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ACT D'MAND KONTROLS® System FACTS AND QUESTIONS (FAQ)

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GENERAL QUESTIONS:

1) **How long can I expect the system to last?**
   - Life expectancy is approximately twelve to fifteen years.

2) **What is the warranty?**
   - Five year manufacturer's warranty on pump and a one year warranty on accessories.

3) **If something happens after the warranty expires, are parts still available?**
   - Yes. Contact your supplier or manufacturer

4) **Where can I buy the D'MAND® System?**
   - Contact the manufacturer for local representative or for store locations.

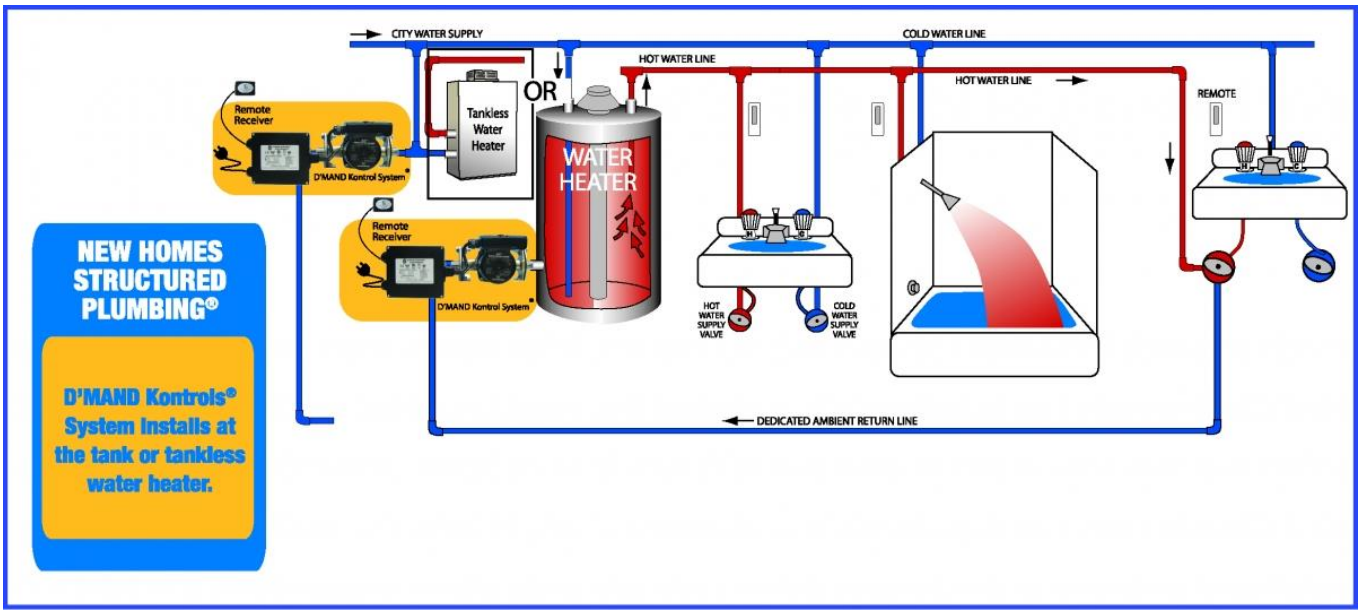
5) **How long has the system been on the market?**
   - Since 1991.

6) **Does the System pass codes Requirements?**
   - On a state level, the D'MAND® System is approved and receives energy credits in the State of California. On a national level, it is approved by I.A.P.M.O.,,LEED ,C, ,Ce, ,UPC, Green Spec, , Watermark and Energy Star approved, ACT Inc. is constantly in touch with building departments regarding plumbing code requirements and environmental regulations throughout the U.S., Australia and Canada. All component parts are U.L and CSA approved.

