

GENOMKYLD



HC-689WEN



Design and Quality
IKEA of Sweden

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Safety information

Before the installation and use of the appliance, carefully read the supplied instructions. The manufacturer is not responsible if an incorrect installation and use causes injuries and damages. Always keep the instructions with the appliance for future reference.

Children and vulnerable people safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Do not let children play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Keep all packaging away from children.

General Safety

- This appliance is intended to be used in household and similar applications such as:
 - Farm houses; staff kitchen areas in shops, offices and other working environments
 - By clients in hotels, motels, bed and breakfast and other residential type environments
 - Catering and similar non-retail applications.
- This type of refrigerator is widely used in places such as hotels, offices, student dormitories and houses. It is mostly suitable for refrigerating and preserving foods such

as fruits and beverage.

- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- Do not use water spray and steam to clean the appliance.
- Clean the appliance with a moist soft cloth. Only use neutral detergents. Do not use abrasive products, abrasive cleaning pads, solvents or metal objects.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its Authorised Service Centre or similarly qualified persons in order to avoid a hazard.

Safety instruction

Installation

- Remove all the packaging.
- Do not install or use a damaged appliance.
- Obey the installation instruction supplied with the appliance.
- Always be careful when you move the appliance because it is heavy. Always wear safety gloves.
- Make sure the air can circulate around the appliance.
- Wait at least 4 hours before connecting the appliance to the power supply. This is to allow the oil to flow back in the compressor. This is needed also when performing door reversibility and appliance is lying down
- Do not install the appliance close to radiators or cookers, oven or hobs.
- The rear of the appliance must stand against the wall.
- Do not install the appliance where there is direct sunlight.
- Do not install this appliance in areas that are too humid or too colds, such as the construction appendices, garages or wine cellars.
- When you move the appliance, lift it by the front edge to avoid scratching the floor.

Electrical connection

 **Warning!** Risk of fire and electrical shock.

- The appliance must be earthed.
- All electrical connections should be made by a qualified electrician.
- Make sure that the electrical information on the rating plate agrees with the power supply. If not, contact an electrician.
- Always use a correctly installed shockproof socket.
- Do not use multi-plug adapters and extension cables.
- Make sure not to cause damage to the electrical components (e.g. mains plug, mains cable, compressor). Contact the Authorised Service Centre or an electrician

to change the electrical components.

- The mains cable must stay below the level of the mains plug.
- Connect the mains plug to the mains socket only at the end of the installation.
- Make sure that there is access to the mains plug after the installation.
- Do not pull the mains cable to disconnect the appliance. Always pull the mains plug.

Use

⚠ Warning! Risk of injury, burns, electrical shock or fire.

- The surface of the compressor becomes hot: The surface of the compressor may become hot under normal operation. Do not touch it with hands.
- Do not change the specification of this appliance.
- Do not put electrical appliances (e.g. ice cream makers) in the appliance unless they are stated applicable by the manufacturer.
- Be careful not to cause damage to the refrigerant circuit. It contains isobutane (R600a), a natural gas with a high level of environmental compatibility. This gas is flammable.
- If damage occurs to the refrigerant circuit, make sure that there are no flames and sources of ignition in the room. Ventilate the room.
- Do not let hot items to touch the plastic parts of the appliance.
- Do not put soft drinks in the freezer compartment. This will create pressure on the drink container.
- Do not store flammable gas and liquid in the appliance.
- Do not put flammable products or items that are wet with flammable products in, near or on the appliance.

- Do not touch the compressor or the condenser. They are hot.
- Do not remove or touch items from the freezer compartment if your hands are wet or damp.
- Do not freeze again food that has been thawed.
- Obey the storage instructions on the packaging of frozen food.

Care and cleaning

⚠ Warning! Risk of injury or damage to the appliance.

- Before maintenance, deactivate the appliance and disconnect the mains plug from the mains socket.
- This appliance contains hydrocarbons in the cooling unit. Only a qualified person must do the maintenance and the recharging of the unit.
- Regularly examine the drain of the appliance and if necessary, clean it. If the drain is blocked, defrosted water collects in the bottom of the appliance.

