



Florida Department of Environmental Protection

South District Office
Post Office Box 2549
Fort Myers, Florida 33902-2549

Rick Scott
Governor

Jennifer Carroll
Lt. Governor

Herschel T. Vinyard Jr.
Secretary

September 22, 2011



CERTIFIED MAIL 7010 1870 0001 8477 6788
RETURN RECEIPT REQUESTED

Mr. Timothy A. Hauck, Funeral Director
Carriage Florida Holdings, Inc.
Fuller-Metz Cremation and Funeral Services
3740 Del Prado Boulevard
Cape Coral, Florida 33904

Re: Lee County – AG
Facility ID 0710245 – Fuller Metz Cremation
Excessive Emission Complaint
Non Compliance Letter

Dear Mr. Hauck:

The purpose of this letter is to advise you of a possible non-compliance of law for which you may be responsible and seek your cooperation in resolving the matter. On September 13, 2011, the Department received a complaint that excessive smoke was observed coming from your crematory by the Cape Coral Fire Department. The fire department submitted a photo to the Department that shows visible emission being emitted from the stack of your crematory. We investigated the complaint on September 19, 2011 and discovered that the visible emissions were caused by cremating an oversize body. As a result of these facts, your facility operated the crematory in an improper manner. This improper operation of the crematory is a violation of Florida law.

Rule 62-210.700(4), Florida Administrative Code, states-excess emissions which are caused entirely or in part by poor maintenance, poor operation, or any other equipment or process failure which may reasonably be prevented during startup, shutdown, or malfunction shall be prohibited. Your crematory is a Matthews Power Pak II that is rated at 150 pounds per hour (lbs/hr). According to information gathered by our inspector, the oversize body was approximately 350 pounds. In addition, your temperature chart also showed that the temperature climbed up to 2000^o F and shutdown the afterburner. It appears that the body was in excess of the operating capacity of your crematory.

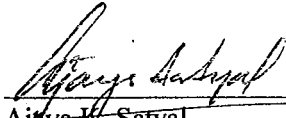
We are requesting you to correct this non-compliance issue promptly. We are enclosing Matthews' general procedures for cremating bodies over 300 pounds. Matthews recommends that they are consulted for specific procedures for your type of crematory. We recommend that you consult with Matthews and

Mr. Timothy A. Hauck
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obtain specific procedures for your crematory. We request that a copy these specific instructions be sent to our office within thirty days of receiving this letter. After receiving these procedures, the Department will close this case.

Should you have any questions, please call me at Sherrill Culliver at (239) 344-5629.

Sincerely,



Ajaya K. Satyal
Program Administrator
Air Resource Management

AKS/SCC/jw
Enclosure



Matthews University

Matthews
INTERNATIONAL

Elder Davis

“Did You Know”™ Educational Series



Issue No.110-05

A Publication of Matthews Cremation Division

Body Sizes and Plastics

Body Sizes

Different body sizes and levels of body fat have dramatic effects on the operation of cremation equipment. A body larger than 300 lbs or with a high level of fat tissue should be treated with caution. It is recommended that you contact the manufacturer of your cremation equipment for any special instructions prior to cremation of large human (or animal) remains.

1. *The cremator must be cool, and this must be the first cremation of the day, or the first cremation within 12 hours.*
2. Turn the afterburner on and preheat the afterchamber for at least 30 minutes or to the minimum preheat temperature.
3. After the preheat, turn on the cremation burner and visually observe the ignition of the container or body.
4. **IMMEDIATELY** after the case has been ignited, turn the cremation burner off and *leave it off for one full hour*, to allow the body to burn down on its own fuel.
5. It is important that during this necessary one-hour period, when the combustion rate is unusually high, that *you do not attempt to look into the chamber*. If it is imperative to look in, stand away from the door when you open it — combustion gases may come out.
6. One hour later (after the case has burned down on its own), reignite the cremation burner, if needed, to complete the cremation. If the special cycle has reduced the case to a normal size, the timers may be turned back to their normal positions to help complete the cremation.
7. During cremation of a large body, *stack emissions should be periodically checked outside the building* to see whether a pollution condition is being created. If so, turn the cremation burner off for 15 minutes of additional delay. If the pollution condition still exists after the cremation burner is turned off, turn off the afterburner as well. 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.

Plastics

Plastic or fiberglass caskets are not suitable for cremation and should be refused. Plastics in general should be excluded from cremation as much as possible because of their very high BTU content per pound. In the cremation chamber, plastics combust very rapidly; when plastics in large amounts are cremated, the afterchamber may not be able to fully clean the exhaust gases. Small amounts of plastic generally pose no problem; however, any unnecessary plastic materials should be removed prior to cremation. Nonchlorinated plastics should be requested whenever possible.

For service, sales or assistance please call (800) 327-2831

A publication of Matthews Cremation Division • 2045 Sprint Boulevard • Apopka, FL 32703

•www.matthewscremation.com

Questions or comments may be sent to the address listed above

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MR TIMOTHY A HAUCK
FUNERAL DIRECTOR
CARRIAGE FLORIDA HOLDINGS INC
FULLER-METZ CREMATION FUNERAL SERVICES
3740 DEL PRADO BLVD
CAPE CORAL FL 33904

PS Form 3800, August 2006 See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

MR TIMOTHY A HAUCK
FUNERAL DIRECTOR
CARRIAGE FLORIDA HOLDINGS INC
FULLER-METZ CREMATION FUNERAL SERVICES
3740 DEL PRADO BLVD
CAPE CORAL FL 33904

COMPLETE THIS SECTION ON DELIVERY

A. Signature: *Tim Hauck* Agent Addressee

B. Received by (Printed Name): *LOUISE D. MURPHY*

C. Date of Delivery: *9/23/11*

D. Is delivery address different from item 1? Yes No
If YES, enter delivery address below:

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D.E.P. South District

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