



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.

5. Placing an order for Wood Pellets

Setting up as a Customer

Billington Biofuels is happy to offer you prices, and set you up as a customer, even if you usually buy elsewhere. Hence if you are ever caught short, we can respond to your needs quickly.

We do however offer longer term contracts, and these customers would always be our priority in the event of a surge in demand due to cold weather etc. We would certainly recommend you should enter into a supply contract with your supplier to cover your needs for each winter.

To set up as a customer, we do require you to fill out a Customer Application Form and a Delivery Information Sheet – these provide essential contacts, H&S and logistics data. This makes the ordering process significantly easier. We will not allow a delivery to be made without this information. We also can provide on request a full set of our terms and conditions.

Our policy is that we usually make our first delivery on credit terms of 7 days, subject to prior agreement. Once we have established a satisfactory trading relationship, we can discuss other terms of payment.

F. Placing Orders

When placing an order, please ensure that you speak directly to a member of the Sales Support Team. Please do not leave the order as just a message via e-mail or answerphone, unless we acknowledge it.

We ask you to please place your order at least 3 working days (Day 1 for Day 3) in advance. You should aim to inspect your silo at least every week, and hence to give us as much warning of an order as you can.

You should order an appropriate amount, so that you neither run a risk of running out, nor that the vehicle is unable to fit the whole delivery in. Ordinarily we would recommend that you place an order for when your silo will reach 10-20% of its capacity, and unless you are very certain of your silo capacity you should aim to leave at least 10% of head room spare in the silo.

If the vehicle is unable to discharge the ordered quantity due to lack of room in the silo, then we are able to discharge any surplus in any fixed containers (tote bins etc) but we cannot discharge into loose bags. If we have to leave product on the vehicle, then we will need to charge you £100, as the vehicle will need to re-route to unload this. We will also still need to charge you for the residue, as once this material has been returned and unloaded, it may no longer be within specification.

If you cancel or postpone a delivery within the 24 hours before it is due, we may need to charge you the full delivery cost, as the vehicle may be already loaded and unable to route elsewhere.

It is a sensible idea to hold a small stock of pellets in bags, as a reserve in case of extreme circumstances. We can arrange to deliver this to you.