

# Boiler Market Struggles to Regain Normalcy

Let's face it: the warm winter/spring was welcomed by many, but those in the boiler industry felt its impact. Couple that with expiring government incentives, the boiler market is struggling in 2012. But there is hope. As you'll see in the reports below, many of the manufacturers we talked with seem to be optimistic about 2013.

The manufacturers appear in no particular order. Information can be attributed to each company's marketing department.



**U.S. Boiler Co.**  
[www.usboiler.net](http://www.usboiler.net)

#### Company News:

U.S. Boiler Company, manufacturer of Burnham brand products, has introduced more new, high efficiency products over the last several years than any other company. From new ENER-GY STAR® certified, gas-fired residential boilers to high efficiency oil-fired boilers including advanced-design, three-pass, cast iron boilers, along with the industry's only, 3-pass, oil-fired, steam boiler and the only American-made, atmospheric gas boiler, the ES2, boasting 85% AFUE. Together, the expansive lineup of Burnham heating products boasts the highest average efficiency, exceeding 85% with maximum efficiencies over 95%.

U.S. Boiler Company is continuing to develop new products, new capabilities and innovations that will keep it and its customers at the forefront of the best heating available. Burnham continues to be the leading brand in hydronic heating with the most complete and advanced product lineup, and the one that's made in America.

The ESC condensing boiler features the IQ Boiler Control System, which provides operating controls and constantly monitors the ESC boiler to help maximize operating efficiencies.

*The ESC's G3 cast iron heat exchanger provides efficiencies of up to 85.5%, and delivers long-lasting performance – even in low temperature ranges. The G3 heat exchanger is constructed of BC25-HSi high silicon cast iron to ensure the highest quality, and exceptional performance.*



**Bryan Steam**  
[www.bryanboilers.com](http://www.bryanboilers.com)



**History:** Bryan Steam, originators of the Flexible Water Tube design, provides gas, oil and dual-fuel fired boilers. Electric boilers, Low NOx and knockdown boilers and indirect water heaters for a

variety of commercial, industrial and institutional applications. Boilers are available in sizes from 250 MBH to 25,200 MBH input. The "Flexible Water Tube" design provides fast, natural

internal circulation for maximum heat transfer and operating efficiency. Bryan also offers a variety of related equipment and accessories including feedwater deaerators, boiler feed systems and boiler blow-down separators and tanks.

**Company News:** Condensing boilers continue to offer energy savings in the commercial boiler market and the Bryan Triple-Flex boiler out performs all others with minimum 90% efficiency with 160 F return water. Bryan Steam is offering a universal communications gateway from our boiler products to most building energy management systems.

**Boiler Forecast:** We are starting to see improvement in the commercial/industrial market and expect greater growth in 2013.

*Bryan Steam LLC Triple-Flex™ (patent pending) Ultra-High Efficiency Condensing "Flexible Water Tube" Boilers with guaranteed minimum thermal efficiency of 90% in worst case condensing boiler operating conditions, such as 160° return water, 180° supply water at maximum input.*



**HTP, Inc.**  
[www.htproducts.com](http://www.htproducts.com)

**History:** HTP was established in 1974 as a designer and fabricator of heat exchangers for the boiler and solar industries. It is enjoying its second generation of family leadership under CEO Dave Davis and is a full-fledged manufacturer on the cutting edge of energy and efficient space and water heating technology. Product categories include: modulating condensing commercial and residential high efficiency boilers, indirect water heaters, high efficiency gas fired water heaters, solar hot water systems, combination space and water heating and electric water heaters.

**Company News:** This year HTP has released two new residential boiler products to date: the Elite FT with a unique fire tube design, and the Elite Plus with gas adaptive technology. We have also announced the launch of three great new commercial water heaters which will be available before the end of the year.

**Boiler Forecast:** In the short term, we see a drop in boiler sales. As government initiatives have ceased and the cost of energy continues to rise we will see increased demand for energy efficient boilers. There is going to be a greater need for retrofit units in older homes as homeowners search for newer ways to save on fuel and energy costs.

