

FREQUENTLY ASKED QUESTIONS

WHAT IS THE CLEANair FURNACE REBATE PROGRAM?

The CLEANair Furnace Rebate Program is an incentive program that encourages consumers to choose a cleaner product, with fewer air polluting emissions, when purchasing a natural-gas-fired, fan-type central furnace. These Ultra-Low NOx furnaces meet the SCAQMD Rule 1111 nitrogen oxide (NOx) emission limit requirements. Furnaces that do not meet the Rule 1111 NOx emission limit can be purchased, but are not eligible for the CLEANair Furnace Rebate Program and are subject to a mitigation fee. The CLEANair Furnace Rebate Program is funded by the South Coast Air Quality Management District (SCAQMD). On March 2, 2018, the SCAQMD Governing Board authorized an initial \$3 million, as well as additional funds from fees collected from those furnace manufacturers selling non-compliant furnaces.

WHAT IS AN ULTRA-LOW NOX FURNACE?

An Ultra-Low NOx furnace is a SCAQMD qualified gas-fired model that meets the required emissions level for single-family, multi-family and small commercial properties within the South Coast Air Quality Management District (SCAQMD). A list of qualified furnaces can be found on the Qualified Furnace List.

WHAT ENVIRONMENTAL AND PUBLIC HEALTH BENEFITS ARE PROVIDED BY PURCHASING AND INSTALLING A QUALIFIED FURNACE?

Rule 1111 reduces smog-forming NOx emissions from residential and commercial space heating. NOx emissions contribute to the formation of ozone, commonly referred to as smog, and fine particulate matter, also known as PM2.5. Ozone damages cells in the lung's airways, causing inflammation and swelling. It also reduces the respiratory system's ability to fight infection and remove foreign particles. The major health effects associated with particulate matter include increased mortality, exacerbation of respiratory disease and cardiovascular disease, and impacts on lung function. By purchasing and installing a Clean Air Qualified Furnace, you are doing your part to improve air quality and promote public health.

HOW DO I KNOW IF MY FURNACE QUALIFIES FOR A REBATE?

Visit the Qualified Furnace List for a directory of SCAQMD qualified equipment. As new Ultra-Low NOx furnaces become qualified by SCAQMD, those qualified brands and model numbers will be added to the list.

WHO IS ELIGIBLE TO RECEIVE REBATES?

Applicants in single-family residences, multi-family properties, or small commercial buildings within SCAQMD's service area who purchase and install SCAQMD qualified gas-fired furnaces are eligible to apply.

I AM A LANDLORD OR PROPERTY MANAGER. CAN I APPLY FOR THIS REBATE?

Yes, landlords may apply for the rebate. In order to qualify, you must submit all required documentation, and certify on the online application that you are the property owner. By accepting the terms of participation in the CLEANair program, you are certifying that you are the legal owner of the property where the installation was completed, and that you are eligible to receive the rebate.

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HOW DO I FIND OUT IF I AM IN THE SOUTH COAST AIR QUALITY MANAGEMENT DISTRICT (SCAQMD) SERVICE AREA?

Visit SCAQMD Jurisdiction to see if your city is listed. You may use the search feature to look up your location by zip code, city, or county to determine if the property is within the eligible service area.

WHAT IS THE REBATE AMOUNT AND HOW MANY REBATES ARE AVAILABLE?

The rebates will be distributed on a first-come, first-served basis, based on the receipt of your application. The amount of the rebate is \$500 for each of the first 6,000 compliant furnaces, and thereafter \$300 for each compliant condensing furnace and \$200 for each compliant non-condensing, weatherized, and mobile home furnace.

HOW LONG WILL THE CLEANair FURNACE REBATE PROGRAM BE AVAILABLE?

The rebate program is expected to end on December 31, 2021, or when the funds are exhausted, whichever occurs first. The program may be extended if there are funds remaining after December 31, 2021.

WHAT IS REQUIRED TO RECEIVE A REBATE?

In order to receive a rebate, fill out the online application at www.cleanairfurnacerebate.com. When applying, you will select the appropriate furnace brand and model number, and upload your signed invoice. The invoice must contain the installation date, furnace manufacturer, full model number, full serial number, and total installation cost(s).

HOW LONG DOES IT TAKE FOR MY REBATE APPLICATION TO BE PROCESSED?

Rebate applications are reviewed in the order of receipt, and are generally processed within two weeks or less from the date of submission. Your application status will be visible in your online application portal at www.cleanairfurnacerebate.com and can be reviewed at any time. Allow 4-6 weeks to receive your rebate check in the mail.

HOW MAY I DETERMINE THE STATUS OF A REBATE I'VE SUBMITTED?

The status of your rebate application will be available in the online application portal found at www.cleanairfurnacerebate.com. You may log back into your online application account at any time to review your submitted applications and their associated statuses. You may also inquire about your status via telephone at 866-273-5280 or email at cleanairfurnace@egia.org.

WHAT ARE THE CALL CENTER HOURS?

The rebate call center is open Monday-Friday from 8 a.m. to 5 p.m. PST. If you are attempting to reach the center after hours or on weekends, leave a message and you will be contacted within one business day following the receipt of your call.

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I AM NOT RECEIVING EMAILS FROM THE PROGRAM. WHAT CAN I DO?

If you are having difficulty receiving or viewing emails from the rebate program, you may try the following: Check your junk or quarantine folders for program emails. If found, please mark "not junk" for future communications to be routed to your inbox. Add our program email address to your address book, or add to your "allowed" list. The email address is cleanairfurnace@egia.org Contact your email service provider and ask to allow emails from our email address or organization. Your email provider may be able to assist you in adjusting your email settings.

IS THERE A LIMIT ON HOW MANY REBATES I CAN RECEIVE?

Applicants will be eligible to receive a rebate for each SCAQMD qualified furnace replaced per address. Addresses with more than one SCAQMD furnace installed will be subject to review, and may be considered for an inspection.

THE FURNACE I PURCHASED IS NOT ON THE QUALIFIED PRODUCTS LIST. CAN I STILL RECEIVE A REBATE?

No. Only furnaces that have been qualified by SCAQMD are eligible for a rebate. Many furnaces have similar model numbers, but only the exact models on the list will qualify. We recommend that applicants visit the Qualified Furnace List to confirm eligibility prior to applying for a rebate. If you believe that your furnace meets the requirements listed for eligibility, you may contact us at 866-273-5280 for review or assistance.

ARE MULTIFAMILY RESIDENCES ELIGIBLE FOR A REBATE?

Yes, if the furnace installed is on the Qualified Furnace List.

ARE COMMERCIAL PROPERTIES ELIGIBLE FOR A REBATE?

Yes, if the furnace installed is on the Qualified Furnace List.

ARE THIRD PARTIES ELIGIBLE FOR A REBATE?

No, third parties are not eligible for a rebate. For contractors interested in applying, please see the information available on the Contractor Direct Rebate Option.

HOW DOES THE CONTRACTOR DIRECT REBATE OPTION WORK?

The Contractor Direct Rebate Option is a program which allows contractors to offer customers an Ultra-Low NOx furnace at a reduced cost by offering the rebate as an instant discount. This option allows homeowners to receive the CLEANair Furnace rebate as a deduction off of the total price at time of sale. This deduction must be clearly shown on the contractor's installation invoice. Contractors must have each customer sign a release form which waives their right to the rebate check and allows the contractor to apply and collect the rebate directly. For additional information and release form, [click here](#).