



Dear Customer –

This document will guide you through getting your burner packaged up and sent off to NuEra.

With our burner rebuild program –

- EnergyLogic factory trained technicians
- Complete disassembly of the burner and preheater
- Clean all the components
- Identify and replace any worn or out of spec parts
- Test fire the burner and tune it for optimum performance.
- Your burner and preheater will perform at factory specifications.

On page 2 of this document you'll find a question/answer sheet that will help us address any specific problems with your burner. Make sure to fill out all the customer information so we can contact you with questions and of course return the burner back to you when it's rebuilt.

NOTE:

The following pages are instructions on how to package the burner – it's **critical** that you place the burner AND the preheater inside 2 heavy plastic bags prior to putting them into the shipping box. All the shipping carriers will reject the shipment if it begins to leak oil in route. So – the plastic bags are essential! And don't forget to seal them up with some kind of twist tie or knot.

And... Don't forget to send the request/submission form along with your burner!

Ship your burner to:

NuEra Heat
14409 NE 79th St
Vancouver, WA 98682

Thank you for your business – and if you have any questions while preparing your burner for shipment – please don't hesitate to give us a call: - **1-800-347-9575**



NuEra

Burner rebuild request and submission

Company _____

Contact _____ Phone _____

Address _____

City _____ State _____ Zip _____

Email _____

Furnace/Boiler model

Current Hours _____

<input type="checkbox"/> EnergyLogic 200H <input type="checkbox"/> EnergyLogic 340/350 <input type="checkbox"/> EnergyLogic140H <input type="checkbox"/> Black Gold Sun2	<input type="checkbox"/> EnergyLogic 200 Boiler <input type="checkbox"/> EnergyLogic 375 Boiler <input type="checkbox"/> EnergyLogic 500 Boiler
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Known issues:

- | | |
|---|--|
| <input type="checkbox"/> None – Needs service | <input type="checkbox"/> Not putting out much heat |
| <input type="checkbox"/> Trouble lighting – runs well after lit | <input type="checkbox"/> Leaking oil from burner |
| <input type="checkbox"/> Doesn't light at all | <input type="checkbox"/> Leaking oil from Pre-heater |
| <input type="checkbox"/> Sputters and coughs | <input type="checkbox"/> Blowing fuse on burner |
| <input type="checkbox"/> Smokes | <input type="checkbox"/> Blowing breaker in building |

Other issues or concerns:

Signed _____ Date _____



Burner Packaging Instructions – NuEra Packaging

- Remove your burner AND preheater from your machine
- Drain as much oil from the preheater and burner as you can.
- Turn off the preheater oil valve (on the bottom)
- Place an orange cap on the top oil exit on the preheater to prevent it from leaking
- Place an orange cap on the oil inlet to the solenoid
- Place 2 black plastic bags (double bagged) into the box so you can place the burner and the preheater inside the plastic bags.
- Place the black foam blocking into (as shown below) place to hold the burner in place during shipment.
- Tie off the plastic bags so they cannot come loose and leak oil during shipment.
- The plastic bags are not shown here so you can see the proper way to package.





Burner Packaging Instructions – Your own Packaging

- The burner and the preheater weigh about 45 lbs – so it's important to find a sturdy box that can both protect your burner during shipment and survive the abuse during shipment.
- Remove your burner AND preheater from your machine
- Drain as much oil from the preheater and burner as you can.
- Turn off the preheater oil valve (on the bottom)
- Try to seal up the top oil exit on the preheater to prevent it from leaking – possibly with a zip lock bag that is put over the fitting and then use a couple rubber bands around it.
- Try to seal up the oil inlet fitting on the solenoid valve in a similar fashion to the preheater.
- It's **very** important to put some padding on the bottom of your burner box – the bottom of the burner assembly is fragile and subject to damage during shipment. You should try to have at least an inch or 2 inches of padding below the burner.
- Place 2 black plastic bags (double bagged) into the box so you can place the burner and the preheater inside the plastic bags.
- Tie off the plastic bags so they cannot come loose and leak oil during shipment.
- Place adequate padding around the outside of the burner to prevent it from shifting/bouncing around during shipment.
- Seal up the box – and ship it to:
NuEra Heat
14409 NE 79th St.
Vancouver, WA 98682

If you have any questions please give us a call – 1-800-347-9575