

CHOOSING AN INSTALLER

Choosing the best installer for your new ductless system doesn't have to be overwhelming. Follow the steps below to help ensure you get the service and price you expect.

1. RESEARCH THE BASICS

Use GoingDuctless.com and other online resources to learn how ductless heating and cooling systems work, what benefits they provide compared to other heating and cooling systems, and whether or not they're a good fit for your home.

2. CONTACT YOUR UTILITY

Your local electric utility can be a great resource for rebates, installer referrals and recommended best practices for choosing and maintaining a ductless system.

3. FIND REBATES AND PROMOTIONS

In addition to contacting your utility, check for promotions on GoingDuctless.com/rebates-promotions. Ask installers providing a bid if they have any promotional offers or go directly to ductless heat pump manufacturer websites to find available promotions.

4. ASK FOR REFERRALS

Use GoingDuctless.com to find installers near you. Look for Master Installers who have received additional training and completed multiple installations. Or, contact your local electric utility to inquire if they manage a trusted trade ally list. Then ask your friends or neighbors if they have had a good experience with a ductless system install. Social media sites like Nextdoor, Reddit and Facebook are good for soliciting referrals from your friends, family and the greater community.



5. INVESTIGATE YOUR OPTIONS

Find out more about potential installers using sites such as Yelp, Google, and Angie's List that post ratings and reviews. You may also want to see how long the installer has been in business, check the Better Business Bureau for any complaints, and check your state licensing board to confirm licenses and certifications.

6. INTERVIEW POTENTIAL INSTALLERS

Speak with installers over the phone before getting an estimate, and use this opportunity to get any additional information or have questions answered, using the "Questions to Ask Your Installer" checklist on GoingDuctless.com as a guide. You can also use this conversation to confirm the installer's EPA 608 refrigeration license and business license.



7. GET MULTIPLE BIDS

Whether you seek out bids from more than one installer or bids on different solutions or product brands from the same installer, multiple bids can help you get the most competitive price. Ask each installer if they're providing a bid (usually a fixed price) or an estimate (which can change significantly depending on what happens during the installation). Review our tips on "How to Analyze a Bid."

8. CHOOSE YOUR INSTALLER

Make the best decision for your needs and your home based on your comfort level with each installer, brands they offer, their experience with ductless systems, any industry-recognized training and certifications, and their ability to listen to your questions and concerns. Then make sure to get pricing, payment options and bid details in writing before you proceed.

Remember, the lowest price is not always the best choice. By using these steps above as a guide, you'll be on track to get the end result you want, at a price you are comfortable with, and with an installer that you trust.

