



# ***SERVICE BULLETIN***

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Service bulletins are issued by *Maine Energy Systems* at irregular intervals to alert Installers of common issues of installations and are also used to pass information of interest concerning parts replacement that may be considered unusual or unscheduled for boilers already in service.

Subject: Damage from error when wiring SWS-M or metering switch / KGT bag Auger

Models: All vacuum boilers

Problem: Certain combinations of wiring errors can do permanent damage to the boiler controls INCLUDING MAIN CONTROL BOARD!! This can result in fuse failure, relay damage, main controller damage or a scenario where the SWS-M / metering switch or KGT auger runs intermittently and when not normally supposed to run, resulting in pellets in the SWS-M being ground up and plugging the feed system. This plug normally happens right at the SWS-M / metering switch.

Solution: When wiring the external fuel transport device or SWS-M, sometimes called the “metering switch”, or when wiring the auger for a KGT style flexilo, it is very important to be positive that the cable connections (field supplied cable) are made **color to color** between the prewired connector at the boiler and the prewired connector at the SWS-M or auger.

CAUTION! – One of the failure modes when this occurs is that the SWS-M or auger will run constantly or not stop when it is supposed to because the relay that controls it has been damaged! This relay is located on the additional circuit board which attaches to the main controller at the lower right hand corner of the main control board. It is the one that has 2 fuses on it and is held in place by two screws. Fortunately, this relay is easily replaced. These wires are energized whenever the boiler is “ON”. Trouble shooting should only be done by competent persons with adequate training and proper safety knowledge.

NOTE: Damaged components from this wiring error are not covered by warranty.