



### Advice and guidance on using Wood Pellets

Wood Pellets Systems are simple and reliable when set up correctly. However these systems are still new within the UK, and many boiler manufacturers, installers, suppliers and users of pellets are developing their experience and expertise.

We thought it would be useful if we pulled together a list of some of the things we have witnessed that have caused problems or difficulties when getting used to handling this material. This is not meant to be a comprehensive guide, but hopefully might give you a few hints that will help you install and run your systems properly.

### 3. Bulk delivery arrangements

Delivery vehicles can come in three sizes:



#### 6 Wheeler

Holds up to 15T  
w2.54m x h3.45m x 9.1m long



#### 8 Wheeler

Holds up to 19T  
w2.54m x h3.45m x 9.9m long



#### Articulated

Holds up to 24T  
w2.54m x h3.45m x 14.3m long

Before delivering to you, a member of the Billington Biofuel team will discuss with you all the required delivery and Health & Safety arrangements. If necessary, we can arrange to come and inspect your site prior to any delivery. However it is the responsibility of the customer to ensure the site is fully safe and ready for a delivery, and any risk factors clearly highlighted.

Billington Biofuels will insist on all deliveries being met by a responsible individual, who must guide the vehicle at all times when moving on your site. It is your responsibility to ensure no member of the public, child or animal can come close to the vehicle. We will only consider unaccompanied unloading by prior agreement and only for certain sites.

You must ensure that these vehicles have full and easy access to and from, and in and out of your site, including any turning required. The delivery vehicle must never need to reverse back out onto a public road. Please notify us of any potential problems in advance.

The vehicles will elevate when unloading, so there must not be any overhead cables or phone lines.

The delivery point must be well lit, and any potential hazards clearly marked. The delivery vehicle must be able to park during discharge on firm level ground. The driver must be able to remain with his vehicle at all times during the discharge process.

You must let us know clearly if there are any restrictions of times that we can deliver – and please allow within this the time for us to unload (possibly 90 minutes).