

YOUR COMPLETE GUIDE TO:

Hiring a Heat Pump Contractor

Use this guide to help find, evaluate, and select a contractor for your heat pump project.

Step 1: Determine your needs and project scope

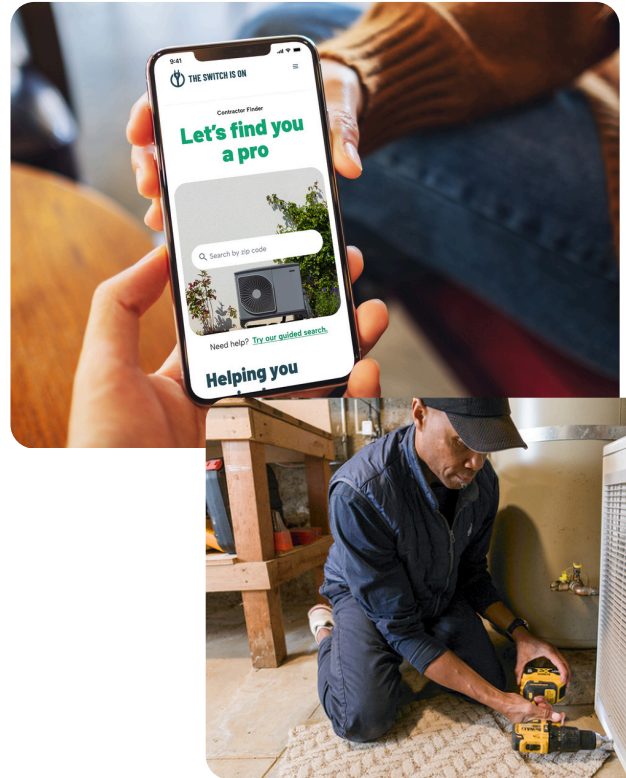
Step 2: Find contractors

Step 3: Screen contractors

Step 4: Compare quotes

Step 5: Finalize your decision

Installing an electric heat pump enhances home comfort and efficiency. Selecting the right contractor and comparing quotes ensures a reliable, cost-effective installation with long-term energy savings.

**Step 1**

Determine your needs and project scope

Before searching for a heat pump contractor, take some time to clarify the scope of your project.

PROJECT SCOPE

- Are you simply replacing a gas furnace with a heat pump?
- Is this part of a broader home electrification plan that includes additional appliances?
- Will this project require an electrical panel upgrade?

Understanding the full scope of your needs can help you find the right heat pump contractor, ensure you ask the right questions, and maximize available incentives.



Use The Switch Is On Contractor Finder Tool to connect with verified pros. Visit switchison.org/contractor-finder

Step 2

Find Heat Pump Contractors

Finding a qualified, reliable contractor is essential for a successful heat pump installation. Contractors who are part of the Pro Network with The Switch Is On have valid licenses and insurance, so you can hire with confidence.

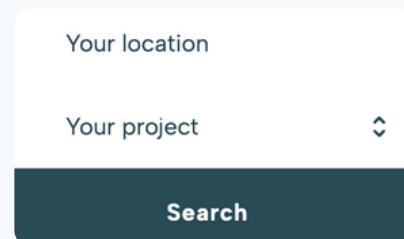
Use The Switch Is On Contractor Finder tool to find experts who are trained in energy-efficient and electric technologies, ensuring quality installation.

switchison.org/contractor-finder

GET STARTED IN THREE QUICK STEPS:

1 Input project details

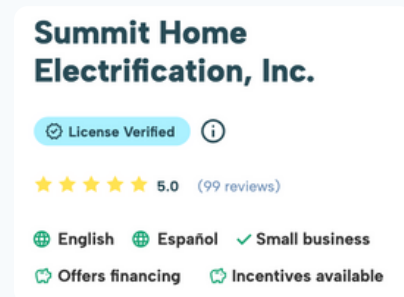
Tell us your location and what service you need.



A form with two input fields: "Your location" and "Your project". Below the fields is a dark blue button labeled "Search".

2 Choose your pros

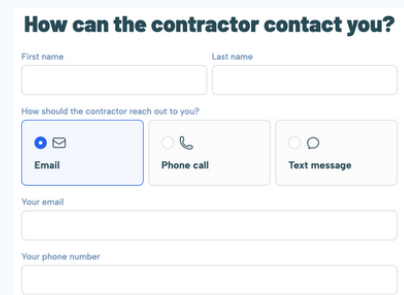
Browse through trusted contractors and select up to three pros that best fit your project's needs.



A card for "Summit Home Electrification, Inc." featuring a "License Verified" badge, a 5.0 star rating from 99 reviews, and icons for English, Español, Small business, Offers financing, and Incentives available.

3 Request a consultation

Get personalized advice tailored to your project. The pros you select will reach out to you.



