

# VÄLBILDAD



Design and Quality  
IKEA of Sweden






Please refer to the last page of this manual for the full list of IKEA appointed Authorized Service Centre and relative national phone number


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## Safety information


 For your own safety and to ensure proper operation of the appliance, please read this manual carefully before installation and operation. Keep these instructions together with the appliance, even if it is sold or transferred to third parties. It is important that users know all the appliance's operating and safety characteristics.

These hobs have induction systems that comply with the requirements of EMC standards and with the EMF directive, and they should not interfere with other electronic devices. Pacemaker wearers and those using other electronic implants must consult their doctor or the manufacturer of the implanted device to assess whether or not it is sufficiently resistant against interference.

 Electrical connections must be performed by a trained technician. Before making the electrical connection, please read the section on ELECTRICAL CONNECTION.

For appliances with a power supply cable, the terminals or section of wire between the cable anchor point and the terminals must be arranged in such a way as to allow the live wires to be pulled out before the earth wire in the event of the cable coming out of its anchor.

- The manufacturer will not be liable for any damage resulting from incorrect or inadequate installation.
- Check that the mains power supply corresponds to the one indicated on the rating plate fixed to the inside of the product.
- The cut-out devices must be installed in the fixed system according to wiring system regulations.
- For class I appliances, check that the domestic power supply guarantees an adequate earthing system.
- Connect the product to the mains using an omnipolar switch.
- If the power cable is damaged, it must be replaced by the manufacturer, by an authorised service centre or by a qualified technician, to avoid any risk of danger.

 **WARNING:** Remove the protective films before installing the appliance.

- Only use the screws and other hardware elements supplied with the appliance.

**⚠ WARNING:** Failure to install the screws or fixing devices as described in these instructions may mean there is a risk of electric shocks.

- Cleaning and maintenance must not be carried out by children, unless they are under the supervision of an adult.
- Children must be supervised to ensure that they do not play with the appliance.
- This appliance must not be used by persons (including children) with limited physical, sensory or mental abilities, or by inexperienced or untrained persons, unless carefully supervised and instructed in safe use of the appliance by a person responsible for their safety.
- This appliance may be used by children over the age of 8 years and by persons with limited physical, sensory or mental abilities or with insufficient experience and knowledge, provided they are carefully supervised and instructed on safe use of the appliance and on the dangers that it involves. Do not allow children to play with the appliance.

**⚠ WARNING:** The appliance and its accessible parts become extremely hot during use.

Take great care not to touch the heating elements.

Keep children under 8 years of age well away from the appliance, unless they are under constant supervision.

**WARNING:** If the surface shows any signs of cracking, turn the appliance off to prevent any risk of electric shock.

- Do not turn the device on if the surface is cracked or any damage is visible in the thickness of the material.
- Do not touch the appliance if your hands or body are wet.
- Do not use steam appliances to clean the product.
- Do not rest metal objects such as knives, forks, spoons and pan lids on the surface of the hob, as they might overheat.
- Use the relevant control to turn the hob off after use, do not rely on the pan sensors.

**WARNING:** Unsupervised cooking on a hob using oil and grease may be dangerous and may cause a fire. NEVER attempt to put flames out with water; on the contrary, turn the appliance off and suffocate the flames, for example covering them with a pan lid or a fire blanket.

**CAUTION:** The cooking process must be supervised. A short cooking process must be constantly supervised.

- The appliance is not designed to be started using an external timer or a separate remote controlled system.

**WARNING:** Danger of fire: do not rest objects on the cooking surfaces.

- The appliance must be installed in such a way as to allow disconnection from the electrical power supply with a contact aperture (3 mm) that ensures complete disconnection in category III overload conditions.
- The appliance must never be exposed to weather (rain, sun).

- Keep the packing material away from children and animals.
- Make sure the device is connected directly to the power outlet.
- Do not use adapters, multiple sockets or extension cables to connect the device.
- Never use the appliance for purposes other than those for which it has been designed.
- Deep-fryers must be kept under constant supervision when in use: the oil may catch fire if it gets too hot.
- Do not operate the appliance using an external timer or separate remote controlled system.
- The appliance must never be installed behind a decorative door, to prevent it from overheating.
- Do not stand on the appliance, as this may damage it.
- Do not rest hot pots and pans on the edge, as this may damage the silicone seals.

## Installation

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!

