



Why Choose a Heat Pump Water Heater?

- Up to four times more efficient than conventional models
- Helps reduce energy bills and carbon emissions
- Minimal maintenance
- Long-term energy savings
- Lifespan of 10-15 years

Rebates and Incentives

- The NHSaves® utility partners offer rebates and discounts for the purchase of qualifying heat pump water heaters. Visit **NHSaves.com/HPWH** to jump start your savings.

Warranty and Support

- Most models come with a 10-year warranty
- Keep your installer's contact info and the owner's manual handy

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YOUR GUIDE TO HEAT PUMP WATER HEATERS

TIPS FOR SETUP, USE AND HOW TO
SAVE WITH EFFICIENT WATER HEATING.



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HOW DOES A HEAT PUMP WATER HEATER WORK?

A heat pump water heater uses electricity to pull heat from the surrounding air and transfers it into a water tank. Instead of generating heat directly, it moves heat, making it three to four times more efficient than traditional electric, propane or oil water heaters.

WHY THAT MATTERS

More hot water, less energy use. That means reduced energy bills and lowered carbon emissions. With a longer lifespan and efficient operation, heat pump water heaters are a smart choice for your wallet and the environment.

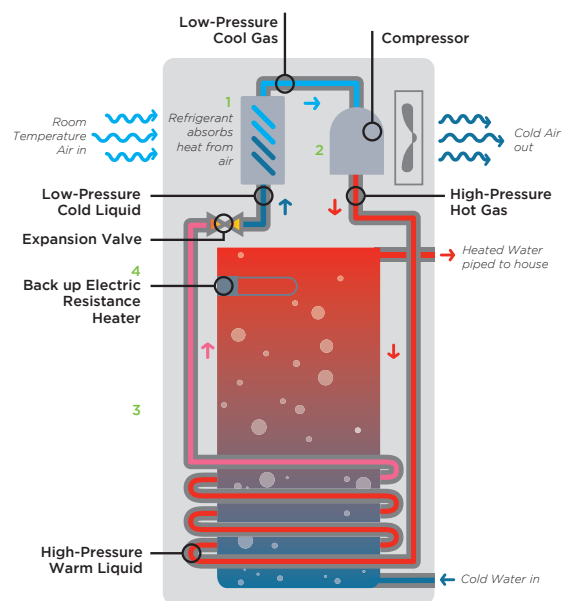


Illustration courtesy of Mass CEC



What to Know Before You Buy

CHOOSE THE RIGHT TANK SIZE

- Match the tank size to your household's hot water needs
- Larger tanks can reduce reliance on backup electric heating

PICK THE RIGHT LOCATION

- Pick a location with ceilings around 8 feet high and an open area about 8 by 12 feet
- Ideal locations: basements, laundry rooms or large utility rooms
- Good airflow is essential, ducting may be used in tighter spaces

DRAINAGE IS IMPORTANT

- Heat pump water heaters act as dehumidifiers and produce condensation; proper drainage (e.g., a floor drain or sump pump) is essential for safe, reliable operation
- Check your electrical setup: some models use 240 volts, others use 120 volts; confirm with your installer and check your electrical panel

USING AND MAINTAINING YOUR SYSTEM

EVERYDAY USE TIPS

- Set the temperature to 120°F for comfort and safety
- Use "Hybrid" or "Energy Saver" mode for optimal efficiency
- Use "Vacation Mode" when you're away for extended periods
- Space out hot water use (laundry, showers) to reduce backup heating

SMART FEATURES

Many heat pump water heaters include Wi-Fi controls—allowing you to monitor energy use or adjust settings remotely through a smartphone app.

BASIC MAINTENANCE

WHAT YOU CAN DO

- Clean or replace the air filter every 6–12 months
- Check for standing water, unusual sounds or error lights
- Keep the area around the unit clean and unobstructed

WHEN TO CALL A PROFESSIONAL

- If there's no hot water
- If there are frequent error codes or visible water leaks
- If the unit runs constantly or makes loud or irregular sounds

FOR MORE INFORMATION, VISIT [NHSAVES.COM/HPWH](https://www.nhsaves.com/hpwh)