

# WARRANTY CONDITIONS

01/01/2026

## 1. To what products does this warranty apply and who is the warrantor?

This end-customer warranty is granted by Ubbink B.V., registered in the Netherlands with company number 09036422, whose registered office is at Verhuellweg 9, 6984 AA Doesburg, the Netherlands and e-mail address: service@ubbink.com (hereinafter “Ubbink”).

This end-customer warranty is subject to the conditions and limitations set forth in this document.

Ubbink grants this end-customer warranty for the Ubbink DHW Heat Pumps shown in the table below. In this warranty, the individual components may also be referred to as “DHW Heat Pump” or as “the Product(s)”, as the case may be.

Name	Model	Standard Warranty period (all components)	Extended Warranty Period (selected components)
Ubbink DHW Heat Pump	Caelio DHW HP 200 Caelio DHW HP 300	2 years	5 years (conditions below)

## 2. Warranty period

### Standard Warranty Period

The standard warranty period for the Ubbink DHW Heat Pump lasts for two years. The warranty starts on the earlier of (I) the initial installation date or (II) 12 months following the date of production.

### Extended Warranty Period (additional terms, conditions, limitations)

The Extended Warranty Period means an additional coverage period that may be granted, subject to the conditions set out below, which commences from the earlier of (I) the initial installation date or (II) twelve (12) months following the date of production, and continues for a period of five (5) years thereafter (“Extended Warranty Period”). The Extended Warranty provides the same scope of coverage as the Standard Warranty unless otherwise stated by Ubbink. Both the Standard Warranty and the Extended Warranty are referred to as “warranty” in this document.

### Extended Warranty Conditions

To benefit from the **Extended Warranty Period**, the following conditions must be met:

#### 1. Authorized Installation

The DHW Heat Pump must be installed and commissioned by an **authorized installer** in accordance with the manufacturer’s installation instructions and applicable regulations.

## 2. Product Registration

The installer or end customer must register the DHW Heat Pump within **60 days** of the initial installation date at <https://www.ubbink.com/int/warranty/caelio-dhw-hp-warranty-registration/>

Failure to complete the registration within this period will result in the warranty reverting to the **standard 2-year warranty**.

## 3. Consent to Data Protection and Terms of Use

Registration of the system requires the **end customer's consent** to the applicable data protection policy and terms of use.

## 4. System Connectivity

The heat generator must remain connected for the **entire duration of the warranty period**. Short-term interruptions caused by repair or maintenance work, internet connection failures, or similar circumstances are excluded.

## 5. Annual Servicing Requirement

The system must undergo **annual servicing** by a specialist in accordance with DIN EN806 T5. Proof of regular servicing must be retained and presented upon request. Failure to carry out the annual service may result in the **cancellation of the Extended Warranty**.

## 6. Exclusions from the Extended Warranty

The Extended Warranty **does not cover wear-and-tear parts** (such as seals, filters, or gaskets) and the following **electronic components**:

- Display
- Compressor capacitor
- Main controller
- Fan motor
- Electric heater
- External current anode

## 7. Applicability of the Standard Warranty

If any of the above additional terms and conditions are not met, the Standard Warranty shall apply, unless a general exclusion as set out in Section 5 is applicable and, as a result thereof, the warranty claim has lapsed.

## 3. To whom do we give this warranty?

This warranty is only applicable to your DHW Heat Pump, if purchased from an authorized Ubbink dealer, installer or reseller in the territory of the European Union, Switzerland or the United Kingdom under the Ubbink brand as a new product for domestic use in the aforementioned territory of the European Union, Switzerland or the United Kingdom.

#### 4. What is covered under this warranty?

Ubbink warrants, subject to the terms, limitations and conditions set forth in this document, that your DHW Heat Pump will be free from material, manufacturing and design defects. Decisive here is the status of the generally accepted rules of technology at the time of manufacture.

In the event of a failure within the terms of this warranty, Ubbink will:

1. at its expense and sole discretion either replace your Product or a component of your Product with an equivalent Product or component thereof (new or refurbished), and
2. bear the shipping costs for the delivery of the replacement Product at the address as specified on the copy of the seller/installer's invoice.

If your DHW Heat Pump, or a component thereof, is replaced under this warranty, the remainder of the original warranty period will apply to the replacement Product. Except as required by local law, the original warranty period will not be extended as a result of your DHW Heat Pump or a component thereof being replaced.

This warranty is in addition to other legal rights you have under the law.

This warranty is a voluntary product warranty. The benefits conferred by this warranty are in addition to all rights and remedies provided by (consumer) law including, but not limited to, those relating to non-conforming goods. This warranty does not affect the Product owner's ability to claim against the seller under the statutory warranty obligations according to the applicable laws.

#### 5. What this warranty does not cover

All warranty claims lapse in case:

- without Ubbink's prior written consent the end-customer has modified, repaired or attempted to repair the supplied Products or has had third parties (other than a Ubbink authorised installer) modify, repair or attempt to repair them;
- of inexpert use and/or use for other purposes than the original, regular purpose as described in the installation manual (online at [www.ubbink.com](http://www.ubbink.com) or otherwise provided by Ubbink);
- the installation manual (online at [www.ubbink.com](http://www.ubbink.com) or otherwise provided by Ubbink), applicable building regulations or industry recognized "good working practice guides" and accepted methods of good workmanship has/have not strictly been observed;
- of commercial use or commercial application of the Products;
- of use of non-approved accessories in combination with the Product that impact the quality of the Product;
- of improper handling, transportation, storage or repackaging;
- parts other than original parts supplied by Ubbink have been used in assembly;
- the defect is the result of physical damage caused to the Product, prior to, during or after installation;
- any items of equipment employed for installation, or to be used in any way connected with the Product either directly or indirectly adversely affected the Product or its performance, prior to, during or after installation;

