

Why recommend heat pump water heaters (HPWHs)?

- **Superior efficiency:** HPWHs are 3 to 4 times more efficient than traditional electric storage water heaters, providing one of the easiest ways to save money and energy.
- **Save even more with rebates:** Most Northwest utilities offer incentives for purchasing and installing qualifying HPWHs.
- **Hybrid power:** HPWHs combine a heat pump with electric elements for optimal performance in any situation, automatically switching between heat sources for maximum efficiency or hot water output.
- **Longer warranty:** Manufacturers provide a 10-year warranty on their products—compared to a six-year warranty for standard electric resistance water heaters—giving your customers peace of mind for years to come.
- **Futureproof your business:** Certain electric resistance water heater production will be phased out in 2029, making HPWHs the market's go-to option.
- **Demand response ready:** The built-in EcoPort, also called the CTA-2045 port, enables participation in utility programs to reduce peak energy demand with a compatible module.



Smart features: Take control of your hot water from anywhere in the world using in-app controls, such as:

- Performance tracking and usage reports
- Leak alerts
- Vacation mode
- Scheduling

Technical considerations for contractors

- ✓ **Works with existing electrical:** If your home has an existing electric water heater, a HPWH will work with your 30 amp circuit.
- ✓ **Educate the customer:** The heat pump will exhaust cool air and make about the same amount of noise as a refrigerator. Place the HPWH where it is not going to affect the occupants of the home.
- ✓ **Give it room:** Most models need 450 ft³ of space or more to operate efficiently. If a space is smaller, think about ducting the unit or installing passive venting between rooms.
- ✓ **Size it right:** Common practice is to go one tank size larger to keep more hot water at the ready and prioritize the more efficient, yet slower recovery time of the heat pump mode.
- ✓ **Tempering (mixing) valve:** When a larger tank isn't an option, installing a tempering valve can keep water in the tank at a higher temperature and allow for more hot water for longer periods of time at the tap.
- ✓ **Condensate drain:** The heat pump creates non-acidic condensate. Pre-plan your path to a drain or exterior before installation and set the tank level. Check local jurisdictions for possible anti-freeze requirements when routing to outside.
- ✓ **Recirculation pumps:** If the plumbing system has a recirculation pump, make sure that it is controlled by a switch or occupancy sensor. Uncontrolled pumps tend to confuse the water heater with higher-than-expected water returning to the tank.
- ✓ **Maintenance:** Every unit has a filter that must be cleaned regularly for top performance. Remind your customers to remove, clean, and replace it every three to six months.

