

## Air source heat pumps: questions for your installer.

The Sponsors of Mass Save® urge you to work closely with a qualified contractor who can design and install a heat pump system that will meet your heating and cooling needs. Understanding installation and operating costs, as well as proper operation and maintenance practices, will help you enjoy the benefits that a properly installed heat pump system can provide. We recommend getting proposals from at least 2-3 contractors.

**To ensure your contractor is up for the task of installing your system, we recommend asking:**

- ✓ For 2-3 references from previous customers who have had similar systems installed.
- ✓ About available rebates and financing that can help offset installation costs.
- ✓ If they plan to install in accordance with the Mass Save Residential Air Source Heat Pump Quality Installation Check-list.
- ✓ For details on where they plan to mount outdoor units and why.
- ✓ If exterior piping (often referred to as a line set) will be visible and if it will be insulated.
- ✓ Why they are recommending a specific type of indoor units and where they will be located.
- ✓ Whether they recommend a wall-mounted thermostat or controller and why.
- ✓ If they plan to perform a heat load calculation to determine the sizing of the system.
- ✓ If they always perform a triple evacuation before charging the refrigerant lines.
- ✓ How many subcontractors they will hire (if any) and for what portions of the installation.
- ✓ For a tutorial to show you how to properly maintain and operate the newly installed system.
- ✓ About applicable heat pump and integrated control warranties.

**For a list of independent, licensed, and insured contractors that are participating in the Mass Save Heat Pump Installer Network, visit [MassSave.com/FindAHeatPumpInstaller](https://masssave.com/FindAHeatPumpInstaller)**

Together, we make good happen for Massachusetts: Berkshire Gas, Cape Light Compact, Eversource, Liberty Utilities, National Grid and Unitil.

As one, we form Mass Save®, with the common goal of helping residents and businesses across Massachusetts save money and energy, leading our state to a clean and energy efficient future.

**WE ARE MASS SAVE®:**



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