



SERVICE BULLETIN

0017

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: Ash removal not keeping up the amount of ash produced

Models: All MESys AutoPellet boilers

Problem: The level of ash in the fire-box builds up and impedes the rotation of the rotating "wand", causing noise when the ash auger skips.

Depending on pellets, even good looking hard pellets, we have seen a small number of boilers require an increase in the setting of the run time of the ash compaction auger. This is parameter number 196 on CMP equipped boilers. And is in the ash box icon for touch controlled boilers, listed as "Delivery Duration". Normally an increase of 1 minute beyond the factory setting for any size boiler is sufficient and is all that should be done. Factory normal settings are 3 minutes for 20 and 32KW boilers and 5 minutes for 56KW boilers. Excessive time is no more effective and can cause unnecessary run time and wear.

Caution!