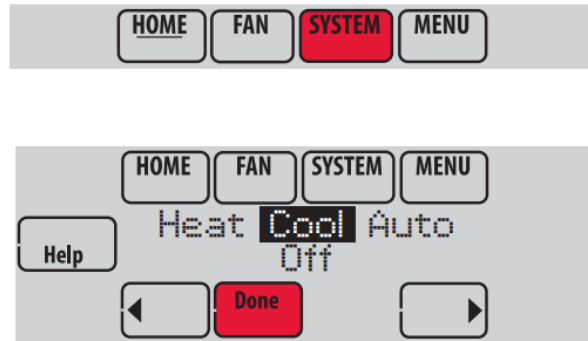
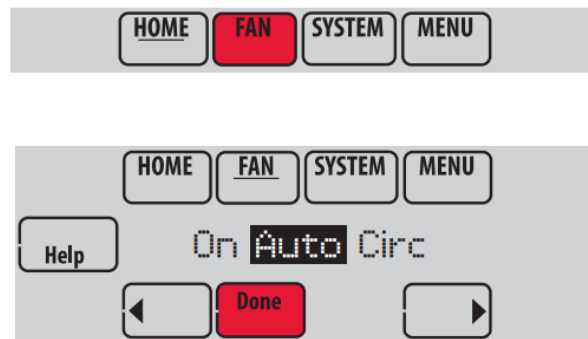


**About your heat pump:** To understand how to operate the heat pump's thermostat, we first need to learn how heat pump systems work. In the cooling mode, heat pumps work the same way as central AC systems. In the heating mode, the heat pump works like a reversible air conditioner, removing heat from the outside and bringing it into your home. Even when exterior temperatures are lower than inside temperatures, a heat pump can still remove enough heat from the outside air to heat your home. However, when outdoor temperatures get below freezing, or when the interior temperature drops too low, your heat pump relies on an auxiliary or emergency backup heating element, which consumes much larger amounts of electricity than the heat pump.



**System Mode:** The system mode is selected by tapping the “System” button on the top of the screen. Keep the system mode set to either “Heat” or “Cool.” Do not select “EM Heat,” this will prevent the heat pump from operating, causing the system to instead rely on costly auxiliary heating elements. Do not select “Auto,” as this may cause your system to change unnecessarily between heating and cooling, increasing your heating and cooling energy use.



**Fan Mode:** The fan mode is selected by tapping the “Fan” button on the top of the screen. Keep the fan mode set to “Auto.” Leaving the fan mode set to “On” or “Circ” will cause the fan to run continuously, wasting energy.

**EM Heat:** Avoid using auxiliary/emergency heat. Auxiliary/emergency heat may be activated when the thermostat temperature is raised many degrees at once. To avoid this, don’t set your thermostat back more than a few degrees at a time, unless you’ll be away for at least a couple days. If you do set back your thermostat, try to increase it only a degree or two at a time when you return. You can check that the auxiliary/emergency heat is off by making sure you do not see the words “System: EM Heat” in the top-middle of the screen.