

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.

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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 ten (10) years and is valid from the date of purchase.

The guarantee is only valid when the purchase can be verified by presenting a receipt, order confirmation or other proof of payment of the product and the date of purchase. If you used a purchase IKEA Family membership card, the purchase details will be saved in your membership profile and you do not need a receipt.

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. For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

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 this guarantee, IKEA will pay the costs of repairs, spare parts, labour and travel

for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure. 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.

How country, provincial and state law applies

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need service

Contact IKEA Customer Service or your nearest IKEA store. Contact details can be found in the IKEA catalogue and on IKEA.fi

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 ten (10) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase. We offer you a 3-year guarantee for ÅBÄCKEN mist nozzle for mixer tap.

The guarantee is only valid when the purchase can be verified by presenting a receipt, order confirmation or other proof of payment of the product and the date of purchase. If you used a purchase IKEA Family membership card, the purchase details will be saved in your membership profile and you do not need a receipt.

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 this guarantee, IKEA will pay the costs of replacing it, labour and travel for staff, that IKEA incur, provided that the product is accessible for replacement without special expenditure. 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

All taps sold in IKEA units have type approval from VTT or KIWA. Type approval indicates that the product meets the requirements of Finnish building regulations and thus facilitates the work of building inspectors, for example. The type-approval decision also includes information on the sound level group of the tap. Type-approvals can be found at: kiwa.com/fi or sertifikaattihaku.fi

How country, provincial and state law applies

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need service

Contact IKEA Customer Service or your nearest IKEA store. Contact details can be found in the IKEA catalogue and on [IKEA.fi](https://www.ikea.fi)

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 ten (10) years and is valid from the date of purchase. The guarantee is only valid when the purchase can be verified by presenting a receipt, order confirmation or other proof of payment of the product and the date of purchase. If you used a purchase IKEA Family membership card, the purchase details will be saved in your membership profile and you do not need a receipt.

- 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 three (3) year guarantee is valid for the bathroom shower products below purchased at IKEA and is valid from the date of purchase. The guarantee is only valid when the purchase can be verified by presenting a receipt, order confirmation or other proof of payment of the product and the date of purchase. If you used a purchase IKEA Family membership card, the purchase details will be saved in your membership profile and you do not need a receipt.

BROGRUND and VOXNAN

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

VALLAMOSSE

- Hand shower
- Shower hose
- Riser rail

LILLREVET

- 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 this guarantee, IKEA will pay the costs of replacing it, labour and travel for staff, that IKEA incur, provided that the product is accessible for replacement without special expenditure. 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

All showers sold in IKEA units have type approval from VTT or KIWA. Type approval indicates that the product meets the requirements of Finnish building regulations and thus facilitates the work of building inspectors, for example. The type-approval decision also includes information on the sound level group of the shower.

Type-approvals can be found at: kiwa.com/fi or sertifikaattihaku.fi

How country, provincial and state law applies

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need service

Contact IKEA Customer Service or your nearest IKEA store. Contact details can be found in the IKEA catalogue and on [IKEA.fi](https://ikea.fi)

Save the receipt

The guarantee is only valid when the purchase can be verified by presenting a receipt, order confirmation or other proof of payment of the product and the date of purchase. If you used a purchase

IKEA Family membership card, the purchase details will be saved in your membership profile and you do not need a receipt. If you have any problems or are not satisfied with the product, please contact: [IKEA.fi](https://ikea.fi)

