



# *Window Heat Pumps*

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**Energy Star Partners Meeting**

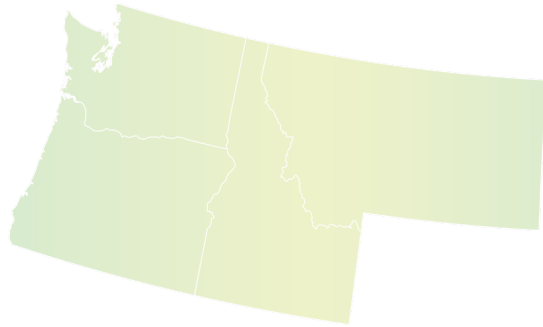
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CLASSIFICATION LEVEL: PUBLIC



# The Alliance







# Window Heat Pumps Both Heat & Cool

## Saddlebag



## Portable (dual hose)



## Window AC w/reverse cycle



# 2023 NEEA Window HP Research

1. Customer experience installing, operating and expectations
2. Mechanical limitations impacting performance
3. Behavior change from use of preexisting sources.





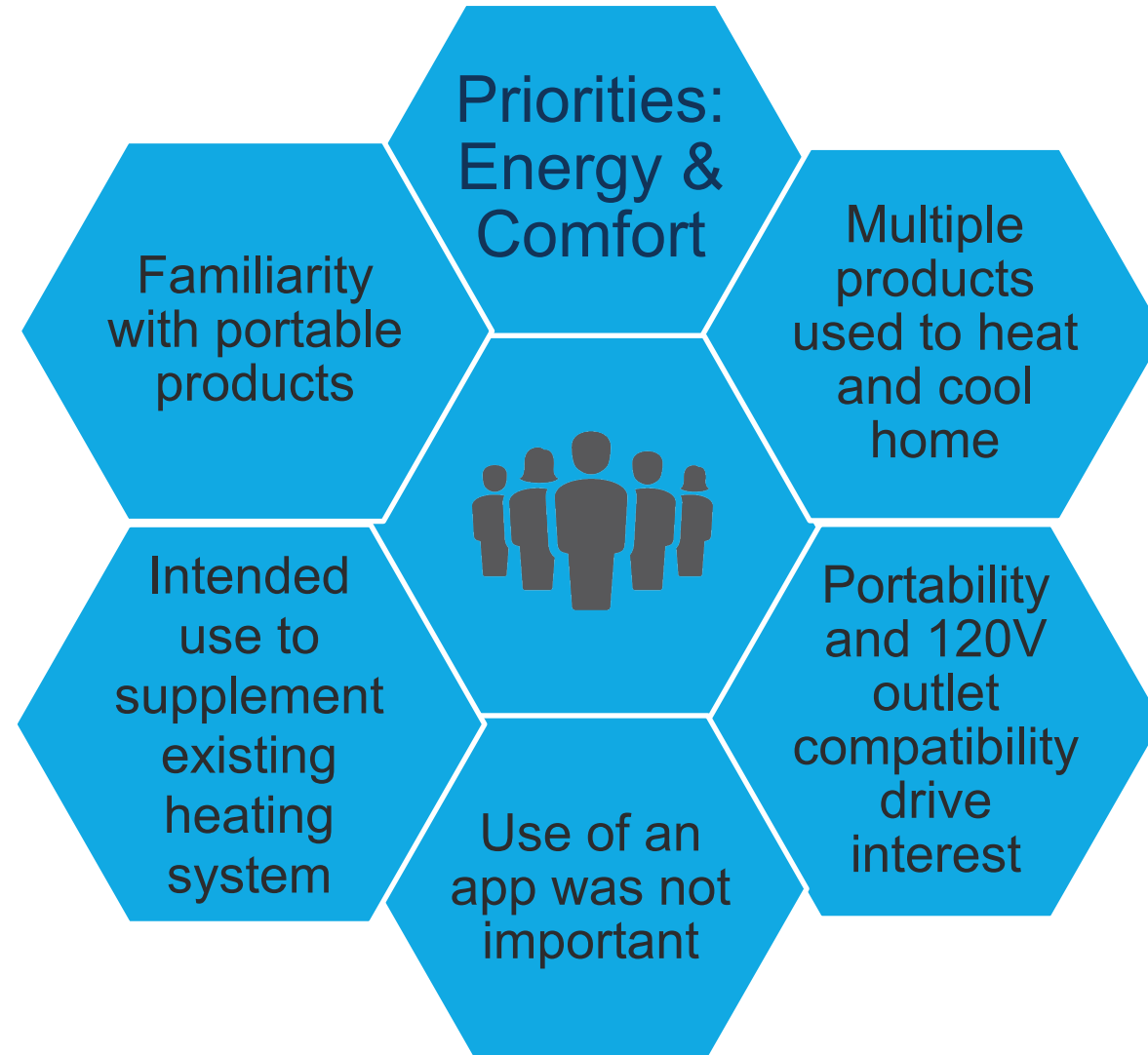
# Research Phases

- Phase 1 – CUSTOMER PERSPECTIVE
  - 36 participant interviews
- Phase 2 - HOME USE TEST
  - 12 Participants / 9 window units
  - Data logging of usage
  - 6 activities over ~10 weeks





