

Frequently Asked Questions

1. Is a gas tankless water heater or an electric tankless water heater better?

An electric tankless water heater generally cannot deliver hot water fast enough to replace a conventional gas water heater if groundwater is too cold. Even in areas with warmer groundwater, most homeowners would need to upgrade their electrical service to supply the necessary amperage for a whole-house electric tankless water heater.

2. What size will I need?

The ideal size of your tankless water heater will depend on the number and type of plumbing fixtures and appliances you have, and the groundwater temperatures in your area. It will also depend on how many people are in the household and how they use the hot water.

3. How is temperature controlled?

A Rinnai tankless water heater comes with a temperature controller that you use to adjust the water temperature (within a safe range, typically from 98° F to 140° F). The controller also displays diagnostic and maintenance codes to help you monitor system performance.

4. Can I use my existing gas tank venting?

No. You will need to use the approved venting specified by the manufacturer of the tankless water heater. Rinnai offers concentric venting, which only requires a single wall penetration for both the intake and exhaust and has a zero clearance to combustibles as well as PVC venting for condensing models.

5. What maintenance is required?

Typically, there are two types of simple, periodic maintenance that you or your service technician should consider to keep your tankless water heater running optimally: Checking the in-line screen filter for debris; and flushing the tankless water heater to keep it free of scale and lime.

6. Can I install it myself?

Installation should be performed by a licensed contractor who is trained to handle the plumbing, gas, electrical and venting aspects of a tankless water heater, and is aware of all local and national codes. Having a non-licensed professional perform the installation could affect the product warranty should there be operational or performance issues which are caused by improper installation.

See What Our Customers Think

"I have never been as happy and especially as happy with the service as I have been with Rinnai and G&B "

Chuck – Moravian Falls, NC

"I love this water heater, and am so glad you leaned me toward this instead of a storage tank. Thanks very much! Also, your installer was a great guy and worked very hard..."

Susan – Wilkesboro, NC

"Professional & Courteous."

Emily – Boone, NC

Advance	336.998.9748
Boone (App Energy)	828.262.3637
Elkin	336.835.3607
Millers Creek	336.973.2411
Mills River	828.891.7371
Pilot Mtn.	336.368.3678
Sparta	336.372.4443
Statesville	704.873.4747
Weaverville	828.645.1007



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An endless supply of hot water, whenever you need it—even for multiple tasks at the same time. Tankless Water Heaters revolutionize comfort, energy efficiency and convenience. They produce more hot water, at a more consistent temperature, using less energy than typical tank-style water heaters. Rinnai tankless water heaters are designed to run only when you need hot water and remain on for as long as you need it. They save money, conserve energy, save space and typically last twice as long as a tank water heater.

G&B Energy's service department has over 10 years experience installing reliable Rinnai tankless water heaters. Buy today, save money, conserve energy and get a 12 year heat exchanger warranty and a 5 year parts and labor warranty! Hurry in because this offer expires August 31, 2015.

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1. Save Money - Because tankless water heaters provide hot water only when it's needed, they can save you up to 40%* on your energy bill. They feature Energy Factors of 0.82 up to 0.96, while tanks are typically 0.60.

* As based on the average cost to run an electric tank water heater per the DOE Average Energy Costs (<http://www.doe.gov>).

2. NO MORE COLD SHOWERS! - Tankless hot water heaters do not store a large volume of hot water that can be depleted, but rather heat the water as it's being used, giving you endless comfort in the form of continuous hot water at a consistent temperature. You can even use hot water for multiple tasks—such as showering, washing dishes or doing laundry—at the same time without worrying about running out.

3. Save Space - Traditional tank water heaters can take up to 16 square feet of valuable floor space. Tankless water heaters, however, are a fraction of the size and can be installed on virtually any wall, indoors or outdoors.

Rinnai®

TANKLESS WATER HEATERS

4. Longevity - Tankless water heaters have a typical life expectancy of up to 20 years—twice as long as a tank-style unit.

5. Green - Many tankless gas water heaters have earned ENERGY STAR® approval by meeting the strict energy efficiency guidelines set by the U.S. Environmental Protection Agency and the Department of Energy.

REBATES - SAVE UP TO \$700

G&B Rebate*	\$200 to \$400
Rinnai Rebate	\$50 to \$100
NC Propane Gas Rebate	\$200

Rebates are subject to change at any time without notice. The Rinnai rebate is a mail in manufacturer rebate mailed by the consumer. Rinnai Value series qualifies for a \$50 rebate from Rinnai. The Luxury series and Condensing series qualify for a \$100 rebate from Rinnai. The G&B Energy rebate is an instant rebate that requires a signed copy of the rebate agreement prior to installation. G&B Rebate is for full time residents only. Rinnai value series models qualify for a \$200 rebate from G&B and the Luxury and Condensing models qualify for a \$400 rebate. All rebates could be discontinued at anytime without notice. Other restrictions may apply.