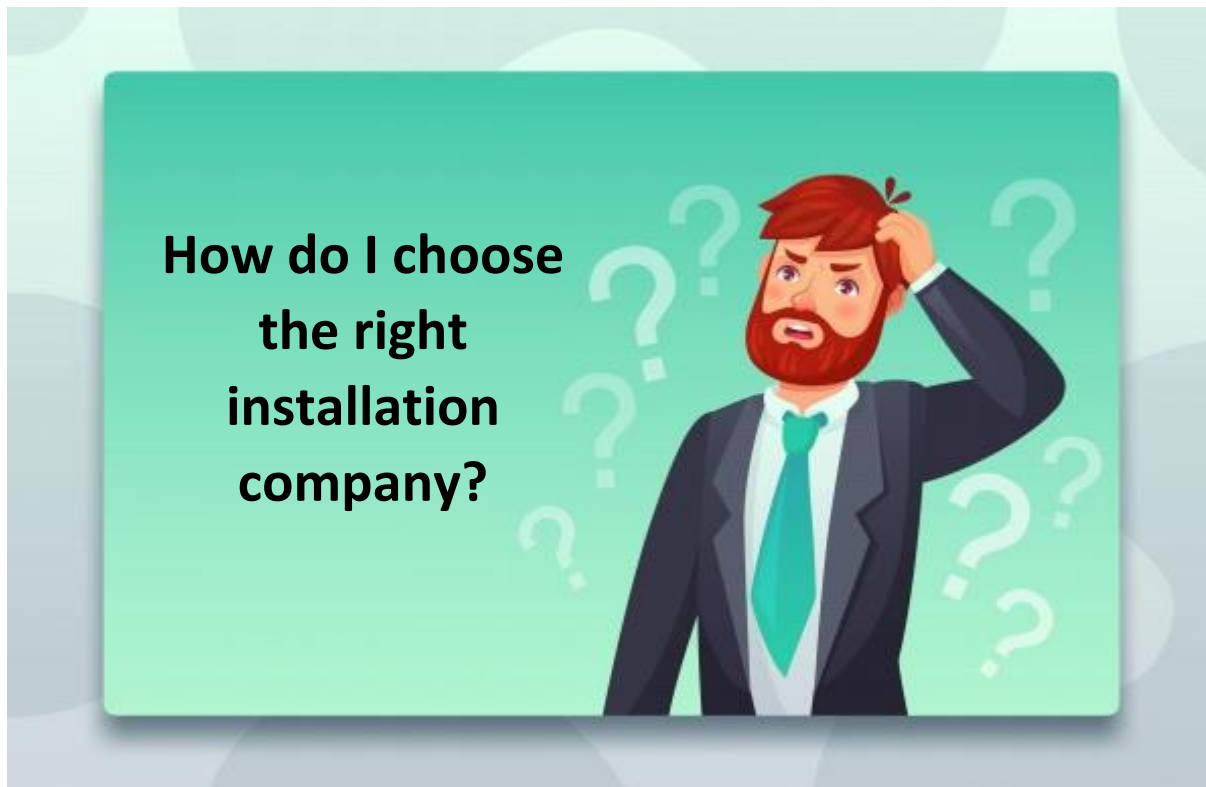




C.B HEAT PUMPS
ECO DIVISION OF CB HEATING LTD

Choosing the right installer - The ultimate ASHP installer checklist

If you are weighing up the options of installing an Air Source Heat Pump (ASHP) then you've probably realised that the people that install it for you can be the difference between a good installation and a bad installation. Which leads us to one of the questions we are often asked:



This is by far the most important question as the knowledge, experience, and integrity of your installer can play a huge part in the overall performance and running costs, and how satisfied you are with the whole installation.

To help you with this, here at CB Heat Pumps we have created a checklist to allow you to evaluate potential installers. This checklist has been put together after working with hundreds of customers and companies over the last 20 years across East Anglia. But regardless of where you live in the UK, or whether you are looking into changing your Oil or Gas boiler, or building a new home or extension, this checklist will help you to find the right installer for you and your project.

The Ultimate ASHP installer checklist

Company Name: _____

1. Business Information and Experience

- Is the company MCS registered? Yes/No
Note: ask if the name on the MCS register is the same as the company name. If not, find out why. As without this you cannot claim RHI repayments.
- Is the company properly insured? Yes/No
- Find out how many years the company has been in business. **Years in business:**
Note: 43% of installers fail within the first three years after start-up
.....

2. Green Home Grant

- Is the company eligible to offer the green home grant? Yes/No
- Is the company trust mark registered? Yes/No

3. Installer Experience

Ask the following questions of the installation company:

- How many ASHP have you installed since in business? _____
- How many were installed last year? _____

4. Accreditations Held

- EVPS Accredited? *Note: EPVS are an independent body that certify performance figures are correct, in order to protect the consumer.* Yes/No
- Members of trading standards approved code? Yes/No
- Members of **Water Safe**? Yes/No
- Members of the Renewable Energy Consumer Code? Yes/No
- Members of Gas Safe? Yes/No
- Members of Construction Line? Yes/No

5. Products Used by The Installer

- The products the ASHP installer uses have good reviews in the marketplace Yes/No
- Is the installer manufacturer approved? Yes/No
- Does the installer have a facility whereby you can see and hear a working Air Source Heat Pump? Yes/No

6. Workmanship Warranty

Note: a workmanship warranty would cover issues that could arise such as any, plumbing leaks, structural problems, the mounting plinth, etc. The minimum workmanship warranty by law is one year.

- What is the duration of the installer's workmanship warranty? Years _____
- Is the warranty insurance backed? Yes/No
- How long is the manufacturer's warranty of the product installer wishes to install? Years _____

7. Installation Practices

- Can the installer provide both female and/or male installation teams? Yes/No
- Does the company use sub-contractors? Yes/No

8. Design and Project Planning

- Good communications? Yes/No
- Full design with floor plans Yes/No
- Exact heat pump location Yes/No
- Location of internal components Yes/No
- EPC assessment before and after installation within the price Yes/No
- Specific room by room heat loss calculations Yes/No
- Details of the RHI payments that you are entitled to Yes/No
- Assistance with All RHI paperwork to completion Yes/No

9. Pricing and Contract

- Do the company send a salesman to your home? Yes/No
- Any pressure to purchase? Yes/No
- Is the Price double checked via a site Technical Assessment before you hand over any sizable amounts of money for deposits or equipment? Yes/No

Note: try to avoid going into an agreement that any additional components or labour costs will be totalled up at the end of the installation. This is a tactic some installers use to make the initial price of the project seem lower than what it will be.

