



Challenges and the way forward

Central Heating New Zealand in conjunction with Firebird have worked together successfully for over 20 years, collaborating and designing diesel boilers specifically for New Zealand conditions. Our new Firebird boiler range was introduced to the market in 2020.

This was a huge step forward in diesel technology to meet the challenges of low emission, high efficiency space heating. At the forefront of this development is the Elco burner, which operates at higher efficiency and lower emissions than ever, owing to the blue flame technology it utilises.

This change in technology has come with some new challenges. While a significant amount of new installations have been straightforward and without issue, a number of installers are encountering problems initially with cold start problems but in more recent times with carbon build up/coking issues.

It has taken some time to understand all the issues, review these with Firebird and Elco and try and understand root cause.

To date we have not been able to narrow this down to a specific problem, so to provide a more definitive understanding of the cause we are completing the following key actions:

1. Completing full laboratory analysis of fuel in areas that experiencing excessive carbon buildup.
2. Elco have sent 25 new Burners for us to test in New Zealand Conditions, these are due late August/ Early September.
3. CHNZ is currently completing testing in our working products room and field test to try and replicate the carbon / coking issue under varying conditions.
4. Firebird and Elco technicians will visit New Zealand in September for a week and we will visit those areas that are experiencing problems.
5. To assist with effective diagnosis and our ability to narrow down root cause it is imperative that the systems are set up and commissioned as per the Commissioning guidelines. If you are unclear on what those setup parameters are please contact our Aftersales team.

We are working to have this issue resolved by end of September. Until we fully understand and address these challenging issues, we encourage our customers to continue to contact our Aftersales support team for assistance.

centralheating.co.nz →