Bluffline Memphis Heat Pumps

Heat pump quote checklist

For comparing heat pump quotes on a house around Memphis. Use it to describe the house the same way to everyone, to ask each installer the same questions, and to check what you should hold when the work is done.

1. Describe the house first

Write this down before anyone visits, so every quote answers the same problem.

- [ ] What heats the house now: electric strips, a gas furnace or an older heat pump
- [ ] The age of the outdoor unit and the furnace or air handler, from their nameplates
- [ ] Where the indoor equipment sits: hall closet, garage, attic or crawlspace
- [ ] Which rooms run hot, cold or damp, and in which season
- [ ] Where the ducts run: crawlspace, attic or both
- [ ] Your electric and gas utility, from your bills

Current system and ages

Problem rooms

Utility

2. What every quote should show

Compare quotes line by line. A quote that leaves these out is hard to compare with one that includes them.

- [ ] A load calculation result, next to the size of the old unit
- [ ] Model numbers for both halves, listed as a matched pair
- [ ] The matched SEER2 and HSPF2 ratings, and the rebate tier where one applies
- [ ] Backup heat size in kW, or the furnace being kept on dual fuel
- [ ] A static pressure reading on the ducts, and any duct work as its own line
- [ ] Whether the line set is reused or replaced, and why
- [ ] Any electrical work as its own line
- [ ] Who pulls the permit, and from which office

3. Questions to ask each installer

Ask everyone the same questions and note each answer.

- ☐ Will the line set be brazed under nitrogen and evacuated below 500 microns?
- ☐ How will the refrigerant charge be set and checked?
- ☐ Where will the outdoor unit sit, and does it meet the maker's clearances?
- ☐ How will the thermostat lock out strip heat, or hand off to gas?
- ☐ Is your company in TVA's Quality Contractor Network, if your utility is a TVA power company?
- ☐ What does the warranty cover, and who registers the equipment?

Installer

Answers

Price

4. What you should hold at the end

Keep these together with the house records. A rebate question and any later repair both depend on them.

- ☐ The mechanical permit and its final inspection
- ☐ Model and serial numbers for both halves, and the AHRI matched rating
- ☐ The dated invoice
- ☐ Start-up readings: pressure test, vacuum, charge, static pressure, defrost and backup heat
- ☐ The thermostat settings: strip lockout or dual fuel switchover
- ☐ The warranty registration

General planning information from Bluffline Memphis Heat Pumps, not an assessment of a particular house. Codes, permit rules, utility rates and rebate programs change; confirm them with your local building office and your power company.