

Thursday, 11th April 2024

Dear Valued Customer,

Subject: Clenergy Regains MCS Certification: Ensuring Quality and Compliance

We are happy to inform you that Clenergy MCS 012 certificate number IK0237 has been reinstated following the recent successful factory audit with our UK Certification partner, the BRE. Whilst we are delighted to share this news with you, we also want to take this opportunity to sincerely apologise for any inconvenience this lapse in the certification caused to our loyal customers.

Moving forward, we are working closely with MCS and the BRE to make sure that all outstanding installation registrations during the certification lapse can be registered and backdated. We will use this opportunity to reflect and ensure Clenergy strengthens its service in the UK, whilst working on improving our internal processes.

We extend our heartfelt appreciation for your patience and understanding throughout this whole process. Our team remains dedicated to minimizing any potential disruption to your operations and we want to ensure that we deliver a strong level of service to our customers. Therefore, should you have any questions or concerns, please do not hesitate to reach out to us at tech.euuk@clenergy.com.

Thank you for your continued support and partnership.

Warm regards,

Mike Bell
Country Manager UK & Ireland

Jason McCabe
Director of Products EU

Clenergy International (UK) Ltd