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| HETAS Service Report/Checklist for Biomass Appliance Planned & Preventative Maintenance (PPM) | Ensure specific appliance manufacturer maintenance procedures are followed as well as required checks below: |

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| Shape  Description automatically generated with low confidenceCOMPANY LOGO |  | Your Company Details:      |  | Date:      |

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| **REQUIRED CHECKS** | **Check** | **COMMENT** |
| ***y/n*** |
| **1** | Damage to Grate or Refectory Material Surrounding Combustion Chamber |       |       |
| **2** | Wear to Biomass Appliance Components |       |       |
| **3** | Doors/Lids/Seals/Gaskets |       |       |
| **4** | Lining/Insulation/FireBricks |       |       |
| **5** | System Water Content/Levels |       |       |
| **6** | Condensation Drains |       |       |
| **7** | Motors & Gearing |       |       |
| **8** | Flue Draught Regulator |       |       |
| **9** | Air Pressure |       |       |
| **10** | Air Inlets/Vents |       |       |
| **11** | Flue/Chimney/Flue Pipe/Gasket/Fans |       |       |
| **12** | Fuel Store |       |       |
| **13** | Heat Exchanger |       |       |
| **14** | Heat Exchanger Cleaning Mechanism |       |       |
| **15** | Flue Gas Temperature Sensor |       |       |
| **16** | Lambda Sensor |       |       |
| **17** | Combustion Controller (pcb) |       |       |
| **18** | Air Filtration System/Filters |       |       |
| **19** | Unburnt Material/Clinker removed |       |       |
| **20** | Mechanical Components Lubricated |       |       |
| **21** | Extraction Systems |       |       |
| **22** | Burn Back Flaps & Fire Protection Features |       |       |
| **23** | Leaks (Flue Gas or Water) |       |       |
| **24** | Ignition/Igniter |       |       |
| **25** | Boiler settings/controls |       |       |
| **26** | Flue Gas Reading – (Requirement to be taken once system running in normal mode.) |       |       |
| **27** | Safety Valves/Pressure Relief Valves |       |       |
| **28** | Other Valves operational |       |       |
| *Wood Pellet Specific* |
| **29** | Fuel Supply system – Suction and Drive Feed |       |       |
| **30** | Automatic Ignition |       |       |
| **31** | Automatic Heat Exchanger/Flue Cleaning Mechanism |       |       |
| **32** | Automatic Ash Removal System |       |       |
| **33** | Combustion Air Fan (Forced Draught and Induced Draught) |       |       |
| *Log Gasification (Specific)* |
| **34** | Ash Boxes/Ash Removal |       |       |
| **35** | Fire Bed/Combustion Chambers |       |       |
| **36** | Primary/Secondary Air Control |       |       |
| **37** | Air Supply (Suction) Fan |       |       |
| **38** | Flue Gas Exhaust Control |       |       |
| *Fuel* |
| **39** | The specification of the fuel: [e.g. Wood pellets to BSEN14961-2 Class A1 or ENplus pellets] Or Test moisture content of Logs on site |       |       |
| *General Safety & Performance Observations* |
| **40** | System Observation – Compliance to Building Regulations (J1 – 5) and/or any specific installation schematic (Please detail) |       |       |
| **41** | HETAS Unsafe Situations Procedure (HUSP) followed? \* to state if yes, confirm if advice notice has been issued? |       |       |

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| Appliance Model/Size |       | Combustion Fuel |       |
| Address of Installation |       | Postcode |       |

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| RHI Ref. No. |       |  | Handover & Declaration |
| This Service Checklist aligns with the service activities listed in the MCS Standard040 to record Planned and Preventative Maintenance (PPM). The maintenance engineer may suggest additional maintenance, repair or adjustment of controls to improve appliance performance with consid­­eration of any intelligence gained from completing the task. This can be recorded separately. |
| MCS Cert. No. |       |  |

