

SERVICE & MAINTENANCE

For your biomass boiler



MYRIAD
PLANTROOM SERVICES

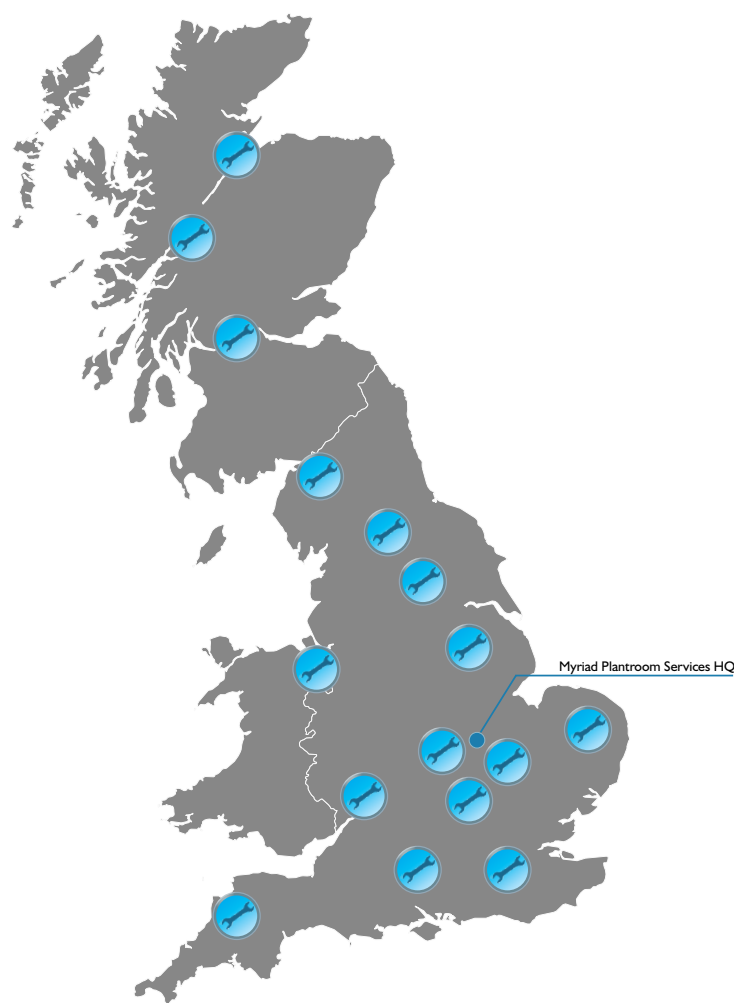
WHO ARE WE?

THE COMPANY

Our dedicated Service Team provides service and maintenance to clients of biomass installations across the whole of the UK. With over 16 years experience in the biomass industry, we are not only a leading biomass installer but also an outstanding post-commissioning service and maintenance provider.

THE NETWORK

We have the whole of the UK covered with our nationwide network of in-house engineers, trained and accredited to work on biomass boilers. The map below shows the locations of all our engineers, so we can be confident that your postcode will be covered.



THE KNOWLEDGE

It is important to care for your biomass installation from the day it is installed. We know the complexities of operating biomass systems as our engineers have experience of working on a wide range of biomass boiler types. We currently have experience of servicing over 30 different boiler manufacturer's products. We can therefore provide service and maintenance tailored to you and your installation, and at a highly competitive rate. With Myriad Plantroom Services you can rely on our credibility and product knowledge.

THE PACKAGE

FULL SUPPORT PACKAGE

- Full Maintenance and service plans for a variety of biomass boilers and fuel feed systems.
- Performance optimisation, inspection and advice on the performance of your biomass heating system installation.
- Access to technical helpline.
- Troubleshooting by fully trained technical engineers.
- Regional Service and Maintenance engineers local to you.
- A full range of genuine biomass spare parts stocked in our national warehouses and carried with each mobile engineer on the road.



OUR KEY SERVICES

BIOMASS / GAS / OIL BOILER SERVICING

At Myriad Plantroom Services we strongly recommend getting your boiler - whether biomass, gas or oil - serviced at least annually. This makes sure that any problems are picked up and rectified before they escalate into more costly issues.

A regular service not only means your boiler system is operating safely, but also means that your boiler is working to its maximum efficiency, saving you money in the long run.

PLANTROOM MAINTENANCE

Businesses need someone they can rely on to care for their heating systems and plantroom equipment, to ensure their investment is reliable and to ensure low running costs.

Most organisations do not employ specialist engineers to maintain their plant room equipment. As a result their heating and energy systems can perform sub-optimally, often leading to downtime and excessive costs.