**Helping the Contractor:** HTP offers the convenience of working with an onsite technician straight to your mobile phone through the launch of the HTP mobile app. Contractors can interact directly with HTP by downloading the mobile app for free now in the iTunes Store, Android Play, and BlackBerry App World.

Designed specifically with convenience in mind, the new HTP mobile application gives contractors access to everything they need on site in order to get the job done. With the click of a button or a swipe of the screen, users can access essential tools for any HTP product installation. View parts drawings and installation manuals, images, specifications, stream videos and more. In addition, you can easily locate your nearest sales representative or contact HTP directly for technical support or a sales quote.



*The Elite FT heating boiler from HTP features an exclusively designed stainless steel heat exchanger with superior heat transfer and less exposure to corrosion and scale buildup.*



**Triangle Tube**  
[www.triangletube.com](http://www.triangletube.com)

**Company History:** Triangle Tube is part of the ACV group, which has been committed to innovation in hydronic heating for the past 90 years. ACV developed the unique stainless steel tank-in-tank indirect fired water heater over 30 years ago. Triangle Tube was one of the first companies to bring indirect water heaters to the North American market. In the 1980s, Triangle Tube brought one of the first combination heaters to the market and in 2003 Triangle Tube introduced the revolutionary Prestige Boiler. The Prestige Boiler, with its unique fire-tube heat exchanger quickly became the most popular residential high efficiency boiler in North America.

**Company News:** Triangle Tube's Prestige Condensing Boilers have been re-launched with a new and unique TriMax control. This new control is the most powerful, yet easiest to use boiler control available. The TriMax control provides two reset curves for multi-temp systems, controls 4 circulators, and can cascade up to 6 boilers with a unique auto-detection system. The most popular innovation for the TriMax is the 60 second EZ set-up feature. This allows the TriMax control to be set up, both heat and hot water, in less than 60 seconds. Keystone Condensing Boilers are available with inputs from 399 to 850 MBH and Keystone Condensing Water Heaters are available with inputs from 199 to 850 MBH.

**Boiler Forecast:** Growth in the high efficiency residential boiler market has slowed in 2012 due to low natural gas prices and the elimination of most government incentives. While we expect natural gas prices to increase from here, the increase will be slow and not significant enough to cause a dramatic change in the market. The good news behind the low natural gas prices is that conversion from oil heat to natural gas makes more sense than ever, and many homeowners will see the long term benefits of high efficiency products. In a slow growth market more than ever, companies with broad, innovative products that provide significant value to their customers will be the most successful.



*Prestige boiler*

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**Company News:** The NH150-DV and NH199-DV tankless hydronic boilers are ideal for constant room temperature comfort for various heating choices, such as panel radiators, baseboard flooring and radiant floor heating. Significantly smaller in size than conventional hydronic boilers, the direct-vent units appear similar to tankless water heaters and weigh only 66 pounds versus a conventional boiler at 300 pounds. Featuring a gas-consumption range of 55,500 BTU per hour to 150,000 BTU/h for the NH150-DV and up to 199,900 BTU/h for the NH199-DV, the units are ideal for residential or light commercial applications. They also offer nine temperature settings (140-180 F) for hydronic heating applications. Each unit has a high-flow capacity of 14 gallons per minute with a three-speed Grundfos Pumps circulator, providing multiple pump curves, rather than the one-pump curve of a typical single-speed pump. The multiple pump curves make it easier to correct flows and pressure losses, allowing the hydronic boilers to better adapt to changing demand in a heating system. The units also include an outdoor reset control (ORD).



**Slant/Fin Corp.**  
[www.slantfin.com](http://www.slantfin.com)

**Company History:** Slant/Fin was founded by Mel Dubin in 1949. It was started in the back of a bakery in Coney Island, N.Y. When the company started, its focus was commercial grade element and the original design was a locked, slanted fin, hence the name Slant/Fin. One of Mel's favorite stories is about how small the original work area was. When they were making 10-foot element they had to manufacture half the element at a time, then open the back door to turn it around to finish. Slant/Fin is now America's largest manufacturer of baseboard heating equipment. It is also one of the top manufacturers of gas and oil boilers. Since 1949, heating contractors, engineers and builders have depended on Slant/Fin for products of the highest quality.



