

# HEAT PUMP USER TIPS

Here are some ways to ensure you get the most from your heat pump.

## Maximize usage of your heat pump as your primary heating system.

Experiment with your heat pump settings to find the right balance. Consider setting your supplemental system thermostat to at least 10 degrees cooler than your heat pump thermostat. By doing this, you will be using your supplemental system only as back-up.

## Maximize the heating zone.

If you are trying to heat multiple rooms, be sure to open doors between the heat pump and any rooms you'd like to heat. Conversely, close the doors to adjacent rooms when you don't want to heat them to minimize energy usage.

## TEMPERATURE SETTINGS

1. Set your heat pump thermostat.  
Set the thermostat to the temperature that makes your home feel most comfortable. This may be a higher number than you're used to.
2. Avoid "Auto" mode.  
Set your heat pump mode to "Heat" in the winter and "Cool" in the summer. We recommend not using the "Auto" setting. This could cause the system to start generating heat on a cool summer night or to start air conditioning on a sunny winter afternoon.
3. Set it and forget it.  
Set your heat pump to a comfortable level. Then leave it alone. They are designed to maintain a steady temperature. Unlike with older heating systems, turning it down at night may not save energy.

## FAN SETTINGS & AIR FLOW

4. Start off with the fan setting on "Auto Fan:"  
If that doesn't spread the heat far enough, try the manual settings to find the lowest level that will meet your needs. When using a heat pump to heat more than one room, many people set the fan mode on "high" or "medium-high."
5. Adjust air flow direction.  
Generally speaking, warm air is best directed towards the floor and away from occupants. Cool air is best directed up high or directly at occupants. See what works best for you. Some heat pump models allow you to adjust the air flow direction with the remote control.



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## MAINTENANCE/EFFICIENCY TIPS

6. Keep dust filters clean.  
Heat pumps work best when dust filters are clean. Vacuum or rinse and dry dust filters whenever they become visibly dirty or when the indicator light comes on. This can be weeks to months depending on use and dust load. Consult your user manual.
7. Clean/replace allergen cartridges where applicable. Wash or replace allergen cartridges as manufacturer recommends. Some heat pumps do not have these.
8. Keep outdoor unit clear.  
Keep the outdoor unit free from leaves, snow, and other debris; the outdoor unit needs air flow.
9. Avoid ice build-up on outdoor unit.  
If your outdoor unit sits beneath a roof drip edge, falling water could freeze on the unit's fan, shutting the unit down. You will have to reset the power once it has thawed. To avoid this, direct water away from the unit with a rain cover on the heat pump or a diverter on the roof.
10. Clean outdoor unit.  
Hire a heat pump service professional to clean your unit every one to two years.

## WHAT YOU CAN EXPECT

### Quiet.

Heat pumps are remarkably quiet. You may hear nothing when you turn on your heat pump, even though it is working. Sometimes you may hear soft gurgling or clicking noises. These sounds are a normal part of heat pump operation.



### Cycling.

Heat pumps enter "idle" mode when they reach their target temperature or need to defrost. The fan will keep running at a very low speed even though the pump is providing no heat or cooling. This is normal and temporary. The unit will restart when there is a call for more heat (or cooling) or when the defrost cycle has completed.



### Indicator Lights.

Consult your user manual about indicator lights and what they mean.

