



# Falls Church owner seizes on tankless opportunity

By Lacey Nix

**AFTER MORE THAN** 20 years in the plumbing and gas line industries, Edward Clark saw an opportunity others seldom were taking at the time — tankless water heaters. He says that 2003 choice changed the course of his life. Clark owns and operates A-rated Tankless Concepts of Falls Church, Va. He not only sells the water and energy efficient product, he also firmly believes in the benefits it offers homeowners and the environment.

“This is one of the greenest products in America,” Clark says of the tankless unit he also uses

**“This is one of the greenest products in America.”**

**Edward Clark, owner**

in his own home. “It doesn’t waste any water or gas — it only heats the water I use.”

Sterling member Robert Watson hired Clark to install a tankless system in his home after months of research on the product. “The fact that it could save me a lot of

money, take up less space and has a longer life span than a tank water heater made it an easy choice,” says Watson, who adds that he saves almost \$25 a month on gas bills and \$18 a month on his water bill.

Although Watson received quotes from other companies, he says he chose Clark because of his knowledge, passion and no-pressure style. “He gave me all the information I needed and let me make the decision,” he says.

Clark admits he’s not a pushy salesman. He says he focuses on informing homeowners and offering them solutions to their current problems. It’s a principle Clark learned as a child watching his family run a series of hardware stores. “Our job is to help, not to force,” he says.

Tankless Concepts’ hard work paid off in 2011 when the company was named “Service Dealer of the Year” by Rinnai, a manufacturer of popular tankless water heaters.

Clark is humble about his success and gives credit to the

two installers on staff and his stepdaughter, Linda Cahill. Clark says he's happy to have Cahill running the show as he tries to take off at least one day during the week to spend with his recently retired wife. Cahill joined the company 10 years ago and Clark says her emphasis on technology, growing the business and customer service has made things easier for customers. "She pretty much runs the show and does so perfectly," Clark says.

Watson agrees. "They do everything they say they will and don't stop until you're satisfied," he says.

For Clark, the work perfectly matches his skills. He holds a master gas fitters license and plumbers license. Clark says his favorite part of the job is hearing customers tell him how much they save on bills, how great the product's been and how much they learned in the process. "This job is all about helping people solve problems," he says. ☺



## Tankless Concepts

6312 Seven Corners Center #164  
Falls Church, Va.  
703-928-4300

Tankless Concepts won the Super Service Award in 2009, 2011 and 2012.

**Photo courtesy of Edward Clark |** Tankless Concepts owner Edward Clark says tankless water heaters save his clients space and money on gas, water and energy bills.

**SSA Criteria:** Each year, Angie's List awards this honor to companies that have earned an outstanding service rating, according to our members. In 2012, the criteria included a minimum number of reviews in a category during the reviewing year, maintaining an A average on those reviews, as well as a current and total overall A, and being in good standing with Angie's List. In your locale, the minimum number of reviews was 5. About 5 percent of companies were eligible for the award. The SSA is based on a company's previous service record, and ratings can change. Be sure to always check the List before hiring.