

The Demand Duo Redefines Commercial Water Heating



Sometimes, we come across a piece of equipment so amazing that it makes us reconsider our preconceived notions of the industry. It happened with the Napoleon Ultimate 9700 Furnace featuring conveniences and design elements that we'd never seen in a furnace before. It happened when we saw the Bosch IDS heat pump, an inverter-driven condenser that provides perfect comfort without a communicating thermostat. Most recently, it happened when we were introduced to Rinnai's Demand Duo commercial water heating system.

At a glance, the Demand Duo might simply seem impressive but not groundbreaking. The Demand Duo essentially consists of a Rinnai C199 tankless water heater, a 119-gallon insulated, glass-lined tank, and a Wi-Fi ready control. It's ultra-low NOx certified, and Energy Star certified. It's lighter, more powerful, and easier to install than the competition. It's the best commercial water heater available in pretty much every quantifiable way and it's backed by the best warranty we've ever seen.

Once you bring the Demand Duo on board, you'll never need to quote another commercial water heater. That's a pretty bold claim, but we've got the facts to back it up.

The Facts

Storage Capacity: 119 gallons

Input Capacity: 199,000 BTU

Thermal Efficiency: 96%

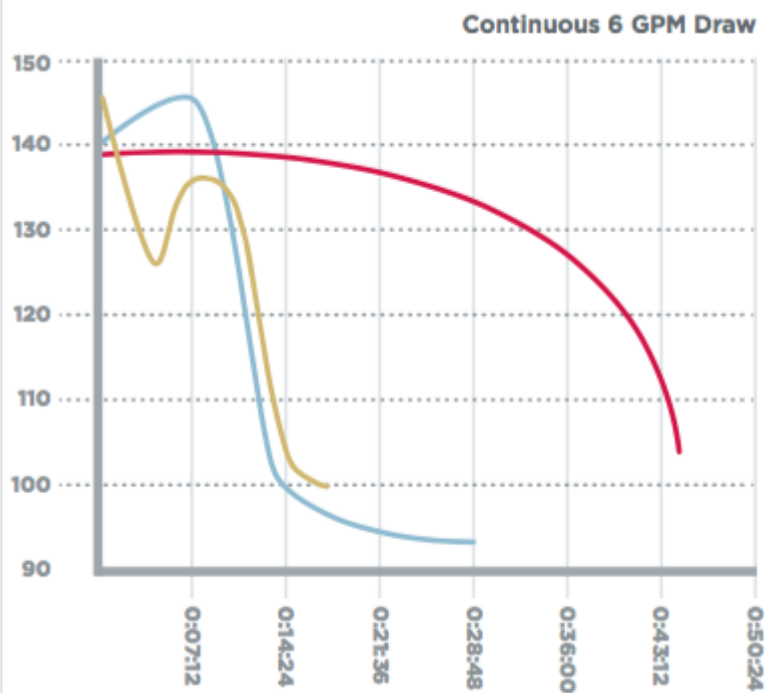
Output @ 100°F Rise: 232 GPH

Weight: 428 lbs. (100-250 lbs. lighter than comparable competitor's models)

Vent Types: Direct Vent (w/ PVC or PP), Concentric, Common

The Comparisons

The Demand Duo has the power and efficiency to tackle any job. Check out how it compares to other water heaters in high-demand (six gallons per minute) situations.



(100°F rise, standard 80-gallon tank vs. high-efficiency 100-gallon tank vs. Demand Duo)

The Demand Duo provides stable temperatures for about twice as long as the competition. With a 232 GPH output at a 100°F temperature rise, the Demand Duo can satisfy a 3.86 GPM draw indefinitely.

For a more direct comparison of the Demand Duo and other popular water heaters, check out the tables below.



