

## Uponor Product Safety – you can trust a professional

Uponor is a responsible company that has been operating in Finland for over 100 years, manufacturing and offering products and solutions for safe water distribution, energy-efficient heating and cooling, and reliable public utilities.

We are constantly developing both our products and our operating methods, and we want to offer the best possible quality. If, despite strict quality control, there are remarks about our products, it is good to know that Uponor complies with the Finnish Consumer Protection Act and Product Liability Act. **Uponor's liability for its products is not limited to a specific warranty period.**

### If there is a defect in Uponor's product

For customers with a consumer status, Uponor is responsible for the quality and durability of its products throughout their expected lifetime, in accordance with [the Consumer Protection Act](#). For customers in business-to-business relationship, Uponor's liability is determined on a case-by-case basis based on the terms and conditions applicable to each business relationship, or, on the rules and regulations set forth in the Finnish Tort Liability Act.

### If damage has been caused by Uponor's product

If Uponor's product has caused personal injury or damage to other property for private use, Uponor's liability is determined by and set forth in [the Finnish Product Liability Act](#). The liability period for the manufacturer and importer into the EEA under the Product Liability Act is 10 years from the date of placing the product on the market.

**Uponor - a responsible and reliable HVAC partner**



A typical example of damage to be compensated by Uponor under the Product Liability Act may be a leak in a domestic drinking water piping caused by a defect in a pipe or fitting so that wall or floor structures become wet. The damage to be compensated under the Product Liability Act is then damage to property other than the pipe or fitting itself.

### If Uponor's product is installed defectively

If Uponor's product breaks down or causes damage due to an installation error, the installer is liable for repairing and possibly compensating for the damage. We always recommend using a qualified HVAC professional as an installer.



**For further information, please contact:**  
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