

Appliances



To make planning your kitchen even easier, IKEA has developed a complete line of high quality appliances that are designed for everyday use and to perfectly fit and match your IKEA kitchen.

Whatever you choose, you can rest assured that the quality of any appliances you buy at IKEA is second to none and you'll get a 5-year guarantee on all IKEA appliances, except LAGAN appliances, that covers faults of the appliance caused by faulty construction or material faults.

This guarantee is subject to the terms and conditions stated in this brochure.





What does this guarantee cover?

The guarantee covers any fault of the appliance, that has been caused by faulty construction or material faults from the date of purchase from IKEA or delivery by IKEA if later. This guarantee applies to appliances put to domestic use only. The exceptions are specified under the headline "What is not covered under this guarantee?"

Within the guarantee period, the costs to remedy the fault e.g. repairs, parts, labour and travel for the IKEA engineer or service provider will be covered by IKEA, provided that the appliance is accessible for repair without special expenditure. Defective parts removed in the course of repair work become the property of IKEA.

How long is the guarantee valid?

This guarantee is valid for five (5) years from the original date of purchase of the IKEA appliance from IKEA or delivery by IKEA if later. LAGAN appliances have a two (2) year guarantee, valid from the original date of purchase or delivery by IKEA if later.

The original sales receipt, or email confirmation if ordered online, is required as proof of purchase.

If service work is carried out during the guarantee period, this will not extend the guarantee period for the appliance, or for the new parts. New parts will only be guaranteed for the remaining term of the original appliance guarantee.



Which appliances are covered under this guarantee?

The five-year (5) guarantee is valid for all IKEA appliances, except for LAGAN appliances, which have a two (2) year guarantee.

Which appliances are not covered under this guarantee?

All appliances purchased from IKEA before 1st of August 2007.

What will we do to correct the problem?

An IKEA appointed service provider will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, the IKEA service provider, or its authorised service partner through its own service operations, will then, at its choice, either repair the defective product or replace it with the same or a comparable product.

If the problem can be remedied by a repair, IKEA will be responsible for the costs of repairs, spare parts, labour and travel for IKEA repair staff or service engineers, provided that the product is easily accessible for repair without special expenditure. IKEA will not be responsible for, nor reimburse the cost of, any repair work that has not been authorised by it. Any defective parts replaced as part of the repair service will become the property of IKEA.

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

Who will execute the service?

The IKEA service provider will provide the service through its own service operations or authorised service partner network.

What is not covered under this guarantee?

- Normal wear and tear.
- Deliberate or negligent damage, damage caused by failure to observe operating instructions, incorrect installation or by connection to the wrong voltage, damage caused by chemical or electro-chemical reaction, rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply, damage caused by abnormal environmental conditions.

- Consumable parts including batteries and lamps.
- Non-functional and decorative parts which do not affect normal use of the appliance, including any scratches and possible colour differences.
- Accidental damage caused by foreign objects or substances.
- Cleaning or unblocking of filters, drainage systems or soap drawers.
- Damage to the following parts: ceramic glass, accessories, crockery and cutlery baskets, feed and drainage pipes, seals, lamps and lamp covers, screens, knobs, casings and parts of casings unless such damages can be proved to IKEA's satisfaction to be due to production faults.
- Cases where no fault could be found during a technician's visit.
- Repairs not carried out by our appointed service providers and / or an authorised service contractual partner or where non-original parts have been used.
- Repairs resulting from faulty installation or installation that is not undertaken according to specification.
- The use of the appliance in a non-domestic environment i.e. professional use.
- Cost for carrying out the initial installation of the IKEA appliance.
- Transportation damages. If a customer transports the product to their home or other address, IKEA is not liable for any damage that may occur during transport. However, in case of IKEA's delivery of the product to the customer's delivery address, damage to the product that occurs during this delivery will be covered by IKEA, (but not under this guarantee). For claims under this last particular condition the customer should contact IKEA Customer Service at www.IKEA.co.uk.

These restrictions do not apply to work carried out by a qualified specialist using original IKEA parts in order to adapt the appliance to the technical safety specifications of another EU country.

This guarantee does not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered or cleaned using incorrect cleaning methods or cleaning products (see "Care instructions").

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents. This guarantee does not apply if products have been placed outdoors or in a humid environment or if the products have been used for non-domestic purposes (unless otherwise stated).

This guarantee does not cover consequential or incidental damage suffered by any person.

Care instructions

All appliances are designed for domestic/home use only.

To ensure maximum performance, read and follow the instructions for use that accompany your new appliance. It is also important to follow the health and safety instructions, which, for instance, recommend that there are always 2 people to carry or move heavy appliances.

Be sure that there is a socket outlet near the appliance. Never use an extension cord.

We strongly recommend that you ensure correct and safe installation by hiring a professional plumber and/or electrician whenever relevant. If problems should arise due to incorrect or faulty installation, the guarantee will not apply.

Respect the environment by disposing of the packaging properly. Keep packaging such as large plastic bags out of the reach of children.

Always keep your appliances clean. Use only those cleaning products recommended in the instructions for use. For example, never use abrasive scouring pads as they may scratch or damage surfaces.

Be sure to use products intended for use with your appliances. For example, be sure to use microwave-safe porcelain, oven safe dishes, freezer-safe food savers and pots and pans made of a suitable material.

Please see the Instructions for Use that come with the product for more information.

