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Pre Delivery Guidance Information **For Bulk Wood Pellets**

The information supplied in this document is advisory and should be read and understood before ordering your fuel.

By signing the '*Pre Delivery Checklist*', you also agree to the information provided in this document.

Should you have any questions relating to your current or proposed system, please do not hesitate to contact a member of our team for further information.

Before you order

- Do you know what the maximum capacity of the store is?
- There should be sufficient space to park our vehicle legally without causing any obstruction on the public highway.
- The rear of the vehicle tips to a height of 10m. Ensure that there are no overhead obstructions at this point.
- Access should be clear from overhanging vegetation to allow easy manoeuvrability onto your property.
- PBE Fuels Ltd. reserve the right to carry out a site inspection for all new installations prior to the first bulk delivery

Ordering

- Please ensure that you are in a position to receive the order at point of ordering your fuel.

Store

- Store must be suitable for the storage of wood pellet fuel and comply with the 'EPC Storage Guidelines'
- Store connection should be no more than 20 metres from the delivery vehicle.
- At point of connection, there should be level ground with a clear (obstruction free) route between delivery vehicle and connection.
- Connection should be located at driver's chest height (1.5 metres).
- Connection should be suitable for us to connect onto. Refer to '*Pre Delivery Checklist*',
- Store must contain an outlet vent and filter (unless of fabric design) to allow release of air during delivery.
- Active venting is available for all deliveries with compatible storage under 15 metres blowing distance.
- Fuel storage must be weather and waterproof.

- Pipe network between connection and store should be as simple as possible, avoiding any unnecessary bends, slopes and long blows.
- Metal stores must contain an earth to avoid a static build-up during delivery.
- Any auger from store to the boiler should not exceed 3m in length.
- A flexible rubber sheet should be installed between the inlet pipe and back wall of the store. This is essential, as it avoids pellet degradation during delivery.
- It is not recommended that a store contains electrical sockets, lights, switches or fittings as they may cause an explosive risk due to build-up of dust within the store.
- It is recommended that your store contains a sight glass to identify the level of fuel within your store.
- It is recommended that your store has an access hatch for routine maintenance and inspection.
- Delivery pipe work should be constructed of metal and be earthed to avoid static build-up during delivery.
- Store floor should be sloped on at least a 40° gradient (preferably 60°) towards the feed mechanism to avoid any build-up of fines in the hopper.
- Wood pellet store must be cleaned every 5 deliveries or 2 years (whichever comes first) to avoid build-up of wood pellet fines.
- Store should be lined with a suitable material (e.g. wood) to aid the transfer of fuel into the feed mechanism. This is not applicable to fabric wood pellet stores.

Delivery

- PBE Fuels can deliver bulk wood pellets throughout Wales, West Midlands and the South West of England.
- PBE Fuels will aim to complete your delivery within 5 working days from date of ordering.
- Delivery lead time may increase during periods of adverse weather.
- Delivery will be made between Monday - Friday. Specific delivery days/times are not accepted by PBE Fuels Ltd unless agreed in writing and in advance by a PBE Fuels representative.
- PBE Fuels is unable to take delivery pipes through a client's house due to health and safety reasons.
- PBE Fuels do not recommend blown deliveries further than 20 metres (from vehicle to store connection). If we are to deliver further, a disclaimer is to be signed by the customer in respect of any additional pellet degradation not being the responsibility of PBE Fuels Ltd.
- Any animals must be restrained during fuel deliveries for their own and the driver's safety.
- If we are unable to carry out a delivery due to the store being inaccessible or poses a health and safety risk, you will be liable for the full vehicle costs incurred for that delivery.
- Your property must have access for a delivery vehicle with the following dimensions and weights:

Vehicle size	Length	Width	Height	Turning Circle	Maximum Weight
8 wheeler	10.5m (34ft)	2.9m (9ft 6inch)	4.0m (13ft)	18.3m(60ft) – 90° turn	32 tonne (32,000kg)
6 wheeler	9m (29ft 6inch)	2.9m (9ft 6inch)	3.70m (12ft)	18 m (58ft) – 180° turn	28 tonne (28,000kg)

- PBE Fuels will inform you of a delivery day, however we are unable to supply an exact time for delivery, unless, in extenuating circumstances, pre agreed with a PBE Fuels representative.
- It is recommended that someone be present to accept the first order to avoid any initial issues and to answer any questions you have. Subsequent deliveries do not require person's presence unless it is requested by PBE Fuels or the client, or the delivery point has restricted access.
- It is recommended that the boiler be switched off during delivery unless fitted with mechanisms to allow it to remain alight during refuelling. PBE Fuels can switch off your boiler on the condition that there is a clear and precise procedure for doing so. PBE Fuels cannot be held responsible for any damage caused due to the supply of incorrect boiler information or faults occurring.

- Should you request a delivery despite your store and/or delivery system not complying with the standards required by PBE Fuels, you will be required to complete a disclaimer accepting that PBE Fuels will not be responsible for any loss of fuel quality during & after delivery as a result of this non compliance. PBE Fuels will, as far as possible, continue to make every effort to try and ensure that delivery methods and fuel quality are maintained, and that the identified delivery issues are compensated for during the delivery process.
- The pressure used for delivery will be as low as is required to deliver the fuel into the store. The required pressure will be determined by the length and complexity of the pipe network between the delivery vehicle and the store.
- A PBE Fuels 'pre delivery checklist' must be completed prior to any initial bulk fuel delivery.
- All bulk blown deliveries are carried out to meet ENplus A1.
- PBE Fuels is a BSL approved supplier for each of its depots. The relevant BSL number can be found at the top left hand corner of each delivery note and invoice.

PBE Fuels Ltd. aims to offer a fast, efficient and quality service at all times. We encourage our current and future clients to contact us if they have any questions relating to our service or products we offer. We are always happy to help wherever possible.

Our business operates to meet the administration and sampling requirements of the Enplus A1 for all our fuel, allowing complete tractability from the client back to our suppliers. This ensures that quality and consistency is maintained throughout the supply chain.

Appendix 1: Wood Pellet Specifications

		Unit	ENplus - A1	ENplus - A2	EN - B
Calorific value		kWh/kg	≥ 4.6		
Mechanical durability		%	≥ 98.0	≥ 97.5	
Ash Softening Temperature			≥ 1200		≥ 1100
Ash		%	≤ 0.7	≤ 1.2	≤ 2.0
Moisture		%	≤ 10.0		
Additives		%	≤ 2		
Dimensions	Diameter	mm	6 (± 1) oder 8 (± 1)		
	Average length	mm	3.15 ≤ L ≤ 40 (45mm max)		
Sulphur		w-%	≤ 0.04	≤ 0.05	
Fines		w-%	≤ 1.0		
Bulk density		kg/m ³	≥ 600		
Nitrogen :		w-%	≤ 0.3	≤ 0.5	≤ 1.0
Chlorine :		w-%	≤ 0.02	≤ 0.03	
Arsenic :		mg/kg	≤ 1.0		
Cadmium :		mg/kg	≤ 0.5		
Chromium :		mg/kg	≤ 10.0		
Copper :		mg/kg	≤ 10.0		
Mercury :		mg/kg	≤ 0.1		
Nickel :		mg/kg	≤ 10.0		
Lead :		mg/kg	≤ 10.0		
Zinc :		mg/kg	≤ 100		