
HOMEOWNER CHECKLIST

31 questions to ask before you hire a tankless installer.

The equipment is half the job. The installation decides whether you actually get what you paid for. Bring this to every estimate.

01

Licensing, insurance & credentials
5 QUESTIONS

02

Sizing & home evaluation
5 QUESTIONS

03

Gas, venting, electrical & drainage
6 QUESTIONS

04

Permits, code & inspection
4 QUESTIONS

05

Pricing, scope & warranty
6 QUESTIONS

06

Maintenance & long-term
performance
5 QUESTIONS

How to use this

A trustworthy installer will welcome these questions, answer them plainly, and put the scope in writing before any work begins. Tick what they cover. Anything left blank is worth asking again.

INSTALLER _____ DATE _____ QUOTED PRICE _____

01 Licensing, insurance & credentials

5 QUESTIONS

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| <p>☐ Are you licensed to perform plumbing work in California?
Ask for the license number and verify it yourself with the Contractors State License Board. A C-36 Plumbing license covers installation, maintenance and repair.</p> <hr/> <p>☐ Is your license active and in good standing?
Use the CSLB "Check a License" tool to confirm status and view any complaint disclosure on record.</p> <hr/> <p>☐ Do you carry liability insurance and workers' compensation?
This protects you if there is property damage or a job-site injury.</p> <hr/> | <p>☐ Do you regularly install tankless water heaters?
Ask how often the company installs tankless systems, not simply standard tank water heaters.</p> <hr/> <p>☐ Are your technicians trained on the brand you are recommending?
They should know the manufacturer's installation requirements, diagnostics, maintenance and warranty process.</p> <hr/> |
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02 Sizing & home evaluation

5 QUESTIONS

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| <p>☐ Will you inspect my home before recommending a model?
Be wary of anyone who names an exact unit without evaluating your home and your household's hot water needs.</p> <hr/> <p>☐ How will you size the system for my household?
They should ask about bathrooms, household size, appliances, and how many hot water fixtures may run at once.</p> <hr/> <p>☐ Will the system handle simultaneous use?
For example, two showers at once, or a shower plus laundry or dishwashing.</p> <hr/> | <p>☐ Will you evaluate my incoming water temperature and required temperature rise?
Tankless capacity changes with how far the system has to raise the incoming water temperature.</p> <hr/> <p>☐ Can you explain why this specific model is the right fit?
The recommendation should be based on your home, not a one-size-fits-all answer.</p> <hr/> |
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03 Gas, venting, electrical & drainage

6 QUESTIONS

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| <p>☐ Will you verify whether the gas line is properly sized?
Tankless gas units often demand more BTU than a conventional tank heater. Correct gas line sizing is essential for safe, consistent performance.</p> <hr/> <p>☐ Will you inspect the entire gas system, not only the pipe at the heater?
They should account for pipe size, run length, other gas appliances, and total demand on the system.</p> <hr/> <p>☐ What venting will be used, and is it approved for this unit?
Condensing tankless systems need dedicated venting. They cannot share venting with other appliances or vent through a chimney.</p> <hr/> | <p>☐ How will condensate be drained?
Condensing systems produce condensate and need proper drainage. Local requirements may call for a neutralizer or a pump.</p> <hr/> <p>☐ Will electrical work be needed?
Even gas tankless systems need electricity for controls, ignition and operation.</p> <hr/> <p>☐ Will you assess the installation location and clearances?
The unit has to sit where the manufacturer's instructions and local code both allow.</p> <hr/> |
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04 Permits, code & inspection

4 QUESTIONS

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| <p>☐ Will you obtain the required permits and coordinate inspections?
Ask specifically whether permit fees are included in the written proposal.</p> <hr/> <p>☐ Will the installation meet local code and manufacturer requirements?
Tankless systems have to follow the manufacturer's instructions plus the applicable plumbing, mechanical, gas and energy requirements.</p> <hr/> | <p>☐ Will you provide documentation if the inspector asks for it?
Gas load calculations, equipment specifications and installation records may all be requested during inspection.</p> <hr/> <p>☐ Will you explain any code upgrades before work begins?
The proposal should state what is included, what may be required, and how any added work gets approved.</p> <hr/> |
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05 Pricing, scope & warranty

6 QUESTIONS

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| <p>☐ Will I receive a detailed written estimate?
It should identify equipment, labor, permits, materials, upgrades, warranty information and exclusions.</p> <hr/> <p>☐ Does the quote include gas work, venting, electrical, condensate drainage, permits and haul-away?
Do not assume any of these are included. Ask for each one by name.</p> <hr/> <p>☐ What could cause the price to change?
A professional will explain the foreseeable variables up front and get your approval before performing added work.</p> <hr/> | <p>☐ Which model and brand are you recommending, and why?
DHS Plumbing often recommends Navien for the efficiency options, the available configurations, and the manufacturer support behind them.</p> <hr/> <p>☐ What manufacturer and labor warranties apply?
Ask for warranty terms in writing. They vary by product, installation, registration and maintenance.</p> <hr/> <p>☐ Who handles service if there is a problem after installation?
Choose a company that stands behind its workmanship and services the equipment it installs.</p> <hr/> |
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06 Maintenance & long-term performance

5 QUESTIONS

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| <p>☐ What maintenance will this system need?
Tankless units need periodic service. Where water carries a lot of mineral, flushing and descaling matter more.</p> <hr/> <p>☐ Will you install service valves for future maintenance?
Service valves make professional flushing and maintenance far easier.</p> <hr/> <p>☐ Do you offer maintenance service after installation?
A long-term service relationship protects performance, efficiency and warranty coverage.</p> <hr/> | <p>☐ Will you show me how to operate the system?
Before leaving, they should cover the controls, error notifications, shutoff locations, and who to call for service.</p> <hr/> <p>☐ Will I receive the model and serial numbers, manuals and warranty paperwork?
Keep all of it with your home records.</p> <hr/> |
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Red flags to watch for

7 WARNING SIGNS

Be cautious if an installer:

- Recommends a specific model without asking about household demand or inspecting the home.
- Cannot provide an active contractor license number.
- Gives a vague verbal price, or will not put the scope in writing.
- Avoids questions about permits, gas sizing, venting, drainage or electrical needs.
- Promises an instant installation without discussing the existing setup.
- Recommends the cheapest equipment without explaining sizing, support or warranty.
- Pressures you to sign, or discourages you from comparing written proposals.

What to expect from DHS Plumbing

- An evaluation of your current setup and your actual hot water needs.
- Clear options between tank and tankless, with the reasoning for each.
- Sizing, gas supply, venting, drainage, electrical and permits all accounted for.
- Navien tankless solutions where tankless is genuinely the right fit.
- A written scope before the work starts.
- Support after the installation, not only on installation day.



Want a second opinion on your quote?

We will walk your home, size the system properly, and answer every question on this sheet in writing. No pressure, and no obligation to book the work with us.

[BOOK AN APPOINTMENT](#)**(916) 769-2116**

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SCAN TO BOOK