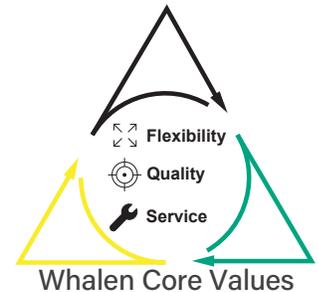


## A Whalen Core Value That Benefits Customers Daily

The Whalen Company is one of America's most innovative leaders in the commercial HVAC industry. As originators of vertical stacked fan coil units and heat pumps, we are committed to offering many practical solutions for developers, architects and builders that reduce costs and improve unit performance.

Whalen is also the most flexible and adaptable manufacturer of vertical stack units and fan coils to work with. Flexibility, one of Whalen's three core corporate values, is a key element in remaining an innovator in the industry. Whether it's building codes, energy efficiency mandates, refrigerant choices, or simply project schedules, we are reminded every day that things change.



Whisperline® Water  
Source Heat Pump

As an example of Whalen product flexibility, the options for the Whisperline® Water Source Heat Pump include (but are not limited to):

- Single pipe or two pipe
  - Single pipe units include an internal pump
- Custom cabinets
- Custom risers
- Custom controls
- Integral condensate pumps
- Protective covers to guard against construction debris
- Type M and type L copper – ¾" to 4"
- Risers shipped installed or loose
- 9' and 10' lengths
- Riser extensions
- Swaged connections
- Connections ready for pro-press
- Grooved connections – 2" and above
- Risers with transitional swages to minimize any field transitions
  - Transitional swages are good for one (1) pipe size change, larger or smaller
- Riser spacing alternatives:
  - Riser spacing to meet the project needs, including, but not limited to:
    - Rectangular (buckout) opening
    - Core drilled opening
    - Cast-in-place firestop devices
- Bulls-eye centerline
  - The bulls-eye centerline allows for all risers regardless of size to share a common centerline location
  - Allows for ease of use with various riser spacing alternatives

We don't mass-produce units in fixed sizes or configurations that limit customer choices. We manufacture them to individual specifications or needs, so that designs of buildings and spaces fit the aesthetic and economic priorities of the owners — not the constraints of an HVAC unit.

Feedback from our customers, whether directly or through our network of representatives, has resulted in some of our custom engineering adaptations becoming standard features. The cumulative effect of these enhancements are products that take vertically stacked heating and cooling technology to a whole new level.

Units should be made to be installed with a minimum of field labor. You'll find that Whalen units can help you control costs by eliminating the need to plan for unnecessary field related tasks. In these and other ways, Whalen will help you save money on your project.

**For additional information on custom options or special requests, please contact your local Whalen representative or the Whalen factory.**

# Product Flexibility

---

## FLEXIBILITY

Our flexibility as a company is a key element in remaining an innovator in the industry. Whether it's building codes, energy efficiency mandates, refrigerant choices, or simply project schedules, we are reminded every day that things change.

The Whalen Company adapts to the changing demands of our customers. By continually providing innovative solutions to design requirements – or simply adjusting to changing delivery schedules – we work tirelessly to meet the expectations of our customers with everything we do.

## QUALITY

Customer satisfaction and loyalty to our company are the main indicators of our continual commitment to quality. We put our customers' expectations at the center of our activities. By establishing partnerships with our vendors, our representatives, contractors, engineers, and other stakeholders in the construction process, we leverage our expertise to deliver the highest quality product that is tailored specifically for each application.

At the core of The Whalen Company's quality assurance process is a steadfast focus on manufacturing excellence and supply chain optimization – ranging from procurement through shipment, optimized manufacturing processes to keep us current with the latest manufacturing processes, as well as operational learning and development for our workforce.

## SERVICE

The heart of every organization is its people. At the Whalen Company, we strive to remain focused on our customers and quickly respond to their needs. Every day we work to provide friendly, knowledgeable and professional communications that inspire, educate and solve problems.

We are committed to excellence in customer service and are constantly evaluating our tools and processes to ensure they are up to date and efficient. We understand our customers work under demanding schedules, and a prompt, accurate response is often the difference in making the sale.



P.O. Box 1390 • Easton, MD 21601 USA  
whalencompany.com

