

Kitchen



Everyday life at home puts high demands on a kitchen, which is why we test our kitchens thoroughly to ensure that they can take being exposed to heavy weights, high temperatures and everyday use.

We offer you a 25-year warranty that covers defects in the material and workmanship on the AKURUM kitchen system and the BRAVAD and VÄRDE freestanding kitchen series. All kitchen mixer taps, except LAGAN kitchen mixer tap, have a 10-year warranty (see separate folder).

This warranty is valid for domestic use and is subject to the terms and conditions stated in this folder.





What is covered under this warranty?

This warranty covers defects in material and workmanship in the following kitchens.

This warranty is valid from the date of purchase from IKEA. The original purchase receipt is required as proof of purchase. This warranty applies to domestic use only.

AKURUM kitchen system

What products are covered under this warranty?

This warranty covers all the following parts of the AKURUM kitchen system:

- Cabinet frames
- Door and drawer fronts
- INTEGRAL hinges
- RATIONELL fully-extending drawers
- RATIONELL shelves of tempered glass and melamine
- RATIONELL wire baskets
- Toe-kicks (plinths)
- Legs
- Cover panels
- Deco strips/mouldings
- Laminated countertops that are at least 3.8 cm thick
- Sinks
- PERFEKT end units, wine and plate shelves
- PERFEKT shelves with 2 drawers

What products are not covered under this warranty?

Knobs, handles and countertops that are less than 3.8 cm thick.

Freestanding kitchens

What products are covered under the warranty?

This warranty covers defects in material and workmanship on all the parts in the BRAVAD and VÄRDE freestanding kitchen series.

What parts and products are not covered under the warranty?

BRAVAD drawer dividers, VÄRDE baskets, VÄRDE knobs and handles, appliances, mixer taps, shelves and wall shelves in solid wood are not covered by the warranty.

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this warranty. If considered covered, IKEA through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product. If it is covered by this warranty, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA.

If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

After Sales service

In order to offer functional products that meet your needs and expectations we renew our product range every year. For this reason, we cannot warranty that products and prices will be valid beyond the catalogue period of one year. You can rely on the fact that we will always do all we can to make sure you are satisfied with your kitchen from IKEA.

What is not covered under this warranty?

This warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

Follow our assembly instructions, installation instructions and care instructions carefully. This warranty does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

This warranty does not cover incidental or consequential damage.

Care instructions

Cabinet frames, fronts, shelves and drawers

At IKEA we recommend using a soft cloth dampened with water or a mild cleaner, if necessary, for cleaning your cabinet frames, fronts, shelves and other wooden surfaces. Use only cleaning agents that are intended for the materials you have. Avoid any agents that contain ammonia, alcohol, bleach or an abrasive. Rinse with clean water, then dry with a clean, dry cloth. If you happen to spill, do not allow the liquid to stay in contact with the surface, wipe off immediately. Don't forget to wipe under the base cabinets and the edges of the cabinet doors.

Don't place e.g. the coffee maker or electric kettle so the steam flows up against the underside of the cabinet frame and doors. And don't open the door of the dishwasher immediately after the programme has ended. Exposure to heat and the high humidity increases the risk that the countertop or door may absorb moisture and swell.

Wood is a natural material and its colour may change with time. Light, lacquered surfaces also have a certain tendency to "yellow with age," depending on exposure to light.

Stainless steel sinks

After each use, wipe the sink clean with a cloth or sponge damped in water or a non-abrasive detergent, if necessary. Rinse the bowl with water and then wipe the sink with a dry cloth to avoid lime stains from dried-up water. You should also wipe up washing-up detergent or cleaner to avoid stains. Do not use scouring-powder, steel wool, hard or sharp tools which can scratch the stainless steel surface. The damp surface can be discoloured if substances containing iron, such as steel wool, nails or gravel, are allowed to remain on it. Discolouration is caused by the foreign material. Always wipe and rub the sink lengthwise when cleaning.

Laminated and solid wood countertops

Do not open the sealed packaging until you are ready to install the countertop. Store unopened countertops at normal room temperature (approx. 20-23 C) and relative humidity (45-55%). Avoid placing the countertop next to a hot radiator or laying it down on a cold floor. Store laminate and wooden countertops lying flat, or standing upright on its back edge.

For daily cleaning of laminated countertops, simply use a cloth damped in water or a mild cleaner. Do not use cleaners containing abrasives, ammonia or bleaching agent. Wipe dry with a clean, dry cloth.

Our solid wood countertops are factory treated with one coat of wood oil. Please remember to oil a wooden countertop with BEHANDLA wood treatment oil before installing it. The oil prevents water from penetrating the surface. It protects the surface from stains and gives it an attractive luster that is easy to keep clean. The first week after installation, treat the countertop every other day, after that once every three days until the wood is saturated. To maintain the appearance and function of your wooden countertop, oil it as necessary, about 3 to 5 times a year and more regularly around sinks and stoves.

