

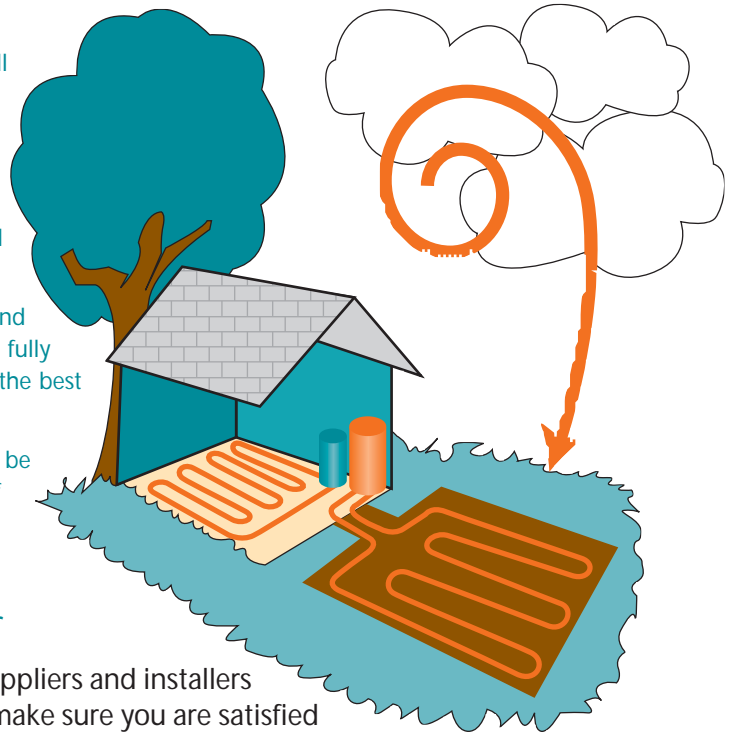
Installing a renewable heat pump is not such a difficult process. However, there are important decisions to make and a few rules to apply to ensure that your heat pump system will be to your satisfaction and meet your requirements.

It is vital to look for high quality when choosing your heat pump. All products registered by SEI under the Greener Homes Scheme have met strict quality requirements in terms of efficiency (Coefficient of Performance) and safety (CE marking).

We advise that you ask your supplier to recommend an installer as reputable suppliers will generally only deal with experienced and qualified installers.

Please visit www.sei.ie/greenerhomes for lists of heat pump suppliers and installers. We highly recommend that you shop around and view a fully operating system before you make your final decision in order to get the best product and the best value for your money.

Before installing a heat pump it is recommended that your home should be adequately insulated to ensure cost effective and efficient operation of the heat pump system.



Questions to ask your supplier and installer

SEI REIO has compiled a list of questions you should ask suppliers and installers before making your purchase. It is in your best interest to make sure you are satisfied that all your questions are answered.

Equipment

- Is the heat pump on SEI's list of registered products? (Remember, if it is not listed you will not be eligible for a grant under the Greener Homes Scheme).
- Is the heat pump certified by a non compulsory quality label, e.g. DACH Label?
- What basic options exist, e.g. air source vs. ground source, in conjunction with under floor heating Vs. radiators.
- What is the efficiency (coefficient of performance) under normal operating conditions (usually 3 to 5 depending on heat pump type : Air to water, brine to water, water to water)?
- What is the noise level of the system during operation?
- Does the refrigerant used conform to EU and national legislation (R22 is banned from 01/01/04)?
- What kind of controls does the system have, e.g. time and temperature regulation, weather compensation?
- How will the heat pump interact with other heating systems (if applicable)?
- Do all the system components and materials used conform to the heat pump manufacturer's specifications?

Sizing and design

- How are your space heating and hot water requirements calculated and how is the heat pump system sized?
- Is the current heat distribution system suitable for a heat pump system (Note : Not all radiator systems are suited to heat pumps)?
- Is the heat pump system's capacity sufficient to meet the maximum heat loss of the house? Is an additional heating system required?
- Is the ground loop (or other heat source) sized and designed to ensure best performance by the heat pump system?
- Is the heat pump system configured according to the manufacturer's specifications?
- Will the heat pump system take care of your domestic hot water needs?
- Are there any special requirements regarding electrical connection, e.g. 3 Phase connection?

- How much space is required for the heat pump system?
- Are there any restrictions on landscaping in the case of a ground source heat pump?
- How will the heat pump system affect the Building Energy Rating (BER) of the dwelling (where required)? See <http://www.epbd.ie> for more information.
- What is the estimate of annual electricity consumption?

Installation and commissioning

- Does the dealer offer delivery, installation, commissioning and after sales service?
- What is the training or accreditation of the contractors involved in the installation?
- To which trade associations do the contractors belong?
- How many years has the contractor been in business?
- How many systems has the dealer installed? Are local references available?
- How much of the installation will be sub-contracted?
- Who is ultimately responsible for what segments of work?
- How long will the installation take?
- Is there provision for appropriate access to the heat pump, manifolds, etc. for maintenance purposes?
- What is the commissioning procedure and who signs off on the heat pump installation?
- Who is responsible for making good disruption to walls / ceilings etc. necessary during the installation of the system?
- Is there a contract detailing the above information? (If not, see www.sei.ie/greenerhomes for a model contract)

Operation and maintenance

- Is full documentation, including an operation manual, provided with the system (in English)?
- What maintenance tasks have to be performed by a professional and how regularly?
- How does the control system work and who is going to train the user to operate it in order to achieve optimum operational efficiency of the system?
- Does the dealer have spare parts available?
- What is the range of annual operating costs (electricity and maintenance) under typical conditions?
- Is there a site plan, piping and wiring diagram?

Costs and payment

- Does the quotation cover all the costs associated with the installation of the heat pump system (heat pump, heat collector, heat distribution, controls)?
- Is there any additional cost above those quoted to complete the installation?
- What are the financing options or payment terms?

After-sales services

- What is the guarantee on parts (for each major component in the system) and labour?
- Is an annual service contract available from the supplier?
- How does the dealer provide emergency service work if required?

For further information on renewable energy and energy efficiency, please visit www.sei.ie.

Call 023 42193 or email renewables@reio.ie for a free information pack on how renewable energy can be applied to your house or business.