



# What to Expect

When you place your order, you have the option to choose between pickup, delivery, or can receive professional installation of your unit.

## **PICKUP or DELIVERY**

### **Scheduling**

During check out, you need to select the “pickup” or “delivery” option. When you proceed through the checkout process, you can choose either the date you want to pickup the unit at the distributor or choose the date and daypart on when you want to receive doorstep delivery. This information goes directly to the distributor, who will contact you directly on the next steps for receiving your unit.

### **Transporting a HPWH**

If you choose the pickup option, you are responsible for bringing the unit from the distributor to your home. If the unit is damaged during transit, it may void the warranty. Here are a few considerations on how to successfully transport the unit to your home:

Heat pump water heaters weigh close to 200 pounds and may require several people transport pending the vehicle you use.

We recommend using a vehicle that has a hydraulic lift that allows you to wheel the unit into the vehicle and store upright.

If you need to lay the unit down to transport it, check the packaging to determine the appropriate side to face down in your vehicle. If you do transport the unit laying down, you need to wait to have it installed and operate within your home.

### **Receiving Doorstep Delivery**

If you choose the delivery option, the distributor will facilitate doorstep delivery to your home. The delivery team will not bring the unit inside of your home, but rather bring it to the garage or door. You should decide before delivery day to determine how you will move the unit inside your home.

## Returns

If decide you want to return your unit, we can facilitate a return with the distributor you picked it up from or who delivered it. All returns are subject to a restocking and pickup fee of \$XXX. The unit must be in the original packaging with no visible defects made to it to facilitate a return. When you place your order, you have the option to choose between pickup, delivery, or can receive professional installation of your unit.

## INSTALLATION

Installing a heat pump water heater properly takes twice as long as a standard electric resistance water heater and may require your contractor to provide some light construction and electrical services in addition to plumbing. BGE's Product Advisor Plus offers installation options in partnership with local contractors who are experts in installing heat pump water heaters.

A code inspector is required to visit your home post installation.

Here's what you can expect from Product Advisor Plus when buying and installing your new unit.

### Fixed-Price Installation

Through our platform, if you qualify, you can secure a fixed-price installation fee with a participating contractor.

To qualify for fixed-price installation services, you'll take a brief survey during the checkout process to assess the condition of the space where your existing water heater is installed. We can assess whether you qualify for a fixed-price installation based on the information you provide. Fixed-fee pricing includes the following parts and labor: \*

- Installation of heat pump water heater up to code
- Pickup and delivery of new water heater to installation site (if applicable)
- Removal and recycling of old unit (if applicable)
- New water flexes
- New wire nuts/wire clamps
- Extension of plumbing to connect heat pump water heater
- 10' condensate line
- Condensation pump (if needed)
- Drain pan (if needed)
- Expansion tank (if needed)
- T&P valve installation (up to 10' CPVC)
- Labor (not including 2nd person for difficult access)
- 10-year parts and water heater warranty
- One-year parts and labor guarantee

\*Water heater, permit fees, and taxes are not included.

There may be additional parts, labor and fees associated with your installation due to the unique situation in your home. Your contractor will identify any additional costs before starting the project.

### Installation Quote

Customers who do not qualify for fixed-price installation services will receive quotes from interested contractors for installation services. You'll need to complete a quote form to provide the necessary information our concierge team needs to facilitate the bid process with our contractor partners.

Some indicators that your project might not qualify for fixed pricing include the following:

- Relocation of the water heater
- More than 10' needed for Condensate Line
- Electric modifications (too short, no ground, faulty wiring or undersized breaker)
- Ducting or louvered doors (if needed)
- Installation in an unapproved location for a heat pump water heater, such as in living spaces
- Additional person required (difficult access, risk of injury or property damage)

Our concierge team will provide quotes they receive for you within 3 to 5 business days so you can select the contractor for your project.

### **Installation Service Eligibility**

Some customers may not qualify for installation services through Product Advisor Plus based on the information they provide. In these situations, our team will have identified an issue with the condition of the space where your existing water heater is installed, indicating it is not technically feasible to upgrade to a heat pump water heater without a substantial investment.

We can work with our contractor partners to help you identify what upgrades you need to accommodate a heat pump water heater in your home. This might require a site visit to collect additional information.

### **Paying for Installation Services**

No matter if you secured a fixed price or a quote for installation services, you will pay your contractor directly and not through the Product Advisor Plus platform. We will charge you for the heat pump water heater purchase, and if applicable, the delivery, and coordinate with the contractor on your behalf to ensure the project is scheduled and completed to your satisfaction.

### **Workmanship and Permitting**

All contractors will carry insurance and warranty their workmanship if liability questions arise post-installation. Contractors will pull required permits with your municipality to perform the work prior to the start of the project. Our team will verify installation quality by monitoring the contractor's workmanship to verify they are abiding by best practices outlined by the industry and the equipment manufacturer.

### **Installation Services Timeline**

Based on customers' and contractors' schedules, installation projects could take up to 6 weeks from the time of your order to complete. We strongly advise you to procure installation services from a licensed professional for planned and nonemergency replacements.

### **Installation Services Support**

Once you select your contractor, they will coordinate with you directly to schedule and perform the installation at your home. Our team will help as needed with any communication between you and your contractor.