

FREQUENTLY ASKED QUESTIONS

Heat pumps run on electricity, so what happens if I have a power cut?

Most heat pumps should automatically restart when the power comes back on. If yours doesn't, contact us details below.

Does my heat pump have to stay the same temperature all of the time?

Heat pumps are 'set-and-forget' systems, because they run best at a consistent temperature. But you'll have full control, including the ability to change room temperatures and set schedules on your controller.

Why do my radiators run cooler than they used to?

Heat pumps are most efficient when running at a lower but constant temperature, so whilst your radiators will feel cooler and may take longer initially to heat up the room, they'll then be keeping your heating topped up 24/7.

If you have any questions or need any help at all, or to arrange an annual service our team is always here for you.

Call us on 0141 280 9979 or by email at info@global-eco.co.uk.

Global Eco Energy Solutions
5 Station Road
Stepps,
Glasgow, G33 6HB
www.global-eco.co.uk

A SEASON-BY-SEASON GUIDE TO OWNING A HEAT PUMP



WINTER

As outdoor temperatures drop, your heat pump will automatically adjust to maintain a comfortable temperature in your home.

To make changes indoors, simply use your thermostat and adjust it gradually. The system responds over time, so there's no need for large or frequent changes. Your heat pump is designed to run steadily and efficiently, rather than switching on and off like a traditional boiler.

Your installer will have already set the system up specifically for your home, so there is no need to adjust anything on the heat pump unit itself.

Defrost cycle

In colder weather, you may notice what looks like water vapour or "steam" coming from your heat pump. This is completely normal. It is part of an automatic defrost process that prevents ice build-up and keeps the system working efficiently. It only runs for a short time and should not affect the comfort of your home.



SPRING

As the weather starts to warm up, you may feel tempted to switch your heat pump on and off or make regular adjustments to the temperature.

However, heat pumps are designed to operate differently from traditional boilers.

Rather than heating your home in short bursts, your heat pump works continuously at lower temperatures to maintain a steady and comfortable environment throughout the day.

Your system will automatically respond to changes in outdoor temperature, adjusting its performance as conditions become milder. If you would like to make changes indoors, use your thermostat and adjust gradually by a degree or two at a time, allowing the system time to respond.

Although this style of heating can feel different at first, most homeowners quickly become used to the steady comfort and efficiency a heat pump provides.

SUMMER

In warmer weather, your heat pump will naturally be used less for heating. However, as you spend more time outdoors, you may notice the outdoor unit more often as you spend more time in your garden.

To keep your system operating efficiently, avoid placing objects against or on top of the unit. Garden furniture, plant pots and even drinks balanced on top can restrict airflow and reduce performance.

Keeping the area around your heat pump clear will help maintain efficient operation throughout the warmer months.

Going on Holiday

If you're going away on your holidays, don't turn your heat pump off. Heat pumps are designed to operate steadily and efficiently.

If you want to run it on minimum power because you're away for an extended period of time (say a few months), just contact us and we will be happy to advise.

Don't forget that summer is the best time to book your annual service so your heat pump is in top condition ready for the autumn and winter.

AUTUMN

As leaves begin to fall, it's a good idea to regularly check around your heat pump and keep the area clear of leaves, dirt and other debris. This helps maintain good airflow and allows the system to operate efficiently.

When cleaning around the unit, avoid placing hands or objects through the protective grille or vents, as this could cause damage to the system or result in injury.

It's also best to avoid drying clothes, towels or other items directly on radiators or near the heat pump unit, as this can affect the overall efficiency and performance of your heating system.

Cooler weather & home comfort

As the weather becomes colder, your heat pump will gradually work harder to maintain a steady and comfortable temperature throughout your home.

Unlike a traditional boiler, heat pumps are not designed to quickly produce short bursts of very high heat. Instead, they work more steadily and consistently, maintaining comfort over longer periods of time.

Rather than heating and cooling in cycles throughout the day, the system maintains a more stable and even temperature within your home.