Disposal

⚠ Warning! Risk of injury or suffocation.

- Disconnect the appliance from the mains supply.
- Cut off the mains cable and discard it.
- Remove the door to prevent children and pets to be closed inside of the appliance.
- The refrigerant circuit and the insulation materials of this appliance are ozonefriendly.
- The insulation foam contains flammable gas. Contact your municipal authority for information on how to discard the appliance correctly.
- Do not cause damage to the part of the cooling unit that is near the heat exchanger.

Installation

⚠ Warning! Refer to Safety chapters.

Positioning

- Do not install it in high temperature of humidity. Place so as to avoid being damaged, fampened and rusted.
- This appliance should be installed in a dry, well ventilated indoor where the ambient temperature corresponds to the climate class indicated on the rating plate of the appliance:

Climate class	Ambient temperature
SN	+10°C to + 32°C
N	+16°C to + 32°C
ST	+16°C to + 38°C
T	+18°C to + 43°C

i Some functional problems might occur for some types of models when operating

outside of that range. The correct operation can only be guaranteed within the specified temperature range. If you have any doubts regarding where to install the appliance, please turn to the vendor.

Location

To ensure best performance, install the appliance well away from sources of heat such as radiators, boilers, direct sunlight etc. Make sure that air can circulate freely around the back of the cabinet.

⚠ There shall be a space not less than 30cm from the top of your refrigerator and not less than 10cm from both sides or the back of the refrigerator to the adjacent walls respectively. This requirement is good for open and close of the door and also for heat emission.

Electrical Connection

Before plugging in, ensure that the voltage and frequency shown on the rating plate correspond to your domestic power supply. Do not use extension cords. The appliance must be earthed. The power supply cable plug is provided with a contact for this purpose. If the domestic power supply socket is not earthed, connect the appliance to a separate earth in compliance with current regulations, consulting a qualified electrician.

The manufacture declines all responsibility if the above safety precautions are not observed. This appliance complies with the E.E.C. Directives.

Door Height Adjustment

If the doors of the appliance are not aligned then the height of them can be adjusted, if required please follow the below steps.

Note: The maximum height adjustment is 5mm

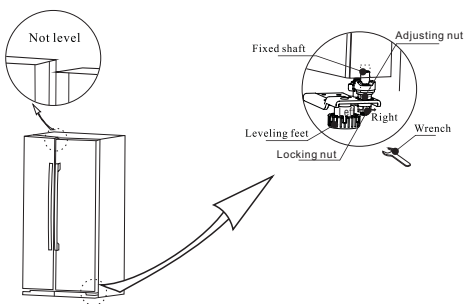
Rotate the locking nut clockwise (as shown in the diagram below) with a wrench for 2 full rotations to loosen it. You can now rotate the adjusting nut (as shown in diagram below) to raise or lower the height of the door. Once the door is set to your desired position, then tighten the locking nut by rotating it anti clockwise.

When the fridge door is low:

Open the door, use a wrench to rotate the adjusting nut anti-clockwise to raise the height of the door. Once the doors are aligned, then tighten the locking nut by rotating it anti clockwise.

