

Reliance Commercial Program

Improved Business Continuity
-Guaranteed!





more than just rental water heaters



water heaters

- one of the **largest** rental water heater providers in Canada
 - over **1.2 million** customers and growing



HVAC equipment

- full service heating and cooling business
- sales, service, financing and rental
- providing rental HVAC since 2002
 - **over 12,000 customers** and growing
 - **over 18,000 pieces** of HVAC equipment rented



security & monitoring

- Reliance Protectron services -second largest Canadian security company



**our commitment to you:
the best service in the business -guaranteed!**



call centre

- over **3.5 million** calls each year
- **174** agents, **24/7** coverage
- **80%** of calls answered in **20** seconds or less



quality assurance

in-house product Quality management team

- over **30** Reliance quality advocates
- ongoing quality audits



superior service capability

- one of the **largest networks** of licensed technicians in Canada
- handle 1000+ service calls daily nation-wide
- replace approx 200 HotWater tanks daily in Ontario



the reality



water heaters break down the undisputed facts

- very complex, with **500** separate parts
- **8** year average lifespan
- average replacement cost of commercial water heater is **\$8,000 –\$12,000**
- average service response time offered by other service providers is **24 to 48 hours**
- average **3** service calls during these **8** years



the costs

repairs can add up fast – making renting the best option

Examples of typical repair costs	Cost-to-Repair Owned Equipment*:	Renting From Reliance:
Gas Valve Replacement	\$477	FREE
Aquastat Replacement	\$258	FREE
Ventor Motor Replacement	\$972	FREE
Heat Exchanger Replacement (for boilers only)	\$2,211	FREE

* Based on manufacturer's retail cost. Costs do not include labour.



the solution is Reliance

rent with reliance and protect your bottom line



Reliance gives you ...

- 4 hour service response guarantee – 24/7/365
- 100% coverage for all parts and labour
- customized solutions
- 1 predictable monthly payment



so you can enjoy ...

- business continuity
- no repair bills or capital outlays
- increased efficiency and ongoing energy savings
- predictable cash flow management



how will renting from reliance help my bottom line?

renting from Reliance minimizes business interruption, reduces operating costs and eliminates risk with:

- **no upfront costs**
leaving your capital free to invest in your business
- **significant tax savings**
compared to ownership improving profitability
- **high efficiency solutions**
to help you reduce your energy use
- **predictable monthly rates**
to help you better manage your cash flow -no “surprises”





buy back program

extra cash that can go right to your bottom line

- only available with Reliance
- water heaters less than 6 years old or boilers less than 8 years old
- Reliance will buy your equipment
- benefits of renting and no costs of ownership
- extra cash for your business





go green –save energy

endless hot water with tankless systems from Reliance

- save space
- save energy
- never run out of hot water again
- free energy audit
- free sizing to ensure product performance





your assessment customized solution tools

CERTISPEC^{3.1} commercial sizing guide



COMMERCIAL
WATER HEATERS



A.O. Smith
Water Heaters

acc·u·size

water heater sizing program
Version: 5.5

What's new in Acc-U-Size?

The new Acc-U-Size contains all the latest A.O. Smith commercial products and provides you with a powerful tool to size jobs. Acc-U-Size allows you to quickly calculate and print reports on numerous application options. Welcome to the latest in commercial water heater and boiler sizing from A.O. Smith.

[Click here to check for an update](#)

Start New Project

Open Project...

at Reliance we pride ourselves on sizing your commercial location accurately so that your business runs efficiently



Commercial Tankless Product Review



Rheem Tankless Sizing Software





why tankless water heaters?

- **Never run out of hot water again.**
 - Tankless versus Commercial Gas units (units & installation)
- **Cost**
- **Space Saving**
 - Maximize revenue area
- **Installation Flexibility**
 - Install side wall, ceiling etc.
- **Direct Vent**
 - No Combustion air requirements
 - Negative air pressure environments
- **Precise temperature control**
 - Up to 185F with chip
- **Longer Life Expectancy**
- **Better warranty**
 - 5 year heat exchanger/5 year parts/1 year labour versus 3 tank/1 parts for commercial tanks



I chose a Rheem tankless water system for my restaurant business for the added energy efficiency. The money I have saved can be invested into other areas to help my business grow.



tankless or storage?

3 CRTGH-95DVN equal one BTR-200



Easier to install– More efficient





typical tankless applications: 1 to 20 units

- Apartments, Condos, Motels & Hotels
- Schools and Athletic Clubs
- Industrial Plants
- Food Service, Restaurants
- Office Buildings
- Hospitals & Nursing Homes
- Laundries
- Photographic Development Labs
- Endless Opportunities





Commercial Tankless Advantage!

Reduced labor and installation costs!

- No need to send 4 or more men on a job!
- No need to rent a crane @ \$250 an hour!
- Simple side-wall and through the roof venting!
- No need to use a fork lift truck!
- No need to take up valuable floor space!
- Two or more units - Redundant system – Always have hot water!
- Energy efficient
 - Longer life expectancy!
 - 94% efficient





Replaced a Lochinvar with 3 tankless



Free up floor space



SIZING A TANKLESS UNIT

- Correct sizing of system is extremely critical.
- Tankless maintains temperature +/- 1 degree of set point.
- Tankless will sacrifice flow in order to maintain temperature.
- Application may require more than 1 tankless unit based on gallon per minute demand.
- Not just “How much water do you use?” but “How do you use your water?”

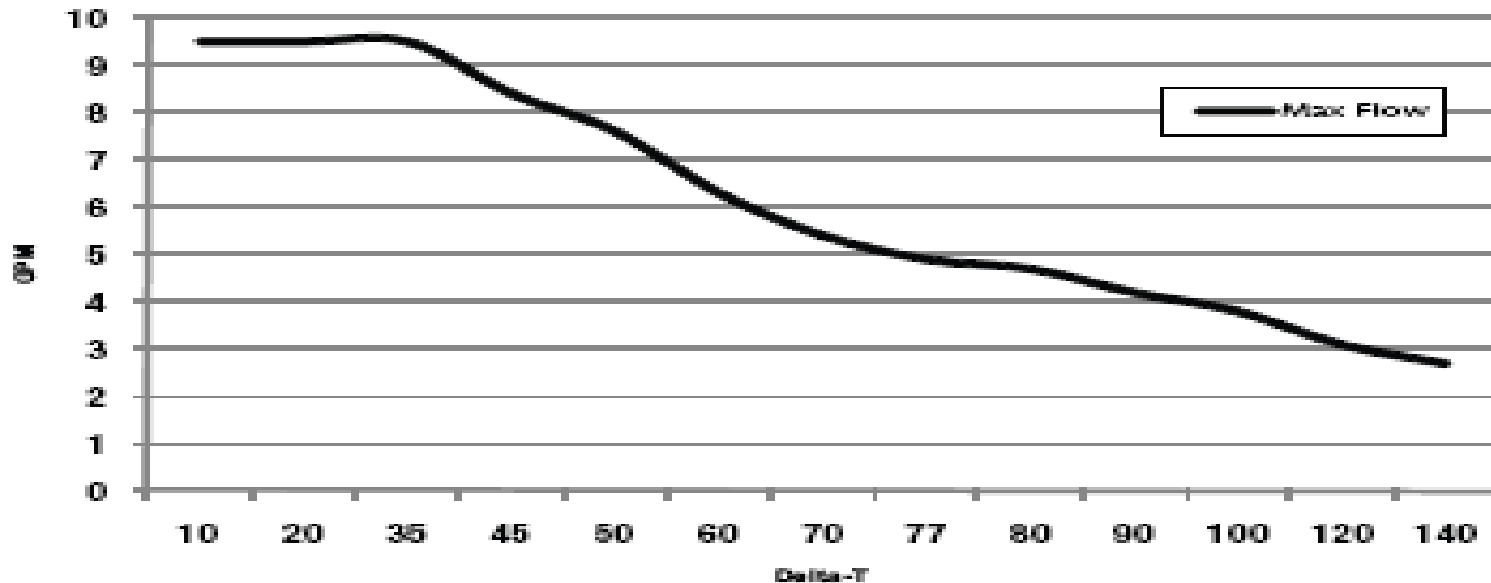
SIZING A TANKLESS UNIT

Proper gas pressure must be ensured to supply tankless gas water heaters – up to 199,900 BTU for CRTGH-95 models. (Consult your gas supplier)

Model Number	Temperature Rise (° F)								
	35°	45°	50°	60°	70°	77°	80°	90°	100°
CRTGH-95 Water Flow (GPM)	9.5	8.4	7.6	6.3	5.4	4.9	4.7	4.2	3.8

Above estimates are for sizing purposes only.

