



October 2026

Old System, New Simplicity: A High-Efficiency Boiler Upgrade

New Hampshire contractor upgrades aging system with Simplicity™ boiler, gaining easier venting, commissioning and serviceability

Heating Need Summary:

When Jeneral Plumbing replaced an aging atmospheric boiler in a Nashua, New Hampshire home, the team faced venting issues and a deteriorating heat exchanger. The contractor selected the Weil-McLain Simplicity™ combi boiler to provide a high-efficiency, sealed-combustion solution with flexible venting and familiar, service-friendly components. Bluetooth connectivity and the ProTools® Tech App helped streamline commissioning, allowing the team to get the system up and running quickly. After a successful first installation, Jeneral Plumbing plans to include Simplicity among its premium residential boiler options.

Location:	Nashua, New Hampshire
Home Profile:	1,800 sq. ft.
Installation Date:	April 2026
Solution:	Simplicity™ High-Efficiency Boiler

Old System, New Simplicity: A High-Efficiency Boiler Upgrade

New Hampshire contractor upgrades aging system with Simplicity™ boiler, gaining easier venting, commissioning and serviceability

Residential boiler replacements often involve more than simply swapping out aging equipment. Existing venting, piping and installation conditions can create challenges that contractors must address when designing the new system. In some cases, those existing conditions can also provide an opportunity to rethink how the home is heated – and make the new system easier to install, commission and service.

That was the situation Kris Record of Jeneral Plumbing encountered during a recent residential boiler replacement in Nashua, New Hampshire. The home's existing atmospheric cast iron boiler had been operating under challenging conditions caused in part by an improper venting configuration.

The boiler's five-inch flue connection had been reduced to four inches along the horizontal vent run before transitioning again on the way through the roof. According to Record, the configuration contributed to poor draft conditions and flue-gas spillage. A failing gas valve was also causing the boiler to overfire, compounding the problem and contributing to chronic overheating and deterioration of the cast iron heat exchanger.

"The venting had damaged the boiler to the point where we really had no choice but to replace it," said Record.

For the replacement, Jeneral Plumbing selected the Simplicity™ combi boiler, a high-efficiency condensing boiler from Weil-McLain.

"Everything about the new system addressed what we were dealing with on the old installation"

The retrofit project gave Record and his team their first opportunity to install the Simplicity unit and transition the home from a traditional atmospheric boiler to a high-efficiency, sealed-combustion system.

Solving the Venting Challenge

The change in boiler technology directly addressed one of the most significant problems with the existing installation.

Unlike the atmospheric unit, the Simplicity boiler uses sealed-combustion, direct-vent design that doesn't rely on the home's existing chimney draft. The boiler accommodates multiple approved vent materials and configurations, including PVC, polypropylene and stainless steel through its 3-in-1 vent adapter, giving contractors flexibility when working within the constraints of residential retrofit projects.



Simplicity PVC venting

For Record, that meant the team could correct the conditions that had contributed to the previous boiler's failure rather than recreating them with new equipment.



Wall-hung Simplicity installation

The upgrade also brought a significant increase in rated efficiency. The Simplicity boiler delivers 95% AFUE and uses an insulated stainless-steel firetube heat exchanger with a vertical, self-rinsing orientation. A removable polypropylene condensate collector base is designed to resist corrosion from acidic condensate.

Those features were particularly relevant in a home where the previous heat exchanger had deteriorated.

“Everything about the new system addressed what we were dealing with on the old installation,” Record said. “We were able to get away from the chimney and put in a high-efficiency system that was designed for the way we wanted to install and service it.”

Familiar Technology, Contractor-Friendly Design

Although it was Jeneral Plumbing’s first Simplicity installation, Record said one of his initial concerns disappeared as soon as his team opened the cabinet.

“With new technology, I always get a little nervous because we have to be able to service what we

install,” Record said. “Once we pulled the cover off, we realized this wasn’t intimidating at all. The components were familiar, we knew where everything was, and we knew we’d be comfortable servicing it.”



Simplicity components easily accessible

That serviceability is part of the Simplicity boiler’s design philosophy. Weil-McLain developed the platform to give contractors a streamlined high-efficiency option while retaining familiar components and controls.

“The Simplicity unit was designed with the contractor experience in mind, from installation and startup through ongoing maintenance,” said Mike Boyd, Product Manager with Weil-McLain.

“Residential replacements often come with existing conditions that installers have to work around, so providing flexibility without adding unnecessary complexity is especially important in retrofit applications like this one.”

The compact cabinet and streamlined connection points also helped Jeneral Plumbing create a clean installation within the existing mechanical space. Record also noted the system’s quieter operation, supported by features including an air-inlet silencer and variable-speed blower.

Five Minutes from Phone to Startup

Commissioning provided another surprise for Record.

After completing the piping and treating the system water, the Jeneral Plumbing team used the Weil-McLain ProTools® Tech App and the boiler’s Bluetooth® connectivity to complete setup. The app and touchscreen controls use plain-language prompts, helping simplify setup without requiring contractors to navigate unfamiliar codes.

“In maybe five minutes the whole thing was up and running”

“The installation process was super easy,” Record said. “We did it on a phone, and in maybe five minutes the whole thing was up and running. We really liked that we didn’t have to sit there going through a manual for 20 or 30 minutes.”

Before startup, the team also performed a chemical flush and added an inhibitor to help establish appropriate system-water conditions for the new boiler.

For Record, those steps are an important part of protecting a contractor’s work long after installation day.

Flexibility for Today and Tomorrow

The Simplicity boiler also gave Jeneral Plumbing flexibility in configuring the home’s heating and domestic hot water.

As a combi boiler, the Simplicity unit can provide both space heating and domestic hot water, while allowing an existing water heater to remain in service if only space heating is needed initially. This gives homeowners the flexibility to transition domestic hot water to the Simplicity boiler later rather than replacing both systems simultaneously. The boiler is also heat-pump ready, providing another option as residential heating systems evolve.

For this project, that flexibility became one of the features Record valued most.

“We originally talked about just doing the heat,” he said. “Having the ability to use the boiler for domestic hot water too gives us options. You could put the boiler in now, continue using the existing water heater and connect the domestic hot water later when that equipment needs to be replaced.”

The experience has also changed how Jeneral Plumbing approaches future boiler recommendations.

This may have been the company’s first Simplicity installation, but Record said it won’t be its last. Jeneral Plumbing now plans to include the unit among its premium boiler options for residential customers.



Intuitive controls designed to make setup and service simple

“We liked how it came out,” Record said.
“It’s something we’re comfortable installing, commissioning and servicing, and that’s important when we’re deciding what we’re going to put into our customers’ homes.”

For Weil-McLain, that contractor confidence is precisely what the Simplicity boiler was intended to deliver.

“Contractors need equipment that solves the immediate challenge but also gives them confidence that they can support that system for years to come,” said Boyd. “This installation shows how a well-planned retrofit can modernize a home’s heating system while giving both the contractor and homeowner a more efficient, flexible solution for the future.”

***“Once we pulled the cover off,
we realized this wasn’t
intimidating at all”***



To learn more about Weil-McLain’s Simplicity or to speak with an expert about emerging residential heating technologies, visit www.weil-mclain.com

