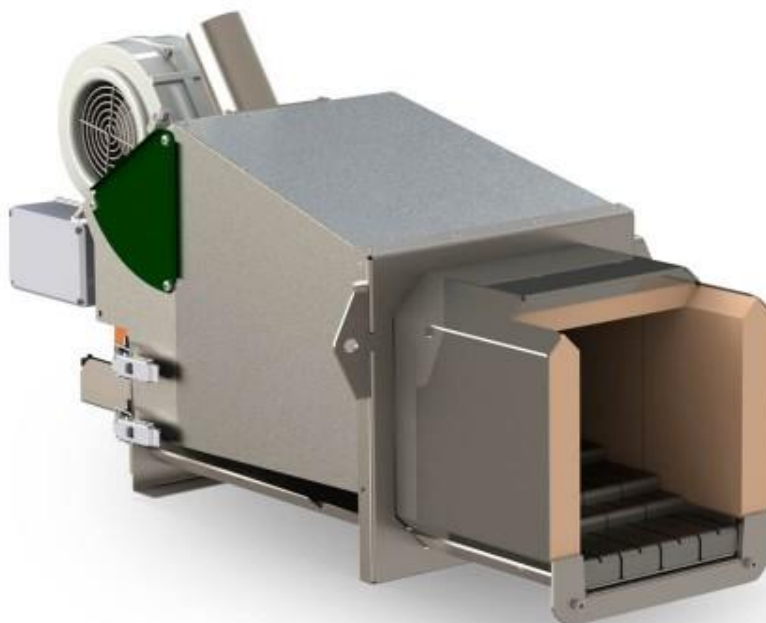




# **AIR PELLETT 100 kW FLARE PELLETT BURNER**

Operation Manual

CB.0100.00.00CK



## Contents

1. BURNER DESCRIPTION AND OPERATION .....	4
1.1. Purpose .....	4
1.2. Performance Data .....	5
1.3. Delivery Set.....	6
1.3.1. Screw Feeder.....	6
1.4. Operation Concept and Configuration .....	7
1.4.1. Burner Components .....	7
1.4.2. Operation Concept .....	9
1.4.3. Marking and Sealing.....	9
1.4.4. Packaging .....	9
2. INSTALLATION .....	10
3. BURNER OPERATION.....	10
3.1. Operating Restrictions.....	10
3.2. Preparation of the Unit for Putting into Operation .....	11
3.3. Startup of the Boiler with the Burner.....	11
3.4. Burner Stop.....	11
3.5. Actions in Emergency Situations .....	11
4. TECHNICAL MAINTENANCE .....	12
4.1. General Instructions .....	12
4.2. Safety Measures .....	12
4.3. Burner Maintenance Procedure.....	13
4.4. Current Maintenance.....	13
4.3.1. Periodic Technical Maintenance.....	14
4.5. Functionality Test .....	15
4.6. Engineering Certification .....	15
4.7. Storage Instructions .....	15
5. CURRENT REPAIR .....	15
5.1. General Instructions .....	15
5.2. Safety Measures .....	16
5.3. Potential Failures and Troubleshooting Practice .....	16
6. TRANSPORTATION AND STORAGE .....	17
7. DISPOSAL.....	17
8. WARRANTY .....	18
Warranty Ticket .....	19
TICKET OF PUTTING INTO OPERATION.....	21

This Operation Manual contains general information about the technical characteristics, the unit, the rules for transportation, storage, installation, safe operation, technical maintenance, current repair and disposal of the pellet burner of «AIR PELLETT 100 KW» type (hereinafter referred to as “the Burner”).

In addition to the present Operation Manual, it is required to follow operating procedures of plants-manufacturers of the supplied equipment.

Works on the pellet burner installation and putting into operation shall be carried out by the qualified specialist in strict compliance with the burner passport, installation instructions, and the Operation Manual.

Individuals authorized to operate and take care of "AIR PELLETT 100 kW" burner shall follow this Operation Manual.

