

AU

# MATMÄSSIG



Design and Quality  
IKEA of Sweden



## **ENGLISH**

Please refer to the chapter IKEA GUARANTEE for contact details of the after sales customer service centre.

**ENGLISH**

**4**

## Contents

Safety information	4	Hints and tips	15
Conditions of Use	6	Care and cleaning	15
Safety instructions	6	Troubleshooting	16
Installation	8	Technical data	17
Electrical connection	9	Energy efficiency	18
Product description	11	Environmental concerns	19
Daily use	12	IKEA guarantee	19

Subject to change without notice.

### 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 damage. 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 the use of the appliance in a safe way and understand the hazards involved.
- Children between 3 and 8 years of age and persons with very extensive and complex disabilities shall be kept away from the appliance unless continuously supervised.
- Children of less than 3 years of age should be kept away from the appliance unless continuously supervised.
- Do not let children play with the appliance.
- Keep all packaging away from children and dispose of it appropriately.

- Keep children and pets away from the appliance when it operates or when it cools down. Accessible parts may become hot during use.
- If the appliance has a child safety device, it should be activated.
- Children shall not carry out cleaning and user maintenance of the appliance without supervision.

## General Safety

- **WARNING:** The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements.
- Do not operate the appliance by means of an external timer or separate remote-control system.
- **WARNING:** Unattended cooking on a hob with fat or oil can be dangerous and may result in fire.
- **NEVER** try to extinguish a fire with water, but switch off the appliance and then cover flame e.g. with a lid or a fire blanket.
- **CAUTION:** The cooking process has to be supervised. A short term cooking process has to be supervised continuously.
- **WARNING:** Danger of fire: Do not store items on the cooking surfaces.
- Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.
- Do not use the appliance before installing it in the built-in structure.
- Do not use a steam cleaner to clean the appliance.
- If the glass ceramic surface / glass surface is cracked, switch off the appliance and unplug it from the mains. In case the appliance is connected to the mains directly using junction box, remove the fuse to disconnect the appliance from power supply. In either case contact the Authorised Service Centre.

- If the supply cord is damaged, it must be replaced by the manufacturer, the Authorised Service Centre or similarly qualified persons in order to avoid a hazard.
- **WARNING:** Use only hob guards designed by the manufacturer of the cooking appliance or indicated by the manufacturer of the appliance in the instructions for use as suitable or hob guards incorporated in the appliance. The use of inappropriate guards can cause accidents.

## Conditions of Use

This appliance is intended to be used in household and similar applications such as:

- Farm houses

- By clients in serviced apartments, holiday apartments and other residential type environments.

## Safety instructions

### Installation

 **Warning!** The appliance must be installed by the authorised installer.

- Remove all the packaging.
- Do not install or use a damaged appliance.
- Follow the installation instructions supplied with the appliance.
- Keep the minimum distance from other appliances and units.
- Always take care when moving the appliance as it is heavy. Always use safety gloves and enclosed footwear.
- Seal the cut surfaces with a sealant to prevent moisture to cause swelling.
- Protect the bottom of the appliance from steam and moisture.
- Do not install the appliance adjacent to a door or under a window. This prevents hot cookware falling from the appliance when the door or the window is opened.
- If the appliance is installed above drawers make sure that the space, between the bottom of the appliance

and the upper drawer, is sufficient for air circulation.

- The bottom of the appliance can get hot. Make sure to install a non-combustible separation panel under the appliance to prevent access to the bottom. Refer to the Assembly Instructions.

### Electrical Connection

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

- All electrical connections should be made by the authorised installer.
- The appliance must be earthed.
- Before carrying out any operation make sure that the appliance is disconnected from the power supply.
- Make sure that the parameters on the rating plate are compatible with the electrical ratings of the mains power supply.
- Make sure the appliance is installed correctly. Loose and incorrect electricity mains cable or plug (if applicable) can make the terminal become too hot.