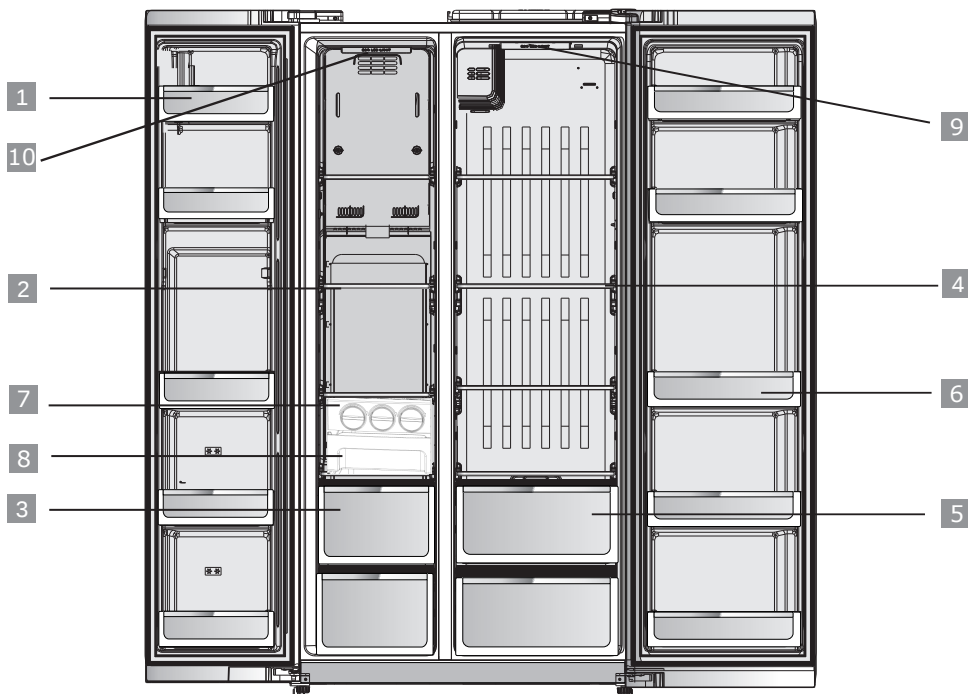
When the fridge door is high:

Open the door, use a wrench to rotate the adjusting nut clockwise to lower the height of the door. Once the doors are aligned, then tighten the locking nut by rotating it anti clockwise.



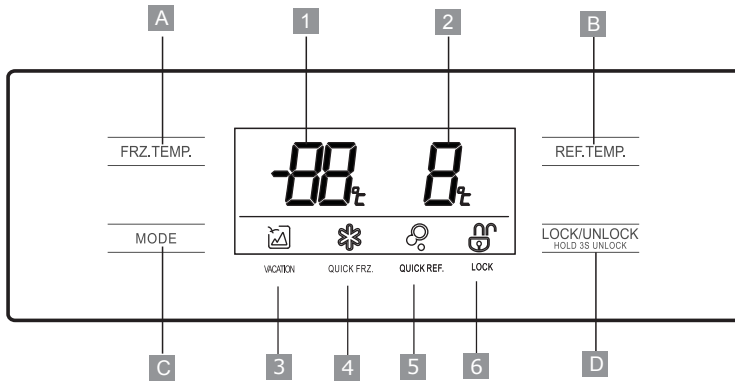
Product Description

Carefully read the operating instructions before using the appliance.



- | | |
|--|----------------------|
| 1 Freezer door rack | 7 Manual Icemaker |
| 2 Freezer compartment glass shelf | 8 Ice bucket drawer |
| 3 Freezer compartment drawers | 9 Refrigerator light |
| 4 Refrigerator compartment glass shelf | 10 Freezer light |
| 5 Vegetable crispers | |
| 6 Refrigerator door rack | |

Operation



Control buttons

- | | |
|---|--------------------------------|
| A Freezer compartment temperature adjustment | C Mode function/setting |
| B Fridge compartment temperature adjustment | D Lock/unlock controls |

Display items

- | | |
|--|----------------------------|
| 1 Freezer compartment temperature | 4 Quick freeze icon |
| 2 Fridge compartment temperature | 5 Quick cool icon |
| 3 Vacation icon | 6 Lock/unlock icon |

Temperature setting

Important note: The display will only be illuminated when a button is pressed or a compartment door opened, at all other times the display will be in a standby state. Important note: The control panel will automatically lock itself. Before adjusting the temperature or selecting any mode the panel must be unlocked by pressing and holding the lock button for 3 seconds until the lock symbol disappears from the display.

Note: The standard operating temperature for the fridge compartment should be between 0°C and 4°C and the standard operating temperature for the freezer compartment should be between -18°C and -25°C.

Note: The temperature of the freshly stored food and how often the door is opened affects

the temperature in the refrigerator compartment. If required, change the temperature setting.