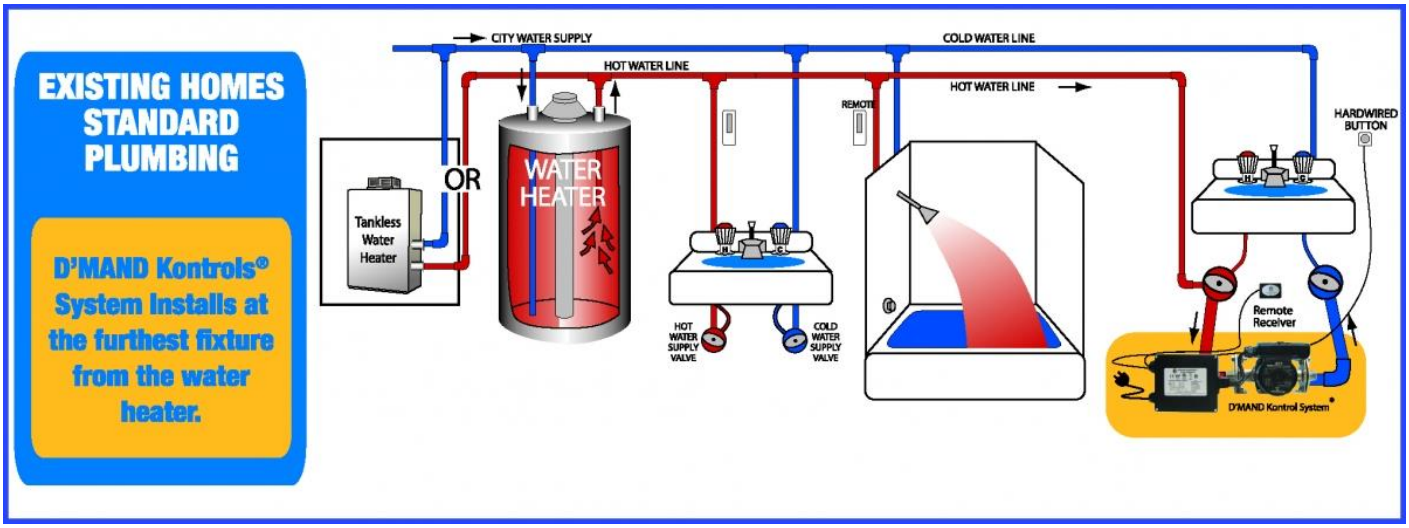
7) **Can your System be used in Commercial Applications?**
   - Yes. There are many applications for the D'MAND Circ® System. To discuss these possibilities contact the manufacturer.

HOW IT WORKS:

8) Diagram of System installed in New homes Structured plumbing:



9) Diagram of system installed in Existing homes standard plumbing:



10) Will hot water enter my cold water line?

- No, the D'MAND® System is designed to automatically shut down on a temperature rise signaling the electronics to shut off the pump and close the valve. This process allows you to enjoy hot water in the hot water line and cold water in the cold water line. Shutting down on a preset temperature rather than the temperature rise would cause large amounts of warm water or hot water to intrude into the cold water line.

11) What happens if I open a cold water fixture while the pump is running?

- You will receive cold water flowing out of the tap.

12) If I install the system under my sink, will my shower have hot water too?

- In most cases, yes; by filling the main line with hot water, it will quickly deliver hot water to any fixture plumbed directly off of that main line.

13) Do I have to install the system at the furthest fixture from the water heater?

- In most situations, it is best to install the D'MAND® System at the furthest point. By doing this, it will always fill the main line with hot water providing hot water to all fixtures plumbed off of the main line.

14) What are the dimensions? (How much space will I lose under my sink)

- 10"long by 5 ½ "deep by 7" tall. In most cases, the D'MAND® System is installed behind the sink trap. (Varies slightly by model and pump type)

15) What if someone presses the button and hot water is already in the line?

- The lockout feature will register that there is already hot water in the line and will prevent the D'MAND® System from activating.

16) How long does it take?

- In most cases, hot water will arrive three to four times quicker. This can vary depending upon piping material, inside diameter, length of run from water heater to point of installation.

17) Where does the cold water go?

- The cold or ambient temperature water standing in the hot water line is recirculated into the cold water side back to the water heater during the pumping process.

18) Can I install the system myself?

- Yes.

19) Is a System needed for each fixture?

- No. As long as all fixtures are plumbed off the main line, one D'MAND® System will service your entire home.

20) How can I determine how my home is plumbed, or where my furthest fixture is in my home?

- Turn hot water on at the furthest most perceived location and wait for water to arrive; then shut the water off. Now go back through your home towards the water heater testing other location to see how long it takes to receive hot water. If you receive hot water quicker than before, this is the benefit you will receive from the D'MAND® System. (This test must be performed when both the hot and cold water lines are at ambient temperatures.)

21) Will it work with solar heating?

- Yes, as long as there are no check valves restricting flow back to the water heater in the cold water line.

22) Will it work with water softeners?

- Yes. When hot water is demanded, the cold water line will be purged out because we always mix hot with cold to reach a comfortable temperature.

23) What size system do I need?

- Conventional Water Heaters: If you are waiting 1 minute or less for hot water at your furthest fixture, the S-50T is recommended; 1 to 3 minutes, the S-70T is recommended and if over 3 minutes the S-02T is required.
- Tankless Water Heaters: If the furthest distance is over 60 ft., you will need to upgrade to the S-02T model. The S-50 series is not recommended for gas tankless.

24) Can I turn my water heater to a lower setting?

- Yes. By installing the D'MAND® System, the circulator delivers hot water to the fixtures very quickly without heat loss during travel time. The EPA standard suggests water heater temperature be set at 120 degrees.

25) Can I install multiple buttons?

- Yes. You may splice as many D'MAND® System buttons into the low voltage wire as needed.

26) What are other ways to activate the D'MAND® System?

- Activation buttons, remote transmitters, wired and wireless motion sensors are just a few options available to you. To receive more details contact the manufacturer.

27) Can I use remote and buttons at the same time?

- Yes.

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MECHANICAL QUESTIONS:

28) What affect will the D'MAND® System have on city water flow?

- None whatsoever. Outside city water pressure is unable to enter into a closed looped system unless a fixture is opened.

29) Does the system heat water?

- No. It is a pumping system. The D'MAND® System works in conjunction with your current water heating system moving the hot water quickly to the farthest fixture without the loss or waste of water.

30) Do I need an electric outlet installed for the system?

- A standard 110/115V outlet is required to power the D'MAND® System although it only draws .85 amps.

31) Does the system require special wiring?

- No. The D'MAND® System operates off any standard 110V outlet. The C3-100-PF, S3-100-PF, and the BR3-200-PF System come pre-wired for your convenience. Low voltage wiring may be required for additional push buttons or wired motion sensors.

32) How much will the system increase my electrical bill?

- The cost to operate the D'MAND® System is less than .50 cents a year.

33) How much pressure will be added to my water line?

- There is no added pressure to your water lines. As hot water is being drawn to the furthest fixture, the cold water is returned to the water heater. There is a recirculating loop formed which creates no additional pressure.

34) Will it work on all water heating systems?

- Yes. The D'MAND® System will work with oil, propane, solar, gas, electric and tankless systems.

35) How long or how much will it cost me to have a plumber install the system?

- Most plumbers can install the D'MAND® system in less than one hour. The BR-200-PF may take slightly longer. If electrical is needed, this time must be included. The cost will vary on your plumber's hourly rate.

36) Is major plumbing involved?

- To install the D'MAND® System on a retrofit simply connect your hot and cold water supplies together at the furthest fixture underneath the sink using our custom "no sweat" Pre-Fab kit. Or on a dedicated return line, simply remove old pump and replace with your new D'MAND® unit.

37) Do I need to run a return line back to the water heater?

- No. The D'MAND® System is designed to operate without additional plumbing. However, the D'MAND® System is adaptable to existing recirculation return line systems.

38) Should I put it on a timer?

- No. The D'MAND® System allows hot water to arrive in seconds although several homes have used timers in cold weather climates to prevent pipes from freezing. Contact your supplier for further information on this subject.

39) Do you have a plumber in my area you can recommend?

- We have Representative organizations covering most of the United States that may be able to refer you to local contractors.

40) How does this system save money?

- By operating only on demand. The D'MAND® System allows you to reduce the water heater temperature setting as the D'MAND® reduces heat loss in the delivery of hot water to the fixtures. Returning ambient temperature water back to the water heater and not allowing outside cold water to enter, prevents your water heater from cycling again.

41) How does the system save water?

- By allowing hot water to arrive before turning on a faucet reduces cost of water and sewage. Average savings are 25 to 50 gallons of water per day depending on size of family and/or family habits.

42) What affect will it have on my well water system?

- It will reduce the amount of water pumped from the well and will also increase the life of the well pump.

43) How noisy is the system?

- The System is extremely quiet.

Questions about D'Mand Hot Water Products? Call The Solar Biz toll-free: 888-826-0939