

Unipipe IRL Ltd – NIBE 5-Year Warranty & Heat Pump Service Terms and Conditions (2025)

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1. Introduction

Unipipe IRL Ltd is the official NIBE Partner and sole supplier of NIBE heat pumps in Ireland. We are committed to ensuring the reliability and efficiency of every NIBE system supplied through our network. This document sets out the terms and conditions applicable to the 5-Year Warranty and associated service requirements.

2. Warranty Overview

All NIBE heat pump systems supplied by Unipipe IRL Ltd include a 5-year warranty as standard, subject to annual servicing and the conditions detailed below.

Years 1–3: Parts and Labour – Covers the cost of approved parts and labour for manufacturing or component faults.

Years 4–5: Parts Only (Capped) – Covers approved replacement parts only. Labour is chargeable. A reasonable annual cap on the total value of parts claims may apply.

After Year 5: Out of Warranty – Repairs and servicing available at standard rates.

3. Backdated Coverage for Existing Customers

Systems installed within the last two years may qualify for backdated 5-year warranty coverage, provided that annual servicing was completed by Unipipe IRL Ltd or an approved NIBE WarrantyPro Partner for the past two consecutive years. Proof of both services and a dated photograph of the system in situ must be provided.

4. Eligibility Requirements (All Warranty Holders)

1. Installation and Commissioning: Must be performed by a NIBE-trained or Unipipe-accredited installer.

2. Registration: The system must be registered within 28 days of installation.

3. Annual Servicing: Must be completed every 12 months by Unipipe or a NIBE WarrantyPro Partner. Proof and photo required.

4. Correct Operation: The system must be maintained per NIBE guidelines.

Failure to comply reverts the warranty to the standard two-year manufacturer warranty.

5. What's Not Covered (Exclusions)

The warranty does not cover misuse, neglect, accidental damage, incorrect installation, pest damage, plumbing or electrical works, corrosion, cosmetic damage, environmental exposure, or consumables such as filters and expansion vessels.

6. Replacement Heat Pumps

Replacement NIBE heat pumps supplied by Unipipe are covered under the same structure as new systems. Coverage continues from the original installation date or may be reset at Unipipe's discretion. During years 3–5, parts-only coverage applies and may be subject to a reasonable annual cap on the total value of claims. Labour for replacement units is chargeable unless otherwise stated in writing.

7. Claims Procedure and Disclaimer

Contact Unipipe or your accredited installer to report an issue. An authorised technician will evaluate the claim. Spare parts replaced under warranty must be returned to Unipipe within 14 days using the official Service Action Form, labelled with the serial number. Claims cannot be processed without complete documentation. Claims for the previous calendar year must be submitted no later than 31 January of the following year.

8. Service Terms and Scope

Annual servicing and maintenance must be performed using genuine NIBE parts. Booking may be made by phone, email, or online. Payment is due upon completion by card or transfer. Unipipe reserves the right to use approved subcontractors. Engineers cannot accept cash. Service Season: To ensure efficient scheduling, Unipipe operates a service season from February to September. Customers must book annual services within this period to maintain coverage.

9. Limitation of Liability and Annual Claim Cap

Unipipe shall not be liable for indirect losses, including business interruption, loss of income, or property damage. The total aggregate liability for all claims within any 12-month period shall not exceed a reasonable cap as determined by Unipipe IRL Ltd.

10. Termination

Unipipe IRL Ltd may terminate coverage if payments due are unpaid or if eligibility requirements are not met.

11. Modification and Dispute Resolution

Unipipe IRL Ltd reserves the right to amend these terms at any time. Disputes will be resolved amicably in good faith.

12. Integration of Warranty and Service Obligations

Integration with Unipipe Warranty Procedure

These Terms and Conditions form part of, and are to be read in conjunction with, the Unipipe NIBE Warranty Procedure (2024, or as subsequently updated). The procedure outlines the administrative steps for reporting claims, returning parts, and completing Service Action Forms. Both documents together define the complete warranty process for NIBE systems supplied by Unipipe IRL Ltd.

Annual service and documentation are mandatory. Installation and registration must follow the stated requirements. Failure to comply may void or limit warranty coverage.

13. Registration and Contact Information

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

Telephone: +353 (0)1 286 4888

Email: servicecalls@unipipe.ie

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

Additional Support and Energy Efficiency Services (Informational Only)

This section is informational and not part of the warranty terms.

System Care and Efficiency: Annual servicing, commissioning support and genuine spare parts.

Training and Accreditation: Free NIBE installer training and SEAI-recognised Level 6 Installer Course (DkIT) at Bray.

Energy and Money-Saving Solutions: [BillCheckers](#) – A free Unipipe service to help homeowners and businesses reduce electricity, gas and merchant services costs.