Assign up to five users to receive their free Pro Partner Interplay Licenses

8. ProClub Rewards:

Learn about the ProClub program, points and available gifts

9. WebSuite™:

Become familiar with WebSuite
Sign up for your free Base Package website or view rates on Core and LEADgen packages

10. RepBooster™:

Become familiar with RepBooster
Sign up for your free RepBooster Package or the discounted RepBooster Max Package

11. Online Appointment Booking:

Review the Rheem Pro Partner Online Booking Experience

12. Priority Rheem.com Dealer Listing:

Review your company's information on Rheem.com/Find-a-Pro to confirm everything is listed correctly on Rheem.com

13. Pro Partner Social Media Program:

Gather information about the Pro Partner Social Media Program
Sign up to take part in the Pro Partner Social Media Program
Join the private Rheem Pro Partner Facebook page

14. Pro Partner Recruitment Support Program:

Gather information about the Pro Partner Recruitment Support Program Powered by MilitaryHire
Sign up to take part in the Pro Partner Recruitment Support Program Powered by MilitaryHire

15. Tools to Be a Successful Pro Partner:

Take a look around My.Rheem.com and the Pro Partner dashboard and review all the great tools to help you be a successful Rheem Contractor and Pro Partner

16. Rheem Academy:

Visit Rheem Academy Graduate Studies school and start taking free online courses (available to everyone in your organization)
Become familiar with the process to upload outside industry training / course hours on Rheem Academy to meet the annual program requirement

17. Rheem Online Ratings & Reviews:

Learn about adding customer emails to send surveys
Become familiar with responding to reviews
Explore posting the reviews widget on your website

18. Creative Assets:

Download the Pro Partner logo from the Brand Guidelines and Creative Assets and start using it in your advertising
View, select and request available custom templates for professional television, radio, digital ads, outdoor, web, postcards and social media
Review all available advertising tools within My.Rheem.com > Marketing

19. My.Rheem.com Brandzone™:

Order Pro Partner promotional items and Pro Partner literature

20. Pro Partner Report Card:

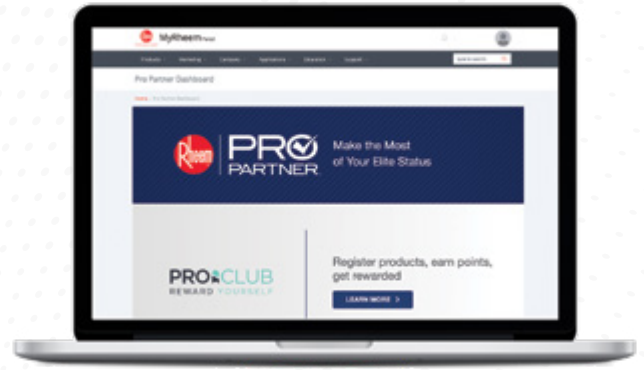
Locate your Pro Partner Report Card to view your real-time program results / value
Sign up to receive your Monthly Pro Partner Report Card emails

21. My.Rheem.com Notifications:

Periodically check My.Rheem.com for notifications ("bell icon" upper right menu)



Questions? help@myrheem.com



GIVE YOUR SUCCESS A QUICK JOLT

The Pro Partner™ Program is about enhancing contractors' success and building their businesses through a carefully selected suite of tools and programs.

So we wanted to make it as easy as possible for them to take advantage of all of them. From finding new talent and building their online reputation, to earning rewards and more, the Pro Partner Quick Start Guide will help them get on the right path to getting pro powered.

Some Highlights of the Quick Start Guide

- How to File a CashBack Claim and more functions within your CST Dashboard
- How to Sign Up for the Pro Partner Social Media Program and Pro Partner Recruitment Support Program
- How to access Rheem® Online Ratings and Reviews... and so much more all bundled for you in one guide

The Quick Start Guide is located on
My.Rheem.com > Marketing > Programs > Pro Partner > Guides > Pro Partner Program Guides > 2024 Pro Partner Quick Start Guide

PRO PARTNER LANDING PAGE

We expanded the Pro Partner Dashboard by adding a new landing page to help highlight program benefits, new videos, important dates and easy access to request help when needed. The landing page is the first thing you see when going to the Pro Partner dashboard. The portal tiles and individual benefits pages are still there, you just arrive at the landing page first.

Save time and rapidly find what you need with quick access to programs broken out by key categories: Program Details, Resources, Promotions and Guides. Featured Pro Partner Program videos live on the site, making it easy to find helpful explanations of the program in general and in-depth dives into key tools. You can stay on top of important dates to remember like promotional periods, registration cutoffs and more with the frequently updated calendar.

Explore the landing page at My.Rheem.com > Marketing > Programs > Pro Partner.

