

WHAT YOU NEED TO KNOW ABOUT YOUR COLD CLIMATE AIR SOURCE HEAT PUMP

Congratulations on the purchase of your new cold climate air source heat pump! You've taken a big step towards helping lowering carbon emissions by burning less fossil fuel, and you'll be rewarded through savings as a result. This heat pump system works a little differently than what you had before. Here are some of the most common questions we get, answered. Enjoy your new system!

What's that Sound?

Heat pumps enter defrost occasionally to reduce frost accumulation on the outdoor unit. **This is normal** and will happen throughout the colder winter months. There's no need to be alarmed – this is your system working to protect itself.

My Home Isn't Staying Warm

We've configured your system to ensure that you both enjoy energy efficiency and stay warm in the colder months. Your heat pump will generally operate first, working to warm your home slowly but efficiently. If it's so cold outside that it can't keep up, or you've asked the system to warm up the home dramatically (several degrees), the system will exceed its balance point and switch to its auxiliary heat source (your electric resistance coil) to satisfy the demand and keep you warm.

To avoid relying on your electric resistance heater and the associated higher operating cost, keep your home at a steady temperature – **set your thermostat, and leave it.** If you turn the system off or lower the heating point, the system may need a long time to recover and get back to the temperature you want, so it will activate the auxiliary heat.

The Air at the Registers Doesn't Feel Hot

This is normal too. We recommend the use of the indoor fan continuously to improve air filtration and the evenness of heat circulation throughout the home. Your heat pump works slowly but efficiently to keep your home warm. This is how it generates savings and efficiency. The air coming from the registers may not be as hot as it might have been with your previous system – especially if you had a very old low efficiency or oil-based heating system. The old systems employed huge temperature rises; they'd blow very hot air for a short period. Modern systems use a more efficient approach with lower temperature rises that they sustain. This is once again why it's critical **not to regularly change the temperature of your home via the thermostat.** Set a comfortable, stable temperature and leave it.

