Cornwall Low Carbon Energy Advice Network

Heat Pump Installation Checklist for Householders

1. Initial Considerations

- **Assess your home's suitability:**
  - Is your home well insulated? Consider loft, wall, and floor insulation.

- **Understand your heating needs:**
  - What rooms need heating? Do you need hot water too?

- **Choose the right type of heat pump:**
  - Air to Water Source Heat Pump (ASHP)
  - Air to Air Source Heat Pump (A2A)
  - Ground Source Heat Pump (GSHP)

2. Research & Planning

- **Get a heat loss calculation**: Essential for sizing the system correctly. Your chosen Microgeneration Certification Scheme (MCS) accredited contractor can do this for you.
- **Check for planning permissions**: Usually not required for ASHPs as they are Permitted Developments, but check with your local authority. Planning Permission: Air source heat pump - Heat pumps - Planning Portal
- **Explore funding options**: The Boiler Upgrade Scheme gives householders a £7,500 grant to cover part of the cost of replacing a gas, oil or electric boiler with a heat pump Apply for the Boiler Upgrade Scheme: Overview - GOV.UK
- **Compare installers**: Get quotes from at least 3 MCS certified installers. Prices can vary widely.

3. Pre-installation

- **Site survey:** Ensure the installer conducts a thorough survey.
- **Confirm system design:** Ask for a detailed plan including unit location, pipework, controls, and whether the system will be connected to the internet (e.g. for engineer remote access to diagnose faults).
- **Check electrical capacity:** Your home may need an upgrade to support the heat pump. Air source heat pumps and electric vehicles are becoming more popular in the UK, and they require a significant amount of electricity to operate. In most cases, a single-phase electricity supply is sufficient for powering an air source heat pump and an electric vehicle. However, if you have a larger home or a larger heat pump, you may need a three-phase electricity supply to meet the energy demands of your home. Whether you need a three-phase electricity supply depends on the size of your home, the size of the heat pump and the electric vehicle's charging requirements.
- **Prepare the installation area:**
  - Clear space for the outdoor unit (ASHP)
  - Ensure access to ground for GSHP loops (if applicable)

4. During installation

- **Minimise disruption:** Discuss timeline and access with the installer.
- **Monitor progress:** Ensure work aligns with the agreed design and schedule.
- **Ask questions:** Don't hesitate to clarify anything with the installer.

5. Post-installation

- **System commissioning:** Ensure the installer tests and commissions the system properly.

- **Receive documentation:**
  - MCS certificate
  - Warranty details
  - User manual
  - Maintenance schedule

- **Learn how to use it:** Ask for a demo of controls and settings. An MCS accredited contractor must supply a homeowner pack, according to MCS Installation Standard MIS 3005 containing:
  - MCS certificate for the installation
  - Commissioning documentation (e.g. commissioning checklist)
  - System design and specification details
  - Operating instructions and user manual
  - Maintenance requirements
  - Warranty information
  - Contact details for the installer
  - Information on how to raise complaints or issues

- **Register for warranties and incentives:** Complete any necessary paperwork.

6. Maintenance and monitoring

- **Schedule regular servicing:** typically, every 1–2 years.
- **Monitor performance:** track energy use and comfort levels.
- **Report issues early:** contact your installer or manufacturer if problems arise.

If you'd like to talk to our team, please contact us on **0800 954 1956**
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