

IMPORTANT SAFETY INFORMATION

We have recently been informed of a confirmed accident on a client's site where a liquid accelerant was used to ignite a wood fire within their biomass boiler, which resulted in burns to an individual.

It is extremely dangerous to light a fire of any kind using this method; the results could cause death through inhalation of flames, vapour or fumes or burns to the face.

The incident which has prompted this e-mail left the injured party (a young farm worker) with minor burns, he was extremely lucky to have escaped relatively unscathed.

The combination of a young, inexperienced individual and liquid accelerants being readily available have led to a poor decision being made. Biomass boilers should only ever be ignited by your trained responsible person onsite (over the age of 18) and as per the agreed safe methods stated below;

WARNING

NEVER USE A LIQUID ACCELERANT TO LIGHT THIS APPLIANCE

BOILER LIGHTING GUIDANCE

1. Boilers 850Kw and below must be entered into the ignition sequence on the control screen, where automatic ignition will commence.
2. Boilers over 850Kw must be ignited using a solid-state ignition block (firelighter) at the woodfuel entry point whilst switched off, once engaged boiler doors must be closed with primary and secondary air introduced and the exit flue fan must be running.
3. Refer directly to your manufacturer's lighting instructions contained within your onsite instruction manual.

It is possible to ignite all wood fuel boilers supplied by VG Energy safely, please appreciate our objective in this communication is the pro-active protection of your personnel and property.

Should you require further information, a copy of your manuals, training or site-specific advice regarding your boilers safety generally - or in direct relation to this communication - please do not hesitate to contact our experts within the Service department by calling **01563 829990** and selecting option 4 or alternatively by e-mailing **servicing@vgenenergy.co.uk**.

Heizomat Boiler

Ignition procedure for boilers with no or defective automatic ignition

If your Heizomat boiler has no automatic ignition available, care needs to be taken when starting a fire in the boiler. The following steps should be adhered to as safely as possible and only performed by someone who has received training in starting the boiler (min 18yrs of age):

1. Turn the boiler on by pressing the green 'start' button for 3 seconds and the boiler will begin to fill with fuel. This should continue until there is a good amount of fuel in the combustion chamber (about 30 - 40 cm high). If there is not enough fuel in the chamber the fire may quickly extinguish, and the boiler settings will need to be adjusted, please contact your Heizomat dealer if this requires to be checked.
2. By using a solid state ignition block (firelighter), heat a small section of the wood chip pile until a fire has started. It is important not to use any additional combustible materials during the ignition process to avoid any injury risk.
3. When the flue gas temperature has increased by the desired amount (generally 60 deg+), a good fire should have formed and the boiler will begin normal operation.

If you find that the fire is being extinguished when the boiler is in standby mode and the ignition process is being repeated more often than is necessary, please contact your Heizomat dealer to allow this to be optimised.

ETA Boiler

The Eta boiler may be operated by trained adults only, training can be provided by your suppliers heating technician or our customer service dept. Please read your boiler manual carefully to avoid errors during operative and routine maintenance.

The ETA automatic boiler range automatically lights on switch on or demand response through a hot bolt device if this device fails please replace immediately and do not attempt to ignite automatic Eta boilers manually in any circumstances. For Log boilers (SH Range) please refer directly to the specific log boiler lighting instructions contained within the appropriate user manual.