



Some frequently asked questions..... and the answers!

1. How many Moles have you sold?

Since 2005 around 10,000 Moles have been fitted and continue to operate. In the UK around 30 Moles are in operation but the population's growing every month!

2. Which boilers can it work with?

The original Moles were designed to work with boilers that have a vacuum delivery option. Nowadays we can offer our own vacuum system, making the Mole compatible with virtually any boiler even as a retrofit option.

3. What size boilers does the Mole work with?

The majority of Moles are serving 'domestic' boilers of up to 40 kW but increased demand for pellet heating in larger buildings is driving innovation. For boilers in the 40 to 70 kW range the system designer must adhere closely to the 'Planning and Operation' advice we can supply. The 'Comfort Module' should also be considered to reduce the occasional need to re-position the Mole.

Whilst we know of larger boilers that have been fitted with a Mole we do not currently recommend Moles for boilers in excess of 70 kW.

4. How far can your vacuum move pellets?

25 m where there is a 1.8 m height difference between highest and lowest hose level

15 m where there is a 2.8 m height difference between highest and lowest hose level

Less than 10 m where there is a 4.5 m height difference between the highest and lowest hose level

Important: there are other specific instructions regarding the routing and fixing of the hoses.

5. Why is the Mole different to an auger?

Wood pellets are a premium grade wood fuel and the more perfect they are when they arrive in the combustion zone the more efficient and cleaner burning they will be. Mechanical movement of pellets, such as by auger, inevitably damages the pellets which potentially affects combustion.

A flat-bottomed store means more capacity and this generally means the delivered price per tonne of pellets is lower.

The Mole extracts pellets from the top of the heap so if there are any problems it is very simple to reach and examine the extract system – there is no need to empty the store to reach components.

It is significant that the Mole was designed and brought to market by a pellet manufacturer and supplier - a business very aware of customer dissatisfaction caused by pellet damage even if the pellets were perfect on delivery!

6. Why buy a Mole tank when I can build my own store?

Good quality pellet storage demands some specific design points and fittings; we are convinced that, once the design time, materials and build time of self-build stores is taken into account, a Mole tank delivers excellent value for money.

7. How big can my self-build store be?

Since the introduction of the 'tuning-set', we have found that the Mole will work well in a 3 x 3m store as long as all instructions are followed properly. This assumes a ceiling height of 2.5 to 2.7 m.

You can also use bevels to profile a larger store so that pellets fall in to the pick-up zone of the Mole.

8. What are the maintenance requirements for the Mole?

All components are designed for long service life without the need for attention. However, should a failure occur, all components are easy to reach and replace.

9. What happens if the Mole gets buried when pellets are delivered?

Ideally this should not be allowed to happen! But we get around four enquiries each year where this has occurred.

The first thing to note is do NOT attempt to pull the Mole out using the hose. You can either remove pellets and dig the Mole out or rent a second Mole to do the work for you in the normal way.

If the Mole is not completely buried then it may still operate but sometimes the pressure of the pellets overloads the motor and the pellets don't flow. The motor will not be harmed in this situation.



<http://www.pelletmoleone.co.uk/>