



Tens of thousands of Mainers own heat pump water heaters

They're popular because they:

- produce lots of hot water,
- help dehumidify,
- can save more than \$500 per year in electricity,* and
- typically have 10+ year warranties.

Visit efficiencymaine.com to learn more about this technology, incentives, user tips, and a database of installers.

*Compared to a traditional electric water heater as shown on [Efficiency Maine's Compare Water Heating Costs calculator](#) as of 3/27/2025. Your cost and savings may vary.

What Heat Pump Water Heater Owners Are Saying

"If I hadn't seen it with my own eyes, I wouldn't believe it. The savings from my heat pump water heater are unbelievable."

Leo T., Standish, Maine

"We installed a heat pump water heater and now have plenty of hot water and we're saving hundreds of dollars a year. We also like the fact that it dehumidifies. Our basement used to have a musty smell, but since we installed the heat pump water heater, the smell has gone away."

Phil B., Falmouth, Maine



Heat Pump Water Heater

FAQs



efficiencymaine.com
866-376-2463



FREQUENTLY ASKED QUESTIONS

1 What size heat pump water heater do I need?

- It depends on your usage, but of the first 70,000 rebated, 92% were 50-gallon.
 - 50-gallon heat pump water heater holds 25% more hot water than a typical 40-gallon water heater.
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2 How does the recovery rate of a heat pump water heater compare to a traditional electric water heater?

- Electric water heaters heat about 20 gallons/hour (GPH).
 - Heat pump water heaters in heat pump-only mode heat about 7 GPH.
 - Heat pump water heaters using both their electric element and heat pump heat about 27 GPH (20 + 7).
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3 Are heat pump water heaters suited for Maine's cold climate?

Yes. Tens of thousands of Mainers have installed heat pump water heaters and their customer satisfaction averaged 9.1 out of 10. Heat pump water heaters can operate in spaces as cold as 35°F and Maine basements are typically 55°F.

4 What should I do if my water heater isn't producing enough hot water?

Try these steps in this order:

1. Consider low-flow aerators and shower heads.
2. Try increasing the temperature setting and mixing in more cold water. To avoid scalding at high temperatures, install a mixing valve.
3. Try the "Hybrid" mode.

5 Does it make sense to install heat pump water heaters in a heated room?

Yes. In winter, a heat pump water heater in a heated room will make a furnace work harder, but this is less expensive than using a traditional electric water heater. In the summer, a heat pump water heater will reduce the load on air conditioners and dehumidifiers.

6 Does venting the cool exhaust air outdoors save energy?

No. While that may seem logical, venting exhaust air outside is not a good idea. In winter, the replacement air could be far colder than exhausted air. In summer, replacement air could bring in moisture. Lastly, open holes through walls are generally a bad idea.

7 What should I do if my hot water smells like rotten eggs (sulfur)?

When interacting with naturally occurring sulfates in water, harmless sulfate-reducing bacteria (SRB) can produce hydrogen sulfide gas which has a rotten egg smell. To avoid this, try replacing the standard anode rod with an aluminum anode rod.

8 How much will a heat pump water heater drop the ambient temperature in the room/basement?

It depends on the size of the space, how well insulated it is, and other sources of heat in the space, but generally speaking, a heat pump water heater can cool a typical basement about 3°F – 5°F.



9 Does condensate water need to be neutralized?

No. They are dehumidifiers so their condensate comes from the air and does not need to be neutralized.

10 Can heat pump water heaters be laid on their side for transport?

It depends on the manufacturer, but Bradford White claims their Aerotherm Series units can be laid down for easier transportation.

3/6/2025 Source:
<https://forthebro.bradfordwhite.com/our-products/usa-residential-heat-pump/aerotherm-series-heat-pump/>

11 What size room does a heat pump water heater require?

Heat pump water heaters are tested in a 700 cubic foot (10ft x 10ft x 7ft) space. They may not perform as well in smaller spaces. If installed in a closet, louvered doors can help improve performance.

12 Can I install multiple heat pump water heaters in the same basement (for example, in a multi-unit building)?

Yes. Multiple heat pump water heaters can be installed in the same room as long as there is at least 700 cubic feet (10ft x 10ft x 7ft) of space for each.