

MCS INSTALLATIONS DATABASE (MID) GUIDANCE DOCUMENT



A guide to creating heat pump certificates

Introduction

The MCS Installations Database (MID) is a central online database that holds the information of every MCS certified small scale, low carbon installation in the UK since 2010.

This is a step-by-step guide to help you create an MCS certificate for a heat pump installation on the MCS Installations Database (MID).

Your role in creating MCS certificates and building an accurate record in the MID is a critical part of certifying an installation and helping to raise standards across the sector.

The information you enter is used by governments to inform policy that shapes the small-scale renewable energy industry, such as the Boiler Upgrade Scheme (BUS), Home Energy Scotland Grant and Loan (HES), Smart Export Guarantee (SEG), and many more. Whether it's the type of system being installed, the number of installations that are delivered under a government scheme, or even the cost of renewable technology – this is all vital in deciding how the government can best support installers and consumers in the low-carbon transition.

The MCS Installations Database is also the source of data for the MCS Data Dashboard, an interactive online data dashboard tool that provides near-real-time updates on MCS certified installations.

When entering installation details to create an MCS certificate, you are making a declaration that the information is accurate, true, and adheres to MCS standards. Your certificates are a statement to your customers that their systems comply with MCS requirements. In short, they're a record of certification.

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Create a new certificate

To create a new certificate, select 'New Certificate' located at the top of the page on the MID (as shown below).

Please note: As per MCS requirements, MCS certificates should be created within 14 days (10 working days) of the system being commissioned. If you do not create the certificate within this commissioning window, the process of 'extended access' needs to be followed (please contact the [MCS Customer Support Helpdesk](#) for more information on 'extended access').



Step 1: Installation Type

The fields covered in this step of the certificate journey are:

- *What type of contract was entered into for this installation?*

Guidance will appear on screen to help you determine the contract type, with the two options being either 'domestic' or 'commercial'.

What type of contract was entered into for this installation? *

Please select ▼

i A domestic contract is held directly with a homeowner and is covered by the Consumer Protection Act and all associated scheme requirements. A commercial contract is held with a business and is subject to commercial practices (e.g., for an installation on a house that has been instructed by a social housing landlord). Please ensure this is entered correctly as you will not be able to edit this information once this certificate has been created

If "Commercial" is selected, the following mandatory question will appear, asking you to specify the commercial customer type:

Please select the commercial customer type *

Please select ▼

Please select

Housing Developer

Social Landlord

Local Authority

Commercial Premises Owner

Other

- *Please select which project type best fits the installation*

Please select which project type best fits the installation *

Please select ▼

i **Retrofit**
We would define a retrofit project as an installation on/in a property/building that is, or has been previously, occupied.

Self-build
We would define a self-build project as an installation on/in a property/building that has or is being constructed to an individual's own specification (not by a business) and where the renewable technology is part of the original construction. One example would be a property being built by the owner for their own use. We would also define this as a conversion of a non-domestic property (that has never been used as a dwelling) into a domestic property.

New build
We would define a new build project as an installation on/in a property/building built from new foundations, and that hasn't been occupied before the installation and where the renewable technology is part of the original construction. These properties will be built, owned and/or resourced by a business during construction. This definition type excludes conversions as well as changes of use of an existing building.

- *Technology type*
- *Has the installation been funded or partially funded by a government incentive?*

If "Yes" is selected, the following dropdown will appear allowing you to choose the corresponding incentive:

Has the installation been funded or partially funded by a government incentive? *

Yes

Please select the government incentive *

Please select

- Please select
- Warm Homes: Social Housing Fund
- Home Energy Scotland (HES) Grant & Loan
- Green Homes Wales
- Warmer Homes Scotland
- Optimised Retrofit Programme
- Social Housing Net Zero Fund
- Local funding
- NISEP
- Boiler Upgrade Scheme (BUS)
- Energy Company Obligation (ECO4)
- ECO Flex
- Home Upgrade Grant (HUG)
- Other

If the corresponding government incentive is not in the list, select 'other' and there is a free text box you can enter the name of the incentive into.

- *Is this installation an air-to-air heat pump or an air to water heat pump?*

Additional Note: These are both air source heat pumps, but the difference is that an air-to-air heat pump is an air driven heating system (e.g. via air ducts) and an air to water heat pump is a wet heating system (e.g. via radiators).

- *Overall cost of the installation*

The overall cost of the installation is the full cost of the installation and includes any VAT. In cases where a government grant or incentive is being used to subsidise the installation cost, please enter the full cost including this amount. Please ensure this is entered accurately as you will not be able to edit this information once this certificate has been created. There is a lower limit of £1,000 and an upper limit of £150,000.

- *Consumer email address*

This is an optional field. If you do enter your customer's email address, the certificate will be emailed directly to them once you have generated it.

- *Installer Project reference number*

This is an optional field that installers can complete if there is a specific project reference number associated with the installation.

- *Please enter the certified partner who has completed the design/installation of the heat pump system*

Additional Note: This field will only appear if you do not hold certification against both MIS 3005-D and MIS 3005-I. If you only have certification for one or the other, you will need to select who the certified partner was that provided the design for your installation or installed to your design.