Water Heater Flow Rate Curves





TANKLESS SIZING

- EZ Spec Sizing Software
- Free Download at www.rheemtankless.com
- Interactive and User Friendly





Remote Digital Thermostat:



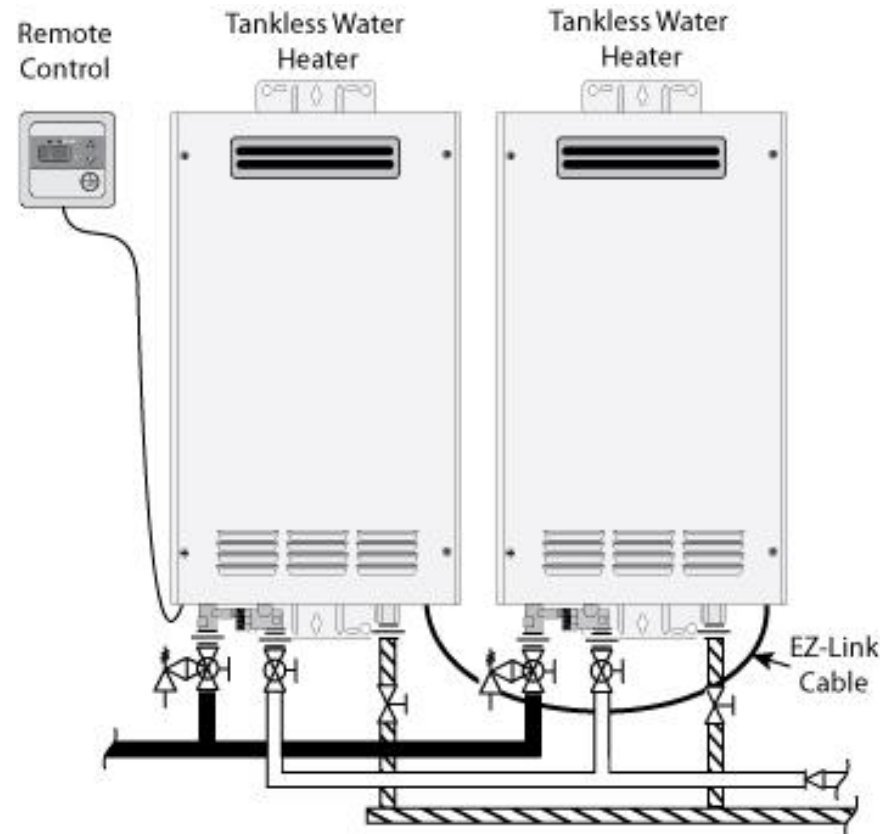
- Precise temperature controls +/- 1°f of set point
- Adjust temperature on digital display in 2° f increments from 100° f(factory setting) to 120°f and 5°f increments from 120°f to 140° f
 - Alternate setting required for temp adjustments from 85F to 140 degrees
 - With commercial chip up to 185°F
- Hard Wired - 18 gauge up to 195 feet
- Diagnostic feature – Indicates system status or error codes (i.e. 1L predicts Lime scale)



Manifold Installations

- EZ-Link

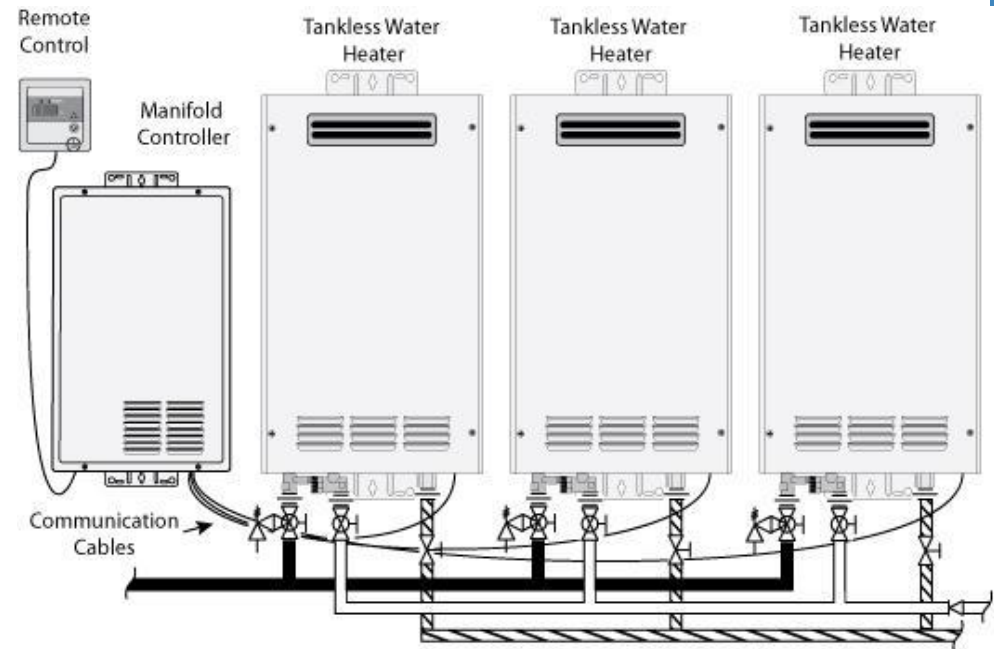
- Two units act as one
- Double the capacity
- No external controller
- Plug-in cable





Manifold Installations

- Multi-Unit Manifold
 - Three to Twenty Units
 - Communication cable lengths: 16', 32", & 65'
 - .4 to 1000 GPM
 - (at a 77F rise)
 - MIC- 6 Controller
 - 3 to 6 units
 - MICS-185 Manifold Controller and Expansion Card
 - 7 to 20 units
 - Ideal for Commercial Applications
 - Hotels/Motels
 - Athletic Clubs
 - Restaurants
 - Schools
 - Industrial Processes
 - Prisons





Gas Supply:

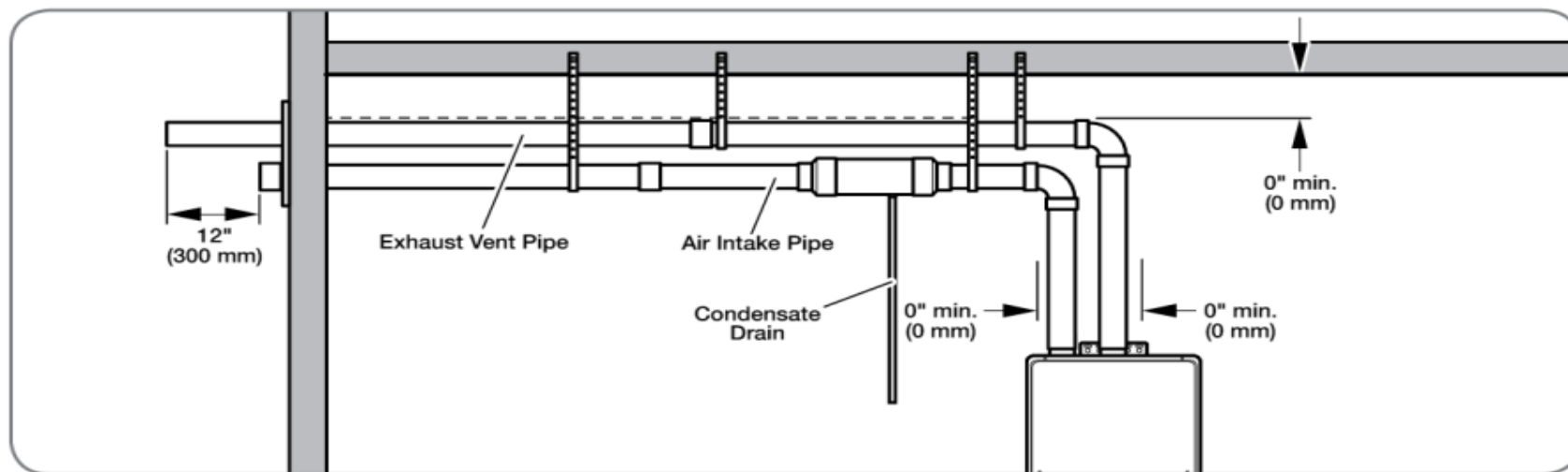
- Tankless water heaters require higher BTU than typical storage tank models
- Ensure proper gas pressure and properly sized gas supply pipe. ***(No.1 installation problem)***





Venting

- Unit vents using inexpensive, readily available ULCS-636 2 or 3 inch PVC or CPVC
- Many vent configuration options
- Unit is direct vent and both pipes must be installed.





