

Room Heat Pump Program

Clean Heat for All



Frequently Asked Questions (FAQs)

Who submits the application for the window heat pump and through-wall heat pump incentives?

- The qualified manufacturer is responsible for submitting the application for incentives. Owners looking to receive incentives for through-wall heat pumps must also go through the process of becoming qualified sites.
- However, if requested by the owner, the owner may submit documentation directly to NYSERDA.
- Please note that the qualified room heat pump providers have decision-making power for their award allocation. This means that not all interested or qualified building owners may receive incentives for their project.

Who is paid the incentive?

- NYSERDA issues incentive payments directly to the qualified manufacturer. NYSERDA generally expects that any incentive is applied as a point-of-sale discount to the owner.

How involved or impacted are individual tenants expected to be?

- Typically, most disruption to tenants is expected to be minimal, and limited to providing access to installers, which may take 2-4 hours in each apartment.
- If a project is selected for M&V:
 - » Tenants should expect to be contacted once every 3-6 months for feedback on how the room heat pumps are performing, and to allow access to the apartment for the installation and collection of M&V equipment.
 - » Tenants will also be asked to sign a Data Release Authorization Form (DRAF) which allows NYSERDA to access their utility consumption data with the local utility.

Can an owner self-install with their own contractor?

- Yes! The installation may be done by the qualified manufacturers selected contractor, the in-house building maintenance team, or the owner's preferred contractor. To be eligible, a minimum of 10 window heat pump units must be installed per window heat pump project, and at least 5 dwelling units must be retrofitted per through-wall heat pump project.

Does the entire building need to be retrofit with Room Heat Pumps?

- No, both full and partial building retrofits are eligible. To be eligible, a minimum of 10 window heat pump units must be installed per window heat pump project, and at least 5 dwelling units must be retrofitted per through-wall heat pump project.

Does the existing heating system need to be decommissioned or removed?

- No, the existing system may be left in place for emergency back-up. NYSERDA expects that the Room Heat Pumps are used as the primary heating system, defined as the existing heating system being:
 - » Turned off for a minimum of (30) consecutive days during the peak Winter heating period OR
 - » Turned off unless the mechanical rooms drop below 38 F, or the apartments drop below 68 F



Learn more about the program and connect with a Room Heat Pump Program vendor.

Visit nyserdera.ny.gov/room-hp
or email us at
RoomHeatPumps@nyserdera.ny.gov



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FAQs Continued

Is Measurement & Verification required for all projects, and who pays it?

- Window heat pump projects will be evaluated on a case-by-case basis for monitoring, based on owner request and building typology. Through-wall heat pump projects will be required to perform M&V for all installations.
- NYSERDA will fully fund all M&V activities. Related costs will not draw from awarded incentive totals.
- NYSERDA, through our technical partner Steven Winter Associates, will directly perform all work required for M&V. The owner and qualified manufacturer are only responsible for coordinating access as needed.

Are Room Heat Pumps a good fit for my building?

	WINDOW HEAT PUMP <i>Replaces window AC</i>	THROUGH-WALL HEAT PUMP <i>Replaces PTAC</i>	MULTI-SPLIT / VRF <i>Ducted or ductless split</i>	CENTRAL A2WHP <i>Hydronic distribution</i>
BUILDING VINTAGE <i>Pre-war, mid-century, newer</i>	Strong fit Pre-war buildings with window ACs	Strong fit Mid-century with PTAC sleeves	Conditional Better in newer stock or gut-rehab	Conditional Aligns with capital improvement cycles
FLOOR-PLAN TYPE <i>Openings in every room</i>	Strong fit Windows in living room and each bedroom	Strong fit PTAC sleeve in every room	Strong fit Handles deep or interior-bedroom	Strong fit Independent of apartment geometry
EXISTING OPENINGS <i>Reuse windows or sleeves</i>	Strong fit Reuses existing window opening	Strong fit Drops into existing PTAC sleeve	Poor fit New penetrations for line sets	Poor fit Existing piping generally unusable
FACADE CONSTRAINTS <i>Landmark, air shaft, coverage</i>	Strong fit No new facade penetrations	Strong fit No new penetrations or outdoor units	Poor fit Outdoor unit siting often blocked on landmarks	Conditional Rooftop plant needs structural capacity
DISRUPTION TO TENANTS <i>Occupied, limited access</i>	Strong fit ~2 hrs. per unit, no specialist labor	Strong fit Similar to appliance swap	Poor fit Multi-day access, temporary relocation	Poor fit Typically needs gut-rehab vacancy



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