

Heat Pumps

Best Practices for Your New Heat Pump



Heat pumps work differently than boilers or furnaces. Use these tips to help you stay comfortable and maximize your savings on your energy bills.

Let your heat pump run



Thermostat Settings — Heat pumps work best when you keep your thermostat at a constant temperature all the time — overnight or when you're out for the day. Unlike furnaces and boilers, adjusting your thermostat for short-term situations is not recommended and may lead to higher energy bills. Set the thermostat to your comfort level and let the heat pump do the rest.



Winter Considerations — Continue to use your heat pump in very cold weather. It is not advised to shut your heat pump off, even when temperatures fall below zero. If you feel like you are not getting enough heat, turn up the temperature on your thermostat and consider setting the air flow at its highest setting.



Primary Heat — Use your heat pump as your primary source of heating and cooling. Even if you kept your older boiler or furnace, turn its thermostat way down and let your heat pump do the work.

Keep the heat pump clean



Filters — Always vacuum or rinse indoor air filters when the indicator light comes on or if they become visibly dirty. At a minimum, clean or replace the dust filter as recommended by the manufacturer, which could be once a month, depending on how dirty they are. Wash or replace allergen cartridges according to manufacturer recommendations.



Outdoor Units — If you have an air source heat pump, be sure to keep the outdoor unit clear of obstructions, like leaves, debris, snow, ice, or water runoff from the roof. A rain and snow shelter can help minimize the work needed to keep the unit clean. Be sure to trim back any plants or bushes that are touching the unit.



Air Flow — Make sure the airflow is unrestricted around both the outdoor and indoor units.



Seasonal — check on your indoor and any outdoor equipment at least once per season. Make sure there is no obvious damage, like mold, ice buildup, or water dripping from the unit. If you notice an indicator light turned on, be sure to clean the filter before calling a maintenance professional.



NYS Clean Heat



Adjust your home to be warmer or cooler

Zones/Thermostats/Dampers — It’s important to coordinate the thermostats and operation of your heat pump and existing furnace or boiler if you kept them in place.

- If your furnace or boiler has zones, you should turn its thermostat down, or off, in the zone where the heat pump is located.
- If your furnace or boiler isn’t zoned, or the zone is large, consider closing dampers, registers, or radiators in the space where the heat pump is located.
- If remote parts of your home are too cold, slightly increase the temperature on the furnace or boiler thermostat until all areas of your home reach a comfortable level.

Doors — If you are trying to heat multiple rooms, be sure to open doors between the heat pump and any rooms you’d like to heat. Conversely, close the doors to adjacent rooms if you are only trying to heat the room where the heat pump is installed.

Fan — Start with the setting on Auto Fan. If heat does not spread far enough, set it to the lowest level that will meet your needs. Then adjust the air flow direction for comfort—warm air is best directed downward. Adjust the vanes to direct air flow where you need heat most.

Modes — Set the heat pump mode to “Heat” in the winter and “Cool” in the summer, rather than using the Auto Temperature mode, which automatically switches between heating and cooling based on indoor temperature. For example, the system could start heating on a cool summer night or cooling on a sunny winter afternoon. If you use a backup furnace or boiler, it could cause that system to kick on, wasting energy and money.

PROFESSIONAL MAINTENANCE

Schedule regular maintenance visits with your installer. Consult the manufacturer specs and/or warranty for the recommended intervals (most are every 1–2 years). If you ever notice damage to your heat pump, call your installer to schedule a visit, and they will make sure your heat pump is working properly.

Maintenance Contact:

Join Our Email List

Getting used to your new heat pump takes practice and reminders. Sign-up to receive periodic emails from us on maintaining and maximizing your heat pump system.

visit: nyserdera.ny.gov/heatpumptips

call: 1-866-NYSERDA



NYS Clean Heat