

Your Home's Energy Systems: A Simple Care Guide



These systems keep your home warm, dry, and healthy. Here's what you need to know to use them well.

Heat Pumps & Ducted Systems

USE IT RIGHT

WINTER

- Set the mode to HEAT, not AUTO. AUTO can switch the unit to cooling if it thinks the room is warm enough
- 18°C is the recommended minimum for a healthy home. Every degree above that costs more to run
- Short bursts of cold air during winter are a normal defrost cycle. If it continues for more than 15 minutes, report it

SUMMER

- Set the mode to COOL, not AUTO
- 22–24°C is the efficient range. Setting it lower doesn't cool the room faster, it just costs more

YEAR ROUND

- Keep doors and windows closed while running
- Don't block the indoor or outdoor unit. Both need clear airflow to work properly
- Water dripping from the indoor unit during cooling is not normal. Report it promptly

KEEP IT WORKING

WALL-MOUNTED UNITS

Clean the filters every four to six weeks. Press in gently at each side of the front panel and lift it up. Slide the filters out, vacuum off loose dust, rinse under warm water, and let them dry completely before putting them back. Never refit a damp filter. If the unit is too high to reach safely, let your property manager know.

- A musty smell means internal build-up a filter clean won't fix. Let your property manager know
- Flashing lights or error codes aren't normal. Report them promptly

DUCTED SYSTEMS

The filter is in the return air grille, usually the larger rectangular grille in the hallway ceiling. One bolt holds it. Unscrew it and the grille hinges down. Slide the filter out and clean it the same way as the wall-mounted instructions to the left.

Bathroom Extractor Fans

USE IT RIGHT

- Switch the fan on when you start showering
- Leave it running for a minimum of 15 minutes after you finish. That's what clears moisture before it settles on surfaces

KEEP IT WORKING

- If the fan sounds strained, different, or weaker than it used to, report it

Kitchen Rangehood

USE IT RIGHT

- Turn it on before you start cooking, not halfway through
- Leave it running for 10–15 minutes after you finish. Heat and moisture keep releasing after the element is off

KEEP IT WORKING

- The mesh filter collects cooking oil and needs cleaning every couple of months. Use a dishwasher if you have one, otherwise soak in hot soapy water and rinse thoroughly
- If it isn't pulling air noticeably when you hold your hand above the cooktop, report it

Whole-House Ventilation

Applies if your home has an HRV, DVS, SmartVent, or Moisture Master system – you'll have ceiling vents in multiple rooms

USE IT RIGHT

- Leave the system running. It's designed to operate continuously
- If it blows cold air in winter, don't switch it off. These systems draw air from the roof cavity, which gets cold overnight. Most controllers have a winter setting that reduces this. Contact your property manager if it's an ongoing issue

KEEP IT WORKING

- Filters in these systems aren't tenant-accessible. Your property manager arranges replacement
- If airflow feels weaker than before, or condensation is building where it wasn't, report it
- Keep ceiling vents open and unobstructed

If something doesn't seem right, unusual smells, noises, reduced airflow, or error lights, don't ignore it. Let your property manager know early. Small issues are always cheaper to fix than big ones.