

# SERVICE BULLETIN

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## Message from the President

For the past several months we have been working to deliver a pro-active approach regarding oil tanks, oil lines, fill pipes, vent pipes and vent alarm whistles. In many cases, your oil tank and oil lines are original to the house and therefore pretty old. We will be checking the condition of your oil tank and oil line during the next tune-up. Also, our oil drivers are alerting us with vent alarm problems when making deliveries. Our goal is to provide a watchful eye and help ensure that your equipment is working and is safe. The rest of this newsletter will help explain why checking and/or updating your equipment is important for the both of us. You and your family's wellbeing are very important to us. Please feel free to contact the office if you have any questions or concerns.

Bob

## Oil Tanks

Most oil tanks are in good shape. Some of you have already replaced your tank either by itself or while replacing your entire heating system.

If your oil tank is over 25 years old make sure that you take a look and inspect it. If there are signs of excessive rust or stalactite looking pillars on the bottom of the tank you should call and we will set up an evaluation. **Please do not stick a screwdriver in to the bottom of the tank to test how solid it is.** Also, please note: As long as there is not fresh oil leaking from the tank, it is normal to have *old* oil stains from the fill pipe near the top of the tank.

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## Vent Alarm Whistle

It is required that ALL oil tanks have a working vent alarm whistle so we can properly fill your tank.

As oil is pumped into your tank, air is forced out through a vent alarm whistle located inside of your oil tank which connects to the vent pipe. When the tank is about  $\frac{3}{4}$  full the whistle will stop to alarm the driver to shut the nozzle off. If your vent alarm whistle is not working properly the driver has false or no indication as to the level of oil in the tank. This results in an increased chance of an oil spill through the vent pipe.

We have instructed our drivers to report any defective vent alarm whistles so we can install a properly working one.

## Vent Pipe

An accurately working vent alarm whistle is necessary to properly fill your oil tank. A clear, unobstructed vent pipe is also needed in order to clearly hear the vent alarm whistle. A common barrier in the pipe is a bees' nest (we ask that you spray inside the pipe if there is a nest). Other times we may need to go into the basement to clear any other obstruction in the vent pipe.

**DID YOU KNOW**

- *#2 Home Heating Oil has 138,690 BTU's per gallon.*
- *Natural Gas has only 1,027 BTU's per cubic foot.*  
(135 cubic feet = 1 gallon of heating oil)
- *Electricity only has 3412 BTU's per kilowatt hour (kwh).*  
(40.6kwh = 1 gallon of heating oil)

**BTU IS THE QUANTITY OF HEAT  
REQUIRED TO RAISE THE TEMPRATURE  
OF ONE POUND OF WATER ONE  
DEGREE FAHRENHEIT.**



*Lets work together to keep warm.  
Lets work together to keep safe.*

## Oil Lines

Oil lines supply oil to the burner from the tank. They are generally as old as the oil tank and are installed into the basement floor with no protective covering. All new oil lines must have a protective covering to guard against oil leaking into the basement floor. Watch for any dark wet areas on your basement floor between the oil tank and the burner. This is a sign that you could have a leak in the oil line.

## Conclusion

Your heating system, including your oil tank and its components, is a very valuable part of your household. Oil heat is very safe and efficient. Annual maintenance is strongly suggested.

We are generally in your house once a year for the annual tune-up. If you notice a strong oil smell, an oil leak, or a growing stain on your basement floor, please call the office. We will schedule a time to have a service technician come out and thoroughly check out any possible problems. Our technicians are trained to look for the signs of an oil leak at the tank or from the oil line. **It is always better to fix a problem before an emergency occurs.**

As many homeowners have found out the hard way, homeowners insurance does not cover oil leaks from the oil tank, the oil line or any of the clean-up that might follow a leak. Keeping a watchful eye and being pro-active will greatly reduce the risk of an emergency occurring. And, in the long run, it will help to save money.

We hope that this has been helpful information. We are trying to provide you with the best service possible. We appreciate your business.