

# Questions to Ask Heat Pump Contractors



Every home is unique and talking with a heat pump-trained contractor can help you make the right choice for your situation. Customers are encouraged to request quotes from multiple contractors. Here are some helpful questions to ask when choosing a heat pump system.



## Questions Relating to Your Goals

- Based on my primary goal (financial savings, comfort or environmental benefits), what heat pump options do you recommend, including equipment, installation and operation recommendations?
- If my primary goal is financial savings, does the recommendation change if my primary concern is the first cost (the cost of equipment installation) versus operational costs (my monthly utility bills)?



## Questions About Equipment and Installation

- How will the equipment you're recommending operate differently than the system I currently use?
- Where do you recommend installing the heat pump, and why?
- How do I maintain the heat pump?
  - Do you offer maintenance and service plans?
  - What do those include?
- What else can I expect in operating the system you are recommending?
- How long do you anticipate the installation will take?



## Questions About Heat Pump System Types

- Should I get an all-electric system or a dual-fuel system?
- Should I consider a cold climate heat pump?
- Is a ducted or ductless mini-split system most appropriate for my home?
- Do you recommend an air source or ground source heat pump?



## Questions About Your Contractor

- What is your experience in installing heat pump systems, including the equipment you're recommending for my home?
- Will you complete the installation yourself and/or use any subcontractors?



## Questions About Heat Pump Costs

- What do you know about any rebates, incentives, tax credits and rate plans that are available with the recommended equipment? (Please consult with a tax professional if you have questions about tax credits.)
- What can you tell me about the equipment's warranties related to repair and replacement?
- What switchover temperature do you recommend for the best potential cost savings/ environmental benefits with a dual-fuel heat pump?
  - Did you use the [Switchover Temperature Guide](#) or [Controls Guide](#)?

Click [here](#) to find a heat pump-trained contractor