



The Certification Mark for Onsite
Sustainable Energy Technologies

MCS Newsletter

December 2015

Welcome to the 15th edition of the MCS Newsletter



The Certification Mark for Onsite Sustainable Energy Technologies

In the December Issue.....

In this edition of the MCS newsletter, MCS and Ofgem remind installers about the Energy-related Product Directive. There will also be the usual scheme updates on MCS Statistics, standards, reminders on generating MCS certificates and the MCS Installation Database. You can also find contributions in the newsletter from both our Consumer Codes, RECC & HIES.

If you are not on our mailing list yet, you can subscribe [here](#).

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Newsletter Summary

MCS Statistics

The latest trends and statistics from the scheme.

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Scheme News

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Energy-related Products Directive

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MCS equivalence, Domestic RHI: Common non-compliances, Flue Guidance for Biomass Installers

- *Ofgem have published the results to a consultation they ran earlier on in the year.*
- *The DRHI team at Ofgem list common non-compliances which can affect applicants eligibility for the RHI.*
- *The British Flue & Chimney Manufacturer's Association have recently published a new guide for flues and chimneys.*

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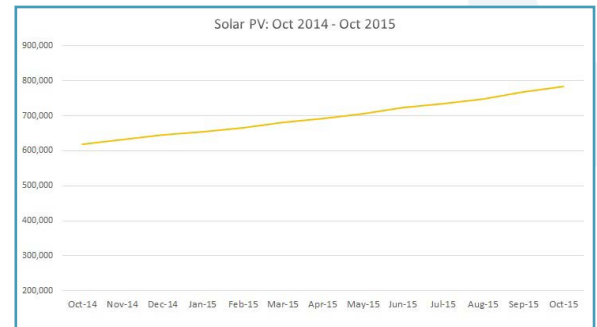
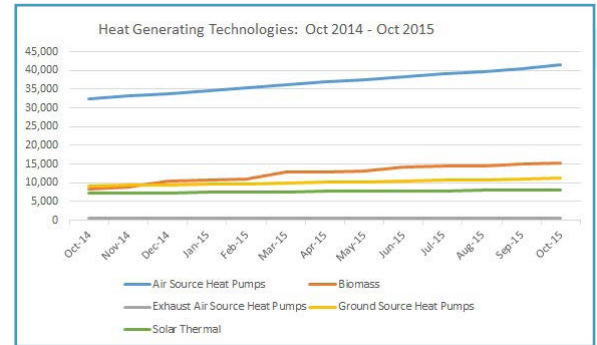
Events and feedback on "submit an enquiry" functionality.

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MCS Statistics: MCS Installations

These statistics relate to the number of MCS Installations.

Technology	Total to date
Air Source Heat Pumps	41,533
Biomass	15,259
Exhaust Air Source Heat Pumps	433
Ground/Water Source Heat Pumps	11,184
Micro CHP	652
Micro Hydro	68
Small Wind	4,927
Solar PV	784,000
Solar Thermal*	28,567

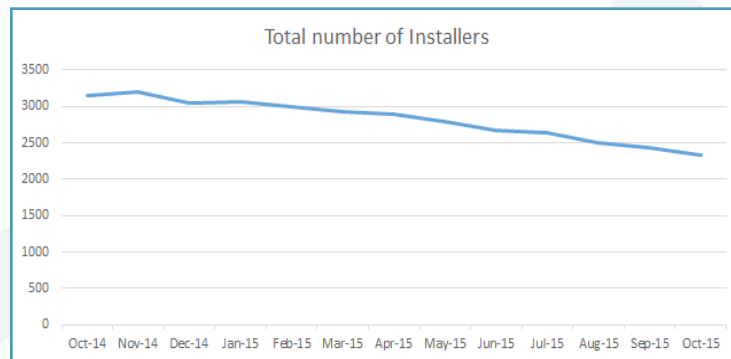
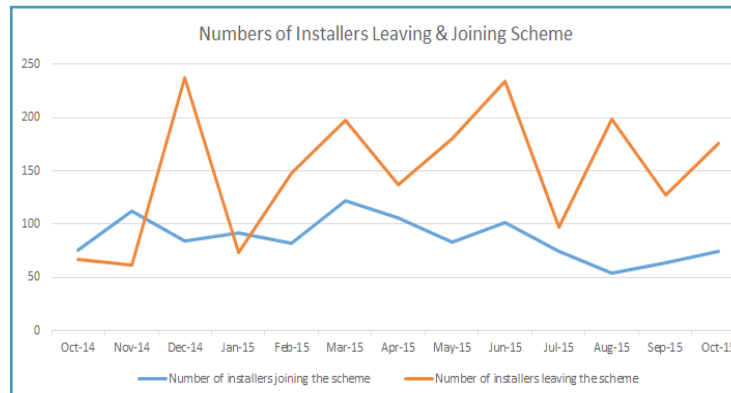