*The Lynx Modulating Condensing Gas Boiler is a hot water boiler heating system which is compact, powerful and agile. Slant/Fin's new Lynx sealed combustion gas boiler operates at 93% AFUE maximizing fuel savings. Compact, light weight for easy handling. Advanced design aluminum heat exchanger sets a new standard for reliability.*

**Company News:** Slant/Fin is putting the finishing touches on its new website. The new site is very easy for even the Internet novice to navigate. We have covered the social media bases with Facebook and a blog. The training facility in Greenvale, N.Y., has undergone a major facelift. The new training center has five live-fired boilers, as well as the newest in classroom training technology. Slant/Fin also will be announcing a new line of modulating condensing gas boilers for 2012.

**Boiler Forecast:** The boiler market will continue to be very competitive. With new competition entering into this already crowded arena we must exceed the expectations of our customers by excelling in areas including but not limited to customer service, on time and accurate shipping, quality control and product mix.



**ClimateMaster**  
[www.climatemaster.com](http://www.climatemaster.com)

**Company History:** ClimateMaster emerged from the marriage of several water-source heat pump companies in a blending of strengths to form a focused organization. For over 50 years, we have been focused on enhancing business and home environments around the world. Our mission as the world's largest and most progressive leader in the water-source and geothermal heat pump industry reveals our commitment to excellence - not only in the design and manufacture of our products, but in our people and services. All of ClimateMaster's 610,000 square feet in facilities operate in Oklahoma City, Oklahoma, which means ClimateMaster units are manufactured in the United States using American labor.

**Boiler Forecast:** The 30% tax on installation costs is definitely helping increase sales in the geothermal industry. With incentives being offered on the state level, this will only add to the awareness of the product.

**Helping the Contractor:** ClimateMaster created [cmdealer.net](http://cmdealer.net) to help HVAC contractors develop a successful geothermal dealership. The dealer Marketing Area is designed to allow you to order promotional items, signage and trade show graphics. Print-ready advertisements, high-resolution logos, and unit photos are available for download on this site. This website was created specifically for ClimateMaster dealers.

The Residential Marketing Manual is a guide for HVAC contractors to develop a successful geothermal dealership. The marketing manual contains marketing plans, information on branding, sales literature, sales tools, information on federal tax credits and pricing/warranty information.



*The new Trilogi™ 40 utilizes variable speed technology to provide an extremely wide range of heating and cooling capacities, with the ability to perfectly match loads to as low as 30% of maximum.*



**Utica Boilers**  
[www.utica boilers.com](http://www.utica boilers.com)

**Company History:** Utica Boilers is an ECR International brand. ECR designs, manufactures and markets HVAC equipment including boilers, water heaters, hydronic system controls and furnaces in modern plants at Dunkirk and Utica, New York. ECR has been located in New York State since 1928 when Earle C. Reed established manufacturing facilities for cast iron boilers and radiators in Dunkirk and Utica, New York. ECR was formed in 1999 as a merger of The Utica Companies (Utica) and Dunkirk Radiator Corporation and named in his honor. ECR is a strong supporter of local charities and is proud to be a founding sponsor of Utica's famous 15K (9.3 miles) Boilermaker Road Race.

**Company News:** Our boiler line has been redesigned to meet 2012 DOE Compliance requirements. Highlights include the new UB90-100 Series 2 and the TriFire TRB.

The new UB90-100 II now has a new Honeywell 2012 compliant control. The UB90-100 II also features temperature display, direct spark ignition for increased reliability and a boiler water reset that does not require an outdoor sensor. The TriFire TRB now has a Hydrolevel Fuel Smart Hydrostat with temperature display and dial-type settings. The TriFire TRB also has a boiler water reset that does not require an outdoor sensor, along with a LWCO and a new well.

