HEAT PUMP PROS — GUIDE

How to choose a heat pump installer

Check the licence, design, program status and written scope separately.

Updated November 10, 2026

Choose an installer that can explain the work in your home and support the claims in its quote. A directory listing helps you find a business. It is not a licence check or a recommendation.

Verify the business and licence

Ask for the legal business name, licence type, licence number and issuing agency. Open the issuer's public register and compare the record with the quote. Check the work covered by that licence with the issuer. A trade association membership is a different fact.

Ask who will perform electrical work, system installation and any ground-loop work. Request the names and responsibilities of subcontractors before you sign. Confirm insurance directly with the relevant provider when appropriate.

Check credentials in the right place

A manufacturer locator can identify contractors within that manufacturer's network. Mitsubishi Electric provides such a locator. Network membership is separate from a state or provincial licence and from enrollment in an incentive program.

If the quote relies on an incentive, ask the administrator to confirm the installer's current approval and the proposed equipment. Do not accept a logo on a sales document as the only evidence.

Compare the design and contract

Ask for the load calculation, exact matched model numbers and a room distribution plan. Request a written answer about cold-weather output, backup heat and controls. Ask what commissioning records you will receive.

Read exclusions, payment milestones, change-order terms and warranty support before accepting. Make sure all promised work appears in the signed scope. Keep the original quote and every approved revision.

Use this directory carefully

Answer a few questions about your service, location and timing. Add your contact details and consent. Heat Pump Pros will try to match you with one installer. A match is not guaranteed. You can also contact an installer directly. Paid placement concerns visibility, and an ownership verification badge does not certify technical competence. Recheck source records close to the day you sign, since status can change.

Sources

All pages below were fetched and checked on 2026-11-10. The check date is not a promise that intake remains open.

- ACCA, Manual J Residential Load Calculation. Checked 2026-11-10.
- NEEP, ccASHP Specification and Product List. Checked 2026-11-10.
- Mitsubishi Electric, Find a contractor. Checked 2026-11-10.
- US Department of Energy, Home Energy Rebates Program. Checked 2026-11-10.
- Government of Canada, Electric heat pumps and NRCan resources. Checked 2026-11-10.

Frequently asked questions

Does a paid badge prove a contractor licence?

No. The ownership badge and paid placement are separate from licensing and program approval. Check each with its issuer.