Please be advised that the following fields cannot be amended once the certificate has been created:

- Domestic/Commercial contract type
- Technology type
- Air-to-air/Air-to-water
- Cost of installation

It is crucial that the information entered onto the MCS certificate is as accurate as possible, as inaccuracies may result in a certificate being withdrawn or funding not being provided.

Step 2: Cost of certificate generation

At the second step, you'll see a summary of the cost to raise the certificate. You can choose to pay for each individually, or if you are raising certificates for several installations, you can add them into your basket so that you can pay for them altogether. If you choose to pay individually, you will need to do so at the end of this process.

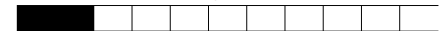
You have the option to use any existing credits on your MID account to pay for your certificate. If you choose to use an existing credit, the price of the certificate will be listed as 'free', if you choose to use the new payment method (not using credits), the price of the certificate will default to £30 (excluding VAT).

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Create New Certificate on behalf of: Certificate Test Account 1

Step 2 of 11



Please Select	Item	Options	Price
<input checked="" type="checkbox"/>	MCS Certificate	<input type="checkbox"/> Use existing credit (89 remaining)	£30.00
Total for options selected (exc: VAT):			£30.00

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Step 3: What was installed and when?

Add the details on what heat pump product has been installed, along with the commissioning date of the installation.

- *Commissioning Date*

The commissioning date will automatically default to the day you are creating the certificate. To select a specific date, please select the calendar next to the commissioning date field (as displayed below).

10/03/2025

Step 3 of 11

Create New Certificate on behalf of: Certificate Test Account 1

What was installed and when?

Technology Type *
Air Source Heat Pump

Commissioning Date *
10/03/2025

Which product was installed?

Select a licence holder and product

Licence Holder
Please select

Products
Please select

Search for your product...

Search for product
Start typing your product...

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Due to Scheme requirements of a 14-day commissioning window, you can only select a date in the 14 days before the date you are raising the certificate.

If you've missed the commissioning window, you'll need to follow the 'extended access' process. Please contact the MCS Customer Support Helpdesk.

- Which product was installed?

Add the relevant product(s) that have been installed.

There are two ways that you can search for and add a product to your certificate. Both search functions are directly linked to our Product Directory.

1. The first is the search function on the left side of the page, which can be refined by licence holder/manufacturer, and then by product, as per the below image:

Which product was installed?

Select a licence holder and product

Licence Holder

Viessmann Ltd

BSI KM 554512/09/7 AWB-AC 201.B10

BSI KM 554512/09/8 AWB-AC 201.B13

BSI KM 554512/1 Vitocal 300-A

BSI KM 554512/11/1 AWT-AC 221.A04

BSI KM 554512/11/2 AWT-AC 221.A07

Please select

favoursites

Add

2. Alternatively, the right-hand search function can be used to search for and add the product, which is a free text field that allows you to search by typing the certification number or model name/number of the product, as per the below image:

Search for your product... Only show favourites

Search for product

MCS

MCS HP0002/01 PUHZ-W85VHA-BS

MCS HP0002/03 PUHZ-W50VHA-BS

MCS HP0002/04 PUHZ-HW140VHA-BS

MCS HP0013/19 6

MCS HP0013/20 8

MCS HP0013/21 10

MCS HP0013/22 12

MCS HP0013/23 6 SP

Add

Next

Once the correct product has been located, select 'add' to add the product to the certificate. Once added, it will appear as below:

Which product was installed?

Manage Favourites

Code	Name	Number Installed	
ICIM-PDC-000085-00-01	VITOCAL 100 A- (AF) 06/08	1	<input type="checkbox"/> <input type="button" value="Delete"/>

Select a licence holder and product Only show my favourites

Licence Holder:

Products:

Search for your product... Only show my favourites

Search for product:

Back

Next

- *Number installed*

If you have installed more than one heat pump product as part of the installation, you will need to ensure they are all listed on the certificate. If you have used multiple of the same product, you can simply amend the 'Number Installed' field which will duplicate your product based on the value you input. If you have used different heat pump products, you will need to add them individually as per the process above.

- *Manage your favourite products*

The 'Product Favourites' feature allows you to save products that you are likely to input again on a future certificate. To use this feature, click the star on the product entry when you have added it, and it will save to your favourites. You can then locate these products quickly next time via the 'Manage Favourites' button.

Step 4: Where was this installed?

- *Enter address*

Next, you will be directed to a page asking for the address of the installation.

There are two ways to input the address details, either by selecting a postcode or ordinance ref, and then selecting an address from a drop-down menu. Alternatively, you can enter the address manually.

To input the address using the postcode, input the postcode and this will then provide a list of addresses and corresponding MPANs that fall under that postcode. You should crosscheck address details and information to ensure accuracy.

Once the address is selected, it will appear on the right-hand side under installation address.