Freezer compartment temperature adjustment

To change the temperature of the freezer compartment, press the freezer temperature adjustment button. The temperature of the freezer can be set between -16°C and -24°C. Press the freezer temperature adjustment button until the required temperature is shown on the display. Please note that during the temperature setting process the freezer temperature on the display will flash. Once the required temperature is set the freezer temperature will flash for a few seconds, the display will be automatically locked and then after approximately 30 seconds the display will disappear.

Freezer compartment temperature

The freezer compartment temperature will be shown on the display when a compartment door is opened or a button is pressed.

Operation

Fridge compartment temperature adjustment

To change the temperature of the fridge compartment, press the fridge temperature adjustment button. The temperature of the fridge can be set between 2°C and 8°C.

Press the fridge temperature adjustment button until the required temperature is shown on the display. Please note that during the temperature setting process the fridge temperature on the display will flash. Once the required temperature is set the fridge temperature will flash for a few seconds, the display will be automatically locked and then after approximately 30 seconds the display will disappear.

Fridge compartment temperature

The fridge compartment temperature will be shown on the display when a compartment door is opened or a button is pressed.

Mode settings

The appliance has 4 pre-set modes that can be selected by pressing the mode button and these are:

- Vacation Mode
- Quick Freeze
- Quick Freeze and Cool
- Quick Cool



Vacation mode (holiday mode)



This mode is designed to prevent your appliance from wasting energy during times when it's not in regular use (when you are on vacation/holiday for example). By selecting this function the temperature of the freezer

compartment will automatically be set to -18°C and the fridge compartment will be turned off.

To use the vacation mode you must press the mode button until the vacation icon is lit on the display. To exit the vacation mode press the mode button until no mode icon is lit on the display.

Important note: If this mode is selected then all food and drinks must be removed from the fridge compartment

Quick freeze



This mode is designed for when freezing items that are not already pre-frozen. If you are placing fresh food inside the freezer then ideally you should have lowered the temperature beforehand ready to accommodate it and facilitate as quick a freeze as possible. You may need to pre select the quick freeze mode as early as 12 hours before. By selecting this function the temperature of the freezer compartment will automatically be set to -24 °C for a maximum of 26 hours (after this time the temperature will revert to what it was previously set at). If the temperature of freezer goes below -24°C during the 26 hours then the appliance will exit the quick freeze mode automatically.

To use the quick freeze mode you must press the mode button until the quick freeze icon is lit on the display. To exit the quick freeze mode press the mode button until no mode icon is lit on the display.

Quick freeze & cool



this mode is designed for times when the refrigerator warms past the point of cooling, such as when the weather is extremely warm, the refrigerator doors are opened frequently, or a large batch of food is placed inside the refrigerator.

In order to restore a colder temperature in the refrigerator, put the quick freeze & cool setting on to set the unit to the coolest temperature. By selecting this function the temperature of the freezer and fridge compartments will automatically be set to -24°C and 2°C for a maximum of 26 hours for the freezer setting and 2 hours 30 minutes for the fridge setting (after this time the temperature will revert to what it was previously set at). If the temperature of freezer goes below -24°C during the 26 hours then the appliance will exit the quick freeze mode automatically.

To use the quick freeze and cool modes together you must press the mode button until the quick freeze and cool icons are lit on the display. To exit the quick freeze and cool mode press the mode button until no mode icon is lit on the display.

Quick cool



This mode is designed for times when the refrigerator warms past the point of cooling, such as when the weather is extremely warm, the refrigerator door is opened frequently, or a large batch of warm food is placed inside the refrigerator. In order to restore a colder temperature in the refrigerator, put the quick cool setting on to set the unit to the coolest temperature. By selecting this function the temperature of the fridge compartment will automatically be set to 2°C for a maximum of 2 hours and 30 minutes (after this time the temperature will revert to what it was previously set at).

To use the quick cool mode you must press the mode button until the quick cool icon is lit on the display. To exit the quick cool mode press the mode button until no mode icon is lit on the display.

Lock/unlock



To use the lock function you must press the lock button (the symbol on the display will be lit). This will cause all actions to be ignored, until the lock is removed.