- Use the correct electricity mains cable.
- Do not let the electricity mains cable tangle.
- Make sure that a shock protection is installed.
- Use the strain relief clamp on the cable.
- Make sure the mains cable or plug (if applicable) does not touch the hot appliance or hot cookware, when you connect the appliance to the near sockets.
- Do not use multi-plug adapters and extension cables.
- Make sure not to cause damage to the mains plug (if applicable) or to the mains cable. Contact our Authorised Service Centre or an electrician to change a damaged mains cable.
- The shock protection of live and insulated parts must be fastened in such a way that it cannot be removed without tools.
- 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.
- If the mains socket is loose, do not connect the mains plug.
- Do not pull the mains cable to disconnect the appliance. Always pull the mains plug.
- Use only correct isolation devices: line protecting cut-outs, fuses (screw type fuses removed from the holder), earth leakage trips and contactors.
- The electrical installation must have an isolation device which lets you disconnect the appliance from the mains at all poles. The isolation device must have a contact opening width of minimum 3 mm.
- Do not change the specification of this appliance.
- Make sure that the ventilation openings are not blocked.
- Do not let the appliance stay unattended during operation.
- Set the cooking zone to "off" after each use.
- Do not put cutlery or saucepan lids on the cooking zones. They can become hot.
- Do not operate the appliance with wet hands or when it has contact with water.
- Do not use the appliance as a work surface or as a storage surface.
- If the surface of the appliance is cracked, disconnect immediately the appliance from the power supply. This to prevent an electrical shock.
- When you place food into hot oil, it may splash.

 **Warning!** Risk of fire and explosion

- Fats and oil when heated can release flammable vapours. Keep flames or heated objects away from fats and oils when you cook with them.
- The vapours that very hot oil releases can cause spontaneous combustion.
- Used oil, that can contain food remnants, can cause fire at a lower temperature than oil used for the first time.
- Do not put flammable products or items that are wet with flammable products in, near or on the appliance.

 **Warning!** Risk of damage to the appliance.

- Do not keep hot cookware on the control panel.
- Do not put a hot pan cover on the glass surface of the hob.
- Do not let cookware boil dry.
- Be careful not to let objects or cookware fall on the appliance. The surface can be damaged.
- Do not activate the cooking zones with empty cookware or without cookware.

## Use

 **Warning!** Risk of injury, burns and electric shock.

- Remove all the packaging, labelling and protective film (if applicable) before first use.
- This appliance is for household use only.

- Do not put aluminium foil on the appliance.
- Cookware made of cast iron, aluminium or with a damaged bottom can cause scratches on the glass / glass ceramic. Always lift these objects up when you have to move them on the cooking surface.
- This appliance is for cooking purposes only. It must not be used for other purposes, for example room heating.

### Care and cleaning

- Clean the appliance regularly to prevent the deterioration of the surface material.
- Deactivate the appliance and let it cool down before you clean it.
- Disconnect the appliance from the electrical supply before maintenance.
- 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 any abrasive products, abrasive cleaning pads, solvents or metal objects.

### Service

- To repair the appliance contact the Authorised Service Centre. Use original spare parts only.

## Installation

 **Warning!** Refer to Safety chapters.

- Concerning the lamp(s) inside this product and spare part lamps sold separately: These lamps are intended to withstand extreme physical conditions in household appliances, such as temperature, vibration, humidity, or are intended to signal information about the operational status of the appliance. They are not intended to be used in other applications and are not suitable for household room illumination.

