

Paloma

Residential Media Kit

palomatankless.com/media



Introducing the Paloma Digital Tankless Gas Water Heater Line



- Run two showers simultaneously & continuously during the morning rush, with capacity to spare.
- Run three showers simultaneously in the summer in most locations.
- Outdoor and Direct Vent
- Natural Gas, and LP Gas



- Run two showers simultaneously & continuously during the morning,
- Run two showers simultaneously in the summer in most locations.
- Outdoor and Direct Vent
- Natural Gas, and LP Gas



- Enjoy a long shower with capacity for other light household use.
- Run two showers simultaneously in the summer in most locations.
- Outdoor and Direct Vent
- Natural Gas, and LP Gas



Stainless Steel Category III venting is required for 6.4, 8.4, and 9.5 Direct Vent model installation. PVC Pipe for High Efficiency model installation. Vent kits provide all the basics for through-the-wall horizontal venting.



All Digital Tankless models come with a detachable remote controller. The Main Controller can be installed in a kitchen or laundry room and used to set just the right temperature. Optional priority Bath Controllers override any others on the system when activated to increase scald-prevention safety for small children and others. All digital remote controllers require additional wiring.

Paloma Tankless gas water heaters heat water when you need it and provide it to you continuously. They don't pre-heat the water over and over again and then hold it in a storage tank – like the one you probably have in your home today. A Paloma Tankless heats the water only when you turn on the tap, and then sends it to you. There's no need for a tank.

How does it work?

When you turn on the tap in your bathroom it's as if you turned the key of your ignition system on your car. The movement of the water in the unit tells your Paloma that it's time to get started making hot water. This kicks off a series of events inside the heater:

- The gas valve opens up, allowing gas to enter the combustion chamber in the middle of the heater.
- The electronic ignition system starts combustion in the chamber.
- Water is then routed through the heater in copper tubes with fins extending into the combustion chamber.
- Inside the Paloma there is a very efficient exchange of heat energy from the gas flame to the water. The amount of heat energy of the gas flame that is transferred successfully to the water is an impressive 82% to 84% for the regular digital models and 93% for the condensing models.

Hot water can be produced continuously. If you're the last one in the shower, who cares?

Choosing the right model

In answering the size question, simply choose the solution that will support your home's peak hot water requirement. If you get this right, you will never, ever run out of hot water.

Since in most households peak demand occurs at shower time, ask yourself these simple questions:

- How many showers are typically running at the same time at your house during peak shower time?
- Are any other hot-water appliances, like the dishwasher or clothes washer, usually running at the same time?
- Do you live in the South Costal Region, or in a Northern climate where water comes into the house colder and, therefore, needs a

- bigger boost to come up to shower temperature?
What temperature range should the controller be capable of delivering?

A standard shower uses 2.5 gallons of water per minute (GPM); filling the bath, 3.0 GPM; and most other hot water uses, 1.5 GPM. Using these numbers, calculate your peak demand. (For example, if you want to run two standard showers simultaneously, you'll need 5 GPM.)

Figure out where you live – in the Sunbelt or a cold Northern climate. Decide if you need a higher temperature range for your specific hot-water uses.

Now, based on that information, decide which Paloma model will support your peak demand in the middle of the winter:

- For larger homes & higher hot water use – A Paloma Tankless 9.5 Series unit delivers 7.6 GPM in the Sunbelt, 5.2 GPM in the North. A Paloma High Efficiency PHH-32 unit delivers 8.6 GPM in the Subelt, 5.9 GPM in the North. It has a temperature range of 85 degrees to 140 degrees F.
- For regular home - A Paloma 8.4 series unit delivers 6.9 GPM in the Sunbelt, 4.7 GPM in the North. It has a temperature range from 85 degree to 140 degrees F.
- For smaller homes, smaller families & lower hot water use – A Paloma Tankless 6.4 Series unit delivers 5.7 GPM in the Sunbelt, 3.9 GPM in the North. It has a temperature range of 85 degrees to 140 degrees F.

Residential warranty

12-Year Limited Warranty on Heat Exchanger and 5-Year Limited Warranty on Parts.

