



solar choiceTM score card

Heat Pumps

Criteria	Why is this important?	How do we score this?
Price	Price is a key factor in any purchase decision, but should be balanced against a range of other criteria to establish value for money	>\$5,000 = Highest Cost \$\$\$\$\$
		\$4,200 to \$5,000 = Higher Cost \$\$\$\$
		\$3,300 to \$4,100 = Mid-range \$\$\$
		\$2,500 to \$3,300 = Lower Cost \$\$
		\$<\$2,500 = Lowest Cost \$
Company Backing and Trustworthiness	Ultimately people are buying heat pumps as they are the most efficient way of heating water. This measure becomes one of the most important in definite return on investment for customers	Physical office in Aus = 1
		Substantial number of staff in Aus (20+) = 1
		Brand history of 5 years or more = 2
		Diversified beyond heat pumps = 1
Warranty Offer	A company's warranty offer inherently reflects the quality and longevity of their product	We've gone through every warranty document with a fine tooth comb. We are looking at the period of the warranty, the exclusion list, what the experience would be like making a claim and whether the company is reputable and likely to be around for the duration of the warranty.
Customer Reviews	There is often no better test of a company's product than listening to what their customers have to say on Solar Choice's independent review platform	Average score >4.5 = 5 points
		4.25 to 4.5 = 4 points
		4 to 4.25 = 3 points
		3.5 to 4 = 2 points
		2 to 3.5 = 1 point
		<2.5 = 0 points
Functionality	There are key decisions product designers have made in terms of what functionality is included in their products. More functionality means more costs.	1 point each for:
		Quiet operation - under 45 dba @ 1m
		LCD and Wifi App control
		2+ time schedules for heat pump operation
		2 Points For: Heating power over 10W per L

This scorecard is designed to help users evaluate heat pump hot water systems based on key criteria. It is a general guide only and not a substitute for professional advice tailored to your needs.