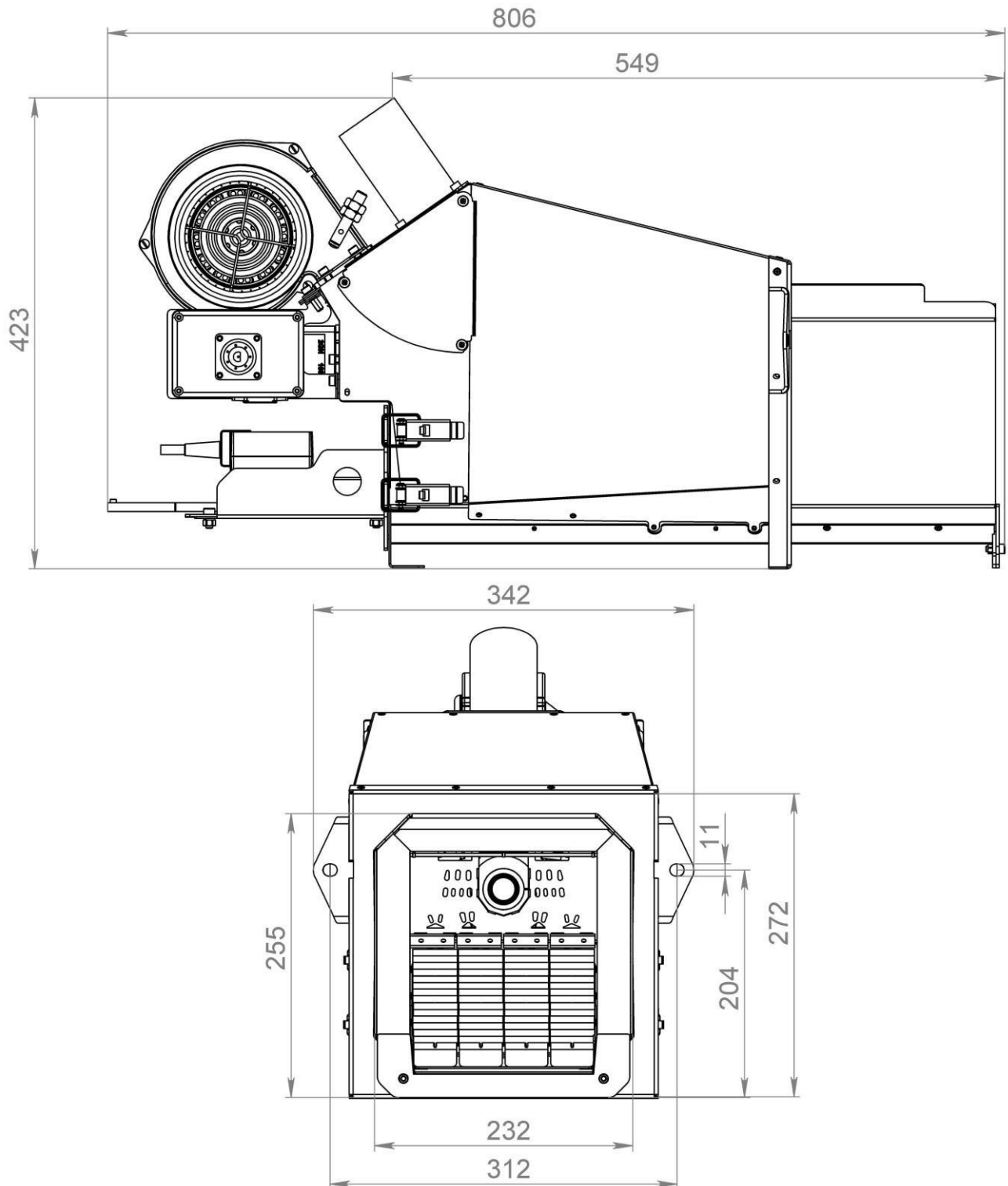
Due to continuous enhancement of the structure (construction) of Air Pellet flare pellet burners as well as their manufacturing technology, this Operation Manual might contain some discrepancies in terms of description of the product (unit) and the unit itself, and such discrepancies do not impact on the unit efficiency, performance data, and mounting dimensions.

"AIR PELLETT 100 kW" pellet burner is manufactured in accordance with Technical Specifications TY Y 28.2-3026423276-003:2015 and has been certified according to UkrSEPRO certification system for compliance with requirements of GOST 10617-83, DSTU 7237:2011, GOST 12.1.004-91, GOST 12.2.003-91, DSTU 3075-95(GOST 9817-95), DSTU CISPR 14-1:2004, DSTU CISPR 14-2:2007.

# 1. BURNER DESCRIPTION AND OPERATION

## 1.1. Purpose

Burners of «AIR PELLET 100 KW» type (Picture 1) are intended for burning wood fuel pellets in water-heating boilers with a nominal heat output of up to 100 kW.



Picture 1. Overall and mounting dimensions of the burner

The design of the boiler on which the burner is installed shall meet the following requirements:

- the boiler shall be adapted for burning biomass, and its internal flow channels shall have full capability to exchange heat and exhaust emissions;
- the combustion chamber shall have dimensions allowing to install and remove the burner;
- the boiler's door shall have a hole with a size of 260x240 mm, the thickness of the boiler's door shall be not more than 100 mm; get a hold of the manufacturing plant for the boiler and obtain the advice, if required;
- the design of the boiler shall ensure the opening of the boiler's door with a burner for ash removal and cleaning. If the boiler's door is too narrow for opening along with the burner, the additional hinge straps shall be installed;
- if there is insufficient vacuum in the boiler (less than 5 Pa), it is required to install the fan exhauster to remove burnt gases;
- the boiler-house where the burner is installed shall correspond with all the acting local norms and rules;
- the boiler shall be located in such a way to ensure enough room for cleaning the burner and removing ash from the boiler and the chimney. If the flue gas temperature at the boiler outlet is less than 120 ° C, there is a risk of condensation of water vapor in the chimney.

**CAUTION! It is prohibited to use the burners for other than the purpose specified as well as make any design changes of the burner without consent of the manufacturer.**

## 1.2. Performance Data

The basic performance data of the burner is described in Table 1

Table 1.

Parameter	Value
Heat power (adjustable), KW	80...100
Fuel Characteristics:	
diameter, mm	6...8
length	3...5 of diameter
calorific value, KW•h/t	4700...5100
poured density, kg/m <sup>3</sup>	CA 650...670
water content,%	kg/m <sup>3</sup>
ash content,%	8...10
Power voltage, V	Ca 0,5
Power consumption, KW:	380; 220
Firing mode	not more 2,5
Working mode	not more 1,5
Burner size LxWxH, m	0,86x0,42x0,34
Burner weight, kg	70

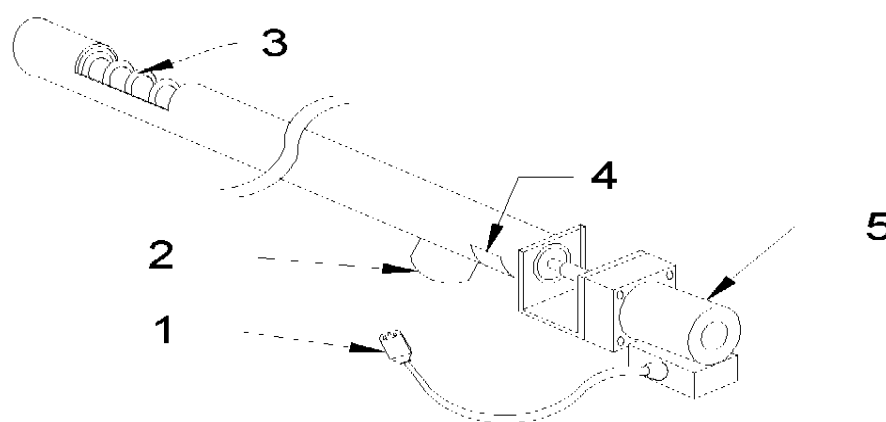
### 1.3. Delivery Set

The standard delivery set for the burner is described in Table 2

		Table 2.
Burner as an assembly		1 ea.
Burner control unit with sensor set and connecting wires		1 set
Flexible heatproof tube for connecting feeder to the burner		2 ea.
Burner case		1 ea.
Operation Manual		1 ea.

