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Home Owners Ducted System and Maintenance Information

Congratulations on the purchase of your new construction home! Presidential Ventilation installed your HVAC system! Your complete satisfaction is very important to us and we want you to understand the important role you play in maintaining your new equipment. By following the maintenance and operational information below, you will maximize both your comfort and energy savings for years to come!

Thermostat - Set up and Operational Knowledge: Your new thermostat is programmed for accuracy and comfort by our technicians. The settings may vary from your old thermostat. We recommend that you set your temperature at 74°(23 C) for cooling and 68-70°(20-21 C) for heating when you first use your new system. Keep in mind that the new system may take up to 24 hours for the air in your home to mix. Lowering or raising the set temperature will not shorten this time frame. Once the air has become stabilized in your home you may raise or lower temperature by 1 or 2 degrees as you wish. The most cost efficient and comfortable way of running your heat pump is to “Set it and forget it”. Heat pumps love to maintain a small gap in temperature(1-2 degrees) if they have to make up for a larger temperature gap (3-4 degrees) your back up heat source will engage to bring the temperature up as quick as possible. This eliminates longer periods of time, that your house would be at an undesirable temperature.

Condensate Drain Lines - Drain Type and Location: Your new system includes a condensate drain to dispose of moisture removed from the house during the cooling operation of your HVAC system. If not properly maintained this drain system can clog over time, creating a risk of water damage to your house. All components of the drain system have been tested by our installer and are currently in good working order. It is important that you continue to maintain this system to avoid future problems. We recommend using the brush we have provided to break up any build up that may have formed in trap we have installed. You may then follow up with a cup of hot water or vinegar to flush it out. Note: Customers with high-efficiency condensing gas furnaces may also experience condensation drainage during the winter heating months.

Filtration - Filter Size and Location: Proper airflow is a critical component of your new heating and cooling system. Proper maintenance of your air filter will provide a more efficient and longer-lasting system as well as minimize airborne particulates in your home. The standard 1”

filter found in your system is either disposable or cleanable (vacuumable or washable). Please call our office if you need help determining the type and size of filter you will need. Filters must be inspected, vacuumed /cleaned or replaced on a regular schedule in order to get the most from your investment. Improper maintenance can result in poor air distribution within the house, increased cost of operation, increased maintenance costs, poor indoor air quality and even void manufacturers warranty. It is recommended that you change or clean your 1" filter on a 1-3 month basis based on your home's specific filtration needs. Some homes with pets or homes located in areas with high particulate counts may require more frequent replacement or cleaning. Inspect your filter frequently in order to establish the individual schedule required for your home's system.

Defrost Cycle Operation: During heating operation, it is normal for your heat pump to go through a defrost cycle periodically. You may see steam coming from your outdoor unit – **do not be alarmed**, your system has simply sent the warm internal fluid (refrigerant) to the outside to melt any frost build up that may have formed on the coil. Defrost cycles can last anywhere from 5 to 15 minutes. Your heat pump will not produce heat during this time however your backup will initiate during your defrost cycle. Once this cycle is completed, it will revert back to normal operation when the cycle completes. Please note, it is important to ensure that the bottom of the outdoor unit is clear of snow so there is a route for the defrost water to escape.

Renovations – How to Care for Your Heat pump: If you are going through a renovation in your home, this will cause a lot of extra dust that can clog your heat pump. The best way to care for your heat pump is to turn it off and do not operate during a renovation as this can cause damage to the system and can void your warranty. In addition to this, we recommend that return grill(s) (larger size grills) should be covered during this time. Once renovations are complete, the return grill(s) can be uncovered and the heat pump can be turned back on.