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| ***Maintenance Engineer Declaration;*** *I declare that maintenance checks in accordance with appliance manufacturer requirements and this checklist have been completed to satisfy MCS040 and the appliance and installation has been left in a safe state* |
| Engineer |       | Signed |       | Date |       |
| Customer Name |       | Signed |       | Date |       |
| ***Data Protection:*** *For the purposes of Government funded initiatives such as RHI, details of the appliance PPM activity must be provided to the consumer who is the recipient of RHI Payments. The record will be notified separately to HETAS who may report scheme data into MCS, Ofgem and BEIS. HETAS handle consumers’ personal data in accordance with the privacy notice at www.hetas.co.uk/privacy-notice. Your personal details will not be passed to any other third party for marketing purposes.* |

# HETAS Service Report/Checklist for Biomass Appliance Planned & Preventative Maintenance (PPM)

**ENGINEER INFORMATION**

Before commencing any servicing work, it is important for the engineer to ensure that:

* A relevant risk assessment of the property & appliance has been carried out
* A Biomass appliance and a flue of suitable type are installed
* In domestic dwellings there is suitable provision for the detection of CO (This should be considered for all installations)
* Where available, a copy of the manufacturer servicing/maintenance instructions is obtained & understood
* That PPM can be undertaken safely without impact to the technical/user or others

Any Appliance Manufacturers Checklist must be followed and completed. The Engineer must ensure that as a minimum, the checks included on the PPM Record Sheet are completed as well as any additional manufacturer requirements

**CONSUMER ADVICE**

Compliance with this criteria only considers PPM activity to meet the service requirements specified by the appliance manufacturer for the biomass appliance equipment only (i.e. the biomass appliance, integral control panel and fuel feed system).

There will also be a requirement for routine interim maintenance and maintenance of the connected heating system and its components. The maintenance engineer may suggest additional maintenance, repair or adjustment of controls to improve appliance performance with consideration of any intelligence gained from completing the task. This can may be offered and completed by the appointed business separately.

All solid fuel appliances require continued maintenance, chimney sweeping and servicing, to ensure they operate efficiently and provide a safe environment for the users of the appliance and reduce environmental impact of poor performance.

Routine servicing should be carried out at least once per year and must meet the appliance manufacturer’s requirements given in any maintenance instructions. Most manufacturers will provide sufficient guidance on a procedure and assessment to ensure the continued safe operation of their appliance.

On completion of PPM a copy of this report will be provided to the responsible end user or appliance owner.

Notification of the PPM will also be recorded to HETAS in accordance with Scheme Requirements and to Government departments for their records.

Where appliance safety issues or faults affecting safe operation are identified these will be assessed and reported. The HETAS Unsafe Situations Procedure may be used as a means to determine risk and outcome. Where this is the case a separate notice may be issued detailing the risk and outcome.

**Important Safety Information (Do’s & Don’ts)**

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| **DO*** Get your solid fuel appliance(s) serviced annually by a HETAS Registered Installer / Approved Servicing/Maintenance technician. They can issue a service report
* Do take time to read and follow the appliance instructions
* Carry out any user required appliance checks in accordance appliance instructions
* Check any CO Alarm regularly
* Use appropriate fuel as specified by the manufacturer and that meets a recognised Standard
* Ensure you keep this record safe with appliance documentation
* Ensure any required maintenance of the connected heating system and its components are completed, if not undertaken alongside PPM.
* Arrange for PPM to be completed annually
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| **DO NOT*** Do not continue to use your appliance if you or others show signs of carbon monoxide poisoning and seek medical attention. Symptoms can often be confused with flu, viral infections, food poisoning or tiredness. These include:
 |
| - Headaches- Collapse/Dizziness | - Breathlessness- Stomach pains | - Nausea/Vomiting- Drowsiness/Tiredness | - Erratic behaviour- Visual problems |
| * Do not remove a CO alarm from its location and always replace the unit after the expiry date
* Do not block ventilation and do not leave a fire unattended unless the appliance is designed to slumber
* Do not store logs against/in close proximity to a stove: “distance to combustibles” needs to be adhered to
* Do not use your appliance if the grate or fire bricks become damaged. These can be replaced by a HETAS Registered Installer or HETAS Approved Biomass Maintenance Scheme (HABMS) Registered Technician. The same applies if the stove door(s) rope seal is no longer air tight
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