CONSIDERING A DUCTLESS HEAT PUMP?

ASK YOUR INSTALLER THESE QUESTIONS TO MAXIMIZE YOUR SAVINGS.

Does your company have the following completing installs?

- ☐ Journeyperson Refrigeration And Air Conditioning Mechanic.
- ☐ Registered Electrical Contractor (Electrician) working under permit.

Choosing a professional installer is the first step to ensuring you save energy and money!

How do you determine what I need for my home?

Your installer should visit your home to assess its unique characteristics including size, layout, insulation and air tightness. These details will help inform the placement and sizing of your heat pump.

- Bigger is not always better. Getting the properly sized unit for your home can increase your comfort level and help your heat pump work at peak efficiency.

How much of my home should I expect my heat pump to heat?

This depends on a number of factors:

1. How many indoor air handling units you install.
2. The location of the indoor air handling unit(s). These should be placed to maximize heat flow.
3. The layout of your home and how that impacts air flow.

- Keep in mind, you have to keep your current heating system when you add a heat pump. You will need a backup heat source for times when it's really cold outside.

What is the Heating Seasonal Performance Factor (HSPF) of the recommended unit?

HSPF can be used to compare efficiency. The higher the HSPF, the more efficient the unit. These ratings are recommended for a unit that will operate efficiently in our climate:

TYPE OF HEAT PUMP	HSPF
Mini-Split	10 or higher
Multi-Split	9 or higher

How much will my heat pump cost? Remember – Get multiple quotes!

Costs vary greatly, starting at about $3,000 for a mini-split, including installation. A number of factors impact price:

- Type (brand & model).
- Size, including the number of air handling units.
- Installation factors, such as the size of your electrical panel and the location of the outside unit in relation to the unit inside.

take CHARGE!

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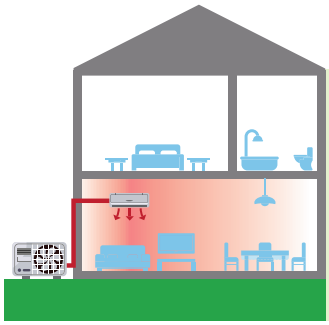
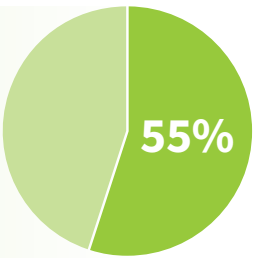
What savings can I expect from my heat pump?

Savings vary widely and will be impacted by the following:

- How well heat can move through your home based on the following:
  - Home layout.
  - Location of your heat pump.
- Temperature setting based on your personal preferences.
- Insulation levels and air tightness of your home.
- Maintenance.
- Like any heating system, the outdoor temperature.



Save as much as **40%** on your **heating costs** in the area being heated by the unit.



Heating typically makes up about 55% of your electricity bill in an electrically heated home.

Where do you plan to install the outside unit?

- Sunny areas are best.
- It is not recommended to attach the outside unit to the wooden structure of the house because it may lead to vibration and noise.
- The outdoor equipment should be positioned on a bracket or stand so it's off the ground.
- Check municipal regulations.

What type of maintenance should I expect?

- In winter and fall, keep the outdoor unit free of snow and ice, leaves, and debris.
- Air handler filters must be regularly cleaned or changed.
- Follow manufacturers' instructions for regular maintenance requirements.

How long can I expect my heat pump to last?

- A heat pump usually lasts 10-15 years.

What type of warranty comes with my installation?

- How long does it last?
- What does it cover?
- How and when do I register my warranty?
  - Many manufacturers default to the base warranty if the owner does not register their heat pump online within 60 days.