

# Steps to install a heat pump

**Register** Register to get a quote for your **home** through the Solar Savers website at [www.solarsavers.org.au/register](http://www.solarsavers.org.au/register) or call 1300 548 598.

Expected timeline from the day you register:



**Solar Savers** acts on behalf of Council to support residents to install a heat pump hot water system. At any time you can contact us regarding concerns and feedback.

**Initial Contact** Speak with our trusted installers, Specialized, to **schedule** a discovery consultation with an Electrification Specialist.

1 - 4 days

**Discovery Consultation** Speak with our installers in a **phone consultation**. Learn about how heat pumps work, the best size system for your household, and what government support is available. Independently, **check and notify** Specialized if your property has building permit requirements (e.g. heritage overlay).

1 week



**Specialized** is the installer chosen by Solar Savers to provide council-backed quotes and installations. You will be allocated to an Electrification Specialist, who will provide free consultations and design a quote that matches your household's needs with a heat pump system. If you approve the quote, Specialized will schedule your installation.

**Quote** Receive your personalised quote with potential emission and financial savings, and warranty information. Review your quote and have your questions answered in a **Presentation Consultation** with your dedicated Electrification Specialist. To proceed, sign the quote and pay the deposit.

1 - 2 weeks

**Rebate Application** If eligible, you must **submit the online application** to receive the State Government's hot water rebate. You cannot proceed to the inspection if this is not complete.

2 - 3 weeks



**Solar Victoria** delivers the Victorian Government's Solar Homes Program. If eligible, you will apply for the hot water rebate through the Solar Victoria website.

**Finalise Quote** To proceed, sign the quote and pay the deposit.

**Installation** Licensed plumbers and A-Grade electricians will arrive to **install the system**. They will show you how your system works, connect your monitoring system to your internet (if applicable), and provide documentation to sign and approve. Installation can be completed in one day, weather permitting.

3 - 4 weeks

Plumbers & Electricians

**Plumbers and electricians** will install your heat pump hot water system, adhering to Clean Energy Council and Energy Safe Victoria standards.

**Safety Check** **Plumbers and electricians** will inspect and sign certificates of compliance on the day of installation. You will also receive an email from Specialized with the warranties and user manual for your system.

**Survey** Share feedback about your experience with Solar Savers and Specialized.



*Your heat pump will be installed and providing efficient and reliable hot water 3 - 4 weeks from the day you register with Solar Savers.*

Please note, timeline provided as estimate only.

Additional time may be required where heat pump is being installed with other systems, such as solar, battery, and/or split system.