Locally, we're preparing for the 35th anniversary of the Utica 15k Boilermaker Road Race. We co-founded the race to celebrate our 50th Anniversary and give back to the local community, and now the race has grown to an international event featuring 14,000 participants.



*The new UB90-100 II now has a Honeywell 2012 compliant control.*



**Laars**  
[www.laars.com](http://www.laars.com)

**Company History:** In 1948, engineer Avy Miller formed Laars Engineering as a company dedicated to the concept of heating water quickly by passing the water through finned copper tube heat exchangers. Miller realized that moving water at high velocity through "low-mass" heat exchangers such as finned copper tubing could heat water up to nine times faster than through cast iron vessels. Miller designed specialized manufacturing techniques to support this new concept, and the "low-mass" technology found a warm U.S. reception.

Today, Laars Heating Systems operates as a subsidiary of the Bradford White Corporation with manufacturing in Rochester, N.H. and a distribution center in Mississauga, Ontario, Canada.

**Company News:** Laars Heating Systems announced the opening of a new, state-of-the-art customer training center in Rochester, N.H. The center is designed to educate contractors about hydronic systems and Laars current and next generation of heating technology. The new training facility seats up to 70 people, has 2 live fire stages, which can fire up to 2 million Btu/hr, and an advanced audio visual system for in-room use and is capable of streaming live video over the Internet.

**Boiler Forecast:** Residential markets have weakened compared to 2011 due to sluggish new home starts and the removal of most residential tax incentives and utility rebates. The commercial market has seen more quotation activity, and projects are still on longer lead times with a higher rate of postponement or cancellation that would be seen in a strong growth economy.



*NeoTherm® LC condensing boiler is a fully packaged, 1 million BTU, space-saving hydronic solution that offers 94% thermal efficiency.*



**Bosch Thermotechnology**  
[www.buderus.us](http://www.buderus.us)

**Trends:** In North America, Bosch Thermotechnology is a leading source of high quality water heating and comfort heating systems. In particular, the company offers BOSCH tankless, point-of-use and heat pump electric water heaters, Bosch solar thermal systems, Buderus floor-standing and wall-hung boilers, FHP geothermal systems, as well as controls and accessories for every product line. Bosch Thermotechnology is committed to reinventing energy efficiency by offering smart products that fit together and work together as integrated systems that enhance the quality of your life in an ultra efficient and environmentally friendly manner.

**Company News:** Buderus-Bosch Group is rolling out multiple new product upgrades in 2012, including a completely new line of electric, point-of-use tankless water heaters called the Tronic series. Our other products, including the industry's only ENERGY STAR-designated complete geothermal line, continue to be a major focus point. Solar, geothermal, tankless and high efficiency boiler products from Bosch are capable of 98 percent efficiency as stand-alone products (i.e. Bosch Therm tankless water heaters) so a combined system offers an attractive option for price conscious consumers. In turn, professionals offering our entire integrated portfolio can tap into new revenue areas working with Bosch – a global brand consumers know and trust.

*The Bosch Greenstar™ series, available in configurations ranging from 57.2 to 151.6 MBH, utilize condensing technology and can offer efficiency levels of up to 98.7 percent*



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**Crown Boiler Co.**  
[www.crownboiler.com](http://www.crownboiler.com)

**Company History:** Starting in 1949 as Crown Industries, today's Crown Boiler Co. has grown into an industry leader offering the latest in Hydronic heating technology. Crown's product offering includes residential and commercial oil and gas fired cast iron boilers as well as residential and commercial cast aluminum condensing boilers. Along with this extensive offering of boilers our product line includes stainless steel indirect water heaters, Hydronic air handlers and warm air furnaces.

**Company News:** With the new DOE residential regulations taking effect on September 1, 2012 increasing the minimum AFUE and mandating controls with a means to adjust boiler water temperature based on load conditions on products, Crown will be updating our residential boiler line to comply. This includes releasing three completely new products to our line. We are introducing the Aruba 4 gas fired hot water boiler this year, as well as two new 3-pass oil boilers, both a hot water and a steam model. We will also be introducing online training for these new products as they become available in Crown Boiler University, our online learning center. This is going to be a very exciting year for Crown, and we are really looking forward to rolling these new products out.

