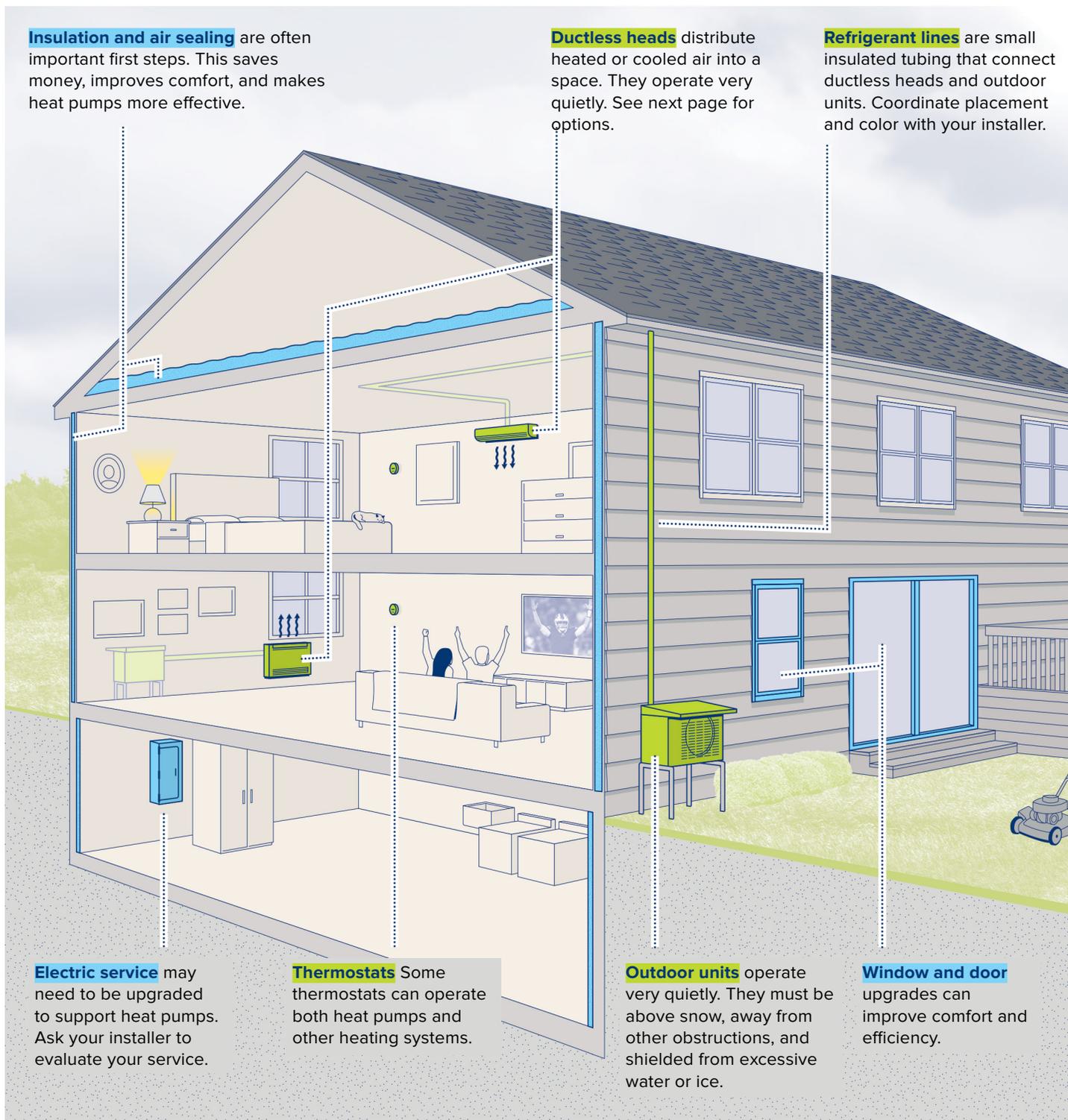


Ductless Heat Pumps for a Two-Story Home

Heat pumps use electricity to provide clean, efficient heating and cooling.

- **Proven technology** heats and cools homes year-round across New York State
- **One system** provides comfort in both summer and winter
- **Healthy and safe** with no fuels, carbon monoxide, or window air conditioners
- **Affordable** with rebates, financing options, and low operating costs
- **Clean and green** with reduced greenhouse gas emissions
- **Versatile** solution for new or existing homes



Features

- Among simplest and least expensive heat pump system to install
- Control temperature in different areas of the home
- Quiet and efficient operation
- Eliminate window air conditioners



Types of Ductless Heads

Many options for indoor fan coils or “heads” are available. For optimal comfort and efficiency, each head should be sized to meet specific heating and cooling needs. Your heat pump installer can suggest the best options based on those needs plus size and configuration of the space.

- 1 Low-wall or floor mount** units may be installed where radiators once were. Do not block them with furniture.
- 2 High-wall** are the most common and versatile.
- 3 Recessed** can be flush with ceilings or walls. Ask your installer about installation and maintenance.

Ask Your Installer

- What size units do I need? **Ask for room-by-room heating and cooling calculations.**
- Can heat pumps sufficiently heat my home or is an additional system needed?
- What is the best location for each head? Can we avoid heads directly above where people sit or sleep?
- What are my options for locating each outdoor unit?
- How long will installation take? Where and when will you need access?
- How do I operate my system for optimal comfort and efficiency?
- What maintenance is required? How often should I clean or change air filters? Is annual service needed?
- What is the expected lifespan and warranty?

Cost Considerations

Installation Cost

- Check with NYSERDA, your electric company, and installer for incentives and financing options as larger incentives may be available for eligible customers
- Ductless heat pumps are among the simplest and least expensive to install
- Cost varies with region, heat pump size, manufacturer, installation complexity, and installer experience

Operating Cost

- Your overall heating costs will likely decrease if switching from oil, propane, electric baseboard
- If you previously heated with fuel, don't be surprised to see electric bills rise; however, gas, oil, or propane bills will drop or disappear
- Efficient homes (windows, doors, insulation, air sealing) have much lower operating costs



NYS Clean Heat