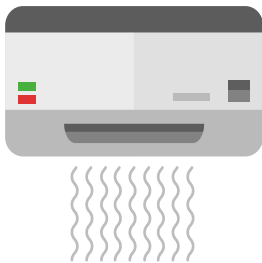


## Electric heat pump helpful tips and details.

### Simple maintenance plan for the homeowner.

Like any other machine, the heat pump will perform best if it is properly maintained. This handy checklist serves as a guide to simple do-it-yourself maintenance. Follow this list to assure optimum performance over the life of your unit.

- Set the thermostat and leave it alone. You may wish to install a programmable thermostat specifically designed for heat pumps, such as the one included in the PeakRewards<sup>SM</sup> program, which will allow you to more efficiently regulate the temperature in your home. A programmable thermostat not designed for heat pump application will cause the auxiliary heat to come on prematurely after a nighttime setback. Auxiliary heat can offset any savings realized during the setback period. A heat pump programmable thermostat allows for a greater recovery time, allowing the heat pump to gradually recover the desired temperature.



- Clean or replace the air filters monthly. Dirty filters impede air flow, increase operating costs and the need for service calls. Washable filters should be thoroughly dried before they are replaced in the unit.
- Check and clean indoor coils (if accessible). Cleaning may be performed with a soft brush.
- Check and clean condensation pan, drain and trap.
- Get accustomed to the way your heat pump sounds when it operates. If you notice a significant change in the sound, have the system checked.
- Make sure air registers are not blocked by furniture or boxes. This reduces overall system performance and efficiency.



- Keep area clean around outdoor section of the heat pump. Make sure grass, weeds, debris, shrubs or snow drifts do not impede air flow through the outdoor coils.
- Clean grass clippings and dirt from unit on a regular basis. Make sure unit is off when cleaning.
- Never shut off power to outdoor unit unless cleaning.
- Contact your qualified contractor for annual maintenance and at first sign of unusual sounds or operation.

#### More questions?

If you need assistance or have any other questions, call the PeakRewards customer hotline at **1.888.309.PEAK (7325)**, Monday – Friday, 7 am – 7 pm.

Visit **BGEsavings.com** for more information about PeakRewards.

Customers who receive PeakRewards bill credits are subject to the Terms & Conditions for the PeakRewards program. Please review the updated Terms & Conditions available at: [BGEsavings.com/Resources](https://www.bgesavings.com/Resources).

This program supports the EmPOWER Maryland Energy Efficiency Act.