#### 1.3.1. Screw Feeder

The screw feeder is intended for supplying pellets from the bunker to the burner. It consists of the following elements:

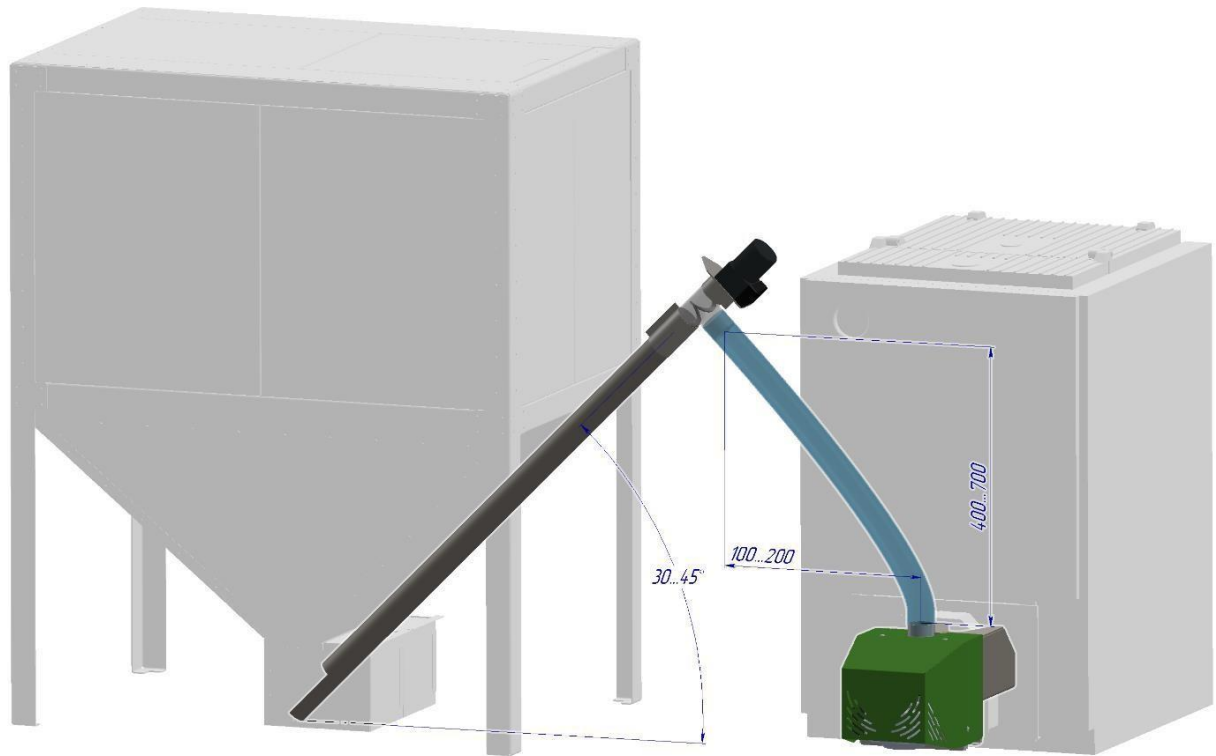


Picture 2. Screw Feeder

1 – power cord; 2 – pellet outflow tube; 3 – pellet intake holes; 4 – safety cutoff; 5 – engine.

The screw feeder is connected to the burner with using a special hose made of fusible material what ensures safety factor and prevents from inverted flame. With the help of the mounting kit the screw feeder is fastened to the wall, bunker or ceiling depending on installation area conditions. Picture 3 shows correct location of the screw feeder towards the horizon and the burner. It is necessary to meet the following recommendations during installation and operation process:

- pellet intake hole shall be located upward vertically, and nothing should cover (overlap) it;
- pellet outflow tube shall be located downward vertically;
- screw feeder shall be located towards horizon at an angle of 30-45°;
- horizontal distance between the pellet outflow tube of the screw feeder and the burner pellet receiver tube shall be not less than 200 mm, at the same time, the hose for hooking up the screw feeder and the burner shall not be slacking or having curves of more than 30°, this will ensure unobstructed supply of pellets.



Picture 3 – Screw feeder installation example

**CAUTION! Hose for hooking up the screw feeder and the burner shall correspond with UL 94-HB fire-resistance.**

## 1.4. Operation Concept and Configuration

### 1.4.1. Burner Components

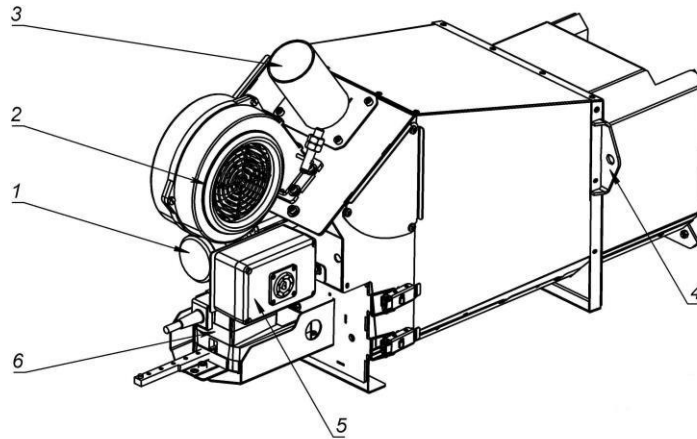
The burner includes the following components:

- burner housing;
- trailing furnace grates;
- fuel firing system;
- burner with ceramic ejector nozzle;
- pellet supply system with driving gear;
- driving gear for furnace grates;
- pressurized air fan;
- electric system.