To unlock the display and functions, hold the lock button for 3 seconds (the symbol on the display will be disappear).

First Use

Cleaning the interior

Before using the appliance for the first time, wash the interior and all internal accessories with lukewarm water and same neutral soap so as to remove the typical smell of a brand-new product, then dry thoroughly.

Connecting Your Refrigerator to the Power Supply

Your refrigerator will enter the ex-factory default state after connecting to the power supply and it will display target temperature for the refrigerator compartment and freezer compartment.

Important! Do not use detergents or abrasive powders, as these will damage the finish.

You ought to get a good knowledge of all safety precautions and make sure that your refrigerator has been placed properly in its final position before using.

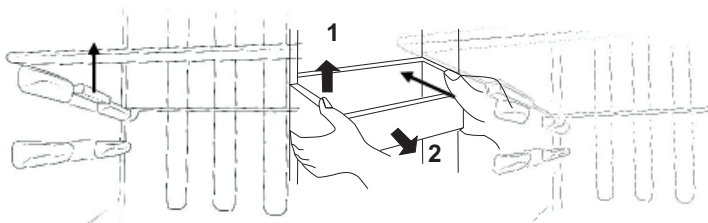
Refrigerator compartment

Though the temperature-adjustable device could keep most of the refrigerator compartment at an average temperature around 2~8°C, it fails to

preserve the freshness of food for long. As a result, the refrigerator compartment can be used only for short-term storage.

Daily Use

Shelving and rack adjustment



Important note: all food and drink should be removed from all shelves and racks before adjusting or removing them

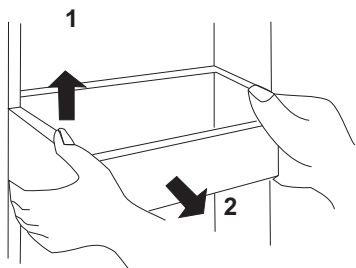
You can adjust the shelving in the fridge compartment to your required configuration. To remove a shelf, lift it up slightly so the plastic stabilisers that on either side of the shelf are above the shelf rails and then pull it towards you.

You can adjust the racks in the fridge and freezer compartments to your required configuration. To remove a rack hold both sides of the rack, lift it upwards (1) and then pull it towards you (2).

Bulb Replacement

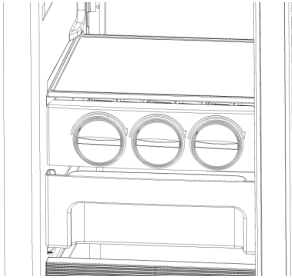
The fridge and freezer lights are energy efficient, long life LEDs. Therefore, they should not need replacing throughout the life of the product.

The bulb is a direct current 12V LED module and in the unlikely event it does fail then it will need to be replaced by a qualified engineer.



Twist ice maker

This refrigerator is equipped with twist ice maker in the freezer compartment.



1. Pull out the ice maker, and pour water to the ice tray until the ice tray is full of water
2. Push back the ice maker and close the freezer door. Wait at least 6 hours the ice cube can be ready.
3. Twist the key the ice cube will fall off to the ice storage box. Then pull out the box to get the ice cube.
4. If you want more ice, repeat the process from the top

Hints and tips

Normal operating sounds

The following sounds are normal during operation:

- A faint gurgling and bubbling sound from coils sound when refrigerant is pumped.
- A whirring and pulsating sound from the compressor when refrigerant is pumped.
- A sudden cracking noise from inside appliance caused by thermic dilatation (a natural and not dangerous physical phenomenon).
- A faint click noise from the temperature regulator when the compressor switches on or off.

Hints for energy saving

- Do not open the door frequently or leave it open longer than absolutely necessary.
- If the ambient temperature is high and the Temperature Regulator is set to low temperature and the appliance is fully loaded, the compressor may run continuously, causing frost or ice on the evaporator. If this happens, set the Temperature Regulator toward warmer settings to allow automatic defrosting and so a saving in electricity consumption.

