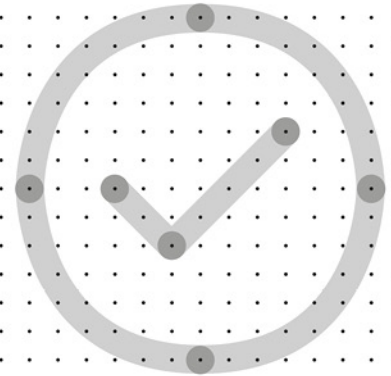




# MCS Certificate



**MCS INSTALLATION CERTIFICATE NO. MCS-01396294-G**

**CERTIFICATE VERSION 1**

**21/03/2022**

## **INSTALLER DETAILS**

MCS Certified Installer Company Name and MCS Number  
Eco NRG Ltd (NIC1161)  
TSI Consumer Code: HIES  
TSI Consumer Code ID: 00034676

## **INSURANCE BACKED GUARANTEE**

IBG Provider: HIES

## **SITE DETAILS**

Address: SKYLARKS, BATTISBOROUGH CROSS, PLYMOUTH,  
Devon, PL8 1JU

Supply MPAN: 2200011298036

Commissioning Date: 18/03/2022

## **INSTALLATION DETAILS**

Total Installed Capacity (kW): 7.00  
Estimated Annual Generation (kWh): 21361.00  
Green Deal Installation: No  
Planning Regulations Compliance: Permitting Development Rights  
Building Regulations Notification: After The Installation Through A Self  
Certification Competent Persons Scheme (CPS)

## **PRODUCT DETAILS**

**TECHNOLOGY TYPE: AIR SOURCE HEAT PUMP**

<b>MCS PRODUCT NUMBER</b>	<b>PRODUCT MANUFACTURER</b>	<b>MCS CERTIFIED PRODUCT NAME</b>	<b>FLOW TEMP</b>	<b>SCOP</b>
011-1W0393_02	Stiebel Eltron AG	WPL-A 07 HK 230 Premium	45	4.21

**MCS INSTALLATION CERTIFICATE NO. MCS-01396294-G**

**CERTIFICATE VERSION 1**

**21/03/2022**

---

**ADDITIONAL DETAILS**

Renewable System Designed to Provide:  
Space heat and DHW

Installation Requires Metering for Payment:  
No

RHI Metering Status for Metering and Payment:  
Meter-ready and no metering installed

RHI Metering Status for Metering and Payment:  
Electricity meter(s) or on-board meter(s) installed for performance purposes

No. of MCS certs:  
1

Alternative Heating System Type:  
None (or Default - Portable electric heaters )

Alternative Heating System Fuel Type:  
None

Install New at Commissioning:  
Yes

**SPACE / WATER HEAT**

Annual Space Heating Demand:  
15135.00

Annual Water Heating Demand:  
6226.00

Annual Space Heating Supplied:  
11540.00

Annual Water Heating Supplied:  
2001.00





## Consumer Information Sheet

### Congratulations on your MCS certified Installation

Like many people in homes and communities across the UK, you have taken the positive step of having a home-grown energy system installed in your property. What's more, you've chosen to work with an MCS certified Installer.

#### Who are MCS?

MCS is a mark of quality, ensuring that the products used, and your installation meet the highest standards.

MCS as a quality assurance scheme aims to promote consumer interests by setting out the principles of effective customer service and protection.

#### Grants and incentives

To promote the uptake of small-scale renewable and low-carbon technologies, there are a range of incentives and grants available.

MCS certification is a route for consumers to access incentives. To find out more please visit:

<https://mcs-certified.com/grants-and-incentives/> or call the MCS Helpdesk.

#### What to do if things go wrong

Even the very best Installer can sometimes make mistakes. You may have a complaint with the pre-sales process, contractual issues or concerns about the compliance of your MCS certified installation.

If you do have a complaint, you must firstly contact your MCS certified Installer. You should document your communication and give them the opportunity to resolve the issue.

If it isn't adequately resolved, you can then escalate it to us and we will support you with reaching a resolution. To find out more please visit <https://mcs-certified.com/complaints-compliance/>

#### Handover pack

Your installer should have issued you with a Handover Pack when your system was completed. If you didn't receive this, please ask your installer to provide it.

#### Useful contacts

The MCS Helpdesk operates to help customers before, during and after the installation of their renewable technology. Call the MCS Helpdesk: 0333 103 8130 or email: [hello@mcs-certified.com](mailto:hello@mcs-certified.com)

The Certification Body who certified your Installer: NICEIC

The Consumer Code that your Installer is registered with: HIES

