

AIR FLOW

Closing registers restricts air flow and can reduce the performance of your heat pump and damage the compressor. Always leave supply and return registers open and clear, even if a room is not in use. Do not block registers with furniture, carpet, drapes or other objects.

THE OUTDOOR UNIT

Keep the outdoor unit free of grass, loose leaves, shrubbery and any other obstruction. Clean the outdoor unit by spraying it with a garden hose. ALWAYS BE SURE TO CUT OFF POWER BEFORE ATTEMPTING TO CLEAN THE OUTDOOR UNIT. Remove snow from the outdoor unit with a brush or broom. Snow accumulation beneath the heat pump is not

a problem as long as the air flow is not blocked.

ANNUAL SERVICE CHECK

Have a qualified heat pump contractor check your heat pump annually. The best time to check it is before the start of the heating or cooling season. Most contractors offer various service plans which cover routine and emergency maintenance.

Troubleshooting Guide

If you run into problems or have a question about your heat pump's operation, check this guide. Your owner's manual may have additional suggestions. If the problem is not listed or you cannot remedy the situation, contact your heat pump contractor for assistance.

PROBLEM

POSSIBLE CAUSE

REMEDY

The outdoor unit is OFF, but the indoor fan is still working.

- A fuse in your home may be blown or the circuit breaker tripped.
- Most units also have a disconnect switch located near outdoor unit.

- Replace fuse or reset circuit breaker
- Make sure the switch is in the ON position, reset circuit breaker or replace fuses.

The indoor temperature is not meeting the setting on the thermostat.

- The indoor supply or return registers are blocked.
- The system switch and fan switch have been incorrectly set.
- The outdoor coil is partially blocked.
- Filters are dirty.
- Indoor thermostat is located near a heat source such as sunlight, a lamp, TV, etc.
- Indoor thermostat is located near a draft.

- Clear drapes, furniture or other objects that are blocking registers.
- Adjust the temperature to the appropriate setting. Winter - 69 F Summer - 78 F – 80 F .
- Clear leaves, snow or other materials from around outdoor unit.
- Clean or replace filters.
- Move heat-producing appliances away from thermostat.
- Secure nearby doors and windows.

The supplementary/Aux heat light is ON and the indoor unit IS OPERATING.

- Outdoor temperature is below the 35°F to 40°F range. Supplementary heat has been activated to keep your home comfortable.
- Indoor thermostat has been adjusted up two or more degrees.

- Normal operation. No maintenance is necessary.
- Reset thermostat to original setting, unless use of supplemental heat is desired.

The supplementary/Aux heat light is ON and the indoor unit IS NOT OPERATING.

- System malfunction.

- Contact your heat pump contractor.

The outdoor unit runs continuously.

- Outdoor temperature is below 30°F. Heat pump is working to keep your home comfortable.
- The outdoor coil is partially blocked.
- The indoor thermostat is not level on the wall.
- Low refrigerant level in unit.

- Normal operation. No maintenance is necessary.
- Clear away leaves, snow or other materials from outdoor unit.
- Move thermostat to a level position.
- Contact your heat pump contractor.

There is little or no airflow at the supply registers.

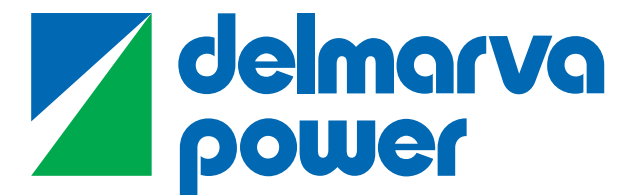
- The filters are dirty.
- The return grill is blocked.
- Blower motor failure.
- Possible air leak from ducts.

- Clean or replace filters.
- Clear away blockage.
- Contact your heat pump contractor.
- Contact your heat pump contractor to seal ductwork.

The Heat Pump Owner's Guide to Trouble-Free Operation



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