

Season's greetings from all of our team

We'd like to wish all our customers a merry Christmas and a happy New Year! We've very much enjoyed working with you during 2017 and we're looking forward to doing so again in 2018.



Christmas and New Year opening times and emergency breakdown services

GlenFarrow will be open until 1pm on Friday 22nd December. After that, our offices will be closed until 8am on Tuesday 2nd January 2018.

If you have an emergency during that time please contact us on our normal number and we will endeavour to help you through our emergency breakdown service.

In this issue....

Almost 200 boilers in a year, over 900 since we started, appointment of a new Servicing Manager, changes to RHI and the launch of a new biomass boiler.

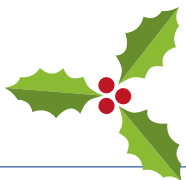
The GlenFarrow biomass team's been busy installing close to 200 boilers in the last 12 months, bringing us close to the magical 1000th boiler – something we're very proud of. The task of getting them all serviced has

got bigger too so Wayne Flowers has been promoted to look after our servicing team. Of course, things have also changed on the Renewable Heat Incentive (RHI) front with significant changes and announcements on more consultations for new applications – we'll keep you up to date with developments on those as they happen. If all of that's not enough, there's also news of the newest (and smallest) addition to our biomass boiler range – perfect for more domestic situations!

STOP PRESS

RHI tariffs to remain unchanged until April 2018!

The government has now confirmed that RHI tariffs will not change in January 2018 as had originally been planned. The next review is now planned for March 2018 and it's expected that new tariffs will be implemented in April 2018.



RHI update

Paul Kitchen, GlenFarrow’s Managing Director, gives his thoughts on the recent changes to the RHI Scheme.

How often is the RHI Scheme reviewed?

“It’s reviewed every quarter, and we normally get a month’s notice of any changes. However, the changes that were made to the tariffs in September were implemented just 20 days after the announcement. The good news is that no changes were announced for the beginning of January.”



Paul Kitchen, GlenFarrow’s Managing Director

What changes have been made to the RHI Scheme so far?

“It’s best to start by saying that changes to the RHI scheme only affect those whose applications are submitted after the changes come into force. Once you’re on the scheme you remain on the tariff that you were accepted onto for 20 years from the date of accreditation with annual adjustments for CPI inflation.

Likewise, for now at least, successful new applicants will continue to receive

the tariff applicable at the time of submission of their application.

The main changes impact on the level of tariff paid per kilowatt hour, though

How can GlenFarrow help me with RHI?

the reduction has been mitigated by an increase in the amounts that can be claimed at the higher tier 1 tariff level.

What this means is that, although there’s been a reduction in the payment per kWh of heat used, the higher rate will apply to more of the heat used for eligible purposes.”

Are any more changes planned?

“We had a long period where very few changes were made to the RHI scheme, however we are expecting changes to be more regular in the future. In fact, consultations are currently taking place on further changes to the scheme – these could include changes to the type of fuel that can be used for future installations, further change to the tariff and further regulations on emissions and eligible heat uses.

We do our best to learn as much as we can about the direction of these consultations and are in very regular contact with Ofgem (the body that administers the RHI scheme). It’s impossible to predict the outcome of course, but we keep our ears to the ground!

How can GlenFarrow help me with RHI?

“GlenFarrow has a full-time team member, Adam Thompson, who

undertakes all the RHI work on behalf of customers. He completes all the necessary paperwork on your behalf and submits it. Adam acts as the middle man – using his experience of the RHI scheme to answer questions, resolve issues and do as much as he can to ensure speedy acceptance onto the scheme.”

Do you think there will be further changes to the scheme?

“I think there will be further changes to the RHI scheme. However at the present, once applications are accepted, customers are eligible to receive 20 years of RHI payments and



the time has never been better to take advantage of a scheme which can help customers become greener and cut their use of fossil fuels.”

Who should I talk to if I want to find out more about RHI?

