



**The Independent Standards and Quality Assurance Team manages a network of third-party inspectors to verify a sampling of projects for compliance with program rules and technical requirements.**

If you have questions, please contact the SQA team:  
**[inspections@nyserda.ny.gov](mailto:inspections@nyserda.ny.gov)**

## What customers should expect when selected for a quality assurance inspection

### **Why does NYSERDA inspect?**

It is NYSERDA's responsibility to ensure installations are completed in a manner that deliver the intended results. NYSERDA adopted a rational sampling plan and generally inspects up to 20% of all projects to verify compliance with program rules and technical requirements.

Field inspections are conducted by third-party inspectors with expertise in air source heat pumps.

### **What if I've had an inspection?**

Most likely a previous inspection was done by a local code official for building code. This NYSERDA Quality Assurance inspection is specific to the Air Source Heat Pump Program.

### **What to expect during the inspection?**

The purpose of the inspection is to verify the system installation meets NYSERDA's requirements. Inspections typically take about one hour to complete and involve the customer, inspector, and at times, the contractor. If there are specific concerns regarding your installation, be sure to notify the inspector and he/she will attempt to address them.

You are required to attend the inspection as the inspector will need access inside and outside your home to ensure the unit, panels, wiring, etc. have been installed properly.

### **What happens after an inspection?**

The contractor will be notified of the results within two weeks of the inspection. Should any non-conformities be identified, the contractor will be instructed to contact you to schedule a time to address the issue(s).

## ASHP Units

### Indoor Wall Mounted *Single-Zone Unit*



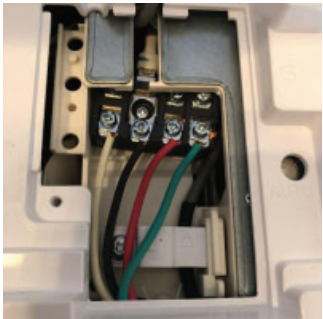
### Wiring at Disconnect



### Outdoor Standing *Multi-Zone Unit*



### Wiring at Unit



## What does NYSERDA look for during an inspection?

### Outdoor and/or Indoor Heat Pump Unit(s)

Inspectors will assess the unit(s) and all equipment. Units must be accessible for service and have a certain amount of clearance from walls, overhangs, doors, windows, and other protrusions. Air flow must be unobstructed and outdoor units are required to be installed above the expected snow line.

### Breaker Panel/Electrical/Wiring

The inspector will check that adequate access is provided around panels, a proper disconnect is provided at the exterior unit, if applicable, the fuse/breaker size is appropriate for the maximum capacity, all units and panels are sufficiently grounded, and all wiring is installed safely and properly.

### Ductwork and Piping

The inspector will confirm installed ductwork and piping to ensure they meet manufacturer requirements, material is sized correctly for system, pipe fittings and duct filters are in place, duct/pipe penetrations to the interior, and all ductwork and piping have been insulated and sealed appropriately, especially in unconditioned/uninsulated spaces.

### Documentation and Education

In addition to verifying that correct system specifications, testing, and warning labeling are on the equipment, the inspector will ensure that the contractor provided required documents: the manufacturer warranty, the Operation and Maintenance manual, and contact information for emergency service needs.

The inspector will also confirm training has been provided on basic system operation, operating and adjusting of dampers, if applicable, and how to program the controls and thermostats, and basic safety and maintenance

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