WHAT TO CONFIRM AFTER THE INSTALL

NEW YORK STATE | NYS Clean Heat
Supported

During a heat pump installation, you're bombarded with a lot of new information. After your installation is complete, make sure you understand the following by confirming with your contractor.

OPERATION

1. Is my system designed to heat and cool my entire home or only a portion of the home?
2. Will I need to operate my backup heating system?
3. What are the current settings on my air source heat pump thermostat for temperature set points, temperature modes, and fan modes?
4. What is the thermostat temperature setting for my backup heating system?
5. *For central systems, can you please walk me through how to adjust the settings on my new system thermostat?
6. *For ductless systems, can you please walk me through how to adjust the settings on the system's remote control?

MAINTENANCE

7. Where are my filters located?
8. What type of filters do I have? Are they washable/reusable?
9. Where is my drain pan located and where does the condensate drain to?
10. *How long is my warranty?

* Items can be confirmed by reviewing the manufacturer's product manual or maintenance instructions, which should be provided by the contractor.

FREQUENTLY ASKED QUESTIONS

1. How do air source heat pumps work?

In the colder months, air source heat pumps extract heat from the outside air and pump it into the house for indoor heating. They can also work in reverse to extract heat from indoors, providing cooling, and expel it outdoors during the warmer months.

2. What is the expected lifespan of my new air source heat pump?

Heat pumps typically have a lifespan of 15 years. This depends on the type of heat pump and how well the heat pump is maintained. Take a look at the Air Source Heat Pump Maintenance Tips for more information on how to properly maintain your heat pump. (https://www.nyserda.ny.gov/HeatPumpTips)

3. When do I need to schedule maintenance for my air source heat pump?

Typically your heat pump should be serviced every 1 to 2 years by a qualified technician. Take a look at the Air Source Heat Pump Maintenance Tips for more information. (https://www.nyserda.ny.gov/HeatPumpTips)

4. Do I have to cover my air source heat pump in the winter?

Your heat pump should *not* be covered in the winter. The outdoor unit needs adequate airflow around the unit to extract heat. However the outdoor unit should be protected from excess snow accumulation off the roof. This is typically achieved by either installing the unit on the gable end of the home, completely under the eave, under a deck, or with a protective snow shield.

5. Is it normal for my air source heat pump to have frost on it?

When the outdoor unit's coils are below 32°F condensate that formed on the coil freezes creating a layer of frost. When this happens your heat pump will kick into a defrost cycle. The defrost cycle switches your heat pump from heating to cooling mode so warm refrigerant can pass through the outdoor coils and melt the ice. This cycle typically will only last between 5 and 15 minutes and should not impact the temperature of your home.

6. How efficient are air source heat pumps?

When it comes to energy efficiency, air source heat pumps far surpass electric resistance, natural gas or oil furnaces and boilers. Electric resistance systems have a coefficient of performance (COP) of 1 and high efficiency gas systems have a COP of 0.95. At standard testing conditions (47°F), air source heat pumps can have a COP of 3 or greater, meaning a heat pump can deliver three times as much energy as it uses. While air source heat pumps do lower in efficiency in colder temperatures, cold-climate heat pumps even at 5°F will have a COP ≥ 1.75

7. Will my utility bills be reduced with an air source heat pump?

Whether you currently use gas, oil, propane, or electric resistance to heat your home, you can count on cold-climate air source heat pumps to redistribute your annual energy use and reduce your overall annual consumption. Relative to oil, propane, or electric resistance heating, heat pumps reduce annual heating fuel costs. Relative to natural gas, heating fuel costs are similar. In all cases cooling costs are lower with heat pumps than for window AC and most central AC systems. Beyond cost savings - heat pumps also provide more consistent comfort with no on-site combustion emissions in the home for improved indoor air quality.

8. How well do air source heat pumps work in the middle of winter?

With a properly sized system, designed for the home, cold climate air-source heat pumps can deliver heat through the New York winter, wherever you are. Some cold climate heat pump models have been tested to produce heat when outdoor temperatures get as low -30°F. Whole home heating systems incented by the NYS Clean Heat program must demonstrate that the heat pump can fulfill the specific home's heating load even on the coldest day for the home's location.