

The 23 Questions to ask your Heat Pump Installer

The killer questions to help you decide who is going to be the right supplier!

This may be one of the most significant upgrades you'll make to your home or business. Ensuring you get the right supplier is critical, as mistakes in the installation process can later cost you in energy and money.

Asking the same questions of all potential suppliers will help you determine who might be the right fit for you.

GENERAL QUESTIONS

- 1.) Are you MCS registered?
- 2.) What is your health and safety regime?
- 3.) Please can I speak to a customer whom you installed for more than 1 year ago?
- 4.) What will you do if you break or damage anything while here?
- 5.) Who do you use to do the actual work on-site?
- 6.) How long have you worked with them for?
- 7.) What is the manufacturer support like for these products?
- 8.) What kind of ongoing support do you offer including, what are your servicing arrangements? *(Remember: A good aftercare package ensures your system continues to perform optimally and that any problems are addressed promptly. Check for warranties on both the heat pump and the workmanship.)*
- 9.) How do the things you've quoted for all work together?
- 10.) How do you attract new business?
- 11.) Bonus question: What's your favourite type of biscuit?
Because it's always good to keep your installers happy with a good biscuit!

Always verify their expertise and accreditation:

Look for suppliers with the right certifications and accreditations to ensure quality and compliance with industry standards.

- **MCS Certification** (Microgeneration Certification Scheme): Ensures the supplier meets the standards for solar PV installations in the UK.
- **TrustMark Accreditation**: Indicates the supplier has passed government-endorsed standards for quality and customer protection.
- **Experience**: Check how long they've been in business and whether they specialise in solar PV and battery systems.

SPECIFIC HEAT PUMP QUESTIONS:

- 12.) Will you do the whole installation, or will you need me to do anything?
- 13.) Can I have an air pressure test as part of the heat loss calculation?
- 14.) Can I listen to another customer's heat pump?
- 15.) How will the controls for the heat pump work?
- 16.) How will you deal with the condensate from the heat pump?
- 17.) What kind of base will you make for the heat pump?
- 18.) How will you fill in the hole from the old boiler flue?
- 19.) How will you insulate the outdoor pipes and will you sleeve them through the wall?
- 20.) How have you worked out the size of the pipework needed?
- 21.) How long will I be without heating and hot water for?
- 22.) How long will the installation take?
- 23.) Do you have a heat pump at home? Tell me about living with a heat pump.

Demand a Tailored Solution

Ensure the supplier takes the time to design a system suited to your property's unique requirements.

- **Site Survey**: They should conduct a detailed assessment of your property, including insulation levels, heating demand, and existing systems.
- **System Sizing**: Confirm that the installer sizes the heat pump correctly for your home to optimise efficiency and performance.
- **Custom Proposal**: A good supplier will provide a detailed plan outlining costs, energy savings, and the estimated reduction in carbon emissions.