

Quality is our priority at every stage.

Purchasing

Forever Fuels looks to source pellets from:

- ▶ FSC-certified (or equivalent) suppliers
- ▶ ENplus-certified producers, or producers that sample and analyse their pellets regularly

Storage

Forever Fuels' storage depots are regularly-inspected visually to make sure that the:

- ▶ Formation of condensation is excluded as far as possible
- ▶ Pellets are not being contaminated with foreign bodies

Loading

To remove the fine material from the pellets before loading the delivery vehicle, Forever Fuels' loading systems are equipped with:

- ▶ Screen
- ▶ Dust extraction unit

Vehicles

Each delivery vehicle is equipped with:

- ▶ On-board weighing system (EC type-approved, Legal for Trade under NAWI regulations)
- ▶ Low-abrasion feeding system
- ▶ Dust extraction unit
- ▶ Earthing cable
- ▶ Fully-trained delivery driver



Customer support

Each site is unique, with different boilers, stores, driveways, and locations of inlet/outlet flanges. Forever Fuels' drivers record information for each customer's set-up to ensure every delivery runs as smoothly as possible. If any problems are encountered, our support team ensure that the issues are rectified before another delivery is made.

Quality control

Forever Fuels regularly inspects, samples and analyses its pellets to verify conformity with the highest specification (Grade A1) in the new European Standard (EN14961-2).



The Table below sets out Forever Fuels' specification, and shows how it meets the A1 specification in the European Standard EN 14961-2 and the existing DIN+ (German) and ÖNORM (Austrian) standards.

Parameter	Forever Fuels Specification	Standards			Unit ¹
		EN 14961-2 Grade A1	ÖNORM M1735	DIN+ (DIN 51731)	
Moisture (M)	≤10.0	≤10.0	≤12.0	≤12.0	w-%
Ash, 550°C (A)	≤0.7	≤0.7			w-%
Ash, 815°C	≤0.5		≤0.5	≤0.5	w-%
Durability (DU)	≥97.5	≥97.5		≥97.7	w-%
Fines (F)	≤1.0	≤1.0	≤1.0	≤1.0	w-%
Additives	≤2.0	≤2.0	≤2.0	≤2.0	w-%
Net calorific value (Q)	≥5.0	4.6-5.3	≥5.0	≥5.0	kWh/kg
Net calorific value (Q)	≥18.0	16.5-19	≥18.0	≥18.0	MJ/kg
Bulk density (BD)	≥600	≥600			kg/m ³
Nitrogen (N)	≤0.3	≤0.3	≤0.3	≤0.3	w-%
Sulphur (S)	≤0.03	≤0.03	≤0.04	≤0.04	w-%
Chlorine (Cl)	≤0.02	≤0.02	≤0.02	≤0.02	w-%
Arsenic (As)	≤0.8	≤1.0		≤0.8	mg/kg
Cadmium (Cd)	≤0.5	≤0.5		≤0.5	mg/kg
Chromium (Cr)	≤8.0	≤10.0		≤8.0	mg/kg
Copper (Cu)	≤5.0	≤10.0		≤5.0	mg/kg
Lead (Pb)	≤10.0	≤10.0		≤10.0	mg/kg
Mercury (Hg)	≤0.05	≤0.1		≤0.05	mg/kg
Nickel (Ni)	≤10.0	≤10.0			mg/kg
Zinc (Zn)	≤100	≤100		≤100	mg/kg
Ash melting behaviour, deformation temp. (DT)	≥1200	should be stated			°C
Origin and Source	1.1.3 Stemwood 1.2.1 Chemically-untreated wood residues				

¹ w-% = per cent by weight. Moisture, mechanical durability, fines and net calorific value (for EN 14961-2) are on an as-received, wet basis. Other components are on a dry basis. Limit of quantitation and other details available on request.