



HEAT PUMP 101: HOW TO TAKE CARE OF YOUR HEAT PUMP

MAINTENANCE

Proper maintenance is key to getting the most out of your heat pump. Here are some things to keep in mind:

- Always check with your installing contractor to ensure that any work being done by someone other than them will not void the warranty.
- Keeping the filters and coils clean is all that's needed and can be performed easily.
- Keeping the outdoor unit clear of snow, ice, leaves, and debris is also important.
- An annual maintenance check of the complete system is recommended by your installing 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.

In the winter, setting the thermostat(s) of the back-up heating system at a 5°C difference below the ductless heat pump thermostat setting will achieve maximum savings. Don't forget to set your thermostat at 10°C or above to avoid your pipes freezing.

LEARN MORE:



If you have questions about **maintenance or the model** installed in your home, **contact the installing contractor.**

If you would like to learn more about **other energy solutions for your home**, contact us today!
Call: 1-800-428-6230 | 1-800-565-6051 (TTY)

CONTROLLING YOUR HEAT PUMP

A heat pump can be controlled by wall mounted controls, remote controls, or some models can be controlled through Wi-Fi enabled applications. You can set them on timers or adjust them manually.

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 make and model, you'll be able to use your heat pump effectively.

SET IT AND FORGET IT

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

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" modes, avoid changing the temperature or turning the unit on and off.

AUTO MODE

Using the "auto" mode is not recommended, because the heat pump will be constantly switching between cooling to heating, and working harder.

We recommend using either "heat" or "cool" based on the season.

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. You can use this to help dehumidify.

HEAT MODE

The heat pump produces heat.

FAN MODE

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