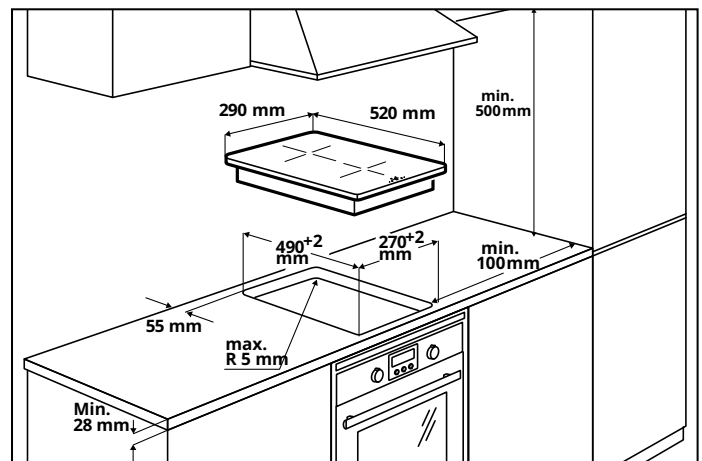
- For further information on the installation refer to the Assembly Instruction.
- Do not use silicon sealant between the appliance and the worktop.
- Make sure that the space underneath the hob is sufficient for air circulation. Please refer to the Assembly Instruction.
- The bottom of the appliance can get hot. If the appliance is installed above the drawers, make sure to install a non-combustible separation panel under the appliance to prevent access to the bottom. Please refer to the Assembly Instruction.
- Ventilation of the appliance must comply with the manufacturer's instructions.
- Create a front opening of at least 28 cm<sup>2</sup> in the unit into which the hob is to be fitted, to allow aeration of the product.

### Requirements for kitchen units

- If the appliance is mounted on flammable materials, the guidelines and regulations relating to low voltage installations and fire prevention must be followed strictly.
- For the fitted units, the components (plastic materials

and veneered wood) must be mounted with heat-resistant adhesives (min. 85° C): the use of unsuitable material and adhesives may result in warping and detachment.

- The use of decorative hardwood borders around the worktop behind the appliance is allowed, provided the minimum distance always complies with the indications provided in the installation drawings.



- For further information on the installation refer to the Assembly Instruction
- If there is no oven beneath the hob, install a separation panel under the appliance according to the Assembly Instruction.

## Electrical connection

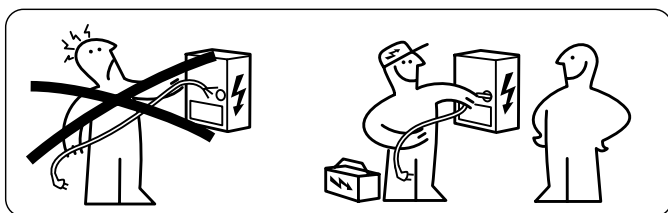


**WARNING:** All electrical connections must be carried out by an authorised installer.

- Before making the connections, check that the rated voltage of the appliance indicated on the respective rating plate corresponds to the power supply voltage. The rating plate is affixed to the underside of the hob.
- Follow the connection diagram (located on the underside of the hob).
- Only use original components supplied by the spare parts service.
- The appliance is supplied with a connection cable.
- If damaged, replace the power supply cables with the respective original spare cables. Please contact your local IKEA store call centre.



**Caution!** Do not weld any of the cables!

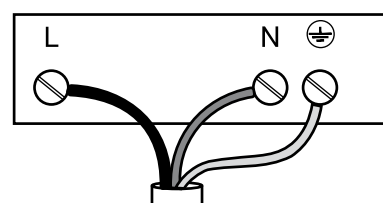


### Electrical connection

- The wire connection has to be done by specialized technician.
- This appliance has a Type "Y" attachment with a cable type H05V2V2-F. MONO-PHASE connection: min. section of the conductors: 3x1,5 mm<sup>2</sup>.
- Connection terminals are revealed when the connection box cover is removed.
- Make sure the characteristics of the household electrical system (voltage, maximum power and current) are compatible with those of the appliance.
- Connect the appliance like shown in the diagram (in accordance with the mains voltage and country standard reference).

