

9 Questions for your Geoexchange Installer: Homeowner Printout

Our '9 Questions' video has assisted many homeowners to select the best system and the best installer for their geoexchange system. It is great to see that such a simple video has achieved its purpose of protecting both homeowners and those professional local installers that obtain proper certification and work in accordance with international guidelines.

To assist you further, we have developed this simple printout so that you can readily ask these questions of any potential installer you may be speaking with. They are all simple yes / no questions and we have left some room for you to record responses as you feel appropriate.

1. Are you IGSHPA (*International Ground Source Heat Pump Association*) certified?

YES / NO

2. Does the proposed installation comply fully with the IGSHPA guidelines?

YES / NO

3. Do you use industry recognised heat load calculation software to calculate the heating and cooling requirements of my home?

YES / NO

4. Do you consider all types (horizontal, vertical, pond and open loop) of Ground Heat Exchanger for my system?

YES / NO

5. To calculate the size of my Ground Heat Exchanger, do you use internationally accepted and independently developed software?

YES / NO

6. Do you include soil type and ground temperature in the Ground Heat Exchanger calculation?

YES / NO

7. Can you tell me the annual water temperature range in my Ground Heat Exchanger?

YES / NO

8. Does your geoexchange software use climate 'bin' data to ensure that the system will work long term and that it will not over-heat or over-cool the ground over a 20 year period?

YES / NO

9. What is the brand of Ground Source Heat Pump you are proposing and are they an internationally recognised Ground Source Heat Pump manufacturer with qualified local support?

YES / NO

You would not use an unlicensed builder, plumber or electrician. For the same reason, make sure you are speaking with an IGSHPA certified installer and that the system complies with [IGSHPA industry guidelines](#).

The [Geoexchange Accredited Installer Network \(GAIN\)](#) provides you with the greatest peace of mind that you are speaking with a professional that works with international best practise.