



Questions to Ask Your Installer

Asking potential installers the right questions will help you get the best service and the best price. Use these commonly asked questions to develop your own list. Their answers can help you make an informed decision on the right installer and ductless heat pump unit for your home.

PRE-ASSESSMENT CONVERSATION

- ☐ What brands and product lines do you carry, and what do you see as the benefits of each?
- ☐ Is there a showroom or nearby site where I can see an installed unit to understand better how ductless heat pumps work?
- ☐ How many ductless heat pumps like the one I'm interested in have you installed in the last two years? [10 or more is ideal]
- ☐ Do you have a list of written references from satisfied customers I can read?
- ☐ Are there any manufacturer promotions you can offer for this job?
- ☐ Are you aware of utility rebates?
- ☐ Do you offer financing?
- ☐ Do you offer an extended warranty?



DURING THE ASSESSMENT VISIT

- ☐ Will I need to do anything to prepare for installation? Will I need to do anything after installation? (e.g. move furniture, paint, etc.)
- ☐ What size and what type of indoor head do you recommend for my home?
 - Size refers to heating/cooling capacity. A one-ton system can often serve a home's main living space adequately.
 - Your installer will know the recommended distance between your indoor and outdoor units.
- ☐ Where do you recommend placement of my indoor head and outdoor unit?
 - Poor indoor head placement in a room can diminish head performance and efficiency.
 - Keep in mind there is a limit to the distance between the indoor head and its connected outdoor unit.
- ☐ Does installation require a permit?
- ☐ Should I get a system rated for cold climates and extreme weather conditions?
 - This is generally recommended for regions east of the Cascade Range, in elevations above 3,000 feet, or in special situations where the home heating system lacks capacity to provide back-up heat and run the new ductless unit.
- ☐ Can you provide three potential system configurations ranked as “good-better-best” based on pricing, performance, and benefits?
 - The “good-better-best” options could include different brands, different product lines of the same brand, or different system sizing or configuration.
- ☐ What temperature differential should I expect between the main living space and the surrounding rooms?
- ☐ Do you recommend any accessories or optimal system enhancements? What are their pros and cons?
- ☐ How long will the installation take?

For more information about installing a ductless heating and cooling system, visit ComfortReadyHome.com/Ductless-Heat-Pumps

