Frequently Asked Questions

Q: Are ductless systems new?
Ductless systems have been around for several decades and are manufactured by many of the companies with which you are familiar. You can rest assured that your investment is in a proven technology.

Q: Do I still need my old heaters?
While a ductless heat pump system can be used as a primary heat source, homeowners are encouraged to keep their existing electric heating units to supplement the ductless heat pump system in extreme weather conditions or in hard to reach extremities of the home.

Q: How does a ductless heat pump work?
Ductless heat pumps work on the same principle as conventional “ducted” heat pump systems, except better! Electricity is used to transfer heat between outdoor and indoor using a compressor and two heat exchangers. Ductless heat pumps use variable speed compressors with “inverter technology” to continuously match the heating & cooling loads of the home to avoiding the on/off cycling of conventional heating/cooling systems.

Q: Are ductless heat pumps efficient?
Yes! Ductless heat pumps can operate using 25% to 50% less energy than electric resistance and forced air systems.
Attention Homeowners with Electric Furnaces, Baseboards or Wall Heaters

**Save Energy & Money**
Install a ductless system and use 25% to 50% less energy to heat your home.

**Have a More Comfortable Home**
An ultra-quiet fan evenly circulates air throughout the room(s) eliminating hot and cold spots.

**Low-Cost Easy Installation**
Installation is quick, simple and inexpensive, which means little or no disruption to your home.

**Get Air Conditioning**
Systems come standard with air conditioning, so you can get rid of those window units.

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This program is available through the Bonneville Power Administration. BPA programs are subject to change without notice.

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**What is a Ductless Heat Pump System?**
A ductless heat pump is a highly efficient heating and cooling system. It is easily installed as a new primary heat source for electrically heated homes. These systems heat and cool homes at a fraction of the cost of standard electric heaters. Ductless heat pumps are much safer, quieter and heat rooms evenly – no more hot or cold spots!

Ductless systems do not require expensive and invasive ductwork. They require only a three-inch opening in the wall or ceiling. Installation is as simple as mounting the indoor and outdoor units, connecting the refrigerant lines, and making a few electrical connections.

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**Are There financial Incentives Available?**
Yes, an $800 cash discount! Existing and recently constructed homes (site built or manufactured) with electric resistance heat where the unit will be installed qualify. Electric resistance heat includes: electric furnaces, baseboards, wall heaters, and plug in electric heaters.

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**This Sounds Great! How Do I Get Started?**
1. Go to our website at [www.cec.coop](http://www.cec.coop).
3. Contact one of the contractors on the CEC Ductless Heat Pump Program Contractor List and ask them for a bid proposal.
4. The contractor will guide you through the qualification process and provide you with a bid proposal on a new heating/cooling system.
5. Or call CEC at 541-548-2144 for more information.