













**MCS INSTALLATION CERTIFICATE NO. MCS-01896704-U**

**CERTIFICATE VERSION 1**

**08/03/2024**

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**GENERATION METER DETAILS AND  
ADDITIONAL INFORMATION**

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Generation Meter Make(s):

ISKRA

Generation Meter Model(s):

MT174

Generation Meter Serial Number(s) (MSN):

90688222

Generation Meter Reading(s) (as commissioning date):

0

Installation Type:

Stand Alone

Declared Net Capacity (kW):

44.00

DNO Notification Compliance:

Consent To Connect Obtained Prior To Connection And Commissioning





## 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: RECC

