

# **IKEA 365+** **cookware**

**Free**  
**15**  
**Year**  
**Guarantee**

**Free**  
**5**  
**Year**  
**Guarantee**





Everyday life at home puts high demands on cookware. IKEA 365+ stainless steel cookware is rigorously tested to cope with everyday use. We guarantee the function of IKEA 365+ cookware for 15 years for products without a non-stick coating and for 5 years for those with a non-stick coating. That means that they will still work as well as they did when they were new, provided that our care instructions are followed and they are subjected to normal domestic use (cooking and washing once a day). This guarantee of function, materials and workmanship is subject to the terms and conditions stated in this folder.



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

The guarantee for IKEA 365+ stainless steel cookware without non-stick coating remains in force for fifteen (15) years from the date of purchase, or, delivery date if later. The original purchase receipt, or email confirmation is required as proof of purchase. For details see page 5-6.

The guarantee for IKEA 365+ cookware with non-stick coating remains in force for five (5) years from the date of purchase, or, delivery date if later. The original purchase receipt, or email confirmation is required as proof of purchase. For details see page 5-6.

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

This guarantee covers function, materials and workmanship in all cookware in the IKEA 365+ series. This means that, in normal domestic use and provided that our care instructions are followed, the cookware will still work as well as it did when it was new even after 15 and 5 years respectively. In this instance, normal use is defined as using an item for cooking and washing it once a day.

The guarantee covers:

- Stability of the base. In other words, the base of the cookware remains flat to conduct heat efficiently.
- Washing in a domestic dishwasher. This does not have an adverse effect on the function of stainless steel cookware. Note, however, that all items with a non-stick coating must always be washed by hand.
- Non-stick properties on non-stick pans. This means that IKEA 365+ non-stick coated cookware will be easy to clean and can be used with a minimum amount of fat for cooking food for at least 5 years.

### **Products not covered under this guarantee**

No exceptions.

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

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product. If it is covered by this guarantee, IKEA will pay the costs of repairs, spare parts 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.

Free  
**15**  
Year  
Guarantee



IKEA 365+ stockpot with lid 10 l,  
stainless steel.



IKEA 365+ pot with lid 5 l,  
stainless steel.



IKEA 365+ pot with lid 3 l,  
stainless steel.



IKEA 365+ saucepan with lid 2 l,  
stainless steel.



IKEA 365+ saucepan with lid 1 l,  
stainless steel.

Free  
**5**  
Year  
Guarantee



IKEA 365+ frying pan Ø24 cm,  
stainless steel/non-stick coating.



IKEA 365+ frying pan Ø28 cm,  
stainless steel/non-stick coating.



IKEA 365+ grill pan Ø28 cm,  
stainless steel/aluminium/non-stick coating.

Free  
**15**  
Year  
Guarantee

Free  
**5**  
Year  
Guarantee



IKEA 365+ 5-piece cookware set: Pot/sauce pan with lid,  
stainless steel/glass and frying pan, stainless steel/non-  
stick coating.

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

This guarantee does not cover changes in the appearance of the cookware unless they have a significant effect on function.

This guarantee does not apply to products that have been stored 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 or scratches, or damage caused by impacts or accidents.

This guarantee does not apply if the product has been placed outdoors or in a humid environment.

## Care instructions

All cookware with a stainless steel inside can be washed in a dishwasher. Cookware with a non-stick coating inside should always be washed by hand since dishwasher detergent can damage the surface.

Steel wool or abrasive sponges should never be used to clean the cookware since they can damage the surface.

When cooking food in a pot with stainless steel inside, always add salt to the water after the water has been brought to the boil. Adding salt to cold water can cause salt stains that will eventually cause corrosion.

The base of the cookware is slightly concave when cold, but expands to flatten out when heated. Because of this, you should always leave the cookware to cool off before cleaning it. This allows the base to resume its shape and helps to prevent it from becoming uneven with use. It is also important that you never let the cookware boil dry, because the base then becomes skewed.

If the cookware has a non-stick coating, overheating might also cause it to lose its non-stick properties. If the cookware has a non-stick coating it means that you can cook food in little or no fat or oil at all. It also makes the cookware easier to clean since the coating prevents food from burning and sticking to the surface. However, the coating is sensitive to scratches which is why you should only use wooden or plastic utensils without sharp edges in the cookware. We do not recommend that non-stick coated cookware is stored stacked inside each other since this can cause scratches on the coating.

When cleaning non-stick coated cookware, use a mild detergent and warm water. Do not use steel wool or anything that may scratch the coating. Always wash the cookware by hand since dishwasher detergent can damage the surface.

## General legal rights

This guarantee gives you specific legal rights and is provided to you in addition to the rights given to you by law. It does not in any way affect the rights given to you by law. Items excluded from this guarantee may still be covered by the rights given to you by law.

## How to reach us if you need service

Visit your local IKEA store or contact us at [IKEA.com](https://www.ikea.com)

Scan the QR codes below for your country.



In the UK



In Ireland

# Save the sales receipt\*

It is your proof of purchase and required for the guarantee to apply.

\* or email confirmation if ordered online.

If anything happens, or if you're not satisfied, just contact IKEA at [IKEA.com](http://IKEA.com)