### Connection diagram

220V - 240V 1N ~

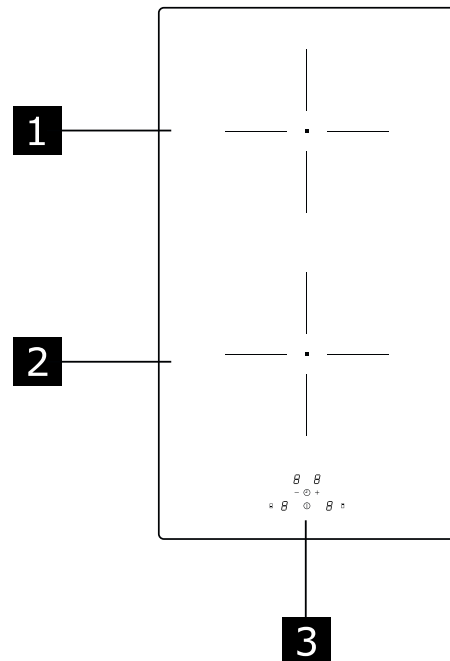


L Brown  
N Blue  
⏏ Yellow / Green

## Product description


### Cooking surface layout

- 1** Single cooking area (160 mm) 1400W, with  
Booster 2100W.
- 2** Single cooking area (160 mm) 1400W, with  
Booster 2100W.
- 3** Control panel



## Indicators

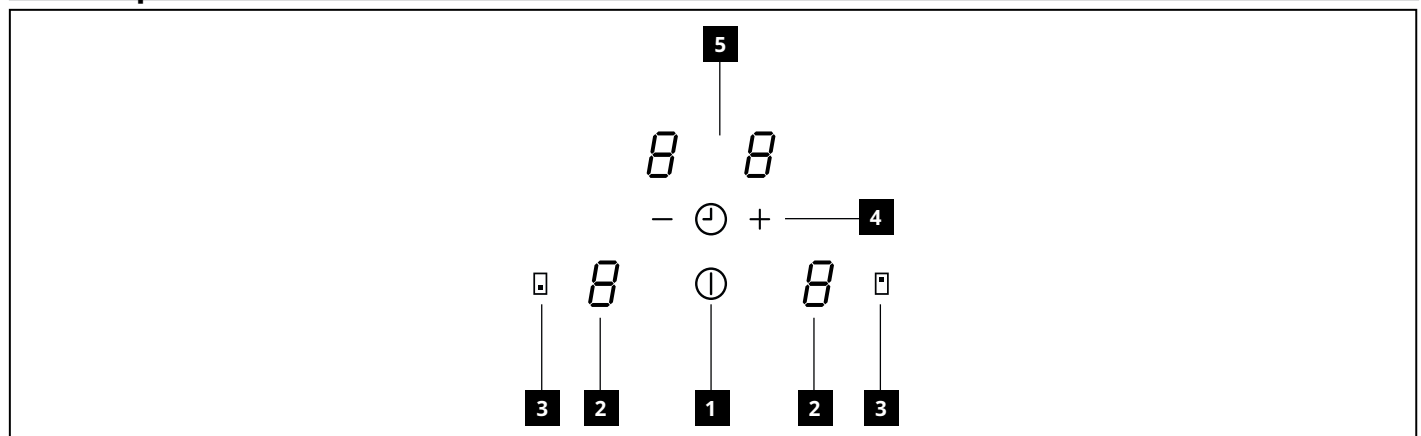
### Pot detection

Each of the cooking areas is equipped with a system to detect the presence of a pan.  
The pan presence detection system recognises pans with a magnetisable base suitable for use with induction hobs. If the pan is removed during operation, or if an unsuitable pan is used, the display shows the symbol .

### Residual heat indicator

The residual heat indicator is a safety feature, indicating that the surface of the cooking area is still at a temperature of 50° C or above, which may cause burns if touched by a naked hand. The digit for the corresponding cooking area displays *H*.

