

# Ductless Air-Source Heat Pump Owner's Guide

*This guide can help you make the most of your ductless 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.
  - If you like to sleep in a colder room at night, you can lower the temperature on the heat pump head in your bedroom while leaving the rest to keep the rest of your house at an even temperature.
- **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.
- **Set your fan to “auto”** so it only runs when needed. Keep the air vanes open to allow air to move freely when it needs to.
- **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 doors open as much as possible** if you have rooms without ductless units, to help with temperature distribution. If needed, setting your thermostat a few degrees above your desired temperature can help fill out colder areas.



## 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.
- **Keep your filters clean.** Heat pumps circulate and filter more air than furnaces. Check and replace/clean your filters every 1-3 months.
- **Look out for indicator lights or display icons that may indicate a fault.** These could be on the controller or the unit. Consult your installer/manual for next steps.
- **Schedule professional maintenance** as recommended by your manufacturer.

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## 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.
- If your backup system is the only heat source in your basement, make sure it runs enough in very cold weather to keep pipes from freezing. This may mean turning up the central heating thermostat when outside temperatures are below 20°F.

