

GETTING THE MOST OUT OF YOUR **DUCTLESS** HEATING & COOLING SYSTEM

A HOMEOWNER'S GUIDE

Ductless systems heat and cool your home at a fraction of the cost of baseboard and wall heaters, ceiling cable heat and electric furnaces. Get the most out of your new energy-efficient ductless system by following these general operation guidelines.



Maximize Your Comfort and Savings

SET THE SYSTEM TO "HEAT" OR "COOL" MODE

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 mode—in the Northwest the AUTO mode does not provide the most efficient and comfortable results.

USE THE "AUTO" FAN SPEED SETTING

Optimize efficiency and comfort by using the AUTO fan speed setting instead of other settings such as quiet, low, medium and high.

SET THE TEMPERATURE AND EXPERIENCE THE COMFORT

Your ductless system is designed to adjust to changing conditions automatically and efficiently. Set your system to a comfortable temperature and let the system do the work.

MAXIMIZE COVERAGE

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



Heating and Cooling Operation Guidelines

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 conditions (cold with 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 your comfort is compromised. If your comfort is compromised, 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

CLEAN THE FILTERS

Cleaning the air filters several times a year optimizes the performance of your system. Filters are quick and easy to clean and cleaning frequency depends on the conditions of use. Please refer to your operation manual for details.

SOUNDS

In addition to the low-level fan sound, you may also hear "whirring," "clicking" or the sound of rushing fluid. These sounds are the result of thermal expansion, refrigerant movement or mechanical parts and are normal. As you encounter these sounds, please refer to the operation manual for additional details. Contact your contractor if you are concerned.



This homeowner 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 Northwest utilities and energy efficiency partners.