

Monday, 11th March 2024

Dear Valued Client,

Subject: Notice of Upcoming MCS Audit and Impact on Product Registrations

We hope this letter finds you well and thriving in your endeavours.

We are writing to inform you that Clenergy is scheduled to undergo a comprehensive audit this week. This audit is a crucial step in our commitment to maintaining the highest standards of quality and compliance in all aspects of our operations.

While audits can sometimes cause inconvenience, we want to assure you that our primary goal is to navigate through this process seamlessly, ensuring minimal disruption to our valued clients like you. Our team is fully prepared and committed to cooperating with the auditors to ensure a successful outcome.

Our aim is to emerge from the audit, with a clean bill of compliance from the auditor. We are confident in the integrity of our processes and the quality of our products, and we believe that this audit will serve to reinforce our commitment to excellence.

With the audit results that confirm full compliance and no changes to any of our products, we are pleased to inform you that registrations for all installations during the suspension period will be approved promptly. Your trust and confidence in our products and services are of paramount importance to us, and we are dedicated to ensuring that your needs are met with the highest level of professionalism and integrity.

For the full MCS statement [please click here](#).

We sincerely apologize for any disruption it may cause to your operations. Please rest assured that we are doing everything in our power to minimize any potential impact and to continue serving you with the same level of dedication and excellence that you have come to expect from us.

Thank you for your understanding and continued support as we work through this process. If you have any questions or concerns, please do not hesitate to email enquiries to tech.euuk@clenergy.com. We greatly appreciate your patience and cooperation.

Warm regards,

Mike Bell

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