

FAQ - Adapt™ Premium Condensing Gas Tankless Water Heater

<p>How do I know which size tankless to choose for my home?</p>	<p>First, calculate the total flow rate (GPM) by adding up the flow rates of all fixtures and appliances that may use hot water simultaneously (e.g., shower: 2.5 GPM, dishwasher: 1.5 GPM). Then, determine the temperature rise by subtracting the incoming water temperature from your desired hot water temperature (e.g., 120°F - 40°F = 80°F). Choose a model capable of handling the total flow rate at the required temperature rise, using the flow rate vs. temperature rise sizing chart on the Adapt™ tankless water heater spec sheet.</p>
<p>Why choose the Adapt™ tankless with X3™ scale prevention technology?</p>	<ul style="list-style-type: none"> - Reduces operating expenses: No annual descaling fees, saving approximately \$150 per year in maintenance costs. - Reliable long-term performance: Backed by a 15-year heat exchanger warranty, 5-year parts warranty, and 1-year labor coverage. - Simplifies installation: Field fuel convertible to adapt to available fuel types. Uses 2" ULC S636 venting for efficient and standardized venting systems.
<p>What comes in the box?</p>	<ul style="list-style-type: none"> - Heater - Installation manual - Use & case guide - X3™ Cartridge (X3™ models only) - Pressure relief valve (X3™ models only) - Mounting bracket - Four 1/4" x 3" lag bolts - Screws for vent ports - X3™ cartridge screws (X3™ models only) - Cascading cable - Fuel conversion kit (NG to LP) - Two 2" vent screens
<p>What accessories are available for purchase?</p>	<p>Available accessories include: X3™ cartridge, Wi-Fi module kit, remote temperature controller, communication cables, crossover valve kit, condensate neutralization kit, freeze protection kits, outdoor vent cap kit, isolation valve kit with pressure relief valve.</p>
<p>How does venting attach to the water heater?</p>	<p>For ULC636 2" venting, simply insert the 2" venting into the starting collar and tighten the gear clamp. For ULC636 3" venting, start by attaching a small 2" piece to the starting collar and then use a 2" to 3" vent adapter.</p>
<p>What is the startup procedure?</p>	<p>Make sure the water is plumbed correctly before attempting to start the water heater. Check the rating plate on the right side of the water heater to ensure the correct gas type. A newly installed water heater will have air in the gas line. Make sure the manual gas valve for the water heater's supply line is ON. Plug the water heater into a grounded 120 VAC outlet or activate the breaker/disconnect, if the water heater is hardwired. Power on the heater and open a hot water tap to test. The system performs a power-on self-test (POST) at startup.</p>
<p>How does the X3™ scale prevention cartridge work?</p>	<p>The X3™ scale prevention cartridge uses ion exchange to alter the chemical structure of hardness minerals, preventing them from adhering to the heat exchanger.</p>
<p>If I buy the X3™ model with the cartridge, should I still descale it?</p>	<p>There is no need to descale the X3™ model. If you have an M model, use descaling mode in configuration settings before performing the descaling.</p>
<p>Why does the Adapt™ tankless only have one heat exchanger?</p>	<p>The Adapt™ tankless features a single coil, heavy-duty stainless steel heat exchanger for optimal heat transfer. This 35-foot tube is designed with minimal welds, to improve overall reliability and reduce scale buildup and corrosion.</p>

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Venting options?	Available in 2 or 3-inch ULC636 venting materials. Max run lengths: 2", 75' (5 cm, 22.9 m); 3", 150' (8 cm, 45.7 m)
Is it hard to service?	No, the Adapt™ tankless water heater is designed for easy serviceability. The hinged computer allows easy access to parts. Components are easily swapped using release clips. Service parts come with instruction sets, and the system includes digital error codes for diagnostics. The display screen is also detachable.
What does the internal pump do?	The Adapt™ tankless comes with an integrated recirculation pump, which is deactivated by default from the factory. The water heater has three recirculation mode options: Recirculation with a dedicated return line, crossover recirculation mode, on-demand mode. In each mode, the heater's pump only operates when there's no demand from any of the home's fixtures.
Can I use the built-in recirculation pump in a multi-unit system?	For multi-unit systems, an external pump is recommended.
Can I use this in a commercial application?	Yes, but the warranty will be reduced in commercial applications. Max temperature setting is 140°F with a 1-year warranty on the heat exchanger.
Is this good for my cottage?	Yes, tankless water heaters are ideal for cottages. <i>Note: minimum of 15 PSI required.</i>
Can I link more than one unit together?	Yes, you can link up to 12 heaters using the built-in cascade system, which allows for a parent/child configuration.
Will I get cold water sandwiching?	Cold water sandwiching may occur when a single tap is opened and closed frequently. However, improved software helps reduce the chances by enabling quick firing to prevent this issue.
Can you reconnect to the Wi-Fi if you lose connection?	Yes, you can reconnect to the Wi-Fi by following the setup instructions in the manual. Ensure connection settings are correctly configured.
Who is the manufacturer of the recirculation pump?	Shinano (China)
What is the app for the Wi-Fi?	A. O. Smith app, available for free on the Google Play store and the App Store.
What grade of stainless steel is the heat exchanger?	316L stainless steel
What type of ignitor is used?	Electronic ignitor
Can the recirculation pump be used in conjunction with a storage tank or do you need a separate pump?	No. Our internal recirculation pump is for whole home recirculation and does not have controls to use in conjunction with storage tanks.
Can the Adapt™ be used for hydronic heating?	Yes, just be sure to follow the guidelines in the installation manual and the CSA B214.21 code.