Overview



Easy expansion and double the performance with DUOnex™



For units that are DUOnex™ ready, simply connect two units together with the Paloma DUOnex™ cable and you will have twice the capacity.

Performance
Now you can have extra capacity for larger homes or multi-head showers. DUOnex™ systems provide the

extra performance to meet those new peak hot water needs. A DUOnex™ 9.5 or PHH-32 Series can meet the demanding requirements of multi-head shower system, while providing additional hot water for light household use.

Conservation
Added performance doesn't mean you'll be using extra natural resources. When you use hot water in a DUOnex™ system, the units monitor the water flow rate. Only when this rate increases above what the lead unit can provide, will the second unit turn on.

Seamless Integration
If you have installed a SOLO 6.4, 8.4, 9.5 or PHH-32 Series with the DUOnex™ ready feature, but later feel you would like extra capacity, no problem. Just expand to a two-unit DUOnex™ system, by calling your plumbing contractor and have them add the additional piping, electrical, and connect the units with the DUOnex™ Cable. Then, all you do is flip a switch. And, the additional unit comes with a main controller, so now you can control water temperature from an additional location in your home.

DUOnex™ Sizing Guide and Performance Chart

	<div> With DUOnex™</div> <div>2 - 3 Bath Homes</div>	<div> With DUOnex™</div> <div>2 - 3 Bath Homes</div>	<div> With DUOnex™</div> <div>Multi-head Shower or 3 or more Bath Homes</div>
 Extreme Winter Simultaneous Showers at 2.5 gpm	 2 Simultaneous Showers	 3 Simultaneous Showers	 4 Simultaneous Showers
 Extreme Winter Simultaneous Showers at 2.5 gpm	 3 Simultaneous Showers	 5 Simultaneous Showers	 5 Simultaneous Showers
 Multi-Head Shower System	 Maximum 7.2 gpm	 Maximum 9.2 gpm	 Maximum 10.3 gpm
 Multi-Head Shower System	 Maximum 10.5 gpm	 Maximum 13.2 gpm	 Maximum 14.8 gpm
 Fill 140-gallon Whirlpool tub	 and shower immediately after 	 and shower immediately after 	 and shower immediately after 
 Year-Round Simultaneous Multiple Applications	<div> Shower</div> <div> Dishwasher/ Laundry</div> <div> Sink</div> <div>or</div> <div> Shower</div> <div> Shower</div> <div> Dishwasher/ Laundry</div>	<div> Shower</div> <div> Dishwasher/ Laundry</div> <div> Sink</div> <div>or</div> <div> Shower</div> <div> Shower</div> <div> Dishwasher/ Laundry</div>	<div> Shower</div> <div> Dishwasher</div> <div> Laundry</div> <div> Sink</div> <div>or</div> <div> Shower</div> <div> Shower</div> <div> Shower</div> <div> Dishwasher</div> <div> Laundry</div>

DUOnex™



When you care about premium

Quality construction, excellent performance, top value. These are givens – you should expect them, and Paloma delivers them. But Paloma Tankless water heaters deliver more than the basics. They help you reduce your impact on the environment and ensure the safety of your family. They provide convenience and durability. And they do it all while showering you with the luxury you deserve.

Environmental Sensitivity

The planet's oil and gas reserves are limited, energy prices are skyrocketing and fossil fuel use produces greenhouse gases. The Paloma Tankless gas water heater is helping to meet these challenges:

- Replacing a water heater tank with a Paloma Tankless gas water heater significantly reduces gas consumption. Energy is used to produce hot water only when you need it. It is never used to heat water, hold it in a large tank while it gets cold again, then reheat it over and over. Standard government tests show that the Paloma Tankless uses more than 30 percent less gas to heat the same water compared to a typical new 50-gallon tank heater, and 40 percent less than a 100-gallon tank heater.
- Units are built to pass the most stringent emissions rules in the nation, such as the low NOx standards of the South Coast Air Quality Management District in Southern California.
- The Paloma Tankless has a much longer life than a conventional hot water tank; with proper (and easy) maintenance, these units have lasted 20 years. And when it's finally ready for the landfill, it will take up a lot less room because it's much smaller than the tank sitting in your basement or garage today.