*includes Solar Thermal products certified by Solar Keymark

MCS Statistics: MCS Certified Installers

These statistics relate to the number of MCS Certified Installers.

Month	Joining Scheme	Leaving Scheme
Oct-14	76	67
Nov-14	112	62
Dec-14	84	237
Jan-15	92	74
Feb-15	82	148
Mar-15	122	198
Apr-15	106	137
May-15	83	180
Jun-15	102	234
Jul-15	75	97
Aug-15	54	199
Sept-15	64	127
Oct-15	75	176



Please visit the [website](#) for further information on Statistics.



Standard Update: MCS 012 Issue 2.0

A new version of **MCS 012** (Product Certification Scheme Requirements - Pitched Roof Installation Kits - Issue 2.0) has now been published and will become mandatory from **2nd May 2016**.

Key updates include the compliance with regulations relating to external spread of flame when installing in-roof solar panels.

All MCS certified installation companies who are installing in line with the requirements of MIS 3001 and MIS 3002 should refer to MCS 012.

MCS Heat Pump Calculator

MCS has released a new heat pump calculator which is available to download from the [MCS website](#). This spreadsheet calculator is freely available for MCS certified installers to use.

The functionality of the calculator includes:

- Room-by-room heat loss calculation
- MCS 020 calculation tab (Air source heat pumps only)
- Ground loop sizing tab (Ground source heat pumps only)

- Radiator and underfloor heating sizing tabs
- Graphs on annual running costs and CO₂ emissions
- Compliance certificate

As this is the first release of the calculator, MCS may need to update the calculator following any feedback. Therefore you are advised to check the MCS website regularly for the latest version of the calculator rather than saving a local copy. Please submit any feedback to mcs@gemserv.com with a subject heading of 'MCS heat pump calculator feedback'.

Please note that use of this calculator is optional and installers can continue to use alternative calculators as long as these meet the requirements of [MIS 3005](#).

REMINDER: Generating MCS Certificates

In light of the forthcoming Christmas and New Year Period, we recommend MCS Installers keep on top of generating their MCS certificates for their customers.

Please remember that you have **10 working days** from the commissioning date, in which to register the MCS certificate for your customer.

If you miss this window you will have to request Extended Access through the [MCS website](#). Extended Access requests take up to **5 working days** to process.

MCS Update

MIS 3005 Issue 4.3 was published on 6th May 2015 to be in line with the new ErP requirements.

From 26th March 2016 MCS Contractors will be required to comply with MIS 3005 Issue 4.3. Up to this date, MCS Contractors are allowed to work to either Issue 4.1 or 4.3 of MIS 3005.

As part of the updates, MCS will begin to list the following new data for MCS certified heat pump products:

- Seasonal Co-efficient of Performance (SCOP) – electrically driven heat pumps
- Seasonal Prime Energy Ratio (SPER) – gas absorption heat pumps

The new heat pump performance data will be available on the [product search page](#) of the MCS website or to download from the heat pump [product](#) and [installer](#) standard reference material.

MCS Contractors will be able to use this information when calculating the performance of heat pump systems in accordance with MIS 3005 Issue 4.3. The SCOP and the SPER will calculate product specific SPF's.

MCS has begun collecting this information from manufacturers so keep checking the products on the MCS

website to see if the data is available. If the SCOP/SPER data is not yet available, MCS contractors will be able to use the Heat Emitter Guide (HEG) to calculate the 'likely SPF' for installed systems (in accordance with MIS 3005 Issue 4.1.

It is important to note that from 26th March 2016, MCS Contractors will only be able to use SCOP/SPER data and this will replace the HEG 'likely SPF'. After this date the HEG will remain as a heat emitter design tool only.

