



CLEAN HEAT RHODE ISLAND

QUESTIONS FOR YOUR INSTALLER



CONFIGURATION

- Where and how will the outdoor unit(s) be mounted?
- Will exterior piping be visible? If so, what type of covering will be used?
- What type of indoor units do you recommend, where will they be located, and why?
- Can a heat pump work effectively with my existing ductwork?
- How will the controls and thermostat be set up?



COST

- What is the installation price and what incentives may be available?
- How will I receive these incentives?
- What should I expect to pay for regular maintenance?
- Will I need to upgrade my electrical panel, and if so, how much will that cost?



QUALITY ASSURANCE

- Are you participating in the Clean Heat Rhode Island Heat Pump Installer Network?
- Will you install in accordance with the Clean Heat Rhode Island Air Source Heat Pump Quality Installation Check-list?
- Do you provide a warranty for the systems you install?
- Have you participated in manufacturer training for the systems you would install?
- Can you provide references from previous customers with similar systems?
- Will you use subcontractors in the process? If so, who are they and what work will they perform?
- Will you show me how to properly operate and maintain the system (e.g., thermostat settings, cleaning air filters)?



TIMING

- How long will it take for the system to be installed?
- What should I do to prepare for the installation?
- When is the best time to install if I'm replacing or supplementing my existing system with a heat pump?

