



A heat pump uses the same process as a refrigerator uses to chill food or an air conditioner to cool your home but in reverse. Units are either constant speed types which cycle on and off or the more modern inverter type with a variable speed electric motor which speeds up or slows down to maintain temperature indoors. There are several types of heat pump but the most commonly associated with domestic noise problems is the split unit and the problems usually arise from the exterior unit. A split system has an exterior compressor unit connected to an interior ceiling or wall mounted unit with pipes carrying refrigerant to the indoor unit.

Noise Problems

Most noise problems occur between mid-evening and sunrise when ambient sound levels in the neighbourhood are lower. Tonal type sounds are common from rotating parts in units such as fans and motors and can greatly increase if there is no preventative maintenance to replace worn bearings or limited-life parts before they fail. Loose screws in a metal casing are a common source of buzzing or rattling noises. In urban neighbourhoods there is usually insufficient space between residences for exterior heat pump units to be installed without causing noise problems for the occupants or the neighbours. Noise is directly propagated to a neighbour's house wall or indirectly from reflection off the wall of the house being heated, or a combination of both. Higher frequency sounds are readily diluted by structure, but lower frequency sounds penetrate structure unless reduced at the source.

Heat Pump Location

The main reason for noise complaints is the inappropriate location of heat pumps close to, and facing, neighbouring bedrooms and living areas. Before installing a heat pump you should consider the effects noise from the unit may have on yourself and your neighbours.

Heat pumps should be located as far away from your own and your neighbours' bedrooms as possible, and never with the fan facing directly towards the windows of a neighbouring residence, particularly habitable rooms and outdoor living areas. The unit should face the boundary of the property furthest away from the adjoining residences.

Noise Reduction

If locating the unit away from the vicinity of neighbours' rooms is impractical, some degree of noise reduction will usually be necessary. These are some methods that will reduce noise from the external heat pump unit.

Isolation Mounts

These are one-piece moulded neoprene, often with non-skid ribs on the bottom load surfaces. Isolators are designed for up to about 4mm deflection and are available in a range of sizes, and load capacities. Mounts can be fixed with masonry anchors to concrete pads under heat pumps.

Isolation Pads

Isolation Pads are single-ribbed or double-ribbed high quality elastomer, used singularly or in multiple layers, separated with steel shims. Pads are available with rated deflections from 1- 5 mm. Pads are available in sheets and may be easily cut or drilled to meet mounting conditions. Pads are generally inferior to mounts because of restraint fixings which transmit vibration.

Barriers to Sound Propagation

Fences or barriers can be effective in interrupting the propagation of sound towards a neighbour. Beware of reflected sound of building walls and eaves. 20mm thick timber or materials with an equivalent surface density will be effective as barriers as long as there are no gaps. Barriers rely on mass and blocking line-of sight between the source and receiver of sound. Barriers are best when combined with absorptive materials to reduce reflections and absorb sound.

Heat Pumps and Noise Reduction (cont)

Sound Absorption

Sound absorption relies on flow resistivity in materials at a microscopic level and lack of reflection from materials' surface area. However few absorbent materials are weather/sunlight resistant and most therefore require protection from direct sunlight and rain. Suitable commercial products include fibreglass batts/sheets, and polyethylene foams. Polystyrene foam is useless.

Enclosures

Enclosures for heat pumps could be partial enclosures or full enclosures. It is critical that adequate airflow around the unit be maintained. Enclosures should incorporate the following key design features to maximise sound reduction.

- locate unit to minimise reflections and maximise separation from noise-sensitive buildings
- maintain air gaps and circulation space around the unit
- mount the heat pump chassis on neoprene isolation mounts (best) or isolation pads
- enclosure casing should act as a barrier - the higher the mass the better
- the enclosure interior should incorporate some absorptive material which is protected from weather damage
- ensure heat pump casing screws are not loose (rattling)
- allow access for servicing

Preventive Maintenance

In addition to annual preventive maintenance recommended for most heat pumps to maintain efficiency, owners should expect to replace bearings and seals every five years. Tonal type sounds, or sounds with a narrow frequency range, are common from rotating parts in units, such as fans and motors. These noises can greatly increase if you do not maintain your heat pump regularly to replace worn bearings or limited life parts before they fail. Loose screws in a metal casing are a common source of buzzing or rattling noises.

When you have your pump installed, ask the installer to provide you with an appropriate maintenance schedule. If fans or other electrical/mechanical parts become noisy, they should be serviced or replaced.

Legal Requirements

Section 16 of the Resource Management Act 1991 makes every occupier of land responsible to adopt the best practicable option of limiting noise emissions from their property to a reasonable level. In the event of a nuisance there is no decibel limit set and the obligation applies regardless of whether the Council noise limits are complied with, so tonality and other special characteristics of heat pump sounds must also be controlled. If the noise problem is ongoing, refer to the noise limits in Marlborough's resource management plans.

Noise problems between neighbours are solved by spending money on simple noise control engineering solutions - not by spending money on lawyers trying to avoid responsibilities.

Disclaimer

These guidelines are intended as suggestions to help minimise noise nuisance from the installation of heat pumps. Adherence to these suggestions should not be interpreted as discharging any party from its responsibilities in relation to the creation of a noise nuisance or as a method by which responsibility can be transferred to Marlborough District Council.

Further Information

For further advice or information regarding any of these issues, please contact the Marlborough District Council on 520 7400



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