

THE DUCTLESS BUYER GUIDE

What to ask before
you compare mini-split quotes.

- 01 Cold-climate performance**
- 02 Install quality + scope**
- 03 Quote comparison worksheet**

FREE PRINTABLE HOMEOWNER GUIDE

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Current offers, rebates, financing, warranty, and product availability may vary. Confirm current details with Handy Bros.



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Before you buy a mini-split, make sure it's built for Ontario homes.

Use this checklist before choosing a ductless system, comparing quotes, or buying a unit online. The goal is simple: compare complete installed systems, not just unit prices.

1 Start with the room problem

Check all that apply

- | | |
|---|---|
| ☐ Upstairs bedroom is too hot | ☐ One room is never comfortable |
| ☐ Garage gym / shop is unusable | ☐ Basement feels damp, cold, or uncomfortable |
| ☐ Addition / sunroom is hard to heat or cool | ☐ Home office needs better daytime comfort |
| ☐ Boiler home needs cooling without ductwork | ☐ Current ductwork does not serve the space well |

2 Confirm cold-climate performance

- ☐ Is this a true cold-climate ductless heat pump?
- ☐ How does it perform at low outdoor temperatures?
- ☐ Is it supplemental comfort or primary heating/cooling?
- ☐ Can it be serviced locally?

3 Decide one zone or multiple zones

- ☐ One-zone: one hot bedroom, office, sunroom, garage gym, or problem room
- ☐ Multi-zone: several rooms or multiple comfort issues
- ☐ Larger plan: boiler homes, no-duct homes, broader comfort upgrade

4 Ask these before comparing quotes

Do not skip these

- | | |
|--|---|
| ☐ What are the cooling/heating efficiency ratings? | ☐ Can you explain heat-pump efficiency in plain English? |
| ☐ How was this system sized? | ☐ Was sizing based on more than square footage? |
| ☐ Where will each indoor head go, and why? | ☐ Where will the outdoor unit go, and why? |
| ☐ How will snow, ice, drainage, and vibration be handled? | ☐ Are line-set covers included? |
| ☐ What electrical work is included? | ☐ Who services the system later? |
| ☐ What warranty and service support apply? | ☐ Which current offers, rebates, or financing may apply? |

RED FLAGS

The quote is based only on square footage, no one explains winter heating performance, outdoor placement ignores snow/ice/drainage, or service/warranty support is unclear.

Compare the whole installed system — not just the unit price.

Use the blank space below to compare quotes side by side. A cheaper unit can cost more later if sizing, placement, electrical, drainage, warranty, or service support are unclear.

Do not compare unit price alone.

A proper ductless quote should include equipment, sizing logic, indoor and outdoor placement, electrical planning, drainage, startup, homeowner walkthrough, warranty, and future service support.

Question	Quote 1	Quote 2	Quote 3
Contractor / company			
Cold-climate heat pump?			
Number of zones / rooms			
Efficiency ratings explained?			
Low-temperature heating discussed?			
Indoor head placement explained?			
Outdoor placement: snow, drainage, vibration?			
Electrical + line-set covers included?			
Warranty + service support clear?			
Offers / rebates / financing clear?			
Biggest concern or question			

Final decision filter

- ☐ Do I know what room problem this solves?
- ☐ Is it properly sized for my home?
- ☐ Is the install plan complete and clean?
- ☐ Do I know who services it later?
- ☐ Am I comparing complete systems, not just unit prices?

Notes

Need a second opinion?

Ask Handy Bros to compare your room, home, and install scope.

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