

FAQ - Adapt® SC Condensing Gas Tankless Water Heater

How do I know which size tankless to choose for my home?	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® SC tankless water heater spec sheet.
Why choose the Adapt® SC tankless with X3™ scale prevention technology?	- 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: Uses 2" ULC S636 venting for efficient and standardized venting systems.
What comes in the box?	- Water heater - Installation manual - Use & Care guide - X3™ cartridge - Pressure relief valve - Mounting bracket - Four 1/4" x 3" lag bolts - Screws for vent ports - X3™ cartridge screws - Cascading cable - Two 2" vent screens
What accessories are available for purchase?	Available accessories include: 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.
How does venting attach to the water heater?	For ULCS636 2" venting, simply insert the 2" venting into the starting collar and tighten the gear clamp. For ULCS636 3" venting, start by attaching a small 2" piece to the starting collar and then use a 2" to 3" vent adapter within 12" from the appliance.
What is the startup procedure?	Make sure the water is plumbed correctly before attempting to start the water heater. 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.
How does the X3™ scale prevention cartridge work?	The X3™ scale prevention cartridge uses ion exchange to alter the chemical structure of hardness minerals, preventing them from adhering to the heat exchanger.
With the X3™ cartridge installed, do I still need to descale it?	There is no need to descale the Adapt® SC model that has the X3 cartridge installed.
Venting options?	Available in 2 or 3-inch ULCS636 venting materials. Max run lengths: 2", 50' (5 cm, 15.24 m); 3", 150' (8 cm, 45.7 m)

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Is it hard to service?	No, the Adapt® SC tankless water heater is designed for easy serviceability. 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.
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 and parts.
Is this good for my cottage?	Yes, tankless water heaters are ideal for cottages. <i>Note: minimum of 15 PSI required. 40 PSI recommended for maximum output.</i>
Can I link more than one unit together?	Yes, you can link up to 12 heaters of the same BTU 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.
What is the app for the Wi-Fi?	iCOMM™ app, available for free on the Google Play store and the App Store.
What materials are the heat exchangers made of?	Primary Copper, secondary Stainless Steel.
What type of ignitor is used?	Electronic ignitor
Can a recirculation pump be used in conjunction with a storage tank?	Yes. Third party recirculation pumps can be used to accomplish this task. Ensure to have control on the pump such as an aquastat in conjunction with storage tanks as shown in the manual.
Will we have a LP option?	Yes, it's coming in Q4 2025
Runtime Limitations?	None – however the use of uncontrolled recirculation pumps could void warranty
Will we have access to common venting?	Not certified on SC units, however there is work to try to add to commercial models going forward
Competitors HX warranty is longer when used in a commercial application. Why is our warranty only 1 year?	We do not want to encourage commercial applications of residentially designed units – 1 year is common among commercial applications. We will have a commercial model available in Q1 2026