



HEAT PUMP RESET PROCEDURES

There are many things that can interfere with the regular operation of your Heat Pump

- **ADEU** service disruptions (**A**lexandra **D**istrict **E**nergy **U**tility)
- **BC HYDRO** power outages
- **Power Shut Downs** during regular or emergency Building Maintenance
- **Dirty Filters** in your Heat Pump – Filters should be changed at least twice per year (more often if necessary). This is regular maintenance item that needs to be conducted by the suite Owner or Tenant. Replacement Filters can be purchased at your local Hardware store.
- **Improper Thermostat Settings** – Please Read your Thermostat Manual (Located on the concordpacific.com web site under the CUSTOMER CARE tab)

If your Heat Pump is displaying a  Green light it is operating properly.

If your Heat Pump is displaying a  Yellow or  Red light you will need to restart the system.

Please follow the steps below to restart your Heat Pump:

- 1 - Turn off the Thermostat**
- 2 - Turn off the Power Switch to the heat pump** (located on either the edge of the heat pump OR on the wall beside the heat pump)
- 3 - Turn off the 2 electrical breakers for the heat pump**
- 4 - Wait a few minutes (3 to 5 minutes should be long enough)**
- 5 - Then turn everything back ON in the reverse order.**
 - **Two electrical breakers for the heat pump**
 - **The switch on the wall beside the heat pump**
 - **The Thermostat**

This should restore proper operation of the Heat Pump