“All of our biomass team are able to advise on RHI so, if you’re already in touch with one of us, just ask. Alternatively, give me a call and I’ll be pleased to discuss the potential and the benefits of the RHI scheme”

“I originally had a GF210 to heat my office space and as a log dryer – it worked so well I now have added a second boiler and a log dryer for my business.”

Matthew Bell, Huntingdon



GlenFarrow launches new Wood Log Boiler

GlenFarrow is delighted to announce the launch of their latest boiler, the GF Wood Log Boiler. The GF Wood Log Boiler has been designed for smaller installations and is ideal for residential and small workshop applications.

The new boiler is:

- Ideal for smaller installations - its footprint is just 1.5m by 1m and it's 1.78m high (excluding flue).
- Easy to load with logs and simple to control.
- Supplied with an integrated 1250lt accumulator tank which improves heat retention and helps reduce costs.
- Pre-plumbed for straightforward installation and easy integration with existing heating systems.
- Fitted with a thermostatic loading valve to ensure quicker availability of heat and longer availability after burn out.
- Manufactured in the UK.
- Designed specifically for those wanting to reduce reliance on fossil fuels for hot water and heating.

The GF Wood Log Boiler can either be supplied and installed by GlenFarrow or we can supply the boiler for your own plumbing professionals to install.

To find out more call 01775 722327.



GlenFarrow's new Wood Log Boiler

Over 900 biomass installations

GlenFarrow is proud to be the largest UK-based manufacturer and installer of batch-fed biomass boilers.

We installed our first biomass boiler in 2011 for a customer in Hungerford, Berks. Since then we have manufactured seven different models, each moving the technology forward and introducing new features that have led to significant advances in either safety, efficiency, reliability and ease of use. Many of the developments have been as a result of customer requests – so we are always pleased to hear about developments that we could make to improve our products.

The first models of the GlenFarrow

Biomass Boilers were award winners, having won the LAMMA award for Best Innovation.

Today over 900 GlenFarrow boilers can be found from Wick to Truro and across the country, with recent installations including Port Laoise and Roscommon Southern Ireland. We are looking forward to installing our 1,000th boiler early in 2018.

“We wanted to heat the farmhouse and a second dwelling along with workshops and an equestrian area – David from GlenFarrow visited us and suggested two GlenFarrow 295 boilers, he advised us and ensured the installation went perfectly.”

Peter Richardson, Lincolnshire



Boiler servicing options

It's a requirement of the RHI scheme that biomass boilers are serviced regularly and GlenFarrow recommends you do this annually.

The first service for every GlenFarrow biomass boiler is free of charge. After that we offer customers a range of options that can fix the costs for up to five years, removing any chance of price rises in that time. You can also choose to pay monthly, quarterly or annually, so the packages can help spread the costs. If you have a multiple boiler installation it's worth scheduling all the boilers to be serviced at the same time – it's more efficient for us if you can do that and we can then pass that saving on to you.

Full details of what's covered in our annual service package can be found on glenfarrow.co.uk or by contacting Wayne Flowers on 01775 722327. If you haven't already heard from Wayne he'll be in contact with you to arrange a suitable time for your boiler service.

"I was already selling barn dried and seasoned logs but wanted to offer my customers more options."

The GlenFarrow log drying kiln and 210 boiler gives me kiln dried logs within 7 days. At the same time I get to burn my wood waste from processing and have the option to burn my straw. The team at GlenFarrow was very helpful and offered great after sales service."

Stuart Channer, Hemel Hempstead



Did you know – GlenFarrow Electrical

GlenFarrow operates a number of divisions – including our Electrical Division – the division provide a comprehensive service for commercial organisations, looking at all aspects of electrical safety, maintenance and installation. We are NICEIC registered.

- Systems updates and renewals
- Replacement of circuits
- Ongoing planned and preventive maintenance programmes
- Annual servicing for: graders, conveyors, crop dryers and electrical panels
- LED lighting installation
- CCTV
- Intruder alarms
- Bespoke automation and control systems
- Remote access and smartphone control options available

Contact Andrew Thompson on 01775 722327 for more information.

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Get all the latest news on biomass boilers, RHI and more.