



Air Source Heat Pump Pricing Summary



HeatSmart Carlisle-Concord-Lincoln (CCL) has worked with its selected air source heat pump (ASHP) installer, **New England Ductless**, to establish transparent, discounted pricing for Carlisle-Concord-Lincoln residents that could be discounted by up to **20% from the regional average**.

The pricing provided on page 3 provides the **base prices** that New England Ductless is offering for a standard, straightforward ASHP installation. This reflects a **15% discount** New England Ductless is offering below their standard prices.

However, the homes in Carlisle, Concord, and Lincoln are pretty old and can be very different, so it is likely that the quote you receive may be higher to account for a variety of factors, including your personal preferences. Even if you and your neighbor had exactly the same home, your particular needs (e.g. for heating/cooling, aesthetics, placement of indoor and outdoor equipment) could significantly change the quote you receive for the same equipment.

See page 3 of this summary for more information on what is included in the base pricing provided and what factors could drive up the cost of your system.

All of the heat pumps listed here are **high-efficiency, cold climate heat pumps** that will work well in the Massachusetts climate. Depending on the model, not all of these systems will be eligible for all of the rebates offered by the Massachusetts Clean Energy Center (MassCEC), the Concord Municipal Light Plant, and Mass Save. Additionally, once New England Ductless visits your home and assesses your needs, they may ultimately recommend equipment models that are not listed here. Regardless of the equipment recommended, New England Ductless will make sure you fully understand the cost components of your quote and the rebates available to you. New England Ductless will also complete all warranty registration and paperwork for rebates and HEAT Loans on your behalf.

If you have further questions about the pricing and equipment offered, we encourage you to attend a HeatSmart “meet-the-installer” event to learn more and ask New England Ductless in person about their pricing—or reach out to the HeatSmart Coach for your community (**Carlisle:** Bob Zogg at HeatSmartCarlisle@lowcarboncarlisle.org | **Concord:** Brad Hubbard-Nelson at HeatSmartConcord@concordma.gov | **Lincoln:** John Snell and Belinda Gingrich at HeatSmartLincoln@gmail.com)

What is included in the base price?

The base price for each model described in the table on the previous page includes:

- ⦿ **The heat pump indoor and outdoor units**, as well as the labor costs for installing them;
- ⦿ **20 feet of piping** to connect the outdoor unit with each indoor unit (25 feet for some multi-zone);
- ⦿ **Standard electrical permit costs**;
- ⦿ **Pan heaters** to help keep your outdoor unit free of ice buildup;
- ⦿ **Ground stands** to mount your outdoor unit above snow level;
- ⦿ **All equipment and workmanship warranties.**

What factors could increase the cost of my system?

A lot of factors related to your home and to your personal preferences could increase the cost of your system. The most common cost adders include:¹

- ⦿ **Additional piping** to connect indoor and outdoor units will add to the cost of your system at roughly \$40 per foot. This could be significant for multi-zone systems with complex room layouts across multiple floors and could add hundreds of dollars to your system.
- ⦿ **Additional electrical work**, such as an added electrical subpanel to meet the increased electricity demand a heat pump will require or added ground fault circuit interrupter outlets (GFCI outlets required by code), could add a few hundred to a few thousand dollars to your system, depending on the state of your home's electrical service. Some towns may also require additional electrical conduits or disconnect switches.
- ⦿ **Different indoor units**, such as advanced wall mounts, floor mounts, ceiling cassettes, and ducted indoor units will cost more.
- ⦿ **Ductwork upgrades or repairs** will likely be necessary if you are installing a ducted system, as a lot of existing ductwork may not be adequately sized for a heat pump's heating output. This could add anywhere from \$500 to \$5,000 or more depending on the amount of repairs needed.
- ⦿ **Other building qualities**, such as homes over two stories tall, brick wall construction, or the need to place indoor units away from exterior walls can also drive up the cost of the system.
- ⦿ **Additional optional upgrades** such as smart thermostats, extended warranties, hail guards to prevent ice damage, and annual maintenance plans can also add to the cost of your system.
- ⦿ **Special permitting fees**, including mechanical, sheet metal, or additional permits beyond a standard electrical permit.

