
## General System Questions

**How can I get a manual for my thermostat? The installers didn't leave one.**
A: Many manuals can be found online, if you cannot find one, contact the installing company and they can find one for you.

**Will it harm my system if I block off one of the vents?**
A: The system in your home is designed to work with all of the vents and ductwork in your home. A good rule of thumb is to not shut off more than 10% of the registers in your home. Yes, if too many are blocked off this will cause your system to work under increased pressure, which will cause an increase in energy cost and cause potential long term damage to the system. An exception to this is a properly designed zoning system.

**Is there a way to make the upstairs and downstairs of the home the same temperature?**
A: There are many ways to attack this issue. Hot and cold spots can be addressed by ensuring proper duct design, duct leakage, system controls and equipment. Best to have an experienced technician examine the situation and give you relevant options.

**If the power is going to be turned off, is there anything they should do beforehand with the GF?**
A: Not generally, the power can be disabled without doing anything else. That being said, it is not a problem nor too difficult to shut the gas off to the furnace. Most gas furnaces have a green, blue, red, or yellow valve that shuts the line off to the furnace. The valve is off when the valve handle is perpendicular to the pipe.

## Emergency Heat

**How does emergency heat melt the ice in a HP system?**
A: Emergency heat is not actually what melts the ice on the heat pump outside the home. The refrigeration cycle consists of a process that transfers heat. In cooling, the indoor refrigeration coil is cold and picks up any heat in the home and transfers it outside through the refrigeration process. During this process of cooling, the system is not creating cold air, it is removing heat. In doing so, the coil in the outdoor unit rejects the heat to the outdoors. In order for a heat pump to heat, the process is reversed and the indoor unit gets warm while the outdoor unit gets cold. Since the outdoor unit is sitting outside in a cold environment, the unit will begin to build ice. The heat pump will periodically enter a defrost cycle to melt this ice. When this happens, the outdoor unit will shut off the fan outside to prevent cold air from blowing over the coil, reverse the flow of refrigerant, and put the unit into the cooling mode so that the outdoor coil will get warm and melt the ice. Because this means the system is essentially in air conditioning, most systems will bring on the auxiliary heat to temper the air so that the air is not too cold inside the home. Once the system has completed the cycle, the system will resume normal operation. This process does involve a strange noise when the system enters defrost, and will likely produce steam rolling off the outdoor unit. Don't worry, it's not on fire!

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**Why should I use emergency heat when I have ice on my HP?**
A: If the heat pump is iced over and not defrosting, it is possible for it to produce so much ice that it is useless and no longer producing heat anyway. By using emergency heat, you allow the system to produce heat while maintaining the condition of the outdoor unit that allows a professional the opportunity to properly diagnose the problem. A large accumulation of ice prevents the technician from being able to run the diagnostic process necessary to solve the problem. If a technician comes to a system that is solid ice, he would need to thaw the system before properly addressing the issue. This takes time and could require another visit.

**How & where do I turn EM/AUX heat on?** (Be advised not all systems have this capability)
A: In the Mode/System settings of the thermostat.

## Condensation

**When is condensation a problem?**
A: Condensation occurs in heating and cooling systems when the system is either in the cooling mode, or the heat is being generated by a high efficiency gas furnace. Either high efficiency gas heating or standard cooling systems will produce a lot more water than most would imagine. Sometimes many gallons of water a day. The easy answer to the question is that the water should be properly drained to a safe and fitting location. If you get water in places that is a hazard to property or safety, it should be addressed immediately.

## Rebates

**When was my rebate submitted?**
A: We submit all rebates after the invoice has been paid in full and any required paperwork and tests have been completed.

## Duct Cleaning

**What sets your duct cleaning apart from others?**
A: We perform duct cleaning with a very powerful central vacuum and agitation system. The process can be explained in more detail by one of our team members.

## Maintenance Plan

**Why do I need a maintenance plan if I have warranties on my system?**
A: These systems have warranties and guarantees that are supported both by the manufacturer and the contractor. If a system does need a repair within the warranty period, the manufacturer may want to see a record of maintenance performed on the system. If the system does not have a record of maintenance the manufacturer may deny warranty. Miller's Heating and Air is happy to offer a labor warranty with all of our systems, but in return, we ask the homeowner to do their part and have the system maintained. Miller's offers the World Class Maintenance Plan as a way to lower the cost and obtain the best service possible!

## Miscellaneous

**Are any of your technicians vaccinated?** I need them to show proof.
A: Yes we do have some technicians that are vaccinated and those that are, would likely show proof if asked. The best way to ensure a vaccinated technician is to request it during initial booking of the appointment.