Ovens

- Must be installed by a professional.
- Before you use the oven for the first time, follow instructions to eliminate any odour and remove stickers, etc.
- For ordinary cleaning, use water and a mild detergent. Avoid abrasive cleaning products.
- If you have an oven with catalytic liners, replace them when necessary.
- Do not hang tea-towels on the oven handle while the oven is in use.

Hobs

- Must be installed by a professional.
- Use only non-abrasive cleaning products. Avoid scouring powder, steel wool or hard or sharp objects that can scratch the surface.
- To improve child safety, consider complementing with a hob guard.
- Gas hobs produce heat and humidity, so you should install a hood and ventilate the kitchen well.

- For both gas and electric hobs: save energy by using pots and pans with a base diameter equal to, or slightly larger than, the diameter of the burner.
- If you are using LPG bottled gas, there might be a need to replace the gas injectors with the LPG gas kit. Please see the Instructions for Use that come with the product for more information.
- For gas hobs: fit the rubber seal properly. It prevents water leakage, which may damage the worktop.
- For induction hobs: use only pots and pans with a magnetic base for induction cooking.
- For glass ceramic hobs: use only pots and pans with a flat base.
- For glass ceramic hobs: always remove spills from sugar/milk/ rice or pasta water, because they may cause opaque or matt stains on the surface.

Hoods

- Install the hood in the way that suits your kitchen; either re-circulating or extracting.
- Using extension tubes and flues reduces the hood's performance. The maximum length of a duct should not exceed 3 m.
- Always observe the minimum safety distance between hob and hood. This distance varies depending on country and hob type.
- Change carbon filters every 3 months and clean metal grease filters regularly to optimise performance.
- Failure to remove oil/grease from the surfaces of the hood (at least once a month) could cause a fire. Therefore, it is important to clean the hood regularly.

Microwave ovens

- Do not put metal of any kind inside the oven.
- Use only those materials approved for microwave cooking.
- Be sure the ventilation vents are unobstructed.
- Do not remove or block the turntable when cooking in a microwave.

Warming drawer

- Never clean the appliance with high-pressure water or steam cleaning equipment.
- Clean with a damp cloth. If it is very dirty, add a few drops of dish-washing detergent to the water. Dry with a dry cloth.
- Do not use corrosive or abrasive detergents, as they can create dull areas on the drawer's surfaces.

Dishwashers

- Hire a professional to install the water and electricity.
- Set the correct level of water hardness (pH-value)
- Use the right type of detergent.
- For best results, make sure there is enough rinse aid and salt and that they are placed in the correct dispensers.
- Empty and clean the filter regularly.
- Always load sharp items, such as knives, pointing downwards in the removable cutlery basket for safety reasons. Don't load these in the dish compartment to avoid damaging the dishwasher.

Fridge/freezers

- If you have purchased a freestanding fridge/freezer, be sure to place it where there is sufficient air ventilation around it. A freestanding unit must never be placed inside kitchen cabinets because this obstructs air ventilation and may damage the product or cause it not to work properly.
- If you are installing a built-in fridge or freezer, fit a ventilation grid at the front of the plinth and keep this unblocked/uncovered.
- Keep the condensation drainage hole at the back of the fridge clean and free of blockages to enable the frost-free system to work.
- Make sure food has cooled down first before placing it in the fridge or freezer. Hot food causes excessive condensation and ice to build up in the freezer, resulting in reduced performance.
- Avoid using sharp tools to defrost your freezer – they can damage the internal plastic lining.

Built-in espresso maker

- Clean the steam nozzle well after each use to avoid the build-up of milk residue.
- For best results, clean the coffee filter regularly and refill the water container with fresh water every time you use it.

Built-in and free standing washing machines

- A qualified and competent person must do the electrical and the plumbing installation.
- Before maintenance, switch off the appliance and disconnect the mains plug from the mains socket and turn off the water supply to the appliance.
- Clean the exterior cabinet of the appliance with soap and water only, and then dry thoroughly.
- The washing powder and additive dispenser drawer should be cleaned regularly.

Inspect the pump regularly and particularly if:

- the appliance does not empty and/or spin
- the appliance makes an unusual noise during draining due to objects such as safety pins, coins etc. blocking the pump.
- Never remove the pump cover during a wash cycle. Always wait until the appliance has drained out the water. If you have selected a high temperature washing programme please wait until the water has cooled down.
- Ensure that the pump cover is securely re-tightened to prevent any leaks.

General legal rights

This guarantee gives you specific legal rights. The guarantee is provided to you free of charge and in addition to the rights given to you by law. It does not, in any way, affect the rights given to you by law. Items excluded from the free extended guarantees offered by IKEA will still be covered by the rights given to you by law.

Area of validity

For appliances which are purchased in one EU country and taken to another EU country, the services will be provided in the framework of the guarantee conditions normal in the new country. An obligation to carry out services in the framework of the guarantee exists only if the appliance complies and is installed in accordance with:

- the technical specifications of the country where the guarantee claim is made; and
- the assembly and installation instructions and safety information that come with the appliance.

How to reach us before buying if you need advice

If you have any questions about our appliances, please contact IKEA Customer Service at www.IKEA.co.uk

How to reach us if you need service support after buying

Please ring the number given in the documentation that comes with the product.

To make sure that we can give you the best assistance, please read the Instructions for Use carefully before contacting us.

Please also have the IKEA article number for your appliance at hand before calling us. You'll find this 8 digit number on your receipt (or email confirmation, if ordered online).

SAVE THE SALES RECEIPT*

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

* or email confirmation if ordered online.

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

