



MeSys AutoPellet boiler manufacture, 8 Airport Road, Bethel, Maine 04217

SERVICE BULLETIN

0012

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 or information concerning parts replacement that may be considered unusual or unscheduled for boilers already in service.

Subject: FlexILO Storage systems

Models: All

Problem: We have seen a small number of indoor / FlexILO storage systems / bags installed such that the pellet stream entering into the bag is impacting the interior of the FlexILO other than on the intended impact sheet which is located at or near the rear of the bag, directly across from the filler horn location.

Allowing this to happen is detrimental to the longevity of the bag at the location of unintended impact. The pellets will quickly wear a hole in the bag material in such cases, rendering the bag unusable as it will allow large quantities of dust, and even pellets to escape into the basement / living space, making it impossible to refill.

It is imperative that installations be made in observance to section 8 of the FlexILO Installation Manual which covers all models of FlexILO storage tanks.

This service bulletin is in direct response to those installers confusing the running of delivery hose between floor joists, and the final positioning of the filler horn between floor joists. The running of pipes or hoses between floor joists is perfectly OK, and often necessary to complete penetration of the delivery line into the home. However, at the point of connection to the filler horn, and the location of the filler horn itself must be no closer to the ceiling height than 5cm / 2 inches. And this is an absolute minimum. For clarification, "ceiling height" is considered to be the flat surface established by some material such as sheetrock or plywood attached to the underside of the floor joists. There should be no pipes, wires, light fixtures or protrusions of any kind below the flat surface established by the ceiling height. The ceiling height must not diminish from the 2 inch minimum at any point. The filler horn must not be "aimed" up at all, but rather be level or pointing slightly down if not level. We always recommend the use of some prepared surface to be used above the FlexILO material unless room height is such that no contact exists between the FlexILO material and the ceiling upon full inflation of the bag.

CAUTION!!!

NOTE: It is not the responsibility of Maine Energy System employees to find, notice, inform or correct such installations. No FlexILO damage caused by improper installation shall be considered for warranty replacement, credit or repair.