

# SERVICE & MAINTENANCE

for your biomass boiler



Rural Energy

INSTALLING BIOMASS SINCE 2002







# Protect your investment

**Our dedicated Service Team provides service and maintenance to a variety of biomass installations across the UK. With over twelve years of experience in the biomass industry, we are not only one of the leading biomass installers but also an outstanding post-commissioning service provider.**

## WE KNOW BIOMASS

It is important to care for your biomass installation from the day it is installed. Our sales and technical design teams always recommend maintenance services from day one of a project and you can take advantage of our extensive experience.

With so many years in the industry, we have experience of working with a wide variety of biomass boilers and heating system types. We can therefore provide service and maintenance for your installation tailored to you at a highly competitive rate. We know biomass and it makes sense to invest in our service. With Rural Energy you can rely on our credibility and product knowledge.

### FULL SUPPORT PACKAGE

- Annual maintenance plans for biomass boilers and fuel feed systems
- Remote telephone support and troubleshooting with fully trained biomass engineers
- Regional service engineers local to you
- Combustion analysis
- A full range of genuine biomass parts stocked in our national warehouses and spare parts carried with each engineer on the road
- Performance optimisation - inspection and advice on biomass and mechanical installations





# Service solutions that make sense



**To ensure your biomass system is operating efficiently and to minimise any downtime we offer you the reassurance of a maintenance package that is in place from the first day of your boiler operation.**

## HERE'S WHY...

- In order to qualify for the Renewable Heat Incentive your boiler must be serviced and maintained annually
- Care for your investment – ensure your biomass heating system remains safe and provides good quality heating
- Optimise your installation to get the most out of the boiler
- Maintain combustion efficiencies and save money on fuel
- Your boiler will have a severely shortened lifespan if not maintained
- One-off spare parts, service call outs and reparations are very costly

“

I have had a great experience with Rural Energy's service and after sales team. They are prompt, friendly, and effective when dealing with my queries.

”

**LYN ROBERTSON**

Business Development Director  
Clean Energy Consultancy



# Tailored packages to suit you



To ensure your biomass heating system is correctly maintained, earns the Renewable Heat Incentive and saves on heating costs our dedicated Service Team provides two maintenance contract options:

**Package 1:**  
up to 3000 run hours per annum  
(typical heating regime)

**Package 2:**  
over 3000 run hours per annum  
(typical high duty heating regime)

## THESE PACKAGES INCLUDE:

- Up to two annual service visits (Package 1)
- Up to three annual service visits (Package 2)
- Boiler full service and combustion checks
- Standard fuel feed servicing
- Fuel store and fuel feed inspection
- Flue and draught regulator inspection
- Routine cleaning
- Buffer tank sensor, valve and pump inspection
- A condition report after inspection
- Quick response telephone troubleshooting services
- Local specialist service engineers based across the country
- Vans fully stocked with spare parts
- One year warranty on labour and non-wearing parts
- Spare parts at a discounted rate
- Consumable items replaced during service visits
- Regular updates on self maintenance schedules
- Software updates where applicable

Each installation is unique. Sometimes a heating system will require something more. This is where our Bolt-Ons are ideal as additional extras to keep a biomass boiler humming along nicely. Bolt-Ons can be added to a package for an additional fee and our maintenance experts may even recommend some to you. These Bolt-Ons can be one-offs or added to your contract (ideally upon ordering or in advance of a service visit date).







# Bolt-Ons

## 1. REMOTE MONITORING (Herz only)

- a. Bio-Control: a fitted alarm unit with remote monitoring/visualisation package. Our Service Team can provide an SMS alarm text automatically to a designated mobile number. Rural Energy can remotely interrogate the boiler and propose further instruction in the event of an alarm
- b. T-Control: As an additional option the T-Control offers the possibility for remote visualisation via smart phone, PC or tablet. The processes and parameters can be viewed any time from anywhere. Please note the network connection has to be implemented by an external IT provider or IT company and a fixed IP address is required. The boiler cannot be switched on/off and boiler parameters cannot be adjusted using the remote visualisation unit

## 2. ADDITIONAL COMMISSIONING VISITS

- a. Further visits for either operational review and/or boiler commissioning for new fuels

## 3. ADDITIONAL BOILER TRAINING

- a. Additional training visits can be arranged for new operators

## 4. MONTHLY MAINTENANCE CHECKS

- a. Should you require more frequent checks, particularly if you do not have a dedicated person to manage your biomass boiler, Rural Energy can manage this for you

