Lennox Invests in AI Agents to Enhance Technician Support and Customer Experience

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DALLAS, Sept. 10, 2025 /PRNewswire/ -- Lennox (NYSE: LII), a leading provider of innovative climate control solutions, is accelerating its digital transformation through strategic investments in AI-powered tools designed to enhance the customer experience.

As part of this strategy, Lennox Residential HVAC has launched two AI agents: one tailored for HVAC technicians and dealers, and another designed for homeowners.

The Technical Support AI agent helps dealers and HVAC technicians troubleshoot, service, and repair Lennox equipment more efficiently. Trained on Lennox data and built with a conversational interface, the tool offers on-demand access to essential support functions including warranty lookups, repair parts finder, error code explanations, and step-by-step troubleshooting. It currently recognizes and interprets more than 250 error codes and provides guidance for common service issues.

Available in English, Spanish, and French through LennoxPros.com and accessible via SMS for registered users, the tool ensures immediate support is available even when internet access is limited.

"This investment is part of our digital transformation, which starts by addressing the needs of our customers," said Lennox Chief Technology Officer Prakash Bedapudi. "The Technical Support AI agent gives dealers and technicians instant access to information that would otherwise require a call or a manual search, saving valuable time in the field. It is a meaningful step in our ongoing strategy to strengthen the overall customer experience."

Designed to be the first stop for support in the field, the tool complements existing Lennox support services. Since its launch earlier this year, the Technical Support AI agent has logged over 15,000 sessions, with as many as 760 sessions occurring weekly. More than 7,000 technicians have registered for the tool providing positive session feedback 96 percent of the time. Built to learn and improve through usage and feedback, the agent will continue to evolve and improve with planned updates that expand its capabilities.

Lennox is also enhancing consumer support through a dedicated AI agent on Lennox.com. Designed for both desktop and mobile use and available in English, Spanish, and French, this tool helps homeowners find local Lennox dealers, register products, access warranty information, and troubleshoot Lennox smart thermostats. It allows homeowners to resolve basic support needs quickly and independently, streamlining access to essential information.

Through investments in AI-driven support solutions, Lennox is equipping its partners and customers with tools that improve service speed, reduce downtime, and enhance the customer experience.

ABOUT LENNOX

Lennox (NYSE: **LII**) is a leader in energy-efficient climate-control solutions. Dedicated to sustainability and creating comfortable and healthier environments for our residential and commercial customers while reducing their carbon footprint, we innovate with our cooling, heating, indoor air quality, and refrigeration systems. Additional information on Lennox is available at **www.lennox.com**.

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