

# Heat pump installation checklist

Want to install a heat pump?

Our handy installation checklist will keep you on track. For expert, impartial advice, call us on 0808 808 2282.



## Do your research

- Find out more about air source heat pumps and ground source heat pumps on Energy Saving Trust's website, [energysavingtrust.org.uk](https://www.energysavingtrust.org.uk) and [homeenergyscotland.org/heat-pumps](https://www.homeenergyscotland.org/heat-pumps)
- Use the Home Renewables Selector to work out if a heat pump will suit your home
- Browse the Green Homes Network to read about others' experiences

## Get advice

- Contact us on **0808 808 2282** for free, expert impartial advice
- Use our funding finder to help you cover the costs of installation

## Choose an installer

- Get three quotes from Microgeneration Certification Scheme (MCS) certified installers
- Use Energy Saving Trust's Renewables Installer Finder to find installers in your area

## Review your quotes

Check that your quotes include:

- the system's efficiency values and available options
- information on whether the installer is completing the whole job or if you need to arrange and pay for other trades
- information on whether it includes the cost of integrating the system with your home's distribution system

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## Check that your quotes include (continued):

- the cost of safe removal and disposal of existing equipment, if applicable
- warranty details (which should be for a minimum of one year), and if there is an additional warranty from the manufacturer
- payment options, including consumer rules on deposits and deposit protection
- the right to cancel – you have the right to cancel within 14 days of signing a contract

## Remember to check:

- Does the price cover the cost of commissioning the system, for example authorising it as fit for service?
- Does the price include aftersales service such as annual servicing?

## Understand the consumer code

- Read and understand the Renewable Energy Consumer Code

## What to expect from your installer

- A detailed breakdown of the technical specification and costs
- An explanation of how they worked out how to meet your property's heat demand
- Clear and simple operating instructions
- Information on the system's maintenance requirements and running costs
- An explanation of who is responsible for the system's different components

## After installation

- Keep your commissioning certificate and warranty details in a safe place
- Keep a note of your installer's contact details
- Know when to expect contact about annual servicing
- Leave a review on the Renewables Installer Finder
- Pay your installer and claim any associated funding
- Share your experience with the Green Homes Network