The burner housing is the basic unit, also serving as the base for the equipment installed inside, including the trailing furnace grates and the ignition system.

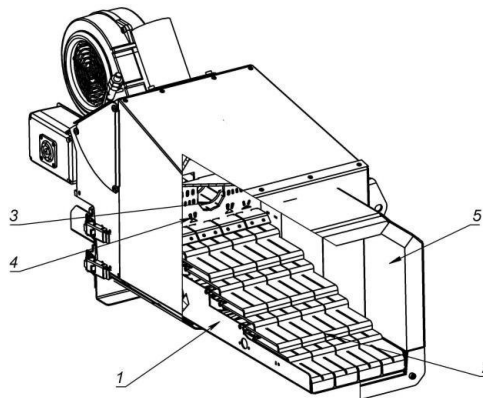
The combustion chamber has the air injection holes inside. Their diameter is selected in such a way to ensure the open air flow makes possible the optimal air dosing in the volume required for the optimal burning of pellets. Primary air enters through the pumping holes located in the trailing elements of the grate.

The design of the burner and its basic elements are shown on Pic. 4-5.



Picture 4 – Burner Design

1 – screw feeder driving gears; 2 – air supply fan; 3 – hole for pellets supply from the bunker;  
 4 – flange for attaching the burner; 5 – housing for mounting electrical part; 6 – driving gear system of  
 movable grate bars;



Picture 5 – Burner combustion chamber design

1 – removable grate module, 2 – movable grate bars, 3 – screw feeder of pellet supply, 4 –  
 heating elements of the ignition system, 5 – refractory lining.

**CAUTION! The manufacturer reserves the right to incorporate changes into the design, configuration, and software of the burner. Due to frequent upgrade of the product some of presented below examples may insignificantly vary from the reality, and this fact, however, does not impact on safety factor as well as proper operation of the boiler and the burner.**



### 1.4.2. Operation Concept

The fuel located in the bunker is supplied by screw feeders to the burner and further to the grate system, where it ignites as a result of contact with the elements of the ignition system.

The air pumped by the fans goes further through the ejector openings of the grate directly to the supplied fuel, as a result of which a flame rises and is directed horizontally to the combustion chamber of the boiler.

The fuel remnants burn out in the ceramic pipe in the burner outlet tube. Hot air from the burner goes further through channels of the boiler's heat exchanger heating the water that is the main heat carrier. Air is supplied exclusively in a volume required for clean combustion, and its flow is monitored by the controller.

The electronic controller is monitoring the proper progress of the fuel supply and combustion process. It controls the working cycle of the boiler: regulates supply of air to the burner; regulates speed of fuel supply by screw feeders; controls water temperature and exhaust emissions to the chimney; controls pumps operation and maintains the temperature preset on the boiler. The burner is operating based on measurements coming from sensors: gas temperature in the chimney, as well as water temperature in the boiler. Once the boiler reaches the preset temperature the controller will automatically switch off the burner. In addition, the controller plays a very important informational role displaying boiler operation parameters as well as some emergency situations. Servicing of the boiler and the burner is quite power-operated, but, however, it does not mean that the user is free from monitoring the instructions and directions displayed on the controller.

***CAUTION! The burner is able to work only with software of TM AIR automatic equipment. Replacement of the controller with another one might result in failure of the boiler and the burner as well as will result in loss of warranty. The way of servicing the controller, its installation and hookup is described in detail in the operation manual for TM AIR automatic equipment.***

### 1.4.3. Marking and Sealing

Each burner is accompanied with a manufacturer's plate that contains the following minimum information:

- full name and location of the manufacturer, and, if required, his authorized representative;
- the unit's purpose;
- marking with the national mark of conformity in accordance with Item 24 of the Technical Regulations for the Safety of Machinery and Equipment;
- designation of the series or type;
- serial number (if available);
- year of manufacture (the year when the manufacturing process was completed).

