

## Frequently Asked Questions

### What does a “Heat Pump Heating Locked Out” alarm mean in an air source heat pump?

#### Air Source Heat Pump Heating Lockout

An air source heat pump’s (ASHP) heat pump heating may be locked out for any of the following reasons:

1. Defrost was initiated 3 times in one hour (see “When Does an Air Source Heat Pump Go into Defrost?” FAQ document for more information.).
2. The supply air temperature is 5°F below setpoint for more than 10 minutes and the secondary heat source is available as backup only.
3. The outside air temperature is below the heat pump ambient lockout set point (10°F).

When the ASHP heating is locked out, an informational alarm will be generated, and the refrigeration circuit will not be allowed to run in heating mode.

#### Resolving an Air Source Heat Pump Heating Lockout

One of the following conditions must occur to re-allow heat pump heating after it has been locked out:

1. The outside air temperature increases by 5°F.
2. The outside air humidity decreases by 20%RH, if a humidity sensor is installed.
3. The unit’s heat pump heating has been locked out for more than 2 hours when a humidity sensor is not installed and not locked out on a low ambient condition.