Regardless of what additional factors may increase the cost of your system, New England Ductless will clearly explain to you the factors that are causing your quote to deviate from the base pricing provided above.

¹ A full list of cost adders is provided on the HeatSmart CCL website at www.heatsmartccl.org.

Air Source Heat Pump Base Pricing

Manufacturer	Model Number (outdoor)	Heating Capacity at 5°F ²	# of indoor units	MassCEC Rebate ³	Mass Save Rebate ⁴	HeatSmart CCL Price (New England Ductless)		Regional Average from MassCEC Data ⁵	
						Base price	Price after rebates	Base price	Price after rebates
Multi-Zone Systems									
Mitsubishi	MXZ-3C24NAHZ2	25,000 Btu/hr	3	\$1,302	\$300	\$9,190	\$7,588	\$10,818	\$9,216
Mitsubishi	MXZ-3C30NAHZ2	28,600 Btu/hr	3	\$1,490	\$300	\$9,848	\$8,058	\$12,246	\$10,456
Mitsubishi	MXZ-4C36NAHZ2	45,000 Btu/hr	4	\$2,344	\$400	\$13,979	\$11,235	\$15,455	\$12,711
Mitsubishi	MXZ-5C42NAHZ2	48,000 Btu/hr	5	\$2,500	\$500	\$15,525	\$12,525	\$18,311	\$15,311
Single-Zone Systems									
Mitsubishi	MUZ-FH09NA	10,900 Btu/hr	1	\$625	\$300	\$4,529	\$3,604	\$4,767	\$3,842
Mitsubishi	MUZ-FH12NA	13,600 Btu/hr	1	\$625	\$300	\$4,726	\$3,801	\$5,113	\$4,188
Mitsubishi	MUZ-FH15NA	18,000 Btu/hr	1	\$625	\$300	\$5,018	\$4,093	\$5,219	\$4,294
Mitsubishi	MUZ-FH18NA	20,900 Btu/hr	1	\$625	\$300	\$5,252	\$4,327	\$5,710	\$4,785
Centrally Ducted Systems									
Mitsubishi	PUZ-HA36NHA5	38,000 Btu/hr	N/A	\$1,979	-	\$13,408	\$11,429	-	-
Trane	TruComfort XV20i	12,920 Btu/hr	N/A	-	\$500	\$11,884	\$11,384	-	-
Other									
Ruud	50/65/80 gallon Heat Pump Water Heater (additional info upon request)				\$150-\$750	\$2,500-\$3,500			

New England Ductless offers a 1-year warranty on all workmanship, with a 5-year workmanship warranty upgrade for \$750.⁶ Mitsubishi systems include a 12-year parts/compressor warranty and Trane offers a 12-year compressor, 10-year parts warranty. **New England Ductless will complete all warranty registration on your behalf within 14 days of project completion and payment.**

² Rated heating capacity differs based on temperature. Cooling capacity differs by model.

³ Assumes base rebate without income adders. <120% income adder increases rebate by 28%. <80% income adder increase rebate by 60%. If household heats with electric resistance heating, rebates increase by \$300 (for base and <120% income) and \$500 (for <80% income).

⁴ Assumes installing the number of indoor units listed. Single-zone units are eligible for \$300/indoor unit rebate and multi-zone for \$100/indoor unit, increasing by \$300 per indoor unit if replacing electric resistance heating. Centrally ducted systems are eligible for a \$250 or \$500 rebate depending on cooling efficiency.

⁵ Based on installed cost averages from 745 rebate submissions to MassCEC from the 45 towns and cities within an approx. 20-mile radius of Carlisle, Concord, and Lincoln (excluding the urban core of the Greater Boston Area, including Boston, Cambridge, Somerville, and Brookline). Insufficient rebate data exists on centrally ducted systems.

⁶ Workmanship warranty upgrade does not include annual maintenance costs.