



# Microgeneration Certification Scheme

## Information for MCS Contractors

### Are details of your company incorrectly displayed on our website?

MCS Certified Contractor and Product information is based on data received from the Certification Bodies on a weekly basis. Please direct information amendment requests to your Certification Body directly. Our records will be updated within five working days accordingly.

### Have you missed the 10 day window to generate an MCS Certificate or need to amend the commissioning date for an existing certificate?

Please apply for Extended Access to the MID by completing the online form: <http://www.microgenerationcertification.org/consumers/complaints>

### Trying to amend an MCS Certificate?

In order to make an amendment, simply log in to the record and navigate through to the required section and make the amendment required. Once that is complete ensure you click "Finish" on the final page. This will generate a new version of the existing certificate, however the certificate number will remain the same. Fields that can be amended include:

- Address details
- Meter details
- Product details
- EAG, DNC and EAG

You do not require permission from MCS to make the above changes. However, all changes will be kept on record.

### Do you require technical assistance?

MCS is unable to provide technical assistance. Please contact your Certification Body for technical advice to ensure the installation complies with the MCS Standards.

### Trying to remove an MCS Certificate off the MCS Installation Database (MID)?

Under no circumstances can MCS Certificates be removed from the MID. However, duplicates and certificates created in error can be withdrawn by the MCS Administrator. To make such a request please email [mcscompliance@gemserv.com](mailto:mcscompliance@gemserv.com).

### Trying to register your first installation?

For information on how to register your first installation please click here: <https://certificate.microgenerationcertification.org/public/help.aspx>

### Do you have a complaint to raise with the scheme or against an MCS contractor?

You can submit a formal complaint here: <http://www.microgenerationcertification.org/consumers/complaints>.

We are not able to process emails as complaints without the full declaration to the Terms and Conditions being acknowledged.