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Residential heat pump water heater checklist

ENERGY EFFICIENCY & CONSERVATION AUTHORITY
TE TARI TIAKI PŪNGAO

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Heat pump water heaters (also known as hot water heat pumps) are highly energy-efficient compared to traditional electric hot water cylinders or gas water heaters. This means they are cheaper to run, and can be particularly cost-effective for households that use a lot of hot water.

If you're considering installing one, this checklist will guide you through the important things to consider to ensure you get the right system, and make the most of it.

This is based on EECA's research into understanding the real-world performance of heat pump water heaters in New Zealand homes.

Read more here: Heat pump water heater product research

Is a heat pump water heater right for you?

1	Household fit: If you use a lot of hot water in your home, you will have better energy savings. Ensure you have space to locate the outdoor unit.	☐
2	Location & noise: Consider the location of the outdoor unit i.e. away from bedrooms/boundaries, with clear airflow and access to drainage.	☐
3	Climate: If you live in a cold climate, make sure you choose a model that's suitable for lower temperatures.	☐

Choosing the right size and type

4	System type: Which configuration fits your space or existing plumbing best? Integral (all-in-one outdoor system) vs Split (separate outdoor unit + indoor or outdoor cylinder).	☐
5	Sizing: Ask for the recommended heating capacity (kW) and tank size (L) for your home's water usage and climate.	☐
6	Future options: If you have (or plan) solar PV, ask about daytime pre-heat integration for further savings.	☐

Is your electrical/plumbing ready?

7	Electrical: Check circuit capacity and ensure that external controls, such as ripple-control, are only used if recommended for the model by the manufacturer.	☐
8	Plumbing: Replacing low-pressure systems may require a pressure reducing valve, pipework and/or fixture upgrades.	☐

What will it cost to install?

9	Get two written quotes: Ensure the installer itemises product, standard install, and likely site extras (additional plumbing, electrical, groundworks).	☐
10	Operating expectations: Ask about operating modes, including any built-in settings to reduce running time or take advantage of time-of-use electricity plans.	☐
11	Warranties & service: Parts & labour terms and a local service contact in writing.	☐

Other things to think about

12	After-install: Discuss with your installer about adjusting installation or settings if you have any concerns e.g. noise, hot water supply.	☐
13	Monitor electricity use: Note baseline bills/reads and compare usage (in kWh) after 1–2 billing cycles. If anything looks unusual, contact your installer. Ensure you are on the best electricity plan for your situation following the change.	☐

Tip: Keep a one-page record with model, capacity, installer's contact details for after-sales support and servicing, warranty, and factory/installed settings.