- of normal wear and tear or deterioration, or superficial defect or marks that do not impact the performance of the Product;
- of errors in the installation that lead to premature wear or reduced functionality, such as calcification and corrosion due to leakage current;
- it was demonstrably not checked whether the properties of the medium correspond to those in the installation manual before the initial installation;
- the Product has been subjected to excessive pressure or electrolytic action from dissimilar materials, or attack from any salt deposits;
- the Product has not been installed indoors in a frost-free environment and/or is not easily accessible and replaceable in the event of necessary maintenance, repair or replacement;
- the Product has not been serviced annually, in any case with a maximum maintenance interval of 12 months, by a specialist in accordance with DIN EN806 T5;
- of insufficient evidence of the annual service by a specialist in accordance with DIN EN806 T5;
- The Product does not bear its original serial number;
- of damage caused by dirt, silt, limescale deposits, ice or other environmental influences (e.g. moisture, heat), aggressive environmental influences, chemicals, cleaning agents or over/under pressure;
- of a defect caused by an external event or influence, or unusual physical or electrical stresses such as (but not limited to) an act of God, such as flood, earthquake, fire, lightning, corrosion, natural disasters or other cause beyond Ubbink's reasonable control;
- of extensions or improvements to the Product that are required due to legal changes;
- of necessary maintenance work and reimbursement of corresponding costs as well as technician deployments for carrying out self-maintenance measures (e.g. resetting the system, pressure adjustment, thawing of condensate pipes);
- of an aggressive lime-carbonic acid balance in the medium used prevented the formation of a protective layer (scale);
- the external current anode could not function because the product was disconnected from power supply for a long period of time and filled with water at the same time.
- the Product has not been used solely for the purpose of heating potable water that complies with current (at the time of installation) EU, Swiss and UK standards and is fed with water from a private source.

Ubbink is not liable for costs and expenses for repair and/or replacement attempts carried out by (1) third parties other than a specialist in accordance with DIN EN806 T5 or (2) that have been carried out without Ubbink's prior approval. Ubbink is not liable to any kind of expenses resulting from dismantling the defective Product or component thereof nor to installation of the new Product or component thereof. Pro-rata labour hours for dismantling the defective Product, as well as the costs of installation of the new Product and restoring the system to its original condition must be paid by the end-customer.

## 6. Procedure to make a claim under this warranty

The procedure for filing a warranty claim is as follows:

- before the warranty period (see above) expires, the end-customer must submit, at own cost, within 14 days after the fault has been discovered or should reasonably have been discovered, details of the claim to Ubbink in writing to our business address/service email detailed above, including:
  - end- customers name, address, phone number, serial/ manufacturer number on the Product;
  - the Seller/Installer's invoice, with date of purchase and/or installation and (2) the annual service by a specialist in accordance with DIN EN806 T5;
  - what is considered to be the defect and the circumstances in which the defect appeared and the claim under this warranty;
  - a corresponding photographic record is required showing the extent of the damage, the installation details (cold water input, hot water output, safety fittings, and, if applicable, expansion vessel) as well as the faulty area of the product;
  - other relevant information concerning the fault.

And

- provide Ubbink with all other information it reasonably requests about the circumstances in which the considered defect was caused.

Ubbink will then decide, at its sole discretion:

- (a) to arrange for the Product to be inspected, at its cost by specialist to be appointed by Ubbink, to determine whether it is defective and if, acting reasonably, Ubbink agrees that the Product is defective, Ubbink will replace the Product or a defective component thereof as described in Section 4 (above); or
- (b) Replace the Product or a defective component thereof as described in Section 4 (above), without an inspection of the Product.

If a warranty claim proves to be unfounded, any inspection costs (including transport costs) may be charged to the end-customer.

## 7. Liability Limitation of Warranty

These limited warranty terms for the Product as set forth herein are expressly in lieu of and exclude all other express or implied warranties - save for such warranties, if any, as may not, at law, be excluded.

A warranty claim honored by Ubbink does not mean that Ubbink also accepts liability for any damage suffered. The liability of Ubbink never extends beyond what is described in these warranty conditions. Ubbink shall not be liable in respect of indirect or consequential loss or damage, such as



loss of profit, loss of production, business interruption or delay, loss of opportunity, damage to goodwill or otherwise. Compensation for consequential damage or product liability only exists in accordance with the mandatory legal regulations.

Ubbink's liability is in any event limited to the maximum amount for which Ubbink's liability is insured or, if in any particular case the loss or damage is not covered by Ubbink's insurance, the invoiced amount of the products in question.

Notwithstanding the foregoing, the limitation under this warranty do not limit or exclude Ubbink's liability for (i) damages caused intentionally or by gross negligence, (ii) death or personal injury (iii) fraud or fraudulent misrepresentation or (iv) any matter in respect of which it would be unlawful for Ubbink to exclude or restrict liability, such as strict product liability.

## **8. Privacy and data protection**

Any personal data relating to end customers will be used by Ubbink solely for the purpose of provision and administration of the warranty and is in accordance with applicable data protection laws.

## **9. Other**

The terms and conditions set forth in this warranty, and the application thereof are governed by and shall be construed in accordance with the laws of The Netherlands. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

Ubbink reserves the right to amend this warranty.

*Dated, 01/01/2026*