



POST-INSTALLATION INFORMATION SHEET FOR CONSUMERS

Why MCS certification matters to you

Congratulations!

Like many people in homes and communities across the UK, you have taken the positive step of installing a new, 'home-grown' energy system in your property. What's more, you've chosen to work with an MCS certified Installer. Their membership of MCS reflects their commitment to quality and increases the protection you will receive as a customer.

✔ What it means to be certified

MCS is a mark of quality, ensuring that the products and technology used in your installation meet the highest standards. MCS certification also demonstrates that Installers are technically competent, with a commitment to quality workmanship and good customer care.

To become MCS certified involves a rigorous assessment of an Installer's business practices, and an annual audit of one of their installations to check that it meets the correct MCS Standard. The MCS Installer that you have appointed should have been in direct contact with you throughout the installation process, and be certified for the specific technology or technologies that you have installed.

☹ What happens if things go wrong?

MCS as a quality assurance scheme, is at the centre of a network of organisations set up to advocate consumer protection.

Even so, sometimes things can still go wrong and there are a number of steps you can take to address the situation.

Before a complaint is escalated with MCS, an Installer must have been given the opportunity to rectify the complaint themselves. In the majority of instances this will resolve the situation.

If that fails then complaints about technical aspects of installation should be made to the Installers Certification Body, while complaints about marketing, service standards etc. should go to their Consumer Code.

Detailed information about these organisations and the steps you should follow are set out on our website: mcs-certified.com/complaints-compliance

? Our Helpdesk

The MCS Helpdesk operates to help customers before, during and after installation. We will try our best to answer most questions but you will also find a lot of useful information on our website: mcs-certified.com

Call the Helpdesk : **0333 103 8130**
Email: hello@mcs-certified.com

The MCS Helpdesk operates Monday – Friday, 9.00am – 4.30pm. The Helpdesk is closed on bank holidays. We will do our best to respond to out of hours voice messages the next working day.

! Be scam aware

Scams can happen to anyone, at any time.

A scam is a scheme designed to trick you out of money or personal details. They come by post, telephone, email or even by doorstep calling.

In our industry, they include the offer of free health checks and services on renewable energy systems, system upgrades or accessories, extended warranty products and misleading claims such as the need for replacement parts. New ones appear regularly.

Anyone can be a victim. Scammers sound genuine, and some are very convincing.

Please remember:

- If it sounds too good to be true, it probably is.
- Don't be rushed into anything.

- If you are in doubt, just say no.
- You can always contact the MCS Helpdesk to check if it is genuine.

If you are unsure whether what is being offered is genuine or not, you should always refer back to your original MCS Certified Installer. If you still aren't sure, please contact our Helpdesk Team.

If you wish to report a suspected scam, or have any information about a possible scam, please contact the **Citizens Advice Consumer Service on 03454 04 05 06**. They will ensure that all relevant regulatory authorities are informed.

If you let our Helpdesk Team know, they can make our Compliance Team aware of the potential scam and we can help make other consumers aware.

+ A positive choice

In selecting an MCS Installer you have made a positive choice in a number of ways. You will have peace of mind knowing that you are working with a quality business committed to installing home-grown energy to the highest standards in your property.

You can also be sure that you have proper protections and safeguards should any problems arise. Finally, you'll know that you are playing your part in contributing to the UK's low-carbon targets and a more sustainable future for our planet.



Website mcs-certified.com
Email hello@mcs-certified.com
Helpdesk 0333 103 8130
Monday – Friday
9.00am – 4.30pm

Address MCS
Innovation Centre
Sci-Tech Daresbury
Keckwick Lane
Daresbury
Cheshire
WA4 4FS

Facebook /MCScertified
Instagram @mcs_certified
Twitter @mcs-certified