



Mike Grella of M Grella Plumbing & Heating installed two Navien NPE tankless water heaters and two Navien NHB boilers in a Massachusetts home. Navien will train more than 25,000 this year on the advantages of its condensing high-efficiency technology.

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 Photos courtesy of Navien

GREEN-BUILDING EDUCATION

Navien sees momentum growing for high-efficiency technology.

Supply House Times interviewed Navien CEO **Scott Lee** July 13 in his office in Irving, Calif., to discuss trends in water-heating technology and the plumbing industry. Before he was appointed to his current position in January 2015, Lee spent four years with KD Navien in Korea as overseas team leader. He previously worked in the electronics industry for 16 years, including nine years at Daewoo Electronics where he was chief operations officer.

Supply House Times: What did you learn in the electronics industry that you've applied at Navien?

SL: I learned that technology is not as important as how we treat our customers. That lesson can be the same in this business as it is in other industries. I learned a philosophy that if I love my customer, business will come automatically. I also learned I should keep an open mind. So, if I share the business and the profit with my customers, my customers will very soon recognize that we can make a long-term business relationship.

Supply House Times: Why did Navien introduce the NaviLink app?

SL: You can understand NaviLink more easily if I first explain our company

name Navien means "navigator in environment and energy." Our vision is to be a worldwide, first-class e-squared solution company where e-squared means energy and environment.

We want to be the comfort solution and we think NaviLink is a very innovative product to give consumers the kind of information they need for a comfortable environment. The future of household appliances is moving toward information technology and connected homes. NaviLink can give users unprecedented comfort, control and peace of mind when it comes to hot water delivery.

Supply House Times: What innovation in water-heating technology excites you the most?

SL: To me innovation means the change of quality. For example, I saw a paradigm change in the electronics business from black-and-white to color TV. Sony caught that paradigm change and enjoyed success in that industry for a long time. After this time, color TV started to go to flat-screen TV, then PLP, PDP, and right now LCD and OLED TV. Samsung caught the change to become successful.

We think Navien has a chance to bring these types of innovations to our