



REPAIR SERVICES

Your Guide to Heat Pump Repairs

When something goes wrong, GreenPump Care is here to diagnose, fix, and protect your system.

★★★★★ 5.0 | "Best cleaning service in Halifax" -- Google Review

● BBB A-RATED ● LICENSED #4615849 ● ECO-FRIENDLY PRODUCTS ● 100% SATISFACTION

AT A GLANCE

Professional repair service you can trust

DIAGNOSTIC VISIT

\$99

Flat-rate diagnostic fee applied toward repair cost

REPAIR LABOUR

\$125/hr

Transparent hourly rate no hidden fees

CARE PLAN SAVINGS

Up to 20% Off

All repairs discounted for Care Plan members

IN THIS GUIDE

- 1 Common Heat Pump Problems**
Know what to look for and when to call a professional.
- 2 Our Diagnostic & Repair Process**
What to expect from the moment you call to the completed repair.
- 3 When to Repair vs. Replace**
Guidance on making the right decision for your system.

SECTION 1

Common Heat Pump Problems

Heat pumps are reliable systems, but they do encounter issues over time -- especially in Nova Scotia's demanding climate. Here are the most common problems we diagnose and repair, and what causes them.

1 System Not Heating or Cooling

The most common complaint. Causes range from simple (dirty filters, thermostat settings) to complex (refrigerant leaks, failed compressor valves, defective reversing valve). Our diagnostic identifies the root cause before any repair work begins.

Symptoms: unit runs but doesn't change room temperature, uneven heating/cooling between rooms

2 Strange Noises

Grinding, rattling, buzzing, or squealing sounds often indicate mechanical issues. Loose fan blades, worn bearings, debris in the outdoor unit, or a failing compressor motor can all produce unusual sounds. Don't ignore them -- early diagnosis prevents bigger failures.

Symptoms: new or worsening sounds during operation, vibration from indoor or outdoor unit

3 Water Leaks from Indoor Unit

Water dripping from your indoor unit usually means a clogged condensate drain line. Algae and debris block the drain, causing water to back up and overflow. Left untreated, this can cause wall damage and mold growth. We clear the drain and treat it to prevent recurrence.

Symptoms: dripping water, staining on wall below unit, musty odors

4 Ice Buildup on Outdoor Unit

Some frost during defrost cycles is normal. But thick ice that doesn't clear indicates a problem -- low refrigerant, a failed defrost board, blocked airflow, or a faulty reversing valve. Operating with ice buildup strains the compressor and can cause permanent damage.

Symptoms: thick ice on outdoor coils, system running constantly, reduced heating output

5 System Short-Cycling

When your heat pump turns on and off frequently without completing a cycle, it wastes energy and wears components prematurely. Causes include oversized equipment, refrigerant issues, dirty coils, or faulty thermostats.

Symptoms: frequent on/off cycling, inconsistent temperatures, higher energy bills

6 Error Codes on Display

Most modern heat pumps display error codes when they detect a problem. These codes point to specific faults -- sensor failures, communication errors, compressor protection trips, and more. Our technicians can read and diagnose all major brands.

Symptoms: blinking lights, error codes on remote or unit display, system locked out

SECTION 2

Our Diagnostic & Repair Process

When you call GreenPump Care for a repair, here's exactly what happens. We believe in transparency -- you'll know the diagnosis, the options, and the cost before we start any work.

1

You Call or Text Us

Reach us at (782) 830-5900, text (902) 710-7424, or book online at greenpumpcare.ca. Describe the issue and we'll schedule a diagnostic visit -- often same-day or next-day for Care Plan members.

2

On-Site Diagnostic -- \$99

Our licensed technician arrives and performs a comprehensive diagnostic of your system. We check electrical connections, refrigerant levels, airflow, controls, and all mechanical components to pinpoint the exact problem.

3

Clear Diagnosis & Quote

Before any repair begins, we explain exactly what's wrong and provide a clear quote for the fix. No surprises. The \$99 diagnostic fee is applied toward the repair cost if you proceed.

4

Professional Repair

Our technician completes the repair using quality parts. Labour is billed at \$125/hr with no hidden fees. Care Plan members receive their tier discount (10%, 15%, or 20%) on all repair costs.

5

Testing & Documentation

After the repair, we thoroughly test your system to confirm everything is working properly. You receive a written report with the diagnosis, what was repaired, parts used, and any recommendations for preventing future issues.

6

Follow-Up Support

If the same issue returns within our warranty period, we'll address it at no additional cost. We also provide recommendations for ongoing maintenance to help prevent future problems.

What We Repair

- ✔ Ductless mini-splits (all brands)
- ✔ Ducted heat pump systems
- ✔ HRV/ERV ventilation units
- ✔ Thermostats & controls
- ✔ Condensate drain issues
- ✔ Electrical & wiring faults

SECTION 3

When to Repair vs. Replace

Not every repair makes sense. Sometimes replacing an aging system is the smarter long-term investment. Here's how to think about the decision.

Consider Repairing

- ✓ System is less than 10 years old
- ✓ First major repair on this system
- ✓ Repair cost is under 50% of replacement cost
- ✓ System still heats/cools effectively between issues
- ✓ Original installation was done properly (correct sizing)
- ✓ Regular maintenance has been performed

Consider Replacing

- System is over 12-15 years old
- Multiple repairs in the past year
- Repair cost exceeds 50% of replacement cost
- Energy bills are rising despite maintenance
- System uses older R-22 refrigerant (being phased out)
- Frequent breakdowns causing comfort issues

Need a New Heat Pump?

If your system needs replacing, call us and we'll help you explore your options. We'll connect you with trusted installation professionals for a free estimate.

Tips to Prevent Future Repairs

- 1 Schedule regular maintenance**
Professional deep cleaning 1-2 times per year catches small issues before they become big repairs.
- 2 Clean filters regularly**
Rinse ductless filters monthly. Replace ducted filters every 1-3 months.
- 3 Keep the outdoor unit clear**
Maintain at least 2 feet of clearance around the condenser. Remove leaves and debris.
- 4 Don't ignore warning signs**
Unusual sounds, reduced performance, or error codes mean it's time to call a professional.
- 5 Consider a Care Plan**
Regular maintenance + service discounts + priority booking = fewer emergencies and lower costs.

Need a Repair? We're Here to Help

Same-day diagnostic available -- call, text, or book online

(782) 830-5900 | greenpumpcare.ca