Wood pellets are primarily made from waste and residues (sawdust, wood shavings) coming from the wood processing industry – materials that are otherwise thrown away or left to rot. On top of that, more and more residues for the production of wood pellets come from sustainably managed forests, allowing for healthier, cleaner forests.

Modern pellet appliances are optimized to release low emissions while guaranteeing optimal efficiency that makes using wood pellets one of the most affordable, convenient and green heating solutions.

Pellet Appliances

There are two types of pellet appliances – pellet boilers and pellet stoves. The boilers are commonly used for heating entire houses by circulating hot water through a system of radiators. On the contrary, pellet stoves are usually installed in a particular room and serve to heat smaller spaces with hot air.

Most modern pellet appliances are designed to work with maximum efficiency when used with certified pellets. Visit the consumer page on our website (https://enplus-pellets.eu/en-in/consumers.html) to find some of the brands we recommend.

Support Scheme

Support schemes to fund the replacement of your old biomass appliance or simply to buy a new pellet appliance are offered by many European governments and local municipalities.

Drop us a message on Facebook (@enpluscertification) and we will share the latest information we have about your country/region.

EN plus®

TIPS & RECOMMENDATIONS

FOR PELLET CONSUMERS

How to safely store pellets?

General advice for bulk pellets

- Switch off heating system before and/or during filling.
- Ventilate regularly and avoid ignition (smoking, open flames) in the storage space.
- Ensure that the storage space is well isolated, so that the quality of the pellets won't be damaged by moisture.

Additional advice when storing pellet bags

- Ensure enough space for the pellet bags, so that you can easily move them without injuring yourself.
- Use an adapted posture in order to carry bags without injuring yourself.

Additional advice when storing bulk pellets

- Do not enter the silo during the first 4 weeks after filling!
- Ventilate 15+ minutes between ventilation cap/opening and entrance door before entering. Keep door open during your stay!
- Ensure permanent ventilation to outside via a ventilation cap or opening.
- Storages above 15 tonnes and underground storages can only be entered with a personal CO detector!
- Keep door closed! Access should be forbidden to unauthorized persons. Supervision is required from outside storage room.

How to recognise high-quality pellets?

Check if the pellets are certified by EN*plus*® – the world-leading wood pellet certification for pellet quality. Using certified pellets guarantees high and stable physical and chemical parameters, ensuring perfect combustion.

Option 1:

Have a good look at the pellet bag you consider purchasing. If certified, you should see the EN*plus*® seal including the unique EN*plus*® ID for the respective producer/trader. See explanation below:

The EN*plus*® seal

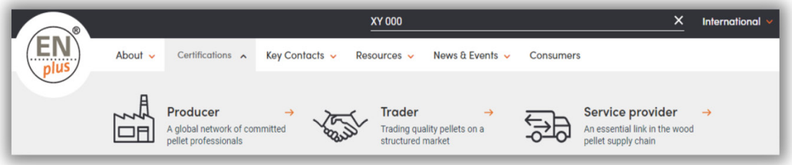
A complete EN*plus*® seal will always consist of both the seal itself and the ID number of the certified company.

For pellet bags, the seal must come with the mention of the quality class.

Note that some pellet suppliers illegally use the EN*plus*® trademark, so when in doubt, always visit our website to verify that you buy a bag with certified pellets. The designs of all approved bags are available in the profile of the certified company on the EN*plus*® website.

Option 2:

Visit the website www.enplus-pellets.eu and use the search bar by typing in the name of the supplier you are buying pellets from. Alternative approach is to check the lists with certified traders and producers in your country by clicking the button Certifications from the main menu on the website.



Avoid fraud & scam

1. Always check your supplier contact details (website/email) in the list of certified companies on the EN*plus*® website. Thus, you will know with certainty that you are communicating with the real company.
2. Don't pay upfront to unknown suppliers. Choose payment at delivery.
3. Be aware of falsified invoices with a replaced bank account. Sometimes, fraudsters use old invoices of the real supplier by simply replacing the bank account to cheat on you.
4. If you are suspicious about a particular company, check the EN*plus*® blacklist to see whether it is not already listed there.

Use the Fraud form on the EN*plus*® website (www.enplus-pellets.eu) to report any type of fraud you encounter.

In case of doubt or uncertainty about a specific case, please contact us at: enplus@bioenergyeurope.org

We also follow up on quality complaints. If you encounter a quality issue, please report it via the dedicated form on our website: www.enplus-pellets.eu