

# **IKEA**

## **bathroom**

guarantee  
information

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Bathroom furniture series,  
countertops, wash-basins, mixer  
taps, shower mixers, shower  
accessories and mirrors



Everyday life at home puts high demands on bathroom furniture, which is why our bathrooms endure rigorous tests to meet our strict standards for quality, strength and durability. They are tested under the highest standards in domestic applications.

We offer you a 10-year guarantee that covers defects in the material and workmanship on the ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN and LETTAN bathroom series, TOLKEN and ÅLSKEN countertops, ALMAÅN legs, all wash-basins, mixer taps and shower mixers.

We offer you a 3-year guarantee for ÅBÄCKEN mist nozzle for mixer tap and all shower accessories such as riser rails, head and hand showers, shower hoses and hand shower parking bracket.

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

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ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN bathroom furniture series, LETTAN and FAXÄLVEN mirror and mirror cabinets, TOLKEN and ÅLSKEN countertop, ALMAÅN legs have 10-year guarantee.

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Bathroom wash-basins, mixer taps and shower mixers have a 10-year guarantee.

**3**

Shower accessories have a 3-year guarantee.

# ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, TOLKEN, ÅLSKEN, ALMAÅN and LETTAN

## **How long is the guarantee valid?**

The guarantee for the ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, LETTAN, TOLKEN, ÅLSKEN and ALMAÅN products stated below remains in force for 10 years and is valid from the date of purchase. A proof of purchase is required.

## **What is covered under this guarantee?**

This guarantee applies to domestic use only and covers defects in material and workmanship in the following furniture:

- ENHET
- HAVBÄCK
- ÄNGSJÖN
- TÄNNFORSEN
- HAGAÅN
- FAXÄLVEN
- LETTAN
- ALMAÅN
- ENHET legs
- TOLKEN
- ÅLSKEN

## **What is not covered under this guarantee?**

This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered or cleaned with wrong cleaning methods or cleaning products. This guarantee does not cover normal wear and tear, cuts, scratches or damage caused by impacts or accidents. This guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. This guarantee does not cover consequential or incidental damages.

## **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 through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product. If it is covered by the warranty, IKEA will cover the costs of repairs, spare parts, labour and travel expenses for repair personnel incurred by IKEA, provided that the product is accessible for repair without any special effort. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

## **Installation**

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN and LETTAN furniture must be fixed to the wall. Secure that the walls in your bathroom can support the weight of the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional. As wall materials vary, screws for fixing to wall are not included. For advice on suitable screw systems, contact your local specialized dealer. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

## **Swiss law shall apply**

IKEA guarantees are governed by Swiss substantive law.

## **General legal entitlements**

This guarantee grants you certain legal entitlements. However, it shall in no way affect other legal entitlements guaranteed by law.

## **How to reach us if you need service**

Have you been unable to find an answer to your question at [www.IKEA.ch/service](http://www.IKEA.ch/service)? You can get in touch with us by telephone on +41 58 515 03 86 (freephone). Please take good care of your proof of purchase. This proof is necessary in order of claims under guarantee to be valid.

## Bathroom wash-basins, mixer taps and wash-basin accessories

### **How long is the guarantee valid?**

The guarantee for bathroom wash-basins and mixer taps purchased at IKEA remains in force for 10 years and is valid from the date of purchase. A proof of purchase is required. We offer you a 3-year guarantee for ÅBÄCKEN mist nozzle for mixer tap.

### **What is covered under this guarantee?**

This guarantee is valid for all bathroom wash-basins including water trap and mixer taps at IKEA. The guarantee applies to domestic use only and covers defects in material and workmanship in all bathroom wash-basins and mixer taps. Our products are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year guarantee promise.

### **What is not covered under this guarantee?**

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. It also does not apply to the filter/aerator of the mixer tap which should be cleaned regularly or replaced when worn out. Follow our assembly instructions and care instructions carefully. This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products. This guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. It also does not cover accidental damage.

