

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 guarantee that covers defects in the material and workmanship on the FAKTUM kitchen system and the VÄRDE freestanding kitchen series. All kitchen mixer taps, except LAGAN kitchen mixer taps, have a 10-year guarantee and all IKEA appliances have a 5-year guarantee (see separate brochures).

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





What is covered under this guarantee?

This guarantee covers defects in material and workmanship in the following kitchens or parts of kitchens.

This guarantee is valid from the date of purchase from IKEA or delivery by IKEA if later. The original purchase receipt, or email confirmation if ordered online, is required as proof of purchase. This guarantee applies to kitchens put to domestic use only. FAKTUM kitchen system

What products are covered under this guarantee?

This guarantee covers all the following parts of the FAKTUM kitchen system:

- Cabinet frames
- Door/drawer fronts
- INTEGRAL hinges
- RATIONELL fully-extending drawers
- RATIONELL shelves of tempered glass and melamine
- RATIONELL wire baskets
- Plinths
- Legs
- Cover panels
- Deco strips/mouldings
- Worktops that are at least 3.8 cm thick
- Sinks
- PERFEKT shelf and wine shelf
- RATIONELL bottom trays for base cabinet
- RATIONELL drawers under oven
- RATIONELL floor-level drawers
- RATIONELL dish drainers for wall cabinet

What products are not covered under the guarantee?

Knobs, handles and worktops that are less than 3.8 cm thick.
Freestanding kitchens

Freestanding kitchens

What products are covered under this guarantee?

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

What parts and products are not covered under this guarantee?

VÄRDE knobs and handles, appliances (appliances are covered by a separate guarantee), mixer taps, shelves and wall shelves in solid wood are not covered by this guarantee.

LAGAN kitchen system

LAGAN is not covered by this guarantee.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it is covered under this guarantee. IKEA will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product. In the cases of 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 accessible for repair without IKEA incurring additional expenditure to gain access. This will not apply in cases where repair work has not been authorised by IKEA. Any defective parts removed in the course of repair works will become the property of IKEA.

If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. IKEA will decide, at its discretion, what will constitute an appropriate replacement.

Conditions for the guarantee

This guarantee is valid from the date of purchase at IKEA (or delivery by IKEA if later).

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

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 guarantee that products and prices will be valid beyond the catalogue period of one year. We provide a 2-year After Sales service for your IKEA kitchen doors and drawer fronts. This means that you can complement your kitchen with doors, drawer fronts, plinths, deco strips, mouldings and cover panels, as long as stocks last, up to two years after these products have been discontinued from the range. 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 guarantee?

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. The guarantee does not apply if the product has been placed outdoors or in a humid environment or if the product has been used for non-domestic purposes (unless otherwise stated).

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

Care instructions

(For further information, please refer to the care instructions that are included with the product.)

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 used in your purchased kitchen. 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 anything on a surface, do not allow the liquid to stay in contact with the surface, wipe it off immediately. Don't forget to wipe under the base cabinets and the edges of the cabinet doors.

Don't place appliances that create steam (e.g. a coffee maker or electric kettle) underneath the cabinets so that the steam flows up against the underside of the cabinet frame and doors. Don't open the door of the dishwasher immediately after the programme has ended, as exposure to heat and the high humidity increases the risk that the worktop 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 the extent of exposure to light.

Stainless steel sinks

After each use, wipe the sink clean with a cloth or sponge dampened 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, solid wood, stone and acrylic worktops

Do not open the sealed packaging until you are ready to install the worktop. Store unopened worktops at normal room temperature (approx. 20-23°C) and relative humidity (45-55%). Avoid placing the worktop next to a hot radiator or laying it down flat on a cold floor. Worktops that are fitted over a dishwasher, washing machine or oven should be protected underneath with insulation material resistant to moisture diffusion and/or plastic sheeting. Use FIXA diffusion barrier, available at your local IKEA store.

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

Do not place hot objects such as pans, baking sheets or heat-generating household appliances directly on top of the worktop; always use a pot stand to protect the surface.

Don't work with a knife or other sharp instrument directly on the worktop; always use a chopping board.

Wipe off any spills and splashes immediately to avoid any risk that liquid may penetrate into the surface material where there are joints in the worktop. For daily cleaning of worktops, simply use a cloth damped in water or a mild cleaner, if necessary. Do not use cleaners containing abrasives, ammonia or bleaching agent. Wipe dry with a clean, dry cloth. See also the more detailed instructions for Solid Wood, Acrylic and Stone worktops.

Solid Wood Worktops

Our solid wood worktops are factory-treated with one coat of wood oil. However, for full enjoyment of the worktop, the worktop should be oiled with BEHANDLA wood treatment oil before it is installed. The oil prevents water from penetrating the surface, protects the surface from stains, and gives it an attractive lustre that is easy to keep clean. The first week after installation, treat the worktop every other day, and after that once every three days until the wood is saturated. To maintain the appearance and function of your worktop, oil it as necessary, about 3 to 5 times a year and more regularly around sinks and hobs.

Acrylic Worktops

Store acrylic worktops lying flat or standing upright on their back edge. From time to time, clean the surface of acrylic worktops and sinks with the cleaning and polishing agent supplied. Then wipe the surface with a clean damp cloth, dry it and polish gently with a cotton cloth. To make sure you maintain the original finish of the worktop, we recommend the following:

Avoid contact with chemical substances and strong cleaning agents, such as solvents, turpentine and nail polish remover, as these can cause stains and discoloration. Use the polishing and cleaning kit supplied to remove any small scratches or stains from the acrylic surface.

Stone Worktops

Store stone worktops standing upright on their back edge. The surface of the stone worktop is non-porous, smooth and easy to keep clean. It is also stain resistant. Stubborn marks can be removed with vinegar diluted in lukewarm water. Clean the surface with the soft side of a Scotchbrite® sponge. Do not use the coarse side as this can damage the shiny surface of the worktop. Then rinse with water and dry with the soft side of a Scotchbrite® sponge.

General legal rights

This guarantee gives you specific legal rights. This 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 this free extended guarantee offered by IKEA may still be covered by the rights given to you by law.



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.co.uk

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 2 kg weight on the doors and then opening and shutting 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 130° 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. Should you want to clean or change the door, just snap open the hinge - no screws. Thanks to RATIONELL door bumper 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 kitchen drawers have to put up with a lot, so to make sure they can hold their heavy load we fill a 60 cm wide kitchen drawer with 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 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 for 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 FAKTUM frames are made of 18-millimetre 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 27 kg on an 80 cm 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 60-centimetre wide RATIONELL wire basket can hold 17 kilos. That's about the same as 12 three-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's sake, there's even a pull-out stop. Perfect qualities for a cabinet for storing your pots and pans.

Worktops with the power to resist

We subject the worktop 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 worktops is built to withstand everyday kitchen activities for many years. We subject the worktop surfaces to stringent testing.

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 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



Design and Quality
IKEA of Sweden