Brand		
		
Model		
ezFIT EZ100-199N	Demand Duo CHS199100iN	Master-Fit BTR-197
Type		
Commercial Tank Water Heater	Commercial Hybrid Water Heating System Tank + Tankless	Commercial Tank Water Heater
Capacity (Gallons)		
100	119	100
Capacity (BTU)		
199,000	199,000	199,000
Output (GPH @ 100°F Temperature Rise)		
191	232	193
Thermal Efficiency		
80% ¹	96%	80%
Venting		
Chimney Vent: 6"	Direct Vent: Concentric, 3" or 4" Twin Pipe (PVC or	Chimney Vent: 6" B-Vent
Dimensions		
72.75" H x 32" W x 32" D	67.3" H x 28.2" W x 39.1" D	75" H x 27.75" W x 27.75" D
Weight (Lbs.)		
655	428	603
Tank		
Porcelain-lined with Fiberglass Insulation	Glass-lined with 2" Foam Insulation	Glass-lined
Anode Rods		
Dual Magnesium	Dual Magnesium	Dual Stainless Steel
Tappings		
1-1/2" (Inlet)/2" (Outlet)	2" Dielectric	1-1/2"
Warranty		
5-year: Heat Exchanger & Tank 1-year: Parts	6-year: Heat Exchanger & Tank 5-year: Parts 2-year: Labor 30-day Satisfaction Guarantee	3-Year: Tank 1-Year: Parts
Notes		
Self-cleaning Design Multiple Tapping Options	Wi-Fi Enabled Ultra-low NOx Certified Energy Star Certified	Self-cleaning Design Multiple Tapping Options



Brand	
Rinnai®	AO Smith®
Model	
Demand Duo CHS199100iN	Cyclone Mxi BTH-199
Type	
Commercial Hybrid Water Heating System Tank + Tankless	Commercial Tank Water Heater
Capacity (Gallons)	
119	100
Capacity (BTU)	
199,000	199,900
Output (GPH @ 100°F Temperature Rise)	
232	235
Thermal Efficiency	
96%	97%
Venting	
Direct Vent: Concentric, 3" or 4" Twin Pipe (PVC or PP)	Direct Vent: Concentric, 3" or 4" Twin Pipe (PVC, PP, or Stainless Steel)
Dimensions	
67.3" H x 28.2" W x 39.1" D	76.5" H x 27.75" W x 27.75" D
Weight (Lbs.)	
428	523
Tank	
Glass-lined with 2" Foam Insulation	Glass-lined
Anode Rods	
Dual Magnesium	Dual Powered
Tappings	
2" Dielectric	1-1/2"
Warranty	
6-year: Heat Exchanger & Tank 5-year: Parts 2-year: Labor 30-day Satisfaction Guarantee	3-year: Tank 1-year: Parts
Notes	
Wi-Fi Enabled Ultra-low NOx Certified Energy Star Certified	Wi-Fi Device Sold Separately Ultra-low NOx Certified Energy Star Certified

As you can see, the Demand Duo crushes standard water heaters. It looks fairly comparable to A.O. Smith's Cyclone Mxi high-efficiency model, but that's before you get to the price. The BTH-199 costs roughly 50% more than the Demand Duo. Let that sink in. If you go with the Cyclone Mxi, you're paying an extra 50 cents on the dollar for a product that has essentially the same output and efficiency. And we haven't even gotten to the warranties yet.

The Warranties

As you can see in warranty section of the tables above, Rinnai knows that they're offering something special. The Demand Duo coverage includes:

6-year tank warranty

6-year heat exchanger warranty

5-year parts warranty

2-year labor coverage

AND

A 30-day satisfaction guarantee

That's right, if your client finds that the Demand Duo is satisfying their hot water needs during the first month after installation, Rinnai will cover the cost of a replacement and the labor required to install the replacement.

The Bottom Line

The Demand Duo has all of the storage that you'll ever need and all of the power you expect from Rinnai. It's the best commercial water heater we've ever seen-hands down. Between the price point, the technology, and the warranties, the Demand Duo stands in a class by itself. And it's available now at Able Distributors.

Rinnai Demand Duo Resources + Manuals