



We encourage you to ask these questions as you are getting bids from contractors. This will help make sure your new ducted heat pump is efficient, lasts a long time, and keeps you comfortable.

For additional details on requirements, visit our contractor web page here: eweb.org/HPcontractor

Question	Why it matters	Required by EWEB program?
<input type="checkbox"/> Will the system use variable speed technology?	While traditional heat pumps work like a car in stop-and-go traffic, modern heat pumps operate like cruise control, adjusting their operation to keep your home a consistent temperature. They also perform better in colder weather. Ask for an outdoor compressor that uses variable speed inverter-driven technology.	Yes
<input type="checkbox"/> Will the system meet efficiency standards?	Efficient systems cost less to operate. An AHRI certificate shows if a heat pump meets federal minimum standards, as measured by the Heating Seasonal Performance Factor (HSPF2) and the Seasonal Energy Efficiency Ratio (SEER2). Higher numbers are better for HSPF2 (for heating) and SEER2 (for cooling).	Yes
<input type="checkbox"/> Do the compressor and air handler have an AHRI certificate?	Repairing or replacing some parts of an existing system while leaving other parts in place can be a risk. It is best to install a compressor and air handler combination that has been tested and certified with an AHRI certificate.	Yes
<input type="checkbox"/> Will the thermostat lock out the auxiliary heat?	The auxiliary heat is 2-3 times more expensive to run than the heat pump and should be used only when necessary. A good thermostat keeps the auxiliary heat off unless the outdoor temperature is 30-35F or below.	Yes
<input type="checkbox"/> Will I have a 5-year parts & 1-year labor warranty?	A warranty is an indication of quality and provides assurance that the system will serve your needs for a minimum amount of time.	Yes
<input type="checkbox"/> Where will the compressor and air handler and filter(s) be located?	Air filters will need to be changed frequently, so should be easily accessible without a technician. Filters should be located so that all air passes through them, to protect the air handler. Outdoor compressors should be located so the defrost melt water does not create a wintertime ice hazard on walkways.	Yes, with some flexibility
<input type="checkbox"/> Will the ducts be checked for leaks?	If duct systems are in unconditioned spaces (i.e., attic, crawlspace), they should be tight. Duct leaks will waste energy and could create comfort problems. Often there are visual clues that may suggest duct leaks, or ducts can be tested for leaks. EWEB offers a \$250 rebate for sealing leaky ducts.	Recommended
<input type="checkbox"/> Will the system be the right size for my house?	Systems that are too big for a home will be more expensive and will cycle on and off frequently, potentially shortening their lifetime. Systems that are too small may rely on the auxiliary heat too often, increasing bills. System capacity should be calculated based on the heating load, considering the home's size, insulation levels, window area, etc.	Recommended
<input type="checkbox"/> Does my home need more insulation or new windows?	A home that is well insulated with high performance windows is easier to heat and cool. Insulation or window upgrades may allow for a smaller size heat pump to be installed. A heating contractor should be able to provide guidance, or you may contact EWEB to see if the home meets recommendations.	No, but may be a good idea
<input type="checkbox"/> Will I have a balanced air distribution system?	During operation, unbalanced air distribution systems can lead to stuffy bedrooms and doors slamming shut; it can push moist air (from sleepers) into building cavities; if there are combustion appliances in the home, it could pull fumes into the home. A balanced distribution system avoids these issues.	Recommended
<input type="checkbox"/> Will you work with EWEB's program?	EWEB's program provides financial benefits as well as project support and third-party inspections to make sure your system is efficient, lasts a long time, and keeps you comfortable.	Yes