**Boiler Forecast:** Although the lack of cold weather has softened the market over the past year, we're still feeling good about the 2012-13 heating season. With the new 2012 DOE regulations coming into play, we feel very confident that the market is going to turn around. The regulation changes are going to increase the incentive to upgrade to new, compliant equipment for better energy savings.

**Helping the Contractor:** We offer multiple channels through which contractors can learn about our products. We have opened a training center at our office in Philadelphia, Pennsylvania, and have vans with fully functioning equipment for mobile training. Crown Boiler University also offers many online classes on our products so contractors can train at their own pace, on their own time. We want to make sure that contractors have the knowledge to get the job done.



*The Aruba IV (AWR) is a gas-fired hot water boiler built for reliability, efficiency and performance. It is designed for use with residential and small commercial applications with an approved chimney. The AWR has an Annual Fuel Utilization Efficiency that varies from 82.8% to 83.3% and the heat exchanger comes with a Limited Lifetime Warranty.*

**HARSCO**  
INDUSTRIAL  
Patterson-Kelley

**Harsco Industrial  
Patterson-Kelley**  
[www.harscopk.com](http://www.harscopk.com)



**Company History:** Harsco Industrial Patterson-Kelley traces its industrial heritage to Benjamin F. Kelley & Company founded in 1880. One of the company's first products was a feed water heater with a "U" tube bundle. The company moved to its current location in East Stroudsburg, Pa. in 1919. Since then, the company developed new products for the water heater industry and expanded into adjacent markets such as cement linings for storage tanks, chemical process equipment and commercial boilers. In the 1960s, Patterson-Kelley revolutionized the water heating market by introducing the first completely "packaged" water heater. These water heaters included operating controls, insulation and outer coverings bundled into a fully assembled package. Today, the company has taken this bundling to a new level by offering fully engineered and assembled heating plants called fabricated systems.

Patterson-Kelley joined Harsco Corporation in 1974. In the late 1980's, business expanded into the commercial boiler market when the PK THERMIFIC® gas fired boiler was introduced. These modular boilers provided heat for schools, dormitories, nursing homes, and apartments. As the market evolved to higher efficiency equipment, Patterson-Kelley introduced a new technology, the first cast aluminum heat engine as part of the MACH® condensing boiler. Today, this ultra high efficiency condensing boiler continues to be one of the major growth platforms for the company.

**Company News:** New MACH n'Roll™ engineered system combines high efficiency space heating and domestic hot water in a compact footprint. These systems are customized to fit and perform in each unique application. In the spring/summer, we will launch our MACH® condensing boilers with dual fuel (natural gas and propane) capabilities. For facilities, such as hospitals and some schools, where emergency backup is often required, our dual fuel boilers change from natural gas to propane by simply flipping a switch.

**Boiler Forecast:** Natural gas prices declined making the value argument for significant cost savings and quick return on investment more challenging. Yet we still see our fair share of retrofit and renovation projects that are driven by potential cost savings rather than failed equipment. As financial incentives from the government and utility companies expire, we may see this trend decline.

*CSA certified at up to 96% efficiency and delivering actual net thermal efficiencies to 99%, the ultra high efficiency of the MACH® boiler helps reduce fuel bills by as much as 80%. All MACH® boilers now feature our exclusive ENVI® control system.*



**Weil-McLain**  
www.weil-mclain.com

**Company History:** Founded in 1881, by Benjamin & Isadora Weil, Weil-McLain has been an industry leader for 131 years. Today, Weil-McLain has a state-of-the-art assembly facility in Eden, North Carolina and a foundry in Michigan City. The Michigan City facility houses the Weil-McLain Product Engineering team, recently enhanced Engineering lab and customer service department.

**Company News:** This May, Weil-McLain, in partnership with sister company Marley Engineered Products, is opening a new Division office in Burr Ridge, Illinois. The new division office will house the executive team, along with the Marketing & Finance departments. The Division office will also include the Central & Western Area Sales team and three new product training rooms for customer training events.

