

Choosing and installing a wood boiler is not such a difficult process. However, there are important decisions to make and a few rules to apply to ensure that your boiler will be to your satisfaction and meet your requirements.

It is vital to look for high quality when choosing your boiler. All products registered by SEI under the Greener Homes Scheme have met minimum quality requirements in terms of efficiency, safety (CE marking) and eco-friendliness (low emissions).

We advise that you ask your supplier to recommend an installer as reputable suppliers will generally only deal with experienced and qualified installers.

Please visit [www.sei.ie/greenerhomes](http://www.sei.ie/greenerhomes) for lists of suppliers and installers. We highly recommend that you shop around and view a fully operating system before you make your final decision in order to get the best product and the best value for your money.



## Questions to ask your supplier and installer

SEI REIO has compiled a list of questions you should ask suppliers and installers before making your purchase. It is in your best interest to make sure you are satisfied that all the questions are answered.

### Wood Boiler

- Is the boiler on SEI's list of registered products? (Remember, if it is not listed you will not be eligible for a grant under the Greener Homes Scheme?)
- Is the boiler certified by a quality label?
- Can the boiler modulate (vary) its heat output according to the heat demand without a large loss in efficiency?
- What is the efficiency rating of the boiler at maximum and minimum heat output respectively?
- What type of burn back protection is in place, i.e. protection against fire spreading back to the pellet hopper?
- Has the boiler been sized accurately (over sizing the boiler can lead to a loss in efficiency)?
- Is it recommended to connect the boiler to a buffer tank (large heat store)?
- Does the boiler include automatic heat exchanger cleaning and allow for easy ash removal?
- Does the boiler design allow for easy cleaning of the internal passages if manual cleaning is required?
- What is the noise level from the boiler during operation?
- How do the controls work and are they suitable for my requirements?
- How will the installation of a wood fired boiler affect the Building Energy Rating (BER) of the dwelling (where required)? See <http://www.epbd.ie> for more information.

### Location

- Is the boiler located to allow sufficient clearance from combustible surfaces and materials?
- Is there a properly wired outlet for electricity near the boiler location?
- Is there enough fresh air supply to the boiler for safe and efficient combustion? If not, how can outside air be drawn from an appropriate location?
- Is there provision for appropriate access for maintaining and cleaning the boiler?

### Chimney or flue pipe

- Will there be provision for appropriate access to maintain and clean the flue / chimney?
- Will minimum clearance between the flue and combustible materials be respected?
- Does the existing or proposed flue or chimney comply with boiler manufacturer's instructions and building regulations?
- Does the flue or chimney recommended take into consideration local factors like windy conditions?
- Will the joints and seams of the flue pipes be properly sealed to avoid exhaust gas leakage in the boiler room?

## Wood fuel and fuel storage

- Where can good quality fuel (chips or pellets) be sourced reliably and at a reasonable cost in my area?
- What is the fuel quality recommended by the boiler manufacturer?
- What type of fuel storage system is compatible with the boiler?
- What is the optimal fuel storage size for the convenient and cost-effective delivery of fuel? (For wood pellet systems a minimum size of 3 tonnes is recommended).
- Does the fuel store specified ensure that the fuel is kept dry?
- Will the boiler room and fuel store be of robust construction and give a long life in service?
- Is the access to the fuel store appropriate for the delivery vehicle?
- Does the fuel delivery system (screw / conveyor / suction) between the store and boiler comply with the manufacturer recommendations?

## Installation and commissioning

- Does the supplier offer delivery, installation, commissioning and after sales service?
- What training and experience do the installers have?
- How long will the installation take?
- What is the commissioning procedure?
- Who is responsible for making good disruption to walls / ceilings etc. necessary during the installation of the system?
- Will the floor supporting the boiler be protected and structurally adequate?
- Will all the pipe work including fittings be insulated to a good standard?
- Is the outlet of the pressure relief valve piped for the safe disposal of expelled water?
- Does the electrical installation of the boiler room meet safety standards?

## Operation and maintenance

- Is full documentation, including the operation manual, provided with the boiler (in English)?
- Is boiler ignition manual or automatic?
- How often does the boiler need to be cleaned and what is the cleaning procedure?
- What maintenance tasks have to be performed by a professional and how regularly?
- How often will I have to refill the fuel store under normal operating conditions?
- What is the range of annual costs (fuel and maintenance) under average operating conditions?
- How often do I have to empty the ash pan? What do I do with the ash?
- Does the supplier / installer have spare parts available?

## Costs and payment

- Does the quotation cover all the costs associated with the installation of the system (boiler, fuel storage, fuel feed, flue, installations/delivery, floor protection)?
- What are the financing options and payment terms?

## After-sales services

- What is the guarantee on parts (for each component of the system) and labour?
- Is an annual service contract available from the supplier?
- How does the dealer provide emergency service work if required?
- If there are any issues with the electrical system or heating circuit (radiators/underfloor) will the installer troubleshoot or work with the other contractors to solve the issues?

For further information on renewable energy and energy efficiency, please visit [www.sei.ie](http://www.sei.ie). Call 023 42193 or email [renewables@reio.ie](mailto:renewables@reio.ie) for a free information pack on how renewable energy can be applied to your house or business.