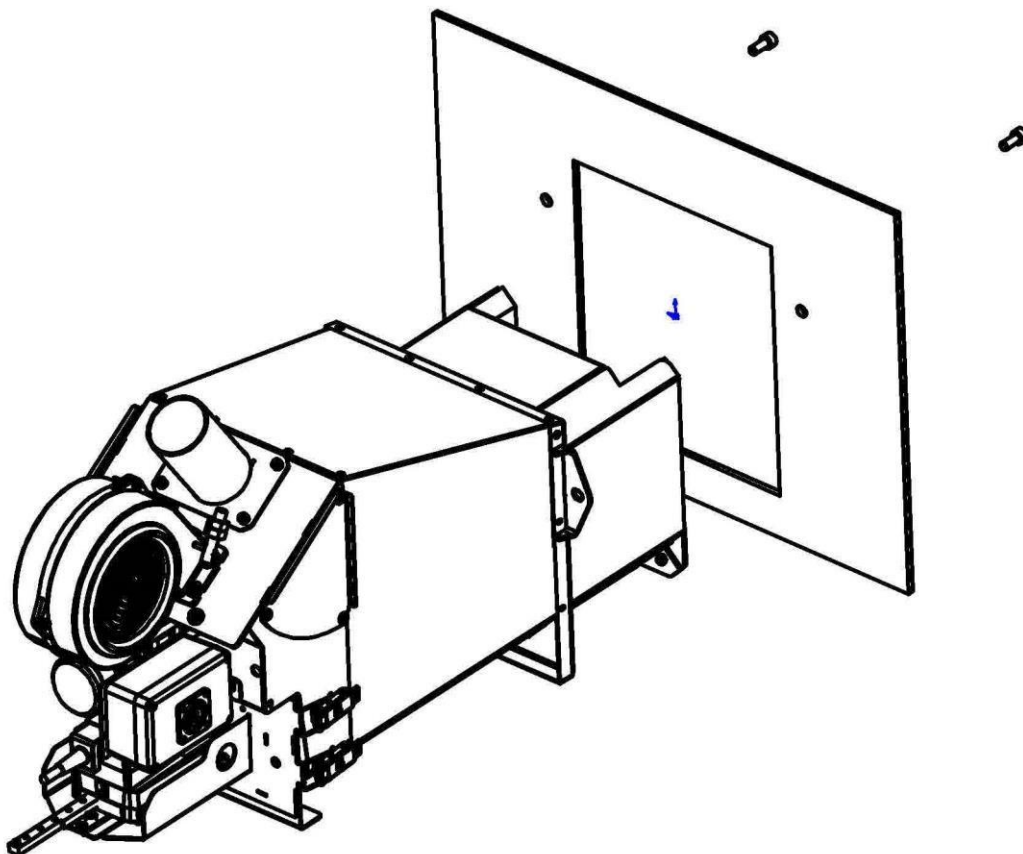
### 1.4.4. Packaging

Products are shipped in closed packaging, and the elements themselves are protected with air-bubble film.

The technical documentation of the burner is always inside the box, and a bill of lading is on the outer side. Products should be transported only in the original packaging, thus eliminating the possibility to damage the units.

## 2. INSTALLATION

The burner is mounted in such a way to have the furnace in the combustion chamber and the burner is fastened with bolts using mounting holes located on the burner (Picture 6). If required, installation can be carried out using adapter flange as well as with use of noncombustible, sealant material.



Picture 6 – Burner Installation

**CAUTION!** *If there is a mounting seat stipulated by the manufacturing plant, then the burner is installed on it in accordance with the documents delivered along with equipment.*

## 3. BURNER OPERATION

### 3.1. Operating Restrictions

The boiler room in which the burner is installed shall be equipped with exhaust ventilation ensuring air flow at least 5 volumes of air in the boiler room for one hour.

### 3.2. Preparation of the Unit for Putting into Operation

Prior to the first commissioning of the burner it is required to:

- verify proper installation and fastening of: the boiler, fuel tank, screw feeder and the burner;
- check measuring devices for accurate installation;
- connect all electric cables and sensors to the controller, and connect the controller to the in-house electrical network;
- check “idle” operation of all functions of the controller and the equipment installed;
- fill the bunker with pellets;
- check operation of the screw feeder.

### 3.3. Startup of the Boiler with the Burner

The first commissioning of the boiler with the installed burner is always done by the technician in the presence of a user. User’s presence is necessary to get familiar with proper and safe service of the boiler as well as for correct setting up the corresponding operation parameters on the boiler.

In order to start the boiler along with the burner it is required to take the following steps:

- put all valves installed on the equipment in working position;
- set the required temperature on valves and radiator thermostats;
- close all boiler’s doors and covers of fuel tanks;
- switch on power supply for the burner and the controller;
- the further sequence of startup operation depends on the control system modification and is described in detail in the Instruction for the control system.

**CAUTION! The method of programming the controller and its service is described in the Instruction for the control system.**

If there is a necessity to change parameters set up on the controller it is required to follow the procedure described in the Instruction for the control system.

### 3.4. Burner Stop

The sequence of the burner stop depends on the control system modification and is described in detail in the Instruction for the control system. It is not recommended to switch off the power supply of the controller.

### 3.5. Actions in Emergency Situations

In case of a burner failure it is required to take the following steps:

- switch off the power supply of all boiler units;
- turn off the power to the controller on the burner;
- disconnect the flexible pipe connecting the burner with the screw feeder (if required);
- unscrew the bolts fastening the burner with the boiler, move the burner away and clean the boiler inside off the operational contamination;

- mark the boiler with the plate "FAULTY – DO NOT SWITCH ON";
- report to the management of the enterprise about the failure;
- ascertain the reason of the failure;
- if it is the simple failure, it can be eliminated on your own using technical services or technical department of the enterprise. This Operation Manual includes the list of such failures.

**CAUTION! *Intervention in such systems as: electrical, electronic and mechanical is unallowable.***

- If it is the serious breakdown, contact an authorized service center or use the damage claim and contact the burner manufacturer.

## **4. TECHNICAL MAINTENANCE**

### **4.1. General Instructions**

Throughout the entire lifecycle of the boiler and the burner the user shall perform routine cleaning as well as periodic inspections, and preservation of all units. They also include periodic annual checks of chimneys.

### **4.2. Safety Measures**

Basic principles and recommendations to follow while operating the boiler with the burner «AIR PELLETT 100 KW»:

- Individuals who got familiar with the Operation Manuals for the boiler, the burner, and the controller as well as with all possible threats can be allowed to operate this system.

**CAUTION! *Requirements as to hookup and operation of the boiler are described in the technical documentation.***

- It is prohibited to use the burner with a faulty seal of the mounting plate. In case of smelling carbon monoxide from the outside of the boiler it is required to immediately turn off the burner and restore the tightness of the seal.

- If it is necessary to carry out work inside the boiler, always turn off the burner and wait for about 20 minutes to ventilate and cool off the combustion chamber.