Weil-McLain has recently introduced three new products: the GV90+, a 90+% AFUE efficient cast iron gas boiler that can vent with PVC pipe material; the WM97+, a 97+% condensing, stainless steel wall mount boiler; and the Aqua Plus, a new line of indirect-fired water heaters.



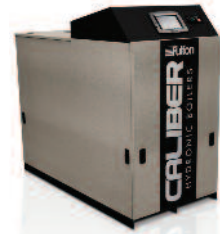
*Loaded with a winning combination of features, Weil-McLain proudly introduces the WM97+ Boiler. The WM97+, is a wall mount boiler that comes in 70,000 and 110,000 BTU input models, both at a AFUE rating of 97%. The WM97+ offers a unique condensing stainless steel heat exchanger, built in boiler circulator and a built in primary secondary option.*



**The Fulton Companies**  
www.fulton.com

**Company History:** Fulton specializes in custom engineered industrial and commercial heating systems featuring steam boilers, hot water and hydronic boilers, thermal fluid (hot oil) heaters, temperature control units and a full range of ancillary equipment. Since its establishment in 1949, Fulton has continuously improved and expanded its capabilities, both in production as well as customer service. Fulton's continued growth has led to the development of new product lines and manufacturing facilities to meet the needs of a growing customer base.

**Company News:** Since the 112,000 square foot expansion of the company's headquarters was completed in November 2011, Fulton has been moving into its all-new space, which includes a 82,000 square-foot manufacturing space and 10,000 square-foot dedicated Research and Development space, as well as a 20,000 square-foot office space. This expansion has allowed for manufacturing process efficiencies and product line expansions. Fulton is offering a brand new line of condensing, lightweight commercial hydronic boilers with ultra low emissions of CO and NOx.



*The Caliber™ boiler is a condensing, lightweight commercial hydronic boiler with ultra low emissions of CO and NOx. The product line features a high quality, full stainless heat exchanger suitable for hydronic heating in sizes from 300,000-850,000 BTU/hr.*



**Hydrotherm Boilers**  
www.hydrothermkn.com

**Company History:** Hydrotherm Boilers has been manufacturing American-made, high-efficiency boilers for more than 65 years. Hydrotherm is known for three major game-changing product introductions beginning with the introduction of the modular boiler concept. The MR Series of cast-iron boilers took the boiler marketplace and changed it considerably by packaging smaller residential-style boilers into multiple boiler configurations under a single jacket and stage-firing them to meet heating demands across a broader spectrum when compared to traditional on/off boilers thus increasing operating efficiencies and decreasing the equipment footprint.

Hydrotherm also pioneered the Pulse boiler. Hydrotherm received the first-ever patent on Pulse boiler technology and produced a condensing boiler with unprecedented operating efficiencies at over 92% in the late 1970s and continued producing Pulse boilers until early 2002.

In 2002, Hydrotherm introduced another industry-first on the heels of the Pulse boiler. With operating efficiencies of up to 99% at full modulation, the KN-Series boiler is the most durable and energy-efficient boiler available today.



*The all-new KN-Series boilers will incorporate an enhanced Tru-Flow air/fuel combustion control process allowing for increased venting lengths at decreased sizes while maintaining optimum combustion and operating efficiencies.*

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**Lochinvar**  
[www.lochinvar.com](http://www.lochinvar.com)

**Company History:** Lochinvar's heritage of excellence dates back to 1939, when the company was founded. The introduction of the Power-Fin product line in 1986 revolutionized the industry and helped establish Lochinvar as the leader in advanced hydronics and water heating technology. Through the years, Lochinvar's continued investment in research and development has produced many of the industry's most innovative products and technology. Today, with company headquarters in Lebanon, Tennessee, Lochinvar is the leading manufacturer of energy-efficient water heaters, boiler, pool heaters and commercial solar thermal systems.

