NWP500 Series

NAVIEN

NEW NWP500
Heat Pump Water Heaters

High-efficiency, eco-friendly heat pump water heater with durable stainless steel tank and aluminum coils

Introducing the NWP500 Heat Pump Water Heater

SILVER AWARD 2025

reddot winner 2025

Another Navien innovation with stainless steel to enhance performance and durability in water heating technology

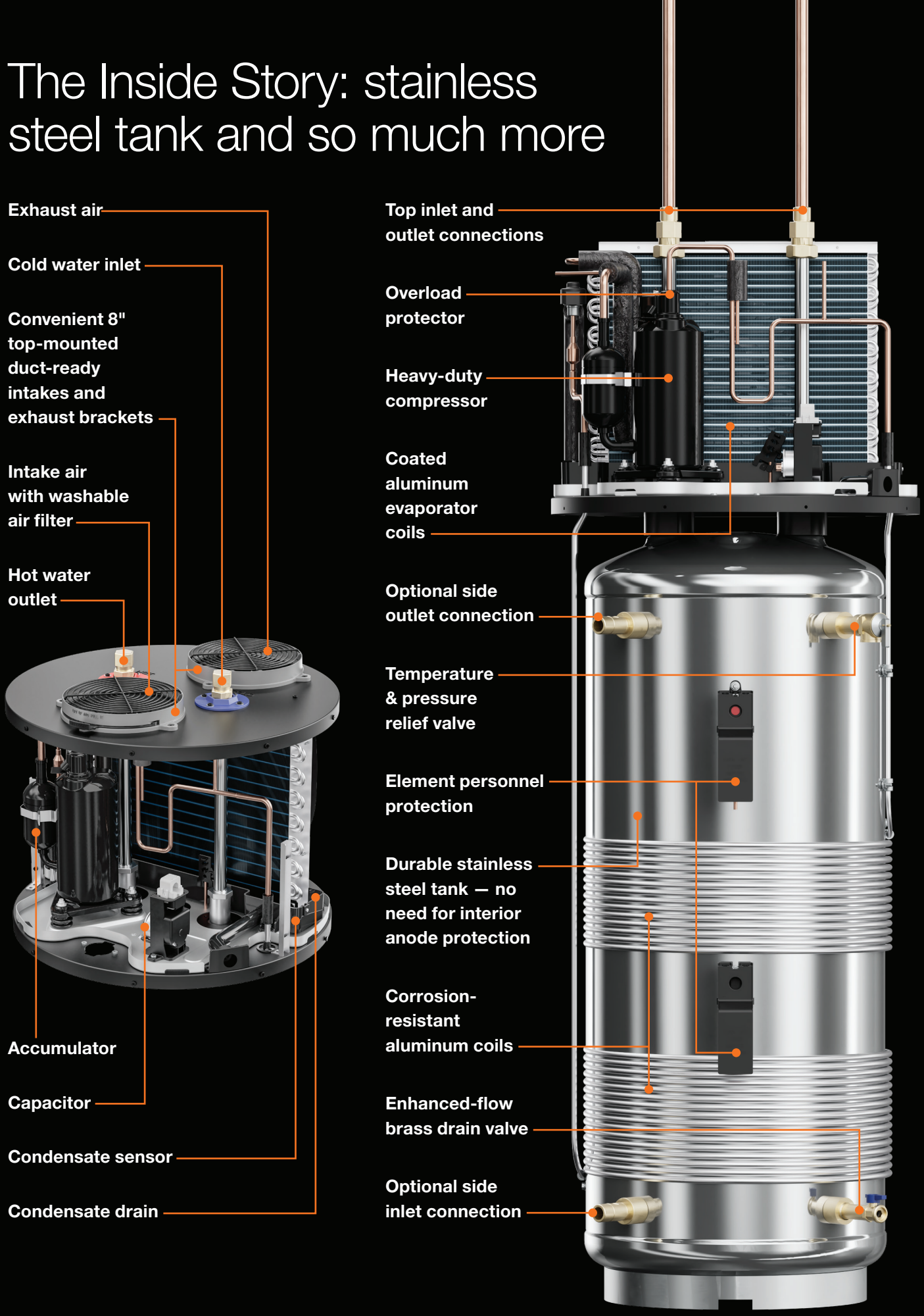
Navien is a world innovator in tankless water heaters, boilers, combi-boilers, HVAC, and water treatment products. Their advanced stainless steel heat exchanger technology was one of the many advancements behind their number 1 selling wall-hung boilers and gas tankless water heaters in North America. The new NWP500 Heat Pump Water Heater is also built around the same innovative technology with a durable stainless steel tank...unlike many competitors who use enamel-coated steel and anodes to protect their water heaters.

