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Charity No. 1159816

Energy Advice Drop In  
The Wellbeing Centre  
Church Stretton  
Thursday's 10.00 – 12.00



INFORMATION SHEET NO. 43. DATE OF ISSUE

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## Questions to ask a Heat Pump Installer

There are an increasing number of Air Source Heat Pumps available and it can be difficult to know what to ask a potential installer.

We would suggest the following question might be asked.

1. How long has the company been installing heat pumps and how many have they installed?
2. Do they use their own staff or employ sub-contractors? If sub-contractors how do they monitor the quality of their work?
3. What make of ASHP would they recommend and why? What is its SCOP (Seasonal Coefficient of Performance)?
4. Is there an insurance policy to cover deposits etc. if the company ceases trading before installation?
5. Can they use existing pipework? If you have micro-bore pipes how would they envisage overcoming the restricted flowrate?
6. What warranty is offered?
7. Does the company offer a maintenance service contract and what is the annual cost?
8. Do they feel any of the existing radiators need upsizing?
9. Will they fully flush the existing pipework and include a filter?
10. Is the company MCS certified, and will I receive both electrical compliance and MCS certificates?
11. Will they guarantee adequate heat levels in each room?
12. Will the heat pump have anti vibration mountings?
13. Would they propose wall mounting the heat pump? (Stretton Climate Care do not recommend this as there may be long term vibration issues.)
14. Can the existing hot water tank be used? If you don't have an existing hot water tank, where do they propose siting the new one?
15. Where would they propose siting the heat pump and will planning permission be required? You might also here ask about potential noise levels, especially if near to bedrooms and neighbours.
16. What additional electrical work be required?
17. Can the existing boiler room thermostat be used? If not, what would they recommend as a replacement?

18. Will a heat meter be fitted?
19. Will the installer apply for the Boiler Upgrade Grant?
20. What is the estimated installation date?

**Caution - Please Read this:**

*Our Advice Note has been carefully prepared and is, as far as we know, accurate at the date of publication. However, things change very fast in the world of technology and in government schemes. Sometimes parts of Advice Notes become outdated and may not offer best advice very soon after publication. We do our best to keep them up to date with the limited resources we have. Furthermore, our advice may not be appropriate for your particular circumstances. We advise that you get advice from a relevant expert before making changes. We may be able to offer further advice or make suggestions on who to contact if you get in touch with us. We are not technical experts but have many years of offering common sense advice and we recommend you should not rely on our Advice Note alone for making decisions. The national advice centre Energy Savings Trust is a good source of information.*

See <https://energysavingstrust.org.uk/>