

# AIR SOURCE HEAT PUMPS: QUESTIONS FOR YOUR INSTALLER

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

**contractor.** Making sure your installer understands your motivations, comfort needs, aesthetic preferences, and planned use for the heat pumps will help ensure you receive a quote that aligns with your needs. 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?



### 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?



### Quality Assurance

- Are you participating in the Energize Connecticut<sup>SM</sup> Heat Pump Installer Network?
- Will you install in accordance with the Energize CT Air Source Heat Pump Quality Installation Check-list?
- 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)?



### 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?

If you're looking for some assistance, the Sponsors of Energize Connecticut<sup>SM</sup> can help provide technical guidance and support on residential heat pump projects. Schedule a no-cost virtual consultation with a Heat Pump Specialist.

Our Heat Pump Specialists have been trained to help you make informed decisions specific to your goals and the unique needs of your business and can connect you with contractors participating in the Energize CT Heat Pump Installer Network.

For more information, visit [EnergizeCT.com/Heatpump](https://www.energizect.com/Heatpump).

