
HOMEOWNER GUIDE

Is a tankless water heater right for your home?

A tankless heater makes hot water only when you ask for it. That suits some homes and not others, and the difference comes down to sizing and installation.

01

Tankless vs. traditional tank

02

When tankless fits, and when it does not

03

Sizing for real hot water demand

04

What a complete installation involves

05

Equipment and manufacturer support

06

Choosing an installer

01 Tankless vs. traditional tank

A tankless heater warms water as it passes through. A tank keeps a stored supply hot all day, whether you use it or not. Neither is automatically the better machine.

CONSIDERATION	TANKLESS	TRADITIONAL TANK
HOT WATER SUPPLY	Continuous, while operating within the unit's rated capacity	Limited to the hot water stored in the tank
ENERGY USE	Heats water on demand	Maintains a stored supply at temperature
SPACE REQUIRED	Compact, wall mounted	Larger floor footprint
UP-FRONT COST	Often higher, especially if gas, venting or electrical need upgrading	Often lower for a like-for-like replacement
BEST FIT	Homes wanting an upgrade, more usable space, or higher hot water availability	Simple replacement needs, a tighter budget, or modest demand

A tankless system is rated in gallons per minute, meaning how much hot water it can produce at once. A tank is rated by how many gallons it stores. Those are two different measurements, and only one of them tells you what happens when two showers run at the same time.

02 When tankless fits, and when it does not

Tankless may be a good fit if

- Your household runs out of hot water, especially when showers or appliances overlap.
- You want usable room back in a garage, utility closet or mechanical space.
- You plan to stay in the home long enough to benefit from a long-term upgrade.
- You want hot water on demand rather than waiting for a tank to recover.
- You are remodeling, adding bathrooms, or upgrading the plumbing.
- Your current heater is near the end of its life and you want to compare options before an emergency replacement.

A traditional tank may be better if

- Your priority is the lowest possible up-front replacement cost.
- Your gas line, venting, electrical capacity or installation location would need extensive modification.
- Your household has modest hot water demand and you are happy with how it performs.
- You need a quick, straightforward replacement and do not want broader system work right now.

03 Sizing for real hot water demand

Size the system for the busiest hot water moment in your home, not for the number of bathrooms or the number of people living there.

— Two showers running at the same time.

— A shower plus the washing machine.

— A dishwasher, kitchen sink and shower together.

— Morning routines when several people need hot water at once.

SIMULTANEOUS HOT WATER USE

APPROXIMATE CAPACITY NEEDED

1 to 2 fixtures

About 3.5 GPM

2 to 3 fixtures

About 5 GPM

3 to 4 fixtures

About 7 GPM

These are starting points, not a specification. Your incoming water temperature changes how much the unit has to work, so a professional should confirm actual demand, water temperature, plumbing layout and installation conditions before any model is recommended.

04 What a complete installation involves

7 POSSIBLE ITEMS

A tankless installation is often more than swapping the appliance. Depending on the home, the project may involve any of the following.

— Gas line sizing, or a gas line upgrade.

— New exhaust venting and air intake piping.

— Electrical outlet or circuit improvements.

— Condensate drainage.

— Water treatment recommendations in hard water areas.

— A recirculation option for faster hot water at distant fixtures.

— Permit and code compliance work.

A lower equipment price does not always mean a lower total installed cost, and it does not always mean a better long-term result.

05 Equipment and manufacturer support

We recommend considering Navien tankless water heaters for their high-efficiency options, the range of system configurations, and the manufacturer support behind them. Certain Navien NPN models carry a limited warranty of up to:

15 years

HEAT EXCHANGER

5 years

PARTS

1 year

LABOR

Warranty coverage is subject to the manufacturer's terms, conditions, registration requirements and proper licensed installation. The right Navien model depends on your home, household demand, fuel source, installation conditions, features and budget, so an in-home assessment should come before any equipment is selected.

06 Choosing an installer

8 QUESTIONS

A tankless water heater is only as good as its installation. The install affects comfort, safety, reliability, efficiency, code compliance, maintenance and warranty eligibility. Before you choose a plumber, ask:

- | | |
|---|--|
| 01 Are you licensed and insured for this type of work? | 05 Will I receive a written scope of work, a total price, and warranty information? |
| 02 Will you size the system based on actual simultaneous hot water use? | 06 Do you install and service the brand you recommend? |
| 03 Will you evaluate the gas line, venting, electrical supply, water pressure and drainage? | 07 Will you explain the maintenance needed to protect performance and warranty coverage? |
| 04 Do you obtain permits when they are required? | 08 Can you recommend options based on my home rather than one standard unit? |

In California, plumbing contractor work falls under the C-36 Plumbing Contractor classification. You can verify any contractor's license status and review available complaint-disclosure information through the Contractors State License Board's "Check a License" tool.

What to expect from DHS Plumbing

We help homeowners make an informed water heater decision without pressure. When you contact us, we can help you:

- Evaluate your current water heater and what is actually going wrong.
- Compare tankless and traditional tank options side by side.
- Determine whether your home is a good candidate for tankless.
- Assess gas, venting, electrical, drainage and installation requirements.
- Select a properly sized Navien unit when tankless is the right solution.
- Understand expected maintenance, warranty coverage and next steps.
- Receive clear communication and a written recommendation before work begins.

A tankless water heater can be a genuine upgrade, but only when it is correctly sized and professionally installed for your home. That is the part worth getting right.

This guide is for general educational purposes and is not a substitute for an in-home plumbing assessment. Equipment recommendations, code requirements, costs, warranty coverage and installation needs vary by property. Warranty figures shown are manufacturer terms that are subject to change, registration and proper licensed installation.



Thinking about going tankless?

We will walk your home, measure your real hot water demand, and tell you plainly whether tankless is the right call. If a tank is the better answer for your house, we will say so.

BOOK AN APPOINTMENT

(916) 769-2116

CSLB #1156850 · LICENSED, BONDED & INSURED ·
DHSPLUMBING.CA



SCAN TO BOOK