- While performing a control (visual) test of the burner operation that might require even a brief inspection of the combustion chamber, when opening the door one shall always stand on the side of the door so as not to get a burn of the face and body with hot air. Do not open the furnace doors with the burner installed!

- Do not touch the burner during its operation. Touching hot elements of the burner with bare hands might result in the burn!

- When cleaning, always use protective gloves. Caution! To perform this work one should not use the tools that could damage the equipment installed in the ejector tube of the burner (grates, ignition system, etc.).

**CAUTION! *During the boiler and the burner operation, it is strictly forbidden to drop hands into the elements of the screw feeder and the bunker with the fuel. This might result in severe damage to the hands.***

- Do not touch electrical wires or live electrical equipment. In case of such necessity, it is always required to switch off the power supply to the whole system (boiler-burner-screw

feeder).

– The electrical system of the whole complex of the boiler with the screw feeder and the burner shall have an effective protection system ("grounding / zero"). Sockets of all used electrical connections must have a "zero" contact.

– It is prohibited to store flammable and explosive materials and liquids in the immediate vicinity from the operating burner.

– Always follow the controller's instructions correctly and properly. Especially in case of "emergency situation" appearance and alarm. In such a case the procedure for extinguishing the boiler (the burner) should be immediately applied, and the switched off boiler shall be marked with the plate "FAULTY – DO NOT SWITCH ON".

**CAUTION! *Methods of behavior in emergency situations were described in a separate section of this Manual.***

– Protection against flame ingress into the screw feeder and the bunker is an elastic polyurethane pipe provided by the manufacturer of the burner. Having overheated the pipe melts what results in displacement of the hole and the cut-off of the pellet feed into the burner. This is an effective form of protection against fires in fuel. It is forbidden to use substitutes of the above mentioned pipe.

– It is strictly forbidden to use a defective burner or the burner with faulty equipment. Re-commissioning of the burner is allowed after troubleshooting.

– Information and warning signs are placed on the whole system of the boiler with the burner.

– During the operation of the boiler with the burner, always follow the principle of "limited confidence" and carefully monitor the readings of the installed measuring-and-recording equipment.

**CAUTION! *The information that is displayed on the controller is very much important.***

– All technical devices that are part of the boiler and the burner system shall undergo a systematic technical inspection to the extent required by the acting normative documents. This requirement is a guarantee for the safe use of these devices.

– In each emergency situation, immediately turn off the burner and the boiler, and mark with the plate "FAULTY – DO NOT SWITCH ON".

– Each such a situation shall be reported to the relevant services of the enterprise that are obliged to respond to the situation.

### **4.3. Burner Maintenance Procedure**

The burner maintenance procedure includes two main phases:

- current maintenance;
- periodic technical maintenance.

### **4.4. Current Maintenance**

The current maintenance includes the system of the following measures and actions:

- to keep the complex of the boiler – the burner – the screw feeder – the bunker, as well as the installed equipment properly clean;
- current removal of contaminants in the burner nozzle;

- current elimination of minor operational problems on all the installed units (for instance, replacement of a safety fuse in the controller, cleanup of the screw feeder, fixing of a seal "burner – boiler", cleaning of the holes forcing the air into the burner);
- carrying out of all the current activities associated with maintaining the proper operation of the burner;
- ongoing monitoring of the controller operation as well as operation of the measuring-and-recording equipment.

#### **4.3.1. Periodic Technical Maintenance**

In addition to current activity, it is the user's responsibility to perform all periodic technical inspections of the boiler, the burner, the screw feeder, the bunker, the installed units and the chimney.

Inspection of the boiler and the fume extraction plant shall be carried out in accordance with the schedule presented in the technical documentation for the boiler.

Within the framework of the periodic technical inspections it is required to perform:

– **Monthly maintenance.** Clean the burner outlet chamber from dirt and clean the air intake openings. Monitor the controller operation. Check connections of the tank, screw feeder, and the burner. In case of loose connection, it is required to tighten.

– **Quarterly maintenance.** Clean the internal space of the blower fans of the burner with a vacuum cleaner. Check the fastening of the burner to the boiler, and in case of detecting loose connection, it is required to tighten. Clean the heating elements of the ignition system. Check, clean, and tighten the sensor connections. Check the fastening of the screw feeder, clean the feed openings, and evaluate the correct operation of these units. Check the cooling system of the burner. If leakage is detected at the joints, they shall be fixed. Clean the controller with a vacuum cleaner, and check the operation of all its working functions. Eliminate all reported operational problems, and make a list of the required spare parts for replacement during the annual maintenance.

– **Annual maintenance** (best at the end of the heating season when the boiler is off). Perform thorough inspection of the whole complex of the burner, screw feeder, and a fuel tank. Perform thorough inspection of all control units and elements responsible for the burner operation. Remove all the sensors and clean thoroughly all the joints. Check the condition of the electrical installation of the entire burner complex and eliminate all the identified problems.

Check the drives of the screw feeder and the moving grates. Add oil to the gearboxes, if required. Clean all air injection holes in the trailing grates with a vacuum cleaner. Unscrew the fans, clean them inside, and clean with a vacuum cleaner. Check the mechanical functionality of the burner and confirm the readiness of all control elements. Paint the cover of the burner complex, if required. Protect all sockets from adverse factors that might occur in the boiler room.

**CAUTION! Immediately prior to start of the heating season, a mechanical test shall be carried out for all the units. This should be done after completion of the annual boiler maintenance.**

#### 4.5. Functionality Test

Burner functionality is checked with the help of the following sequence of actions:

– visual review in order to make sure there are no any mechanical defects, impurities, then check fasteners and connecting wires for reliability;

**CAUTION! *If required, replace damaged parts or send for repair, remove dust, impurities, screw attaching bolts as well as connecting ports.***

– connect the burner to the control unit;

– when in manual mode, check operation of the internal screw, fan, and the heating element;

– make sure there are no abnormal noises, sounds, etc. the internal screw rotates anti clockwise, the fan is operated within the full range from 1% to 99%;

– if there are any discrepancies you shall get a hold of the service center and invite the specialist.