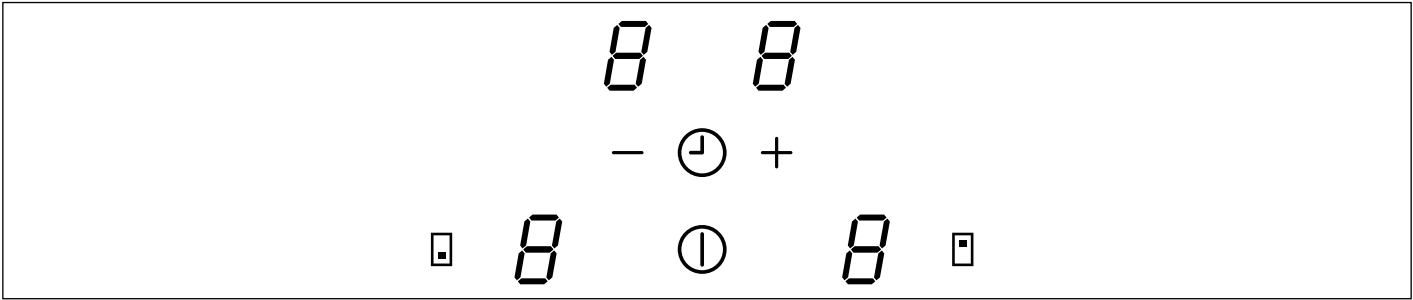
## Control panel




- 1** On/Off
- 2** Power level indicator
- 3** Button to select cooking area
- 4** Power level / Timer control
- 5** Cooking time indicator



Power limitation



When first connecting to the domestic power supply, the installer must set the power of the hob cooking areas based on the actual abilities and capacity of the power supply itself.

If this is not necessary, the hob can be turned on directly using , otherwise, follow the operations below to access the menu.



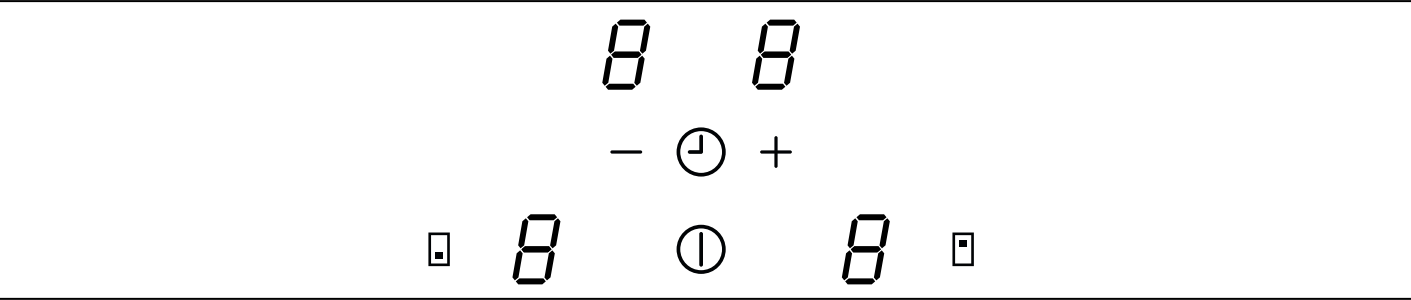
- Connect the hob to the domestic mains power.
- All the digits light up for a few seconds.
- As soon as the digits go out, press the hob selection buttons   and hold for 5 seconds until the current setting appears in the timer digits.
- Use “+” and “-” to select a suitable power absorption, following the table provided below.
- Press the hob selection buttons again and hold them for 5 seconds to confirm selection.

Table of value..:

Configuration	Kw	Notes
0	3.7 Kw	Standard initial setting
1	3.5 Kw	
2	3 Kw	
3	2.5 Kw	
4	2 Kw	
5	1.5 Kw	