Myriad Plantroom Services have the capability to manage, maintain and optimise all equipment within your plantroom. We have an in-depth knowledge of biomass, gas and LPG heating technologies and products and also support advanced energy systems such as ORC and CHP.

BIOMASS FUEL SUPPLY

Your biomass boiler will operate most efficiently with fuel classified within the British Standard EN 17225. We can help ensure your fuel supply meets this specification by identifying and contacting fuel suppliers in your local area, on your behalf.

We will work with our fuel partners to guarantee the most appropriate and economic fuel supply for your biomass system. Alternatively, we now offer a fuel and service WRAP, which wraps up all the planned maintenance and fuel supply into a single, same value, monthly invoice. Please call 0203 189 0666 for further information on how we can help you with your fuel supply.

CONSULTANCY SUPPORT

Our team of expert consultant engineers can help with many issues, including:

- RHI issues, amendments or new applications
- Steam boiler house risk assessments
- Mechanical and electrical design for new projects
- Expert witness for biomass system owners

BOILER NOT WORKING?

Let Myriad get you back up and running and claiming the RHI.

The RHI is the Government's incentive scheme that pays out to owners of biomass boilers.

On the new tariffs, a boiler can typically earn the following:

200kW: Typically between £8,000 and £11,000 per year for space heating but up to £37,000 for boilers running continuously

500kW: Typically between £20,000 and £27,000 per year and up to £93,000

1000kW: Typically between £40,000 and £50,000 per year and up to £187,000

*Depending upon the number of operating hours of the boiler
#Figures correct as of March 2019. Subject to change.



RHI CONSULTANCY

Did you know that OFGEM are now operating a zero tolerance policy if claimants are found to be in breach of the regulations associated with RHI compliance, creating a real risk that OFGEM may stop your RHI payments.

Myriad Plantroom Services can offer you a cost effective service which could prevent your RHI payments being delayed or even lost.

If you are accredited on the governments RHI scheme then there are a number of ongoing activities you must carry out to make sure your payments keep coming in. If the documents you retain and/or submit to OFGEM are not to their requirements, then OFGEM do have the power to stop RHI payments, and even claim back payments under certain circumstances.

Myriad offer a range of consultancy services specifically designed to support clients who are accredited on the RHI scheme. We can provide you all the number crunching and administration of this, which enables you to get on with your day-to-day business.



FUEL & SERVICE WRAP

Myriad Plantroom Services can now offer you a wrap around your biomass fuel and boiler servicing, all on one single, monthly invoice.

HOW DOES IT WORK?

Running alongside your usual service contract, your average monthly fuel consumption is estimated and agreed upon at the beginning of the year, to allow for the peaks and troughs of the heating season.

- If the fuel consumption during the month is above or below the forecast, you still only pay the agreed monthly amount.*
- A monthly forecast is presented to you at the start of the year, and monthly update reports to ensure your consumption is on track.
- All planned service activities will be undertaken within the costs.
- All logistics of the wood fuel deliveries will be managed by Myriad.
- All wood fuel will be of the highest quality to suit your boiler.

*(Adjustments are made at the end of the year to account for over or under consumption)



ADDITIONAL SERVICES

Services we offer to maximise long term reliability and efficiency

Boiler Heat Meter Check

To ensure you are receiving the correct RHI tariff payments, our engineers can check the conformity and operation of your boiler heat meter. Our engineers will assess the heat meter installation, particularly its location in the pipework, and the positioning of the flow and return temperature sensors. Our engineers will check the flow rate and record the output in kilo-watts per hour (kWh).

Boiler Combustion Optimisation

To guarantee your biomass system is operating efficiently, our engineers can check and amend the combustion parameters of your biomass boiler. By carefully running your biomass boiler up through each of the combustion phases, our skilled engineers will ensure your biomass boiler is achieving the most efficient and cleanest burn for your chosen wood fuel.

Flue Cleaning

To ensure continuing combustion efficiencies and the safe operation of your biomass system, we recommend that your flue is inspected and swept, prior to your full service(s). Our accredited engineers can undertake this for you. Scheduled on a date in line with your full service, our engineers will remove all harmful deposits and obstructions, report on any defects and complete a flue draught test.

Remote Monitoring & Optimisation System

With a Remote Monitoring and Optimisation System you can access a data visualisation tool that will give you complete visibility and control of your biomass system 24/7 and in real time. The user-friendly, online dashboard allows you to analyse live and historical kWh generation and usage data for each heat meter and view the biomass boiler controller interface. What's more, the tool is cloud based so it is extremely fast and can be accessed via a PC, Tablet or Smartphone.

