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Home Owners Ductless 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!

Remote Controller - Set up and Operational Knowledge: Your new heat pump remote controller is set up for accuracy and comfort by our technicians. The settings may vary from your old wall thermostat or may be similar if you've had a heat pump before. Your new heat pump comes with a few settings:

Heat (sunshine)
Cool (snowflake)
Dry (dehumidification) and;
Auto (Automatic changeover for heating and cooling)

Simply select your mode of choice, if the system beeps it had changed modes, if it does not, it hasn't processed your request and you need to move in sight of the unit.

Important Notes: We recommend not using the Auto mode. This is a comfort setting for an application that requires precise temperature control. It allows the controller to set a heating set point and a cooling set point. If you are in Heat mode and your space warms up passed the set temperature, your cooling can come on, which will not be a cost effective choice for operating your system. Also, if you have a multi heat pump system you are unable to have one indoor unit in cooling and one in heating. This will produce a communication error. You can however, have one unit in Dry mode and one in Cool as they both operate under the same parts of the system.

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 the 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 system will increase its output to bring the temperature up as quick as possible. This eliminates longer periods of time, that your house would be at an undesirable temperature.

Filtration: 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. Your installing technician will show you where your filters are located in your indoor units. Filters must be inspected and cleaned 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 to clean your filter on a 2-3 month basis based on your home's specific filtration needs. You may vacuum the dirty side of the filter or run hot water over the back of the filter to clean them off. 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. These filters should last the life of the unit and should not need to be replaced unless damaged. +

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 ductless heat pump will not produce heat during this time but 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 system 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.