

# VISSMANN ACCESS MCS UMBRELLA SCHEME



Design, Commission & MCS Registration for Air Source Heat Pump Installations





What the Viessmann Access Scheme provides:



-  Product and technical training courses for the installation of our heat pumps
-  Completion of the heat loss calculation, heat pump selection and provide a detailed material list
-  Schematics and installation instructions
-  Commissioning of the installation
-  MCS registration and Handover Pack
-  Servicing for the unit as part of the Maintenance and Repair package
-  Pre and post installation technical support

**Installer eligibility criteria:**

	NVQ 2 or 3 Plumbing and Heating	Provide copy with quotation request
	G3 Unvented Cylinders	Provide copy with quotation request
	Viessmann product training	View training dates and book onto <a href="#">here</a>
	Partner Portal account	Register <a href="#">here</a>
	Credit check	Viessmann to complete

**Scheme charges:**

Site Visit	Model	Charge (ex VAT)
Pre-Commissioning	Vitocal 100/150/151-A	£250
Pre-Commissioning	Vitocal 200/222-A	£350
Commissioning	Vitocal 100/150/151-A	£450
Commissioning	Vitocal 200/222-A	£450
Aborted Commissioning	Vitocal 100/150/151-A	£150
Aborted Commissioning	Vitocal 200/222-A	£150
Cancellation Fee (48 hours within agreed date)	Vitocal 100/150/151-A/ 200/222-A	£100
MCS Certification Fee	Vitocal 100/150/151-A/ 200/222-A	£499

## Process Guide

### STANDARD PROCESS

Stage	Action
QUOTATION REQUEST	To be made via the Partner Portal
QUOTE	Quotation pack will include: <ul style="list-style-type: none"><li>• Viessmann quotation at your terms</li><li>• Heat loss calculation</li><li>• Schematic</li><li>• Quotation template for installer to complete and provide to homeowner</li></ul>
PLACE ORDER	Please order via your preferred merchant who will advise delivery ETA
CONFIRMED ORDER	Order pack will include: <ul style="list-style-type: none"><li>• Partner Agreement</li><li>• DNO application form</li><li>• MCS commissioning checklist</li></ul>
DNO	Make application to local <a href="#">DNO</a> Viessmann will provide ENA reference and supporting docs if required.
COMMISSIONING	Please contact <a href="mailto:access-uk@viessmann.com">access-uk@viessmann.com</a> to book your commissioning. Please give 2-3 weeks notice to ensure you get the required dates.
MCS REGISTRATION	Viessmann completes registration and provides handover pack to homeowner
SERVICING	Viessmann to arrange servicing with homeowner

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/homeowner	To be signed and returned to Viessmann	To be signed and returned to Viessmann
Servicing package			Complete sign-up
DNO/ENA (EV HP) Notification	Provide application form to installer.	Certain units require Notify and Connect.	
Commissioning		Contact <a href="mailto:access-uk@viessmann.com">access-uk@viessmann.com</a> with dates required	

## BOILER UPGRADE SCHEME STEP-BY-STEP PROCESS

As the MCS-accredited installer, Viessmann will be making the BUS application on behalf of the Viessmann-trained installer installing the heat pump under the Viessmann Access MCS umbrella scheme.

Stage	Action	Responsibility
ELIGIBILITY	<ul style="list-style-type: none"><li>• BUS available in England and Wales</li><li>• For domestic and small commercial properties</li><li>• System size max 45kWth</li><li>• The commissioning date must be on or after 1 April 2022</li><li>• Replacement of oil, gas or direct electric systems only</li><li>• Retrofit or custom-build properties only</li></ul>	Installer
EPC	The property will need a valid EPC - within 10 years old. <a href="https://www.gov.uk/get-new-energy-certificate">https://www.gov.uk/get-new-energy-certificate</a>	Homeowner
INSULATION	If the EPC has outstanding recommendations for LOFT or CAVITY WALL insulation these <u>must be installed</u> either before making the BUS application OR before the BUS voucher is redeemed.	Homeowner
QUOTATION	After the materials have been specified, the installer must provide their quotation to the homeowner with the £5000 BUS voucher clearly deducted from the balance.	Installer
BUS APPLICATION	Viessmann will provide a form to the installer so information for the BUS voucher application can be collected.  Installer must make the homeowner aware that they will be contacted by OFGEM.	Viessmann/ Installer
VOUCHER APPROVAL	Ofgem will contact the homeowner and ask them to confirm their consent for the application to be made.  Consent must be made within 14 days of being contacted.	Homeowner
VOUCHER ISSUE	Voucher is issued for the property and is valid for 3 months.	Ofgem
VOUCHER REDEMPTION	A new EPC must be provided in order for the BUS voucher to be redeemed.  The EPC must have no loft or cavity wall insulation recommendations.	Homeowner
VOUCHER PAYMENT	Viessmann will provide installer with a form to complete so that the voucher payment of £5000 can be made to their nominated account.	Viessmann