

Heat Pump Knowledge Base

Tips for finding answers

Our saved answers will continue growing as we respond to new questions and refine old responses. To find your answer quickly on the Answers tab, we recommend you:

- Use the *control-F* function to search for a keyword
- Browse the right side *navigation bar* for customer questions

Frequently used links

- Preferred Contractor Network: <https://www.mnashp.org/preferred-contractor-network-homeowners>
- FAQ: <https://www.mnashp.org/homeownerfaq>
- Cost of Heat Comparison: <https://www.mnashp.org/cost-of-heat-comparison>
- Incentives and Financing: <https://www.mnashp.org/incentives-financing>

Why should I get a minisplit if I have a natural gas boiler?

There are three main reasons for installing minisplits if you have a natural gas boiler:

- The first is cooling. A minisplit will provide much more efficient, quiet, and steady cooling than window AC's.
- The second is to cut emissions. A heat pump is significantly greener than a boiler over the lifespan of the equipment. Even using the heat pump into mild winter weather only will cut overall emissions.
- The third is to extend the lifespan of your boiler. Traditional systems like boilers can sometimes cycle on and off during cool spring and fall weather. This strains the equipment. By contrast, minisplits typically excel at providing heat during cool spring and fall weather.

Can I set my thermostat back with a heat pump?

Yes, you can set your thermostat back for periods of time with a heat pump. Heat pumps operate best when maintaining the same temperature for long periods of time. Setbacks within a few degrees have negligible effects on the heat pump's efficiency. This can be an option if like your house cooler at night and still want to maintain good energy efficiency.

An exception is if you are away from home for a few days or more. A larger setback will still save energy with a heat pump in these cases.

Can I do setbacks with a heat pump?

- Heat pumps operate best when maintaining the same temperature.
- Setbacks within a few degrees have negligible effects on the heat pump's efficiency.
- Larger setbacks can save energy if you are gone for days.

What heat pump size should I choose?

Heat pumps come in sizes as measured by tons. The more tons a heat pump has, the more heating and cooling it can supply. However, more tons are not always better. The right sized heat pump for your home will do a better job keeping you comfortable at the lowest operational costs.

A larger sized heat pump may make sense if you have:

- A large home
- A home that is not well insulated or air-sealed
- A goal to use your heat pump for as much heating as possible

A smaller sized heat pump may make sense if you have:

- A smaller home
- A home that is well insulated and air-sealed

Which contractor should I work with?

Getting a quote from a few quality contractors is the best way to get heat pump solutions for your home. [Visit our Preferred Contractor Network to connect with a qualified contractor in your area.](#)

Which contractor should I talk to about AWHPs?

Thank you for your question. We unfortunately don't have specific recommendations of companies who offer air-to-water heat pump installations. We recommend checking with the following sources for quotes or leads:

1. A geothermal contractor
2. A contractor who does both heating and plumbing
3. Your local utility- some have contractor networks for customer referrals
4. If you have a specific air-to-water heat pump model in mind, ask that manufacturer for their recommendations of local installers