**Company News:** The ARMOR X2™ commercial condensing water heater combines stainless steel heat exchanger technology with modulating/condensing combustion to deliver thermal efficiencies as high as 96 percent. Boasting a turndown ratio of 10:1 and available in models with 1.0, 1.3 and 1.5 million Btu/hr inputs, ARMOR X2 offers an efficient, advanced solution for a wide range of commercial applications.

- Designed to provide a simple, cost-effective means of integrating solar energy into any application, Strato-Therm+ offers the functionality of a solar thermal storage tank, indirect water heater and hydronic buffer tank in a single, space-saving unit.

- The fully modulating CREST Condensing Boiler features a low-NOx combustion system with a stainless steel heat exchanger and a highly unique, patent pending dual-system burner design with up to 25:1 turndown.

- The 2012 Lochinvar University courses are now in session. All Lochinvar University courses take place at company headquarters near Nashville, utilizing Lochinvar's state-of-the-art training facility.

- In December 2011, Lochinvar opened a new distribution center in the Chicago area.

**Boiler Forecast:** The boiler business has struggled in recent years in the traditional low- to mid-efficiency range products but has enjoyed nice growth in high efficiency offerings. This trend is sure to continue as energy costs rise and facility owners look for new ways to invest with the greatest ROI. Investing in facility upgrades that lower operating costs within the buildings that their businesses already occupy, in many cases offers a quicker and more substantial return on their capital investments than if they invested those same funds in actions that would help them grow their businesses. Until construction in the U.S. gets back to "normal," the win-win scenario will be with energy upgrades and retrofitting of lower efficiency products in the residential and commercial arenas.



CREST boiler



**Energy Kinetics**  
[www.energykinetics.com](http://www.energykinetics.com)

**Company History:** Energy Kinetics was founded in 1979 and has grown to become the nation's leading manufacturer of innovative, high-efficiency heating and hot water systems. The company's core philosophy of helping heating professionals succeed using practical application of energy efficiency has resulted in growth with these business partners. Our core technology is capable of reducing energy consumption up to 40%, with further gains from integration with solar and other renewable energy sources. The company's flagship product, System 2000, is manufactured in the USA with exacting, world-class standards and is sold direct to professional heating installation contractors. Energy Kinetics is an ENERGY STAR Partner and a leading manufacturer of ENERGY STAR heating equipment.

**Company News:** Energy Kinetics' latest oilheat product introduction, the non-condensing 90+ Resolute™, combines our industry leading low idle loss technology with a 90.4% AFUE integrated heat and hot water system for best in class delivered efficiency. An additional benefit is that this product uses nearly all commercial, off the shelf technology, for ease of installation and peace of mind for contractors and consumers. The Resolute will be available later this year in natural gas and propane, operating with a simple burner change to migrate between oilheat and natural gas or propane.

Combination heat and hot water systems continue to increase market share as consumers and contractors become more aware about consistent energy savings of 20% to 40% with low idle loss designs, and System 2000 leads the way. AFUE does not apply to combination systems. Even in a challenging economic climate, as consumers and contractors realize the benefits of impressive energy savings, exceptional comfort, and virtually unlimited hot water, demand will continue to increase into 2012.

**Helping the Contractor:** Energy Kinetics offers ProTrain™ Technical Service Training courses which cover established principles that help with installing and servicing all heating equipment and efficient heating system design, as well as System 2000 basics, applications, installation, tune-up, and service. Other heating professional courses include training with powerful tools to communicate savings benefits, system design, and fast and accurate job estimates. All instructors are seasoned professionals with decades of hands on experience to make the most of attendees valuable time.



*The 90+ Resolute™, combines our industry leading low idle loss technology with a 90.4% AFUE integrated heat and hot water system for best in class delivered efficiency.*



**Navien**  
[www.navienamerica.com](http://www.navienamerica.com)

**Company History:** KD Navien, Navien America's parent company, was founded in 1978 and has headquarters in South Korea. A recognized world leader in condensing technology and boilers, KD Navien has expanded globally into China, Europe, Russia and North and South America.

KD Navien introduced their condensing tankless technology to North America in 2008 and, by bringing to the market highly efficient and easily installed hydronic heating products, has quickly become the largest provider of condensing combination gas boilers and tankless water heaters in North America.

