# Bioheat® Fuel Talking Points for Technicians

Use these tips when working on equipment that runs on Bioheat® fuel and learn how to answer common customer questions about Bioheat® fuel and equipment.



# WHY WE DELIVER BIOHEAT® FUEL Because it is better, cleaner, and safer, and so much more: BETTER SAFER LOW CARBON LOW CARBO

# REMINDERS FOR WORKING ON BIOHEAT® FUEL EQUIPMENT

For the past two decades, Bioheat® fuel blends up to B20 have been widely used in existing heating equipment without any issues. There are a few important things to remember when servicing burners that are using Bioheat® fuel blends:

# Always use test equipment.

Always use your test equipment for heating oil and biodiesel-blend fuel.

# Don't eyeball burner setup.

Use your instruments to make sure oxygen and carbon dioxide are at the proper percentages.

# **ANSWERS TO COMMON CUSTOMER QUESTIONS**

Be the expert on Bioheat® fuel for your customers, but make sure you translate your knowledge into terms they'll understand.

#### Q: What is Bioheat® fuel?

A: Bioheat® fuel is a blend of biodiesel and ultra-low sulfur heating fuel.

#### Q: What is biodiesel?

A: Biodiesel is a renewable liquid fuel made from by-products that would otherwise be wasted, like:

• Soybean oil • Inedible corn oil • Animal fats • Canola oil • Used cooking oil

## Q: Can I use Bioheat in my existing heating system?

A: Yes! If you have an existing heating system and fuel tank, you can use our Bioheat® fuel.

## Q: Is Bioheat® fuel really better for the environment?

A: Yes. Unlike other renewable energy options, Bioheat® fuel is helping to cut carbon emissions right now. Using Bioheat® fuel today helps contribute to decarbonization like compound interest. The sooner you start, the greater the results will be. Bioheat® fuel is already a low-carbon fuel, and the industry has committed to reaching net-zero carbon emissions with 100% renewable Bioheat® fuel by 2050.

# Q: Why is Bioheat® fuel such a great renewable energy option?

A: There are three major reasons why Bioheat® is the number-one renewable energy choice. First, it doesn't require expensive conversions. According to a study conducted by Diversified Energy Specialists (DES) for a 2020 IHS Markit report, converting a home to ductless heat pumps can cost up to \$21,500.¹ Second, Bioheat® fuel has a low carbon score right now and it has the ability to continue to reduce its carbon content into the future. Third, Bioheat® fuel will keep your home warm even on the coldest winter days. The same DES study showed that after a five-year period, ductless heat pumps did not provide sufficient heat for an entire home.

# TIPS FOR BRINGING UP BIOHEAT® FUEL ON YOUR OWN

Don't wait for your customers to bring up Bioheat® fuel out of the blue! It is a great talking point that appeals to existing and potential customers. You can bring up Bioheat® fuel...

- When you complete a heating tune-up, tell them how Bioheat® fuel helps keep their system clean
- Keep your truck stocked with Bioheat® fuel leave-behind materials
- If someone asks about renewable energy options

# **MORE BIOHEAT® FUEL RESOURCES**

Check out these online resources for more helpful information about Bioheat® fuel and share them with your customers.

- BetterwithBioheat.com
- MyBioheat.com

- Facebook.com/BetterwithBioheat
- Facebook.com/MyBioheat