Appliances

EVERYDAY QUALITY GUARANTEE

5 YEAR

IKEA®
To make planning your kitchen even easier, IKEA has teamed up with Whirlpool to develop 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 “for IKEA from Whirlpool” appliances, that covers faults of the appliance which have been caused by faulty construction or material faults. The guarantee is subject to the terms and conditions stated in this folder.
**How long is the guarantee valid?**
This guarantee is valid for five (5) years from the original date of purchase of the “for IKEA from Whirlpool” appliance at IKEA.

The original sales receipt is required as proof of purchase.

If work is carried out under guarantee, this will not extend the guarantee period for the appliance, or for the new parts.

**Which appliances are covered under this guarantee?**
The five-year (5) guarantee is valid for all “for IKEA from Whirlpool” appliances.

**Which appliances are not covered under this guarantee?**
The appliances named LAGAN.

**Who will execute the service?**
Whirlpool, the original manufacturer of the “for IKEA from Whirlpool” appliances will provide the service through its own service operations or authorised service partner network.

**What does this guarantee cover?**
The guarantee covers faults of the appliance, which have been caused by faulty construction or material faults from the date of purchase from IKEA. This guarantee applies 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 will be covered, provided that the appliance is accessible for repair without special expenditure.

On these conditions the EU guidelines (Nr. 99/44/EG) and the respective local regulations are applicable.

**What will we do to correct the problem?**
IKEA’s appointed service provider Whirlpool will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, Whirlpool or its authorised service partner 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 guarantee, Whirlpool or its authorised service partner will pay the costs of repairs, spare parts, labour and travel for repair staff, that Whirlpool or its authorised service partner incur, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorized by Whirlpool or its authorised service partner. Replaced parts become the property of Whirlpool.

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.
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 and 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.
- 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 caused by installation which is faulty or not according to specification.
- The use of the appliance in a non-domestic environment i.e. professional use.

This restriction does not apply to fault-free work carried out by a qualified specialist using our original parts in order to adapt the appliance to the technical safety specifications of another EU country.

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/move heavy appliances.

Be sure 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 installation, the guarantee will not apply.

Respect the environment by disposing 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.
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, 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, you must replace the gas injectors with the available LPG gas kit.
• 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 recirculating 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.

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 cause the product not to work properly and damage it.
- 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.

Read more in the instructions for use that comes with the products.

**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 with the technical specifications of the country in which the guarantee claim is made.

**How to reach us if you need service**
Contact the service team at the Whirlpool Customer Care Centre to make a claim under this guarantee. Please don’t hesitate to call if you have any questions or need service support for your “for IKEA from Whirlpool” appliance.

Whirlpool (UK) Ltd
Customer Service
P.O. Box 45
209 Purley Way
Croydon CR9 4RY
0870-600-8989
www.whirlpool.co.uk

IMPORTANT: To ensure that we provide you with the best assistance, please complete the guarantee registration card (available in the packaging of the appliance) and send it to Whirlpool. The necessary information will then be immediately at hand and we will be able to provide fast and competent assistance.

**How country law applies**
This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.
SAVE THE SALES RECEIPT!

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