**CAUTION! *The heating element shall be tested with the fan running only.***

#### 4.6. Engineering Certification

The procedure, scope, and periodicity of the engineering certification of the product and its components are in accordance with the current normative documents.

#### 4.7. Storage Instructions

The burner and its components shall be stored indoors or under the shelter excluding direct atmospheric precipitation. Spare parts shall be stored in the closed premises. The burner is delivered from the manufacturing plant after the preservation with the duration of protective coatings of 12 months. At the end of the effective period of preservation of the manufacturing plant or on long storage (more than 6 months) the burner shall be put into long-term storage. All unpainted surfaces shall be coated with anti-corrosion grease. Preservation shall be carried out at a temperature of not lower than +15 °C and relative humidity not exceeding 70 %. The units arriving for preservation shall be free of corrosion damage to the metal and without damage to the paint and varnish coatings. Surfaces that are subject to preservation shall be cleaned, degreased, and dried. Lubricants required for preservation shall be consistent with those for the specified shelf life.

Depreservation is carried out by washing off the preservative coating.

## 5. CURRENT REPAIR

### 5.1. General Instructions

Normal operation of the burner requires only routine maintenance, cleaning, and implementation of the necessary inspections. However, sometimes there are cases of irregularities in the proper operation of the boiler and the burner. During the initial operational period this is mainly caused by inability to properly operate the controller and the boiler. But there are also problems for technical reasons. Below are the possible failures and troubleshooting methods.

## 5.2. Safety Measures

When carrying out repairs follow safety precautions described in Item 4.2 of this Manual, safety rules, as well as requirements to repair of boilers that also include requirements for the burner repair.

## 5.3. Potential Failures and Troubleshooting Practice

Table 3 includes simple failures the user faces very often and the user is allowed to fix such failures by his own efforts.

Table 3.

Failure	Potential Reason	Troubleshooting Method
Burner does not start burning	Lack of fuel	<ol style="list-style-type: none"><li>1. Fill the bunker and screw feeder with fuel pellets.</li><li>2. Remove error on the controller by pressing «Stop» button.</li><li>3. Repeat firing process by pressing «Start» button.</li></ol>
	Igniter failed	<ol style="list-style-type: none"><li>1. Get in touch with the manufacturer or service company.</li></ol>
	Large amount of bottom ash in the burner firebox	<ol style="list-style-type: none"><li>1. De-energize the burner.</li><li>2. Let it get cool up to the safe temperature (lower 45°C).</li><li>3. Clean the firebox thoroughly to restore passing ability of air channels.</li></ol>
	Internal screw does not work	<ol style="list-style-type: none"><li>1. Check the network for stable power supply.</li><li>2. Check fastenings of the internal screw with gearbox.</li><li>3. Check electric wiring (contacts) on gearbox and burner connector.</li></ol>
Boiler overheat (overheat detector light is <b>ON</b> on the controller panel)	Rise of maximum temperature for heat carrier heating-up in central heating circuit	<ol style="list-style-type: none"><li>1. Press «Stop» button on the controller.</li><li>2. Let the boiler get cold.</li><li>3. Define the reason for overheat and take measures to eliminate it.</li></ol>
Damage of temperature sensor	Damage in chain of the heat carrier temperature sensor	<ol style="list-style-type: none"><li>1. Get in touch with the manufacturer's service company if the data on error is not annulled after pressing «Stop button.</li><li>2. Replace the sensor</li></ol>
Failure	Potential Reason	Troubleshooting Method
	Damage in chain of the outgoing gas temperature sensor	<ol style="list-style-type: none"><li>1. Get in touch with the manufacturer's service company if the data on error is not annulled after pressing «Stop button.</li></ol>
Burner smokes, soot appears	Extra amount of fuel in comparison with air. Burner firebox is filled with bottom ash	<ol style="list-style-type: none"><li>1. Let the burner get cold, and clean the burner firebox to restore passing ability of air channels.</li><li>2. Adjust amount of fuel and fan rpm.</li></ol>
Burner firebox is filled with bottom ash too often	Fuel of poor quality is used	<ol style="list-style-type: none"><li>1. Change operation mode of the cleaning unit (See Controller Manual).</li><li>2. Change the fuel supplier.</li></ol>

The examples described above do not exclude other reasons that might result in a



malfunction of the burner's proper operation as well as operation of other units associated with the burner. These are only examples that can be useful for the user in resolving emerging problems.

## 6. TRANSPORTATION AND STORAGE

The burner and the equipment are always delivered to the user on pallets, in the original sealed factory packaging that protects the product from potential damage during transportation.

Always read and take into consideration information signs located on boxes, some elements might be fragile and shock-sensitive as well as sensitive to the influence of unfavorable atmospheric conditions. It is forbidden to throw, move sharply, and jam boxes with heavy elements.

In case of detecting the damaged boxes it is required to open them in the presence of the supplier and inspect the products located inside. In case of detecting significant damage to the products (dents, cracks, damage to the control cabinet, etc.) it is necessary to immediately draw up the damage certificate for the supplier and notify the manufacturer about this fact.

**CAUTION! All shipments shall be always checked at the moment of receipt and in the presence of the supplier.**

Burners are not intended for stockpiling as well as for storage in places not suited for this purpose within the period exceeding 12 months. Their storage location shall meet the following requirements:

- on shelves, only in the original, factory and labeled boxes;
- only in dry, closed, and ventilated premises;
- in rooms at a temperature of 5...40 °C and humidity not exceeding 50%
- in premises free of aggressive materials or chemical agents.