NEW L R L O S E R



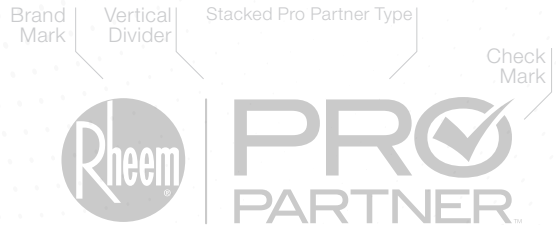
PRO
PARTNER

LOGO GUIDELINES

The Rheem® Pro Partner™ logo should be used in all marketing, advertising or promotional collateral that supports the Pro Partner Program—including on websites and marketing materials advertising you as an official Rheem Pro Partner.

Rheem no longer approves the “Rheem Team” logo for use in connection with Rheem’s Pro Partner advertising.

Acceptable Usage



The Pro Partner logotype is composed of four elements: Rheem brand mark, vertical divider, stacked Pro Partner type and checkmark. Because the Rheem brand mark is part of the Pro Partner logo, the logo may be used alone on materials OR appear with additional Rheem branded elements.

The Pro Partner logo will always use the Rheem consumer flat logo. Preferred usage is on a white background, but the logo may be used on color

backgrounds as described below. The Rheem brand mark should never be placed over a solid red background.

The checkmark will have limited color variations depending upon its application, as described in the color guide below. The four-color logotype will use a checkmark in the lighter gray within the respective brand color palette.

Color Variations

White Background | 4-Color Logo



White Background | 2-Color Logo



White Background | Black



Light-to-Medium Background | Color Option 01



Light-to-Medium Background | Color Option 02



Dark Background | Color Option 01



Dark Background | Color Option 02



Unacceptable Usage

It is important to keep all graphic elements consistent throughout all Rheem® Pro Partner™ branded communications. Logo guidelines have been provided to guide you in proper, consistent usage. For reference, examples of some unacceptable uses of the Pro Partner logo are illustrated below.

- A. Never use a large drop shadow on the logo
- B. Never outline the logo
- C. Never reposition any parts of the logo
- D. Always use approved colors for the logo
- E. Always maintain the logo's clear space or legibility will be compromised
- F. Never modify the logo artwork in any way or add elements to it
- G. Never place the logo on a photo or illustration where legibility will be compromised
- H. Always use a high-resolution version of the logo
- I. Do not rotate the logo
- J. Do not use the Rheem Team logo



Pro Partner Logo Size Requirement

“Minimum size” refers to the smallest size applicable to ensure readability and recognition. The minimum size, in width, of the Pro Partner logo is 1.0 inch.



minimum size is 1.0 inch

Clear Space

“Clear space” refers to the minimum distances from the Pro Partner logo to any other graphic element or outer edge of a given design. This space should always be kept clean and free of additional graphics, photography, text and other marks. Rheem must approve exceptions for special use of the logo individually. Clear space dimensions are equal to the width / height of the Rheem logo on all sides of the Pro Partner logo.



All Pro Partner logo files can be found on [My.Rheem.com](https://www.myrheem.com) > Marketing > Brand Guidelines and Creative Assets.

SUPPORT RESOURCES

General program assistance or questions can be directed to the Rheem® Help Desk at help@myrheem.com. Your Rheem distributor will also be able to assist you with Pro Partner Program questions and guidance. Please see Vendor Contact Information below for individual benefits.

Vendor Contacts

RepBooster support@goboost.com

WebSuite support@goboost.com

SocialHP info@socialhp.com

MilitaryHire help@militaryhire.com

Synchrony

Inside Sales: [1.877.891.9803](tel:18778919803)

Merchant Services: [1.888.222.2176](tel:18882222176)

Program Materials

The Pro Partner dashboard on My.Rheem.com is located under the Marketing section in the navigation. There, you'll find all Pro Partner Marketing Materials, guidelines and links to each program component available.

Knowledge Base

Short "How-to" tutorials are available on My.Rheem.com under the Support > Help Desk > Knowledge Base section for quick and easy reference tools of multiple pieces of the Pro Partner Program.

Preferred Vendor Hub

When it's time for your business to call on other professionals, trust the members of Rheem's Preferred Vendor Hub™. This service gives Rheem contractors exclusive access to a network of vetted and approved vendor partners that offer a variety of business services. Visit My.Rheem.com > Marketing > Tools > Preferred Vendor Hub for more information.

BrandZone

Rheem's BrandZone™ Company Store offers branded promotional items, apparel and publications that you need to support the program and grow your business. Being a Pro Partner is a badge of honor, and the BrandZone Company Store ensures that you have access to official Pro Partner gear—available only at My.Rheem.com/BrandZone.

PRO PARTNER CONTRACTOR TERMS & CONDITIONS

As a contractor participating in the Rheem® Pro Partner™ Program, I understand and agree to the following Terms & Conditions and program details in their entirety by completing the enrollment process for the Pro Partner Program.

