

# Heat Pump Operation

Heat pumps differ slightly from traditional heating systems. The purchase and installation cost may be higher for a heat pump, but reduced utility bills provide an overall dollar savings, as well as providing air conditioning. Listed below are typical concerns and some suggestions for running a heat pump efficiently.

## Set it and forget it.

If you have a manual thermostat, determine a heating and cooling setting you find comfortable and stick with them. Don't develop a habit of adjusting the settings and don't manually set back the temperature at night.

You could install a programmable thermostat, which is compatible with a heat pump, that automatically adjusts the temperature based on your schedule. It also prevents the auxiliary heat from activating, saving you money.

Your setting for cooling needs to be at least 10°F above your heat setting.

If the auxiliary heat runs often when the outside temperature is above 40°F, have a technician install an outdoor thermostat and/or an intelligent recovery indoor thermostat.

## Air filters.

Follow the owner's manual for the correct filter type and schedule for replacement or cleaning. Make sure the unit has a filter at all times.

## Cooler air from registers.

Air from vents may seem cooler than air from other heating systems. This is normal for a heat pump.

## The heat pump runs often.

It's normal for heat pumps to run for longer periods than conventional furnaces, especially when it's very cold outside.

## Registers and ducts.

Do not restrict airflow by closing off registers, leave the vents open even in rooms that are used occasionally. Be careful not to cover vents with furniture or rugs.

Have a Salem Electric Energy Expert inspect ducts located in unheated spaces (crawl space, attic, garage, etc.). Having them sealed is a great investment.

## Schedule annual maintenance.

Have a heat pump technician perform, as specified by the manufacturer, maintenance on your heat pump before the start of the heating season. This service should include: coil and fan cleaning, refrigerant charge, pressure check and adjustment, electrical check, amperage testing on all motors, auxiliary element test, lubrication and belt tension test.

## Other Programs Available to Salem Electric Members



Water Heater Efficiency



Compact Fluorescent Lighting



ENERGY STAR Home Lighting



Security Lighting



Residential Weatherization



Bright Way Solar



Loan Program



Habitat Improvement Program



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Member Assistance



Easy Pay Options

Contact our office for more details.



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# Residential Heat Pump Program

**Existing Homes**  
5% Loan up to \$7,500  
or \$750 Rebate

**New Homes**  
\$500 Rebate



**Salem Electric**  
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# Heat Pump Program

**Investing in a new heating system is a substantial expense. You need to consider more than the purchase price and the cost of operation before making a purchase.**

## Heat Pump Advantages

- Generally cost less to operate than other types of conventional heating systems.
- Operate at a high efficiency with no flames, fumes, or flues.
- Air filtration is available to remove mold and mildew, which is helpful to those with allergies.
- Provide a constant, even temperature without swings common to other heating systems.
- Maintains comfortable indoor temperatures year around.
- Heats and cools the home.
- Transfers heat that's already in the environment.
- May qualify for State of Oregon tax credits.

## Eligibility Requirements

The heat pump must have a Heating Season Performance Factor (HSPF) of 8.5 or higher and meet the SE sizing and installation guidelines.

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## Existing Homes

- Single-family residences located in the Salem Electric (SE) service area regardless of the existing heating system or heating fuel type.
- Residence must meet the SE Weather-Wise program standards. All cost-effective weatherization measures (ceiling, floor, ducts and wall insulation) must be completed before the heat pump is installed.

## New Homes

- Single family residences located in the Salem Electric service area built after March 1, 2006.

## Incentives

- Participants that are replacing an existing system are eligible for a \$750 rebate or a 5% loan (\$7,500 max.) through West Coast Bank, with a one- to five-year term; SE pays \$50 of the \$100 loan fee. If weatherizing the home and installing a heat pump, the loan maximum is \$10,000.
- Participants with new homes are eligible for a \$500 rebate.

## Benefits

- Contractors sign an SE Heat Pump Program Agreement requiring them to meet strict installation guidelines.
- Qualifying heat pumps are very energy efficient, with an HSPF of 8.5 or higher.
- The system will be sized accurately using industry-approved methodology based on the heat loss of your weatherized home.
- After installation, the project will be inspected by the contractor and SE to assure compliance.
- Your home will be more comfortable in the winter and the summer.

## Step-By-Step Program Procedure

- 1.** Contact Salem Electric to schedule a visit to your home and receive a Heat Pump Program packet which includes:
  - List of participating contractors
  - Bid sheets
  - Loan application
- 2.** Contact Salem Electric and verify that all required weatherization work is completed. If not completed, make necessary arrangements through Salem Electric's WeatherWise Program.
- 3.** Contact contractor(s) to arrange for a bid. To allow easy comparison, bids must be submitted on a Salem Electric bid sheet.
- 4.** Arrange a bid review with Salem Electric.
  - Sign the necessary forms.
  - Select the rebate or the loan option.
- 5.** Contact the contractor to schedule the installation.
- 6.** When the installation is complete, contact Salem Electric to inspect the project.
- 7.** When the project passes our inspection SE will process the rebate or loan check, usually within 10 working days.

## Basic Components of an Air Source Heat Pump System

