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Your Source for Energy Efficiency



AIR SOURCE HEAT PUMPS: QUESTIONS FOR YOUR INSTALLER

It's important to be clear about your goals when speaking with a heat pump contractor.

Ensuring your installer understands your priorities—comfort needs, aesthetic preferences, and intended use of the heat pump—will help provide a quote that aligns with your expectations. Think long-term, as this equipment will last 15 years or more. During your conversation with installers, consider asking the following questions:

Configuration

- Will a heat load calculation be performed to determine the sizing of the system?
- Where will the outdoor unit(s) be mounted?
- Will exterior piping be visible? If so, what type of covering will be used?
- What type of indoor units do you recommend, where will they be located, and why?
- Can a heat pump work effectively with my existing ductwork?
- How will the controls and thermostat be set up?

Timing

- How far in advance can we plan the Installation and how long does the Installation take?
- What should I do to prepare my business for the installation?
- When is the best time to install If I'm replacing or integrating my existing system with a heat pump?

Quality Assurance

- Do you provide a warranty for the systems you install?
- Have you participated in manufacturer training for the systems you would install?
- Can you provide references from previous customers with similar systems?
- Will you provide training for me on how to properly operate and maintain the system (e.g., thermostat settings, cleaning air filters)?

Cost

- What is the installation price and what incentives may be available?
- How will I receive these incentives?
- Aside from annual electricity costs, what other annual costs can I expect (such as regular maintenance or parts)?*
- Will I need to upgrade my electrical panel, and if so, how much will that cost?

*A heat pump is an electrical system. Unless you currently have electric resistance heating, it will add to your electricity usage. In many cases, that additional electric use is offset by savings elsewhere, such as a propane or oil heating fuel bill. You may decide that increased comfort is worth an additional energy cost. Adding a heat pump where there was no cooling source before will increase your electric use in the cooling season

For more information, visit NHSaves.com/HeatingCooling

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