HEAT PUMP PROS — GUIDE

A practical heat pump maintenance record

Keep the manual, service access and fault history in one place.

Updated November 10, 2026

Start with the operating and maintenance instructions for your exact system. Ask the installer to walk through them at handover. Use the checklist below to prepare questions. It is not a model-specific service procedure.

Build the equipment record

Keep the indoor and outdoor model numbers, serial numbers, installation date, warranty documents and commissioning record together. Add the installing contractor's contact details and the service contact if these differ.

Photograph the controls and any owner-accessible filter locations after the installer explains them. Ask which tasks the owner can do safely. Record the manual's schedule rather than adopting an interval from a general article.

Ask for a clear routine

Ask how to inspect and clean the filters, keep air paths clear and check the visible drain outlet. Have the installer explain normal defrost behaviour for your model. Ask what to do if the unit makes an unfamiliar sound or displays a fault code.

Keep outdoor service access clear as the manual directs. Do not open electrical compartments, loosen refrigerant connections or force ice off a coil. Request qualified service for work beyond the owner's instructions.

Keep a useful fault log

Record the date, weather, thermostat setting, affected rooms and exact fault message. Note whether the issue occurs during heating, cooling or a change in operation. This gives the service contractor better information than a general report that the system does not work.

Ask the technician to record findings, work completed and any follow-up needed. Keep that report beside the original commissioning results.

Plan for support

Ask who handles warranty claims and what records they need. Confirm the current service area and whether emergency service is offered. A directory field can be empty or out of date. Call the business to confirm availability before relying on it.

The Government of Canada heat pump resource page links to NRCan operating and

maintenance material. Follow those official links and your manufacturer manual for the technical procedure.

Sources

All pages below were fetched and checked on 2026-11-10. The check date is not a promise that intake remains open.

- Government of Canada, Electric heat pumps and NRCan resources. Checked 2026-11-10.

Frequently asked questions

Which maintenance schedule should I follow?

Use the instructions for your exact model. Ask the installer to show safe owner tasks and record the service contact.