- Analyse the performance of your biomass boiler with views on energy, temperature, flow rates and volume data directly from your heat meter.
- Create bespoke reports, charts and comparisons to be exported to Microsoft Excel and PDF.
- Pro-actively monitor your system with notifications and alarms.
- Modify biomass boiler processes and parameters via the biomass boiler controller interface.
- Evaluate fossil fuel boiler usage vs. biomass boiler usage.
- Calculate carbon savings.

*An additional monthly remote monitoring and optimisation data charge is required.

Condition & Operation Report

If you are unsure of the condition and operation of your biomass boiler, we can thoroughly investigate your biomass system. Our engineer will

take photos, collate data, measure issues and find faults. If we can resolve any issues found on site, our engineers will undertake the works in the time remaining. If additional parts or more time is required, our engineers will submit all data to our Head Office and compile a brief report. This report will include a recommendation of remedial actions required and all costs involved.

SMS Alarm System

With an SMS Text Monitoring System you can receive instant text notifications regarding the status of your biomass boiler and heating system. The system can send a range of programmable text messages, tailored precisely to your biomass heating system faults and alarms, to up to 5 different mobile numbers of your choosing. To ensure your peace of mind and continual operation of the SMS Text Monitoring, a battery pack back-up module is supplied to provide you with up to 24hrs of operation in the event of a power failure. Additional configurable digital inputs can be added to the unit if you wish to allow further monitoring of your auxiliary boilers, hydraulic components and fuel store.

*Unit requires SIM card from a network carrier with good coverage in area of installation. Unit will inform you of low credit if you use a pay-as-you-go SIM card.

Why not let us take the strain. Our highly skilled technical engineers can receive your fault and alarm notifications and immediately follow a fault procedure, pre-agreed by you. This may be a phone call to yourself or your site operative or a visit to your site by one of our trained biomass engineers.

*SMS Text Monitoring System required.

Fuel Store Cleaning & Inspection

In addition to your flue clean, we additionally recommend a fuel store clean and inspection at least once per year to prevent excessive dust accumulation and to ensure the correct operation of ancillary equipment in the fuel store. We can offer you a specialist cleaning service regardless of your fuel store shape and size. Our engineers, trained in confined space, working at height and the safe use of specialist equipment and procedures, will remove any residues and raw materials, clean all major components, including any fuel level monitoring equipment and report on any defects.

Additional Operator Training

Should a trained biomass operator leave your organisation, or you would like more trained biomass operators to look after your biomass system, we can provide specific on-site operator training. Our training engineer, can train up to 5 individuals at one time, and will demonstrate the general operation and navigation of the biomass boiler menu, explain the operating instructions and regular maintenance checks, and show how to quickly clear faults and restart the biomass boiler.

BIOMASS SERVICING

We have created tailored packages to suit you. Reduce the risk of unexpected repair costs and increase your RHI compliance by letting MYRIAD handle the planning of services, inspections and repairs. This can lower your overall maintenance costs and increase efficiency, so you can focus completely on your core activities. No matter which MYRIAD service contract you choose, MYRIAD has the right package for your needs.

BIOMASS BOILER SERVICE CONTRACTS



STANDARD

For a quick response a basic boiler service is a good option. We often provide this when client takes over an existing plant and needs a quick service to get it back up and running before a proper asset review can be undertaken. A full Condition Report on the plant is often purchased at the same time in addition to the boiler service.

3 STAR

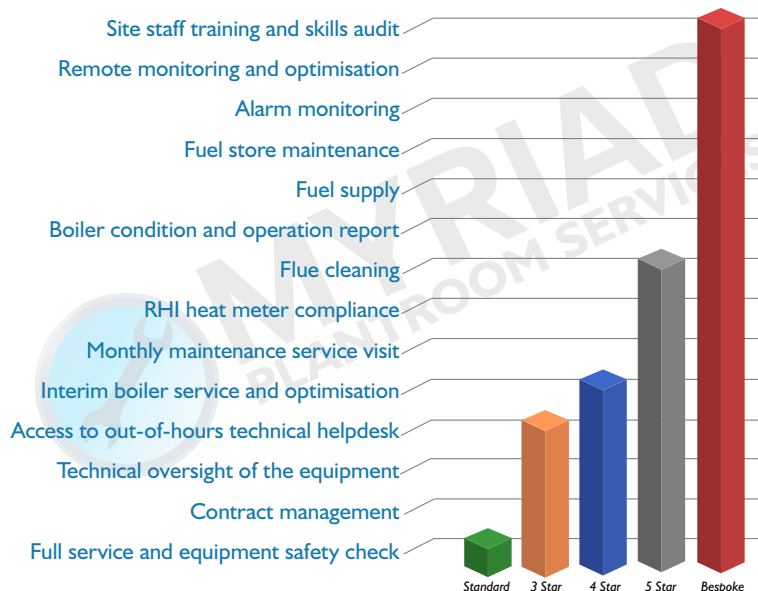
Our 3* is our entry level service package and provides boiler owners with peace of mind that the boiler will be serviced according to the manufacturers recommendations plus the support provided by the Myriad service desk.

