

HEAT PUMP

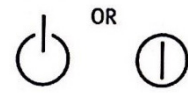
QUICK USER GUIDE

This user guide is designed to assist you with the every-day operation of your heat pump for optimal performance and comfort, with some helpful basic instructions and trouble-shooting tips. Always consult your user manual for any specific details and instructions on your system.



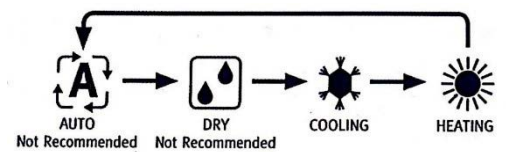
ON / OFF REMOTE CONTROL

Heat pumps are generally operated by a remote control, either handheld or wall mounted. To switch your machine on or off, press the on / off button. If you don't hear a 'beep' then the instruction hasn't been communicated successfully.



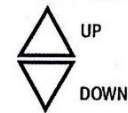
MODE

Select mode by pressing the **MODE** button repeatedly until you reach the desired mode. The mode button changes the system from heating to cooling. We would not recommend the Auto mode as this will use both heating and cooling air flow to regulate the temperature.



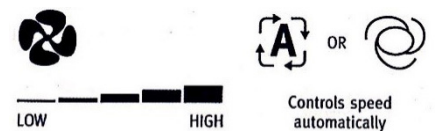
TEMPERATURE CONTROL

Set to your desired temperature using the up and down buttons.



FAN SPEED

Set the fan speed by pressing the **FAN** button until you reach the desired setting. The Automatic fan speed is preferred allowing your heat pump to heat or cool to the desired temperature most effectively.



OPERATION TIPS

Clean Your Filters - It is essential that the large filters fitted to the indoor unit or in the large ceiling return grill of a ducted system are cleaned on a regular basis, ideally every 6 to 8 weeks.

You can clean your filter by vacuuming them or washing them in clean water – ensuring they are dry before placing them back in the heat pump. Always turn your heat pump off when cleaning your filters.

Defrosting In The Winter - In winter on heating mode, the heat pump will potentially defrost on an hourly basis but this will vary depending on the model of heat pump, this can occur more frequently the colder it gets outside. The indoor unit will temporarily cease heating for up to 10 minutes to allow the defrosting process to complete. Other indicators of the heat pump in defrost mode, that are perfectly normal, are;

- A swishing noise coming from the indoor unit
- Water coming out from under the outdoor unit
- Steam like vapour coming from the outdoor unit

Obstruction - The indoor unit must be clear of any obstruction that might restrict the airflow in front of it, for example a sofa in front of a floor mounted heat pump.

The outdoor unit should be checked regularly that the units air intake and outlets are clear of dirt, leaves, plants etc.

TROUBLE SHOOTING

If your heat pump is not performing as it usually does, try these trouble shooting tips first. If these do not resolve the issue then it is likely you will need one of our service engineers to check it out.

Heat pump not responding - If you have experienced a recent power surge or outage, or sometimes, just like your computer, for no obvious reason, your heat pump may need to be reset. To do this turn the heat pump off on the indoor unit with your remote control, then go to the outdoor unit and turn the power isolator off, it will be near the outdoor unit. Leave it off for 15 minutes to completely power down. When you turn it back on, go to your indoor unit and turn this on with your remote control, and give it 10 minutes or so to recommence communication.

Heat pump not performing as it normally does - Communication between the remote control and the indoor unit of your heat pump has to be made directly, and you need to hear it beep with every instruction. It can be quite deceiving as your remote control screen may say that your settings are one thing but the heat pump is set on another. To check this just adjust the settings through a cycle to where you want it to be making sure you hear a beep with each press of the button.

Heat pump remote not responsive - Your remote control will need the batteries (usually 2x) changed periodically, you will know when, when the screen becomes quite faint or when you are changing the settings it becomes less responsive. When you do this the heat pump will revert to its factory settings and will need to be adjusted to your preferred settings. You can avoid this if you change one battery at a time rather than taking both out at the same time. If you have a regular 2 yearly maintenance service with us we include a change of batteries for you

Heat pump has got noisy - Try cleaning the filters, blocked filters can make your heat pump noisy. Just remove and vacuum, its easy to do, and add it to your monthly cleaning chores. If this doesn't work then it may well be your fan motor needing to be replaced. We can assist you with this, and if it is inside your warranty period then this cost would be covered by the manufacturer.

FREQUENTLY ASKED QUESTIONS

Do I leave my heat pump on 24/7 or On/Off as required? - This is a much debated question, believe it or not there is no right answer. It will very much depend on your specific activity and environment. For example, a well insulated room may suit just being turned on and off as required, it will heat up quickly, however a larger space may suit being left on at a lower temperature. Try out both options yourself and decide what suits your place best.

Which symbol on my heat pump is for heating? - Is it the sunshine or the snowflake? - We know, it's a hot topic of debate in many households! But the answer is standard for all manufacturers so you only need to remember this the once. Use the sunshine for heating and the snowflake for cooling. Make sure when you are changing modes with your remote control that you always point it at the indoor unit and hear the heat pump beep in acknowledgement.

How often should I get my heat pump serviced? - We recommend every 2 years for a full service or maybe every year if there is a high level of contaminants in your area or you live near the sea. This will improve the performance and life of your heat pump, improve efficiency, air quality and your energy costs. How often do you get your car serviced?

WHAT DOES YOUR WARRANTY COVER?

Most heat pumps have a 5 year manufacturers warranty from installation for mechanical breakdown. A warranty claim would cover parts, labour and travel within the greater Christchurch area. The warranty does not cover any consumable items such as batteries for your remote controller or replacement filters. A warranty claim will not be valid in the following circumstances;

- Where the equipment is found to be fully operational or when the perceived problem is covered within the operating instructions or the trouble shooting section of the manual
- General maintenance and / or cleaning has not been carried out
- Outside electrical interference such as voltage fluctuation or faulty electrical wiring external to the unit
- Any problems caused by external events including vermin, dirt and moisture, storms and vandalism.

