

## Master Installer Program – Contractor Agreement

By signing this contractor agreement for the Master Installer Program, I, \_\_\_\_\_, agree to the following criteria *(Please initial each point below)*:

\_\_\_\_ I attended a NW Ductless Heat Pump Project (Project) Orientation on \_\_\_ / \_\_\_ / \_\_\_ *(insert date)*.

\_\_\_\_ I attended the Project's Technical/ Installation Best Practices Webinar in its entirety on \_\_\_ / \_\_\_ / \_\_\_ *(insert date)*. I understand and will incorporate all elements of a "Best Practices Installation" on Project installations, including:

- Using the proper installation tools, including R410A flaring tools, a programmable refrigerant scale, a torque wrench and R410A Gauge and Hose Set
- Installing the outdoor and indoor units according to manufacturers' instructions
- Protecting the outdoor portion of the line set from UV degradation and damage and will use rigid protection when possible
- Providing the homeowner a walk-through of operation and maintenance of the Ductless Heat Pump (DHP), including explanations of the settings, operation of the remote control, and directions for cleaning the filter(s)
- Leaving a copy of the "Homeowner Guide" for the customer to reference as they operate their DHP and a way to reach you with questions

\_\_\_\_ I have completed 15 or more **Project-approved** installations

\_\_\_\_ I have submitted photo documentation for two Project-approved installations and one **Project-approved** homeowner testimonial

\_\_\_\_ I understand that failure to satisfy the criteria above may result in removal from the Master Installer Program at the sole discretion of the program manager and utility participants; removal will be communicated in writing to the installer. If an installer is removed from the Master Installer Program more than once, it will be permanent.

The contracting company I work for is: \_\_\_\_\_

My position at this company is: \_\_\_\_\_

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Print

\_\_\_\_\_  
Date

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