- Stainless steel tank and aluminum coils for improved durability.
- Designed to meet NEEA AWHS Tier 4 requirements.
- Top and side connection options.
- Energy Star rating: up to 4.05 UEF.
- Demand Response Ready with built-in EcoPort™ (CTA-2045 Port).
- Quiet operation, less than 45 dBA.
- Built-in Wi-Fi powered by NaviLink® with over-the-air software updates.
- Ambient operating range of 41°F–113°F.

NWP500...a great reason in any season to save energy and utility costs

Customers can lower utility bills by switching from a traditional electric water heater to an NWP500 heat pump water heater.

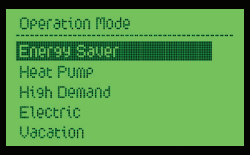
The Inside Story: stainless steel tank and so much more



More advantages inside and out

Intuitive LED control panel display for easy set-up and operation

Easy setup with built-in setup wizard.



Easily choose between different operation modes.

View operation mode and heat level.

- **Available in 3 models:**
  - **50-gallon**
  - **65-gallon**
  - **80-gallon**
- **Built-in audible condensate alarm and dry-fire water sensing**
- **5 operation modes for maximum performance and efficiency:**
  - **Energy Saver**
  - **Heat Pump**
  - **High Demand**
  - **Electric**
  - **Vacation**
- **Optional add-ons: mixing valve, auto shut off, and leak detector**
- **Qualifies for many local and/or statewide rebates**

Easy electrical access panel

Easy-to-clean fingerprint and smudge-resistant matte grey pre-coated finish

ECO (Energy Cut Off)

Easy access panels and covers for heating element rods

Incoloy stainless steel backup and direct heating elements

Safe, eco-friendly (non-CNC) insulation

Built-in dip tube diffuser for better water mixing

Easy to install in small or large homes, and designed to perform in all climates

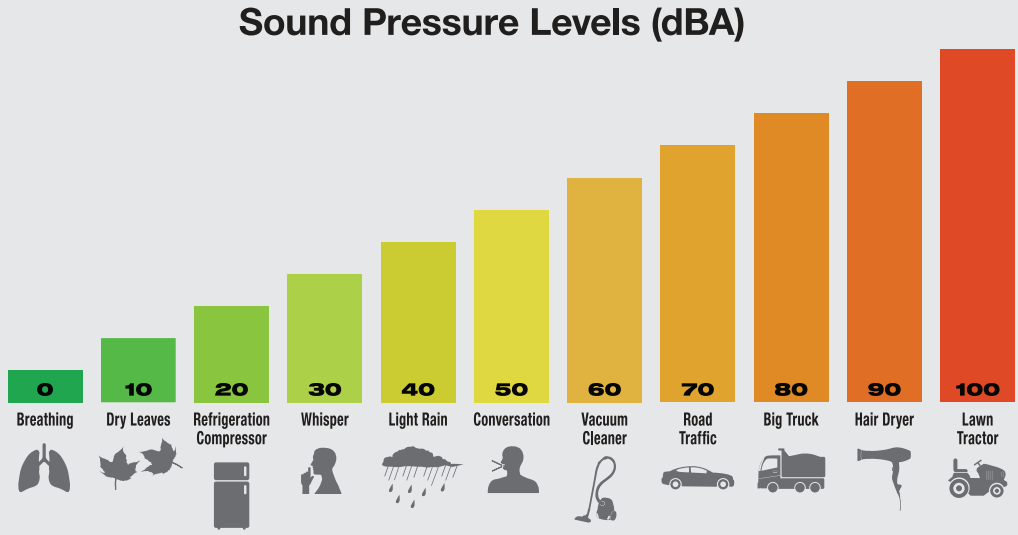
Most heat pump water heaters were designed for warm climates, but the engineers at Navien have changed all that. The NWP500 is another innovation from Navien that performs well in any climate. The models match standard tank water heater sizes and fit in tight spaces with zero clearance on the sides and back. They can be installed in attics, utility rooms/closets, garages and basements in large and small homes.

