



SERVICE BULLETIN

0018

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: 56KW burner plate cleaning couplings

Models: All 56KW MESys AutoPellet boilers with multi segmented burner plate

Problem: Spring and or plastic drive mechanism or bolt for the burner plate cleaning breaking

Several of the drive couplings for the 56KW burner plate cleaning system have failed with low hours. First known issue is the spring material. This is now known to have caused some of the failures. Any springs sent out as REPLACEMENT parts after November 2015 are of a new material and will provide a longer service life.

Secondly, some of the attachment / through bolts, which should have a long shank to prevent over tightening do not all have the long shank and could be overtightened. So be on the lookout for this as well. We will be sending the replacement springs / kits with a longer bolt which cannot be overtightened.

If you are wondering if the boiler has had a replacement and the customer does not know the answer, in some cases we may be able to help answer the question. Please understand that our knowledge of this is limited by non- completion of the warranty paper work in some cases, but we will try to assist. In view of this, please fill out warranty paperwork on each broken spring so we know exactly which boilers have the new type. This will make final resolution much more achievable.

Caution! Sharp edges often remain after the springs fail. Remove all power from boiler while replacing this part as the cleaning mechanism runs on a timer, and even during the summer may activate without warning if the boiler is "on", even if not firing.