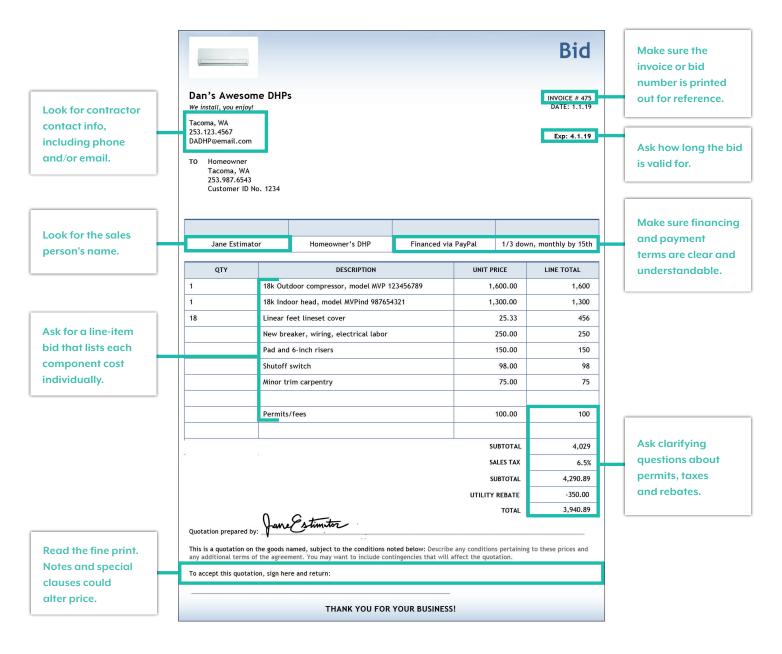


## **How to Analyze a Bid**

Whether you're analyzing a bid from one installer or comparing several options, a few simple tips can help you know what to look for in a ductless heat pump bid. Use this guide to make sure the bid or estimate matches up with what the installer has told you during your conversations and assessments.

Some utilities allow participating installers to pass along incentives directly to customers as an instant rebate, which will show up as a line item on your bid. Ask if utility incentives are included in the bid, or if you will need to apply for them separately. If applied for separately, ask if the installer can assist you in completing the paperwork correctly.

## **COMMON ITEMS ON THE BID TO REVIEW:**





## **ADDITIONAL QUESTIONS TO ASK YOUR INSTALLER**

Does the bid include all of the items we discussed in person, on the phone and via email?
Can I receive answers in writing to all questions (in the bid/estimate, emails, assessment report)?
<ul> <li>What should I expect during the installation?</li> <li>What noise, time, and disruption should I prepare for?</li> <li>Will I need to do any finish painting, trim work, or cleanup?</li> </ul>
<ul> <li>Can you explain the system specifications to me?</li> <li>Size of system (installed systems are typically between 9,000—24,000Btus).</li> <li>Accessories or special features such as a surge protector, wall thermostat or WiFi capability.</li> <li>System efficiency and extended temperature capacity (e.g., HSPF, cold climate capability).</li> <li>Any parts or labor warranties.</li> </ul>
What's it like living with the ductless heat pump?  • What will the system sound like when it is running?  • Where will the condensate go?  • What are my controls options?

• What kind of maintenance and upkeep will my new system require?