Please make yourselves familiar with [MIS 3005 Issue 4.3](#) so that you are aware of any changes.

Ofgem Update

The Ecodesign of Energy-related Products Directive came into force on 26th September 2015. It will impact on the Domestic RHI scheme as SPF values will need to be calculated using the new Seasonal Co-efficient of Performance (SCOP) calculator instead of the Heat Emitter Guide (HEG). Since 26th September either method can be used to calculate SPF, however, heat pumps commissioned after 25th March 2016 will need to achieve a minimum SPF of 2.5 using the SCOP calculator.

For more information see the [Domestic RHI ErP helpsheet](#).

To note: The SCOP/SPER calculators are for the use of the Certification Bodies only. They will use the calculators and inform MCS of the data produced, who in turn will upload it to the product search page.



MCS equivalence

The Domestic RHI team held a consultation earlier this year to help determine what a certification scheme would need to demonstrate in order for it to be equivalent to MCS. You can find the responses to this consultation [here](#). The Domestic RHI team will begin their second consultation in early December 2015.

Common non-compliances

Through the Domestic RHI audit process the Domestic RHI team at Ofgem have identified a few recurring non-compliances which have affected applicants' eligibility:

- Solar thermal systems contributing to space heating: This makes a solar thermal system ineligible. This includes solar thermal systems that feed thermal stores that provided both space heating and hot water.
- Recommissioned systems: To be eligible for the Domestic RHI all parts of the renewable technology (the plant) must have the same first commissioning date. Further to this, the heat generating parts of the plant must be new at first commissioning date. If a system has been recommissioned we'd expect an installer to respond 'no' to 'was the system new at time of commissioning?'.
■ Degressions: For some applications submitted just

before a tariff rate change, the Domestic RHI team have identified some cases where an MCS certificate has been produced, but a system hasn't been installed. Please be aware that a heating system must be installed and commissioned before an MCS certificate is produced.

Further information can be found by visiting [Ofgem's website](#)



Flue Guidance for Biomass Installers

The British Flue & Chimney Manufacturer's Association (BFMCA) has published a new guide to flues and chimneys. For further information and to download a copy of the guide please [click here](#).

A link has been placed on the news and events page as well as on the [biomass installer standards page](#).

Further information can be found by visiting [BFCMA website](#)

Consumer Rights Act

The purpose of the Consumer Rights Act is to simplify UK consumer law by consolidating eight separate laws into one. Amongst the legislation being superseded is the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982.

From 1st October 2015 consumers had new rights relating to remedies for, among other things, poor installations or the supply of faulty goods.

The Act has three parts:

- part 1 covers consumer contracts for goods, digital content and services;
- part 2 covers unfair terms; and
- part 3 covers miscellaneous and general provisions.

Businesses will need to review the way in which consumer complaints are handled, and make sure that their point of sale material is up-to-date and accurate as consumers will be able to claim compensation if they believe they were misled. Businesses will also need to consider the wording of their contracts as terms will now have to pass a “fairness test” rather than the previous “reasonableness test”. The powers available to consumer law enforcers will also be enhanced.



hies
Home Insulation & Energy Systems
Quality Assured Contractors Scheme

Home Insulation & Energy Systems Contractors Scheme (HIES)

In order to reduce the administrative burden on MCS installers, HIES have developed a suite of guidance to assist MCS installers with complying with the Consumer Rights Act 2015.

This approved documentation is accessible by all members and includes template Terms and Conditions, vulnerability policy and cancellation rights.

A comprehensive brochure detailing HIES support to its members can be found on the HIES website:
www.hiesscheme.org.uk/benefits-installers/
www.hiesscheme.org.uk/renewablesector/



Renewable Energy Consumer Code

Specific guidance for [RECC members](#) is available in the Members' Area of the RECC website. They have also created a guidance document which can be downloaded [here](#).

RECC have other documents for installers including new 'guidance on performance prediction assumptions' and new 'guidance on supplementary solar PV equipment (batteries, voltage optimisers, diversion devices & LEDs).'

Planned Updates

The MCS Installation Database (MID) will be undergoing maintenance and will not be accessible between **15:00-17:00 on Friday 4th December**. Please do not try to access the database during this time as you will be unable to generate certificates and it is unlikely that any MCS certificates will be sent out.

During this maintenance window the MCS installation certificate will be updated to automatically include the installer's Trading Standards Institute (TSI) Consumer Code membership details.

