

FREQUENTLY ASKED QUESTIONS

MEDUSA Product FAQs

Q. How does the MEDUSA eliminate the need for water storage tanks?

A. The MEDUSA integrates Phase Change Material (PCM) technology which has 4x the density of water. This allows the MEDUSA to store thermal energy equivalent to 375 gallons of water without actually storing water, saving space and cost

Q. How does the system impact energy savings?

A. MEDUSA reduces energy costs by over 60% compared to gas boilers or electric resistance systems, thanks to its highly efficient heat pump and PCM technology.

Q. Can the MEDUSA be installed in cold climates?

A. Yes, the MEDUSA is designed to operate efficiently in a range of climates, with proven performance in both warm and cold environments.

Q. How long do the PCM Thermal Batteries last?

A. The PCM thermal batteries are designed to last and even come with a 10-year warranty. Each MEDUSA unit contains 5 thermal batteries that are accessible and removable from the rear panel, making servicing painless.

Q. Can the MEDUSA be ducted?

A. Yes. The MEDUSA integrated heat pump water heater is air source and can be ducted. The heat pump is equipped with a blower fan designed for such applications.

Q. Can the MEDUSA be installed outdoors?

A. Yes. This product is outdoor-rated and can be installed both indoors and outdoors. The MEDUSA offers freeze protection for colder temperatures as well.