
A quality ductless heat pump installation results from attention to details including: tools, installation and homeowner education. This guide provides information and suggestions to help you achieve successful ductless heat pump installations. Quality installations result in minimal call backs, more customer referrals, and increased awareness of ductless heat pump technology.

Required Tools

- R410A Specific Flaring Tools
- Programmable Refrigerant Charging Scale
- Torque Wrench
- R410A Gauge and Hose Set

Installation Best Practices

• Follow manufacturers’ installation instructions. This guide is not intended to replace manufacturers’ specifications.

Outdoor Unit (Compressor):

- Set the unit on a stable, level surface.
- Risers are essential to prevent snow and debris build-up and should be installed to allow better drainage of defrost water.
- Outdoor units should be secured to the pad, risers, and/or surface on which they are set using molly bolts and/or adhesive.

Refrigerant Tubing:

- Factory tubing flares and fittings are NOT TO BE REUSED.
- Create new flares using appropriate R410A flaring tool & measurement gauge.
- Apply refrigerant oil to the end of each flare.
- Connect tubing with R410A nuts (supplied with indoor and outdoor units) using a torque wrench tightened to manufacturer’s specifications.

Refrigerant Charge:

- Adjust refrigerant charge ONLY IF NECESSARY. Most installations do not require adjustment from pre-charge levels or the use of gauges to verify refrigerant levels.
- Consult the manufacturer’s installation manual to verify refrigerant protocols, specifications can often change.

Line Set Insulation and Protection

- Insulation must cover the entire length of line set to avoid condensation and decreased efficiency.
- Once insulated, protect the outdoor portion of line set to avoid premature degradation of the insulation.

Condensate Drain:

- Must slope downhill and can either be routed with line set or run to a different termination point.
Well Installed Outdoor and Indoor Unit = Happy Homeowner

Homeowner Education
• Provide homeowner with a copy of the “Homeowner’s Guide”. Review bullet points as you perform a walkthrough of unit operation. This guide is available on-line at http://nwductless.com under the “Contractors” tab.
• Remind homeowners of www.GoingDuctless.com for more information about ductless heating and cooling systems.
• Educated homeowners reduce call backs and promote your services!

Contractor Resources
• For information on becoming a Project-oriented contractor, visit www.NWDuctless.com or call (503) 808-9003. Project-oriented contractors are eligible to perform installations that receive utility rebates of up to $1,500!

Disclaimer: This document is only to be used as a general guide for providing quality installations. For complete information regarding installation requirements, features, benefits, operation, and maintenance, review the manufacturer’s installation manual of the product being installed. Images of specific manufacturer product lines are not placed as endorsements, nor does this guide guarantee their quality.

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