To make sure you maintain the original finish of the countertop, we recommend the following:

- Do not place hot objects such as pans, baking sheets or heat generating household appliances directly on top of the countertop. Always use a pot stand to protect the surface.
- Wipe off any spills and splashes immediately to avoid any risk of staining the surface of your countertop.
- Avoid contact with chemical substances and strong cleaning agents such as solvents, turpentine, and nail polish remover as these can cause stains and discolouration.
- Avoid working with a knife or other sharp instruments directly on the countertop. Always use a chopping board.
- Wipe off any spilled liquid on areas where there is a seam in the countertop. There is a risk that the liquid may penetrate into the surface.

How country and provincial law applies

This warranty is to the benefit of the original purchaser of the product. All warranties on products sold within Canada are not transferable beyond the original purchaser with the exception of residents of the province of Saskatchewan. This warranty does not cover products that have been moved from their original location or have been reinstalled or reconfigured.

This warranty gives you specific legal rights. This warranty does not, in any way, affect the rights given to you by law. You may also have other rights under applicable provincial law. IKEA is not responsible for incidental or consequential damages. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on the warranties, so these exclusions or limitations may not apply to you.

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store in the IKEA catalogue or at www.ikea.ca.



Our kitchens are put to the test

Tough doors and hinges that open and close smoothly

Have you thought about how many times you open and close your kitchen doors? Everyday, day after day, year after year. We have. That's why we test our kitchen doors by hanging a 4.4 lbs (2 kg) weight on the doors and then open and shut them 200,000 times. So you know that your kitchen doors will cope with your everyday life.

Hinges with a wide angle

With INTEGRAL hinges you can open your kitchen cabinets doors a full 125° and easily reach what you need. And they're simple to assemble. Just snap the hinge in place on the door and adjust in height, width and depth. Quick, easy and exact. And if you want to clean or change the door, just snap open the hinge - no screws. Thanks to INTEGRAL door damper you can also make sure the doors close gently with just a whisper. Small details make a big difference.

All the way in the drawer test

Your RATIONELL drawers have to put up with a lot, so to make sure they can hold their heavy load we fill a 24" wide kitchen drawer with 18 lbs (8,2 kg) and then open and shut it 200,000 times. And sometimes you happen to lean on the drawer, so we test that too, with a 55 lbs (25 kg) weight 10 times for 10 seconds each. The drawers still glide softly and return to their closed position.

Rolls out smoothly all the way

All our RATIONELL kitchen drawers are fully-extending, giving you an overview of what's inside and putting everything within easy reach. They glide smoothly on extension runners, have pull-out stops and are self-closing the last few centimetres. The drawers can also be used with drawer dampers which cushion the closing action and ensure the drawers close slowly, softly and quietly - regardless of how much force you use, or what you have inside.

Durable frames are the foundation of the kitchen

A kitchen cabinet has to put up with a lot. That's why all AKURUM frames are made of 3/4" (19 mm) thick particleboard covered with melamine. The frames and shelves both have thick edges of soft polypropylene plastic. The result is a sturdy cabinet with impact-resistant edges and hardwearing surfaces that resist both moisture and scratches.

Withstands more than it has to

Everyday life means using a lot of equipment, and over time you often find yourself with more and more things you need to store. To make sure the shelves in your kitchen cabinet shouldn't sag we put 60 plates weighing approximately 60 lbs (27 kg) on a 30" wide shelf, and keep them there for a week. It's just something shelves should be able to withstand.

Wire baskets that are as strong as steel

The 24" wide RATIONELL wire basket can hold 38 lbs (17 kg). That's about the same as 12 3 qt (3 litre) pots. And the basket is smooth-running and has a low front, making it easy to put things in and take them out. For safety sake, there's even a pull-out stop. Perfect qualities for a cabinet for storing your pots and pans.

Laminates and solid wood with the power to resist

We subject the countertop surfaces to stringent testing. They have to withstand cold liquids – water for 24 hours, and oil, alcohol and coffee spills for 1 hour. We put them in a special climate chamber, impact-test the top and edges, and test the edges with steam. And we also test the laminate's resistance to abrasion and cracking. Our range of durable countertops is built to withstand everyday kitchen activities for many years.

Plinths and adjustable legs

The undersides of veneered plinths have a plastic strip to prevent moisture from penetrating the material. The underside of all other plinths are covered with foil for the same reason. All legs are height-adjustable to ensure the cabinets stand straight and steady.

Fronts

Our cabinet doors and drawer fronts are built to withstand everyday life in the kitchen for many years. That means, for example, wet cloths, sticky fingers and the grease from frying.

So, to test them, we throw water on them and daub grease on them and leave it there for 24 hours. After 23 hours, we add alcohol and coffee for good measure and leave that for an hour! Then we clean up the worst of the mess with kitchen paper – and wait another 24 hours. Only then do we clean the surfaces properly. And the only surfaces we approve are those that don't show the slightest mark or defect.

But that's not all! We even test the edges to ensure they can cope with temperatures up to 85°C (185°F), water (1 hour's soaking) and steam at 50–60°C (120–140°F) without coming loose.

Then and only then are our doors and drawer fronts deemed good enough for day after demanding day in your kitchen.

SAVE THE SALES RECEIPT!

**It is your proof of purchase and required
for the warranty to apply.**

If anything happens, or if you're not satisfied,
just contact IKEA at www.IKEA.ca



Design and Quality
IKEA of Sweden