

# **Service Bulletin for Tenants - Heat Pump HVAC Systems**

## **Proper Thermostat Use During Hot and Humid Summer Months**

**\*\*Location:\*\*** Eastern North Carolina

Dear Tenant,

As we enter the peak of summer, we want to ensure your comfort while also protecting the performance of your home's heating and cooling system.

**\*\*Climate Notice:\*\***

Your home is located in eastern North Carolina, which experiences extremely hot and humid conditions during the summer months. It is common for temperatures to reach 95°F or higher, along with very high humidity levels.

**\*\*Thermostat Best Practices\*\***

- Set your thermostat no lower than 20°F below the outdoor temperature.
  - For example:
    - If the outside temperature is 95°F, your thermostat should be set to 75°F or higher.
    - Setting it to 72°F or lower in this condition can cause excessive strain, leading to inefficient cooling, frozen coils, and potential HVAC failure.

**\*\*Why This Matters\*\***

- Heat pumps are most efficient within a moderate temperature range. Overcooling during extreme heat can cause the system to run non-stop, increasing energy bills and wear.
- Repair delays are common during peak seasons due to high demand on HVAC

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technicians. Preventive care helps avoid service disruptions.

#### **\*\*Help Us Help You\*\***

Following these guidelines will:

- Maintain indoor comfort.
- Reduce the risk of emergency HVAC repairs.
- Keep utility bills more manageable.

If you notice reduced airflow, ice on the outdoor unit, or a thermostat that won't reach set temperatures, please contact us immediately.

Sincerely,

Management Team