

WHAT YOU NEED TO KNOW ABOUT YOUR NEW HYBRID COLD CLIMATE HEAT PUMP

Congratulations on the purchase of your new hybrid cold climate 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. This heat pump system, paired with your furnace, 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 a defrost cycle occasionally to reduce frost accumulation on the outside 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

Your new heat pump will 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 gas furnace) to satisfy the demand. We've configured your system to ensure you enjoy energy efficiency and stay warm in the colder months.

To avoid burning gas and the associated costs, keep your home at a steady temperature - **set your thermostat, and leave it.** If you turn the system off or lower the heating set point, the system may need a long time to recover and get back to the temperature you want, so it will activate its auxiliary heat.

The Air at the Registers Doesn't Feel Hot

This is normal too. Your heat pump works slowly but efficiently. The air coming from the registers may not be as hot as it might have been with your previous system - especially if you had an older low-efficiency or oil-based heating system. The older 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 for a longer period of time. 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.

