

Aux Heat *vs.* Emergency Heat

Both use your home's backup heat. The difference is when they turn on, and what happens to your heat pump.

Aux Heat

✓ NORMAL

ON YOUR THERMOSTAT

68° AUX HEAT

Sometimes shown as just AUX



Turns on automatically

Your thermostat triggers it when the house needs extra heat.



Runs alongside the heat pump

Backup heat gives the heat pump a boost. It doesn't replace it.



Normal in cold weather

It also kicks on during defrost cycles.



Costs less to run

The heat pump is still doing most of the work.

Emergency Heat

⚠ LAST RESORT

ON YOUR THERMOSTAT

68° EM HEAT

Only appears when you select it



You turn it on yourself

It's a manual setting. It never switches on by itself.



Shuts off the heat pump

The heat pump stops completely. Only backup heat runs.



Only for breakdowns

Use it if the heat pump fails or is seriously damaged.



Costs more to run

Backup heat is doing 100% of the work.

What's actually running?

AUX HEAT



Heat pump

ON

+



Backup heat

ON

EMERGENCY HEAT



Heat pump

OFF

+



Backup heat

ON



Seeing **AUX HEAT** is normal. Switching to **EM HEAT** should be a last resort.