



360-683-3901 | comfort@airfloheating.com
221 W. Cedar St, Sequim, WA 98382

CONGRATULATIONS!

Thank you for choosing Air Flo Heating as your comfort system supplier. We are committed to providing the best heating, cooling, & indoor air quality service in the industry. Your new Trane/Mitsubishi Heat Pump System is unmatched in performance and reliability, and with a little routine maintenance, it will provide years of efficient service.

PLEASE TAKE A MOMENT TO READ ABOUT YOUR NEW EQUIPMENT:

THE HEAT PUMP SYSTEM

Your heat pump system consists of two sections: the indoor unit (air handler) and the outdoor unit (heat pump). The heat pump looks much like a conventional cooling unit. However, it provides both heating and cooling. During the heating mode, heat is extracted from the outside air, concentrated, and moved to the air handler to heat your home. The reverse occurs for cooling—heat and excess humidity are removed from the indoor air and transferred outdoors. The air handler incorporates the air distribution fan, air filter, and an auxiliary electrical heat section (Trane only). The heat pump contains the compressor and related components.

AIR FILTERS

Keeping air filters changed or clean is the most important maintenance requirement for your heat pump system. Clean air filters ensure maximum system efficiency and minimal service problems. Dirty air filters compromise equipment, economy, and comfort. We recommend checking the condition of your air filter every month. Your programmable thermostat may have a “Change Filter” reminder that will appear on the display after 720 hours of fan operation. After checking and cleaning the filter, reset the filter reminder (Trane only).

ELECTRONIC AIR CLEANERS

If your comfort system incorporates an electronic air cleaner, change or clean the pre-filter as previously described. Clean the collection cells as instructed by the Air Flo Heating technician and explained in the air cleaner instruction literature (Trane only).

DEFROST CYCLE

In the heating mode, water will be present around the base of the heat pump. This is normal, as moisture has been condensed as a result of extracting heat from the outdoor air. When the outside temperature is below 45 degrees, this condensed moisture will collect as frost in the heat pump. The heat pump will defrost when necessary. During this cycle you will hear the unit “humming,” the outdoor fan will stop, steam will rise from the top, and the cycle will finish with a puff of steam when the fan starts back up. This is all normal. The duration of this cycle may be as long as 10 minutes.

PROGRAMMABLE THERMOSTAT

All modes of operation are controlled from the thermostat. The Air Flo Heating technician will fully instruct you on operation and programming. In addition, your thermostat owner’s manual contains complete instructions. If you lose or misplace your instructions, replacement manuals are available at our office and at www.trane.com. When setting up your new thermostat, it is best to set one consistent temperature. It is not recommended to set your thermostat back. Large setbacks, over three degrees, can use more electricity and prevent the system from reaching the desired temperature.



*Scan to Save Air Flo Heating
Right to Your Contacts*

On behalf of the entire team at Air Flo Heating, we would like to thank you for the opportunity to work with you on your home. If you have questions or require assistance, please call or stop by.

NEW SYSTEM QUICK FAQ

How do I reset my heat pump, furnace or mini split system?

For Heat Pump / Air Handler Systems:

- i. Go to the main breaker panel.
- ii. Turn off the air handler & heat pump (air handler may be labeled furnace)
- iii. Wait 15 minutes
- iv. Turn the heat pump breaker on FIRST
- v. Wait 5-10 minutes
- vi. Turn on the air handler breaker
- vii. Go to the thermostat and recalibrate the screen (the screen will have step by step instructions).

Furnace Only Systems:

- i. Go to the main breaker panel.
- ii. Turn off furnace (may be labeled air handler) breaker
- iii. Wait 10-15 minutes
- iv. Turn the breaker back on
- v. Newer thermostats will need to be recalibrated as stated above.

Ductless Mini Split Systems:

- i. Go to the main breaker panel
- ii. Turn off the heat pump breaker
- iii. Wait 10-15 minutes
- iv. Turn breaker back on.
- v. Make sure you point the remote directly at the indoor unit & press firmly on the button(s) and hear a BEEP.

How often should filters be changed or cleaned?

- Standard filters: Replace every 3 months (more often if you have pets or allergies)
- Mini split or washable filters: Remove & rinse with warm water every 2-3 months (more often if you have pets or allergies). Let them fully dry before placing back into the system. ONLY USE WATER, NO SOAPS OR OTHER CHEMICALS.

Why is annual maintenance important?

- Keeps your system running efficiently and helps prevent costly repairs.
- Helps maintain the manufacturer & extended labor warranty coverage.
- Ensures safe & reliable comfort all year long.

Should my heat pump have ice on it?

- Small amounts of frost in cold temperatures or a small amount of ice on the top of the unit, especially after snow or freezing rain, is normal. It is also possible in below-freezing temperatures for the ground around the heat pump to freeze.
- If ice forms outside the heat pump, it is most likely caused by a defective sensor or defrost control board. To prevent damage, it is important to put the system into Emergency Heat mode (which will turn off the heat pump) or turn it off altogether. This is also necessary so the heat pump can thaw and allow us to work on it. Please give us a call if ice is forming on the heat pump.

We're always here to support you. Call us at (360) 683-3901 or visit airfloheating.com for more tips and resources.



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FINAL STEPS FOR YOUR NEW HVAC INSTALLATION

Schedule Your Quality Assurance Review.