**CAUTION! It is forbidden to store or stockpile the products in the open air. Corrosion or damages caused by improper storage conditions are beyond the claim for replacement. In case of storing burners longer than 12 months they shall be checked (inspected) by the manufacturer's technicians who have to confirm the completion of this inspection in the product warranty letter (this relates exclusively to the products stored in warehouses or points of sales).**

## 7. DISPOSAL

Burners of «AIR PELLETT 100 KW» type are safe for the environment and follow all the requirements of norms associated with cleanliness of exhaust as well as exhaust emission to the atmosphere. Cardboard packages of the delivered units can be used for firing or sent to the old paper stock. Steel construction and the burner housing do not pose any threat to the environment as well as the screw feeder housing, and the tank. Once the working life is over they are handed over for scrap recycling. All used electrical equipment elements are made of plastic (for example, protective elements, handle, tubes, etc.) and they shall be sorted and handed over for recycling or processing.

## 8. WARRANTY

The item of warranty in this context is the pellet burner of «AIR PELLET 100 KW» type. The manufacturer guarantees failure-free operation of the burner for the period of 12 months starting from the date of the first startup (putting into operation), but not longer than 24 months from the date of manufacture and on conditions that the unit is operated properly and undergoes technical maintenance in a timely manner.

Warranty for heating elements is granted for the period of 1 year. Two-year warranty for the burner is valid only if the burner firebox is cleaned off ash and noncombustible residues regularly enough for the purpose of avoiding deformation and damage of the combustion chamber.

**Warranty is valid:**

- only on the territory of the country where the burner was sold;
- if a user has not incorporated (made) any changes into the burner configuration and construction;
- if the works on putting the burner into operation and adjustment of burner operation parameters have been carried out by the authorized representative of the manufacturing plant.

Warranty **does not cover** defects occurred through:

- user's fault due to improper assembling of the burner;
- user's fault due to violation of operation rules for the burner and the boiler;
- lack of reasonable diligence;
- loss of burner's delivery set items;
- willful damage;
- repair (or attempt to repair) performed by an unauthorized individual;
- power outages;
- use of low quality fuel;
- for burners that were installed and adjusted by a company or individual that are non-authorized by the manufacturing plant;
- natural disasters (lightning strike, fire, flood, submergence, etc.).

***CAUTION! DEFORMATION AND BURNING-OUT OF THE COMBUSTION CHAMBER AND CLEANING AGITATOR CAUSED BY UNTIMELY SERVICE ARE NOT CONSIDERED TO BE MANUFACTURING FLAW AND NOT COVERED BY WARRANTY OBLIGATIONS.***

The list of authorized representatives of the manufacturing plant can be found on website of LTD «Bioprom Company Kharkov» [bioprom.ua](http://bioprom.ua).

*Company-manufacturer address:* 126/1, Plekhanovskaya Str., Kharkov city, 61037, Ukraine

## Warranty Ticket

Burner Model	_____
Product Number	_____
Date of Sale	_____
Name of Company-Seller	_____
Date of installation/putting into operation	_____
Owner Details	Installer Name and
Signature Name _____	_____
Tel _____	_____
City _____	_____
Street/House _____	_____
# _____	

For all issues relating to warranty and post-warranty service, please feel free to contact us at the address of: 126/1, Plekhanovskaya Str., Kharkov city, 61037, Ukraine. Telephone of Service Center: + 38 (095)654-67-19; + 38 (098)232-52-15.

<http://bioprom.ua/>

E-mail – [no12service@bioprom.com.ua](mailto:no12service@bioprom.com.ua).

**Record on warranty repair**

Defect description: \_\_\_\_\_

Reason for failure: \_\_\_\_\_

Repair work performed: \_\_\_\_\_

Name of repair company: \_\_\_\_\_

License # \_\_\_\_\_ Expert \_\_\_\_\_ Repair date \_\_\_\_\_  
stamp

**Record on warranty repair**

Defect description: \_\_\_\_\_

Reason for failure: \_\_\_\_\_

Repair work performed: \_\_\_\_\_

Name of repair company: \_\_\_\_\_

License # \_\_\_\_\_ Expert \_\_\_\_\_ Repair date \_\_\_\_\_  
stamp

**Record on warranty repair**

Defect description: \_\_\_\_\_

Reason for failure: \_\_\_\_\_

Repair work performed: \_\_\_\_\_

Name of repair company: \_\_\_\_\_

License # \_\_\_\_\_ Expert \_\_\_\_\_ Repair date \_\_\_\_\_  
stamp

**Record on warranty repair**

Defect description: \_\_\_\_\_

Reason for failure: \_\_\_\_\_

Repair work performed: \_\_\_\_\_

Name of repair company: \_\_\_\_\_

License # \_\_\_\_\_ Expert \_\_\_\_\_ Repair date \_\_\_\_\_  
stamp

## TICKET OF PUTTING INTO OPERATION

Burner Model

---

ID #

---

Date of Purchase

---

Date of Installation

---

User Details

---

(Name, tel., e-mail)

---

---

Detailed info of the company that performed installation

---

---

---

---

**FOR NOTES**

**FOR NOTES**



LTD «Bioprom Company Kharkov»  
126/1, Plekhanovskaya Str.  
Kharkov Region  
Kharkov, Ukraine  
tel. +380 57 757-68-33  
Email: [info@bioprom.com.ua](mailto:info@bioprom.com.ua)  
[www.bioprom.ua](http://www.bioprom.ua)  
[www.bioprom.com.ua](http://www.bioprom.com.ua)  
[www.bioprom.kh.ua](http://www.bioprom.kh.ua)