Functions



Time/Power limit function	<p>This safety function turns off a cooking area that is unchanged after a certain period of time.</p> <p>Table of shut-down times:</p> <table><tr><th>Power level</th><th>Switch-off time (minutes)</th></tr><tr><td>1</td><td>516</td></tr><tr><td>2</td><td>402</td></tr><tr><td>3</td><td>318</td></tr><tr><td>4</td><td>258</td></tr><tr><td>5</td><td>210</td></tr><tr><td>6</td><td>138</td></tr><tr><td>7</td><td>138</td></tr><tr><td>8</td><td>108</td></tr><tr><td>9</td><td>90</td></tr><tr><td>P</td><td>5</td></tr></table>	Power level	Switch-off time (minutes)	1	516	2	402	3	318	4	258	5	210	6	138	7	138	8	108	9	90	P	5
Power level	Switch-off time (minutes)																						
1	516																						
2	402																						
3	318																						
4	258																						
5	210																						
6	138																						
7	138																						
8	108																						
9	90																						
P	5																						
Boost function	<p>The Boost function can be used to provide extra power in a cooking area for 5 minutes. This function is useful to boil up large amounts of water.</p> <p>Activation:</p> <ul style="list-style-type: none"><li>- Select one of the cooking areas.</li><li>- Press " + " until reaching level " 9 ".</li><li>- Press again to set the Boost Function.</li><li>- The corresponding digit will display <b>P</b>.</li></ul> <p>The Boost function is programmed to last for 5 minutes.</p> <p>Deactivation:</p> <ul style="list-style-type: none"><li>- Select one of the cooking areas with the Boost Function active.</li><li>- Press " - ".</li></ul> <p>It will also deactivate automatically after 5 minutes.</p>																						
Child lock	<p>This function prevents an accidental operation of the appliance. Confirmation is given when the digit displays <b>L</b> . If an area is still hot, then <b>H</b> and <b>L</b> will alternate.</p> <p>Activation:</p> <p>Turn the hob on, make sure that none of the cooking areas are active.</p> <ul style="list-style-type: none"><li>- Press <b>□</b> and " - " together and release.</li><li>- Press " <b>□</b> " again.</li><li>- The cooking area digits display <b>L</b> .</li></ul> <p>Temporary deactivation:</p> <p>Press button <b>□</b> and button " - " together and release.</p> <p>The function is deactivated while the hob is on. If it is turned off and then on again, the function will still be active.</p> <p>Permanent deactivation:</p> <p>Turn the hob on, make sure that none of the cooking areas are active.</p> <ul style="list-style-type: none"><li>- Press <b>□</b> and " - " together and release.</li><li>- Press " - " again.</li></ul> <p>The function is deactivated. If the hob is turned off and then on again, it is no longer displayed <b>L</b> .</p>																						

<b>Timer (generic)</b>	<p>The timer is a countdown that can be set to run for from 1 to 99 minutes. At the end of the set time a buzzer will sound, which can be silenced by pressing any of the buttons. The cooking areas operate independently while the timer is working.</p>
	<p>Activation: With the hob on, make sure that none of the cooking areas are active.</p> <ul style="list-style-type: none"> <li>- Press button "+" and button "-" together.</li> <li>- The timer digit shows "0 0".</li> <li>- Set the time using "+" and "-".</li> <li>- Do not touch anything else for 10 seconds and the timer will start to count down.</li> </ul> <p>When the value is "0 0" pressing "-" sets it to 30 minutes. Repeat these operations to modify a value that has already been programmed.</p>
	<p>Deactivation: With the hob on, make sure that none of the cooking areas are active.</p> <ul style="list-style-type: none"> <li>- Press "+" and "-" together.</li> <li>- Set "0 0" using "+" and "-".</li> <li>- Do not touch anything for 10 seconds.</li> </ul>
<b>Cooking area timer</b>	<p>This timer is a countdown to turn off a specific cooking area, and can be set to run for from 1 to 99 minutes. During this time the cooking area will work normally. The cooking areas are independent and can therefore be programmed individually. At the end of the set time a buzzer will sound, which can be silenced by pressing any of the buttons.</p>
	<p>Activation: With the hob on, a pan in position and the cooking area operating:</p> <ul style="list-style-type: none"> <li>- Select the cooking area required and set the power desired.</li> <li>- Press "+" and "-" together.</li> <li>- The timer digit showing "0 0" and the dot indicator, next to the corresponding cooking area, start blinking.</li> <li>- Set the time using "+" and "-".</li> <li>- Do not touch anything else for 10 seconds and the timer will start to count down.</li> </ul> <p>When the value is "0 0" pressing "-" sets it to 30 minutes. Repeat these operations to modify a value that has already been programmed. The timer can be set for both cooking areas. The timer will show the shortest countdown of the two.</p>
	<p>Deactivation: With the hob on, a pan in position and the cooking area operating:</p> <ul style="list-style-type: none"> <li>- Select the cooking area required.</li> <li>- Press "+" and "-" together.</li> <li>- Set "0 0" using "+" and "-".</li> <li>- Do not touch anything for 10 seconds.</li> </ul>

## Cooking Table

Power level	Cooking method	To be used for
1	Melting, heating gently	Butter, chocolate, gelatine, sauces
2	Melting, heating gently	Butter, chocolate, gelatine, sauces
3	Warming up	Rice
4	Prolonged cooking, thickening, stewing	Vegetables, potatoes, sauces, fruit, fish
5	Prolonged cooking, thickening, stewing	Vegetables, potatoes, sauces, fruit, fish
6	Prolonged cooking, braising	Pasta, soups, braised meat
7	Light frying	Rösti (potato fry-ups), omelettes, breaded and fried foods, sausages
8	Frying, deep fat frying	Meat, potato chips
9	Quick frying at high temperature	Steak
P	Quick heating	Boiling water

Power Management

“This product is equipped with electronically controlled Power Management. See the illustration.