The NWP500's multiple top and side connections, duct-ready mounting brackets, and intuitive controls for easy setup make retrofit and new construction installations hassle-free.

Cold climate installations would use indoor air for intake, and use exhaust ductwork to remove cold air from heated area in the home.

Warm climates would use intake ductwork for hot outdoor air, and the cold exhaust air can help cool installation areas.

Quiet operation: less than 45 dBA



Sound tested according to NEEA Tier 4 standards 1 meter away from the unit.

Specifications

Items			Model		
			NWP500-50	NWP500-65	NWP500-80
Capacity & Efficiency					
Dimensions			Ø21.7" × 63" (Ø552 mm × 1,600 mm)	Ø25" × 63" (Ø636 mm × 1,600 mm)	Ø25" × 71.6" (Ø636 mm × 1,819 mm)
Nominal capacity (gallons)			50	65	80
Rated storage volume (gallons)			45.2	63.2	76.1
UEF (Uniform Energy Factor)			3.85	4.03	4.05
First hour rating (gallons)			65	80	85
AHRI number			217191097	217191098	217191099
Product General Data					
Installation location			Indoor		
Water pressure			15–150 psi		
Connections size	Cold water inlet		3/4" NPT		
	Hot water outlet				
	Drain				
	T&P relief valve				
	Condensate drain				
	Heating element		1" NPSM (thread per inch 11-1/2)		
Materials	Casing		Cold rolled carbon steel		
	Storage tank		Stainless steel		
	Condenser		Aluminum coil		
Air in/out size	Air intake		Ø8"		
	Air exhaust				
Safety devices			Condensate level sensor, ECO (Energy Cut Off) Temperature & Pressure (TP) relief valve		
Shipping weight			229 lbs (104 kg)	265 lbs (120 kg)	282 lbs (128 kg)
Net weight			181 lbs (82 kg)	204 lbs (92.7 kg)	220 lbs (99.6 kg)
Electrical Data					
Power supply			208/240VAC, 60 Hz, 1 Phase		
MCA			208V (25.9A) / 240V (28.8A)		
Circuit breaker — Amps			30A		
Wire size			Up to 10 AWG (Suitable for 167°F [75°C])		
Component Data					
Compressor (LRA)			11.6A		
Fan motor (FLA)			0.22A		
208 V	Compressor (RLA)		2.0A		
	Heating element	Upper	3,755W		
		Lower			
240 V	Compressor (RLA)		1.75A		
	Heating element	Upper	5,000W		
		Lower			
Maximum pressure		Discharge	2.654 MPa / 385 PSIG		
		Suction	1.724 MPa / 250 PSIG		
Refrigerant			R-134a		
Refrigerant charge			28.2 oz / 800 g		
Certifications					

Navien reserves the right to change specifications at any time without prior notice. Please refer to www.navieninc.com to verify you have the most current information.

Warranty

Model	Labor	Parts	Tank
NWP500-50	1 Year	10 Years	10 Years
NWP500-65			
NWP500-80			

Navien's warranty (which may be changed without prior notice) is subject to the terms and conditions found at www.navieninc.com/warranties.

We are @Navieninc everywhere

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