

Step 5: Checklist of important questions to ask a contractor

Keep the following checklist of questions on hand to help ensure your contractor is prepared to correctly design and install your system:

- Can you provide references from previous customers with similar systems?
- Have you participated in manufacturer training for the systems you would install?
- Do you know about available incentives or rebates, and will you provide assistance in applying for them?
- Do you use the [NEEP Sizing and Selecting Guide](#) and [Cold-Climate Installation Guide](#)¹⁰ to inform your work?
- Will you choose equipment from the [NEEP cold-climate air-source heat pump list](#), and use the information in the listing to help size the system properly?
- Where will you mount the outdoor unit(s), and how? (Brackets bolted to an exterior wall may create unwanted noise in a sensitive area like a bedroom; ground-mounted units should always be on a stand to keep them above the normal snow line. Units should also be shielded from rain and snowmelt dripping off the roof.)
- If exterior "line sets" (piping) will be visible, where will they be placed?
- What type of indoor units are you recommending, where will they be located, and why?
- Do you recommend a wall-mounted thermostat or control? (This is needed for ducted systems. For ductless units serving larger spaces, it can enhance comfort by sensing the temperature in a central location.)
- Do you always perform a triple evacuation before charging the refrigerant lines?
- Will I need to hire my own electrician to provide the electrical work? Will I need any electrical service upgrade to accommodate the heat pumps? (This is not unusual in older houses.)
- Will you use any subcontractors in the process? If so, who are they and what jobs will they do?
- Will you provide training for me on how to properly operate and maintain the system?
- Do you provide a warranty for the systems you install, and how long is it?



Always ask for a quote that details the equipment model numbers and itemizes any other parts and accessories that you'll be charged for. If possible, try to get options for two or three alternatives from the same contractor so you can consider a range of options, with some explanation of the differences and the benefits of the various options.

¹⁰ Resources taken from: <https://neep.org/ASHPIInstallerResources>