CONDENSING: Venting

95DV CONDENSING



Maximum Vent Length (intake/outlet):

Number of 90° Elbows	Maximum Length of 2" Straight Pipe	Maximum Length of 3" Straight Pipe
0 or 1	5.0 ft. (1.5 m)	38.0 ft. (11.6 m)
2	3.5 ft. (1.0 m)	36.5 ft. (11.1 m)
3	2.0 ft. (0.6 m)	35.0 ft. (10.6 m)
4	Not available	33.5 ft. (10.2 m)
5	Not available	32.0 ft. (9.8 m)
6	Not available	30.5 ft. (9.3 m)

VERY IMPORTANT

NOTE:

- 1. A 90° elbow is equivalent to 1 ft. 6 in. (0.5 m) of straight pipe.
- 2. Vent termination does not count as part of the straight pipe equivalent when determining the total vent length.

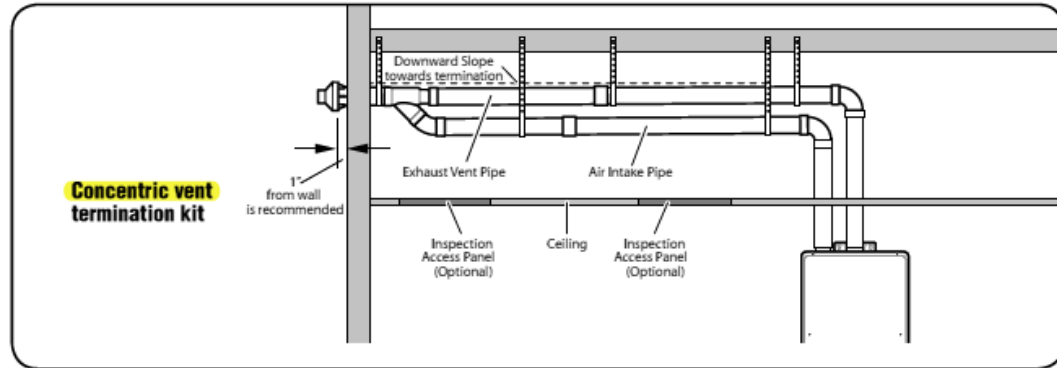
**** See Applicable Use & Care Manual ****



