

How to use your new heat pump



What to expect from your heat pump

Cheaper bills and great for the environment

Heat-pump hot water systems are energy efficient and cheap to run. With a heat pump you can save hundreds of dollars on your energy bills each year.

They also produce the least greenhouse gases of all hot water systems.

How heat pumps work

Heat pumps work like refrigerators, only in reverse. They absorb heat from the surrounding air and transfer it to the water inside the heater.

What happens if the electricity goes off?

If your electricity goes off your heat pump will automatically reset when the power comes back on.

Safety features of your heat pump

Your heat pump has a tempering valve. The law in Victoria requires this. This valve sets the hot water to no more than 50°C to prevent burns. Your old unit may not have had a valve set to the legal limit. If so, you may notice a difference in the water temperature.

Heat pumps hum

You may notice that your heat pump will hum when on, much like a fridge or reverse cycle air conditioner. This is normal.



Always keep your heat pump turned on

Keep your heat pump turned on 24 hours, 7 days a week. This will ensure your water is hot enough to prevent any bacteria growing in the water of your heat pump.

What happens if you run out of hot water?

The heat pump we fitted should have enough hot water for your household. If you run out of hot water, it can take between 3 to 5 hours to reheat. This will depend on the outside air and the incoming water temperatures.

Be mindful that the following activities increase your chances of running out of hot water



People in your household have long and/or frequent showers



People in your household have regular baths

Your heat pump has a 'boost' or 'hybrid' function

Use the boost or hybrid setting to rapidly heat your water:

- in winter if you live in a frosty area,
- if you have more people staying in your house than normal, or
- if you run out of hot water.

Refer to your unit instructions on how to use the boost or hybrid function.



Using the boost or hybrid function may raise your energy bills. But even if you use this function, your heat pump will be cheaper than an electric resistance or gas storage water heater.



Find out more

If you have questions, or need translations, visit



homes.vic.gov.au/how-do-i-use-my-new-appliances

call **13 11 72** or email energyefficiencyprogram@homes.vic.gov.au