

Unipipe/NIBE 5-YEAR WARRANTY TERMS & CONDITIONS

Terms & Conditions (2026 Edition)

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1. Introduction

Unipipe IRL Ltd is the official NIBE Partner and sole authorised supplier of NIBE heat pumps in Ireland.

As Ireland's NIBE distributor, we are committed to ensuring every system operates reliably, efficiently, and in accordance with NIBE's technical standards. These Terms & Conditions

outline the full coverage, eligibility requirements, and limitations of the NIBE 5-Year Warranty.

2. Warranty Cover

All NIBE heat pump systems supplied by Unipipe include a 5-Year Warranty, subject to compliance with these Terms.

Years 1–3: Parts & Labour for approved manufacturing or component faults.

Years 4–5: Parts Only (Capped). Labour and call-out charges apply.

After Year 5: Repairs and servicing available at standard Unipipe rates.

3. Eligibility Requirements

- Installation & Commissioning by a NIBE-trained/Unipipe-accredited installer.
- Registration within 28 days of installation.
- Annual servicing every 12 months by Unipipe or a recognised NIBE Warranty Service Partner.
- Proof of service and a dated photograph of the system must be maintained.
- System must be operated in accordance with NIBE usage and maintenance guidelines.

Failure to meet these requirements reverts coverage to the standard 2-year manufacturer warranty.

4. Backdated Warranty (Existing Installations)

Systems installed within the previous two years may qualify for retroactive 5-year coverage if:

- Two consecutive annual services were completed by Unipipe or a NIBE Warranty Service Partner, and

- Proof of service and a dated system photograph are provided.

5. Exclusions

This Warranty does not cover faults, damage, or failures arising from:

- Incorrect, incomplete, or non-compliant installation
- Misuse, neglect, or operation outside of manufacturer guidelines
- Accidental damage, impact, or external interference (including pest or vermin damage)
- Plumbing or electrical system faults external to the heat pump
- Poor system design, incorrect sizing, or inadequate system components
- Corrosion, scale build-up, or environmental conditions (including coastal or aggressive atmospheres)
- Frost damage or failure to adequately protect the system in low-temperature conditions
- Use of non-approved or third-party components, controls, or accessories
- Unauthorised modifications, repairs, or tampering with the system
- Cosmetic defects that do not affect system performance
- Failure to meet the eligibility requirements outlined in Section 3

In addition:

- **Consumable items** are not covered under this Warranty
- **Labour, call-out charges, and associated costs** outside of the defined warranty period (as per Section 2) are excluded

6. Consumables

Consumables are excluded from warranty coverage.

7. Replacement Heat Pumps

Replacement NIBE units follow the same warranty structure, beginning from the replacement date.

Labour is chargeable during Years 3–5.

8. Claims Procedure

- Contact Unipipe or your installer to report a suspected fault.
- Unipipe reserves the right to inspect the system before approving any claim.
- Warranty parts must be returned within 14 days with a completed Unipipe Claims Form.
- Returned parts must be labelled with the serial number.
- Claims for the previous calendar year must be submitted by 31 January of the following year.

No-Fault Found Policy:

Where no manufacturing fault is identified, standard call-out and labour charges will apply.

9. Servicing Requirements

- Annual servicing must use genuine NIBE parts.
- Payment is due at completion by card or bank transfer (engineers cannot accept cash).
- Unipipe operates a Service Season from February to September. Annual servicing must be completed within this period.
- Unipipe may appoint approved subcontractors to carry out works.

10. Water Quality Requirement

The system must be installed on clean, uncontaminated and appropriately treated pipework, in accordance with NIBE installation guidelines.

11. Limitation of Liability

Unipipe is not liable for indirect or consequential losses, including property damage, loss of income, or business interruption.

For the avoidance of doubt, costs associated with temporary or alternative heating solutions shall be considered consequential losses and are not recoverable under this Warranty.

The annual aggregate parts claim limit is €2,000.

12. Transfer of Warranty

This Warranty may be transferred to a new homeowner, provided all eligibility requirements and full service records are maintained.

13. Termination

Warranty coverage may be terminated where:

- Required annual servicing is missed,
- Payments due remain outstanding, or
- Eligibility requirements cannot be verified.

14. Amendments & Dispute Resolution

Unipipe may amend these Terms at any time. Any dispute will be handled in good faith and resolved amicably where possible.

15. Integration with Unipipe Warranty Procedures

These Terms must be read in conjunction with the Unipipe NIBE Warranty/Claims Procedure, which details the administrative steps for reporting claims and returning parts.

16. Registration & Contact

Register within 28 days at www.unipipe.ie/nibe-service-and-support

Tel: +353 (0)1 286 4888

Email: servicecalls@unipipe.ie

Address: Unit 40, Southern Cross Business Park, Bray, Co. Wicklow, A98 KP20

17. Statutory Rights

Nothing in these Terms & Conditions affects your statutory rights as a consumer.