**Company News:** Navien's combination boiler and water heater is currently involved in a number of projects around North America. Recently, Navien combination gas boilers were installed in 128 apartments on the campus of Oakland University outside of Detroit, Michigan. The new Navien combi units are replacing 40-gallon water heaters that were tied into air handler units and will provide hot water for every unit and heating to each apartment. The project is specifying the CH-240-ASME natural gas unit, so it fires up to 199,999 Btu. Navien also offers a CH-210-ASME (180,000 Btu) and a CH-180-ASME (150,000 Btu). All of these models come in either natural gas or liquid propane.

**Market Forecast:** With their ultra-high efficiency and easy installability, condensing boilers have been gaining popularity at the expense of non-condensing models. This trend has accelerated over the last 10 years because of the many rebates offered by gas companies and homeowners'

desire to use more efficient products to heat their homes.

Sales of wall-hung condensing boilers have doubled over the last five years, while during this same time sales of all other boilers combined have declined by over 25%, according to BRG. In order to respond to this growing trend, KD Navien is going to expand their already strong product lineup of combination condensing boilers with differentiated products and features to provide enhanced benefits to the end user and installer.

Navien America is also implementing a variety of marketing communication tools to inform their channel partners about their ongoing training courses, innovative marketing programs and robust product features.

**Helping the Contractor:** Navien Training Academy is offered at their three North American training facilities, located in Irvine, Calif., Cherry Hill, N.J. and Vaughan, Ontario. These facilities provide training courses on live fire units and opportunities for contractors and engineers to work in a hands-on environment with both condensing tankless water heaters and condensing combi gas boilers. Professionals may find information and schedules on these training courses, as well as register for a course, at [www.NavienAmerica.com](http://www.NavienAmerica.com) to become a certified Navien installer, referred dealer or Navien Service Specialist.

In response to such dramatically increased demand, Navien has also recently invested over a quarter of a million dollars in their call center to respond more quickly to customer calls and boost the reponse rate. The average wait time now is less than a minute.



*Condensing Combi gas boiler/water heater*



**AERCO**  
[www.aerco.com](http://www.aerco.com)

**Company History:** Founded in 1949, AERCO originated tankless water heating, introduced the first modulating and condensing gas-fired unit for the commercial market and helped pioneer the high-efficiency boiler category. AERCO embraces the principle of continual process improvement, and over the years has revolutionized the industry with advanced boiler and water heater technology.

Since its founding, AERCO has adopted state-of-the-art manufacturing methods, disciplined product development and rigorous quality-management programs to ensure its products are delivered on time and with premium service. In 2011, AERCO relocated to a 156,000 square-foot facility in Blauvelt, N.Y., to consolidate all existing operations into one building. This allows improved communication, efficiency, technological innovation and continued growth.

**Company News:** AERCO recently introduced a number of new products, most notably the redesigned Benchmark BMK3000 boiler and new BMK6000 boiler, which is half

the size of any other 6 million BTU/hr boiler on the market. The company also launched the Innovation 1350 tankless water heater and Esteem 399 wall hung boiler with TriMax Control.

To offer a cost-efficient method of updating assemblies and equipment, AERCO started an Equal-to-New (E2N) refurbishment program. E2N assemblies and equipment provide the same functionality as a new model; offering facilities management a more economical manner to maintain their boilers and hot water systems. By the end of this year, AERCO will also introduce an onboard Water Heater Management System (WHM) and proprietary O2 monitoring system.

**Helping the Customers:** AERCO provides technical documents and specifications for each product in our Rep Intranet on [www.aerco.com](http://www.aerco.com), which also has functionality for reps to manage each project. To further support its reps, AERCO hosts training and education seminars.



*The BMK6000 features 15:1 turndown for energy efficiency and high reliability in a compact footprint that is half the size of any other 6 million BTU/hr boiler. It has an efficiency of 92.5%, and comes with AERCO's patented Oxygen Level (O2) monitoring system.*