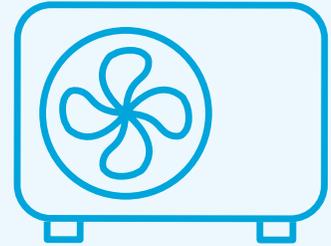


# Your New Heat Pump

Check your unit's manual for more specific information!

## The Basics:

Heat pumps work by transferring heat from one place to another. When **heating**, they move heat from outside the home to the inside. When **cooling**, heat pumps move heat and humidity from inside your home to the outside.



TIP: Set your other heating sources at a slightly lower temperature than your heat pump.

## Troubleshooting

### My heat pump won't turn on

Check that you haven't blown a fuse or tripped the breaker.

- A power outage, even a flicker, may require you to restart your heat pump after.
- If you have a timer, check that it has not been accidentally turned on.

### My heat pump won't heat/cool properly

- Check that your heat pump is set to the correct mode. If it isn't responding to mode changes, try turning the heat pump off, wait 30 seconds and restart. Note: mode changes can take up to 15 minutes.
- Check to see if the outside unit is running. If not, you may need a technician.
- If you hear squeaking or grinding from the inside unit, you may need a technician. Humming or buzzing are normal noises for the outside unit.
- Check the outside unit for excessive ice build up. Continuous use of the dehumidification mode can cause this and is not recommended. If you still have a lot of ice build up in other modes, you may need a technician.
- Check which mode you are using. "Auto" mode may not be suitable for all homes.

## Maintaining Your Heat Pump

- Get your heat pump serviced annually by a qualified technician.
- Always keep the outside unit free of obstructions like leaves, bushes, and snow.
- Clean the filters in your indoor unit regularly, about once a month. Check your manual for more information.

## Still having issues?

Heat pumps received under the HomeWarming program will come with a manufacturer's warranty. Contact your Delivery Agent for assistance. Your Delivery Agent will have left you with contact information at the time of installation.

If you do not know who your Delivery Agent is please email us at [info@homewarming.ca](mailto:info@homewarming.ca) or call toll free **1-877-434-2136** to speak with a Service Advisor.

HomeWarming helps income-qualified homeowners throughout Nova Scotia make their home more comfortable through no-cost energy efficient upgrades.

Learn more at [www.HomeWarming.ca](http://www.HomeWarming.ca)



SPONSORED BY



ADMINISTERED IN PARTNERSHIP WITH

