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Our heating bill is at least half. I tell everyone that listens they need to get a ductless heating and cooling system if they want to save and keep warm.”

—
Doris, Corvallis, Ore.

YEAR-ROUND COMFORT AND LONG-TERM SAVINGS

Ductless heat pumps give you more control of your home's temperature while heating and cooling at a fraction of the cost of baseboard, wall and ceiling heat or electric furnaces.

Get the most from your new ductless heat pump by following these operational guidelines.

SET THE SYSTEM OPERATION MODE TO “HEAT” OR “COOL”

Set the system to HEAT mode during the cooler months and COOL mode during the warmer months. If you have multiple indoor units, set them all to operate in the same mode. Do not use the AUTO operation mode, which does not provide the most efficient or comfortable results in the Northwest.

USE THE “AUTO” FAN SPEED SETTING

Optimize efficiency and comfort by using the AUTO fan speed setting instead of other fixed settings, such as quiet, low, medium and high. The AUTO fan speed setting automatically adjusts fan speeds to match your heating and cooling needs.

CONTROL YOUR COMFORT

Your ductless system is designed to adjust to changing conditions automatically and efficiently. Set your ductless heat pump to a comfortable temperature and let the system meet your needs.

EXPAND YOUR COMFORT ZONE

Depending on the size of your ductless system and the efficiency and configuration of your home, it is likely that your system can provide efficient heating and cooling beyond the room in which it is located. Leave interior doors open to allow the system to provide conditioned air to additional rooms.



HEATING AND COOLING OPERATION RECOMMENDATIONS

DEFROST FUNCTION

The coil on the outdoor unit may accumulate frost during cold weather. This is a normal occurrence, and your ductless system will defrost automatically while continuing to operate efficiently.

During the defrost process, the indoor unit may temporarily stop producing heat and a light may turn on or start blinking. You may notice water below or around the outdoor unit during this process. These occurrences are normal; do not try to override this process. At the end of the defrost process (typically 5 to 15 minutes), the unit will return to heating mode.

Under certain weather conditions (such as a combination of low temperature and high humidity), your ductless system may go into defrost repeatedly, and the output capacity (and your comfort) may decrease. In this case, you may need to temporarily supplement with your secondary heating source.

LET THE DUCTLESS SYSTEM DO THE WORK

Use the ductless system as your primary heating and cooling system to maximize benefits, maintain comfort and ensure that the unit performs most efficiently.

Secondary heating and cooling systems should remain off until you require them for your comfort. If you need additional heating or cooling, supplement with your secondary system until your comfort requirements are met.

In extremely cold weather, the ductless system may not provide desired comfort levels to all areas of the home. To maintain comfort, you should temporarily:

- Increase the temperature setting of the ductless system;
- Increase the fan speed;
- Close doors to unoccupied portions of the house; and/or
- Increase the thermostat setting on secondary heating systems as needed

MAINTENANCE GUIDELINES

CLEANING AND MAINTENANCE

Clean the air filters several times a year to optimize the performance of your system. Filters are quick and easy to clean, and cleaning frequency depends on the conditions of use. As with other heating and cooling systems, your ductless system requires a professional maintenance visit every one to three years. Please refer to your operation manual for details.

SYSTEM SOUNDS

In addition to the low-level fan sound, you may also hear “whirring,” “clicking” or the sound of rushing fluid. These sounds are normal and result from thermal expansion, refrigerant movement or mechanical parts. Refer to the operation manual for additional details, and contact your contractor if you are concerned.

Visit GoingDuctless.com for more information.

This homeowner's guide is not meant to replace your manufacturer-provided operation manual. Refer to your operation manual for additional details.

The NW Ductless Heat Pump Project is an initiative of the Northwest Energy Efficiency Alliance (NEEA), an alliance of more than 140 Northwest utilities and energy efficiency organizations working to accelerate the innovation and adoption of energy-efficient products, services and practices in the Northwest.