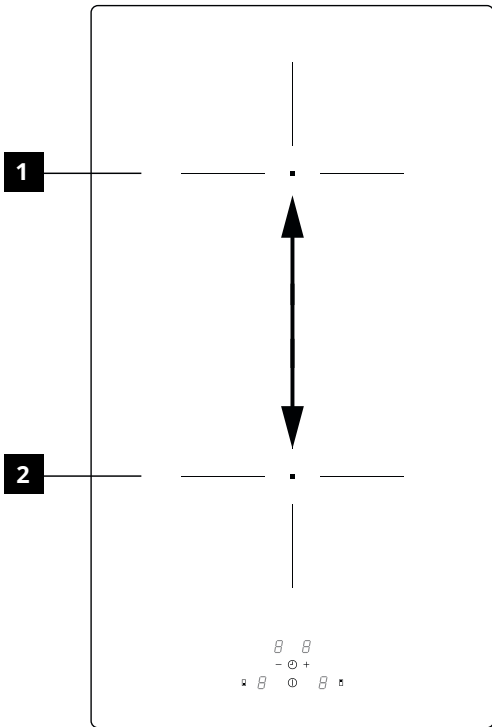
This function monitors electric loading and limits the maximum power output to 3700 W for cooking areas 1 and 2, optimizing the power distribution and preventing the system from overloading.

Hob in full power setting - the function divides the power between cooking areas and automatically decreases the power of the other cooking area, if necessary (the last command has highest priority).

Hob in power limitation setting - the function divides the power between cooking areas and doesn't allow to set the power for the other cooking area exceeding the limit (to increase the power of particular cooking area, the power setting for the other one need to be lowered manually).

Example:

If boost level (P) is selected for cooking zone 1, cooking zone 2 cannot exceed the level 9 at the same time and will be automatically limited.”




Cookware guidance

**What pots to use**

Only use pots and pans with bottom made from ferromagnetic material which are suitable for use with inductions hobs:

- cast iron
- enamelled steel
- carbon steel
- stainless steel (although not all)
- aluminium with ferromagnetic coating or ferromagnetic plate

To determine if a pot or pan is suitable, check for the  symbol (usually stamped on the bottom). You can also hold a magnet to the bottom. If it clings to the underside, the cookware will work on an induction hob.

To ensure optimum efficiency, always use pots and pans with a flat bottom that distributes the heat evenly. If the bottom is uneven, this will affect power and heat conduction.

**How to use**

Minimum diameter of pot/pan base for the different

cooking areas

To ensure that the hob functions properly, the pot must cover one or more of the reference points indicated on the surface of the hob, and must be of a suitable minimum diameter.

Always use the cooking area that best corresponds to the diameter of the bottom of the pan.

Cooking area	Cookware diameter (mm)	
	Ø min. (recommended)	Ø max (recommended)
All	110 mm	160 mm

**Empty or thin-based pots/pans**

Do not use empty or thin-based pots/pans on the hob as it will not be able to monitor the temperature or turn off automatically if the temperature is too high, damaging the pan or the hob surface. If this occurs, do not touch anything and wait for all components to cool down.

If an error message appears, refer to “Troubleshooting”.

**Hint/tips****Noise during cooking**

When a cooking area is active, it may hum briefly. This is a characteristic of all induction cooking zones and does not impair the function or life of the appliance. The noise depends on the cookware used. If it causes considerable disturbance, it may help to change the cookware.

**Normal operating noises of the induction hob**

Induction technology is based on the creation of electromagnetic fields to generate heat directly on the bottom of cookware. Pots and pans may cause a variety of noises or vibrations depending on how they are manufactured.

These noises are described as follows:

**Low humming (like a transformer)**

This noise is produced when cooking at a high heat level. It is based on the amount of energy transferred from the cooktop to the cookware. The noise ceases or quiets down when the heat level is reduced.

**Quiet whistling**

This noise is produced when the cooking vessel is empty. It ceases once liquids or food are placed in the vessel.