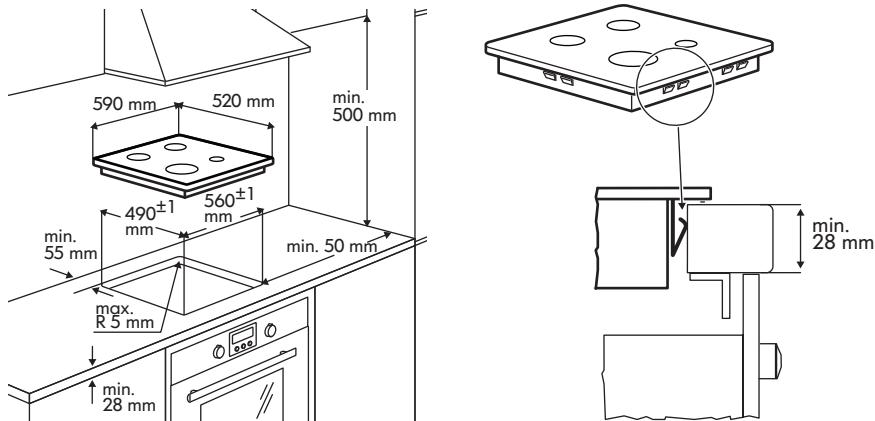
### Disposal

 **Warning!** Risk of injury or suffocation.

- Contact your municipal authority for information on how to discard the appliance correctly.
- Disconnect the appliance from the mains supply.
- Cut off the mains electrical cable close to the appliance and dispose of it.

### General information

 Installation process must follow the laws, ordinances, directives and standards (electrical safety rules and regulations, proper recycling in accordance with the regulations, etc.) in force in the country of use!



### Important!

- For further information on the installation refer to the Assembly Instruction.
- If there is no oven beneath the hob insert a dividing panel at a minimum distance of 20 mm from the bottom of the hob.

- Do not use silicon sealant between the appliance and the worktop.

## Electrical connection

**⚠ Warning!** Refer to Safety chapters.

**⚠ Warning!** All electrical connections must be made by an authorised installer.

### Electrical connection

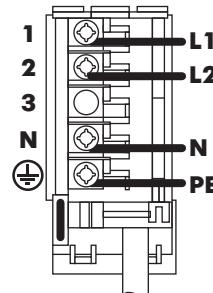
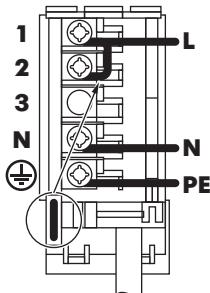
- Before connecting, check if the nominal voltage of the appliance, provided on the rating plate, corresponds to the available supply voltage. The rating plate is located on the lower casing of the hob.
- Follow the connection diagram (it is located on the underneath surface of the casing of the hob).
- Use only original spare parts provided by spare parts service.

- The appliance is not provided with a mains cable. Buy the right one from a specialized dealer. Single phase or two-phase connection requires a mains cable of minimum 70°C temperature stability. Cable needs mandatory end sleeves. According to IEC regulations use for one-phase connection: mains cable 3 x 4mm<sup>2</sup> and for two-phase connection: mains cable 4 x 2.5mm<sup>2</sup>. Please respect specific national regulations in the first priority.
- You must have the means for disconnection incorporated in the fixed wiring.
- You must have the connection and the connecting links carried out as shown in the connection diagram.
- The earth lead is connected to terminal and must be longer than leads carrying electric current.

- Secure the connecting cable with cable clips or clamps.

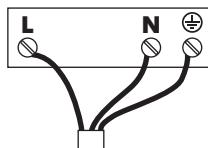
### Connection diagram hob

One-phase connection 220 V - 240 V ~      Two-phase connection 400 V 2L-1N ~



**i** Insert the bridge between the screws as shown.

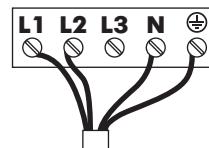
Main power connection 1-phase



Wiring colours:

	Yellow / green
	Blue
	Black or brown

Main power connection 2-phase



Wiring colours:

	Yellow / green
	Blue
	Black

Brown

**i** Tighten the terminal screws securely!

Once you connect the hob to the mains, check if all the cooking zones are ready to use. Set the power setting for each zone to the maximum level for a short time.