Luxury

Before you turn on your high-tech, multi-jet shower tower. Before you fill your tension-relieving, neck-deep whirlpool bath. Before you start simultaneous runs of dishwasher and clothes washer, there

features and premium technology – Paloma provides it all

is ... the water heater. If you've ever run out of hot water before you've finished your shower, or yelped in dismay when the hot water turned icy cold as another appliance came on, you know what we're talking about. Better yet, you'll appreciate what we're about to tell you.

Paloma Tankless Gas Water Heaters give you a continuous supply of hot water, on demand, whenever and wherever you need it.

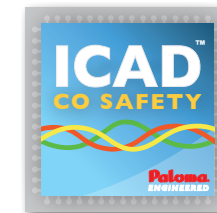
Commitment to Safety

Paloma prides itself on its commitment to achieving the highest level of safety engineering in the gas appliance industry. We certify our products to the safety standards of countries where we do business, but we continually challenge ourselves to strive for a higher standard. Paloma's Indoor Digital Tankless water heaters are equipped with:

- A digital Bath Controller that helps protect against scalds
- An Overheat Limiter Film Wrap that detects overheating all around the heat exchanger
- Our proprietary Incomplete Combustion Avoidance Device (ICAD) Safety System to protect against carbon monoxide production, unmatched by any other tankless brand.

Carbon Monoxide Protection

Paloma Digital Tankless indoor models' ICAD (Incomplete



Combustion Avoidance Device) is a sophisticated system that monitors and optimizes combustion in the firing chamber, and will shut down the unit if flame characteristics trend toward dangerous levels of carbon monoxide production. Once shut

down, the Paloma controller displays an error code to warn you that you have some kind of venting issue.

Protecting Against the Cold

For installation in areas with severe winters, Paloma units are equipped with Freeze Protection. These electrical heating elements will protect the unit in sub-zero conditions (specifications vary by model).

Convenience

The Paloma Tankless Hot Water System with electronic digital



controllers lets you set and change water temperature from different locations in your home. All Digital Tankless models come with one detachable remote controller, and you can add up to three. Use a Bath Controller to lower shower and bath temperatures to just the right point, and protect against scalding. Put the Main Controller in your kitchen or laundry room, and use it to set just the right temperature. All Digital Tankless models also display troubleshooting diagnostic codes.

Durability

The Paloma Tankless has a much longer life than a conventional hot water tank in places you can't notice. Mineral deposits can build up on elements inside a hot water tank. A Paloma, on the other hand, can last for years and years with proper maintenance. We build for durability.

Residential Warranty

Every Paloma Tankless water heater comes with a 12-Year Limited Warranty on the Heat Exchanger and a 5-Year Limited Warranty on parts.

Easy Expansion

The Paloma Tankless 6.4, 8.4, 9.5 and High Efficiency Series offers an exclusive Solo/Duo option that allows you to install and use one unit alone, or easily install and connect two units to accommodate additional water needs.



Wherever You Need Hot Water, Paloma Is There

Before you turn on your high-tech, multi-jet shower tower. Before you fill your tension-relieving, neck-deep whirlpool bath. Before you start simultaneous runs of dishwasher and clothes washer, there is...the water heater. If you've ever run out of hot water before you've finished your shower, or yelped in dismay when the hot water turned icy cold as another appliance came on, you know what we're talking about.

Master Bath

Shower tower, whirlpool bathtub, steam bath ... or just two long, warm showers in a row. A Paloma Tankless water heater can easily keep up with the demands of a luxury bath environment. And that can be a lot of hot water – a whirlpool bath typically holds 60 to 80 gallons; multihead showers can pour out water at 10 to 15 gallons per minute. At that rate, a 50-gallon water heater tank will only last about five minutes; a 100-gallon tank, only 10 minutes. But a properly sized Paloma Tankless water heater will deliver hot water for all of these needs.

