

Terms and Conditions

HOMEOWNER ELIGIBILITY: To be eligible for incentive payment, the home must have permanently installed zonal electric resistance heat as the primary heating system. EXCEPTIONS: 1) Existing homes where plug-in electric heaters are the primary heating system in the home may qualify. 2) In some utility areas single family site built or manufactured homes that have an electric forced air furnace as their primary heating system may qualify. A qualifying home cannot: (i) be under construction, (ii) have a fossil fuel central forced air or fossil fuel hydronic heating system, (iii) have a ducted heat pump/ductless split-system, nor (iv) have a temporary foundation.

HOMEOWNER PARTICIPATION: The NW Ductless Heat Pump Project (Project) and Chelan PUD may suspend and/or end Applicant's participation at anytime, at their sole discretion by notifying the Applicant in writing of the decision or in accordance with requirements.

SYSTEM ELIGIBILITY: To be eligible for incentive payment, ductless heat pumps installed must be: (i) a split system heat pump employing an inverter-driven, variable speed compressor, a variable speed outdoor fan, and a multi-speed or variable speed indoor blower, and (ii) must meet a minimum HSPF rating of 9.00 or higher for single zone systems, or 8.20 or higher for multizone systems. Indoor units using any type of field-installed duct system are NOT eligible.

CONTRACTOR INSTALLER ELIGIBILITY: Installers must be licensed, bonded and insured, have successfully completed manufacturer sponsored training for equipment being installed, and have completed Project orientation. Installers must be eligible participants in the Project in order for utilities to pay incentives. Ensure installer eligibility with your utility prior to selecting an installer.

CONTRACTOR REMOVAL: Non-compliance with installation specifications and/or Quality Assurance Inspections may trigger a performance review of the installation contractor. This review will be conducted by the NW Ductless Heat Pump Project Quality Assurance team or Chelan PUD staff. The performance review may result in suspension or permanent removal from participation. Fi performance review will be communicated, in writing, to the installation contractor and participating utility along with the terms of suspension or removal.

VERIFICATION AND INSPECTION: Participating homes are subject to onsite inspections in order to verify that the system meets Manufacturer specifications, Project standards and that the home meets eligibility guidelines. Systems will be randomly chosen for onsite inspection, based on the number of completed installations by the installer. No warranty is implied by this inspection. **INCENTIVE PAYMENT:** Chelan PUD will approve utility incentive payment upon receipt of all complete and correct documentation. One incentive per residence is available regardless of the number of units installed in the home.

TAX LIABILITY: Neither the Project, utility, nor the installer is responsible for any tax liability, which may be imposed on the Participant as a result of payment of any incentives or as a result of obtaining financing.

DISCLAIMER/NO LIABILITY: The Participant understands that the Project and Chelan PUD are not supervising work performed for the Participant and are not responsible for proper completion of that work or proper performance of any products purchased. The Participant assumes the risk of any loss or damage in connection with installation. The Project and Chelan PUD do not guarantee any particular energy savings results by its approval of the installation.

ENDORSEMENT: The Project and Chelan PUD do not endorse any particular manufacturer, installer, or product in promoting ductless heat pumps. The fact that the names of particular manufacturers, installers, or products may appear on Project materials does not constitute an endorsement. Manufacturers, installers, or products not mentioned are not implied to be unsuitable or defective in any way.

SAFETY AND BUILDING CODES: The Participant agrees to pursue compliance with federal, state, and local building and environmental codes for the installation of this product. The installer certifies products have been installed consistent with manufacturer instructions.

PROPERTY RIGHTS: The Participant must have proper authority to install the ductless heat pump system on the designated property, or has obtained any necessary consent from the landlord.

ACCESS AND EVALUATION: The Project, Chelan PUD and their representatives may request access to the property on which the system was installed to review and evaluate the system during and after installation. The Participant agrees to provide reasonable access to the property for the purposes described herein. In addition, the Northwest Energy Efficiency Alliance and its representatives may contact the participant for future research and program participation.