

A technician wearing a red shirt, red pants, a red cap, and safety glasses is kneeling on a lawn, working on a white outdoor heat pump unit. The unit has a large circular fan on the left side. The technician is holding a component of the unit. The background shows a brick wall and some greenery.

AIR SOURCE HEAT PUMPS

CONSUMER GUIDE

Thank you for participating in the Save on Energy HomeEnergySaver program. Fill out the chart below to keep important information about your heat pump and thermostat in one place.

KEY INFORMATION ABOUT YOUR NEW HEAT PUMP SYSTEM

System component	Make and model	Size	Efficiency	Notes
Furnace				
Filter				
Outdoor heat pump unit				
Indoor heat pump unit				
Thermostat				



HEAT PUMP DOS AND DON'TS

Things to keep in mind to get the best performance out of your heat pump:



DO regularly maintain your heat pump. Key maintenance activities are listed on the right.



DO have a qualified contractor program your back-up heating and cooling systems, to increase your home comfort and reduce your energy use and costs.



DON'T worry if your heat pump **takes longer to heat up** your house than your previous system — heat pumps generally take longer than combustion heating systems to reach the setpoint after an adjustment. It can take up to two hours for every one degree.



DON'T adjust settings or call a repair person if the air leaving your heat pump system **feels cooler** than what you're used to. This is normal, and it will not impact your home comfort.



DON'T use "Auto" mode for temperature control — opt instead for "heat" mode in the winter and "cool" mode in the summer. You can use "Auto" mode for fan speed.



DON'T adjust your thermostat too often. Heat pumps operate most efficiently when holding a steady temperature. However, **DO** adjust it when you're going out of town or you don't require heating for extended periods.



DO enjoy greater comfort! Heat pumps generally maintain higher humidity levels than furnaces in the winter and lower levels in the summer. This keeps your home more comfortable year-round.

IMPORTANT MAINTENANCE ACTIVITIES

- **Optimize** airflow
 - Replace or clean your filter at least every three months, or according to manufacturer specifications.
 - Ensure that air vents and registers are not obstructed.
 - For wall-mounted units, consider adjusting the airflow direction to optimize airflow reach and comfort.
- **Keep an eye** on your heat pump's outdoor unit
 - Watch for snow buildup that blocks the outdoor unit and clear away any accumulated snow. Consider adding an overhang with adequate clearance to ensure airflow if the issue persists.
 - Watch for ice buildup on your heat pump, and contact your contractor for maintenance if the ice does not melt or is increasing.
- **Schedule** annual maintenance with a qualified contractor to keep your system running efficiently and reliably.

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