### **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 through its own service operations, will then, at its sole discretion, replace it with the same or a comparable product. If it is covered by the warranty, IKEA will cover the costs of repairs, spare parts, labour and travel expenses for repair personnel incurred by IKEA, provided that the product is accessible for repair without any special effort. This does not apply to any work not authorized by IKEA. Replaced tap becomes the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

## **Installation**

Secure that the walls in your bathroom can support the weight of the wash-basin and the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional. As wall materials vary, screws for fixing to the wall are not included. For advice on suitable screw systems, contact your local specialized dealer. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

## **Certification**

Certain countries have introduced statutory requirements for the approval and certification of bathroom mixer taps. Our mixer taps have been approved and certified to meet the relevant demands in every market.

## **Swiss law shall apply**

IKEA guarantees are governed by Swiss substantive law.

## **General legal entitlements**

This guarantee grants you certain legal entitlements. However, it shall in no way affect other legal entitlements guaranteed by law.

## **How to reach us if you need service**

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## Bathroom shower mixers and shower accessories

### **How long is the guarantee valid?**

The guarantee for bathroom shower mixers purchased at IKEA remains in force for 10 years and is valid from the date of purchase. A proof of purchase is required.

- BROGRUND, VOXNAN and VALLAMOSSE shower mixers and bath shower mixers
- OPPEJEN shower screen, shower door and hinged bath shower screen.
- FOTINGEN shower tray.

### **How long is the guarantee valid?**

The 3-year guarantee is valid for the bathroom shower products below purchased at IKEA and is valid from the date of purchase. A proof of purchase is required.

#### **BROGRUND and VOXNAN**

- Shower heads
- Hand showers
- Shower hoses
- Riser rails
- Shower shelves

#### **VALLAMOSSE**

- Hand shower
- Shower hose
- Riser rail

#### **LILLREDET**

- Hand shower
- Shower hose

#### **KOLSJÖN**

- Hand shower parking bracket
- Shower hose

#### **OPPEJEN**

- Wipers
- Door seals

### **What is covered under these guarantees?**

These two guarantees are valid for all bathroom shower products at IKEA. The guarantees cover defects in material and workmanship in all bathroom shower products. Our products are tested well beyond all relevant international standards and we use only top brand components to secure our 3 and 10 year guarantee promise.

## What is not covered under this guarantee?

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. Follow our assembly instructions and care instructions carefully. This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products. This guarantee does not apply if the products have been used outdoors or in a corrosive environment. It also does not cover accidental damage.

## 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 through its own service operations, will then, at its sole discretion, replace it with the same or a comparable product. If it is covered by the warranty, IKEA will cover the costs of repairs, spare parts, labour and travel expenses for repair personnel incurred by IKEA, provided that the product is accessible for repair without any special effort. This does not apply to any work not authorized by IKEA. Replaced tap becomes the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

## Installation

Follow our assembly instructions, installation instructions and care instructions carefully. If you are uncertain about the installation, contact a professional.

## Certification

Certain countries have introduced statutory requirements for the approval and certification of bathroom shower products. Our shower range has been approved and certified to meet the relevant demands in every market.

## Swiss law shall apply

IKEA guarantees are governed by Swiss substantive law.

## General legal entitlements

This guarantee grants you certain legal entitlements. However, it shall in no way affect other legal entitlements guaranteed by law.

## How to reach us if you need service

Have you been unable to find an answer to your question at [www.IKEA.ch/service?](http://www.IKEA.ch/service?) You can get in touch with us by telephone on +41 58 515 03 86 (freephone). Please take good care of your proof of purchase. This proof is necessary in order of claims under guarantee to be valid.

## Save the receipt

It is your proof of purchase and required for the guarantee to apply. If anything happens, or if you're not satisfied, just contact IKEA at [IKEA.ch](http://IKEA.ch)

