



Dear TOSOT Partners:

Your TOSOT Heat Pump contains temperature compensation logic that is activated when the unit is in the heating mode. This logic is intended to ensure that the customer requested set temperature is reached at the floor level.

#### **Why is this needed?**

The design of a standard ductless heat pump requires installation high on the wall, near the ceiling. The indoor unit senses room temperature at this location, from a sensor located inside the cabinet. Due to a phenomenon known as *stratification*, the air near the ceiling will tend to be a few degrees warmer than the air near the floor.

#### **What does the logic do?**

The compensation logic, by default, will cause the unit to continue heating from 2°C-3°C beyond the set point to ensure the entire space is up to temperature.

#### **Can the compensation logic be adjusted or turned off?**

Yes! Please follow the below instructions:

-Power down the indoor unit

-Power up the indoor unit

(the following steps must be done within 30 seconds of powering the unit up)

-Place the unit into the heating mode

-Set the temperature to the value in the following chart under the "Set Temperature" column.

Desired Compensation	Set Temperature	Display Value
3°C	17°C	3
2°C	18°C	2
1°C	19°C	1
No Compensation	20°C	0

-Within 5 seconds, press the temperature up (+) and temperature down (-) buttons in the following sequence: (+, -, +, -, +, -) OR (up, down, up, down, up, down)

-Indoor unit display should reflect the value indicated in the "Display Value" column of the above chart.

Once this process is completed, the unit will retain this heating compensation setting unless changed by the customer.

If you have any additional questions, please contact your local TOSOT representative.

Sincerely,

Your TOSOT America Support Team