






A Buyers' Guide to Renewable Heat Pumps



Installing a renewable heat pump system is not very complicated, however it is not a do-it-yourself job. There are important decisions to make, including system size and design, and it is important to know what works best for a particular home and location.

Quality is of paramount importance when choosing a heat pump system and an installer. REIO recommends that you opt for a heat pump that has been certified to ensure a high level of performance, reliability and eco-friendliness. The following quality labels ensure compliance with the relevant European standards(*) as a minimum. Ask for a copy of the certificate of compliance from your supplier.

Quality Label	Description
	<p>Eurovent Country of Origin: Europe Web: www.eurovent-certification.com</p>
	<p>Promotelec Country of Origin: Europe Web: www.promotelec.com</p>
	<p>P-Mark Country of Origin: Sweden Web: www.sp.se/cert/cert_prod/</p>
	<p>D-A-CH Country of Origin: Germany, Switzerland, Austria Web: www.arsenal.ac.at/erneuerbare/english/pumps/index.htm</p>
	<p>CE Mark Country of Origin: Europe Web: http://www.nsai.ie/Standards/EU_Directives/CE_Marking.html</p>

(*) Relevant European standards include the EN 255 (performance rating), ENV 12102 (noise emission), CE mark (safety).

Questions to ask your supplier and installer

REIO has put together a list of questions you should ask when engaging suppliers and installers as a prospective buyer. It is in your best interest to make sure you are satisfied that all your questions are answered.

Sizing and design

- Who performs the heat loss calculation for your house and how do they do it?
- Is the heat pump system's capacity sufficient to meet the maximum heat loss?
- Is an additional heating system required?
- Is the ground loop (or other heat source) sized and configured to the manufacturers' specifications?
- Will the heat pump system take care of your service hot water needs?

Equipment

- Is the heat pump certified by a quality label and a CE compliance label (**see front page**)?
- What is the performance rating of the heat pump under expected operating conditions?
- Is the heat pump refrigerant environmentally-friendly (R22 is banned from 01/01/04)?
- Do all the materials used conform to the heat pump manufacturer's specifications?

Costs and payment

- What elements (equipment and labour) are covered by the quotation?
- Is there any additional cost above those quoted to complete the installation?
- What is the range of annual operating costs under average conditions?
- How long does the heat pump system take to pay for itself?
- What are the financing options or payment terms?

Installation

- Does the dealer offer delivery, installation, commissioning and after sales service?
- What is the training or accreditation of the installers involved in the installation?
- To which trade associations do the installers belong?
- How many years has the contractor been in business?
- How many systems has the dealer installed; are local references available?
- Has the contractor installed a heat pump system in his house?
- How much of the installation will be sub-contracted?
- Who is ultimately responsible for what segments of work?
- How long will the installation take?

Commissioning

- Who cleans up inside / outside?
- Who is responsible for commissioning the system?
- What are the procedure and tests carried out when commissioning the system?

After-sales services

- What is the manufacturer or supplier's warranty for each component of the system?
- What guarantees / warranties are provided for the installation?
- Is an annual service contract available from the supplier?
- Is full documentation, including the user's manual, provided?
- How does the dealer provide emergency service work if required?

Visit www.sei.ie/reio.htm for further information, including our range of publications and contact lists on heat pumps and other renewable energy technologies.