If you are entering the address manually, you will need to fill in the MPAN number. The MPAN (Meter Point Administration Number) will either be 13 digits or 11 digits for an MPRN (Meter Point Reference Number) if the installation is in Northern Ireland.

Step 5: Installation Details

All the fields within this section are mandatory and will appear on the certificate that your customer will receive.

- *Total installed capacity*

This is the peak capacity of the heat pump system, to be provided in kW. You'll need to enter the total installed capacity of the unit(s). So, if you have installed 1 x 5kW heat pump, then the figure is 5kW. If you have installed 2 x 5kW heat pumps, the total installed capacity is 10kW.

- *Estimated annual generation*

This is to be provided in kWh – it is essentially the estimated generation that the heat pump system will achieve in a year (supplied domestic hot water and supplied space heat).

- *Have planning regulations been complied with?*

To detail how planning regulations have been complied with for the installation, you will need to confirm that the installation falls under permitted development rights or that a planning application has been approved for the installation.

- *How have building regulations been notified?*

To detail how building regulations have been complied with for the installation, you will need to confirm whether the installation will be notified post-commissioning through a self-certification competent persons scheme, pre-installation through a building control office application/notification, or whether it is exempt, and why this is the case.

Step 6: Grid Connection

You will need to input how you have connected the heat pump to the National Grid. The correct option can be selected from the drop-down menu. This is a mandatory question, however if you cannot provide an answer, 'Not Applicable' can be selected.

Step 7: Heating System

All of the fields in this section are mandatory.

- *The renewable system has been designed and installed to provide*

Select the correct option from the drop-down menu. This question is around what the heat pump will be providing heat for e.g. space heating, DHW (domestic hot water) etc.

- *How many MCS certificates are or will be associated with this installation?*

You will need to enter how many other MCS certificates will be associated with this installation, if there are no other certificates associated, please type '1'.

- *Is the MCS certified technology installed as part of a hybrid heat pump system with another heat source?*

A hybrid heat pump system is a heat pump that operates with supplementary heat sources which are **controlled by a single master controller**. We see a lot of inaccurate or missed information for this section of the certificate. The key problem we see is installers either stating a system is a hybrid when it isn't, or vice versa. It's really important that installers take their time on this section to avoid providing the wrong data.

If you select 'yes' to this question, you will need to answer an additional three questions:

- *What is the additional source/system/technology that makes up the system?*

This refers to what other system is working alongside the heat pump. For example, for a hybrid installation containing a heat pump and a combi boiler, you would select 'Combi Boiler'.

- *What fuel does any alternative heating system/appliance use?*

This refers to the fuel type that the other system uses. For example, if the other system is a gas boiler, you would select 'Mains Gas'.

- *When was the other heating system installed?*

This refers to when the other system was installed, such as a boiler in the examples provided above. If it was installed at the same time, you will need to specify this.

These are all drop-down questions and are all mandatory fields.

Step 8: Space and water

Provide details around the space/water heating supply and demand. Please ensure that the figures entered are given in the unit of kilowatt per hour (kWh). These are mandatory fields.

Note: if the system only provides space or water heating, you can enter '0' into the relevant fields that do not apply to the installation.

Step 9: Product Seasonal Performance

This stage requires the relevant flow temperature/SCOP for the heat pump product(s) you have installed. This is selected using a drop-down menu, in which a selection of corresponding flow temperature/SCOP appear. This is a mandatory field.

Note: the SCOP data is pre-populated via the Product Directory. If the SCOP data appears to be incorrect or has not been inputted into the product entry, please contact our Customer Support Helpdesk to query this.



Heating System

The renewable system has been designed and installed to provide *

Space Heat, DHW and another purpose

How many MCS certificates are or will be associated with this installation? *

1

Is the MCS certified technology installed as part of a hybrid heat pump system with another heat source? *

Yes

Select no if no other heating source/system/technology is present in the property or only portable electric heaters. As previous MID definition 'None'

What is the additional source/system/technology that makes up the system? *

Please select

What fuel does any alternative heating system/appliance use? *

Please select

When was the other heating system installed? *

Please select

In the second part of this step, you will need to select whether the heat pump is capable of cooling as well as heating. You are required to select 'yes' or 'no' from the drop-down menu.

Step 10: Insurance Backed Guarantee Provider

If this is a certificate for a domestic installation (as indicated by contract type you selected), you'll need to provide details on the insurance backed guarantee that you've issued. This is a mandatory field. Providers are listed in a drop-down menu however if your provider isn't listed, you can select 'other' and provide the details in a free text box.

If this is a certificate for a commercial installation you will not be asked for this information.

Step 11: Declaration

Generating an MCS certificate is an installer's declaration of compliance to MCS requirements. The certificate must reflect the correct details of the installation and therefore, it is important at this point to ensure that all information has been entered correctly. Steps can be reviewed by using the 'back' button.

Following this stage, you can proceed to payment, or the certificate will generate if you have paid using credits.

Further support

If you need any further support or guidance that isn't covered in this document, please contact the MCS Customer Support Helpdesk on 0333 103 8130, email: hello@mcscertified.com, or go to <https://mcscertified.com/about-us/contact-us/>