

HEAT PUMP 101

Got a Heat Pump? Questions & Answers that may interest you.

1. What does it mean when that colored light (auxiliary light) on my thermostat comes on?
A-It means that your auxiliary heat strips are running. This normally occurs if the outside temperature is below 32 degrees or if your heat pump is not properly functioning.
2. Does it cost me more when that colored light is illuminated on my thermostat?
A. Yes it does. For example if your heat pump costs you \$.30 per hour when it is operating under normal conditions, it will likely cost you \$1.30 per hour when the heat strips are running.
3. What is the Emergency heat switch?
A. This is a device on the thermostat that should only be used under the direction of a certified HVAC contractor.
4. What is the ideal temperature settings for my thermostat?
A. In the winter time- 68 degrees
B. In the summer time 78 degrees
It will cost more in energy dollars if you turn your thermostat setting higher or lower when you are away from your home for the day.
5. Will it save me money to close vents in rooms that are not being used?
A. It depends, because insufficient air flow can cause a heat pump to run longer and harder. Therefore, you can close some but do not block or shut off more than 10 percent of the air supply registers.
6. What does it mean when I see frost or ice on my outdoor equipment?
A. Under normal operational conditions, frost/ice will appear from time to time. All heat pumps must go through a defrost cycle periodically. However, if frost or ice remains on the unit for more than 24 hours you need to contact a HVAC dealer.
7. What can I do to ensure proper operation of my unit?
A. Most of the outdoor units are located either on the side or behind the residence. It is a good practice to check the units once or twice a week to ensure they are running and that the defrosting activity is functioning properly.
8. Why do I need to change my filter monthly?
A. All HVAC systems depend on air flow and circulation. They have to breathe. If the filter is completely clogged, the air flow will be affected. Eventually it will allow the dirty air to bypass into the indoor coil. A dirty indoor coil will affect operating costs every month until the coil is chemically cleaned.

9. How will I know when it is time to change the filter?
 - A. An easy reminder is to change the filter every month when you receive your Jones-Onslow Electric power bill.

10. How often should I have my heat pump serviced?
 - A. You should have your unit serviced at least once a year. Fall is the preferable time of the year to service it just prior to the winter heating season.