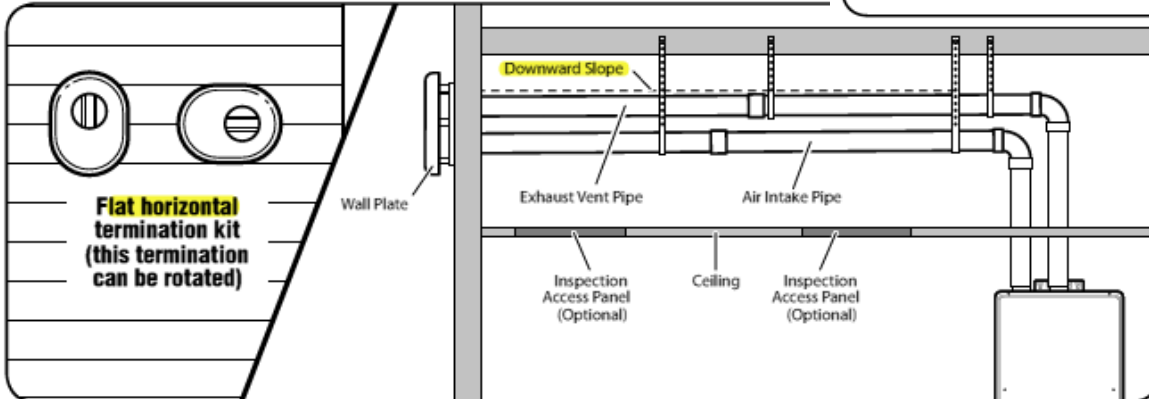
Venting

Alternative Horizontal Vent Installations

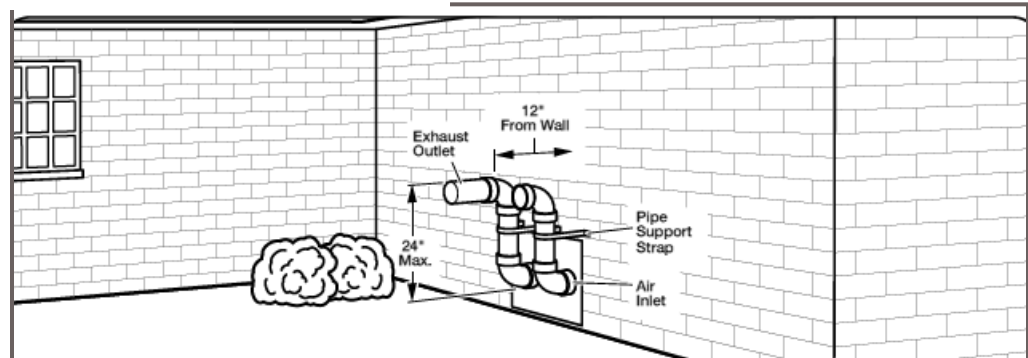
A



B



C

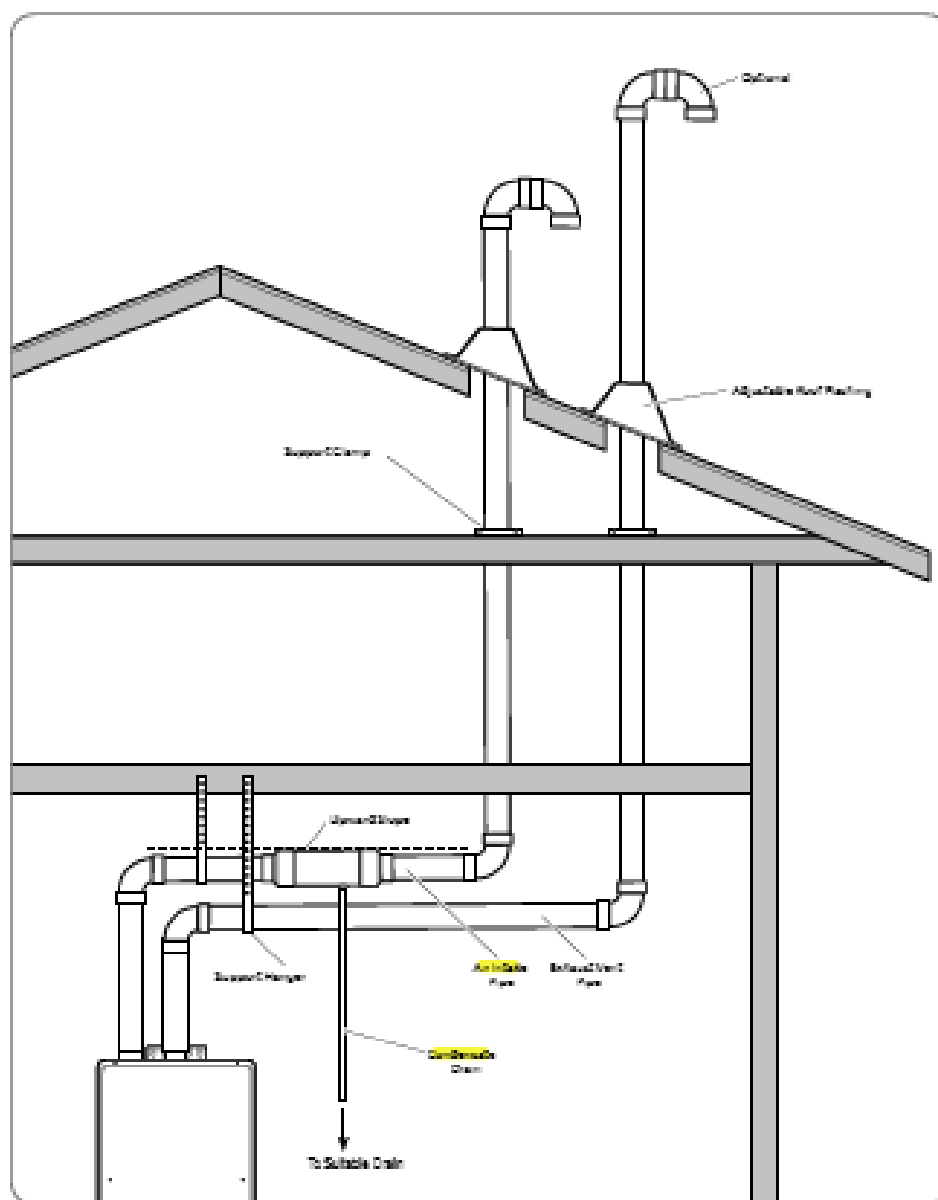




Venting

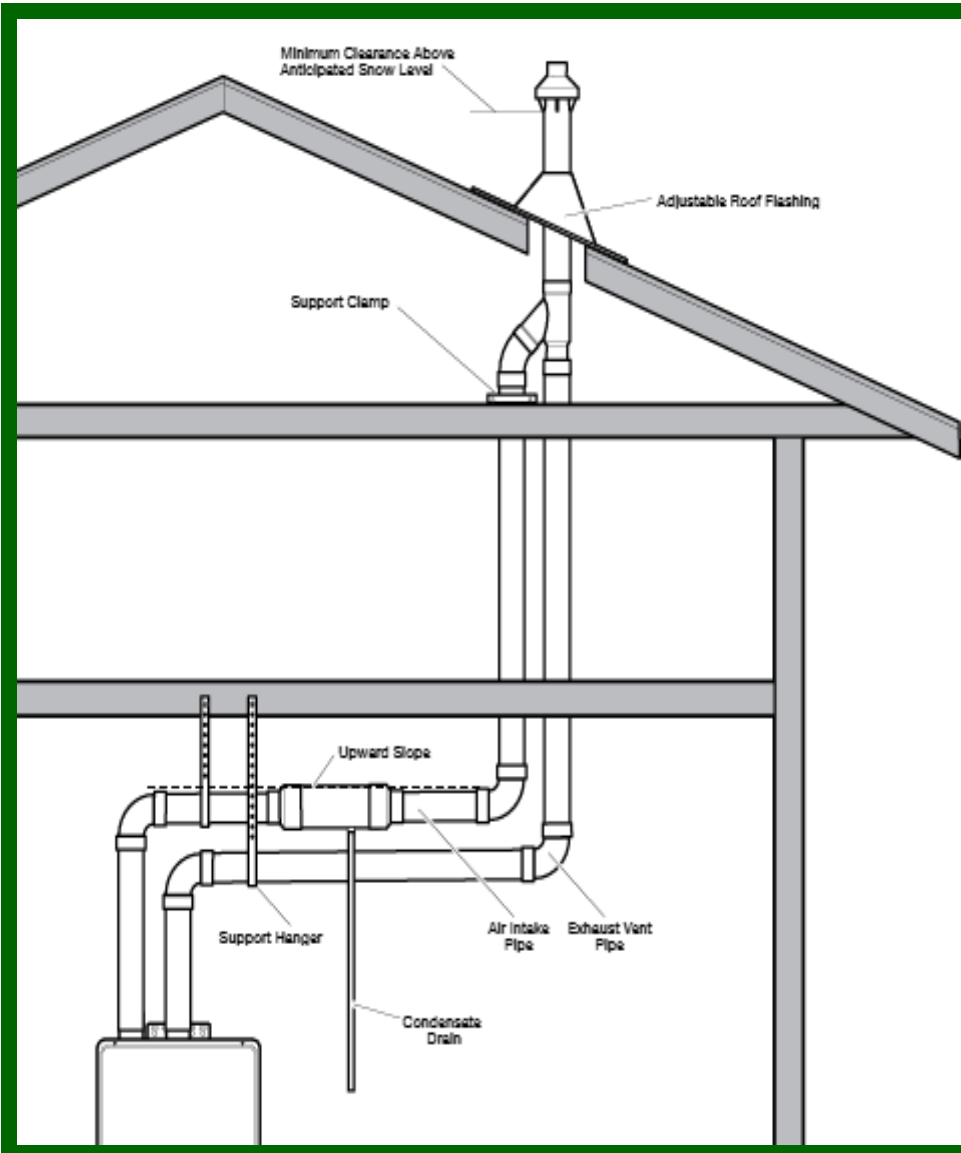
Standard Vertical Vent Termination

Roof terminations should be directed to the eaves not the ridge



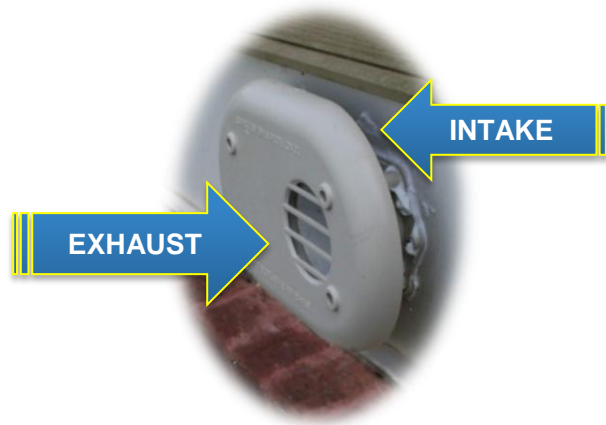


Venting



Alternative Vertical Vent Termination

Venting





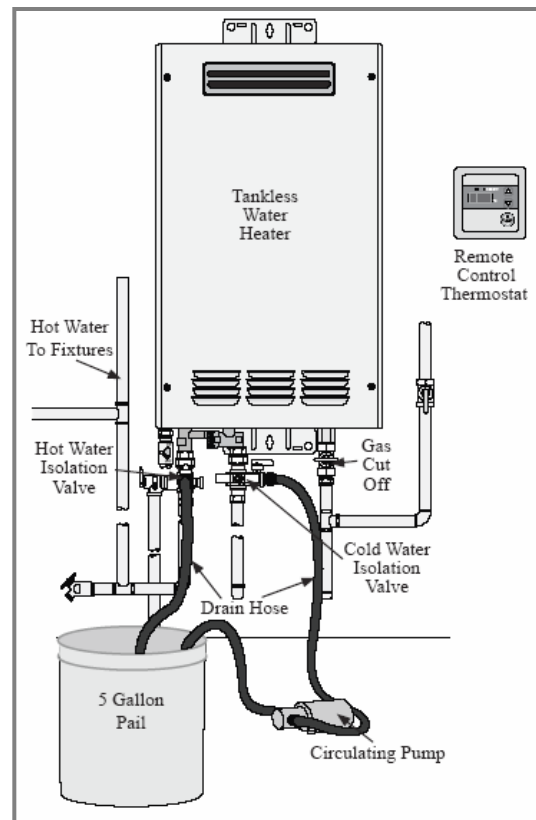
Maintenance

- Check/Clean water filter after initial installation and monthly.
- De-liming of tankless – remote flashes “1L”
 - approximately once per year but depends on water quality, temperature and amount of use
- Use 5 gallons virgin food grade white vinegar
- Circulate for about 1 hour
 - isolation/service valves are key.



