

CALA QUICK START GUIDE

Welcome to Cala

Cala customizes heating for your home, each day.

From the moment it's installed, it learns your hot water rhythms, then automatically adjusts for comfort, efficiency, and consistency.



What You Can Expect After Installation

LEARNING PERIOD

For about the first 30 days, Cala gets to know how your home uses hot water.

During this time, you might notice:

- Cala running more often than expected
- Heating at times that feel a little unpredictable

That's intentional. Cala is prioritizing comfort while it learns your routine.

After this time, Cala Predictive Intelligence takes over and continuously plans ahead to deliver ample hot water based on what it's learned from previous usage along with data like solar output and electricity pricing.

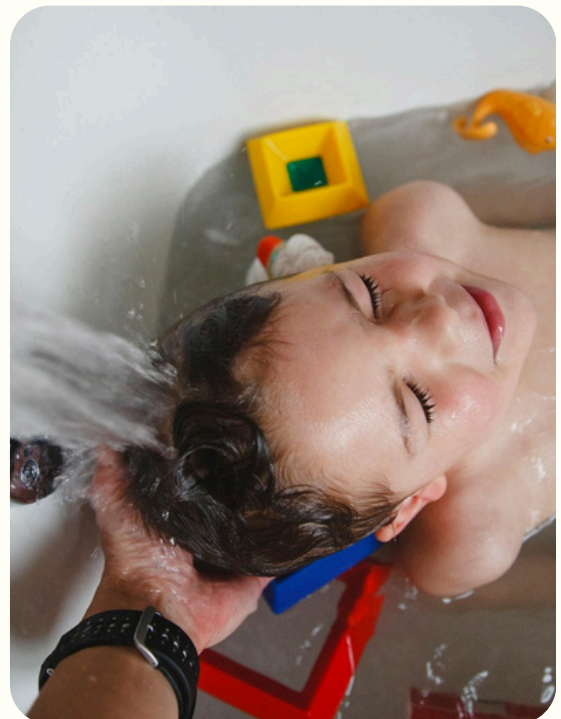
There's nothing you need to program - no confusing modes, schedules, or temperatures to manage.

HOW CALA HEATS

Cala works differently than traditional heat pump water heaters.

- Cala utilizes a *variable* speed compressor rather than the *fixed* speed compressor found in most other heat pump water heaters. This means it can heat slowly and more efficiently when time allows, or faster (but less efficiently) when demand is going to be high or fast recovery is needed.
- Cala also includes two backup heating elements. These help during unusually high demand or when outdoor temperatures fall outside the heat pump's operating range (37°F–120°F).

Cala automatically heats as efficiently as possible without sacrificing hot water comfort.



Using Your Cala Day to Day



NO PROGRAMMING NEEDED

You shouldn't have to think about your hot water. Cala runs automatically, with no daily schedules, temperature settings, or modes to manage.

Wi-Fi (recommended)

Connecting Cala to a network enables automatic updates and helps ensure the best performance over time, but Wi-Fi is not required

Cala App (recommended)

The Cala app gives you additional insights and optional controls.

With the app, you can:

- See real-time water and energy usage
- Have Cala heat water when your solar system is producing electricity (**Solar Sync**)
- Have Cala adjust heating based on your electricity rates (**Variable Energy Pricing**)

How to set it up:

- **Solar Sync:** Go to *System Integrations* → *Solar Sync*
- **Variable Energy Pricing:** Go to *System Integrations* → *Variable Energy Pricing* and upload a recent utility bill

Boost Mode

Boost Mode temporarily increases hot water availability when higher demand is expected.

If you anticipate using Boost Mode often, we recommend adjusting the Maximum Temperature Knob to 160°F. This allows Cala to deliver more hot water while maintaining the same temperature at your taps.

Sharing access

Support for shared access with unique logins will be available in 2026.



DOWNLOAD THE
CALA APP

Scan the QR code to
get started.





Maintaining Your Cala

A few simple periodic check-ins help Cala run efficiently for years to come.

- **Air filter:** Clean every 3–6 months.
- **Condensate line:** Check annually for blockages or leaks.
- **T&P relief valve:** Test once per year to ensure proper function.
- **Anode rod:** Inspect every 3–5 years and replace if more than half depleted.
- **Tank:** Flush annually to remove sediment.

For details, your [Installation & Operation Manual](#) has you covered.

Safety & Comfort

Cala is designed to deliver hot water safely and consistently without extra adjustment.

Cala includes a factory-set thermostatic mixing valve that delivers water to your taps at a safe temperature no higher than 125F°. This can be adjusted if needed, refer to your Installation & Operation Manual for details.

Cala also has a Maximum Temperature Knob, which sets the upper limit the tank *may* heat to when higher demand is expected or Boost Mode is used. This is *not* a temperature setpoint — the tank may reach this temperature often, occasionally, or not at all, depending on your home's needs. See your Installation & Operation Manual for more information.

If you notice a leak or anything that doesn't seem right:

- Turn off power at the breaker
- Shut off your home's cold water supply
- Contact Cala Support or your installer

Cala

WE'RE HERE IF YOU
NEED HELP

Email Us:

support@calasystems.com

Call Us:

877-684-CALA (2252)

Our Website:

www.calasystems.com