If :

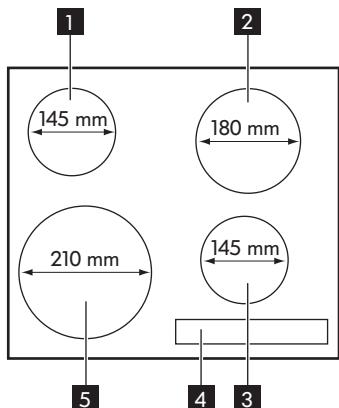
- the hob cannot be activated
- only 2 cooking zones light up

• the cooking zones on the left light up faster and brighter than these on the right, disconnect the hob from the electrical supply. Check if the hob is correctly connected to the electrical supply. If the problems continue, contact your IKEA store call centre.

**i** If symbol comes on the display, see the "Troubleshooting" chapter.

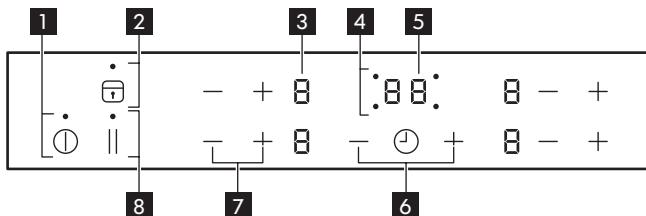
## Product description

### Cooking surface layout



- 1 Single cooking zone 1200 W
- 2 Single cooking zone 1800 W
- 3 Single cooking zone 1200 W
- 4 Control panel
- 5 Single cooking zone 2300 W

### Control panel layout



- 1 ① To activate and deactivate the appliance.
- 2 ② To activate and deactivate the Lock or the Child Safety Device.
- 3 A power setting display: ① - ⑨.
- 4 Timer indicators of cooking zones. ①
- 5 Timer display: 00 - 99 minutes.
- 6 + / - To increase or decrease the time.
- 7 + / - To increase or decrease the power settings.
- 8 || To activate the function STOP+GO.

## Power setting displays

Display	Description
	The cooking zone is deactivated.
 - 	The cooking zone operates.
	STOP+GO function operates.
 + digit	There is a malfunction. Refer to the "Troubleshooting" chapter.
	A cooking zone is still hot (residual heat).
	Lock / Child Safety Device function operates.
	Automatic Switch Off function operates.

## Residual heat indicator

 **Warning!**  There is a risk of burns from residual heat. The indicators show the level of the residual heat for the cooking zones you are currently using. The indicators may also come on for the neighbouring cooking zones even if you are not using them.

## Daily use

### ① Activating and deactivating

Touch ① for 1 second to activate or deactivate the appliance.

### Automatic Switch Off

**The function deactivates the appliance automatically if:**

- all cooking zones are deactivated.
- you do not set the power setting after activating the appliance.

- you cover any symbol with an object (a pan, a cloth, etc.) for longer than approx. 10 seconds.
- you do not deactivate a cooking zone after a certain time, or you do not modify the power setting, or if the overheating occurs (e.g. when a pan boils dry). The symbol  lights up. Before using again, you must set the cooking zone to ①.

Power setting	Automatic switch off after
①, ② - ③	6 hours
③ - ④	5 hours
⑤	4 hours
⑥ - ⑦	1.5 hours

### Adjusting the power setting

Set the power setting with **+** to increase.

— + 0 : : 0 — +  
— + 0 — ① + 0 — +



Set the power setting with **—** to decrease.

— + 0 : : 0 — +  
— + 0 — ① + 0 — +



Touch **+** and **—** of a respective cooking zone simultaneously to deactivate the cooking zone. The settings will reverse to **⑧**.

— + 0 : : 0 — +  
— + 0 — ① + 0 — +



### ① Using the Timer

Touch **①** repeatedly until the indicator of a desired cooking zone flashes. For example,

for the front right zone **•00**.

— + 8 : 8 8 :  
— + 8 — ① +



Touch **+** or **—** of the Timer to set the time between **00** and **99** minutes. When the indicator of the cooking zone flashes slower, the Timer counts down. Set the power setting.

When the power setting is set and the time comes to an end, an acoustic signal sounds, **00** flashes, and the cooking zone deactivates.

Touch **①** to deactivate the function for the selected cooking zone. The indicator of the cooking zone flashes faster. Touch **—** and the remaining time counts backwards to **00**. The indicator of the cooking zone goes out.

### Minute Minder

You can use this function as a **Minute Minder** when the appliance works and the cooking zones do not operate. The power setting display shows **0**.

To activate the function, touch . Touch  or  to set the time.

When the time comes to an end, an acoustic signal sounds and **00** flashes. Touch  to stop the signal.

-  The function has no effect on the operation of the cooking zones.

### STOP+GO

The function sets all cooking zones that operate to the lowest power setting . When the function operates, you cannot change the power setting. The function does not stop the Timer function.

- To activate this function touch . The symbol  comes on.
- To deactivate this function touch . The power setting that you set before comes on.

### Lock

When the cooking zones operate, you can lock the control panel, but not deactivate the appliance. It prevents an accidental change of the power setting.

First set the power setting.

To start this function touch . The symbol  comes on for 4 seconds. The Timer stays on.

To stop this function touch . The power setting that you set before comes on.

When you stop the appliance, you also stop this function.

### The Child Safety Device

This function prevents an accidental operation of the appliance.

#### To activate the Child Safety Device

- Activate the appliance with . **Do not set the power settings.**

- Touch  for 4 seconds. The symbol  comes on.

- Deactivate the appliance with .

#### To deactivate the Child Safety Device

- Activate the appliance with . **Do not set the power settings.** Touch  for 4 seconds. The symbol  comes on.

- Deactivate the appliance with .

#### To override the Child Safety Device for only one cooking time

- Activate the appliance with . The symbol  comes on.
- Touch  for 4 seconds. **Set the power setting in 10 seconds.** You can operate the appliance.
- When you deactivate the appliance with , the Child Safety Device operates again.

### OffSound Control (Deactivation and activation of the sounds)

Originally the sounds of the appliance are activated.

#### Activating and deactivating the sounds:

- Deactivate the appliance.
- Touch  for 3 seconds. The display comes on and goes out.
- Touch  for 3 seconds.  or  comes on.
- Touch  of the Timer to choose one of the following:
  -  - the sound is off.
  -  - the sound is on.

To confirm your selection wait until the appliance deactivates automatically.

ⓘ If you accidentally press ①, a list of codes comes on. This is only relevant for service purposes. To leave this menu touch ① again or wait until the hob deactivates automatically.

When the function is set to  you can hear the sound only when:

## Hints and tips

### Noises during operation

ⓘ When a cooking zone is active, it may hum briefly. This is a characteristic of all ceramic glass cooking zones and does not impair either the function or the life of the appliance.

### How to avoid damage to the appliance

- The glass ceramic can be damaged by objects falling onto it, or knocked by the cookware.

- you touch ①,
- Minute Minder comes down,
- you put something on the control panel.

ⓘ If there is a problem with electrical supply and the appliance deactivates it does not keep previous settings.

## Care and cleaning

### General information

⚠ **Warning!** Deactivate the appliance and let it cool down before you clean it.

⚠ **Warning!** For safety reasons, do not clean the appliance with steam blasters or high-pressure cleaners.

⚠ **Warning!** Sharp objects and abrasive cleaning agents will damage the appliance. Clean the appliance and remove the residues with water and washing up liquid after each use. Remove also the remnants of the cleaning agents!

ⓘ Scratches or dark stains on the glass ceramic that cannot be removed do not affect the functioning of the appliance.

## Removing the residues and stubborn residues

1. Food containing sugar, plastics, tin foil residues should be removed at once, best tool for cleaning glass surface is a scraper (not included with the appliance). Place a scraper on the glass ceramic surface at an angle and remove residues by sliding the blade over the
2. Limescale rings, water rings, fat splashes, shiny metallic discolorations should be removed after the appliance has cooled down using cleaner for glass ceramic or stainless steel.

## Troubleshooting

 **Warning!** Refer to Safety chapters.

### What to do if...

Problem	Possible cause	Remedy
The appliance cannot be activated or is not operating.	The appliance is not connected to an electrical supply or it is connected incorrectly.	Check if the appliance is correctly connected to the electrical supply. Ensure a correct installation by calling an authorised installer.
	More than 10 seconds passed since you activated the appliance.	Activate the appliance again.
	The Child Safety Device or the Lock is on  .	Deactivate the Child Safety Device (See the section "Child Safety Device" or "Lock").
	Several symbols were touched at the same time.	Touch only one symbol.
Acoustic signal sounds, appliance deactivates.	One or more symbols have been covered for longer than 10 seconds.	Uncover symbols.
The residual heat indicator is not displaying anything.	The cooking zone was only on for a short time and is therefore not hot.	If the cooking zone is supposed to be hot, call the After Sales Service.

Problem	Possible cause	Remedy
There is no signal when you touch panel symbols.	The signals are deactivated.	Activate the signals. Refer to OffSound Control.
 symbol plus a number appears on the timer display.	Electronic component error.	Disconnect the appliance from the electrical supply for a few minutes. Remove the fuse, wait one minute, and insert the fuse again. If the problem continues, ensure a correct installation by calling an authorised installer.
 lights up on the timer display.	The second phase of the power supply is missing.	Check if the appliance is connected correctly to the electrical supply. Remove the fuse, wait for one minute, and insert the fuse again. If the problem continues, ensure a correct installation by calling an authorised installer.

If there is an error, first try to find a solution to the problem yourself. If you cannot find a solution to the problem yourself, contact your IKEA store call centre. You can find a full list of IKEA appointed contacts at the end of this manual.

 If you operated the appliance wrongly, or the installation was not carried out by a registered engineer, the visit from the After Sales Service technician or dealer may not take place free of charge, even during the warranty period.

## Technical data

### Rating Plate

<p>Made in Germany © Inter IKEA Systems B.V.</p> <p><b>503.688.40</b></p> <p>21552 IKEA of Sweden AB SE - 343 81 Almhult</p>	<p>Model MATMÄSSIG Typ 60 HAD 03 AO 6,5kW PNC 949 594 433 00 S NO ..... 220V-240V AC 50-60 Hz</p> <p>    </p>
--	--

The graphic above represents the rating plate of the appliance (without serial number which is specific for each product), which is located at its underneath surface of the casing.

Dear Customer, keep the additional rating plate with the user manual. This will allow us

to assist you better, by identifying precisely your hob, in case you will need in future our assistance. Thank you for your help!

## Energy efficiency

### Product information according to EU 66/2014 valid for EU market only

Model identification		MATMÄSSIG 503.688.40
Type of hob		Built-In Hob
Number of cooking zones		4
Heating technology		Radiant Heater
Diameter of circular cooking zones (Ø)	Left front Left rear Right front Right rear	21.0 cm 14.5 cm 14.5 cm 18.0 cm
Energy consumption per cooking zone (EC electric cooking)	Left front Left rear Right front Right rear	200.1 Wh / kg 188.0 Wh / kg 188.0 Wh / kg 191.6 Wh / kg
Energy consumption of the hob (EC electric hob)		191.9 Wh / kg

EN 60350-2 - Household electric cooking appliances - Part 2: Hobs - Methods for measuring performance

### Energy saving

You can save energy during everyday cooking if you follow below hints.

- When you heat up water, use only the amount you need.
- If it is possible, always put the lids on the cookware.

- Before you activate the cooking zone put the cookware on it.
- The cookware bottom should have the same diameter as the cooking zone.
- Put the smaller cookware on the smaller cooking zones.
- Put the cookware directly in the centre of the cooking zone.
- Use the residual heat to keep the food warm or to melt it.

## Environmental concerns

Recycle materials with the symbol . Put the packaging in relevant containers to recycle it. Help protect the environment and human health by recycling waste of electrical and electronic appliances. Do not

dispose of 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 5 years from the original date of purchase of your appliance at IKEA Pty Ltd, ABN 84006270757 or at Cebas Pty Ltd, ABN 15 009 156 003 (Both Trading as 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?

IKEA service provider will provide the service through its own service operations or authorized service partner network. Contact IKEA for further information.

If you encounter any trouble with the appliance and wish to register a service call or make a claim, please refer to [www.ikea.com.au](http://www.ikea.com.au) for your local store after sales customer service center phone number, online email and opening times.

The principal address and contact details in Australia are:

For Queensland, New South Wales, and Victorian customers please contact:

IKEA Pty Ltd

IKEA Pty Ltd

IKEA Service Office

L1 Clock Tower, 630 Princes Highway  
Tempe, NSW 2044

Contact - IKEA Customer Service at  
[www.IKEA.com.au](http://www.IKEA.com.au)

For Western Australian and South Australian customers please contact:

Cebas Pty Ltd

8c Sunray Drive, Innaloo WA 6018  
Australia

Contact - IKEA Customer Service at  
[www.IKEA.com.au](http://www.IKEA.com.au)

### 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 products have been designed and tested for domestic purposes only and this guarantee does not cover damage arising from use of the Product in a commercial environment.

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.

The guarantee exists only if the appliance complies and is installed in accordance with:

- The technical specifications.
- The Assembly Instructions and user manual Safety Information.

IKEA's guarantee is subject to Australian Consumer Law - see Schedule 2 to Competition and Consumer Act, 2010. This guarantee is in addition to (and does not exclude, restrict or modify in any way) any non-excludable statutory warranties in Australia.

#### **What will IKEA do to correct the problem?**

IKEA appointed service provider will examine the product and decide, at its sole discretion, if it is covered under this guarantee. They will notify you as to whether your claim is covered under this guarantee. If your claim is approved, the IKEA service provider or its authorized service partner, 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 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 including insect or vermin infestation 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.
- Cases where no fault could be found during a technician's visit.
- 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.
- 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, 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 this guarantee.
- Cost for carrying out the initial installation of the IKEA appliance. However, if an IKEA service provider or its authorized service partner repairs or replaces the appliance under the terms of this guarantee, the service provider or its authorized service partner will re-install the repaired appliance or install the replacement, if necessary.

- The appliance's serial number or warranty seal has been removed or defaced.

### How country law applies

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This guarantee is not intended in any way to limit or exclude such rights and remedies that you may have under law.

You can find out more information about the Australian Consumer Law on the ACCC website: [www.accc.gov.au](http://www.accc.gov.au)

### Area of validity

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

### What you must do to make a claim under the guarantee:

To make a claim under the guarantee contact IKEA after sales customer service center at the above address, the IKEA catalogue or refer to [www.ikea.com.au](http://www.ikea.com.au) for your local store customer service phone number, online email and opening times. Please describe the problem that you are facing with the appliance in detail along with your product article number (8 digit code) and date of purchase at the time of call registration.

**Please do not hesitate to contact the dedicated after sales customer service center for IKEA appliances to:**

1. Make a service request under this guarantee;
2. Ask for clarification on installation of the IKEA appliance in the dedicated IKEA kitchen furniture.
3. Ask for clarification on user manual contents and specifications of the IKEA appliance.

To ensure that we provide you with the best assistance, please read carefully the Assembly Instructions and/or the User Manual section of this booklet 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 refer to the IKEA catalogue or [www.ikea.com.au](http://www.ikea.com.au) and select your local store for local store phone numbers and opening times.



Please describe the problem that you are facing with the appliance in detail along with your product article number ( 8 digit code ), the Serial Number (8 digit code that can be found on the rating plate) and date of purchase at the time of call registration.

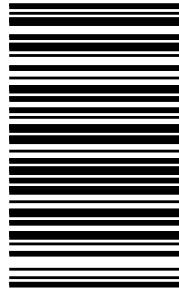
**SAVE THE SALES RECEIPT!**

Kindly keep all these details and original invoice of purchase handy during the service technician's visit to enable him to carry out the job.

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



867357495-B-4772020



CE

© Inter IKEA Systems B.V. 2020

21552

AA-2025346-4