

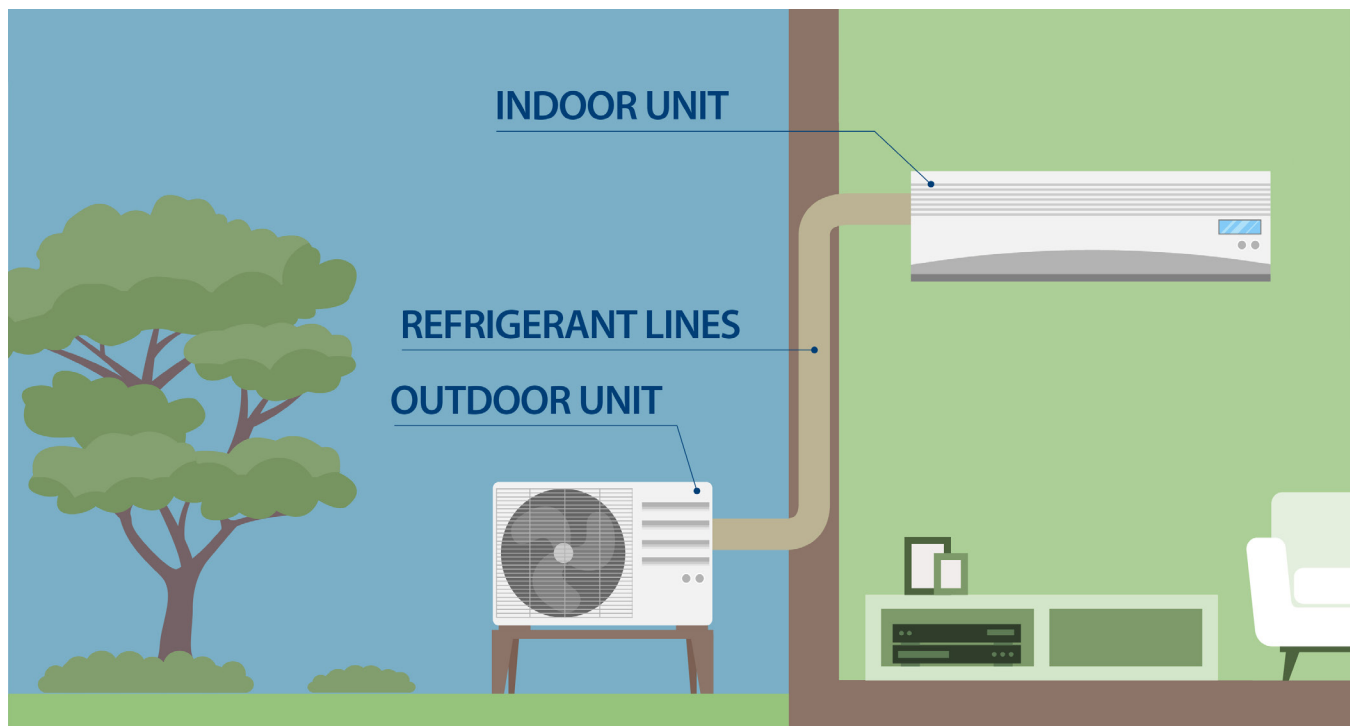


# What is a Heat Pump?

**A heat pump is a refrigerant based appliance that transfers heat into or out of your home depending on the mode of operation.**

**Simply put a heat pump is an air conditioner that can run backwards. When it's in cooling mode it absorbs heat from inside your home and transfers it to the outdoors. In the heating mode, it will absorb heat outside and transfer it into your home.**

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## How does it work?

A heat pump can be used to replace an air conditioner in any home or dwelling unit. This may mean that you have more than one source of heat in your home. Choosing how to operate the heat sources can be confusing. The heat pump will have a remote for each indoor unit. Your other heat source may have a separate thermostat or dial type control on each baseboard. Maintaining settings on each control is the easiest way to set up success.

## How do I operate it?

Operating the thermostat on a heat pump is straightforward, but it's essential to use the right settings for optimal performance. Heat pumps work best when they maintain a steady temperature. Constantly adjusting the

temperature can reduce efficiency. Instead, choose a comfortable temperature and let the system maintain it. Heat pump thermostats will have a "Cool" and "Heat" mode that will be selected for what is required for comfort. When a ductless system is paired with different system existing in the home, such as a boiler, the thermostat during heating season should be set to overcome the "Droop" in temperature. Doing this would put the brunt of the heating load on the ductless system until it can no longer provide adequate heating to the home. When the backup system is set 2-4°F lower than the ductless system, this will activate the heating need for the home and help overcome the loss of capacity from the ductless system when it cannot keep up with the extreme outdoor temperature.



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