Hints for fresh food refrigeration

To obtain the best performance:

- do not store warm food or evaporating liquids in the refrigerator
- do cover or wrap the food, particularly if it has a strong flavour
- position food so that air can circulate freely around it

Hints for refrigeration

Useful hints:

- Meat (all types) : wrap in polythene bags and place on the glass shelf above the vegetable drawer.

- For safety, store in this way only one or two days at the most.
- Cooked foods, cold dishes, etc...: these should be covered and may be placed on any shelf.
- Fruit and vegetables: these should be thoroughly cleaned and placed in the special drawer(s) provided.
- Butter and cheese: these should be placed in special airtight containers or

wrapped in aluminium foil or polythene bags to exclude as much air as possible.

- Bottles: these need a cap and should be stored on the door bottle shelf, or (if equipped) on the bottle rack.
- Bananas, potatoes, onions and garlic, if not packed, must not be kept in the refrigerator.

Cautions for Use

- The more foods tuff put in or the more and the longer for once the door is opened, the more it needs electric consumption, which even leads malfunction.
- Better not to place the objects which are too heavy ,pointed or corrosion on table board.
- Re-plugging in the power plug at the interval of over ten minutes.
- Do not store bottled drink in the freezer, so as to prevent from being broken and damaging the refrigerator.
- Open the door as less as possible during power-cut.
- When defrosting, never use any sharp or metallic objects to remove the frost on the surface of the evaporator as it will damage the evaporator.
- Do not touch foods and containers in the freezing compartment with your wet hands so as to prevent from being frostbitten.

Power Failure

If there is a power failure during the storage of frozen foods, keep the door closed. If the temperature within your freezer should rise, do not refreeze the food without checking it's condition.

Care and Cleaning

 **Warning!** Refer to Safety chapters.

General warnings

 **Caution!** Unplug the appliance before carrying out any services

 This appliance contains hydrocarbons in its cooling unit; maintenance and recharging must therefore only be carried out by authorized technicians.

 The accessories and parts of the appliance are not suitable for washing in a dishwasher.

Cleaning the interior

Before using the appliance for the first time, the interior and all internal accessories should be washed with lukewarm water and some neutral soap to remove the typical smell of a brand-new product, then dried thoroughly.

 **Caution!** Do not use detergents or abrasive powders, as these will damage the finish.

Initial power on

 **Caution!** Before inserting the power plug in to the outlet and switching on the cabinet for the first time, leave the appliance standing upright for at least 4 hours. This will assure a sufficient amount of time for the oil to return to the compressor. Otherwise the compressor or electronic components may sustain damage.

Periodic cleaning

 **Caution!** Do not pull, move or damage any pipes and/or cables inside the cabinet.

 **Caution!** Take care of not to damage the cooling system.

 **Caution!** When moving the cabinet, lift it by the front edge to avoid scratching the floor.

The equipment has to be cleaned regularly:

1. Clean the inside and accessories with lukewarm water and some neutral soap.
2. Regularly check the door seals and wipe clean to ensure they are clean and free from debris.
3. Rinse and dry thoroughly.
4. If accessible, clean the condenser and the compressor at the back of the appliance with a brush. This operation will improve the performance of the appliance and save electricity consumption.

 This appliance contains hydrocarbons in its cooling unit; maintenance and recharging must therefore only be carried out by authorized technicians.

Trouble Shooting

⚠ Warning! Refer to Safety chapters.

What to do if...

Problem	Possible Cause	Solution
The appliance does not operate.	The appliance is switched off.	Switch on the appliance.
	The mains plug is not connected to the mains socket correctly.	Connect the mains plug to the mains socket correctly.
	There is no voltage in the mains socket.	Connect a different electrical appliance to the mains socket. Contact a qualified electrician.
The appliance is noisy.	The appliance is not supported properly.	Check if the appliance stands stable.
The compressor operates continually.	Temperature is set incorrectly.	Refer to "Operation" chapter.
	Many food products were put in at the same time.	Wait some hours and then check the temperature again.
	The room temperature is too high.	Refer to climate class chart on the rating plate.
	Food products placed in the appliance were too warm.	Allow food products to cool to room temperature before storing.
	The door is not closed correctly.	Refer to "Closing the door".
The temperature in the appliance is too low/too high.	The temperature regulator is not set correctly.	Set a higher/lower temperature.
	The door is not closed correctly.	Refer to "Closing the door".
	The food products' temperature is too high.	Let the food products temperature decrease to room temperature before storage.
	Many food products are stored at the same time.	Store less food products at the same time.
	The thickness of the frost is greater than 4-5 mm.	Defrost the appliance.
	The door has been opened often.	Open the door only if necessary.
The lamp does not work.	The lamp is defective.	Contact the nearest IKEA Call Centre or Store.

