



MCS UMBRELLA SCHEME

MCS Certification and Quality Assurance Process for Air Source Heat Pump Installations

£499 + VAT per unit

What the MCS Umbrella Scheme provides:

- The service is offered to any installers who wish to use Viessmann's MCS certification and quality assurance process to install an air source heat pump
- Viessmann takes full responsibility for the installation and customer care
- Viessmann will complete the heat loss calculation, heat pump system selection and provide a detailed material list
- Viessmann will commission the installation (charged separately)
- Viessmann will complete the MCS registration process
- Viessmann provides technical and system design support and guidance
- Viessmann to provide the warranty and workmanship insurance
- Viessmann will provide a hand-over pack with all the required information to enable the homeowner to make an RHI application, e.g. MCS certificate, DNO registration, HIES guidelines

Commissioning Charges (in addition to the Scheme charge above)

Pre-Commissioning (**mandatory for new MCS scheme users**, then at Viessmann's discretion)

- Vitocal 100-A £250 + VAT
- Vitocal 200-A £350 + VAT

Commissioning (mandatory)

- Vitocal 100-A £450 + VAT
- Vitocal 200-A £450 + VAT

Aborted Commissioning

- Vitocal 100-A £150 + VAT
- Vitocal 200-A £150 + VAT

Cancellation Fee

- Vitocal 100-A / 200-A £100+VAT if commissioning is cancelled within 48hrs of agreed date.

Contact

Customer Relationship Coordinator

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PROCESS

STAGE	ACTION
ENQUIRY	Installer contacts their ABM or mcs_ashp-uk@viessmann.com with an enquiry and is provided with the Viessmann Survey Sheet to complete.
SURVEY	Installer to complete survey and enter ALL requested information into the Survey Sheet and return to ABM/Viessmann.
QUOTE	Viessmann to complete heat loss calculation, compile list of materials and provide installer with: <ul style="list-style-type: none"> • Viessmann quotation • RHI predicted results • Partner agreement • Quotation template for installer to complete and provide to homeowner • DNO application form
QUOTE WON	Installer to provide evidence that homeowner has accepted installer's quotation when accepting Viessmann quotation. Installers must notify DNO of the install to ensure there is no issue with grid connection.
MATERIALS	Delivery timescale of materials to site is advised by Viessmann (if buying direct) or Merchant.
COMMISSIONING	Book and pay for Pre Commission and Commission direct with Viessmann Customer Services (01952 675060 / aftersales-uk@viessmann.com) Please give 2-3 weeks notice.
MCS REGISTRATION	Viessmann completes registration
WARRANTY	Installer to register heat pump and warranty https://www.viessmann.co.uk/support/heat-pump-warranty-registration

The MCS process requires the following to have been completed **BEFORE** the **delivery and installation** of the heat pump:

	Viessmann responsibility	Installer responsibility	Homeowner responsibility
Planning Permission			Confirm it has been obtained
Viessmann Partner Agreement	Provide partner agreement to installer	To be signed and returned to Viessmann	
DNO/ENA (EV HP) Notification	Provide application form to installer	To be completed by installer/electrical contractor and provided to DNO	
Commissioning		Book with Viessmann Customer Services	

The MCS process requires the following to have been completed BEFORE the **registration of installation with MCS**:

	Viessmann responsibility	Installer responsibility	Homeowner responsibility
DNO/ENA (EV HP) Registration	Provide application form to installer	To be completed by installer/electrical contractor and provided to DNO	
EPC		Installer to provide EPC to Viessmann	Up-to-date EPC assessment completed within last 24 months

FAQs

Q. Can I provide the site plans/CAD drawings instead of filling in the survey sheet?

A. No. Only the fully completed survey sheet will be accepted. Plans can be provided in addition to support the heat loss calculation, along with the EPC, if available.

Q. Can I open a credit account with Viessmann?

A. No, you will need to purchase via your nominated merchant.

Q. Is this scheme available for GSHP?

A. No, the MCS Umbrella Scheme is only available for ASHP

Viessmann MCS ASHP Umbrella Scheme:

