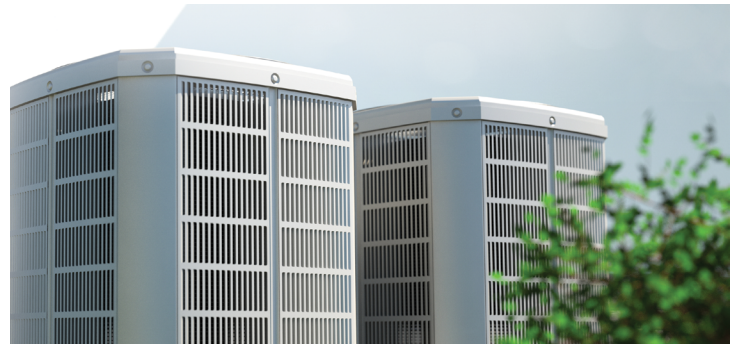


WHAT TO KNOW

About Your Heat Pump



How Does Your Heat Pump Work?

Heat pumps work by extracting heat from outside and transferring it inside your home. The electricity supplied to the unit is not creating the heat but powering the motors to blow the absorbed heat into your home.

During cold winter nights, as the outdoor temperature drops, the heat pump has less heat in the outdoor air to transfer into your home. Because of this, it is recommended that homes keep their original heat source (typically gas, oil, or electricity) as a backup.

Heat Pump FAQs

Do I need to clear snow away from my heat pump?

Yes, keep at least 1 foot proximity to allow the melted snow a place to go. Ice buildup on the outside and around the bottom of the outdoor unit is normal. This is another reason why snow removal is important.

I'm feeling cooler air from the vents, is that normal?

Yes! The heated air is coming from refrigerant temperatures, not from the traditional burning of fossil fuels.

How come I'm not feeling a rush of heated or cooled air when I adjust the temperature?

That is due to lower delivered air temperatures. Your home will stay at desired indoor temperatures.

I'm having company over and want to adjust the temperature.

Do not adjust the temperature by more than 4 degrees for maximum comfort and efficiency.

There is steam coming from my unit outside, is that normal?

Yes! It is normal for outdoor units to produce steam like condensation when they are defrosting in the winter.

I'm hearing a "whooshing" sound from my unit, is that normal?

Yes! That is normal operation when the outdoor temperatures drop.

My heat pump seems to be running very long, is that normal?

Yes! Long run times are normal and beneficial for proper heat pump operation.

Benefits of a Heat Pump

- ✓ **Energy Efficient**
Lower Heating and Cooling Bills
- ✓ **Dual System**
Heating & Cooling in One Solution
- ✓ **Eco-Friendly**
Reduces Reliance on Fossil Fuels
- ✓ **Home Comfort**
With Even Temperatures
- ✓ **Increased Lifespan**
With Low Maintenance



Inquire today
about programming
your thermostat on
your phone!

(WHEN APPLICABLE)

Have more questions about your Heat Pump? Call **800.633.PIPE** or visit **RODENHISER.COM**



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