**Crackling**

This noise occurs with cookware comprised of various materials layered one upon the other. It is caused by the vibrations of the surfaces where different materials meet. The noise occurs on the cookware and can vary depending on the amount of food or liquid and the cooking method (e.g., boiling, simmering, frying).

**Loud whistling**

This noise occurs with cookware comprised of different materials layered one upon the other, and when they are additionally used at maximum output and also on two cooking zones. The noise ceases or quiets down when the heat level is reduced.

**These sounds are normal****Fan noises**

For proper operation of the electronic system, it is necessary to regulate the temperature of the cooktop. For this purpose, the cooktop is equipped with a cooling fan, which is activated to reduce and regulate the temperature of the electronic system. The fan may also continue to run after the appliance is turned off if the detected temperature of the cooktop is still too hot after turning it off.

**Rhythmic sounds, similar to the ticking sound of a clock**

This noise occurs only when at least three cooking zones are operating and disappears or weakens when some of them are switched off. The noises described are a normal element of the described induction technology and should not be regarded as defects.

## Care and cleaning

- Never use abrasive sponges, wire wool, hydrochloric acid or other products that might scratch or mark the surface.
- Food that falls accidentally or builds up on the surface, the functional or aesthetic elements of the Hob must not be eaten.
- Switch off or unplug the appliance from the mains supply before carrying out any maintenance work.
- Clean the appliance after every use, to prevent any residual food from burning on. It is much harder work to remove crusted and burned-on dirt.
- For day-to-day dirt, use a soft cloth or sponge and a suitable detergent. Follow the manufacturer's recommendations regarding detergents to be used. The use of protective detergents is recommended.
- Remove crusted dirt, for example milk that has boiled over, using a scraper pad suitable for vitreous ceramic, while the cooktop is still hot. Follow the manufacturer's recommendations regarding scraper pads to be used.
- Remove food containing sugar, for example jam that has spilled during cooking, using a scraper pad suitable for vitreous ceramic, while the Hob is still hot. If you do not, the residue may damage the vitreous ceramic surface.
- Remove any melted plastic using a scraper pad suitable for vitreous ceramic, while the Hob is still hot. If you do not, the residue may damage the vitreous ceramic surface.
- Remove limescale using a small amount of limescale remover solution, for example vinegar or lemon juice, once the Hob has cooled down. Then clean again with a damp cloth.
- Do not cut or prepare foodstuffs on the surface, and do not drop hard objects onto it. Do not drag pans or plates over the surface.
- Do not use steam cleaning equipment.

## Troubleshooting

Error code	Description	Possible causes of the error	Solution
<b>ER03</b>	Hob switches off after 10 sec.	Continuous key activation detected. Water or cookware placed on Control panel.	Remove water or cookware from glass and Control panel.
<b>ER21</b>	Hob switches off.	The internal temperature of electronic parts is too high.	Let the hob cool down. Please check if the hob has sufficient ventilation. If error persists, please contact After Sales Service.
<b>E2</b>	Corresponding cooking area is turned off.	Empty or wrong cookware. Pot or glass temperature is too high. Electronic temperature too high.	Let the hob cool down. Use appropriate cookware. Do not heat-up empty pots.
<b>E3</b>	Corresponding cooking area is turned off.	Wrong cookware. Cookware is losing its magnetic characteristics and may lead to induction hob damage.	Use appropriate cookware. The error is automatically cancelled after 8s and the cooking area can be used again. In case of further upcoming errors cookware have to be changed. If error persists, please contact After Sales Service.
<b>E6</b>	Cooking area cannot be turned on.	Power supply voltage and/or frequency is out of range.	Check mains voltage and/or frequency. If needed contact After Sales Service.
<b>E8</b>	Cooking areas are turned off.	Fan failure. Fan blocked by dust or fabrics.	Clean and remove foreign bodies from fan. If error persists, please contact After Sales Service.
<b>EH</b>	Corresponding cooking area is turned off.	Temperature sensor stuck for cooking area. Not enough temperature change detected after switching on the hob.	Switch off the hob and switch it on again after cooling down. If error persists, please contact After Sales Service.
<b>E4</b> <b>E5</b> <b>E7</b> <b>E9</b> <b>ER20</b> <b>ER22</b> <b>ER31</b> <b>ER36</b> <b>ER47</b> <b>EA</b>	Disconnect the hob from the power supply. Wait a few seconds then reconnect the hob to the power supply. If the problem persists, call the service centre and specify the error code that appears on the display.		