The Kids' Shower

A typical showerhead uses about 2.5 gallons of water per minute. At that rate, it doesn't take a teenager or two much time to run out of hot water (and to leave the rest of the house in the cold, too). But again, the Paloma Tankless water heater can keep up with the demand. And Paloma can keep young children safe; just install a remote controller in the bathroom and use it to set the temperature at a non-scalding level for their showers and baths.

Laundry Room

One leading clothes washer manufacturer recommends 95 degrees as the ideal temperature for a warm water wash. But if you have very dirty clothes, you'll need really hot water to get them clean. A Paloma Tankless water heater can be instantly raised to the desired temperature for the duration of the wash, then lowered again for additional loads of laundry or other household tasks.

Kitchen

Are you having trouble getting all of your dishes clean? The problem may be your hot water tank, not your dishwasher. A conventional hot water tank does not deliver water at the same temperature all the time. Paloma Tankless water heaters produce hot water consistently at the temperature you set. As for those marathon sessions of hand-washing fine crystal, silverware, china and cookware, Paloma Tankless water heaters will supply as much hot water as it takes, as long as it takes.

The In-laws/Guest Suite

One of Paloma's smaller units is ideal to supply hot water directly to an addition or a remodeled suite to accommodate aging parents. By locating the hot water source in the suite, the time it takes for hot water to move from the heater to the user is significantly reduced. A local temperature controller can be used to set the temperature of the hot water at the lowest comfortable level. Putting hot water where it will be used is called "Zoned Plumbing" – an excellent solution in this case.

Second/Vacation Homes

Paloma Tankless makes special sense at a seasonal getaway home in the mountains, the woods or the beach. Not only does it save on energy between visits, but the standard water heater tank will never have to be drained again. And hot water will be available immediately each time the Paloma Tankless water heater is reconnected.





Trained professional installation,

Installing a Paloma Tankless gas water heater is not a do-it-yourself project. The unit should be installed by a plumbing professional to ensure safety and performance. But when it comes to maintaining your Paloma, you can do it yourself in a few minutes.

The installation requirements and process will include the following details:

A. Water Heater Location

- Close to area of vent termination.
- Indoors and protected from freezing temperatures, or outdoors if you live in a mild climate
- Proper clearance from combustible surfaces and materials.
- Sufficient fresh air supply for proper operation of water heater.
- Air supply free of corrosive elements and flammable vapors.
- Provisions made to protect area from water damage.
- Sufficient room to service heater.
- Water heater is properly attached to the wall.

B. Water Supply

- Water supply has sufficient pressure.
- Air purged from water heater and piping.
- Water connections tight and free of leaks
- Water filter is clean and in place.
- Materials used are as instructed in this manual.
- Water pipes are insulated.

C. Gas Supply

- Gas type matches rating plate.
- Gas supply pressure is sufficient for the water heater.
- Gas line equipped with shut-off valve, union and sediment trap.

simple do-it-yourself maintenance – Paloma makes it easy

- Approved pipe joint compound used.
- Soap and water solution used to check all connections and fittings for possible gas leak.
- Gas Company inspected installation (if required).

D. Relief Valve

- Pressure Relief Valve properly installed and discharge line run to open drain
- Discharge line protected from freezing.

E. Venting

- Materials used are as instructed in the manual.
- Vent connector(s) pitched downward to termination (1/4" per foot of length minimum).
- Drain traps installed per local code and manual.
- Vent connector(s) securely fastened together with high-temperature silicone and air-tight.
- All vent runs are properly supported.
- Vent terminal is properly installed.
- Sufficient combustion air is available.
- Maximum and minimum vent lengths are observed.

F. Electrical Wiring

- Voltage matches rating plate.
- Water heater is properly grounded.
- Supply cord meets all local codes.

Maintenance

Always:

- Keep flammable vapors/liquids and other combustibles away from the area around the Paloma.
- Be aware of any changes in the operation of the Paloma, such as noises, smells, etc. Note your venting and visually check from time to time that the venting is properly installed.

- Immediately respond to any error codes.

Monthly:

- Check the incoming water filter to make certain there is no build up of grit etc. Clean if necessary.
- Clean the air intake filter of any buildup of dust etc.

