

Fuller Metz

Cremation & Funeral Services

October 11, 2011

Florida Department of Environmental Protection
South District Office
P.O. Box 2549
Fort Myers, FL 33902

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OCT 12 2011
D.E.P. South District

Re: Facility ID 0710245- Fuller Metz Cremation
Excessive Emission Complaint on 9-13-11

To Whom it May Concern,

Complying with your request, dated September 22, 2011. I am enclosing a copy of specific procedures for our crematory unit that I requested from Mathews Cremation Division. In addition, I had a representative from Mathews Cremation inspect our crematory on September 22, 2011. A service report (a copy is enclosed) from the technician indicated that adjustments were made to the unit that should help eliminate further emission issues.

It is my understanding that upon receiving the enclosed specific procedures your department will close this case.

Should you have any questions please call me at Tim A. Hauck at (239) 542-3161.

Sincerely,



Timothy A. Hauck

FDIC

Fuller Metz Cremation & Funeral Services



The Standard of Excellence in Cremation Solutions

October 5, 2011

Mr. Mark Jones
Fuller Metz Funeral Home
3740 Del Prado Boulevard
Cape Coral, FL 33990

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VIA FACSIMILE: 239-542-7785

Dear Mark,

Please find attached detailed operating instructions for the Power-Pak II as per your request.

Should you have any additional needs please do not hesitate to give us a call.

Sincerely,

Richard Thomas

Richard B. Thomas
Matthews Cremation Division

/cl

POWER-PAK II CREMATION SYSTEM

OPERATION OF THE EQUIPMENT

B. Detailed Operating Instructions

Different body sizes and container types may require variances in the standard timer settings described in the general operating instructions. Below you will find how different container types and body sizes should be cremated. If you have any questions or special cases not discussed in this manual, call the factory before you cremate.

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1. Different Casket Types

- a. Highly Polished Caskets: Highly polished caskets should be treated very carefully because of the highly flammable coatings used on them. These containers should be the first cremation of the day. Extend the CREMATION BURNER DELAY timer setting (page 7) from a 30 to 45 minutes delay. This is to prevent rapid combustion of the flammable container and to prevent overheating of the cremation equipment.
- b. Plain Finished Wooden Caskets: Plain finished wooden caskets should be treated much the same way as highly polished wooden caskets when the cremator is already hot. When cremating these in a hot machine, increase the delay setting of the CREMATION BURNER DELAY timer (page 7) from 30 minutes to 45 minutes. This will help to keep the cremator from becoming too hot. If the cremator is not already hot, use the standard timer settings.
- c. Particle Board Containers: Particle board containers are one of the more popular containers used for cremation. These containers may be cremated in any sequence, using the standard cycle settings on the timers.
- d. Cardboard Containers: Cardboard is also a popular container, and may be cremated in any sequence. The ignition cycle is not always necessary on cardboard because the cardboard shell burns away very quickly. Set the CREMATION BURNER DELAY timer to 5 or 10 minutes delay (page 7), and reduce the time setting on the MASTER CYCLE timer (page 6) by the same amount of time (20-25 minutes). This will bring the main cremation burner on sooner and expedite the cremation cycle.

POWER-PAK II CREMATION SYSTEM**OPERATION OF THE EQUIPMENT****RECEIVED**

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B. Detailed Operating Instructions (continued)

- e. **Metal Containers:** Metal containers should be the last cremation of the day. The lid of the metal container must be removed prior to loading the casket into the cremator. The metal shell will not be consumed and must be retrieved out of the cremation chamber after the cycle is complete. A minimum of 2 hours cooling should be allowed before trying to remove the metal shell. Heat protective gloves should be worn during the removal process.
- f. **Fiberglass Containers:** **FIBERGLASS AND SIMILAR CONTAINERS MUST BE REFUSED FOR CREMATION. THESE CONTAINERS ARE EXTREMELY FLAMMABLE, AND WILL DAMAGE THE CREMATION EQUIPMENT.**

2. Special Instructions for Cremating Large Bodies and Disaster Pouches

- a. For instruction of cremating bodies larger than 300#, please consult the factory before cremating.
- b. **The cremator should be cool and this must be the first cremation of the day, or the first one within 12 hours.**
- c. Make the following adjustments on these timers:
 - 1. Set the MASTER CYCLE timer to 3½ hours.
 - 2. Set the AFTERBURNER timer to 3½ hours.
 - 3. Set the IGNITION BURNER DELAY timer to a ½ hour delay.
 - 4. Set the CREMATION BURNER DELAY timer to ¾ hour delay.
 - 5. Set the HEARTH AIR DELAY timer to 2½ hour delay.
 - 6. Set the THROAT AIR timer to 2½ hours.
- d. The afterburner will ignite shortly after turning the POWER ON switch ON and pushing the BLOWER ON button. (Green SAFE RUN light must be on first.)
- e. *½ hour later*, the ignition burner will ignite and start the process.
- f. **IMMEDIATELY AFTER THE CASE HAS IGNITED, TURN THE IGNITION TIMER OFF FOR 1 FULL HOUR DELAY.**

POWER-PAK II CREMATION SYSTEM

OPERATION OF THE EQUIPMENT

B. Detailed Operating Instructions (continued)

- g. *1 hour later*, after the case has burned down on its own, the ignition burner will re-ignite to help assist in finishing the cremation.
- h. At this time, if this special cycle has reduced the case to a normal size, the CREMATION BURNER DELAY timer can be turned to the ON position to assist in finishing the cremation.
- i. When cremating large bodies, a visual inspection should occasionally be made of the stack outside to see if a pollution condition has been created. If the equipment is creating a pollution condition, turn the IGNITION BURNER DELAY timer to 15 minutes of delay. If the pollution condition still exists after turning the ignition off, turn the AFTERBURNER timer OFF also. If the pollution condition stops at this time, leave the afterburner off until the equipment begins to cool down. If the condition worsens, turn the afterburner on again.