### Maintenance and repairs

- Make sure that maintenance on electrical components is only carried out by the manufacturer or by the service technicians.
- Make sure that damaged cables are only replaced by the manufacturer or by the service technicians.

If there is a fault, try to resolve it by following the troubleshooting guidelines. If the problem cannot be resolved, contact your IKEA store or the After Sales Service. You can find a full list of IKEA appointed contacts at the end of this user manual.

When contacting the After Sales Service please provide the following information:

- type of fault
- appliance model (Art./Cod.)
- serial number (S.N.)

This information can be found on the rating plate. The rating plate is affixed to the bottom of the appliance.

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

**Hob technical data**

		Unit	Value
Type of product			Built-in Hob
Dimensions	Width	mm	290
	Depth	mm	520
	Min./max height	mm	54
Total power		W	3700

Parameter	Value
Power supply voltage/frequency	220-240 V, 50 Hz; 220 V; 60 Hz ;
Weight of the appliance	4,5 Kg

**Energy efficiency of hob**

Model identifier	<b>VÄLBILDAD 804.678.10</b>
Number of cooking areas	2
Cooking technology	Induction
Diameter of cooking areas	Ø 160 mm
Energy consumption per cooking area (electric cooking)	187 Wh/kg
Energy consumption of the hob (electric cooking)	187 Wh/kg

**Information on the product pursuant to EU regulation n° 66/2014****Reference standards:**

EN/IEC 60350-2

EN/IEC 50564

 This appliance has been designed, manufactured and sold in compliance with EEC Directives.

"The technical data is provided on the rating plate affixed to the bottom of the product."

Rating plate




The graphic above represents the rating plate of the appliance.  
The serial number is specific to each product.

Dear Customer, keep the additional rating plate attached to the cover of Safety booklet inside the product.  
This will allow us to assist you better by identifying precisely your hob, in case you need our assistance in the future.  
Thank you for your help!




## Environmental aspects

### Disposal of household appliances

- The symbol  on the product or on its packaging indicates that the product must not be disposed of with the normal domestic waste. The product must be disposed of at a specialist re-cycling centre for electrical and electronic components. By making sure that this product is disposed of properly, you will help prevent possible negative consequences for the environment and for health that might result from its improper disposal. For more detailed information on how to re-cycle this product, please contact your local municipal offices, local waste disposal service or the shop in which the product was purchased.

### Disposal of packaging materials

Materials with the symbol  can be recycled. Dispose of packing materials in special recycling collection bins.

### 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 area put the cookware on it.
- Put the smaller cookware on the smaller cooking areas.
- Put the cookware directly in the centre of the cooking area.
- Use the residual heat to keep the food warm or to melt it.

## IKEA GUARANTEE

### How long is the IKEA guarantee valid?

This guarantee is valid for five years from the original date of purchase of your appliance at IKEA Pty Ltd, ABN 84 006 270 757, and IKEA NEW ZEALAND LIMITED, NZBN is 9429047515468.

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](http://www.ikea.com) 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:

IKEA Pty Ltd
IKEA Pty Ltd IKEA Service Office L1 Clock Tower, 630 Princes Highway Tempe, NSW 2044
Contact - IKEA Customer Service at <a href="http://www.IKEA.com">www.IKEA.com</a>

The principal address and contact details in New Zealand are

IKEA New Zealand Limited
IKEA New Zealand Limited IKEA Service Office L1 Clock Tower, 630 Princes Highway Tempe, NSW 2044
Contact - IKEA Customer Service at <a href="http://www.IKEA.com">www.IKEA.com</a>

### 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 and New Zealand Consumer Guarantees Act 1993. 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 reinstall 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 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and New Zealand Consumer Guarantees Act 1993. 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 in the following web pages:

- The Australian Consumer Law on the ACCC website:  
[www.accc.gov.au](http://www.accc.gov.au).
- The Commerce Commission website :  
<https://comcom.govt.nz/>
- Consumer Protection website:  
<https://www.consumerprotection.govt.nz/general-help/consumer-laws/consumer-guarantees-act>

#### Area of validity

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

#### 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 or [www.ikea.com](http://www.ikea.com) 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 [www.ikea.com](http://www.ikea.com) and select your local store for local store phone numbers and opening times.

- i** 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

#### **i** 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.

Country name in local languages	Telephone number	Opening times
Australia	(02) 90100264	
New Zealand	www.ikea.com	

