



## 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.
- 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/>

## Unipipe IRL Ltd. NIBE Warranty & Heat Pump Service Terms and Conditions

### 1. Introduction

Unipipe IRL Ltd is the official NIBE Partner and sole supplier of NIBE heat pumps and products in Ireland. We are committed to ensuring the reliability and efficiency of your heating system through our Extended Warranty Programme and comprehensive Heat Pump Service. Compliance with these terms is required to maintain warranty coverage and access our service support.

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### 2. Definitions

#### Warranty Start Date

The warranty period shall commence on the **earlier** of:

- the date of delivery or manufacture (per standard NIBE terms), or
- the date of Practical Completion (for applicable projects), provided that **registration** and the **first annual service** are completed within **12 months** of that date.

#### NIBE WarrantyPlus Partner

A NIBE-trained service company, certified by Unipipe IRL Ltd, and authorised to perform the annual maintenance required to maintain Extended Warranty coverage on NIBE heat-pump systems in Ireland.

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### 3. 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)

- 24 months (parts & labour) from the Warranty Start Date, subject to annual service by Unipipe IRL Ltd or an **approved NIBE Service Partner**.

\*Documentation of each visit must be retained.

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

- 36 months (parts & labour), subject to annual service by Unipipe IRL Ltd or an approved **NIBE WarrantyPlus Partner**.

\*Documentation of each visit must be retained.

#### ✓ Option 3: Extended Warranty (Up to 5 Years)

- Up to 60 months (parts & labour), subject to annual service by Unipipe IRL Ltd or an approved **NIBE WarrantyPlus Partner**.

\*Documentation of each visit must be retained.

- **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.

**Note:** Any chargeable spare parts issued within these periods still benefit from a 24-month warranty from the date of issue by the manufacturer.

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#### 4. Eligibility Requirements (for All Warranty Options)

To activate and maintain warranty coverage under all options:

- 1. Unipipe-Accredited Installer:** Installation and commissioning must be by a NIBE-trained or Unipipe-accredited installer, following NIBE guidelines.
- 2. Registration:** Register at <https://unipipe.ie/nibe-service-and-support/> within **28 days** of the Warranty Start Date.
- 3. First Annual Service:** Must be completed within **12 months** of the Warranty Start Date—and thereafter at **12-month** intervals—by Unipipe IRL Ltd or an approved **NIBE WarrantyPlus Partner**.

\*Documentation of each visit must be retained.

- 4. Manufacturer Guidelines:** Follow all user-manual instructions, water-quality requirements, and correct operational practices.
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#### 5. What's Not Covered (Exclusions)

- Misuse, neglect, accidental damage, faulty installation, or use outside the appliance's design purpose.
  - Non-compliance with the appliance's user or installation manuals.
  - Plumbing and electrical works (service excludes these; they must be completed by qualified professionals).
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#### 6. Service Terms & Scope

##### 6.1 Scope of Service

- Annual service and maintenance of NIBE systems supplied by Unipipe IRL Ltd.
- Installation support, commissioning, installer training, and troubleshooting.
- Use of genuine NIBE spare parts.

##### 6.2 Sub-Contractors

Unipipe reserves the right to use sub-contractors for any part of the annual NIBE system service.

##### 6.3 Service Request & Booking

- Book via phone (+353 (0)1 286 4888), email ([servicecalls@unipipe.ie](mailto:servicecalls@unipipe.ie)), or [online form](#).
- Provide system serial number and relevant details.
- Credit/debit-card details are required to secure booking.

## 6.4 Service Charges & Payment

- Charges quoted prior to appointment (final cost may vary).
- Payment due upon completion; processed by card within 24 hours of invoice or by bank transfer.
- Engineers cannot accept cash payments.

## 6.5 Cancellation Policy

- Minimum 24 hours' notice required for cancellations or rescheduling.
- Fees may apply if the engineer cannot access the system.

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## 7. Claims Procedure & Disclaimer

- **Claims: Contact** Unipipe IRL Ltd or your accredited installer. An authorised technician will evaluate the issue.
- **Repair/Replacement:** If covered, Unipipe will provide parts and labour, subject to these terms.
- **Disclaimer:** All warranties are subject to compliance with these Terms and Unipipe's Service Terms & Conditions. Terms and fees may change without notice.

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## 8. Limitation of Liability

### 8.1 General Exclusion

Unipipe Ireland Limited shall not be liable for any direct or indirect losses, including business interruption, loss of income, data, or property damage.

### 8.2 Annual Cap on Claims

\*Notwithstanding any other provision, Unipipe Ireland's total aggregate liability under this warranty for all claims arising in any consecutive 12-month period shall **not exceed €2,000 ex VAT**.

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## 9. Termination

Unipipe may terminate this agreement by written notice if:

- Any payment due is not made; or
- Eligibility requirements (e.g., registration, service intervals) are not met.

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## 10. Modification & Dispute Resolution

- Unipipe reserves the right to amend these terms at any time, effective immediately upon publication.
- Disputes will be resolved amicably in good faith.

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## 11. Integration of Warranty & Service Obligations

To maintain Extended Warranty coverage:

- Adhere to annual servicing and documentation requirements.
  - Ensure installation by a certified installer and registration within 28 days.
  - Failure to comply may void or limit warranty rights.
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## 12. Registration & Contact Information

Registration Process:

- Complete the online form at <https://unipipe.ie/nibe-service-and-support/> within 28 days of the Warranty Start Date.
- Retain service records to validate claims.

Contact Us:

- **Phone:** +353 (0)1 286 4888 -2
  - **Email:** servicecalls@unipipe.ie
  - **Web:** <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.

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

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