

BENEFITS

1. With incentives, heat pump water heaters can cost less than traditional electric water heaters.
2. They produce lots of hot water.
3. They can save more than \$5,000 over the life of the unit compared to electric water heaters.*
4. They typically have 10+ year warranties.
5. They help dehumidify.

* Compared to an electric resistance water heater as shown on Efficiency Maine's Compare Water Heating Costs calculator as of 9/8/2022. Your results may differ.

Heat Pump Water Heater

Myths & Facts



Tens of thousands of Mainers have installed heat pump water heaters and surveys demonstrate a high level of customer satisfaction. These units provide **plenty of hot water, reduce electric bills, and help dehumidify**. Plus they typically have **long warranties**. Despite their widespread use, some heat pump water heater myths still exist – myths that could reduce savings and leave users with a cold shower.



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MYTHS & FACTS

1 MYTH: Venting the cool exhaust air outside saves energy.

FACT: Venting exhaust air outside is a bad idea because any air exhausted outside will be replaced by outdoor air that could be far cooler. And when the unit is not running, there's an open hole through the wall that could let in cold air. In the summer, replacement air coming from outside could bring in moisture.

2 MYTH: Heat pump water heaters should be set to "Hybrid" or "Energy Saver" mode as a default.

FACT: Keeping your water heater set to the **"Heat Pump" mode will result in the most savings.** Hybrid or Energy Saver mode should only be used in special circumstances (see above).

3 MYTH: Condensate water should be neutralized.

FACT: This myth stems from the fact that acidic condensate produced by condensing gas boilers needs to be neutralized. Heat pump water heaters don't have flue gases. They are dehumidifiers so their condensate comes from the air and **does not need to be neutralized.**

4 MYTH: Heat Pump Water Heaters aren't efficient in Maine basements because they are tested at 68F and Maine basements are typically 55F.

FACT: They are tested with ambient temp 67.5F producing 135F water. This is a 67.5F temperature rise. In Maine, most basements are 55F and water heaters are set at 120F. This is a 65F temperature rise—**slightly easier than the test case.**

5 MYTH: Heat pump water heaters are not well-suited to Maine's cold climate.

FACT: Installed indoors, heat pump water heaters offer year-round savings regardless of climate. **Tens of thousands of Mainers have installed heat pump water heaters** and an Efficiency Maine customer satisfaction survey found that over 80% of those surveyed rated their satisfaction at eight or higher on a scale of zero to ten.

6 MYTH: Using "Electric" mode in the winter saves money because it avoids stealing heat from your furnace.

FACT: Even if your water heater is installed in a heated space, the heating system will have to replace heat that the water heater absorbs, but this is generally cheaper than using the water heater's Electric mode. **Electric mode is typically the most expensive way to heat water.**

7 MYTH: If you need more hot water capacity, switch to "Electric" mode.

FACT: Always start with Heat Pump mode. If you're running out of hot water, try first switching to low-flow devices. If that doesn't work, turn up the temperature on your water heater and install an anti-scald mixing valve. If those two steps don't result in enough hot water, then switch to "Hybrid" or "Energy Saver" mode. Hybrid or Energy Saver mode can heat water the fastest because it can use both the electric elements and heat pump simultaneously.

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