



FREE BUYER'S RESOURCE

Heat Pump Buyer's Checklist

The questions to ask any installer before you sign.

Buying a heat pump is one of the bigger decisions you'll make for your home. The wrong system - or the wrong installer - can cost you for years in higher power bills, cold rooms, and noisy units. This short checklist walks you through the questions to ask before you sign anything, so you end up with a system that's properly sized, properly placed, and properly installed.

1. Sizing and heat-loss calculation

- Has the installer done a room-by-room heat-loss calculation, or are they sizing off a quick walk-through?
- What's the kW output of the system at 2 degrees outdoor temperature, not just at 7 degrees?
- If it's a multi-split, is each indoor unit sized for its room - or are they all the same to keep the quote simple?

2. Brand, warranty and parts

- Which brand and model is being quoted, and why that one for your home?
- How long is the manufacturer warranty, and how long is the installer's workmanship warranty?
- Are spare parts held locally, or shipped in from overseas when something fails?

3. Installation quality

- Where will the indoor and outdoor units be mounted, and why those positions?
- How is the pipework being run - and will any of it be visible inside the home?
- Is the outdoor unit on a proper bracket or stand, lifted clear of the ground?

4. Paperwork and aftercare

- Will you receive a written commissioning report and a refrigerant handling certificate?
- What does an annual service cost, and is the first one included?
- Who do you call if something goes wrong in year one, year three, year seven?

RED FLAGS TO WATCH FOR

- Quotes that are dramatically cheaper than everyone else - usually it's a smaller unit, lower-grade brackets, or no commissioning.
- Pressure to sign on the day or 'today only' pricing.
- An installer who won't put the kW sizing or the brand/model in writing.

WHAT GOOD LOOKS LIKE

- A written quote that names the brand, model and kW output for every room.
- An installer who measures, photographs and explains where each unit will go - and why.
- A commissioning report and warranty paperwork handed over on the day, not 'in the post'.



READY TO TAKE THE NEXT STEP?

Want this advice for your home? Book a free assessment.

Every Climate Systems consultation is on us. We come to your home, walk through what's working and what isn't, and give you straight, no-obligation advice on the right setup for your space and budget. No sales pressure, no surprises - just the same honest guidance we'd give a neighbour.

BOOK ONLINE

<https://climatesystems.co.nz/#book>

Pick a time that suits - we confirm by email.

OR CALL US

07 871 7898

Mon - Fri, 8am to 5pm. Most assessments booked within the week.

Prefer email?

Drop us a line at accounts@climatesystems.co.nz and we'll be in touch within one working day.

FREE · NO OBLIGATION · LOCAL TEAM

We're a Te Awamutu family business - the person who quotes the job is the person who installs it.