Flushing a Tankless Unit

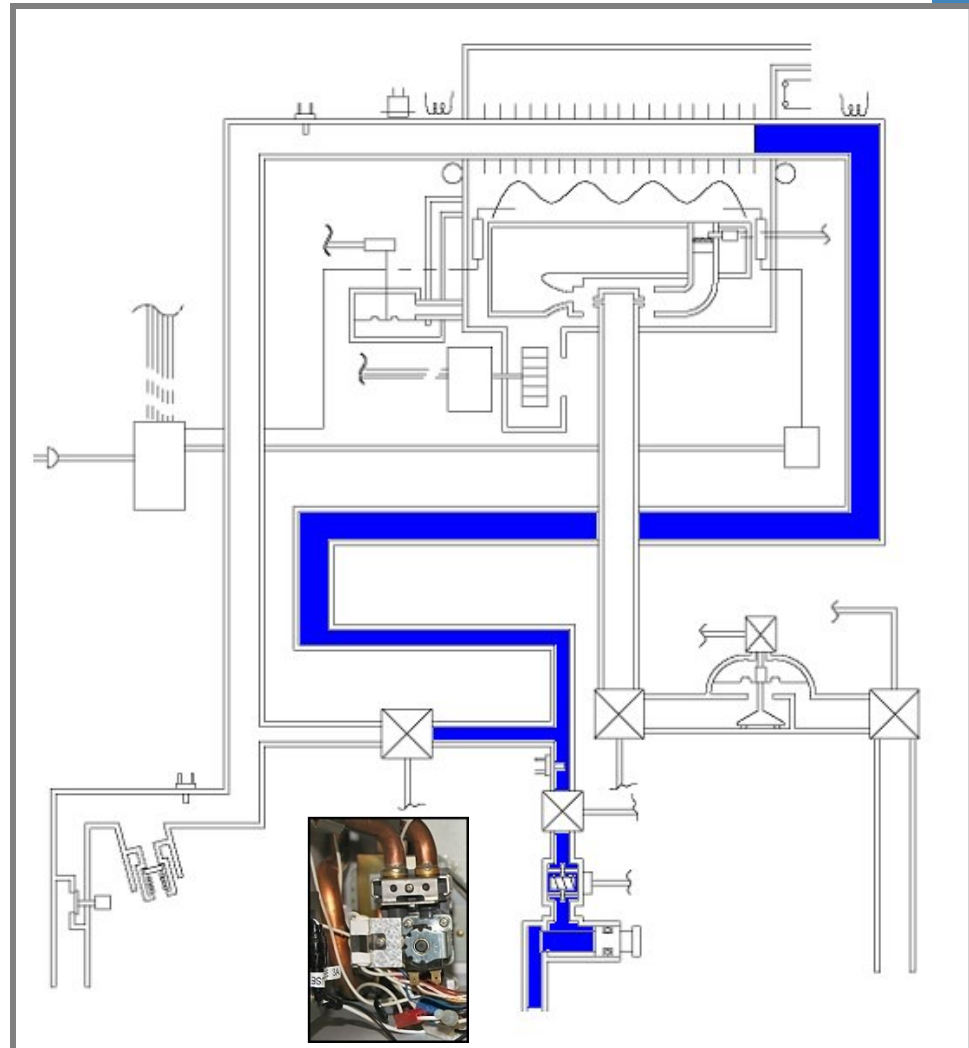
- Get circulating pump jig or purchase the **RTG20124 Tankless Flushing Kit**
- Use virgin food grade white vinegar
- Connect pump to service valves
- Circulate for about an hour
- (Kit comes with instructions)





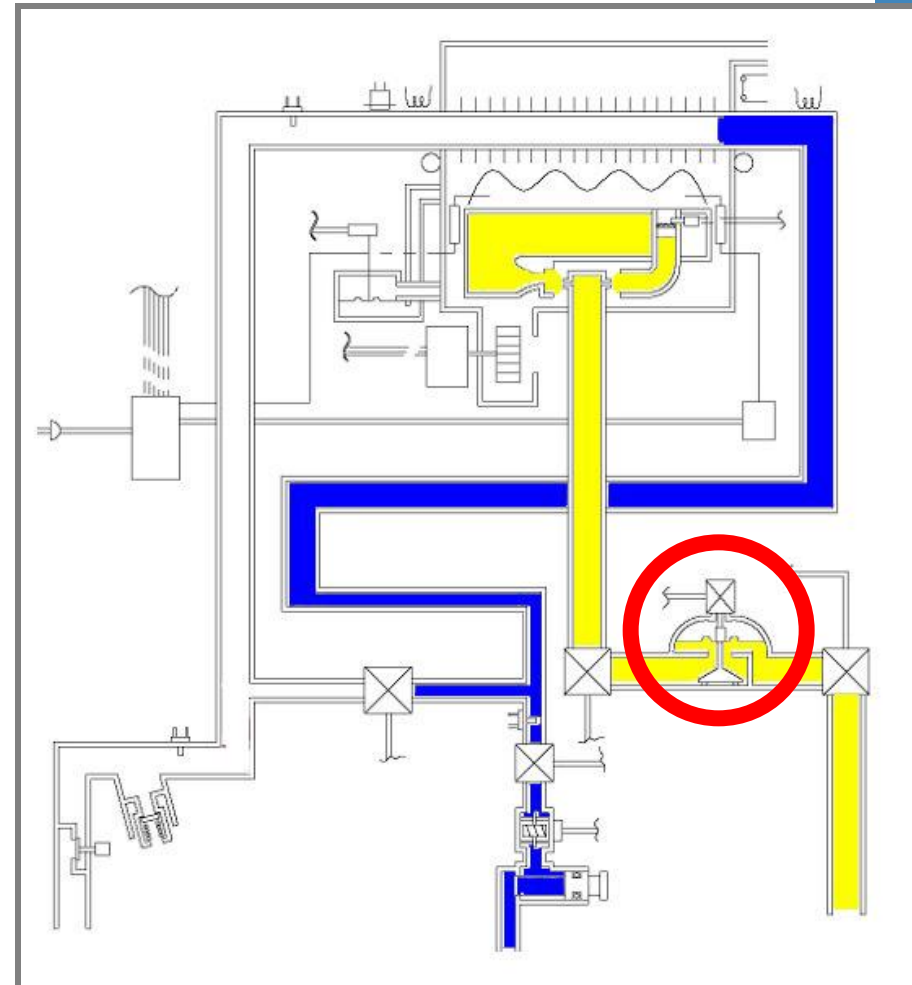
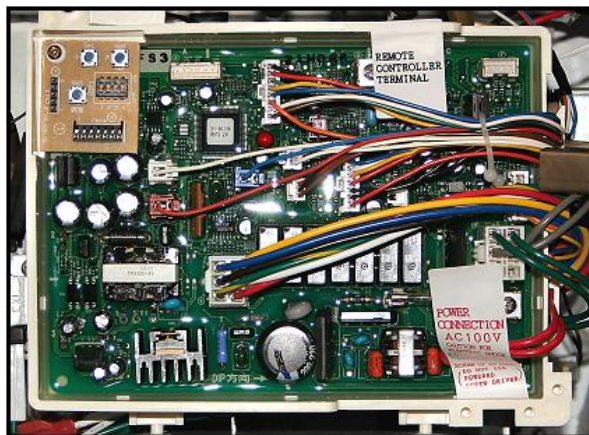
how it works - 1

- Turn hot water faucet ON.
- Cold water enters unit
- A flow switch in the unit senses the water movement
- Inlet thermistor measure cold water temp



