

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

Questions to Ask Plumbing and Heating Contractors

Every home is unique and talking to a plumbing and heating contractor with experience in heat pump water heaters 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 water heater.



Questions Relating to Your Goals

- Based on my primary goal (financial savings, comfort or environmental benefits), what heat pump water heater 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 Heat Pump Water Heater Types

- What 120-volt and 240-volt options do you recommend I consider?
 - What are the pros and cons of each?
- Will the recommended equipment require an electrical upgrade for my home?
 - If an electrical upgrade is needed, how much time and money will that require?



Questions About Heat Pump Water Heater Costs

- What can you tell me about installation and operational costs of a heat pump water heater?
- 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 any questions about tax credits.)
- What can you tell me about the equipment's warranties related to repair and replacement?



Questions About Equipment and Installation

- What size heat pump water heater do you recommend, based on our household's water usage?
- Considering the air flow and ceiling clearance requirements, as well as sound and cool air the recommended heat pump will generate, where do you suggest it be installed?
- Will I need to install ducting for air intake or exhaust?



Questions About Your Contractor

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