ECO-BURN PELLET FUEL

Frequently Asked Questions

Q: How is Eco-Burn Pellet Fuel different from wood pellets?

A: The primary ingredient in Eco-Burn is a by-product of Eco-Shell's walnut shell grinding process. This by-product has a very high heat value and also allows us to produce a pellet fuel which is all-natural, annually renewable without the use of binding agents.

Q: Why consider Eco-Burn as alternative to wood pellets?

A: Reason #1 Eco-Burn burns hotter and longer than wood pellets. This means you use less fuel which adds up to substantial savings at the end of the season. In some cases up to 30% Savings!

Reason #2 Since Eco-Burn is made from a product that is harvested for food consumption it's annually renewable. Every year we have a new crop. This makes Eco-Burn the most environmentally friendly pellet fuel on the market today.

Q: Is there anything I should know before trying Eco-Burn?

A: Yes! Eco-Burn is NOT a premium rated pellet. Due to the primary ingredient, it does produce more ash than premium wood pellets. You will need to empty your ash pan more frequently. **No matter what pellet fuel you use** – DON'T FORGET TO CLEAN YOUR HEAT EXCHANGE AREA, CHIMNEY AND EXHAUST PORTS! Refer to your stove's operators manual for instructions.

Q: Does Eco-Burn work in all pellet stoves or just Multi-Fuel Stoves?

A: Eco-Burn works better in pellet stoves that have independent air flow & fuel feed controls. In some stoves the fact that Eco-Burn burns longer causes problems. The pellets do not burn completely which can result in the fire going out. Multi-Fuel stoves are designed for a variety of different fuels with the ability to adjust the settings to accommodate different fuels.

Q: Does Eco-Burn work with automatic ignition systems?

A: Yes, in almost every case! Stove models and the igniters they source may vary. Start-up may also be influenced by how or where your fuel has been stored. We recommend that you observe the start up process with any new pellet fuel you try. Do not leave the stove unattended when experimenting with *any* new fuel!

Q: I enjoy the cost savings and ecological benefits, but Eco-Burn does produce more ash than I prefer. Is there anything that I can do to improve the ash output?

A: Increasing the airflow may help Eco-Burn pellets burn more thoroughly. Some Eco-Burn customers blend them with wood to combat expense and reduce the amount of ash.

Regardless of the stove we strongly advise trying a bag or two to make sure Eco-Burn is the pellet fuel for you. Customer preferences vary.

Tips!

Stoves with independent feed and fan controls.

If you are experiencing ash build up in the burn pot, or unburned fuel we suggest turning the feed setting down a notch or two and turning the fan speed up a notch or two. Fine tune until you achieve a vigorous, bright orange & yellow flame and comfortable temperature.

A "lazy" blue flame indicates limited air flow. Check for ash build up in the stove's heat exchange system, clogged holes in the burn pot and *then* that the fan setting is high enough to burn the fuel thoroughly.

Pellet Fuel Storage:

The ideal condition for storing pellet fuel is in a cool dry enclosure. Keep pellets in the factory packaging until just before use.

If pellets must be stored outside make sure they are on a pallet or other elevated surface to protect them from moisture and make sure they are covered with a tarp, the factory rain bag, or other plastic sheeting.

Clean you stove hopper:

Pellet fuels should be relatively low on fines, (broken pellet fragments or dust). Every week or two, allow the hopper contents to empty completely. Then, when the fire is completely out and the stove has cooled down, vacuum out any fines that have built up at the bottom of the hopper. Turn on the auger feed to allow the fines to clear completely, then clean the burn area as usual.