



NIBE

UNIPiPE.IE
UNIT 40 SOUTHERN CROSS BUSINESS PARK
BOGHALL ROAD
BRAY
CO WICKLOW
A98 KP20

WARRANTY TERMS & CONDITIONS

- NIBE heat pump products are guaranteed for 24 months for parts and labour from the date of delivery or 33 months from the date of manufacture (whichever is shorter).
- Where this condition is not met, any chargeable spare parts or components issued within the applicable warranty period still benefit from a 24-month warranty from the date of issue by the manufacturer.
- Unipipe Ireland Limited will not be held responsible for non-compliance with either the appliance's user manual or installation manual instructions, damage caused by misuse, neglect, faulty installation, accidental damage or for any use where the appliance has been used for any purposes other than that in which it was designed.
- Unipipe IRL Ltd. Are able to offer our customers 5 years warranty (3 year extended warranty) for parts and labour, subject to Annual Service by Unipipe IRL Ltd.
- The NIBE warranty is based on the unit being installed and commissioned correctly by a NIBE trained installer.
- This warranty is only valid for appliances purchased and used in Ireland.
- SUB-CONTRACTORS - Unipipe reserves the right to use sub-contractors to carry out all or any part of the annual NIBE system service.
- TERMINATION - Unipipe reserve the right to terminate this agreement, by giving notice in writing, if defaults arise in making any payment of any monies due to Unipipe.
- Register your warranty online at <https://unipipe.ie/>
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Unipipe IRL Ltd. NIBE Warranty & Heat Pump Service Terms and Conditions

1. Introduction

Unipipe IRL Ltd is the sole supplier of NIBE heat pumps in Ireland. We are committed to ensuring the reliability and efficiency of your heating system through our Extended Warranty Program and comprehensive Heat Pump Service. This document outlines the conditions that apply to both the warranty and the associated service obligations. Please read it carefully, as compliance with these terms is required to maintain warranty coverage and access our service support.

2. Warranty Options Overview

We offer three levels of warranty coverage for NIBE heat pump systems purchased through Unipipe IRL Ltd:

✔ **Option 1: Standard Warranty (2 Years)**

- All NIBE heat pump systems include a standard 2-year warranty from the date of delivery.
- Covers parts and labour for manufacturing defects.

✔ **Option 2: 3-Year Warranty (with Unipipe Underfloor Heating System)**

- When your NIBE heat pump is purchased together with a Unipipe underfloor heating system, the warranty is extended to 3 years.
- Annual service is required to maintain this warranty and must be carried out by Unipipe IRL Ltd. Or approved NIBE Service Partner.

Documentation of each visit must be retained.

✔ **Option 3: Extended Warranty (Up to 5 Years)**

- Enjoy protection for up to 5 years when all eligibility requirements are met.
- This includes parts and labour coverage for major components and workmanship.

Replacement heat pumps are also eligible for warranty coverage under Option 1 (Standard Warranty – 2 Years) and Option 3 (Extended Warranty – Up to 5 Years), provided all eligibility criteria are met.

2.1 Program Overview

- **Extended Cover:** Up to 5 years of protection on qualifying NIBE heat pump systems (beyond the standard 2-year warranty).
- **Expert Support:** Access to Unipipe's accredited service professionals.
- **Enhanced Reliability:** Scheduled maintenance helps optimise system efficiency and longevity.
- **Cost Protection:** Avoid unexpected repair bills for covered issues during the warranty period.

2.2 Coverage Details

- **Standard Warranty:** 2 years from delivery date. If purchased with Unipipe underfloor heating, this increases to 3 years.
- **Extended Warranty:** Up to 5 years when all criteria in Section 2.3 are met.

2.3 Eligibility Requirements (for All Warranty Options)

To maintain warranty coverage for all options (2, 3, and 5 years), customers must:

1. **Use a Unipipe-Accredited Installer:** Installation must follow NIBE's official guidelines.
2. **Register Within 28 Days:** Register the system using the online form at <https://unipipe.ie/nibe-service-and-support/>
3. **Annual Maintenance:** Annual servicing must be carried out by Unipipe IRL Ltd or approved NIBE Service Partner for all warranty levels.

Documentation of each visit must be retained.

4. **Follow Manufacturer Guidelines:** Including water quality maintenance and correct operational use.

2.4 Claims Procedure and Disclaimer

- **Claims:** Contact Unipipe IRL Ltd or your accredited installer. An authorised technician will evaluate the issue. If covered, repairs or replacements will be provided.
- **Disclaimer:** All warranties are subject to compliance with these terms and Unipipe's Heat Pump Service Terms and Conditions. Terms and fees may change without notice.

3. Heat Pump Service Terms and Conditions

3.1 Service Description

Unipipe IRL Ltd provides full service support for NIBE systems including:

- Annual service and maintenance
- Installation support and commissioning
- Installer training and troubleshooting

3.2 Service Scope

- Applies only to NIBE systems supplied by/through Unipipe IRL Ltd
- Uses genuine NIBE spare parts
- Excludes plumbing and electrical works (must be completed by qualified professionals)

3.3 Service Request

- Book via phone, email, or online form
- Provide heat pump serial number and other relevant info
- Credit/debit card details required to secure your booking (stored securely on encrypted banking platform)

3.4 Service Charges and Payment Terms

- Quoted before appointment (to the best of our ability, total can be unknown until an engineer assesses the system)
- Payment due upon completion
- Charges processed via card (within 24 hours of invoice) or bank transfer
- Engineers cannot accept cash payments

3.5 Cancellation Policy

- 24 hours' notice required for cancellations or rescheduling
- Fees may apply if access to the system is not possible upon engineer arrival

3.6 Warranty on Serviced Parts and Repairs

- Covered under standard NIBE warranty terms
- All work performed to high industry standards

3.7 Customer Obligations

- Provide system access and required documentation
- Ensure any plumbing or electrical tasks are completed beforehand

3.8 Limitation of Liability

- Unipipe is not liable for direct or indirect losses including income, data, or property damage
- If emergency mode is enabled, any resulting costs are the customer's responsibility

3.9 Dispute Resolution and Modifications

- Disputes will be resolved amicably
- Unipipe may modify these terms at any time, effective immediately upon publication

4. Integration of Warranty and Service Obligations

To maintain Extended Warranty coverage:

- Annual servicing and proper documentation are mandatory
- System must be installed by a certified installer and registered within 28 days
- Failure to comply may void or limit the warranty

See full Service [Terms & Conditions | Unipipe](#)

5. Registration and Contact Information

5.1 Registration Process

- Fill out online form in one quick and easy step at [Register My Warranty](#)
- Submit the form within 28 days of delivery
- Keep service records to validate the warranty

5.2 Contact Us

For any queries, contact:

- Phone: +353 (0)1 286 4888
 - Email: servicecalls@unipipe.ie
 - Website: <https://unipipe.ie/nibe-service-and-support/>
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Thank you for choosing Unipipe IRL Ltd. We appreciate your trust in our systems and services and look forward to supporting your comfort and efficiency for years to come.

Want to hear what others have to say about our service? Check out our Trustpilot reviews:

<https://ie.trustpilot.com/review/www.unipipe.ie>