

# HEAT PUMP 101

## GETTING THE MOST FROM YOUR HEAT PUMP

### TAKING CARE OF YOUR HEAT PUMP

#### MAINTENANCE

Like all heating and cooling systems, proper maintenance is key to getting the most out of your heat pump. Your contractor will be able to offer you a maintenance package, but there are a few things you can do on your own to help (check your manual for more detailed information).

- Your outdoor unit must be kept clear of vegetation, leaves and debris. In the winter, make sure snow is cleared from all sides and from around and below the unit.
- Turn off power to the inside unit and clean the filters regularly. Dirty filters may reduce the performance of the heat pump.

#### MAINTENANCE YOUR CONTRACTOR MAY OFFER (may differ depending on the contractor)

- An annual maintenance check of the complete system (recommended).
- Clean the outdoor coils (during your annual maintenance). Dirty filters, coils and fans reduce airflow through the heat pump's system.
- Replace any filters that need changing.
- Check all electrical connections.
- Clean evaporator and condenser air conditioning coils.
- Inspect refrigeration lines.



# HEAT PUMP 101

## GETTING THE MOST FROM YOUR HEAT PUMP

### DID YOU KNOW?

While each make and model has its own features, some heat pump settings are universal.



**COOL MODE:** Use during the summer or anytime you want to cool your home. This setting also helps dehumidify.



**DRY MODE:** The heat pump draws moisture from the room and may cause a slight cooling effect. Use this to help dehumidify.



**HEAT MODE:** The heat pump produces heat to satisfy the room's selected temperature.



**FAN MODE:** This mode is used to circulate the air in the room. It can also be adjusted for use in other modes.



**AUTO MODE:** When in **AUTO** mode, the unit changes from cool to heat automatically. We recommend using either heat or cool based on the season.

### DID YOU KNOW?

A heat pump cleans a home's air by keeping pollen, dust and dirt out, creating a cleaner and more comfortable living environment.

### DID YOU KNOW?

Heating your home with a heat pump can be up to 300% more efficient compared to traditional heating systems. You've made a choice that is good for your home and the environment.

# HEAT PUMP 101

## GETTING THE MOST FROM YOUR HEAT PUMP

### KEY OPERATING TIPS

Each brand of heat pump will have its own operating tips. To get the most out of your heat pump, we recommend reviewing its operation with your contractor. Once you understand your particular make and model, you'll be able to use your heat pump effectively. Here are some key points to discuss with your contractor:

#### SETTING THE TEMPERATURE

Depending on the location of your ductless heat pump, you may need to set the unit's temperature slightly higher or lower than the desired temperature in the room to find a setting that's comfortable. Think of the temperature on your remote as a comfort setting rather than the exact temperature that you want your room. Remember: the actual temperature setting on your remote is the temperature at the indoor unit, not the air temperature in the room.

#### THE IDEAL FUNCTION

"Set it and forget it." Ductless heat pumps are designed to adjust to changing conditions automatically and efficiently. Once you find a comfortable temperature setting on either "heat" or "cool", avoid changing the setting or turning the unit on and off.

#### IN THE SUMMER

If you're running the AC/dehumidification mode, we recommend running your fan periodically to make sure there's no leftover moisture. Your contractor can tell you how often you should do this.

#### IN THE WINTER

Back-up heating may be required in extremely cold weather. We recommend setting your existing heating system (oil, wood, electric, or other) as "back-up".

This is best achieved by setting the thermostat(s) of the back-up heating system 2-3° C below the ductless heat pump thermostat setting.

If back-up heating is required, the existing heating system will automatically turn on to keep your home from getting too cool.

If you have any questions about operating or maintaining your heat pump, contact your contractor directly.

For additional energy advice, call NS Power at 1-800-428-6774