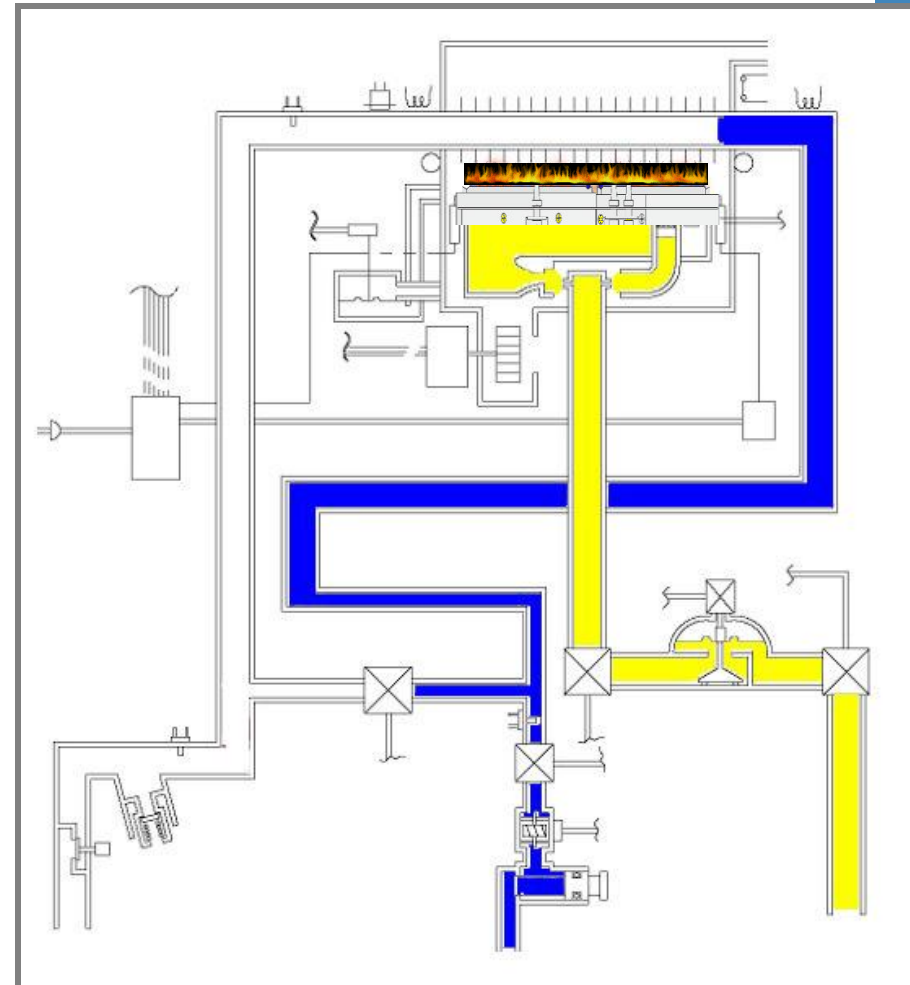
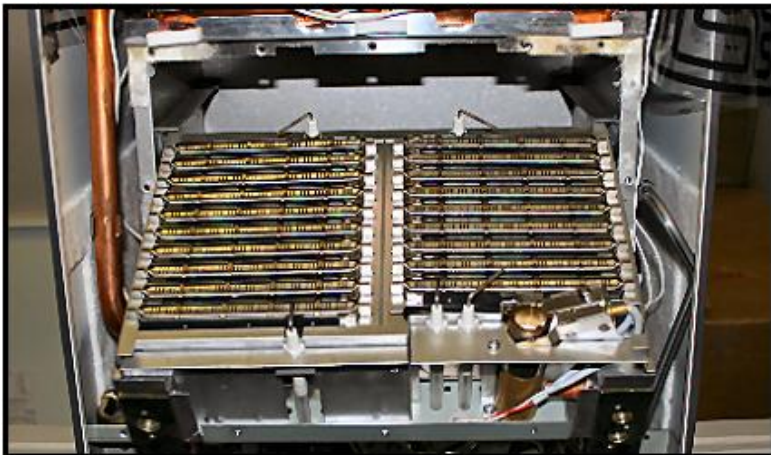
how it works - 2

- Fan pre-purge for up to 8 seconds
- Gas enters unit
- Circuit board gives signal to ignite the main burner



