Heat Pump Quote Checklist

Score every quote on the same 20 items, so you compare like with like rather than total against total.

2 Stated in writing, with specifics	**1** Vague, or only promised verbally	**0** Missing from the quote

Quote A: _____ Quote B: _____ Quote C: _____

#	Item	A	B	C
CREDENTIALS max 8				
1	MCS certificate number given, and it checks out			
2	Consumer code named (RECC or HIES) with membership number			
3	Named, qualified people for the unvented cylinder and any refrigerant work			
4	Workmanship warranty length stated, and what happens if the firm stops trading			
HAS ANYONE MEASURED YOUR HOUSE? max 8				
5	Someone visited the house in person			
6	Room-by-room heat loss calculation included (watts per room)			
7	Each radiator checked at the new flow temperature, with any changes listed			
8	Design flow temperature and expected SCOP for your house stated			
NAMED EQUIPMENT max 10				
9	Heat pump make, model, output in kW and outdoor unit position			
10	Cylinder make, model and size in litres (or why the old one is suitable)			
11	Controls named: weather compensation, thermostat, cylinder control, app			
12	Pipework size and rough route from the outdoor unit			
13	Buffer tank included or excluded, with a reason			
GRANTS AND PAYMENT max 8				
14	Full price, grant and balance shown as separate lines			
15	Deposit amount stated, and how it is protected			
16	Stage payments tied to events, not dates			
17	How long the price is valid, and on what basis			
EXCLUSIONS AND EXTRAS max 6				
18	A written list of what is excluded			
19	Provisional sums marked, estimated and capped			
20	Radiators, pipework and electrical work priced or clearly ruled out			
	TOTAL (max 40)			

Red flags: drop the quote, whatever it scores

- No MCS certificate number, or one that does not check out
- Heat pump sized from floor area or the old boiler’s output
- Pressure to sign today because a discount expires
- A large deposit by bank transfer, with no protection
- “No radiators will need changing”, said without a survey

Questions to ask each installer

Can I see the heat loss calculation for my house?
A prompt yes is right. Be wary of “we’ve done hundreds like yours”.

What flow temperature is the system designed for?
You should get a number. 45°C or lower is a good sign.

Which parts of the quote could change?
An honest installer lists them. “Nothing” is rarely true.

Who applies for the grant, and when is it taken off?
The installer should, and it should come off the price.

What if the house doesn’t reach the promised temperatures?
Look for a commissioning process and a workmanship guarantee.

What does the manufacturer’s warranty cover, and who handles claims?
Get the length and conditions in writing.

Reading the totals

32 to 40
A thorough quote. Compare the price and the answers to your questions.

22 to 31
Workable. Ask for the 0 and 1 items in writing, then score again.

Below 22
Too much is missing to compare fairly. Ask for a revised quote or move on.

Compare the real price

	A	B	C
Quoted total (before grant)	£	£	£
Plus: your estimate for every excluded item (electrics, radiators, making good, old cylinder removal)	£	£	£
Minus: grant (Boiler Upgrade Scheme £7,500 in England and Wales, if eligible)	£	£	£
Real price to compare	£	£	£

Before you sign

- Look at the section scores, not just the total. Weak credentials cannot be fixed by a revised quote.
- Ask your front-runner to confirm every changed line in a revised written quote.
- Keep each installer’s written answers with their quote.
- Pay nothing until the deposit protection and stage payments are in writing.

From the full guide at heatsourcehub.com/a-heat-pump-quote-checklist-you-can-print-and-use-on-every/. General guidance from John at Heat Source Hub, a UK heat pump installer. Grant amounts as at November 2026; check gov.uk for current rules.