You will notice that this information will begin appearing on MCS installation certificates generated from **4th December**.

Recent Updates

Since 5th November, when you create a MCS Certificate you are asked to clarify whether the installation is domestic or non-domestic, and to provide further details regarding the insurance warranty provider and insurance policy if applicable.

The changes are:

First new question

"Is the installation intended for domestic or non-domestic use?"

Second set of questions

If **non-domestic** has been selected, an option will appear for you to indicate that no insurance policy has been issued.

For domestic installations or certain non-domestic installations, the details below must be provided:

Question	Answer
Insurance Warranty Provider	Select from a drop down list of providers
Insurance Policy or Certificate Number	Enter the insurance policy or certificate number
Insurance Policy or Certificate Start Date	Enter the insurance policy or certificate start date

All planned updates and issues relating to the MID can be found on the MCS Website [here](#).

If you should have any questions regarding any of the above please contact the [MCS Helpdesk](#).

The Microgeneration Certification Scheme (MCS) is currently consulting on the Certification Body Requirements Document and the MCS 008 Biomass standard.

Certification Body Requirements Document

MCS published a consultation on the proposed Certification Body Requirements Document on 4th November 2015.

The two overall objectives of the document are:

- Provide confidence to the industry and consumers that the CBs are conducting surveillance visits in a consistent manner, thereby ensuring that MCS Contractors are installing systems in line with the MCS Scheme requirements; and
- For the MCS Scheme to clarify what its expectations are in relation to the performance of CBs operating in the Scheme.

The consultation documents can be found on the [MCS website](#).

Responses must be submitted in the specified response form by **4th December 2015**.

MCS 008 - Biomass Standard

The [consultation page](#) sets out the relevant documents including updates to MCS 008, and a supporting note.

To respond to the consultation, please use the response form located in the table and submit your comments to MCSconsultations@gemserv.com.

All comments must be submitted by **24th December 2015**. Please note that we are unable to accept feedback submitted not using the response forms.

MCS Audit and Inspection Procurement Pre-Qualification Questionnaire

The Pre-Qualification Questionnaire (PQQ) for the MCS Audit and Inspection Programme procurement is now available to prospective bidders.

Information on the procurement process and timelines, and the scope of services required, are contained within the PQQ, which is available on the [Projects](#) page of the MCS website.

PQQ responses should be submitted to mcsprocurement@gemserv.com no later than **5pm on 24th December 2015**.



Events

MCS are pleased to announce that they will be supporting the upcoming Ecobuild 2016 on 8-10 March 2016.

Following feedback and research, Ecobuild 2016 have made major changes. All exhibitors and seminars will now be in one hall, improving the visitor experience. Ecobuild 2016 have also announced that they have invested in two major experiential features:

- **SMART** feature will explore intelligent building technology for both residential and commercial use, as well as smart infrastructure and urban development.
- **DISCOVER** feature will feature a central bar and networking space, bring cutting edge products and the world's latest building technologies and materials together in a futuristic showcase to educate and inspire visitors.

The MCS stand can be found at **E4272**. For further information and to register, please visit www.ecobuild.co.uk

Submit an Enquiry Form

On 1st October 2015, a new “submit an enquiry” function was added to each installer page on the MCS website, allowing consumers to submit enquiries directly to MCS certified installers.

The enquiries are sent to the email address that you have registered with MCS via your Certification Body.

Since its launch MCS have seen **304** emails raised by consumers to **273** different installation companies.

If you have any feedback regarding this functionality please get in contact we would love to hear whether you think it has made a difference to your MCS related work.

The screenshot shows a web browser window displaying a contact form for 'TE Electrical and Solar Ltd'. The form is titled 'Contact Installer' and includes the following fields: Name (*), Email (*), Telephone, and Enquiry (*). Above the form, there is a navigation menu with links for Consumers, Product Search, Important Consumer Information, Microgeneration Technologies, Installation Process, Finance & Incentives, and Complaints. To the right of the form, there is a map showing the location of the company in Walsley, West Yorkshire. Below the map, there is a text box stating 'This company is certified to install the following technologies: Solar Photovoltaics'. A 'Search Again' button is located at the bottom right of the form.

If you should have any questions regarding any of the above please contact the [MCS Helpdesk](#).