

Ducted Air-Source Heat Pump Owner's Guide

This guide can help you make the most of your ducted heat pump, with tips for comfort, energy efficiency, maintenance, and more.

Getting the Most out of your Heat Pump

Heat pumps are highly efficient, but if not used correctly, you may experience comfort or utility bill impacts.

- **“Set it and forget it.”** Pick a temperature that is comfortable--you may find that you need to set your thermostat 1-2 degrees warmer than you are used to. Once set, try not to make more than 2° of change in a 24-hour period.
 - Heat pumps change the temperature slowly; keep your home comfortable all the time, rather than dropping the temperature when away or sleeping.
- **Avoid switching your heat pump on and off throughout the day.** Heat pumps, especially cold-climate heat pumps, are designed to run continuously at a low level. Don't assume they are using more energy just because they are running a lot!
 - Only turn your system “off” on mild days that won't need heating or cooling.
- **Set your thermostat to “heat” or “cool”, not “auto”.** “Auto” mode could cause your heat pump to switch between heating and cooling throughout the day.
 - If controlled separately, set your fan to “auto” so it only runs when needed.
- **Use your heat pump year-round!** Heat pumps are the most efficient climate control appliances, and can handle the hottest or coldest day of the year!
- **Keep your filters clean.** Heat pumps circulate and filter more air than furnaces. Check and replace/clean your filters every 1-3 months.
- **Insulate and seal all ductwork.** In a typical house, about 20-30% of the air that moves through the duct system is lost due to leaks, holes, and poorly connected ducts. That is extra air you have to pay to heat and cool.



Taking Care of your Heat Pump

Modern heat pumps generally have very little need for service. However, seasonal care and maintenance can help you avoid bigger problems down the line:

- **Ensure free air flow for both indoor and outdoor units.** Keep outdoor units clear of vegetation, snow, and other debris, and clean off any accumulated dirt regularly. Don't try to hide or cover the units.
- **Check on your system once a season, or more.** Look for obvious damage to units and pipe coverings or signs of drips between piping connections. Remove any dirt that may be clogging the outdoor coil.
- **Look out for indicator lights or display icons that may indicate a fault.** These could be visible from the controller or unit itself. Consult your installer or manual for next steps.
- **Schedule professional maintenance** at the interval recommended by your manufacturer.

Managing a Backup System

While cold climate heat pumps can provide 100% of a home's heating needs, homeowners may opt to have another heating system in place as a backup. If you are using a backup heating system, **use it only when needed** and follow these tips:

- If your backup heating system has a different thermostat than your heat pump, keep your backup heating thermostat down 5-10 degrees lower than your heat pump thermostat, to make the heat pump your primary heating source. You may shrink this gap slightly when the weather is very cold.
- If your backup heating system operates on the same thermostat as your heat pump, ask your installer about:
 - the lowest switchover temperature they recommend for your unit.
 - settings to run the backup heat system when your heat pump is in defrost mode, to avoid cold air coming through your registers.

