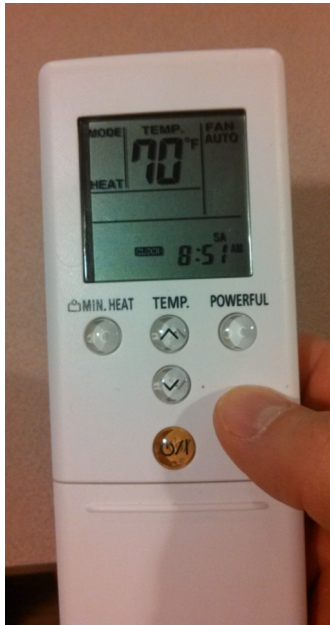


Properly used, heat pumps can save up to 50% compared to heating with oil, kerosene, propane or electric heat. Here are some ways to ensure you get the most from your heat pump:

**Use heat pump as primary system** - Turn down your old heating system thermostat so it doesn't come on. The more you rely on the heat pump, the more money you'll save.



**Avoid "Auto" mode** - Set your heat pump mode to "Heat" in the winter and "Cool" in the summer, but avoid using the "Auto" mode. Auto mode could inadvertently turn on heating during a cool summer night or air conditioning on a sunny winter afternoon.

**Use "Auto Fan" mode** - Set the heat pump fan to "Auto Fan."

**Adjust temperature** - Set the heat pump thermostat temperature to whatever you find comfortable. This may be different than the setting you used on your old system because heat pumps measure temperature in the indoor unit, not at the thermostat.

**Program the thermostat** - If your heat pump thermostat has the capability, consider programming it to avoid unnecessarily heating/cooling unoccupied rooms.

**Optimize air flow direction** - Directing the warm air down along the floor in the winter and cool air up along the ceiling in the summer is typically best. However, you may want to avoid directing the air at seating or paperwork areas where the flow of air can be uncomfortable or inconvenient.

**Maximize the heating zone** - If your heat pump has the capacity to heat and cool more than the room it is installed in, keep doors to other rooms open so that the heat pump can heat/cool as much space as possible. Of course, if there's a time when the heat pump can't keep up with demand, you may want to close doors to unoccupied rooms so it can keep your occupied rooms warm. If that isn't adequate, then you may need to turn on an additional heating system.

**Keep dust filters clean** - Heat pumps work best with clean dust filters. Vacuum or rinse and dry dust filters whenever they become visibly dirty or the indicator light comes on. This can be weeks to months depending on use and dust load. Be sure to reset the "clean filter" light as described in the User Manual once you've vacuumed/rinsed the filter.

**Clean/replace allergen cartridges** - These parts should be washed or replaced according to manufacturers' recommendations.



**Keep outdoor unit clear** – Be sure to keep snow from blocking the outdoor unit air flow.

**Professionally clean outdoor unit**– The outdoor unit should be professionally cleaned every year or two, which costs about the same as having a boiler or furnace cleaned.

### What to expect:

**Cycling** – When they get the room to target temperature or need to defrost, heat pumps cycle, so don't be surprised if yours goes into "idle mode," gently recirculating air without heating or cooling. In a short while, the unit will automatically restart.

**Noises** – for the most part, heat pumps are remarkably quiet, but you may hear gurgling or clicking noises occasionally. These sounds are normal.

**Indicator lights** – For lights other than a dust filter cleaning, consult your user manual.

**Ice build-up on outdoor unit** – If your outdoor unit is installed beneath a roof drip edge, falling water may freeze on the fan. This will stop the unit and the power may need to be reset once it has thawed in order to restart. Therefore, be sure to direct water away from the unit with a diverter on the roof or rain cover on the unit.