

Mini Split Heat Pump FAQs

1. Should you use the auto function?
No. The unit will decide whether to be in heating or cooling mode depending on the temperature in the room and the temperature you have it set to. Many factors such as the sun coming in a window could turn the unit to AC in the winter.
2. Should you “set it and forget it”?
Yes you can. You can set the unit for the temperature you are most comfortable with and leave it there. If you are setting the temperature higher than you would have before with electric baseboard, then you need to understand you are reducing the amount of efficiency you may have expected.
3. Should you adjust the temperature up and down when you are not at home or sleeping?
It is not necessary as the heat pump operates so efficiently. However, you can safely turn the temperature down a few degrees at night and while you are away and raise it back up again when you wake up in the morning or when you come back home. You should keep your home comfortable for you whether that means keeping a constant temperature or adjusting the temperature according to your needs.
4. If the unit is frozen outside, how do you thaw it?
You can thaw the unit in 2 ways. The best way is to disconnect the unit and then pour a bucket of hot water on it. If the unit is frozen on the side you can turn it to AC and the hot air from your home will go outside and thaw the side of the unit.
5. Does the remote come pre-programmed?
The remote comes pre-programmed on Fahrenheit and Energy Saving Mode. When installed, the installers will take energy saving mode off and set the remote to your liking. If you push a bunch of buttons and want to go back to factory settings, there is a reset button under the front cover of the remote. Push that. Then TURN OFF Energy Saving Mode. Follow the video on the website to set it to your preferences.
6. How often do you clean your filters?
Monthly is best. It is very important when changing your setting from heat to cool or cool to heat to clean the filters at the same time. Pets can cause the filters to clog up faster. The instructions to clean your filters are in your manual as well as on our website.
7. What temperature is the unit rated for?
-26 ambient temperature. (Wind chill does not matter.)
8. Should you turn the unit off at -26 so it doesn't break?
No. You should never turn the unit off.

9. Should you use Energy Saving Mode?

No. This reduces the fan speed and the temperature. You will find it cooler and the unit will have to work harder to bring the room back up to a comfortable temperature. This function would be used in warmer climates; not NB.

10. Should you use the room occupancy sensor?

No. The unit will reduce the temperature by 4 degrees when it detects the room is unoccupied. When someone comes back in the room, the fan comes on high to bring the room back up to temperature quickly. This is not efficient.

11. How much more efficient is the heat pump compared to electric baseboard?

You get 3kW of heat from a heat pump compared to 1 kW of heat from a baseboard heater.
Examples: -5 = 2.56% more efficient -10 = 2.30% more efficient -26 = 1.55% more efficient

12. At what temperature does the efficiency of the unit equal the efficiency of baseboard heaters?

Never. In NB a heat pump is always more efficient than baseboard heaters.

13. Does it cost more to run the heat pump than baseboard heaters at a certain temperature?

No it does not cost more to run a heat pump than a baseboard heater.

14. How am I billed for the rental?

The monthly rental fee is applied conveniently to your monthly light bill

15. If I don't own the property in which I live, can I still get one?

No, unfortunately only property owners qualify for this program.