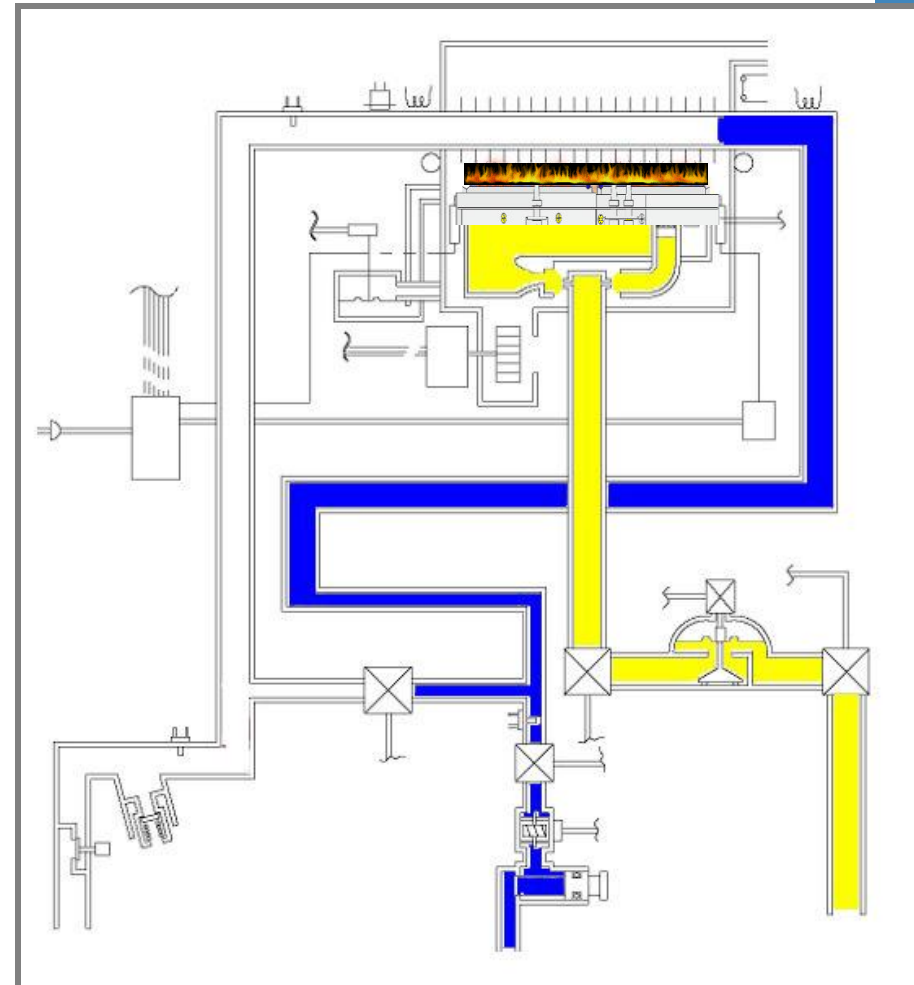
how it works - 3

- Burner ignites
- Flame rods monitor presence of flame on the burners



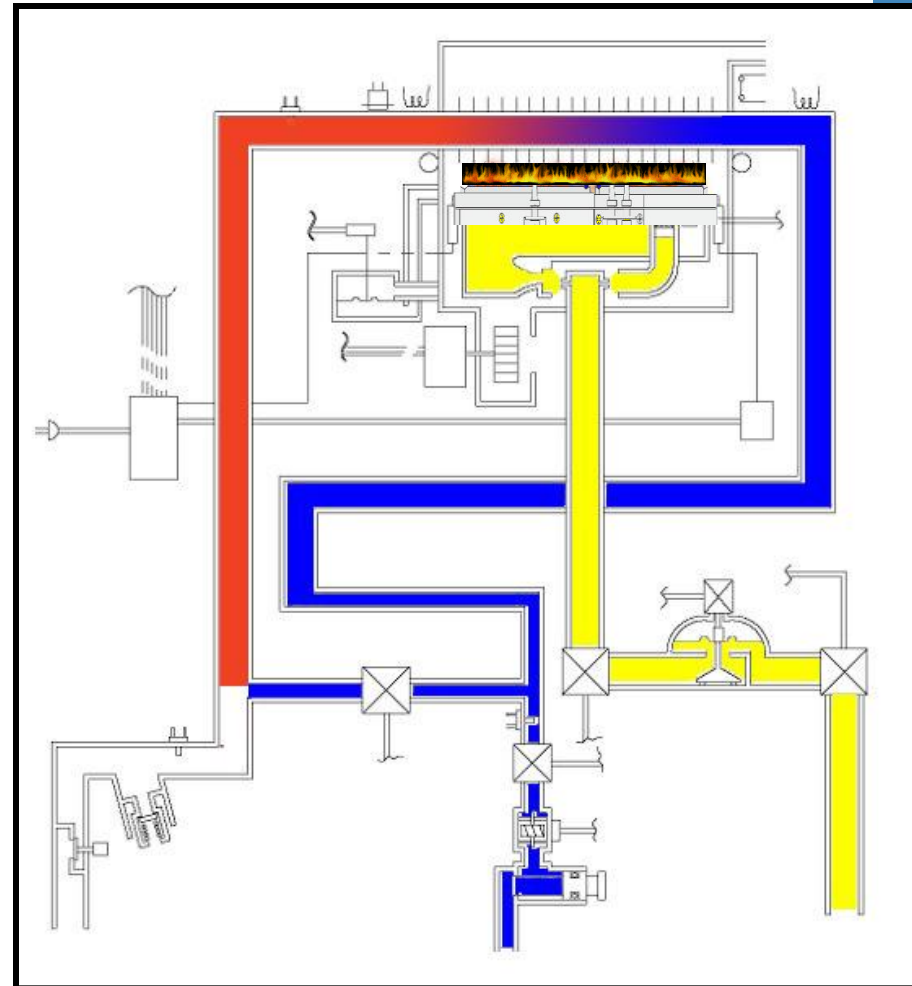
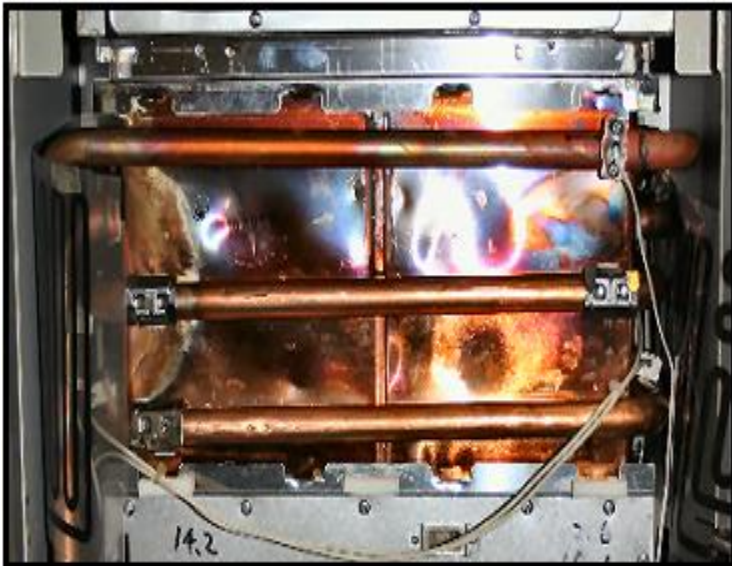
how it works - 4

- “Priority” indicator lights GREEN
- “Red Candle flames” illuminate



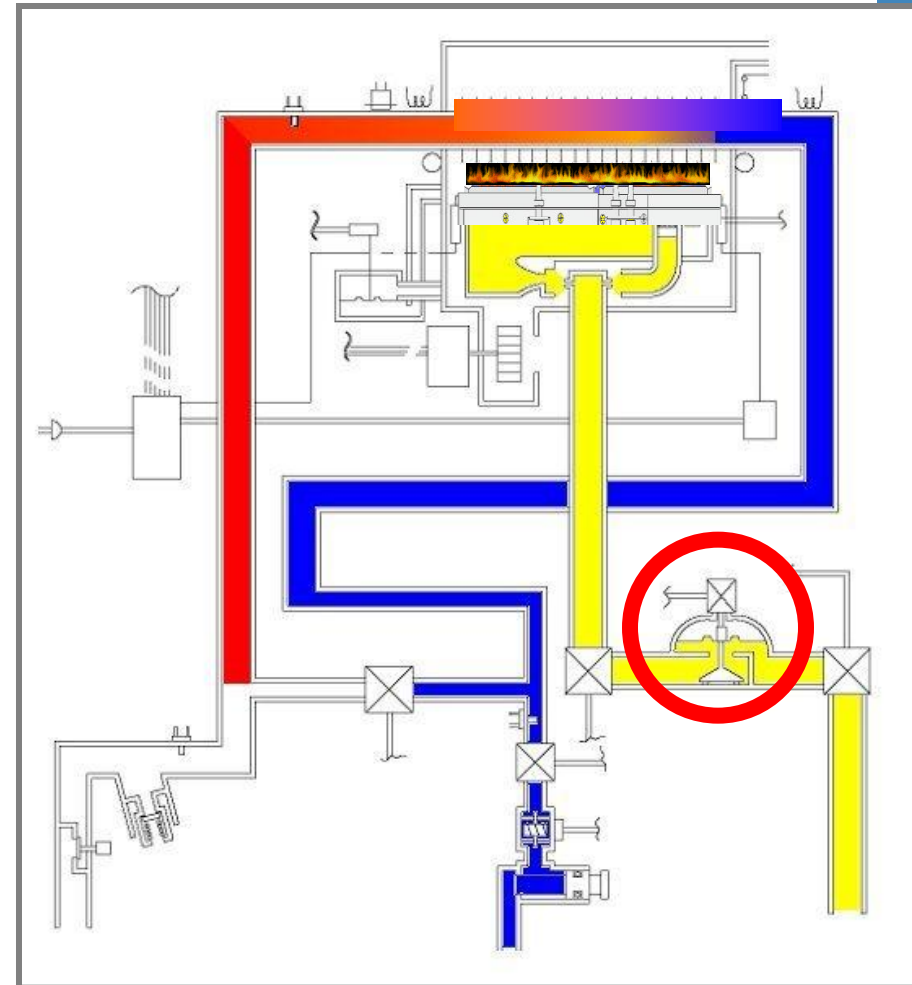
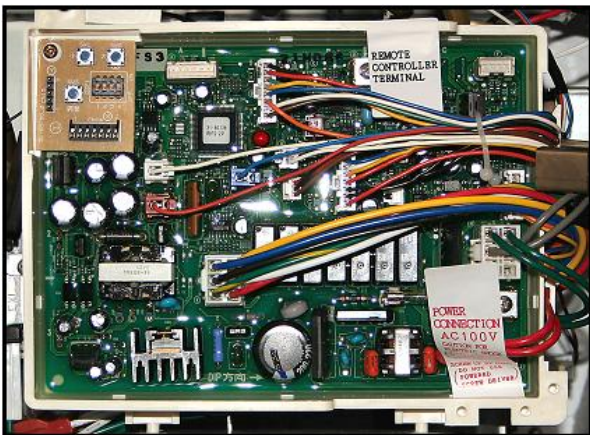
how it works - 5