4 STAR

Our 4* package comes with everything from the 3* package, plus an additional mid-year interim service. This is often very useful for ensuring the boiler is always run at its optimum. For example, early notification of heavily worn parts reduce the occurrence of breakdowns and any fuel changes can be managed by adjusting the boiler to the fuel to ensure maximum efficiency.

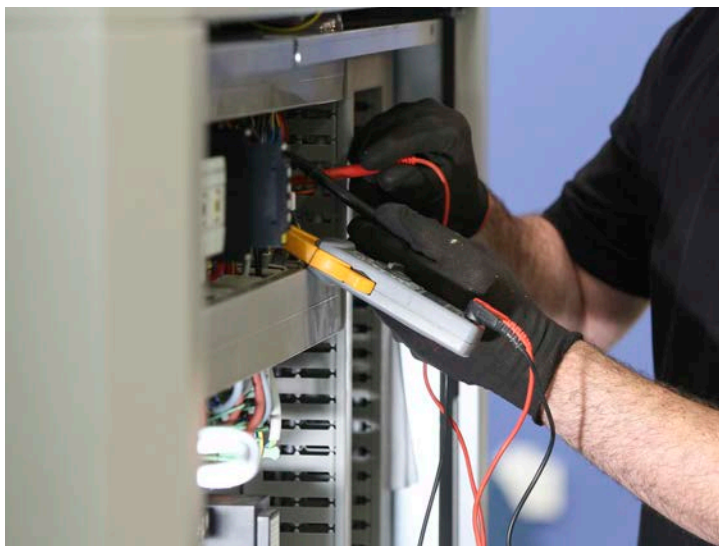
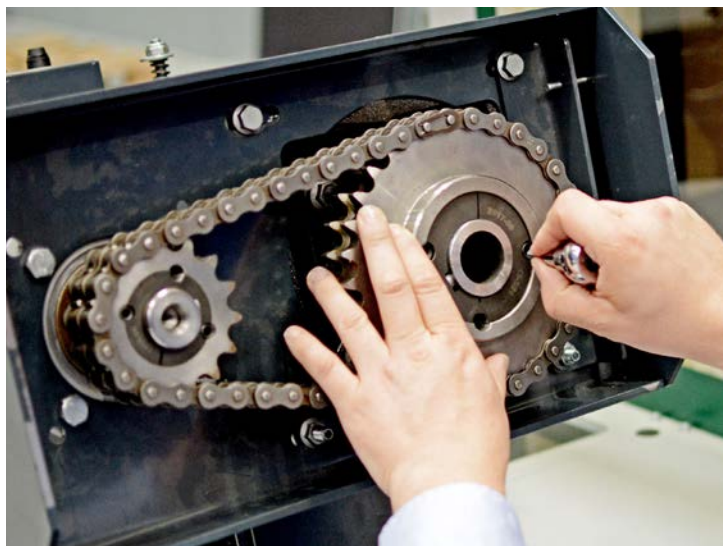
BESPOKE

Our Bespoke packages allows you to choose as little or as much support as you need. Please contact our service desk on 0203 389 7170 for more information about how we can design the plan to suit you.

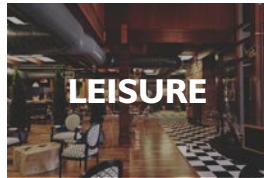
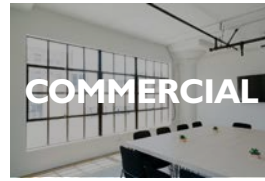


5 STAR

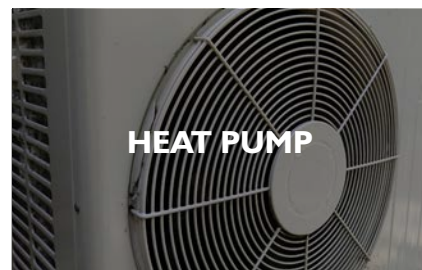
Our 5* package is the ideal way to budget the total costs for biomass boiler service and maintenance. Myriad's ultimate cover includes all service elements typically required. You won't have to sub-contract anything else to another party, we will take full responsibility. Choose any term and Myriad will support you to run your boiler efficiently, whilst increasing boiler up time throughout its service life.



SECTORS WE SERVE



TECHNOLOGY WE SUPPORT



MANUFACTURERS WE MAINTAIN





Myriad Plantroom Services

Operation and Maintenance / Reactive Maintenance / Plant Servicing / Operator Training

Call us on: 0203 189 0666

Or email: service@myriadservice.co.uk

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