## 5. CONSUMABLES MAINTENANCE PACK

- a. This option includes grease, basic tools and basic Personal Protection Equipment (PPE) to carry out tasks on biomass boilers

## 6. ANNUAL SILO MAINTENANCE

- a. Inspection and service of silo parts
- b. Clean all of the major components
- c. Removal of any debris
- d. Excessive dust removal
- e. Installation of fuel level monitoring equipment

## 7. TROUGH FILLING ELEVATOR SYSTEM MAINTENANCE

- a. Annual complete overhaul of this additional fuel feed system
- b. All consumable parts replaced

## 8. HEAT METER OPERATIONAL CHECK

- a. Carry out meter maintenance checks as per RHI requirements
- b. Remote meter reading

## 9. FLUE CLEANING

## 10. PERFORMANCE OPTIMISATION

- a. Ensuring a biomass boiler is being used most efficiently, Rural Energy will investigate the functionality of an installation and suggest improvements for efficiencies and usage. This could be through testing suitable heating design, buffer sizing, fuel type and quality and boiler setup



**For complete peace of mind choose  
our remote monitoring package.  
You manage your business  
– we'll manage your boiler**

**Other specialised services  
available please call**

**0203 189 0666**





“

Rural Energy has been servicing and maintaining our boiler for over 5 years. They respond quickly and positively to our requirements and their engineers are very friendly and reliable.

”

**JENNY VAN GEMEREN**  
Managing Director – JVG Herbs

## Case studies

### JVG Herbs Ltd, Spalding

**Product:** 1.5MW: 500kW Herz BioMatic and 995kW Herz BioFire  
**Fuel:** Wood chip



JVG Herbs in Spalding is a Bridge Farm Nurseries glasshouse herb growing business. With acres of glasshouses to heat, traditional oil fired heating was proving to be too expensive and environmentally harmful for the business.

Following investment in new glasshouse structures to expand the business, a biomass system was designed and installed by Rural Energy as an alternative heat and hot water resource for this growing glasshouse herb business.

The installation features a substantial below ground fuel store with a sliding roof. This allows for straightforward wood chip fuel deliveries. JVG Herbs now benefits from renewable heating at an affordable cost, saving thousands of pounds every year on heating bills. The installation is serviced and maintained by Rural Energy and therefore qualifies for the Renewable Heat Incentive, earning an excellent payback rate from the Government.



“

We really appreciate the friendly approach they have to working practices. Whenever an engineer has been to site they have provided thorough maintenance and training services with advice that really works.

”

**ROSS WINGFIELD**  
Senior Ranger – Scotney Castle

### National Trust Scotney Castle, Kent

**Product:** 250kW Herz BioMatic  
**Fuel type:** Wood chip



The National Trust, which owns Scotney Castle in Kent, installed a purpose built plant room and fuel store to provide hot water and heating for its visitor reception, shop, tearoom and offices, as well as the Victorian mansion that sits at the heart of the 780-acre estate. The boiler replaced an oil fired heating system and is powered by wood harvested from the estate as part of its conservation work.

Since it came into operation in 2010, the Herz BioMatic boiler has generated an estimated 1,258,600kWh of renewable heating and saved an estimated £20,000 per annum from energy bills at the popular destination, which attracts thousands of visitors every year. The project, partly funded by National Lottery cash, has also reduced CO<sub>2</sub> emissions by an estimated 404 tonnes. The installation is serviced and maintained by Rural Energy.



# Nationwide coverage

A network of local engineers backed up by 24/7 telephone support



To request a service or to discuss your needs with one of our engineers



**Call 0203 189 0666**

or email [service@ruralenergy.co.uk](mailto:service@ruralenergy.co.uk)

Rural Energy HQ

We can also offer the following renewable energy products and services:

- Stock of boilers and fuel feed equipment
- Site surveys and full feasibility studies
- Project Management and detailed technical design of biomass boiler installations
- Supply and installation of fuel feed systems, fuel storage, boilers and heating circuits
- Biomass Knowledge Centre providing training, fuel and boiler testing



# ruralenergy.co.uk

Design / Project Management / Distribution / Servicing / Training

Call us on: 0203 189 0666

Or email: [service@ruralenergy.co.uk](mailto:service@ruralenergy.co.uk)

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