Yearly:

- Check the Pressure Relief Valve. Lift and release the lever to make certain that it operates freely. Let several gallons of water flush through the discharge line to an open drain. (BE CAREFUL OF HOT WATER SCALDS IN THIS PROCEDURE!)
- Make certain that you have not done anything to your home that would obstruct the flow of make-up air to the Paloma.
- Also make certain that you still maintain all necessary clearances for the vent termination (e.g. you have not altered your home in any way that changes any of the clearances).

While You're Away:

- When you leave your Paloma unused for a long period of time, you should drain it and turn off all power. Instructions for doing this are in your Use & Care Manual. Basically, you need to open the filter valve at the inlet, and the relief valve at the outlet of the unit. The water will drain out slowly.
- If your Paloma will be subjected to freezing conditions, it is critical that you drain it when power is OFF. Draining it will remove less than a quart of water, but not doing so can cause serious damage to the heat exchanger if it freezes.
- Even if you leave Freeze Protection ON during an absence, remember that the freeze protection only protects the unit itself, and not the adjoining pipework.

Paloma options & accessories can be tailored to fit your needs

Multiple Digital Remote Controllers

All Paloma Tankless digital models come with one detachable remote controller. The Main Controller can be installed in a kitchen or laundry room and used to set just the right temperature. Optional scald-prevention priority Bath Controllers override any others on the system when activated, to ensure safety for small children and others. All digital remote controllers require additional wiring.

DUOnex™ Systems

The Paloma Tankless 6.4, 8.4, 9.4 and High Efficiency Series offer an exclusive SOLO / DUO option that allows you to install and use one unit alone, or easily install and connect two units to accommodate additional hot water needs.

Multi-Unit Systems

For the high-end home with extremely high-volume hot water requirements, the Paloma 8.4, 9.4 and High Efficiency Series can be configured into larger systems of 3 to 20 units to meet any residential need. These solutions offer design flexibility, scalability and redundancy, as well as wise use of energy resources.

Circulation System

Water that has been sitting in the pipes cools off and then has to be run through before you feel the first bit of hot water. Meanwhile gallons of water are being wasted. Hot water circulation loops are a great way to bring hot water closer to you before you open the tap. A Paloma Tankless can be used with these circulation systems.

A circulation system works either by continuously circulating the cooled water from the pipes back to the water heater, or by being activated before the hot water tap is opened.

To save energy, Paloma recommends that any circulation system either be set on a timer to operate only during the morning shower hour or a few hours before bedtime, or installed with a motion sensor in the bathroom to start the circulation pump. To slow the loss of heat from the water, make sure your piping system is properly insulated.

And More

Variations to your Paloma Tankless gas water heater system are limited only by your imagination. To design a custom system, consult the Paloma Tech Hotline at 805.278.5480.

Frequently Asked Questions

About Paloma

Paloma Group is a privately held manufacturing company that began operation in 1911 as a pioneer in the Japanese gas appliance industry. Today, Paloma Group is a leading world producer of gas appliances, including Paloma Tankless gas water heaters. Paloma Group is headquartered in Nagoya, Japan, and has manufacturing facilities or sales offices in Japan, the United States, Canada, Mexico, Australia, New Zealand, China, Vietnam, and Singapore. Group annual revenue is approximately \$2 billion with 10,000 people working for the Group around the world.

Fulfilling its “customer first” mission, Paloma Group is committed to safety, the environment, and customer ease and comfort.

About Paloma Consumers

People who buy Paloma Tankless gas water heater are educated, ecologically smart, safety conscious homeowners whose values and purchasing patterns mirror the Cultural Creatives, a growing market of 50 million people in the United States who care deeply about the environment and the safety, health and comfort of their loved ones.

Wholesale Sources

Paloma Tankless gas water heaters are

available to contractors through a nationwide network of wholesale distributors. To connect with a distributor near you, go online to www.palomatankless.com/connections, or call (805) 278-5499.

Images & Press Releases

Low resolutions available at www.palomatankless.com/media. Call or email high resolution requests.

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