

Contractor Cue Card

Feel confident talking to heat pump installers

1. Can you help me with incentive programs?



Most Torontonians get \$1,000-2,250 back on their heat pump through the Home Renovation Savings Program. It's worth confirming that they're on the approved list of contractors.

2. How do you find the right size heat pump for my home?



They should suggest doing a 'heat load' calculation—the heat load is the amount of heat needed to keep your home comfortable. A heat load calculation is the best way to size a heat pump.

3. I'm interested in a cold climate heat pump— what do I need to know to install that without a gas furnace backup?



"It depends on your home" is a great answer. You want them to take the time to assess your home before making recommendations.

4. Have you received manufacturer's training from any heat pump makers? Do you offer free extended warranties with any brands?



They should have training from one or two of the larger heat pump makers, like Mitsubishi or Daikin. Sometimes that extra training means they can offer free extended warranties.

5. Can you share some referrals for previous heat pump installations?



You want an enthusiastic yes. This is not a rude or unusual ask—they should stand behind their work. It's worth your time to follow up on these referrals, too!

6. What do you think about when you're picking the spot for the heat pump to go?



You want them to find a spot where the noise from the heat pump won't bug you or your neighbours. Also, water can drip off the unit and freeze on the ground. The unit should be placed away from concrete paths that you use regularly in the winter.

7. Do you do commissioning after you install a heat pump?



Commissioning is when the installer returns to your home a few months after installation to make sure your heat pump is working at its peak efficiency. It pays to ask for it.