PRINTABLE CHECKLIST

Heat pump quote checklist

Write each installer's answer in its column and tick the box once the quote states it in writing. A blank cell is a question to send back before you sign.

What the quote should state	Quote A Installer: _____	Quote B Installer: _____
Heat loss A figure for every room in watts, plus the whole-house total, worked out from measurements taken in your house.	☐	☐
Design flow temperature The water temperature the heat pump is designed to send round the radiators on the coldest design day.	☐	☐
SCOP The seasonal efficiency stated at the design flow temperature, because a figure quoted at a lower flow temperature reads higher.	☐	☐
Radiator schedule Every room listed, showing which radiators stay, which get replaced and what each one gives out at the design flow temperature.	☐	☐
Cylinder Its size in litres against your household's hot water use, whether it stands upright or lies flat, and where it goes.	☐	☐
Controls The controller and thermostats named, with weather compensation set up at commissioning and the number of heating zones.	☐	☐
Who fits it The installer's own engineers or a subcontractor, named in writing, along with who signs off the commissioning.	☐	☐
MCS and guarantee The installer's MCS number, the length of the workmanship warranty and the insurer that backs it if the installer stops trading.	☐	☐
Exclusions and variations What the price leaves out, such as electrical upgrades, making good or decorating, and how any change gets priced before work goes ahead.	☐	☐

Lines worth questioning

- A final price with no heat loss survey behind it.
- A SCOP figure with no flow temperature written next to it.
- A line such as "MCS compliance" or "sundries" with no detail of the work behind it.
- A Boiler Upgrade Scheme deduction shown before anyone has checked that your home qualifies.

Questions to send back