

# NIBE 5-Year Warranty Summary

Standard Installations — Private Dwellings (2026 Edition)

Unipipe IRL Ltd – NIBE Partner Ireland



NIBE heat pump systems supplied by Unipipe and installed in private dwellings are covered by a 5-year warranty, subject to the conditions summarised below. This is a plain-English summary; the full Unipipe/NIBE 5-Year Warranty Terms & Conditions (2026 Edition) always govern.

## Warranty Coverage

- Years 1–3: Parts and labour for approved manufacturing or component faults.
- Years 4–5: Approved parts only. Labour and call-out charges apply.
- After Year 5: Out of warranty — repairs and servicing remain available at standard Unipipe rates.

## Warranty Start Date

The warranty begins on the date of installation and commissioning.

## Eligibility — what keeps your warranty valid

- Installation and commissioning by a NIBE-trained / Unipipe-accredited installer.
- Registration within 28 days of installation at [www.unipipe.ie/nibe-service-and-support](http://www.unipipe.ie/nibe-service-and-support).
- Annual servicing every 12 months by Unipipe or a recognised NIBE Warranty Service Partner.
- The system connected to myUplink at commissioning and kept connected throughout the warranty period.
- Proof of service and a dated photograph of the system kept each year.
- The system operated in line with NIBE usage and maintenance guidelines.

*If these requirements are not met, cover reverts to the standard 2-year manufacturer warranty.*

## Registration & Service Reminders

Once your warranty is registered, Unipipe will activate your cover and send annual service reminders so you never miss a service deadline.

## myUplink — a warranty requirement

To qualify for and maintain the 5-year warranty, your heat pump must be connected to myUplink (internet connected) at commissioning and remain connected for the duration of the warranty period. myUplink enables remote monitoring, alerts, software and firmware updates, efficient diagnostics and faster support from Unipipe. Add [service@unipipe.ie](mailto:service@unipipe.ie) as an admin user so we can support you remotely.

*Warranty claims may be declined where an issue is related to non-compliance with the myUplink connectivity requirement. If your connection drops (for example after changing broadband provider), simply reconnect — and contact us if you need help.*

## Annual Servicing

- Unipipe operates a Service Season from March to September. Book your annual service within this window.
- Your annual service includes filter replacement (for NIBE Exhaust Air heat pumps), system checks and performance optimisation.
- Genuine NIBE parts are used. Payment is due at completion by card or bank transfer (engineers cannot accept cash).

## Already installed? — Backdated Warranty

Systems installed within the previous two years may qualify for retroactive 5-year cover where two consecutive annual services have been completed by Unipipe or a recognised NIBE Warranty Service Partner, and proof of service plus a dated system photograph are provided.

## Moving home? — Warranty Transfer

The warranty may transfer to a new homeowner, provided all eligibility requirements and full service records are maintained.

## Exclusions (summary)

The warranty does not cover misuse, neglect, accidental damage, incorrect or non-compliant installation, pest damage, corrosion or environmental exposure (including coastal or aggressive atmospheres), frost damage, non-approved components or modifications, cosmetic defects, or consumable items. See the full Terms & Conditions for the complete list.

## If Something Goes Wrong

Contact Unipipe or your installer to report a suspected fault. Where the system is connected to myUplink we can often diagnose — and sometimes resolve — issues remotely. Where no manufacturing fault is found, standard call-out and labour charges apply.

### YOUR WARRANTY AT A GLANCE

**Years 1–3: Parts & labour**      **Years 4–5: Parts only — labour chargeable**

Register within 28 days · Service every 12 months (March–September)

Keep proof of service & a dated photo each year · Stay connected to myUplink (required)

## Support & Contact

Warranty registration and service booking: [www.unipipe.ie/nibe-service-and-support](http://www.unipipe.ie/nibe-service-and-support)

Phone: +353 (0)1 286 4888 Email: [servicecalls@unipipe.ie](mailto:servicecalls@unipipe.ie) Web: [www.unipipe.ie](http://www.unipipe.ie)

*This summary is provided for convenience. The Unipipe/NIBE 5-Year Warranty Terms & Conditions (2026 Edition) contain the full and binding terms, including the claims procedure and limitation of liability. Nothing in this summary affects your statutory rights.*