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LOADING, STOKING AND PACEMAKERS

A. Loading the Cremator

The remains to be cremated must be loaded into the cremation chamber feet first, using the hydraulic lift table and cardboard rollers. This feet first loading is necessary to have the torso region of the body directly under the ignition/cremation burner during the cremation cycle.

B. Stoking During the Cremation Cycle

Stoking the remains and container remnants during the cremation cycle will expedite the cremation cycle. *If you choose to stoke the remains, do so approximately 45 minutes before the MASTER CYCLE timer times to the OFF position, while the afterburner is still on.* This will control any airborne particles you may create by stoking.

C. Pacemakers

Pacemakers should be removed by the funeral director prior to cremation. Pacemakers may burst during the cremation cycle, and could cause damage to the equipment.

POWER-PAK II CREMATION SYSTEM**AFTER THE CREMATION****RECEIVED**
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The following information is provided following the recommendations set forth by the Cremation Association of North America (CANA). If you would like to receive CANA's Complete Guide to Correct Crematory Procedures, or have interest in becoming a member of CANA, please contact their Administrative Office at P.O. Box 7047, Incline Village, NV 89450, or call them at (702) 831-3848.

A. Removal of Cremated Remains

When the cremation cycle is complete (all lights are off) and the unit has cooled down sufficiently for the operator (20-30 minutes), and with the fan still on, the cremated remains can be removed from the cremation chamber. Leaving or turning only the fan on during the removal process will ensure that the dust and heat are drawn away from the operator. Using the long removal broom, gently brush the remains to the front edge of the hearth. With the small removal tool (approximately 3' in length), rake the cremated remains into the hopper and ashpan. Be sure to remove all cremated remains from the cremation chamber. Lower the main charging door immediately, so as not to cool the cremation chamber too quickly. Most metallic particles may be removed with the provided hand magnet. The magnet should be slowly moved throughout the remains to pick up all metallic particles. To remove the particles from the magnet, squeeze the trigger and the particles will fall off. Metal trash cans are recommended for this procedure; as the particles are often too hot to place in a plastic trash can.

B. Pulverizing the Cremated Remains

Pulverizing, size reduction of the bone fragments, is often required by law and is highly recommended, especially when the remains are to be scattered. Pulverizing can be performed by using a hand roller, or the preferred method, using an electric cremains processor. Pulverizing is recommended for two basic reasons: (1) for easier filling of the urns, and (2) for a more acceptable appearance of the cremated remains. Be sure all remains are removed from the pulverizer after each cycle. If you should desire information on pulverizing equipment, contact our sales or service department.

POWER-PAK II CREMATION SYSTEM

AFTER THE CREMATION

C. Packaging Remains and Shipping

Packaging -- Always be sure to keep proper identification with the remains at all times, so no mistake can be made as to the identity of the remains. If a permanent urn is to be used, fill the provided plastic bag and seal the top of bag after filling, using the provided twist tie, and then close the urn. If a temporary container is to be used, we recommend a size of *at least 190 cubic inches* of storage space. Plastic, metal or cardboard may be used for temporary containers; however, plastic is best for shipping and handling, as it will not tear like cardboard or dent like metal containers. Fill the temporary container as described above for filling of the urn. If remains do not completely fill the space provided in the urn or temporary container, use a suitable packing material to take up the excess space to prevent shifting of the remains inside the container. The packing should be placed outside of the plastic liner, not inside.

Place the urn or temporary container in a suitable mailer if it is to be mailed, and place an identification label on the outside of the temporary container and on the outside of the mailer, in case there is a separation of the two in mailing.

Shipping -- If the remains are to be shipped back to a family, funeral home or cemetery for final disposition, be sure to send the remains using registered US Postal Service with a "Return Receipt Requested". Place your post office receipt of the shipment in the permanent file of the deceased with the other documents to be described later in this manual.

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SERVICE REPORT

Assigned to: Rick Thomas	W.O #: 14676
Copy to:	Date: 9/22/11
Attach original to Work Order	

Facility Name: Fuller-Metz FH	Phone: 239-265-3129
Contact: Mark Jones	Fax:
Address: 3740 Del Prado	Model: PPII w/84-104 burners
City: Cape Coral	State: FL
	Zip:

Problem/Issue

After we converted unit from LP to natural the customer performed 10 cremations of which 7 had smoking issues. Found a/b low fire air at 0, now at .7. Low fire gas was overfired. C/B air was at .8, now at .4 and c/b hifire gas was touching sidewalls. Alarm 1 was 1775 now 1675, alarm 2 was 1875 now 1775 and hi-limit was 2100 now 1900. Performed two cremations of which the second one was a 200# woman without any issues.