 If your appliance still is not working properly after making the above checks, contact the nearest IKEA store.

Lights and replacement

The light is Built-In LED. The lamp unit must be replaced by authorised Service.

Closing the door

- 1. Clean the door gaskets.
- 2. If necessary, adjust the door. Refer to the assembly instructions.

Technical Information

Technical data

Product Dimensions	
Height	1788mm
Width	895mm
Depth	745 mm
Net volume	
Fridge / freezer	344 / 183 l
Defrost System	
Fridge	auto
Freezer	auto
Star rating	N/A
Noise level	47 dB (A)
Rising time	N/A
Freezing capacity	N/A
Energy Star rating (MEPS)	2
Voltage	220 - 240 V
Frequency	50 Hz
Energy Consumtion	606 kWh / y

Environmental Concerns

Recycle the materials with the symbol . Put the packaging in applicable containers to recycle it. Help protect the environment and human health and to recycle waste of electrical and electronic appliances. Do not dispose appliances marked with the symbol  with the household waste. Return the product to your local recycling facility or contact your municipal office.

IKEA Guarantee

How long is the IKEA guarantee valid?

This guarantee is valid for two (2) years from the original date of purchase of your appliance at IKEA. The original sales receipt is required as proof of purchase. If service work is carried out under guarantee, this will not extend the guarantee period for the appliance.

Who will execute the service?

Contact nearest IKEA store.

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.. Replaced parts become the property of IKEA.

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 guarantee. If considered covered, IKEA will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

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 electrochemical 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. Unless such damages can be proved to have been caused by production faults.
- Repairs not carried out by our appointed service providers and/or an authorized 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.
- Transportations damages. If a customer transports the product to his home or another address, IKEA is not liable for any damage that may occur during transport. However, if IKEA delivers the product to the customer's delivery address, then damage to the product that occurs during this delivery will be covered by IKEA.
- Cost for carrying out the initial installation of the IKEA appliance. However, if an IKEA appointed Service Provider or its authorized service partner repairs or replaces the appliance under the terms of this guarantee, the appointed Service Provider or its authorized service partner will reinstall the repaired appliance or install the replacement, if necessary.

How country law applies

The IKEA guarantee gives you specific legal rights, which cover or exceed all the local legal demands. However these conditions do not limit in any way consumer rights described in the local legislation.

Area of validity

This IKEA Guarantee applies only to products purchased and installed in AUSTRALIA.

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 in which the guarantee claim is made;
- the Assembly Instructions and User Manual Safety Information;

AFTER SALES for IKEA appliances

Please don't hesitate to contact IKEA to:

- make a service request under this guarantee;
- ask for clarification on functions of IKEA appliances

To ensure that we provide you with the best assistance, please read carefully the Assembly Instructions and/or the User Manual before contacting us.

How to reach us if you need our service



The IKEA after sales customer service centre will assist you on the phone with basic trouble shooting for your appliance at the time of service call request. Please see the IKEA catalogue or visit www.ikea.com to find your local store phone number and opening time.

In order to provide you a quicker service, please also always refer to the IKEA article number (8 digit code) placed on the rating plate of your appliance.

SAVE THE SALES RECEIPT!

It is your proof of purchase and required for the guarantee to apply. The sales receipt also reports the IKEA name and article number (8 digit code) for each of the appliances you have purchased.

Do you need extra help?

For any additional questions not related to After Sales of your appliances please contact your nearest IKEA store call centre. We recommend you read the appliance documentation carefully before contacting us.

