



## **HANDY HINTS FOR HEAT PUMP OPERATION**

This sheet has been written to help you get the best out of your new heat pump. It has been compiled by listening to our customers needs and using our experience to solve their issues. Please use this sheet in conjunction with the manufacturer's instruction manual.

### **Frequently used Controls**

If you are unfamiliar with heat pumps or air conditioners the remote control can be a little bewildering. Below is a list of the most commonly used functions on the remote. The timer function has deliberately been left off because each brand and model has a different method of doing things and to go through it here would turn this sheet into a novel.

When using the remote please make sure it is pointed at the indoor unit and that every time a button is pressed, an audible 'beep' is heard or a flashing light is observed. This tells you that the signal has been sent from the remote and successfully received by the indoor unit. This is not necessary for those systems that use wired wall controllers.

### **On/Off**

This turns the unit on or off. It may take a few minutes for the system to come on line and start heating or cooling.

### **Mode**

This is how you select between heating, cooling, dehumidifying and fan only (if fitted). There is also an auto changeover selection available with this button. This feature allows the unit to automatically change between heating and cooling. While this sounds like a good feature, the reality is

that it makes the unit drafty and it may cause it to briefly blow cold air on a cold day in an attempt to regulate the temperature. For these reasons we do not recommend the use of the auto change over function in domestic applications. It is preferable to keep the unit in the mode you desire: eg heating on a cold day.

When switching between different modes there will be a delay of several minutes as the unit changes over.

## **Fan**

This allows you to manually select the fan speed or have the unit automatically set it for you. Our recommendation is to use the automatic function where possible. This will allow the unit to get the room to temperature as fast as possible and keep it from fluctuating too much. Having said that, if you feel the unit is noisy or drafty with the fan in auto you may wish to manually reduce the fan speed in order to control this.

Some models have a quiet mode as part of their fan control. We do not recommend that you run your unit in this setting for to long.

## **Vane**

The vane function allows you to manually adjust the direction of the air flow or have the unit automatically set it for you. As with the fan speed we recommend using the automatic mode. When this is selected the vanes will point down in heating and straight out in cooling. In terms of air flow this is the most efficient method of distributing conditioned air throughout the room.

## **Temperature control**

Pressing this button will either increase or reduce the temperature readout on the controller. An important point to remember is that this number is the temperature that you are asking the heat pump to achieve in the room; it is not a direct measurement of actual room temperature! Our recommendation is to set between 20 and 22 degrees C on the controller for both heating and cooling. This can be set as soon as you turn the unit on. There is no need to set 30 degrees in order to make the room warm up faster. This will only make you hot and use lots of power!

## **Problems you may encounter**

### **Drafting**

Heat pumps, by their nature, have to move air around the room in order to achieve even heating or cooling. Depending on how sensitive to drafts you are it is possible to feel this air movement. This is normally discussed during the quote stage and will have been a contributing factor in where the unit was located. Having said that, some air movement may still be felt in the room. Use the louvre control to direct the air away from you and the fan control to reduce the fan speed. On the smaller units the lateral or sideways movement of air is controlled by manually adjusting the vanes on the unit.

### **The unit blows cold during winter**

This is generally caused by having the auto change over mode selected. See the previous section on the mode control.

### **The unit stops heating for short periods on cold days**

This is generally caused by the unit going into a defrost cycle. Some other things you may notice are flashing lights and occasionally gurgling/slurping noises. All heat pumps will go into defrost when it is very cold outside although some brands are more sensitive to it than others.

The defrost cycle is designed to remove ice from the outdoor unit coils. This can start forming when the outside temperature gets below 5 deg C but the real danger zone is in the +2 to -2 deg range. This is where the air is cold but still relatively humid. As the air passes through the outdoor unit and is cooled even further, the moisture then condenses out and freezes on the coils. Your heat pump senses this and sends heat back to the outdoor unit in order to melt the ice.

### **The unit has flashing lights and does not operate**

Other than the defrost cycle, this is generally a code indicating the unit has a fault. The first thing to try is turning off the isolating switch for a period of ten minutes and then turning it back on again. This can be successful in clearing some faults. The isolating switch is found on the wall next to the outdoor unit. If this fails to rectify the fault please give

Air Con West Auckland a call and we will send a technician to investigate the problem further.

**The unit 'spits' water from the fan during cooling operation**

This generally happens on a very humid day with the temperature set at 19 degrees or below. Try raising the temperature to 20 -22 deg C on the remote control.