# Phase 1: Customer Perspective Findings





## *Phase 2: Home Use Tests Findings*

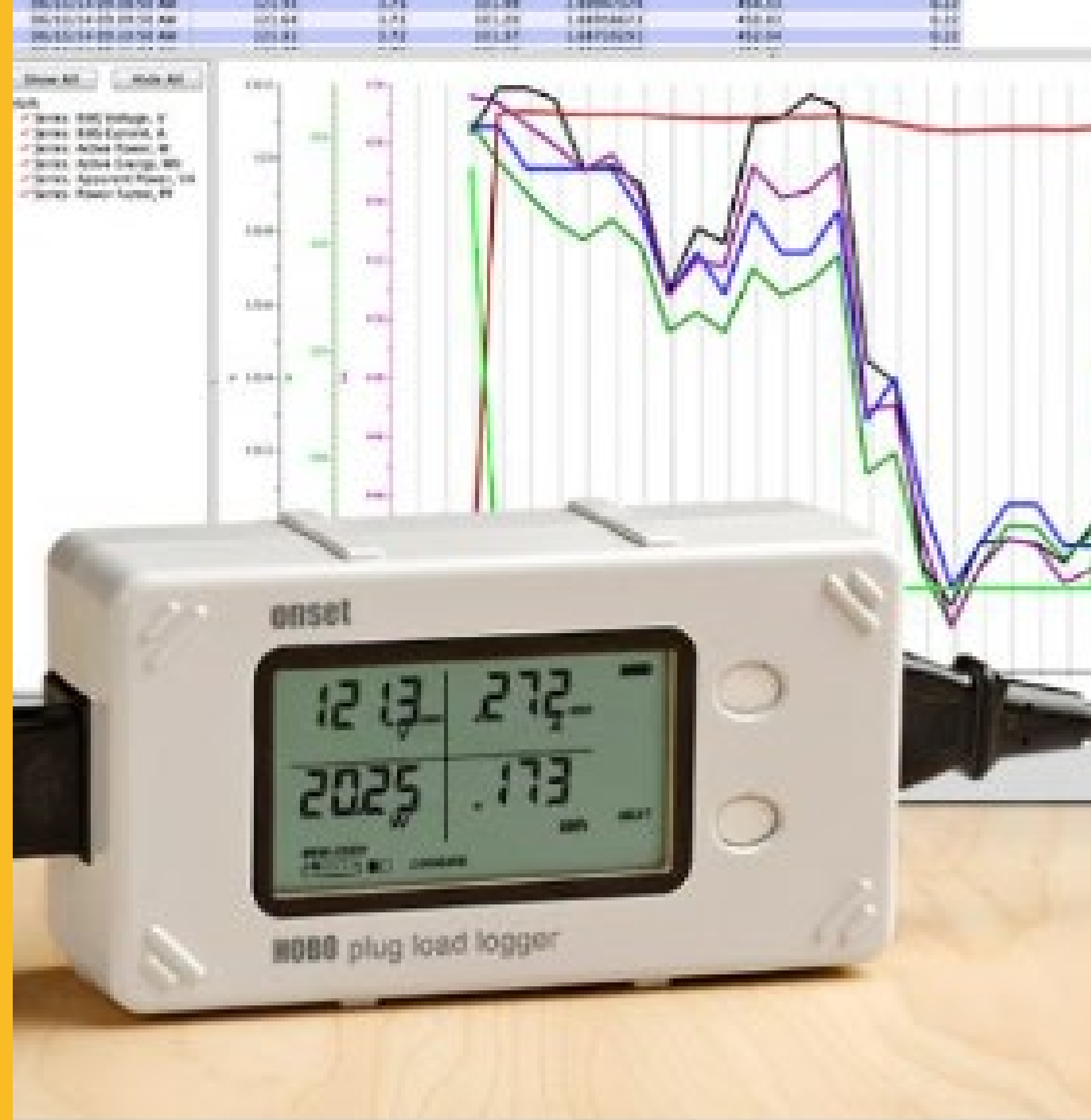
- Units worked as expected
- User satisfaction
  - ease of use, overall heating performance, noise level
- Installation easy overall with some issues
- People didn't use them as much as they should
- Potential barriers to adoption:
  - 40F limit, exterior aesthetics, physical barriers, noise level



Aug 1, 2023

Full Research  
Presentation Recording

[neea.org/get-  
involved/product-council](https://neea.org/get-involved/product-council)







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