I understand and agree that as a Rheem Pro Partner I am responsible for:

- Meeting the minimum program requirements as defined in the Annual Contractor Program Requirements
 - By meeting the minimum program requirements, I understand that I can be enrolled automatically for the next year's program by my distributor. If I do not wish to enroll, I must let my distributor know I wish to opt out before the start of the new program year
 - I understand that my membership is subject to termination, at Rheem's sole discretion, if I do not meet the minimum program requirements annually as defined in the Annual Contractor Program Requirements; I violate the Rheem Heating & Cooling Internet Policy or Rheem Heating & Cooling Brand Guidelines for Advertising and Promotional Materials; or the program is discontinued
- I understand that the terms for my participation in the program are subject to annual review and revision based on my:
 - Total Residential Product Sales – Sales of all Rheem residential equipment
 - Top Tier Product Mix – Mix of Rheem top tier residential equipment
 - Year-Over-Year Growth – Increase in sales growth of Rheem equipment from prior year
 - Consumer Online Reviews – Total annual consumer ratings and reviews based on the Rheem Online Ratings & Reviews Program
 - Rheem Training – Total annual trainings completed
 - Program Participation – Total annual programs enrolled and participating in (i.e. *Residential KwikComfort® Financing*, Rheem Rebates & Promotions, etc.)
- I further agree that, as a Rheem Pro Partner, I will follow the program rules and regulations set forth in the Contractor Pro Partner Program Guide and these Terms & Conditions
- I understand by being in the Pro Partner program, I will be automatically opted into receiving Pro Partner communications from Rheem and select vendor partners of Rheem

- I understand that I am an independent contractor and that I am not authorized to represent myself as or act as an agent or employee of Rheem
- For promotions, I understand that if I am enrolled in the Pro Partner Program prior to March 31, 2024, I will receive full program benefits back to January 1, 2024; If I am enrolled April 1, 2024 through November 15, 2024, I will only receive program benefits back to the first day of the month I was enrolled

Annual Contractor Program Requirements

- Must be in good standing with the distributor as determined by the distributorship
- Maintain high-performing Rheem annual product sales, with annual purchases¹ made up of at least 60% Rheem residential products²
- Maintain high-level customer service and satisfaction, as demonstrated by a four-star rating on the Rheem Online Ratings & Reviews Program via a minimum of 30 customer review submissions per year
- Remain committed to continuing industry education / training, including completing a minimum of 10 continuing education hours, collectively in the business, each year (this includes Rheem online, in-class courses and conference courses as well as certain industry courses)

¹Purchase minimum defined by distributor. ²Any single-phase residential equipment installed in a residential application—including single-family dwellings—which includes apartments, condominiums, duplexes and homes.

Pro Partner Ratings & Reviews Terms are as follows:

- Pro Partners agree to respond to reviews appropriately
- Pro Partners agree that they understand that Rheem will not alter customer reviews simply based on dissatisfaction by the contractor
- Reviews will be audited and monitored by Rheem; any inappropriate content by the reviewer or contractor will be prohibited and removed



Additional Terms

The Pro Partner Program is currently open only to Rheem HVAC distributors and Rheem contractors in the United States.

CONTRACTOR

P R O G R A M G U I D E



RHEEM® MANUFACTURING

5600 Greenwood Rd
Fort Smith, AR 72908

My.Rheem.com

Not Available in Canada.

*In keeping with its policy of continuous
progress & program improvement,
Rheem reserves the right to make
changes without notice.*

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CONNECT

S O C I A L M E D I A



PRO PARTNER™



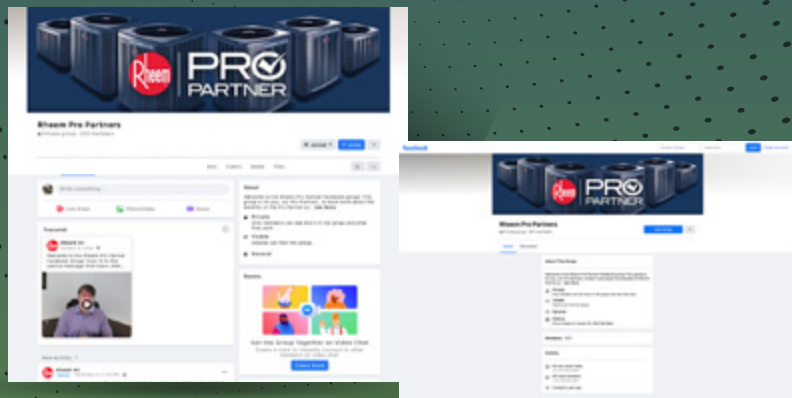
SOCIAL MEDIA PAGES

Facebook, Instagram and X (formerly Twitter).

 [Facebook.com/RheemAir](https://www.facebook.com/RheemAir)

 [Instagram.com/Rheem_Air](https://www.instagram.com/Rheem_Air)

 [X.com/RheemAir](https://twitter.com/RheemAir)



PRO PARTNER PRIVATE FACEBOOK GROUP

The private Pro Partner Facebook Group is for Pro Partners to learn more about the benefits of the Pro Partner Program, to have an additional resource to talk shop and to discuss what's happening in the field within the HVAC industry and their business.

Pro Partners are encouraged to join.

Follow these steps to join:

- Go to the Rheem Air Facebook page
- Click the "Groups" tab
- Click "Join Group"
- Answer the membership questions