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

**Insulation and air sealing** are often important first steps. This saves money, improves comfort, and makes heat pumps more effective.

**Ducts** distribute warm or cool air to rooms. Existing ducts can often be modified and reused. Ducts work best in insulated spaces. Ask your installer to pay special attention to insulation and duct sealing.

**Refrigerant lines** are small, insulated tubing that connect air handlers and outdoor units. Coordinate placement and color with your installer.

**Window and door** upgrades can improve comfort and efficiency.

**Electric service** may need to be upgraded to support heat pumps. Ask your installer to evaluate your service.

**Air handlers** distribute warm or cool air through ducts. See next page for typical options.

**Thermostats** Some thermostats can operate both heat pumps and other heating systems.

**Outdoor units** operate very quietly. They must be above snow, away from other obstructions, and shielded from excessive water or ice.
Ducted Heat Pumps

**Features**
- Heating and cooling distributed throughout the home with new or existing ducts
- No wall-mounted indoor units
- Quiet and efficient operation
- Eliminate window air conditioners

**Air Handler Options**
Air handler equipment moves warm or cool air through ducts. Your installer can guide you to the best options based on heating and cooling needs, existing systems, and home configuration.

**Conventional air handlers** move air through larger ducts. They are often located in basements, attics, or utility closets. They can be installed to blow air upwards, downwards, or sideways to fit within your home.

**Compact ducted air handlers** usually serve smaller areas such as one to three rooms. Their slim profile means they often fit in dropped ceilings, but leaving access for maintenance is important.

**Ask Your Installer**
- Will proper heating and cooling get to each space? Ask for room-by-room heating and cooling calculations.
- Are my ducts big enough for a heat pump? What modifications are needed?
- Can heat pumps sufficiently heat my home or is an additional system needed?
- 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
- If your home has ducts that can be reused, installation costs will be lower
- 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, or 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

This document is part of NYSERDA’s Heat Pump Planner. Learn more at: nyserda.ny.gov/HeatPumpPlanner