



Dear Homeowner:

We would like to take this opportunity to Thank You for purchasing your new heat pump, furnace and/or air conditioning system from Chill-Air, and also explain some of the system's unique functions and maintenance responsibilities.

Your system's HVAC (heating, ventilation and air conditioning) components each carry a corresponding Manufacturer's Limited Warranty, however just as with automobiles and other large purchases, regular maintenance of the system is the responsibility of the homeowner, and is not covered by warranty. Manufacturers recommend having a professional contractor perform a pre-season check-up.

Having your heat pump, furnace or air conditioner inspected and tuned can save you money on costs and prevent premature breakdown. The cost is well worth it when you consider the cost of decreased efficiency, larger monthly utility bills and potential non-warranty repairs. Schedule your tune-ups early in the spring and fall. You'll have more scheduling flexibility and you will be less likely to have problems during warmer and cooler weather. Chill-Air offers Pre-Season System Checks designed to ensure your system is operating optimally and spot any potential issues before they arise. Pre-Season System Checks start at \$99.95 (*up to 1 hr visit; Chilliwack area*). Here are some of the services our technician will perform during a System Check:

- *Inspect blower wheels, unit wiring and unit disconnect.*
- *Check refrigerant charge, compressor electrical data and operation.*
- *Clean condenser coils and condensate drain and clean or replace air filters.*
- *Lubricate motors and bearings.*

The following simple principles will also help you understand your new system and ensure it is operating properly:

- Change furnace filters and check drain hoses before each heating and cooling season, and check them once a month during the operative seasons. A clogged furnace filter or drain hose will adversely affect your air conditioner or heat pump's performance and may result in un-necessary service calls and charges which will not be covered by manufacturer's warranty.
- Keep air-supply outlets and return inlets clear of obstructions.
- Clear leaves, brush, and dirt as they accumulate on the outside unit. If there's a pipe for draining condensate water, check it for blockage.
- When your heat pump is going into a defrost mode, as it does regularly, you may notice a "clunking" noise from the outdoor unit. This is a normal part of system operation and is due to the reversing valve reversing the flow. During the defrost

- the outdoor unit will steam and the condenser fan will not run for about 10 to 20 minutes, and you may notice some slightly colder air in the ductwork. Your heat pump may also seem somewhat noisier in general during colder weather spells. This too is normal, and is due to the fact that colder air is denser than warm air.
- When the weather is abnormally cold outside, your heat pump will not be able to completely keep up the inside temperature, and your furnace will be called upon to provide auxiliary heat. This is normal and your system is designed for this.
 - When the weather is abnormally hot outside, your heat pump or air conditioner may have trouble keeping up with the demand for cooling, due to the fact that systems are sized to operate optimally within the **normal** climate range for our area. Over-sizing a system larger in order to account for infrequent extremely hot weather would be very un-economical and could short-cycle the equipment and shorten its lifespan. In short, if it's 35 degrees Celsius outside, and your heat pump or air conditioning can only bring your house down to around 26 or 27 degrees instead of your "preferred" setting of 21 or 22, you still have air conditioning happening, and your home is still much more comfortable than it would be otherwise. It's simply not possible to expect it to keep up as well at 35 degrees outside, as it would at 28 degrees. **Do not** adjust your thermostat lower in an effort to increase cooling, as this will likely cause freezing up and potential damage to the system.
 - Air conditioning systems should never be set below 21-22 degrees Celsius (71 – 72F). Settings lower than this will commonly result in the system freezing up, requiring a defrost cycle (see tips below) and if frozen long enough, expensive damage to the compressor could result.
 - Heat pumps work best at a constant thermostat setting of between 20 and 23 degrees Celsius (68 – 74F) - year round. For heat pumps, the old "furnace mentality" of setting your system down dramatically during the night to save energy, and setting it higher again in the morning, is very ill-advised and actually **decreases** the efficiency of the system. Heat pumps are designed to be run consistently and constantly to maintain an even temperature. Remember, they are not burning expensive fossil fuels in doing so! Setting your thermostat dramatically lower at night will result in the furnace needing to kick in the next morning in order to bring the temperature back up to the point that the heat pump can maintain, and using expensive gas to do so eliminates some of your energy savings. For best results "**Set it and Forget it!**"
 - Heat pumps do not produce the same warm-air "blast" at your registers as do furnaces. The air at the register feels cooler to the touch than you are used to with a furnace, but rest assured your home will be heated all the same.
 - Thermostats are not covered by the same manufacturer's warranty as the HVAC components. However if a Honeywell thermostat is found to be defective, it has its own separate Manufacturer's Warranty of 5 years replacement (*labour excluded*).

HVAC systems are complicated networks of machinery that should be serviced by a certified professional. However, if your HVAC system seems to be malfunctioning, you can try a few of the following basic steps, which may correct your problem, prior to calling a service professional. If all of the tips below check out and your system still seems not to be operating properly, or if you are uncomfortable with performing any of them, feel free to schedule a service call. *(All service calls are COD unless the issue is covered under the manufacturer's warranty.)*

- Disconnect and reconnect your indoor and outdoor switches. Double check that nobody has accidentally turned the furnace switch off – it is commonly mistaken for a light switch in the furnace room. You don't want to have to pay for a technician to come, only to find someone has accidentally flipped the switch!
- Make sure your circuit breakers are in the ON position.
- Make sure your filters and drain lines are clean.
- Open supply and return vents and make sure they are unobstructed.
- Make sure the system switch is on the appropriate COOL or HEAT setting.
- If your system freezes up: Set your system to “fan only” (not “cooling”) to allow it to fully defrost. It will continue to cool your home even while defrosting. Then double-check that your furnace filter is clean, and the drain hose is not clogged. If the filters are clean and the drain line is not clogged, and the system then freezes up again after re-starting the cooling mode following the defrost, call for a technician.
- Check the settings on your thermostat. If in doubt, bring it in to the shop for help (no charge). *Please bear in mind that service calls where the cause is determined to be improper programming will incur applicable service call charges.* If you are in doubt as to how to program your thermostat, you can detach it from the wall and bring it in to our shop for no-charge consultation and help with the settings.

We hope you will enjoy years of trouble-free operation from your new comfort system, but should it ever need service, please feel free to contact us. Our technicians have been trained to repair and keep your new system operating at peak performance.

Best Regards,

Chris Churly
President
Chill-Air Conditioning (2007) Ltd