

Certified Navien Service Specialists Practice Test Questions and Answers

1. What type of heating systems does Navien primarily manufacture?

- A) Electric baseboard heaters
- B) Condensing tankless water heaters and combi boilers
- C) Traditional tank water heaters
- D) Heat pumps only

2. What is the primary advantage of Navien's condensing technology?

- A) Lower purchase price
- B) Higher energy efficiency and lower operating costs
- C) Larger physical size
- D) Requires no maintenance

3. Which maintenance task is most critical for Navien tankless water heaters?

- A) Replacing the entire unit annually
- B) Regular descaling and cleaning
- C) Painting the exterior
- D) Replacing all components monthly

4. What should a certified technician check first when troubleshooting a Navien unit?

- A) The color of the unit
- B) Error codes and diagnostic display
- C) The installation date
- D) The manufacturer's logo

Answers: 1-B 2-B 3-B 4-B

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