- Cold water is heated in the heat exchanger



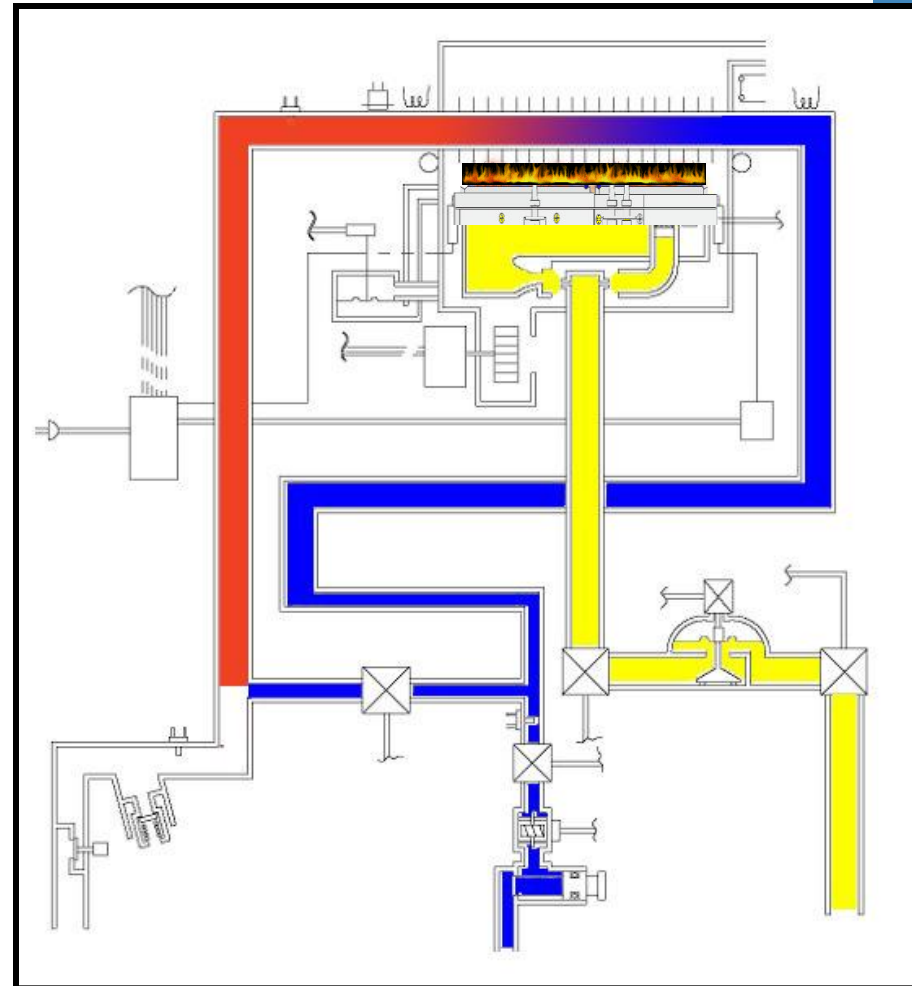
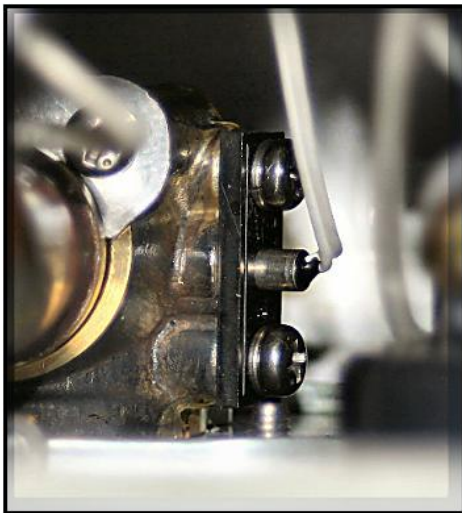
how it works - 6

- Control board modulates the fan and gas valve based on BTU required to get the water to the temperature setting



how it works - 7

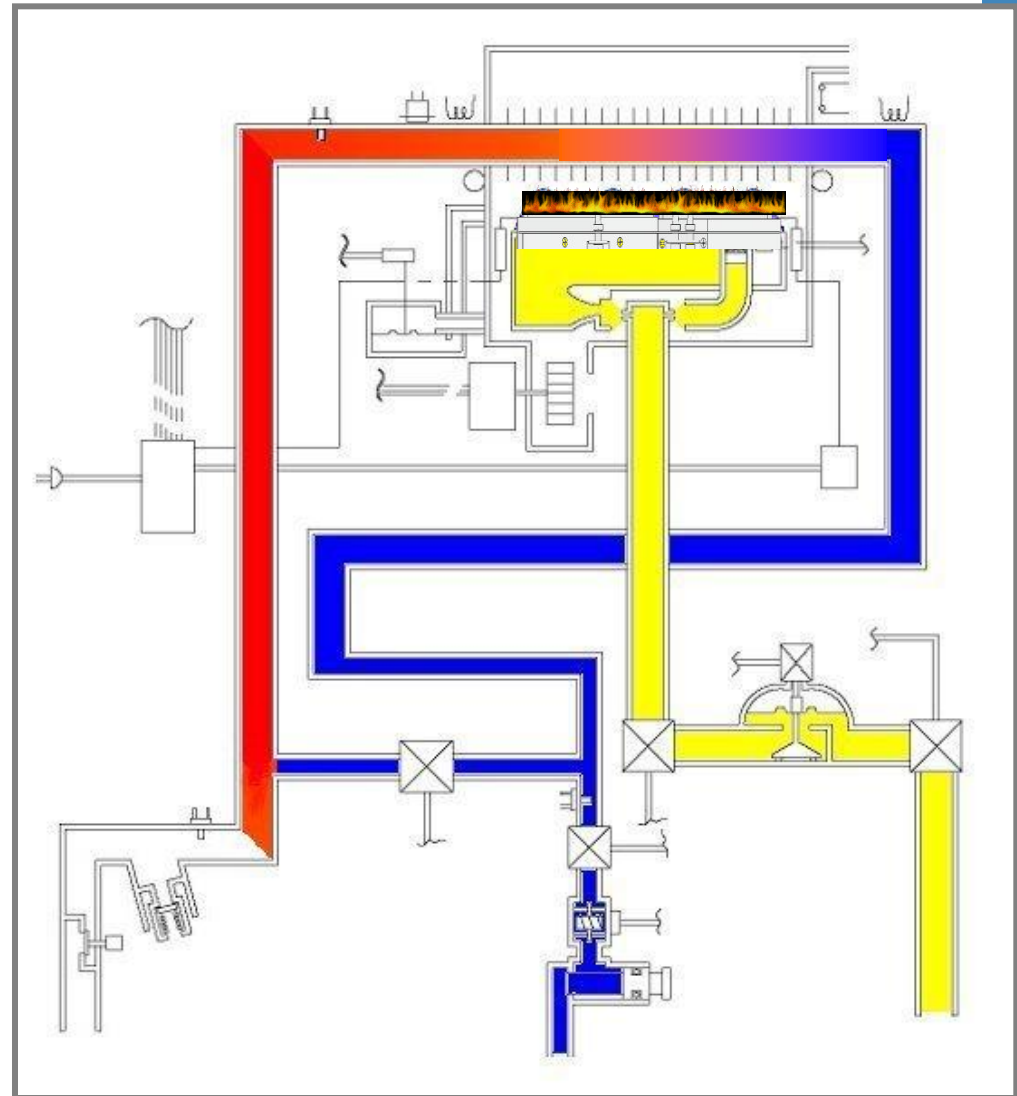
- Hot water outlet temperature is constantly monitored





how it works - 8

- If necessary, hot water is mixed with bypassed cold water to the set temperature
- Precise temperature controls





Reliance: -customer satisfaction....

**quarterly surveys for past 10yrs
conducted by an independent 3rd
party indicates:**

- Reliance consistently scores; 8.8 – 9.2 out of 10 total
- this is considered “excellent” by the service industry

All with one goal – keeping your doors open to customers
[particularly during peak times]





coming soon... Light Rooftop Commercial

- program under development
- evaluating business opportunity
- seeking input from stakeholders
 - owners
 - property managers
 - tenants
- rooftop HVAC and unit heaters
- make up air





testimonials

real value – what our customers have to say:

Business Continuity

Dinecorp Hospitality Inc.

I manage a busy restaurant, and when our kitchen hot water tank started to leak, I immediately called Reliance Commercial Solutions. The Territory Representative, quickly met with me to review the conditions of the leaky tank. When you're in the hospitality business, time is of the essence – Reliance Commercial Solutions arranged to have the old tank removed and the new one installed by the very next day. Because of the excellent level of service I got, I'd be happy to recommend Reliance Commercial Solutions.

John McDonald, Operations Manager, Dinecorp Hospitality Inc, Grimsby, ON

Peace of Mind



I called Reliance Commercial Solutions as soon as we discovered a leak in the hot water tank that serviced our building and kitchen services. Terry, one of their Territory Reps, quickly arranged to get us a new tank installed that was a lot more efficient and economical in terms of saving us money on our gas bills. I was impressed with the prompt service and professional advice we got and would not hesitate to recommend Reliance Commercial Solutions to anyone thinking about water heaters for their commercial operations.”

Al Mercato, General Manager, Dundas Valley Golf & Curling Club, Dundas, ON

Peace of Mind



The outstanding thing about working with Reliance Commercial Solutions is the peace-of-mind. They understand my business and they take care of me. I don't even really think about my hot water anymore, which is nice.

Mike Brazeau, Manager, Boston Pizza, London, ON

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