Your Comfort Specialist would love to walk you through your new HVAC system!

This quick appointment is a great way to:

- Learn how to use your new system efficiently
- Understand its features & settings
- Get answers to any questions you may have

Final Mechanical Inspection

Your final inspection with your city/county inspectors needs to be scheduled. Due to the nature of these inspections the permitting departments do not allow homeowners to pick a specific time of arrival, only a week day (Monday through Friday). Since specific times cannot be requested, please choose a weekday when someone can be at home until the inspectors arrive. This helps ensure everything is signed off promptly & your installation is officially complete!

Manufactured homes

L&I will contact the homeowner themselves to schedule the Electrical & Mechanical Inspections for your new installation. We will not schedule this for you. Please be aware of phone calls - the caller ID will most likely show as Labor & Industry or L&I.

Helpful Resources:

Warranty Info: Your new system includes a comprehensive warranty. The warranty will be emailed & brought along with your comfort specialist during your walk through appointment for your records.

Maintenance Plans: Keep your system running smoothly year-round. Explore more about our maintenance plans at airfloheating.com/maintenance-plans

Referral Program: Love your new comfort system? Refer friends, family & neighbors to Air Flo & get \$100. when they purchase their new system! Learn more at airfloheating.com/referral

Warranty Transfer Info: Selling your home? You can transfer your systems warranty to the new homeowner. (Mitsubishi systems stay with the home - no need to transfer) Call us today & we will be happy to assist with the transfer!

Please visit airfloheating.com to learn more about each resource or give us a call! We're more than happy to assist!

Please call 360-683-3901 or email installs@airfloheating.com when you are ready to schedule your walkthrough & final inspection.

SELLING YOUR HOME?

DON'T FORGET TO TRANSFER YOUR TRANE WARRANTY!

Make sure your HVAC system's warranty moves with your home It's a valuable benefit for your buyer and a great selling point!

From the date of closing the new owner now has 90 days to transfer ownership into their name. If it is not done within 90 days of closing, the warranty drops from a 1-year labor, 10-year parts, to a 1-year labor 5-year parts, and 5-year compressor warranty (from the date of install, not the date of closing). Example: If the equipment is 6 years old and the warranty isn't transferred, the remaining coverage may have already expired; leaving no warranty coverage for the new owner.

Call Trane Product Registration to Transfer at 1.855.260.2975

(Follow the prompts: Option 1 > 2 > 2)

THE NEW HOMEOWNER NEEDS THE FOLLOWING TO TRANSFER THE WARRANTY:

PROOF OF OWNERSHIP

Trane usually asks for a copy of the first page, and the signature page of the closing documents to verify transfer of ownership and the date of sale.

A COPY OF THE ORIGINAL WARRANTY

Or serial numbers for all serialized equipment.

\$99 TRANSFER FEE

If either yourself or the new homeowner, have any questions, please don't hesitate to call or stop by the office. We're here to help.

****Mitsubishi Warranty Does Not Need to be Transferred.**

Warranty goes by address, not homeowner**

DON'T FORGET TO TRANSFER YOUR EXTENDED LABOR WARRANTY!

Make sure your HVAC system's extended labor warranty moves with your home It's a valuable benefit for your buyer and a great selling point!

With a warranty plan from JB Warranties, you pay for protection in advance of unforeseen repair needs. This coverage is not just for one repair or even a limited number of repairs, unlike many so-called "home warranties companies" offer. With JB Warranties, you are covered for the life of the warranty plan agreement. We also cover all brands and manufacturers! The only pre-qualification for this program is that you must have an HVAC or plumbing system with an install date of 2 years or newer to place a warranty on your system. It's a premium protection plan that protects you against repairs for the life of the warranty.

THE NEW HOMEOWNER NEEDS THE FOLLOWING TO TRANSFER THE WARRANTY:

To transfer a JB warranty, we ask that you email support@jbwarranties.com with the Agreement number and the new homeowner's information (first/last name, phone number & email address).

Need assistance? Want to renew or purchase an extended labor warranty? Call: 360-683-3901 We are happy to assist!

Happy with our services? Please leave Air Flo
Heating a **Google** Review ★★★★★

✓ Help Fellow customers find our services

✓ Share your feedback with our team

✓ Support a local, family owned business



To get started, scan this QR code
with your phone or search "Air
Flo Heating" at [google.com](https://www.google.com)

REFERRAL PROGRAM

\$100 FOR YOU. \$100 FOR A FRIEND. EVERYONE WINS.

Love your new HVAC system? Know Someone who could
use expert heating & cooling help?

Refer a friend or family member to **Air Flo Heating**,
and when they purchase a new system:

They'll get \$100 OFF their install
You'll receive \$100 as our thank you!

HOW IT WORKS:

1. Tell your friend or family member about Air Flo Heating.
2. They mention your name when scheduling their appointment.
3. If they purchase a system, we:
 - a. Apply a \$100 discount to their new installation, and
 - b. We will deliver \$100 directly to you.

No limits – refer as many people as you'd like!

Applies to full system installations only

VALUE | SERVICE | RELIABILITY | QUALITY

*"AIR FLO out of Sequim WA was wonderful! In addition to doing a great job,
the techs gave us some key tips on how to get the most out of our equipment."*

Suzanne S. - Port Townsend - 2025

