

BIOMASS BOILER AND KILN OPERATOR MANUAL

AT NO POINT MUST THE BOILERS BE RUNNING UNMANNED OR OUTSIDE OF WORKING HOURS

LOADING THE BOILER FOR START UP

- CLEAN AND SWEEP THE COLD ASH OUT OF THE BOILER AND DEPOSIT IT IN TO THE SPECIALISED ENCLOSED ASH CONTAINER.
- SAVE THE LARGER CHARCOAL FOR THE START PROCEDURE.
- SWEEP THE HEAT EXCHANGE TUBES IF NECESSARY.
- ONLY USE BSL APPROVED FUEL.
- MOISTURE TEST FUEL AND CHECK THE FUEL IS UNDER 25% MOISTURE.
- LOAD THE FIREBOX SO THAT THE LENGTH OF THE FUEL RUNS WITH THE LENGTH OF THE BOILER.

LIGHTING THE BOILER

- ENSURE THE BOILER FAN AND KILN ARE TURNED OFF BUT THE BOILER PUMP IS RUNNING.
- BUILD A SMALL FIRE WITH KINDLING WOOD NEAR THE FRONT OF THE FIRE BOX.
- ONCE THE FIRE IS ESTABLISHED ADD THE CHARCOAL.
- CLOSE THE FIREBOX DOOR AND TURN THE BOILER FANS ON.
- AFTER 10-15 MINUTES VISUALLY CHECK FOR EXCESSIVE SMOKE.

RUNNING THE KILN AND BOILER

- IT IS MANDATORY THAT THE BIOMASS BOILER MUST NOT BE LEFT RUNNING IF SITE IS NOT MANED OR OUTSIDE OF WORKING HOURS.
- ONCE THE BOILER REACHES IT'S SET POINT, TURN THE KILN ON ENSURING THE KILN DOORS ARE CLOSED.

RE-LOADING FUEL IN TO THE BOILER

- AT ANY POINT YOU NEED TO OPEN THE DOOR TO THE FIREBOX,
- TURN OFF THE DOOR SWITCH.
- LEAVE THE BOILER FOR AROUND 10 MINUTES.

- THEN STAND BEHIND THE DOOR AND PULL TOWARDS YOU.
- LOAD THE FUEL ON TOP OF THE CHARCOAL IN DIRECTION OF THE LENGTH OF THE BOILER.
- CLOSE THE DOOR BY PUSHING THE LEVER DOWN.
- TURN THE DOOR SWITCH BACK TO THE ON POSITION.

CHECKING THE BOILER AND BEING AWARE OF EXCESS SMOKE

- IT IS MANDATORY THAT THE BIOMASS BOILER IS VISUALLY INSPECTED AT START UP FOR EXCESS SMOKE AND THEN HOURLY THEREAFTER DURING OPERATION. THE SMOKE SHALL ALSO BE CHECKED FOR ODOUR. EXCESS SMOKE IS DEFINED ON START UP AS BEING A VISUAL PLUME [NOT JUST FAINT HAZE OR VAPOUR] FOR A PERIOD OF MORE THAN 10 TO 15 MINUTES AFTER THE INITIAL 10 MINUTE LIGHTING PROCEEDURE.
- IF EXCESS SMOKE IS FOUND TO BE COMING OUT OF THE CHIMMNEY
- TURN THE BOILER OFF AT THE DOOR SWITCH.
- ASK FOR ONE OF THE ENGINEERS TO CHECK THE BOILER BEFORE TURNING THE SWITCH BACK TO THE ON POSTION.
- OR REPORT THE PROBLEM TO WAYNE DYKE ON: 07724763544.
- At time of lighting and during operation of the boilers, consideration must be given to wind direction and strength. In the event of winds from the North within an arc between NW and ENE consideration may need to be given to not lighting the boilers or to shut down the boilers until conditions allow the operation without resulting in potential adverse impacts at residential receptors as a result of smoke and odour. In the event of smoke and/ or odour being identified at the site boundary associated with the operation of the boilers with any residential receptor, the boilers must be shutdown until conditions allow for them to operate again without causing emissions to be detected at or in the event of smoke, visibly crossing the site boundary.
- In the event of smoke and/ or odour being identified at the site boundary associated with the operation of the boilers with any residential receptor, the boilers must be shutdown until conditions allow for them to operate again without causing emissions to be detected at or in the event of smoke, visibly crossing the site boundary.

SHUT DOWN PROCEDURE

- TURN THE BIOMASS BOILER OFF AT THE MAIN CONTROL BOX.
- WAIT 20 MINS.
- TURN THE KILN OFF AT THE KILN CONTROL BOX.
- AFTER 10-15 MINUTES VISUALLY CHECK FOR ANY SMOKE. THIS SHOULD BE MINIMAL.

Complaints Policy and Procedure

Our Aim

To ensure our business functions effectively without causing disruptions to nearby properties or the public in the surrounding area.

Definition

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

Boiler Specific Concerns and Complaints

Immediate neighbours will receive the names, telephone numbers, and email addresses of the Directors. They are invited to approach either of the Directors to discuss their concerns and complaints. They can also voice any concerns or complains to any staff member on site, who will liaise with the Directors on their behalf. These issues will be incorporated into our expedited policy, with the goal of achieving a resolution within 48 hours.

Non boiler Specific Concerns and Complaints

In the initial stage, staff members are required to assess the gravity of the complaint. An informal method is suitable when feasible. However, if the issues cannot be adequately addressed through informal means, the formal complaints procedure must be implemented.

- A formal complaint must be made in writing by the form of a letter or email.

The manufacturer’s responsibility will be to:

- acknowledge any formal complaint in writing, by letter and/or email;
- respond within four weeks;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

Complaints and Process Improvements

To ensure that the potential for complaints is reduced by keeping records of complaints, records of actions taken to resolve the issue and documenting any resulting process improvements.

- A master list of complaints will be maintained where all complaints are recorded and filed in complaints folder
- Any actions taken following a complaint are recorded and filed in complaints folder
- All complaints are reviewed Quarterly to see if there are any patterns which could be addressed by altering procedures or additional staff training.