A form titled "How can the contractor contact you?" with fields for "First name" and "Last name", a question "How should the contractor reach out to you?" with radio button options for "Email", "Phone call", and "Text message", and fields for "Your email" and "Your phone number".

Step 3

Screen Contractors

Once you have shortlisted potential contractors, ask the following questions to ensure they are the right fit for your project:

Experience and expertise

- How many heat pump installations have you completed?
- What types of inverter-driven heat pumps do you install?
- What certifications do you have?

Equipment sizing and design

- How do you determine the right heat pump size for my home?
- Will you perform a load calculation (also known as a Manual J load calculation) to size the system correctly?
- Do you follow ENERGY STAR Quality Installation Guidelines?
- Will you offer multiple equipment options, including ducted and non-ducted high-efficiency models?
- How will you assess my home's ductwork and insulation needs?



Rebates and incentives

- Are you a pre-approved contractor with my utility, city, or state incentive programs?
- Do you know about available rebates and tax credits, and will you provide assistance in applying for them?
- Are there financing options available?

Installation process

- Will you replace refrigerant lines or reuse existing ones?
- Do you offer zoning options for better temperature control?
- Do you handle necessary permits and inspections?
- What is the expected timeline for installation?

Post-installation support

- What warranties do you offer on labor and equipment?
- Do you provide maintenance services and service agreements?
- Do you offer customer support?

Licenses and certifications

- Do you have a valid HVAC license?
- Do you have a NATE (North American Technician Excellence) certification?
- Do you have any manufacturer certification?

Step 4

Compare Quotes

Comparing contractor quotes is essential to ensure you get the best value and service, and allows you to identify cost differences, understand included services, and select a contractor that meets your needs. Each contractor's quote should provide a clear breakdown of costs and services.

WHAT TO LOOK FOR:

A contractor quote should include these key details to help you compare costs and services:

Equipment details

- Brand, model, and efficiency ratings
- Heating and cooling capacity

Scope of work

- Installation steps, including ductwork modifications and insulation
- Removal of old equipment
- Thermostat installation or upgrade

Labor and installation costs

- Breakdown of labor charges
- Permitting and inspection fees
- Estimated installation timeline



Warranty and service plans

- Manufacturer's equipment warranty
- Contractor's labor warranty (duration and coverage)
- Optional maintenance or service agreements

Additional costs

- Electrical upgrades (if needed)
- Costs for refrigerant lines and insulation
- Itemized list of other parts or accessories
- Any potential hidden fees or contingencies

HOW TO COMPARE:

Get written quotes from at least three contractors, and consider the following factors to make an informed decision:

Price vs. value

- The lowest bid may not always be the best option. Consider what's included in the price and whether the contractor provides high-quality equipment and service.
- Be cautious of significantly lower bids, as they may indicate lower-quality work.
- Ensure there are no hidden fees or exclusions that could lead to additional expenses.

Reputation and credentials

- Verify the contractor's licensing, insurance, and certifications.
- Look for North American Technician Excellence (NATE) certification or equivalent.
- Read online reviews and request references from past customers.
- Confirm that the contractor is experienced in installing electric heat pumps.
- Choose a contractor who is pre-approved to offer the incentives you want to use.

Equipment quality and long-term savings

- Higher-efficiency models may have a higher upfront cost but lead to lower energy bills.
- Confirm the new equipment meets the minimum performance standards required by any incentive programs you plan to use.
- Go to The Switch Is On website and use the Incentive Finder tool to look for rebates and incentives that can help offset costs.









Contractor support and guarantees

- A reputable contractor should provide clear warranty details and after-installation support.
- Choose a contractor who offers ongoing maintenance services.



Feature	Contractor A	Contractor B	Contractor C
Brand and model			
SEER/HSPF ratings			
Ductwork modifications			
Estimated install time			
Incentive program affiliation and assistance			

Red flags when hiring a contractor

-  Tries to sell you a gas heating system
-  Lacks references from past customers
-  Won't perform a load calculation
-  Proposes to do the work without a permit
-  Sales, design, and installation teams not aligned
-  Vague or incomplete quote
-  Tries to rush you into a decision
-  Requests a high upfront payment



Step 5

Finalize your decision

Once you have reviewed and compared the quotes, consider scheduling follow-up discussions with the top contractors. Ask any remaining questions and clarify unclear aspects of their quotes. Before signing any agreement, carefully review the contract to ensure all terms are clear.

Key elements to check:

- 1 Ensure all terms are in writing, including the scope of work, costs, and warranties.
- 2 Specify what paperwork the contractor will submit on your behalf for incentive processing and what you're responsible for.
- 3 Avoid large upfront payments; a reasonable deposit is typical.
- 4 Check that the contractor agrees to a final walk-through and system testing.



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